

U.S. Citizenship and Immigration Services

CLAIMS 4

Reference Guide

Field Offices

CSC

TABLE OF CONTENTS

CHAPTER 1: OVERVIEW OF CLAIMS 4 1-1

Introduction 1-1
N-400 Applications and CLAIMS 4 1-2
CLAIMS 4 Applications IDs 1-3
Flow of an N-400 Case through CLAIMS 4 1-4
Getting Access to CLAIMS 4 1-5
Logon To CLAIMS 4 1-6
Changing Your Password 1-7
Logoff of CLAIMS 4 1-7
CLAIMS 4 Switchboard 1-8
User Access within CLAIMS 4 1-9

CHAPTER 2: CASE MANAGEMENT 2-1

Introduction 2-1
The Case Management Screen 2-3
Address Change Petition 2-4
Reprint Fingerprint, Interview or Oath Ceremony Appointment Notice 2-5
Record Fingerprint Results 2-6
Fingerprint/Agency Checks Requested 2-8
Fingerprint/Agency Checks Received 2-9
Evidence Received 2-11
Place FBI Rap Sheet in A-File 2-12
Update with Requested Motion to Reopen Information 2-13
Reverify Grant 2-15
Undeliverable Notice 2-16
Information Received 2-17
Record No-Shows 2-18
Record Certificate Withheld 2-19
Naturalization Certificate Issued 2-21
Close Out Cases 2-22

CHAPTER 3: INTERVIEW SCHEDULING 3-1

Introduction 3-1
Batch Scheduling Interviews - 2 Approaches 3-4
Batch Scheduling Interviews By Exception Profile
Batch Scheduling Interviews Process - By Section Exception Profile 3-5

Record a No-Show 3-51

CHAPTER 4: ADJUDICATIONS 4-1

Introduction 4-1
The Adjudications Screen 4-4
The Adjudications Buttons 4-5
Opening an Application 4-7
Discrepancy Alert Window 4-9
Update Information on the N400 Tab 4-10
Update Address 4-11
Update Attorney Information 4-12
Update Community Based Organization Information 4-12
Update Eligibility Questions 4-13
Record Selective Service Information 4-14
Record Arrest Information 4-15
Status of the A-File 4-16
Mark Evidence as Received 4-17
Mark Evidence as Waived 4-17
Add Evidence 4-18
Delete Evidence 4-19
Sub-Tabs on Evids/Bkgds Tab 4-20
Add FBI Fingerprint Response 4-21
Modify FBI Fingerprint Response 4-21
Order New Fingerprints 4-22
Cancel Fingerprint Request 4-22
Determine Status of Current FBI Name Check Response 4-23
Add FBI Name Check Response 4-24
Record Results of Naturalization Test 4-25
Update Marriage Information 4-27
Update Marriage Information (Old N-400) 4-28
Update Relatives Information 4-29
Update Absences Outside the U.S. 4-30
Update Absences Outside the U.S. (Old N-400) 4-31
Record a Name Change Petition 4-32
Saving Changes 4-33
Entering a Decision 4-34
Adding Adjudicator's Decision Notes 4-35

CHAPTER 1: OVERVIEW OF CLAIMS 4

Introduction	This chapter will introduce the user to the processing of *N-400 Application for Naturalization* cases using the CLAIMS 4 software application. The CLAIMS 4 application is used by USCIS offices to track each N-400 case through all aspects of the naturalization process, from application submission to closeout. CLAIMS 4 was modified in 2004 to allow *I-485 Adjustment of Status* cases to be scheduled for Interviews only. All other functions for the *I-485 Adjustment of Status* (including Adjudications), are done in the CLAIMS 3 software application.
Objectives	After completing this chapter, you will understand: ▪ How information provided by the applicant on their N-400 Application gets into CLAIMS 4. ▪ How a N-400 case progresses through the CLAIMS 4 application ▪ How to get access to the CLAIMS 4 software application ▪ How to login and logout of CLAIMS 4 ▪ What the CLAIMS 4 Switchboard is and how it is used ▪ Users' Access Rights (permissions) within CLAIMS 4
Key Terms	The following key terms are introduced in this section: **Application ID** A unique number that is assigned to each N-400 Application that is entered into CLAIMS 4. This number is used throughout the CLAIMS 4 system to: - enter and update information about the applicant - search for a particular person's N-400 case information - access the status of an applicant's N-400 application - schedule an applicant for a Fingerprint appointment, Interview or Oath Ceremony - record the disposition of an application **Interfaces (CLAIMS 4)** Software application systems that CLAIMS 4 interfaces with. Some examples are: FBI Name Check Interface, FBI Fingerprint Interface and the Central Index System (CIS) Verification Interface. **Participant Type Code** The code that a user is assigned within the CLAIMS 4 software application. This code dictates which CLAIMS 4 functions a user can perform within the application. The Participant Type Code is defined by the System Administrator. **Ident** A FBI Fingerprint Interface result that indicates the applicant's fingerprints are on record (in FBI's database). **Non-Ident** A FBI Fingerprint Interface result that indicates the applicant's fingerprints are not on record (not in FBI's database).

WHAT IS CLAIMS 4?

CLAIMS 4 is a software application designed to assist in the tracking of the N-400 Application for Naturalization. The CLAIMS 4 application is used by USCIS offices to track each N-400 case through all aspects of the naturalization process, from the N-400 application submission to closeout.

CLAIMS 4 was modified a few years ago to allow *I-485 Adjustment of Status* cases to be scheduled for Interviews only. All other functions for the *I-485 Adjustment of Status* (including Adjudications), are done in the CLAIMS 3 software application.

APPLYING FOR NATURALIZATION

Persons wishing to apply for Naturalization are instructed to mail in an **N-400 Application for Naturalization** along with a processing fee and some documentation (photo, copy of Permanent Residency Card).

WHERE DO APPLICANTS MAIL THEIR N-400 APPLICATION?

Currently, persons applying for Naturalization are instructed to mail in their N-400 Application to either the Lockbox or the Nebraska Service Center:

- **LOCKBOX** – for Non-Military Applicants
- **LIN** – for Military & Military Spouses

Prior to January 22, 2009, persons applying for Naturalization were instructed to mail in their N-400 Application to one of the four USCIS Service Centers depending on where they lived:

- **WSC** – Western Service Center (California)
- **LIN** – Nebraska Service Center (Lincoln, Nebraska)
- **SSC** – Southern Service Center (Texas)
- **ESC** – Eastern Service Center (Vermont)

HOW DOES THE INFORMATION ON THE N-400 APPLICATION GET INTO CLAIMS 4?

A person applying for Naturalization mails in a completed N-400 Application for Naturalization to either the Lockbox or the Nebraska Service Center. The Lockbox or the Nebraska Service performs the following tasks:

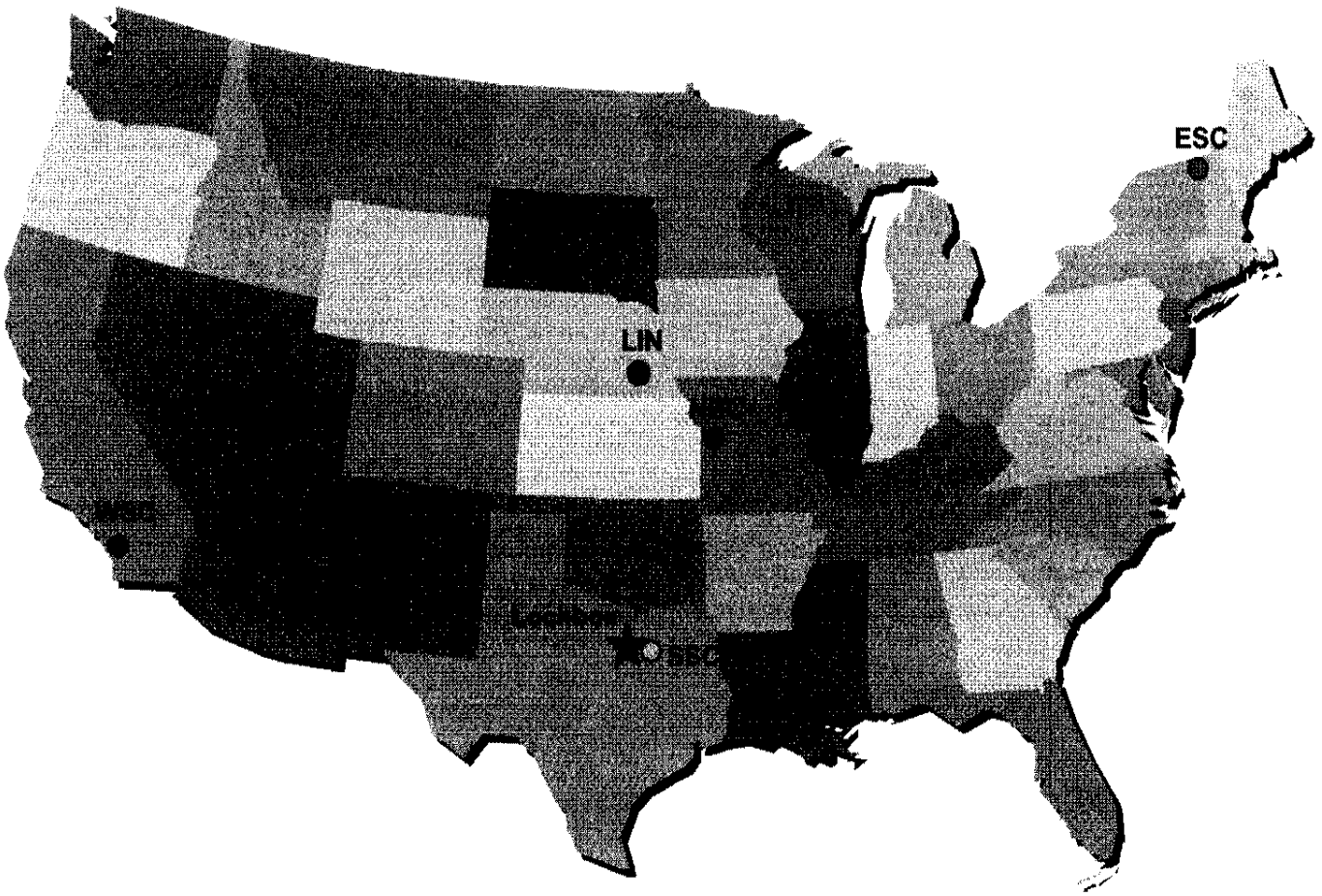
- Records the date and time the N-400 application was received
- Data Enters the information the applicant provided on the N-400 form into CLAIMS 4
- Records the payment received with the N-400 application
- Prints and mails a *Receipt Notice* to the applicant acknowledging receipt of their N-400 application

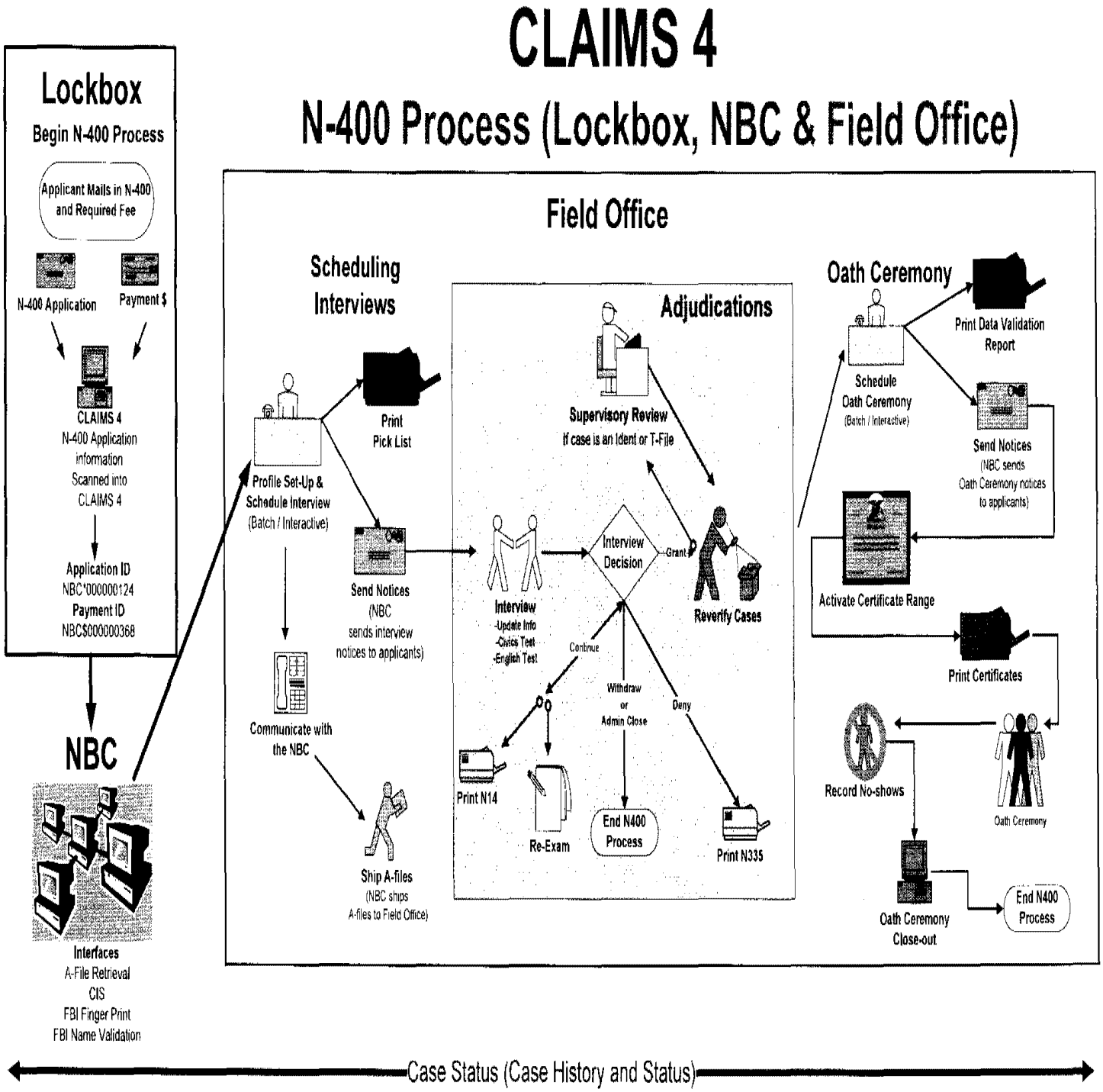
NOTE: For applications received at the Lockbox, the information on the N-400 Application is scanned into CLAIMS 4.

CLAIMS 4 UNIQUELY IDENTIFIES EACH N-400 APPLICATION (CASE)

CLAIMS 4 assigns a unique *Application ID* to each N-400 application that is received. The 1st three characters of the Application ID represent the USCIS Service Center (or Lockbox) that received the application. The 4th character is an asterisks (*). The final 9 characters are numeric. The Application ID numbers are issued sequentially.

	N-400 Application was received at:	Application ID Begins with:	Sample Application ID:
●	Western Service Center (California)	WSC	WSC*009012750
●	Eastern Service Center (Vermont)	ESC	ESC*001000360
◎	Southern Service Center (Texas)	SSC	SSC*014901847
●	Nebraska Service Center (Nebraska)	LIN	LIN*000845214
★	**Lockbox** (Texas, Arizona)	**NBC**	NBC*000000156
●	National Benefits Center (Missouri)	NBC	NBC*000000023

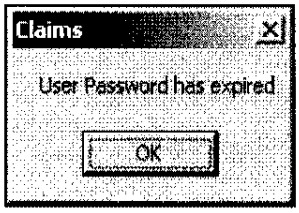



CLAIMS 4
N-400 Process (Lockbox, NBC & Field Office)
Lockbox
Begin N-400 Process
Applicant Mails in N-400 and Required Fee
N-400 Application
Payment $
CLAIMS 4
N-400 Application information Scanned into CLAIMS 4
Application ID
NBC*000000124
Payment ID
NBC$000000368
NBC
Interfaces
A-File Retrieval
CIS
FBI Finger Print
FBI Name Validation
Field Office
Scheduling Interviews
Profile Set-Up & Schedule Interview
(Batch / Interactive)
Print Pick List
Send Notices
(NBC sends interview notices to applicants)
Communicate with the NBC
Ship A-files
(NBC ships A-files to Field Office)
Adjudications
Supervisory Review
If case is an Ident or T-File
Interview
-Update Info
-Civics Test
-English Test
Interview Decision
Grant
Reverify Cases
Continue
Withdraw or Admin Close
Deny
Print N14
Re-Exam
End N400 Process
Print N335
Oath Ceremony
Schedule Oath Ceremony
(Batch / Interactive)
Print Data Validation Report
Send Notices
(NBC sends Oath Ceremony notices to applicants)
Activate Certificate Range
Print Certificates
Record No-shows
Oath Ceremony
Oath Ceremony Close-out
End N400 Process
Case Status (Case History and Status)
Case Management (Change of Address, Reverification, Record No-shows, Oath Ceremony Close- out)
National Benefits Center (NBC)
Scheduling
Reporting
Adjudications
Oath Ceremony Management
Case Management
System Maintenance

GETTING ACCESS TO CLAIMS 4

Once a person is determined to have a need to access and use the **CLAIMS 4** application, he or she should complete a form G-872B, requesting 6304 access (for all users), or 6303 access (ONLY for Systems Administrators). This form should be filed with your local *PICS office*.

After the *PICS Officer* has granted access for you, he or she will provide you with a *UserID* and (initial) *Password* to log on to CLAIMS 4. The first time you log on to CLAIMS 4, the application will indicate to you that your password has expired.



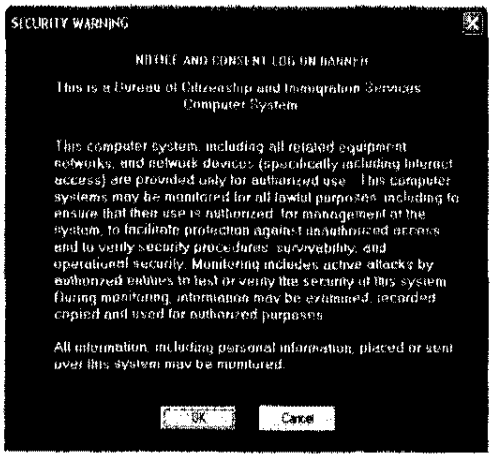
After you click the **OK** button, CLAIMS 4 will present you with *the Password Rules* dialog box. **Refer to the next two pages of this document to log on to the CLAIMS 4 application and set your new password.**

LOGON TO CLAIMS 4

1. Double click the 

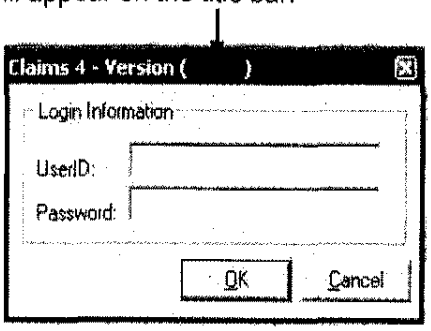
icon located on the desktop.

The *Security Warning* dialog box will appear.



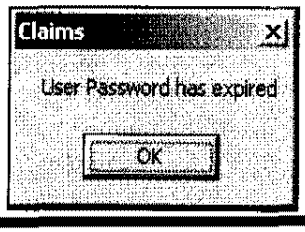
2. Click the **OK** button.

The Login screen will appear. The CLAIMS 4 version # will appear on the title bar.



3. Type in your UserID.
4. Press the **TAB** key.
5. Type in your password.
6. Click the **OK** button.

NOTE: If you are a new user to the CLAIMS 4 application, you will initially log in using a password that your local PICS officer provided you. After typing in your *UserID*, initial *Password* and clicking the **OK** button, CLAIMS 4 will indicate that your password has expired.



(b)(2)

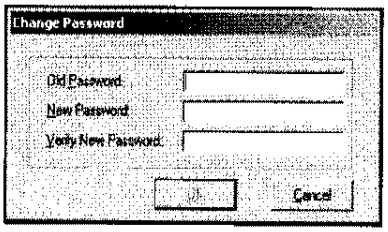
7. Click the **OK** button.

The *Password Rules* dialog box will appear:

8. Click the **OK** button.

CHANGING YOUR PASSWORD

The *Change Password* dialog box will appear:



1. Enter your *old password* in the **Old Password** field. Press **TAB** (or click inside the **New Password** field.)

2. Type a *new password* in the **New Password** field. Press **TAB** (or click inside the **Verify New Password** field.)

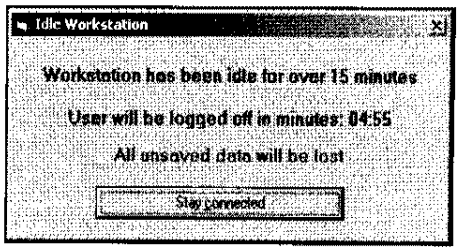
(b)(2)

3. Retype the *new password* in the **Verify New Password** field.

4. Click the **OK** button.

SESSION TIME OUT IN CLAIMS 4

After 15 minutes of inactivity, CLAIMS 4 will provide a warning message that you be automatically logged off unless you click the **Stay Connected** button.

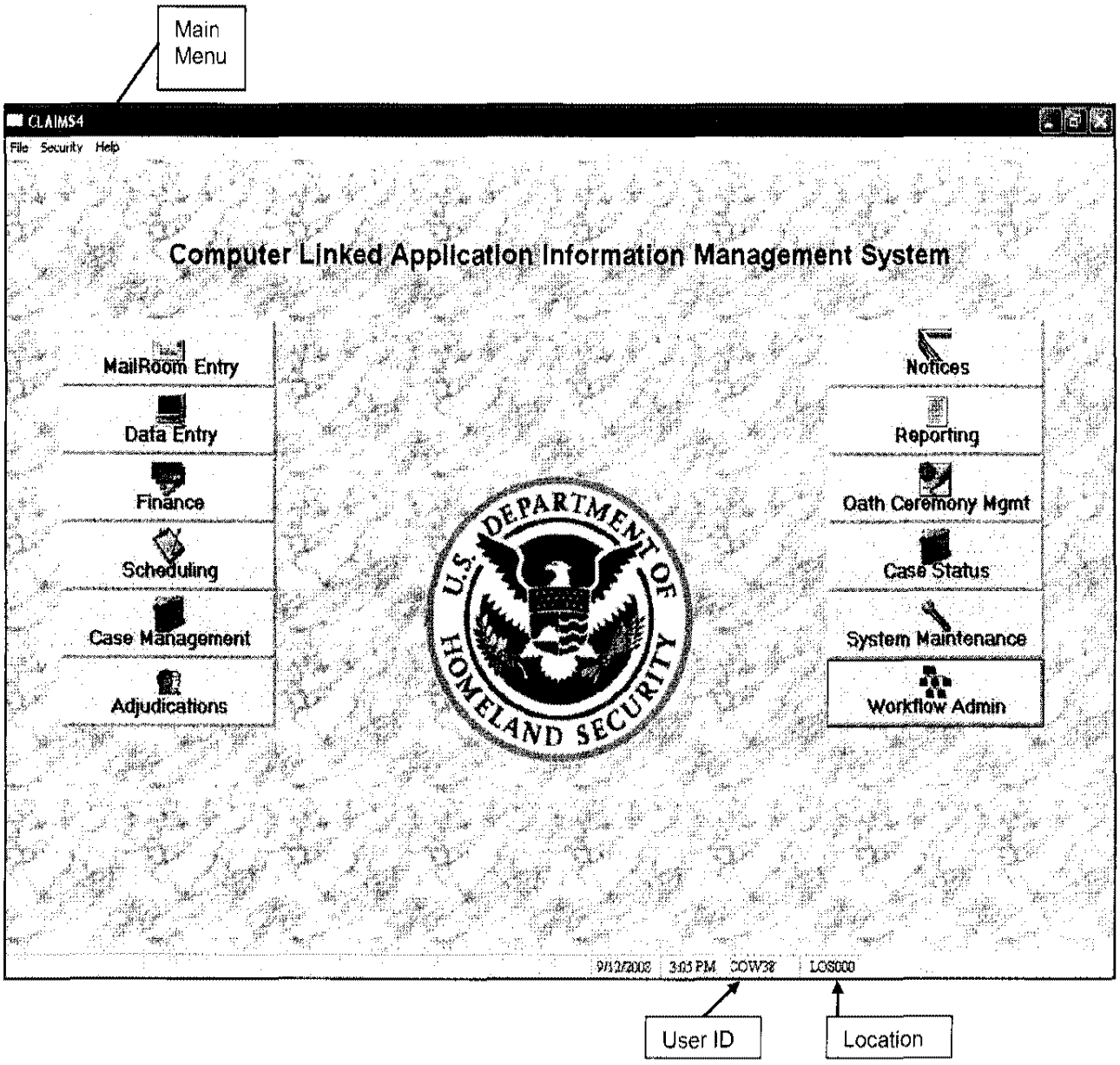


LOGOFF OF CLAIMS 4

1. Select **File, Exit** from the CLAIMS 4 Switchboard

CLAIMS 4 SWITCHBOARD

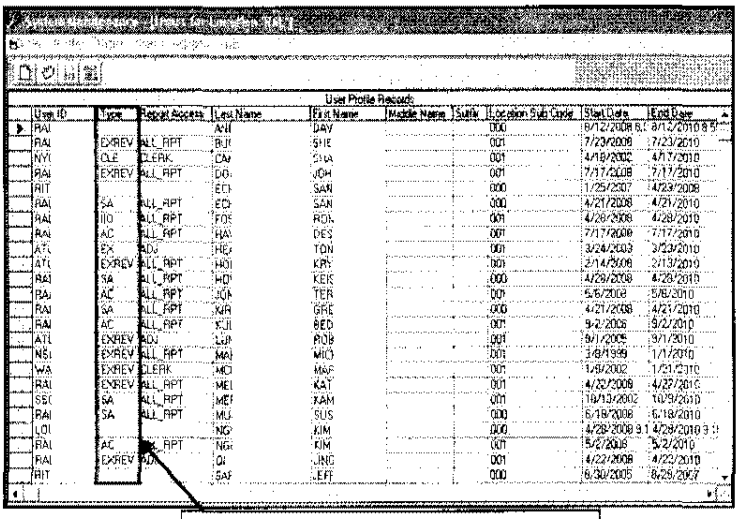
The **CLAIMS 4 Switchboard** is the first screen that you are presented with after logging on to CLAIMS 4. The *Switchboard* is the "main control panel" for access into each of the CLAIMS 4 modules. The modules within CLAIMS 4 contain functions (commands) that are related. For example, all scheduling functions (scheduling Fingerprints, scheduling Interviews and scheduling Oath Ceremonies) are performed using the *Scheduling* module. The modules are represented by *buttons* on the *Switchboard*. The module buttons that each CLAIMS 4 user sees are the modules that the user has access to. The sample *Switchboard* below displays all the CLAIMS 4 modules except the *Military* module.



USER ACCESS WITHIN CLAIMS 4

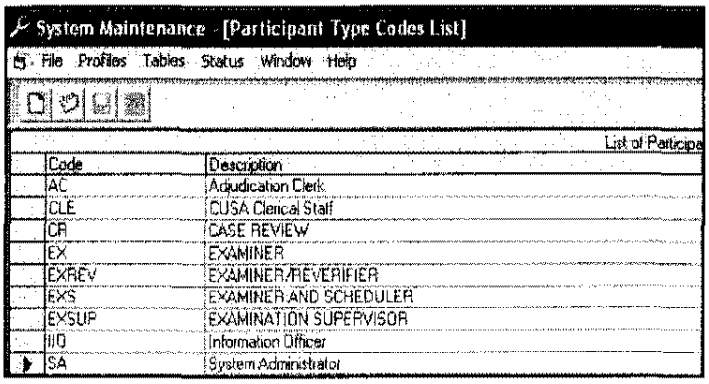
User access within CLAIMS 4 is defined by the local System Administrator and is set up when a new user is granted access to CLAIMS 4 through PICS. Two users may both have access to the *Adjudications* module but have access to different functions (commands) within the module.

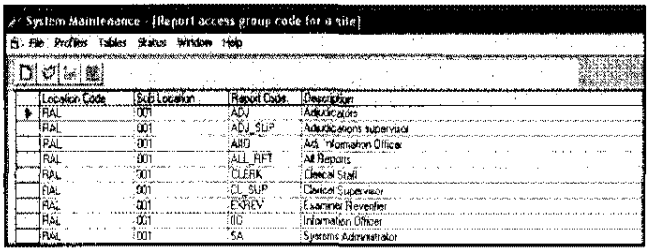
This "access" is determined by the *Participant Type Code* that a user is given in CLAIMS 4. Users who schedule N-400 applicants for an Interview would have access to some or all of the functions in the *Scheduling* module at a minimum. Users who interview the applicants and make a decision whether to grant naturalization would have access to some or all of the functions in the *Adjudications* module whereas those users who enter information about the evidence received for an applicant would have access to some or all of the functions in to the *Case Management* module.



The *participant type code* is listed in the *Type* column on the *Users for Location "XXX"* screen in the *System Maintenance* module.

The System Administer at each location defines which activities each *Participant Type Code* can perform. Once a user is assigned to a particular *Participant Type Code*, he or she will have access to those activities within CLAIMS 4 that are permitted by that group. The example on the right shows a list of *Participant Type Codes* defined for one of the USCIS Service Center locations. The System Administrator can modify which activities a *Participant Type Code* has access to thus affecting the access rights of all users who are assigned that particular *Participant Type Code*.





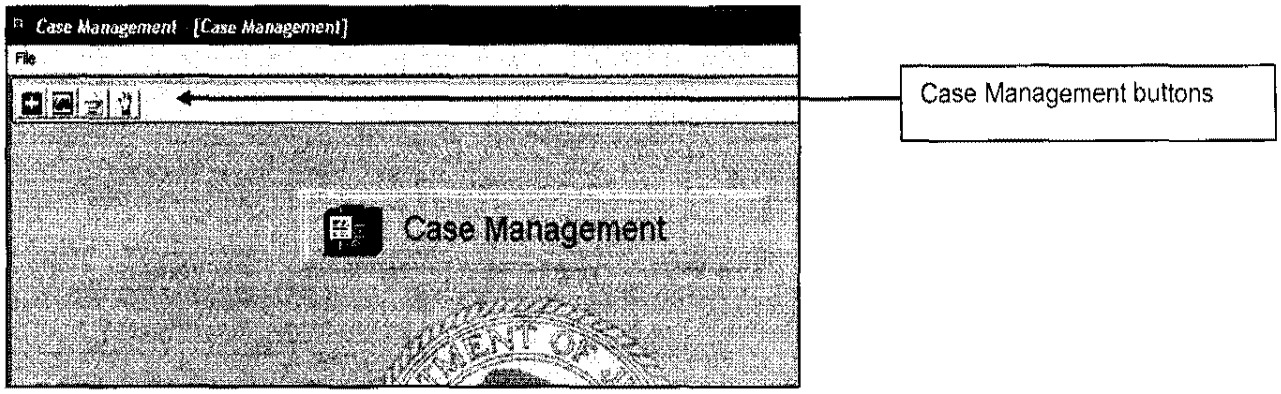
Some modules, such as the *Reporting* module and the *Case Status* module allow *all users* access to the module. Within the *Reporting* module however, the local System Administrator has set up an additional set of access rights by making a user a member of a particular "*Report Group*".

CHAPTER 2: CASE MANAGEMENT

Introduction	The Case Management module contains four options: **CLAIMS Resolution**—This option allows authorized users to resolve data discrepancies between the Central Index System (CIS) and CLAIMS 4 and/or to enter missing required data. This function is performed at the National Benefits Center (NBC). **Batch Status Update**—This option allows the user to update case information on an individual case or a group of cases. Within Batch Status Update, the user can update case status, close out cases, record no-shows, and withhold certificates. **Address Change Petition**—This option allows the user to update an applicant's mailing and/or residential address. **Federal Bureau of Investigation (FBI) Fingerprint Result**—This option allows the user to add or modify existing FBI fingerprint response(s) for the applicant. **NOTE:** Case Management is typically used to process several cases at one time (batch). However, it may be used to process one case at a time. This may be done so that users who do not have access to the *Adjudications* module can update cases (record an address change or indicate that information has been received, etc.).
Objectives	After completing this chapter, you will be able to: ▪ Enter address change information ▪ Enter an FBI Fingerprint Response ▪ Record Fingerprint/Agency Checks Requested ▪ Record Fingerprint/Agency Checks Received ▪ Record Evidence Received ▪ Record FBI Rap Sheet in A-File ▪ Record Reverify Grant ▪ Record Reopen Request Received ▪ Record Undeliverable Notice ▪ Record Information Received ▪ Record No-Shows ▪ Record Certificate Withheld ▪ Record Naturalization Certificate Withheld ▪ Close Out Cases

Key Terms	The following key term is introduced in this chapter: **Response Code** Code used by the FBI to indicate the results of a background check.

CASE MANAGEMENT SCREEN



Clicking the ***Case Management* Module** button from the CLAIMS 4 switchboard displays the *Case Management* screen. The *Case Management* screen contains buttons for each of the main Case Management functions.

Claims Resolution

Batch Status Update

Address Change Petition

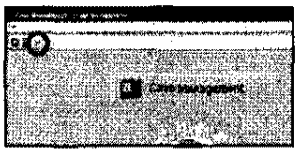
FBI Fingerprint Result

ADDRESS CHANGE PETITION

When an applicant notifies your office of a change of address, the new address must be recorded in CLAIMS 4. Recording changes of address in CLAIMS 4 in a timely manner is very important since applicants receive many notices throughout the process of applying for naturalization and these notices are addressed and mailed to the address that is in CLAIMS 4.

A *Fingerprint, Interview or Oath Ceremony Appointment Notice* may have already been sent to the previous address. After making a change of address, you will want to go to the *Notices* module and reprint the notice with the *Current Address* or *Current Data* option selected. Then your office will need to mail it to the applicant. See Chapter 7: Notices, page 7-5 through 7-8 in this Reference Guide to reprint a notice with a current address or current data.

1. From the CLAIMS 4 Switchboard click the Case Management button to access the *Case Management* module.



2. Click the (**Address Change Petition**) toolbar button.

3. Type or wand-in the *Application ID* for the applicant in the **App ID Selector** field.

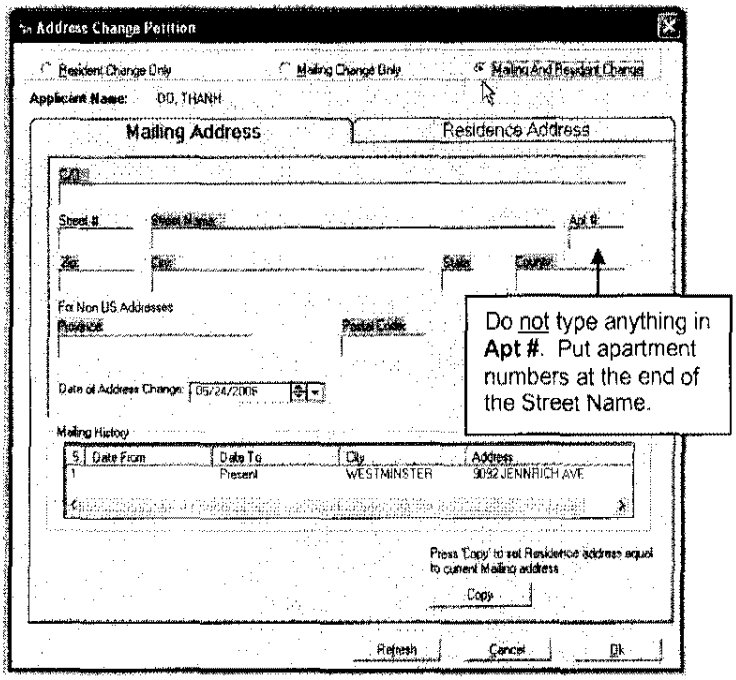
4. Click Apply.

5. Select the **Resident Change Only**, **Mailing Change Only** or **Mailing and Resident Change** radio button.

6. Type in the new address:

   C/O _____
   Street # _____
   Street Name _____
   ZIP _____ (press the **TAB** key after typing in the Zip)

7. The **City** field will automatically fill in or present you with a list of choices if more than one city covers the zip code you entered (the state and county populate).



8. If you wish to enter a date other than today, type it in the **Date of Address Change** field.

9. Click Copy to copy the *Mailing Address* to the *Residence Address* if they are the same.

NOTE: Even though you chose the **Mailing and Resident Change** radio button earlier, you must click the **Copy** button to confirm and copy the *Mailing Address* to the *Residence Address*.

10. Click the **OK** button to execute the update.

11. Click the **OK** button to close the dialog box.

12. Confirm that the *Mailing Address* is accurate by clicking on the ***Mailing Address*** tab.

13. Confirm that the *Residential Address* is accurate by clicking on the ***Residential Address*** tab.

14. Click the  button to return to the main *Case Management* screen.

15. Select ***File, Exit*** to exit the *Case Management* module.

REPRINT THE FINGERPRINT, INTERVIEW OR OATH CEREMONY APPOINTMENT NOTICE

A *Fingerprint, Interview or Oath Ceremony Appointment Notice* may have already been sent to the previous address. After making a change of address, you will want to go to the *Notices* module and reprint the notice with the *Current Address* or *Current Data* option selected. Then your office will need to mail it to the applicant. See Chapter 7: Notices, page 7-5 through 7-8 in this Training Guide to reprint a notice with a current address or current data.

RECORD FINGERPRINT RESULTS

Fingerprint check information is automatically transferred to CLAIMS 4 from the FBI Fingerprint Check Interface. Sometimes the results of fingerprint checks may need to be input into CLAIMS 4. Fingerprint results can be entered in the *Adjudications* module or the *Case Management* module. Because not all users have access to the *Adjudications* module, CLAIMS provides the ability to record fingerprint results in the *Case Management* module.

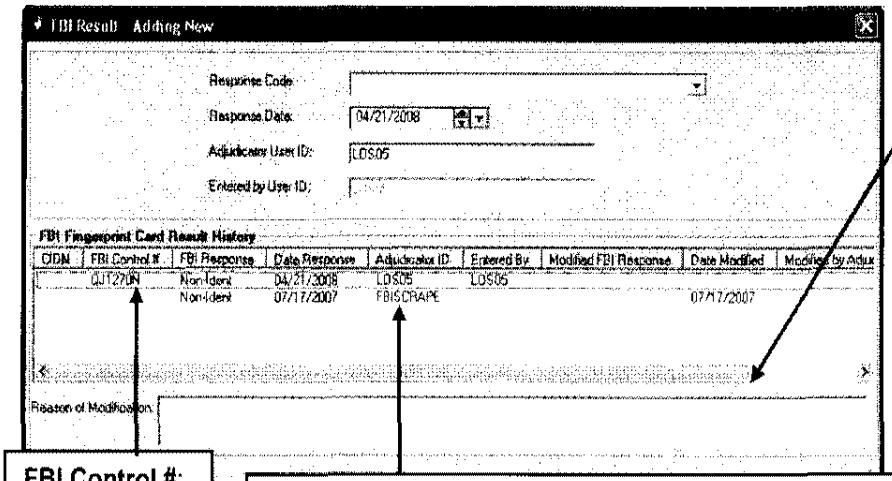
1. From the CLAIMS 4 Switchboard click the Case Management button to access the *Case Management* module.



2. Click the  **FBI Fingerprint Result** button.

3. Type or wand-in the *Application ID* for the applicant.

4. Click the **Apply** button.



Reason of Modification:

Text cannot be entered or updated in this field on this screen. You may see text in this field for previous responses if the response was entered using the *Adjudications* module.

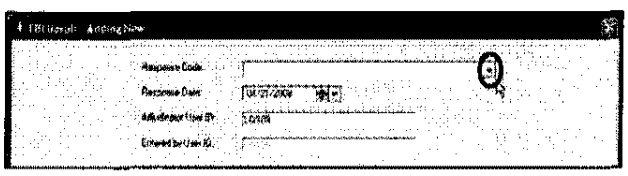
FBI Control #:
Ends with:
I Ident
N Non-Ident
R Rejected

Adjudicator ID:
FBISCRAPE automatic response sent from the FBI Fingerprint Interface (cannot be modified)

LOS05 (or other User ID) indicates that this response was entered by a CLAIMS 4 user (can only be modified by the user who entered it)

5. Click the drop-down arrow next to **Response Code** and select the *response*.

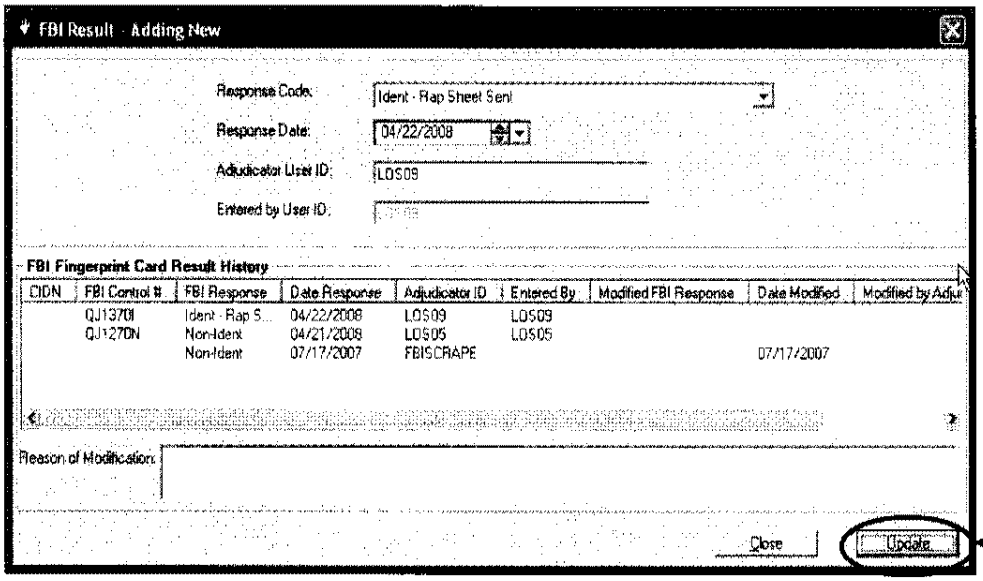
6. Click the drop-down arrow next to **Response Date** and select *the date of the fingerprint response.*



7. Click in the **Adjudicator User ID** field and type in *the User ID of the Adjudicator.*

8. Click the **Add** button.

NOTE: If you made a mistake you can update only those responses that have your User ID. You cannot update responses that have *FBISCRAPE* or another User's ID in the Adjudicator ID column. You can only update your response before clicking the **Close** button.



The **Update** button is available after you've added a response and before you click the **Close** button.

9. Click the **Close** button.

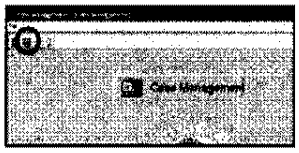
10. Click the ☒ button to close the *App ID Selector* dialog box.

11. Select ***File, Exit*** to exit the *Case Management* module.

BATCH STATUS UPDATE—FINGERPRINT/AGENCY CHECKS REQUESTED

The *Batch Update* tab within Batch Status Update is used to indicate that information or documents have been requested or received, or that an action has occurred for one or more cases. Fingerprint/Agency Checks Requested is one example of a Batch Operation. Use this function to indicate that an FBI Fingerprint Check and/or Military Check has been requested.

1. From the CLAIMS 4 Switchboard click the Case Management button to access the *Case Management* module.



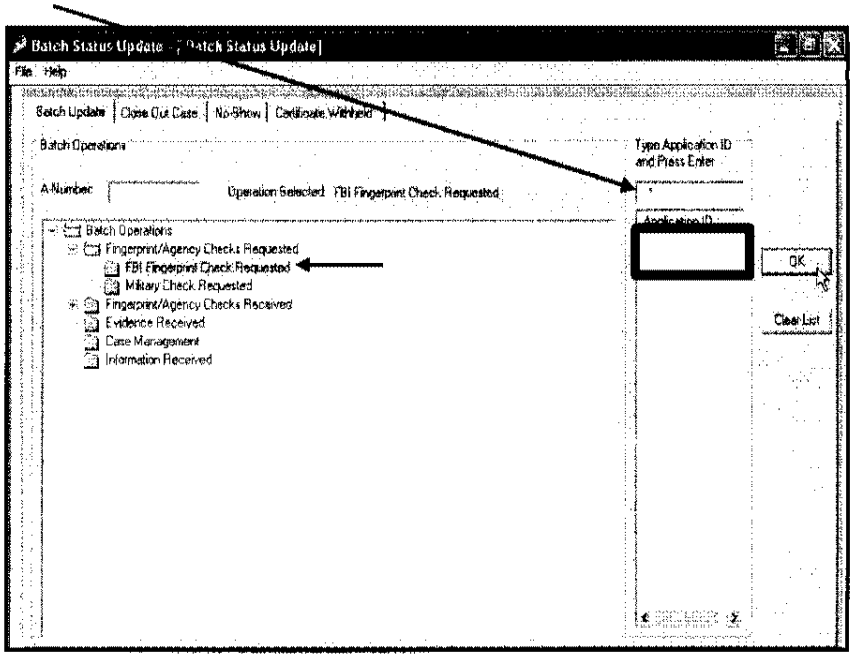
2. Click the **Batch Status Update** button. The *Batch Status Update* screen appears.

3. Click the **Fingerprint/Agency Checks Requested** folder to open.

4. Click the **FBI Fingerprint Check Requested** folder to open.

5. Click in the **Type Application ID** field.

6. Type or wand-in the *Application IDs* (or A-Number) followed by the **ENTER** key.



(b)(6)

NOTE: If you need to delete one of the Application IDs in the list; click on the *Application ID*, click the right mouse button and then select **Delete**. Click the **Clear List** button to delete all Application IDs. To view the Case Status for an Application ID, click on the *Application ID*, click the right mouse button and then select **Case Status**.

7. Click the **OK** button to execute the update.

8. Click the **OK** button to close the dialog box indicating the Batch Status Update has completed.

NOTE: If an update was not completed for a case or cases in the batch, then the user will receive a Message indicating *"Processing Complete – errors exist – check error log for incomplete updates"*. The *Batch Status Update Error Log* window will display listing the failed Application IDs and descriptions of the error.

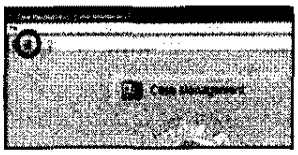
9. Select ***File, Exit*** from the menu to return to the main *Case Management* screen.

10. Select ***File, Exit*** to exit from the menu to exit the *Case Management* module.

BATCH STATUS UPDATE—FINGERPRINT/AGENCY CHECKS RECEIVED

The *Batch Update* tab within Batch Status Update is used to indicate that information or documents have been requested or received, or that an action has occurred for one or more cases. Fingerprint/Agency Checks Received is one example of a Batch Operation. Use this function to indicate that one or more of the following has been received: FBI Fingerprint Check, Military Check, G325B Check, FBI Name Check.

1. From the CLAIMS 4 Switchboard click the Case Management button to access the *Case Management* module.



2. Click the **Batch Status Update** button. The *Batch Status Update* screen appears.

3. Click the **Fingerprint/Agency Checks Received** folder to open.

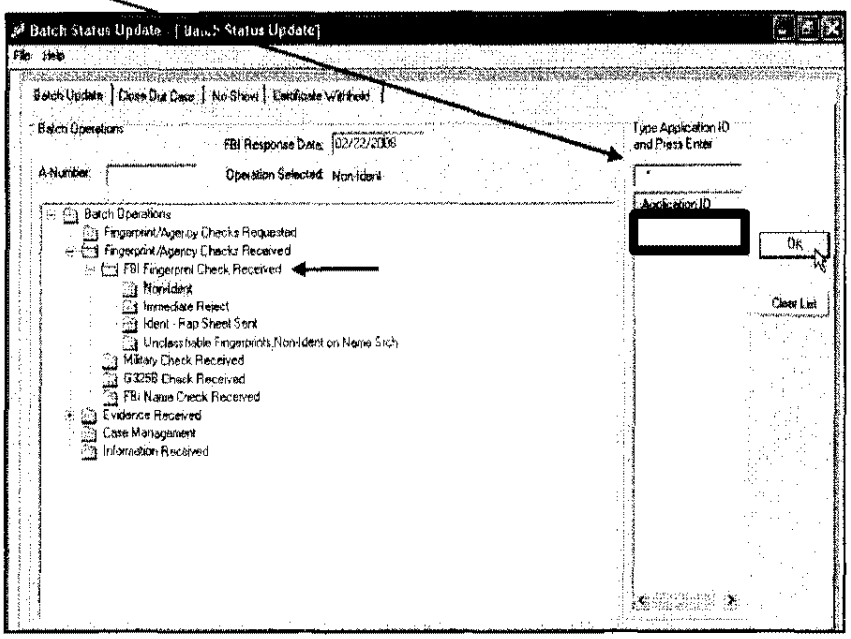
4. Click the **FBI Fingerprint Check Received** folder to open.

5. Click the type of response received.

6. Type a date in the **FBI Response Date** field.

7. Click in the **Type Application ID** field.

8. Type or wand-in the *Application IDs* (or A-Number) followed by the **ENTER** key.



(b)(6)

NOTE: If entering multiple Application IDs, all the applicants must have the same Fingerprint response.

If you need to delete one of the Application IDs in the list; click on the *Application ID*, click the right mouse button and then select **Delete**. Click the **Clear List** button to delete all Application IDs. To view the Case Status for an Application ID, click on the *Application ID*, click the right mouse button and then select **Case Status**.

9. Click the **OK** button to execute the update.

10. Click the **OK** button to close the dialog box indicating the Batch Status Update has completed.

NOTE: If an update was not completed for a case or cases in the batch, then the user will receive a Message indicating *"Processing Complete – errors exist – check error log for incomplete updates"*. The *Batch Status Update Error Log* window will display listing the failed Application IDs and descriptions of the error.

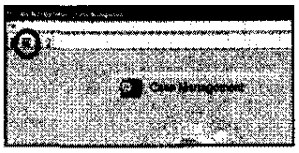
11. Select ***File, Exit*** from the menu to return to the main *Case Management* screen.

12. Select ***File, Exit*** from the menu to exit the *Case Management* module.

BATCH STATUS UPDATE—EVIDENCE RECEIVED

The *Batch Update* tab within Batch Status Update is used to indicate that information or documents have been requested or received, or that an action has occurred for one or more cases. Evidence Received is one example of a Batch Operation. Use this function to indicate that the applicant has submitted one or more of the following: the N-426 form, the FD258 card, photo, G325B form.

1. From the CLAIMS 4 Switchboard click the Case Management button to access the *Case Management* module.



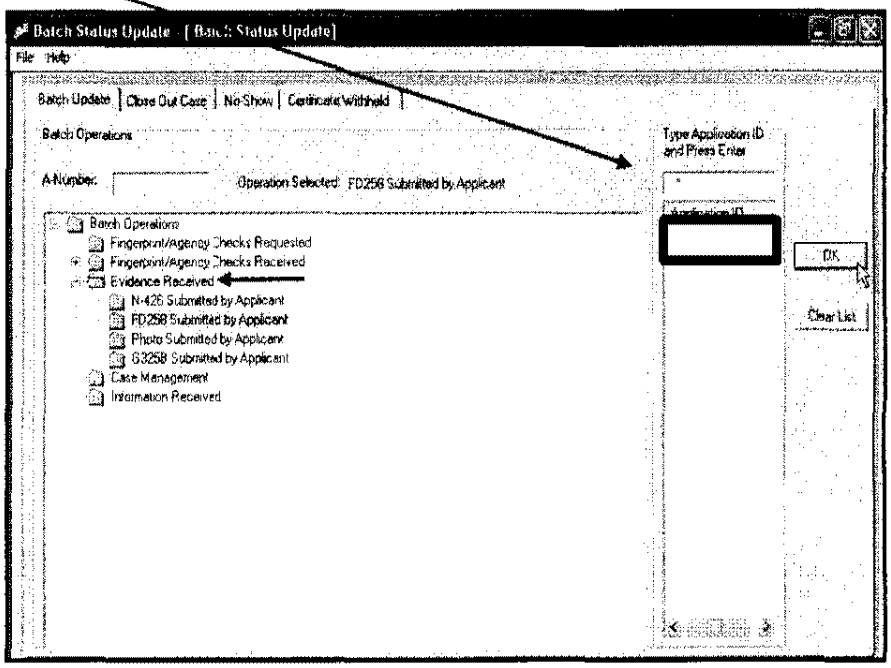
2. Click the **Batch Status Update** button. The *Batch Status Update* screen appears.

3. Click the **Evidence Received** folder to open.

4. Click the type of evidence received.

5. Click in the **Type Application ID** field.

6. Type or wand-in the *Application IDs* (or A-Number) followed by the **ENTER** key.



(b)(6)

NOTE: If entering multiple Application IDs, all the applicants must have the same type of evidence received.

If you need to delete one of the Application IDs in the list; click on the *Application ID*, click the right mouse button and then select **Delete**. Click the **Clear List** button to delete all Application IDs. To view the Case Status for an Application ID, click on the *Application ID*, click the right mouse button and then select **Case Status**.

7. Click the **OK** button to execute the update.

8. Click the **OK** button to close the dialog box indicating the Batch Status Update has completed.

NOTE: If an update was not completed for a case or cases in the batch, then the user will receive a Message indicating *"Processing Complete – errors exist – check error log for incomplete updates"*. The *Batch Status Update Error Log* window will display listing the failed Application IDs and descriptions of the error.

9. Select ***File, Exit*** from the menu to return to the main *Case Management* screen.

10. Select ***File, Exit*** from the menu to exit the *Case Management* module.

BATCH STATUS UPDATE—CASE MANAGEMENT—PLACE FBI RAP SHEET IN A-FILE

The *Batch Update* tab within Batch Status Update is used to indicate that information or documents have been requested or received, or that an action has occurred for one or more cases. Case Management – Place FBI Rap Sheet in A-File is one example of a Batch Operation. Use this function to indicate that the FBI Rap Sheet appears (that you placed the FBI Rap Sheet) in the A-File. This is required on every case that has an IDENT fingerprint response. **NOTE**: Only a System Administrator can perform this function.

1. From the CLAIMS 4 Switchboard click the Case Management button to access the *Case Management* module.
2. Click the **Batch Status Update** button. The *Batch Status Update* screen appears.
3. Click the **Case Management** folder to open.
4. Click the **Place FBI Rap Sheet in A-File** folder to open.
5. Click in the **Type Application ID** field.

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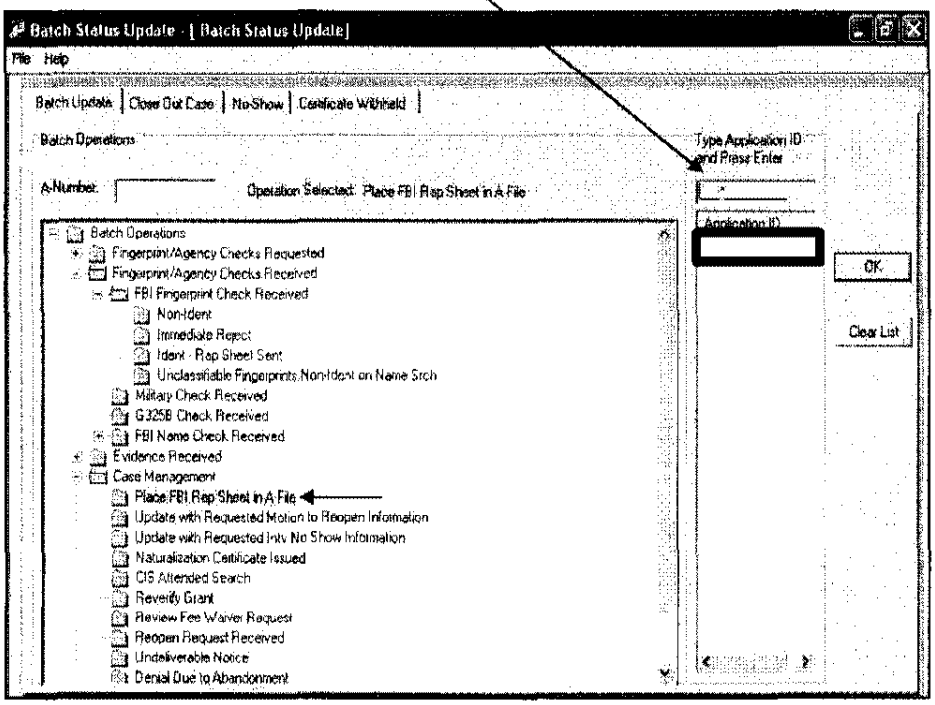


Type or wand-in the *Application IDs* (or A-Number) followed by the **ENTER** key.

If you need to delete one of the Application IDs in the list; click on the *Application ID*, click the right mouse button and then select **Delete**. Click the **Clear List** button to delete all Application IDs. To view the Case Status for an Application ID, click on the *Application ID*, click the right mouse button and then select **Case Status**.

NOTE: The *Ident - Rap Sheet Sent* function is used to record an Ident fingerprint response. This is not the same function as Place *FBI Rap Sheet in A-File*.

6. Click the **OK** button to execute the update.
7. Click the **OK** button to close the dialog box indicating the Batch Status Update has completed.

NOTE: If an update was not completed for a case or cases in the batch, then the user will receive a message indicating *"Processing Complete – errors exist – check error log for incomplete updates"*. The *Batch Status Update Error Log* window will display listing the failed Application IDs and descriptions of the error.

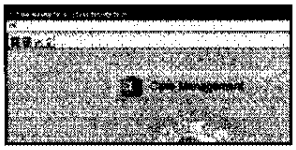
8. Select ***File, Exit*** from the menu to return to the main *Case Management* screen.
9. Select ***File, Exit*** from the menu to exit the *Case Management* module.

BATCH STATUS UPDATE—CASE MANAGEMENT—UPDATE WITH REQUESTED MOTION TO REOPEN INFORMATION

The *Batch Update* tab within Batch Status Update is used to indicate that information or documents have been requested or received, or that an action has occurred for one or more cases. Case Management – Update with Requested Motion to Reopen Information is one example of a Batch Operation. Use this function to indicate that an applicant has filed a motion to reopen after the case has been denied. For example, the applicant failed to attend the Oath Ceremony and was denied due to the no-show. The applicant has up to one year to file a Motion to Reopen.

NOTE: The *Update with Requested Motion to Reopen Information* should never be used for an Appeal (applicant submitted a N336 "Request Hearing on a Decision in Naturalization Proceedings"). N336s should be handled outside of the CLAIMS 4 system.

1. From the CLAIMS 4 Switchboard click the Case Management button to access the *Case Management* module.



2. Click the **Batch Status Update** button. The *Batch Status Update* screen appears.
3. Click the **Case Management** folder to open.
4. Click the **Update with Requested Motion to Reopen Information** folder to open.
5. Click in the **Type Application ID** field.
6. Type or wand-in the *Application IDs* (or A-Number) followed by the **ENTER** key.

NOTE: If you need to delete one of the Application IDs in the list; click on the *Application ID*, click the right mouse button and then select **Delete**. Click the **Clear List** button to delete all Application IDs. To view the Case Status for an Application ID, click on the *Application ID*, click the right mouse button and then select **Case Status**.

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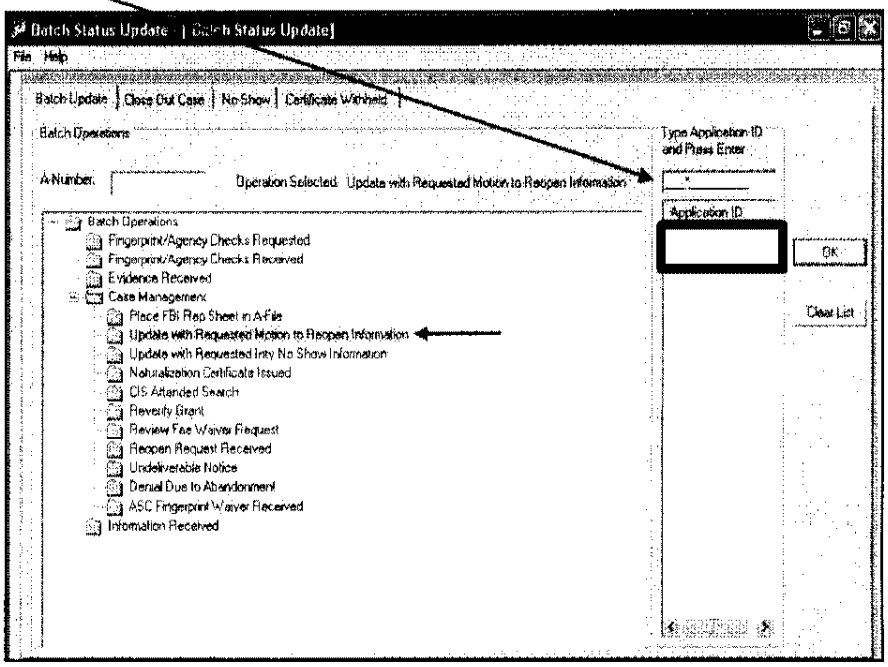


NOTE: The *Reopen Request Received* function is used by the Service Center (NBC) to indicate that an applicant whose case has been Administratively Closed has filed a Motion to Reopen. This is not the same function as *Update with Requested Motion to Reopen Information.*

7. Click the **OK** button to execute the update.

8. Click the **OK** button to close the dialog box indicating the Batch Status Update has completed.

NOTE: If an update was not completed for a case or cases in the batch, then the user will receive a Message indicating *"Processing Complete – errors exist – check error log for incomplete updates"*. The *Batch Status Update Error Log* window will display listing the failed Application IDs and descriptions of the error.

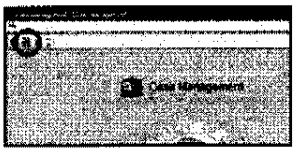
9. Select ***File, Exit*** from the menu to return to the main *Case Management* screen.

10. Select ***File, Exit*** from the menu to exit the *Case Management* module.

BATCH STATUS UPDATE—CASE MANAGEMENT—REVERIFY GRANT

After an Adjudicator makes a decision to *grant* naturalization to an applicant, the case must be reverified by another Adjudicator. The *Adjudications* module allows a user to reverify a grant one case at a time. If the Adjudicator wishes to reverify several granted cases, he or she may use the *Case Management* module to input a list of Application IDs for reverification.

1. From the CLAIMS 4 Switchboard click the Case Management button to access the *Case Management* module.



2. Click the **Batch Status Update** button. The Batch Status Update screen appears.

3. Click the **Case Management** folder to open.

4. Click the **Reverify Grant** folder to open.

5. Click in the **Type Application ID** field.

6. Type or wand-in the Application IDs (or A-Number) followed by the **ENTER** key.

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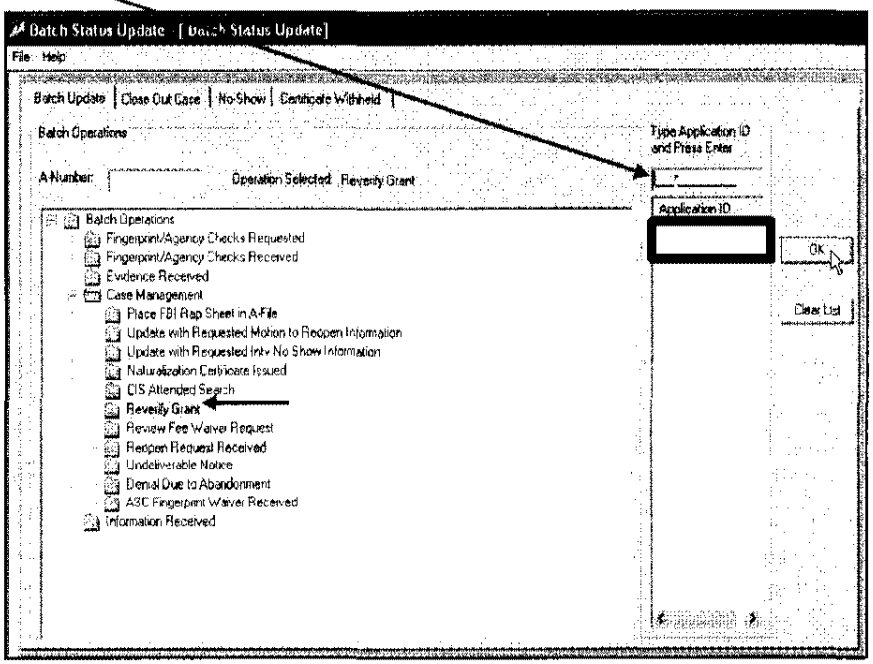
NOTE: If you need to delete one of the Application IDs in the list; click on the *Application ID*, click the right mouse button and then select **Delete**. Click the **Clear List** button to delete all Application IDs. To view the Case Status for an Application ID, click on the *Application ID*, click the right mouse button and then select **Case Status**.



7. Click the **OK** button to execute the update.

8. Click the **OK** button to close the dialog box indicating the Batch Status Update has completed.

NOTE: If an update was not completed for a case or cases in the batch, then the user will receive a Message indicating *"Processing Complete – errors exist – check error log for incomplete updates"*. The *Batch Status Update Error Log* window will display listing the failed Application IDs and descriptions of the error.

9. Select ***File, Exit*** from the menu to return to the main *Case Management* screen.

10. Select ***File, Exit*** from the menu to exit the *Case Management* module.

BATCH STATUS UPDATE—CASE MANAGEMENT—UNDELIVERABLE NOTICE

The *Batch Update* tab within Batch Status Update is used to indicate that information or documents have been requested or received, or that an action has occurred for one or more cases. Case Management – Undeliverable Notice is one example of a Batch Operation. Use this function to indicate that one or more of the following notices have been marked undeliverable: *Request for Fingerprint Appearance*, *Initial Notice*, *Bounced Check Notice*, and *Underpayment Notice.*

1. From the CLAIMS 4 Switchboard click the Case Management button to access the *Case Management* module.



2. Click the **Batch Status Update** button. The *Batch Status Update* screen appears.

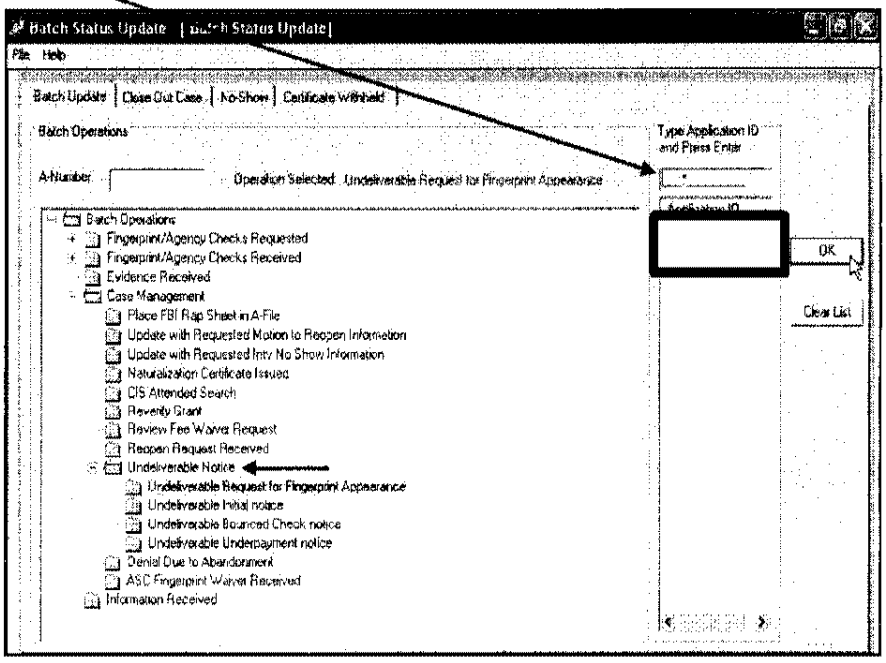
3. Click the **Case Management** folder to open.

4. Click the **Undeliverable Notice** folder to open.

5. Click on the *Notice Type* that you wish to record as undeliverable.

6. Click in the **Type Application ID** field.

7. Type or wand-in the *Application IDs* (or A-Number) followed by the **ENTER** key.



NOTE: If entering multiple
(b)(6) Application IDs, all the applicants must have the same type of Undeliverable Notice.

If you need to delete one of the Application IDs in the list; click on the *Application ID*, click the right mouse button and then select **Delete**. Click the **Clear List** button to delete all Application IDs. To view the Case Status for an Application ID, click on the *Application ID*, click the right mouse button and then select **Case Status**.

8. Click the **OK** button to execute the update.

9. Click the **OK** button to close the dialog box indicating the Batch Status Update has completed.

NOTE: If an update was not completed for a case or cases in the batch, then the user will receive a Message indicating *"Processing Complete – errors exist – check error log for incomplete updates"*. The *Batch Status Update Error Log* window will display listing the failed Application IDs and descriptions of the error.

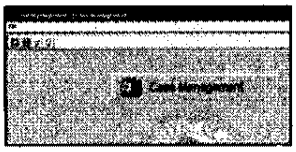
10. Select ***File, Exit*** from the menu to return to the main *Case Management* screen.

11. Select ***File, Exit*** from the menu to exit the *Case Management* module.

BATCH STATUS UPDATE—INFORMATION RECEIVED

The *Batch Update* tab within Batch Status Update is used to indicate that information or documents have been requested or received, or that an action has occurred for one or more cases. Information Received is one example of a Batch Operation. Use this function to indicate that a Withdrawal Request or Derogatory Information appears in the A-file.

1. From the CLAIMS 4 Switchboard click the Case Management button to access the *Case Management* module.



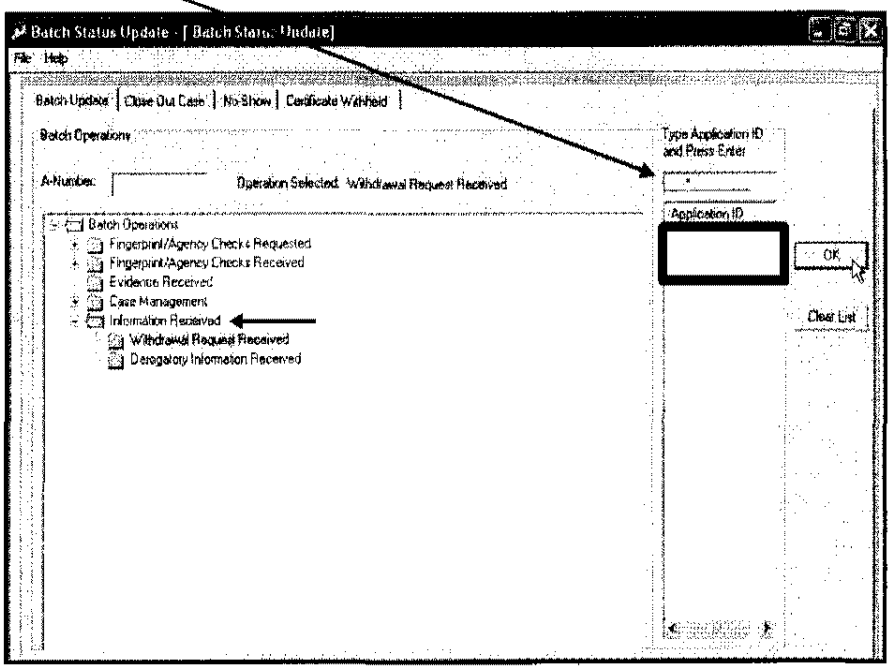
2. Click the **Batch Status Update** button. The *Batch Status Update* screen appears.

3. Click the **Information Received** folder to open.

4. Click on the type of information received.

5. Click in the **Type Application ID** field.

6. Type or wand-in the *Application IDs* (or A-Number) followed by the **ENTER** key.



(b)(6)

NOTE: If entering multiple Application IDs, all the applicants must have the same type of Information Received.

If you need to delete one of the Application IDs in the list; click on the *Application ID*, click the right mouse button and then select **Delete**. Click the **Clear List** button to delete all Application IDs. To view the Case Status for an Application ID, click on the *Application ID*, click the right mouse button and then select **Case Status**.

7. Click the **OK** button to execute the update.

8. Click the **OK** button to close the dialog box indicating the Batch Status Update has completed.

NOTE: If an update was not completed for a case or cases in the batch, then the user will receive a Message indicating *"Processing Complete – errors exist – check error log for incomplete updates"*. The *Batch Status Update Error Log* window will display listing the failed Application IDs and descriptions of the error.

9. Select ***File, Exit*** from the menu to return to the main *Case Management* screen.

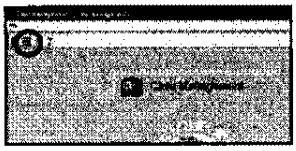
10. Select ***File, Exit*** from the menu to exit the *Case Management* module.

BATCH STATUS UPDATE—RECORD NO-SHOWS

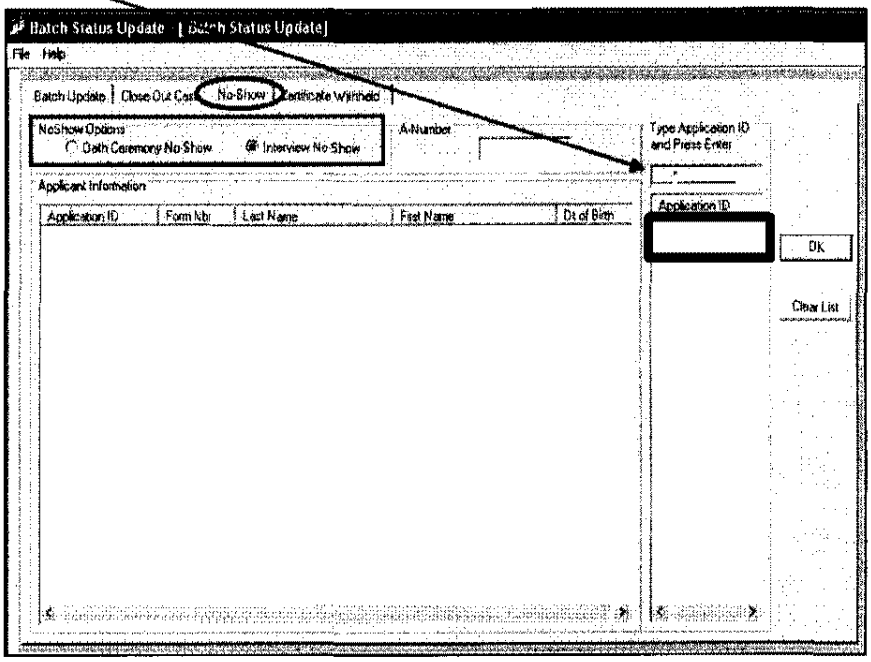
The *Batch Status Update, Record No-Show* command allows the user to document that an N-400 applicant or applicants failed to show up for their scheduled interview or oath ceremony. Marking an Application ID as a "no-show", counts against the **No-Show Limit** set up on the *Interview Location Profile* screen and the *Oath Ceremony/Fingerprint Location Profile* screen in the *Scheduling* module. For example, if your office has the **No-Show Limit** field set to "2", the applicants will be permitted up to two "no-shows" and still be automatically rescheduled for another interview or oath ceremony appointment. If an applicant fails to show up a third time, the applicant will not be automatically rescheduled for an interview or oath ceremony. If the Adjudicator wishes to grant another interview or oath ceremony opportunity for the applicant who has exceeded the **No-Show Limit**, he or she must *interactively* schedule the applicant for an interview or oath ceremony.

NOTE: This function should be performed before *Closing Out Cases* (closing out an Oath Ceremony).

1. From the CLAIMS 4 Switchboard click the Case Management button to access the *Case Management* module.



2. Click the **Batch Status Update** button. The *Batch Status Update* screen appears.
3. Click the ***No-Show*** tab.
4. Select the **Oath Ceremony No-Show** or **Interview No-Show** radio button.
5. Click in the **Type Application ID** field.
6. Type or wand-in the Application IDs (or A-Number) followed by the **ENTER** key.



(b)(6)

NOTE: If you need to delete one of the Application IDs in the list; click on the *Application ID*, click the right mouse button and then select **Delete**. Click the **Clear List** button to delete all Application IDs. To view the Case Status for an Application ID, click on the *Application ID*, click the right mouse button and then select **Case Status**.

7. Click the **OK** button to execute the update.
8. Click the **OK** button to confirm.

NOTE: If an update was not completed for a case or cases in the batch, then the user will receive a Message indicating *"Processing Complete – errors exist – check error log for incomplete updates"*. The *Batch Status Update Error Log* window will display listing the failed Application IDs and descriptions of the error.

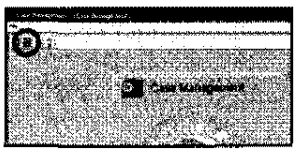
9. Select ***File, Exit*** from the menu to return to the main *Case Management* screen.
10. Select ***File, Exit*** from the menu to exit the *Case Management* module.

BATCH STATUS UPDATE – RECORD CERTIFICATE WITHHELD

The *Batch Status Update, Certificate Withheld* command allows the user to record the reason why an applicant's certificate may have been not administered to them at their oath ceremony.

NOTE: This function should be performed before *Closing Out Cases* (closing out an Oath Ceremony).

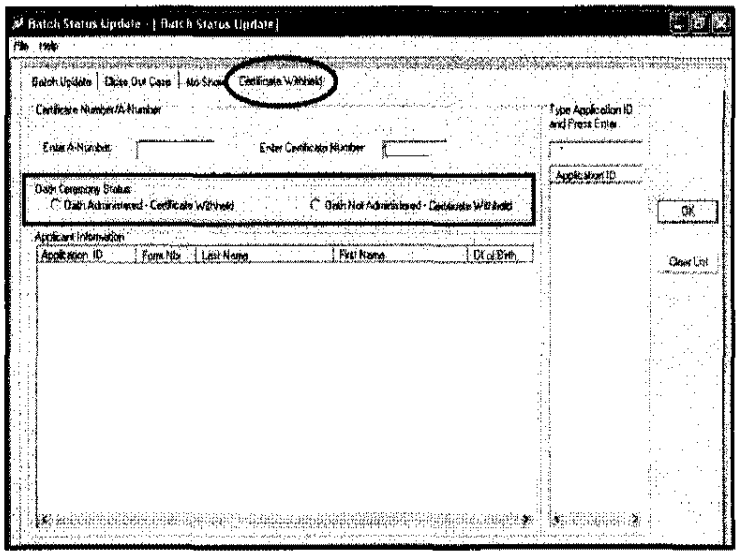
1. From the CLAIMS 4 Switchboard click the [redacted] button to access the *Case Management* module.



2. Click the **Batch Status Update** button. The *Batch Status Update* screen appears.

3. Click the ***Certificate Withheld*** tab.

4. In the *Certificate Number/A-Number* section, enter one of the following pieces of applicant data:



A-Number: Click in the **Enter A-Number** field, type the A-Number and press the **ENTER** key so that the Application ID fills the *Application ID* window.

OR

Certificate Number: Click in the **Enter Certificate Number** field, type the certificate number and press the **ENTER** key so that Applicant Information displays in the applicant Information window. Then select the application so that the application ID fills the *Application ID* window.

OR

Application ID(s): Click in the **Type Application ID** field. Type or wand-in the Application IDs followed by the **ENTER** key.

NOTE: If you need to delete one of the Application IDs in the list; click on the *Application ID*, click the right mouse button and then select **Delete**. Click the **Clear List** button to delete all Application IDs. To view the Case Status for an Application ID, click on the *Application ID*, click the right mouse button and then select **Case Status**.

5. In the *Oath Ceremony Status* section, click either the **Oath Administered – Certificate Withheld** button or **Oath Not Administered – Certificate Withheld** button.

6. Click the **OK** button to execute the update.

7. Click the **OK** button to close the dialog box indicating the Batch Status Update has completed.

NOTE: If an update was not completed for a case or cases in the batch, then the user will receive a Message indicating *"Processing Complete – errors exist – check error log for incomplete updates"*. The *Batch Status Update Error Log* window will display listing the failed Application IDs and descriptions of the error. Contact the *USCIS Service Desk* [redacted]

(b)(2)

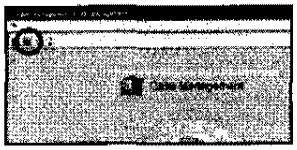
8. Select ***File, Exit*** from the menu to return to the main *Case Management* screen.

9. Select ***File, Exit*** from the menu to exit the *Case Management* module.

BATCH STATUS UPDATE—CASE MANAGEMENT—NATURALIZATION CERTIFICATE ISSUED

After an applicant's oath ceremony has occurred and an applicant's certificate has been withheld (see *Record Certificate Withheld*), the user can record that the certificate has been issued by selecting the *Naturalization Certificate Issued* command.

1. From the CLAIMS 4 Switchboard click the Case Management button to access the *Case Management* module.



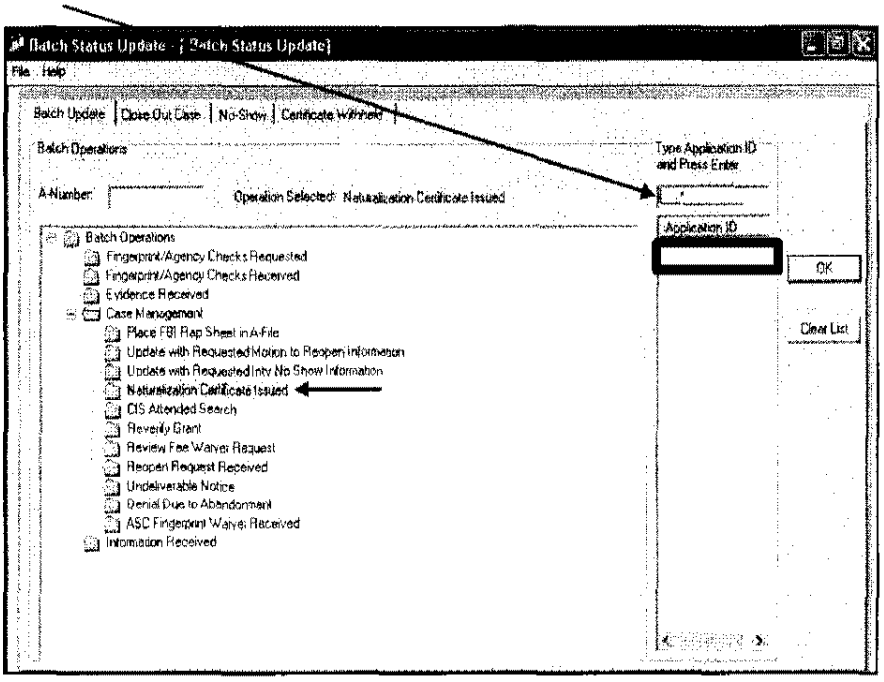
2. Click the **Batch Status Update** button. The Batch Status Update screen appears.

3. Click the **Case Management** folder to open.

4. Click the **Naturalization Certificate Issued** folder to open.

5. Click in the **Type Application ID** field.

6. Type or wand-in the Application IDs (or A-Number) followed by the ENTER key.



NOTE: If you need to delete one of the Application IDs in the list; click on the *Application ID*, click the right mouse button and then select **Delete**. Click the **Clear List** button to delete all Application IDs. To view the Case Status for an Application ID, click on the *Application ID*, click the right mouse button and then select **Case Status**.

(b)(6)

7. Click the **OK** button to execute the update.

8. Click the **OK** button to close the dialog box indicating the Batch Status Update has completed.

NOTE: If an update was not completed for a case or cases in the batch, then the user will receive a Message indicating *"Processing Complete – errors exist – check error log for incomplete updates"*. The *Batch Status Update Error Log* window will display listing the failed Application IDs and descriptions of the error.

9. Select ***File, Exit*** from the menu to return to the main *Case Management* screen.

10. Select ***File, Exit*** from the menu to exit the *Case Management* module.

CLOSE OUT CASES

When applicants have completed the naturalization process the cases need to be closed out in CLAIMS 4. This function can be performed in either the *Scheduling* or the *Case Management* module; however it is highly recommended that you close out the Oath Ceremony in the *Case Management* module since this is the only place that CLAIMS 4 will update the Court Code in the Central Index System (CIS).

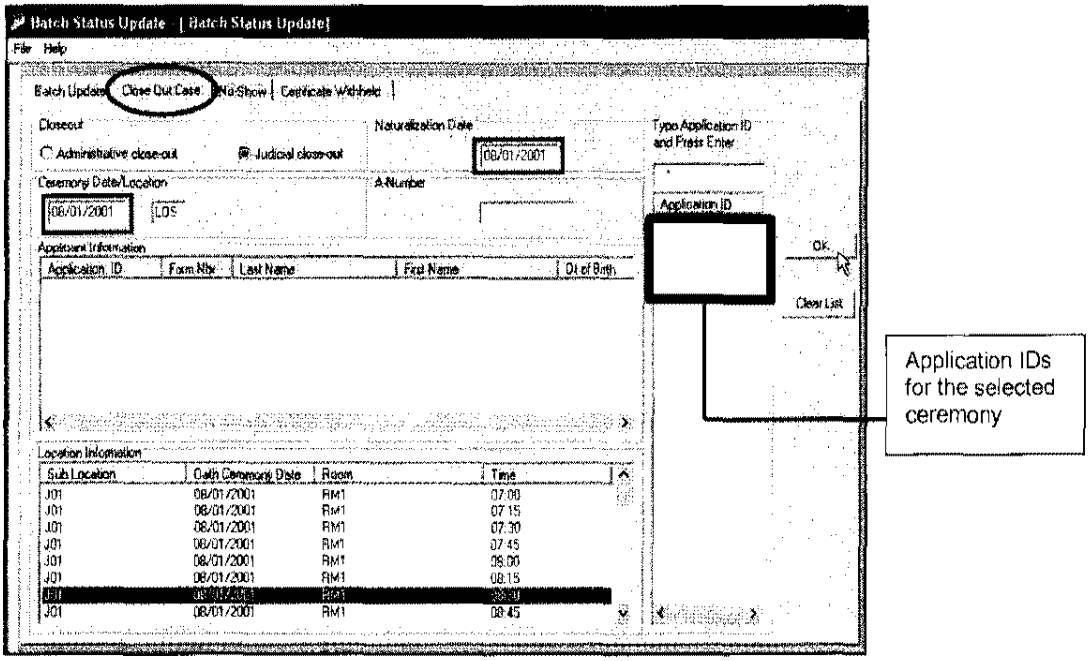
IMPORTANT NOTE: It is important that you first do the following before closing out cases in CLAIMS 4:

- Update CIS information if necessary. If any information within CLAIMS 4 fails to match CIS after the case(s) have been closed out in the CLAIMS 4 Case Management module, information from CLAIMS 4 will be rejected during the CIS upload and a mismatch will occur.
- "Record No-Shows" (see page 2-18)
- "Record Certificate Withheld" (see page 2-19)

1. From the CLAIMS 4 switchboard, click on **Case Management** to access the *Case Management* module.
2. Click the  (**Batch Status Update**) button.
3. Click the ***Close Out Case*** tab.
4. Select the **Administrative close-out** or **Judicial close-out** radio button.
5. Type the *date* of the Oath Ceremony in the **Ceremony Date** field.
6. Enter the 3-digit *Oath Ceremony Location* and press **Enter**.

   Location Information appears at the bottom of the screen.

(b)(6)



7. In the *Location Information* box, select the ceremony that you want to close out.

NOTE: The **Time** field displays military time.

The Application IDs will appear listed in the **Application ID** column on the right.

8. Enter the *date* of the Oath Ceremony in the **Naturalization Date** field.

9. Click the **OK** button.

NOTE: Errors may display for some applications if the case didn't properly update the CIS system or if there is a workflow issue with one or more cases such as a case whose certificate was voided. Contact
(b)(2) the *USCIS Service Desk* [redacted]

10. Click the **Clear List** button.

11. Select ***File, Exit*** from the menu to return to the main *Case Management* screen.

12. Select ***File, Exit*** from the menu to exit the *Case Management* module.

CHAPTER 3: SCHEDULING INTERVIEWS

Introduction	The CLAIMS 4 *Scheduling* module allows users to schedule applicants for a N-400 or an I-485 interview. Interview appointments can be scheduled by batch (multiple appointments at one time), or interactively (one appointment at a time). When a case is ready to be scheduled for an Adjudications interview, the Field Office may schedule the applicant for an interview appointment. Before an applicant may be scheduled for an interview, three (3) Interview Profile screens must be updated: *Interview Location Profile*, *Interview Service Type Profile* and *the Interview Section Profile*. **Interview *Location* Profile** ➢ update date range you want to drop the upcoming schedule for ➢ decide which Rooms you want to include (turn on and turn off rooms) **Interview *Service Type* Profile** ➢ update date range you want to drop the schedule for by Service Type **Interview *Section* Profile** ➢ update start time, end time, breaks and number of examiners for days of week as well as input *exception* dates After the three (3) Interview Profile screens are updated, interview time slots are created and applicants are assigned to the time slots.
Objectives	After completing this chapter, you will be able to: ▪ Update the *Interview Location Profile* ▪ Update the *Interview Service Type Profile* ▪ Update the *Interview Section Profile* o Add Exception Dates if needed ▪ Create Interview Appointment Slots ▪ Check Interview Appointment Slots ▪ Assign Applicants to the Appointment Slots ▪ Check the Appointments ▪ Create a New Section ID ▪ Interactively Schedule an applicant for an Interview ▪ Place a Case in the Ready to Schedule Queue ▪ Remove a Case from the Ready to Schedule Queue ▪ Deschedule an Interview appointment (per USCIS) ▪ Cancel an Interview appointment (per applicant) ▪ Record a No-Show for an applicant who failed to show up for his/her Interview

Key Terms

The following new terms are introduced in this section:

Batch Scheduling

Scheduling function that allows users to create scheduling slots and assign appointments to groups of applicants in the Ready to Schedule Queue (Interview).

Interactive Scheduling

Scheduling function that allows a user to schedule an individual applicant into a specific time slot.

Ready to Schedule Queue

Waiting list of ready to be scheduled applications. Cases in the scheduling queue are placed into scheduling slots when the Assign Appointments for Applications option on the Batch Scheduler is run or an applicant is interactively scheduled into a slot.

Interview Location Profile

A screen that defines the location at which the Interview takes place and the date range for which you want to build your schedule.

Interview Service Type Profile

A screen that defines the date range that you want to build your schedule for, the length of each interview, and the amount of time to add if interviewing a "group" or if represented by an attorney.

Interview Section Profile

A screen that defines the days of the week, times of day, and the number of adjudicators conducting interviews.

Interview Section Exception Profile

A screen that allows the user to input *exception dates* to the normal schedule defined on the Interview Section Profile screen. Some offices use this screen to input their entire schedule date by date and they leave the Interview Section Profile screen empty.

Appointment Slots

Blocks of time within the day that will be assigned interviews.

Cancel Limit

Maximum number of times an applicant can cancel an appointment. Once the applicant has exceeded the *Cancel Limit*, the applicant will not be eligible to have another appointment scheduled in CLAIMS 4. CLAIMS 4 will display a message indicating that the applicant has exceeded his or her *Cancel Limit*. The user should consult his or her local management for guidance on whether this applicant should be given another interview appointment. If another appointment is desired, contact the *USCIS Service Desk* [redacted] and ask them to resolve the workflow issue.

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	No-Show Limit Maximum number of times an applicant can not show up an appointment. Once the applicant has exceeded the *No-Show Limit*, the applicant will not be eligible to have another appointment scheduled in CLAIMS 4. CLAIMS 4 will display a message indicating that the applicant has exceeded his or her *No-Show Limit*. The user should consult his or her local management for guidance on whether this applicant should be given another interview appointment. If another appointment is desired, contact the *USCIS Service Desk* [redacted] and ask them to resolve the workflow issue. **Cancel based on Request** Remove a case from a schedule in response to an applicant's request. Canceled cases count against an applicant's cancel limit. **Deschedule** Remove a case from a schedule at the request of the USCIS. Descheduled cases do not count against an applicant's cancel limit.

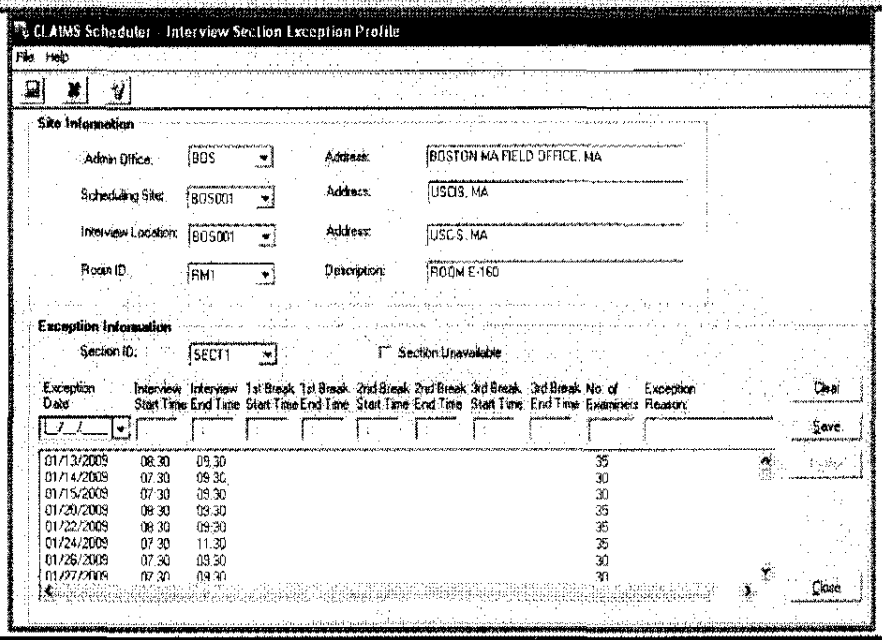
(b)(2)

2 Approaches to Batch Scheduling Interviews in CLAIMS 4

Section Exception Profile

Pages 3-5 through 3-19 in this chapter.

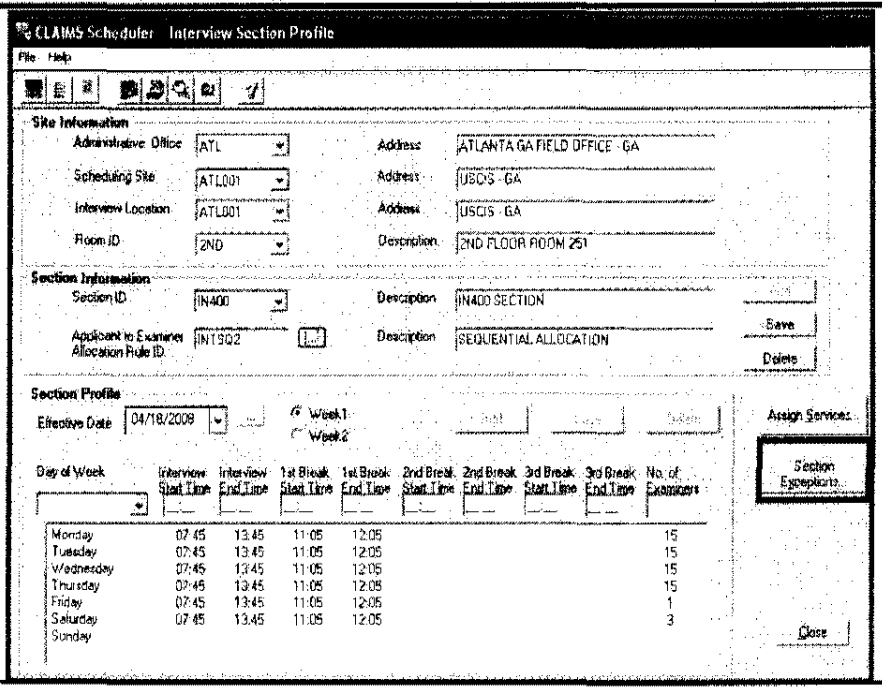
The schedule for conducting interviews is input for **each date** that you wish to schedule for. The time that the *1st interview* of the day *begins* and the time that the *last interview* of the day *ends* is defined. The beginning and end times for up to three *breaks* are defined. The *number of Examiners* (Adjudications Officers) is input as well as optional text in a field called *Exception Reason*.



Section Profile

Pages 3-20 through 3-36 in this chapter.

The schedule for conducting interviews is input for the **days of the week**. This method assumes that the schedule remains the same from week to week within the scheduling period. For example, if an office builds a schedule for an entire month, every "Monday" would follow the same schedule, every "Tuesday" would follow the same schedule, etc. It is possible to define alternating weeks where Week 1 and Week 3 are the same schedule and Week 2 and Week 4 are the same. If a particular date differs from the norm, an exception for that date can be input by using the *Section Exceptions* button.



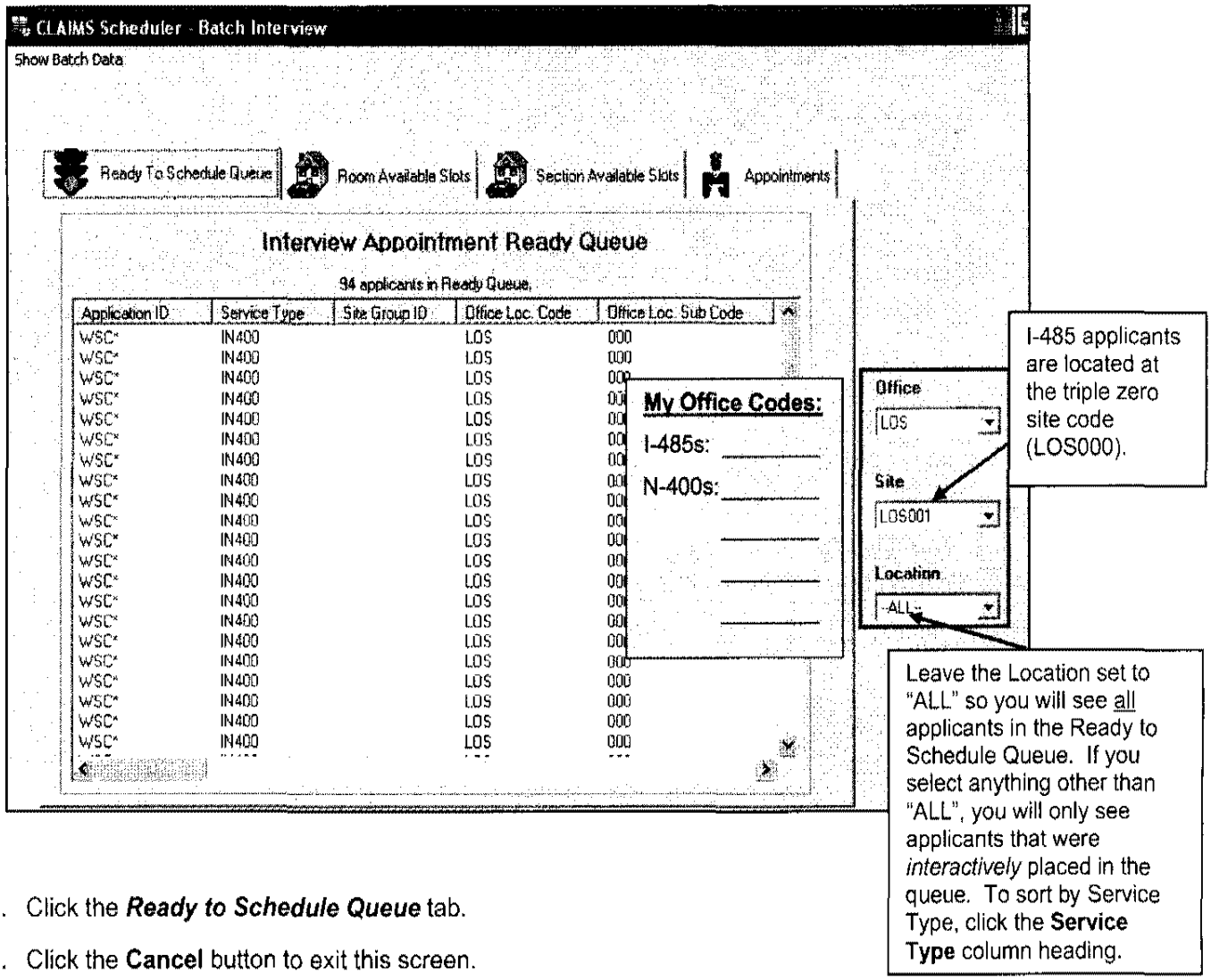
BATCH SCHEDULING INTERVIEWS PROCESS – BY SECTION EXCEPTION PROFILE

Process #:	Name of Process:	Menu Option:	Description:
1	Check the **Ready to Schedule Queue**	Utilities Batch Scheduler Show Batch Schedule Data Schedule Interview	The *Ready to Schedule Queue* tab will display all applicants awaiting an interview. The N-400 applicants are in a separate queue than the I-485 applicants (different Loc Code). All N-400 Interview Service Types: Initial, Re-exam, or Question/Answer are contained in the same queue.
2	Update the **Interview Location Profile**	Administrator Interview Profile Interview Location	The *Interview Location Profile* contains 3 sections: Site Profile, Location Profile and Room Profile. The Date Range for the scheduling period is updated on the *Site Profile* section.
3	Update the **Interview Service Type Profile**	Administrator Interview Profile Interview Service Type	The Date Range for the scheduling period is updated on the *Interview Service Type Profile* for each Service Type that you want to build the schedule for.
4	Update the **Interview Section Profile**	Administrator Interview Profile Interview Section Section Exceptions Button	Each date that you want to drop the schedule for is input into this screen. The *Start Time, End Time, Break Times* and the *# Examiners* is defined.
5	**Create** the **Appointment Slots**	Utilities Batch Scheduler Create Available Slots…	CLAIMS 4 looks at the above 3 profile screens and using the criteria on those screens, creates a *slot* for each interview.
6	**Check** the **Appointment Slots** If they are not correct, contact the *USCIS Service Desk* before proceeding	Utilities Batch Scheduler Show Batch Schedule Data Schedule Interview	The *Section Available Slots* tab will display dates that have slots highlighted in blue or green on the calendar. Click on a date to see the ranges of time that slots have been created.
7	**Fill** the **Slots with Appointments**	Utilities Batch Scheduler Assign Appointments for…	CLAIMS 4 fills each Interview Slot with an appointment for the applicants in the Ready to Schedule Queue.
8	**Check** the **Appointments**	Utilities Batch Scheduler Show Batch Schedule Data Schedule Interview	The *Appointments* tab will display dates that have appointments highlighted in blue or green on the calendar. Click on a date to see the actual appointments.

CHECK THE READY TO SCHEDULE QUEUE

Always check your *Ready to Schedule Queue* before building a new schedule. This area will display a list of all applicants who are awaiting an Interview with an examiner. The total number of applicants in the queue is displayed at the top of the *Ready to Schedule Queue* screen. Knowing the total number of applicants in the queue is helpful when determining the range of dates that you want to build the new schedule. For example, if there are only 200 applicants in the queue and you average about 20 Interviews per day (2 Examiners, each conducting 10 Interviews per day), you have enough applicants to fill about 10 days. Failure to check the *Ready to Schedule Queue* often results in offices building *slots* for a month (30 or so days) but only having enough applicants to fill the 1st 10 days of the month.

1. Select ***Utilities, Batch Scheduler*** from the Scheduler screen menu.
2. Select ***Show Batch Schedule Data, Schedule Interview*** from the *Batch Scheduler* screen.
3. Select your *Office*, and *Site* codes. (leave the **Location** field set to *ALL)*

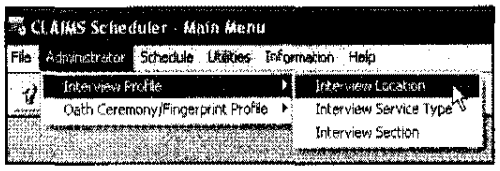


4. Click the ***Ready to Schedule Queue*** tab.
5. Click the **Cancel** button to exit this screen.
6. Exit the *Batch Scheduler* screen.

UPDATE THE INTERVIEW LOCATION PROFILE

Dates must be updated on the *Interview Location Profile* screen (Site radio button). Optionally, the Interview Location and/or Room ID can be turned on or off.

1. Select ***Administrator, Interview Profile, Interview Location*** from the *Scheduler* screen menu.



When you first enter this screen, *your office* defaults in the **Admin Office** field. The **Scheduling Site** and **Interview Location** codes default to the 1st codes in the list alphabetically. The codes ending in *000* are used for *I-485* Scheduling. Codes ending in numbers other than *000* are N-400 location codes.

2. Specify the **Scheduling Site** and **Interview Location**:

Leave the **Scheduling Site** and **Interview Location** codes at ___000 to build the I-485 schedule.

Select ___001 or some other code to build the N-400

My Office Codes:

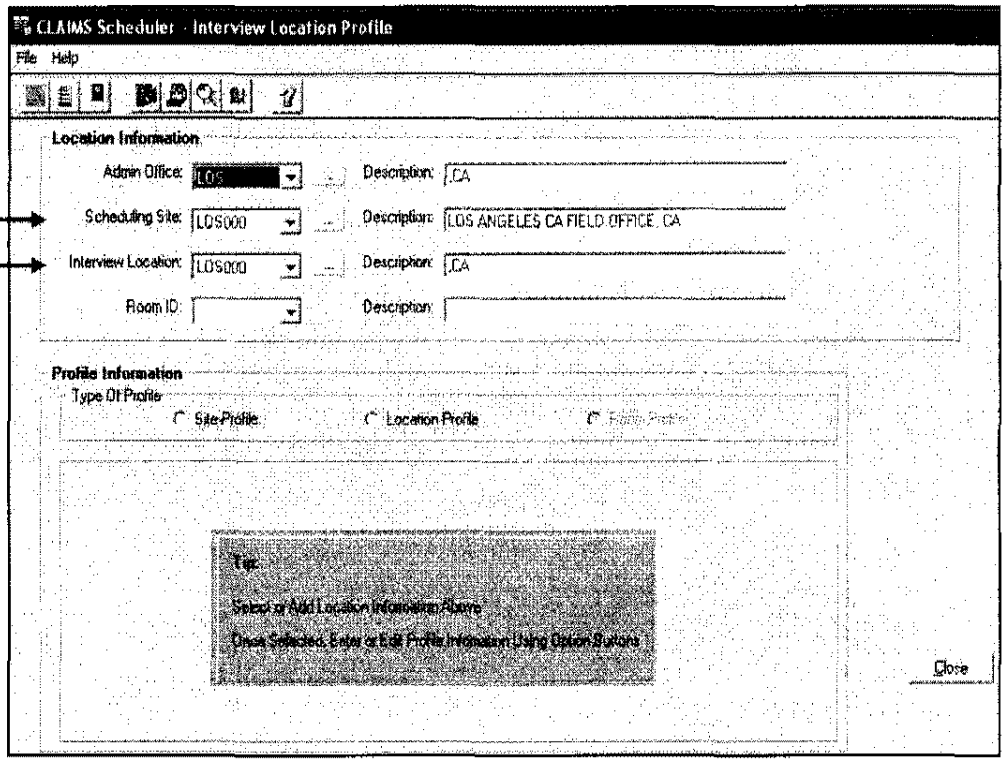
I-485s: _____

N-400s: _____

_____

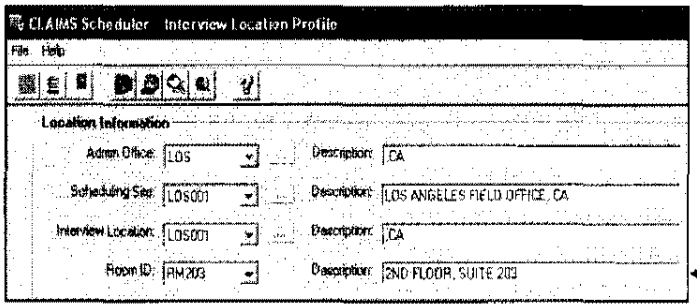
_____

_____



3. Select the **Room ID**.

NOTE: There may be more than one *Room ID*. Start by selecting the 1st on the list and proceeding. You will come back and select the other Room IDs and repeat this process.



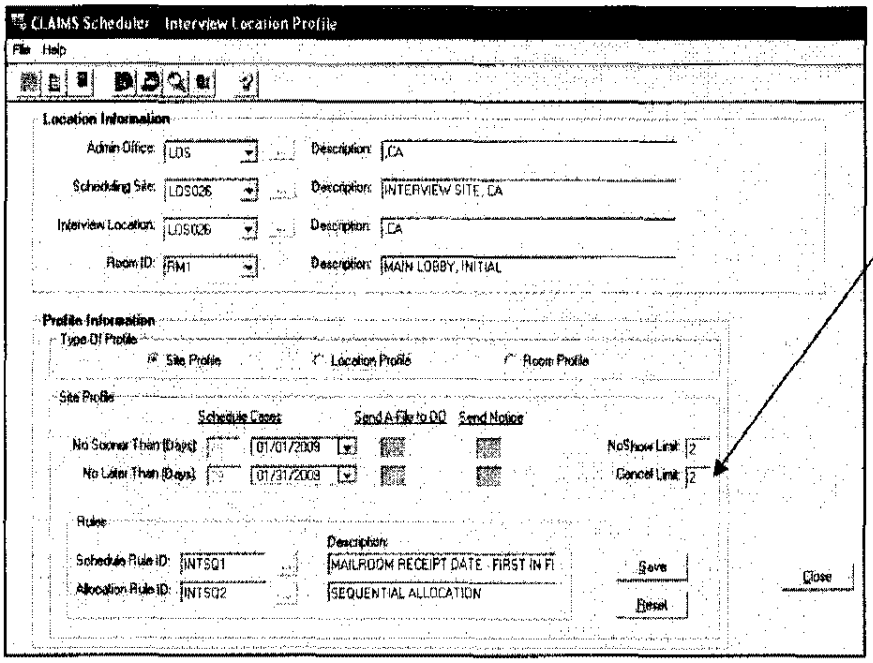
Select the **Room ID**. The text that appears in the **Description** field prints on the Interview Notice to the applicants.

SITE PROFILE SECTION

The *Site Profile* section of the *Interview Location Profile* screen contains two fields that allow the user to specify the date range that they want to build their schedule for. These two fields: **No Sooner Than** and **No Later Than** define the 1st date and last date for the period you wish to have appointments.

1. Click the **Site Profile** radio button.





The **No-Show Limit** and **Cancel Limit** fields allow you to define how many times an applicant can *not show* or *cancel* an interview.

After an applicant has exceeded the *No-Show* or *Cancel* limit, the applicant will not be able to have another appointment scheduled in CLAIMS 4 without assistance from the USCIS Service Desk

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2. Click the **No Sooner Than** drop-down arrow and select the *1st date* in your scheduling range.

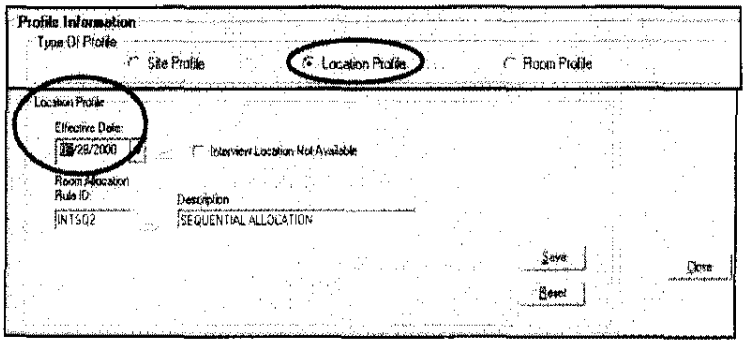
3. Click the **No Later Than** drop-down arrow and select the *last date* in your scheduling range.

NOTE: The numbers that appear to the left of the dates are the *number of days from today* that you are building your schedule. You want to allow the National Benefits Center (NBC) enough time to ship the applicants' A-Files.

4. Click the **Save** button.

LOCATION PROFILE SECTION

1. Click the **Location Profile** radio button.

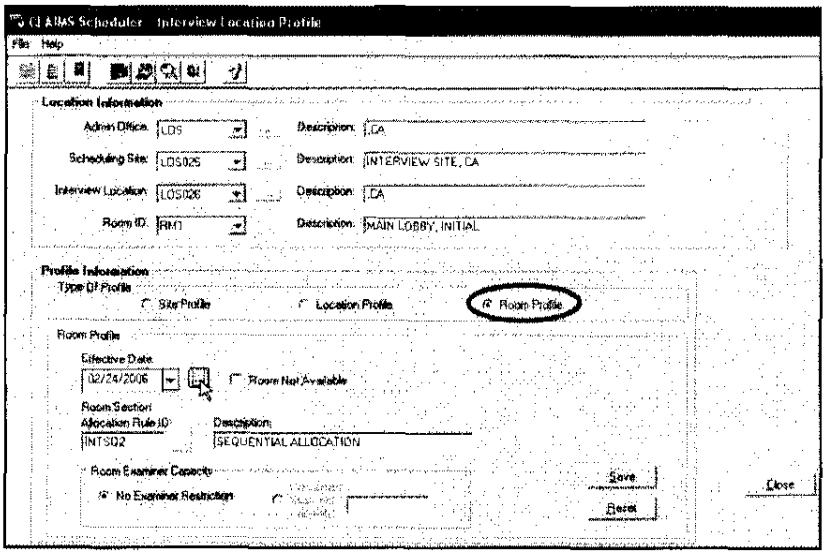


The **Effective Date** on the *Location Profile Section* does not need to be updated unless you wish to make this location unavailable.

To make this location unavailable to the scheduler, you would choose a new **Effective Date** by clicking the drop-down arrow and then checking the **Interview Location Not Available** checkbox. Then click the **Save** button.

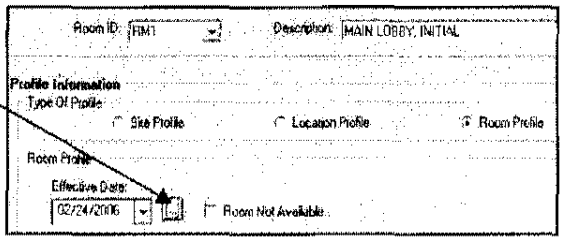
ROOM PROFILE SECTION

1. Select the *Room ID* from the **Room ID** drop-down arrow.
2. Click the **Room Profile** radio button.

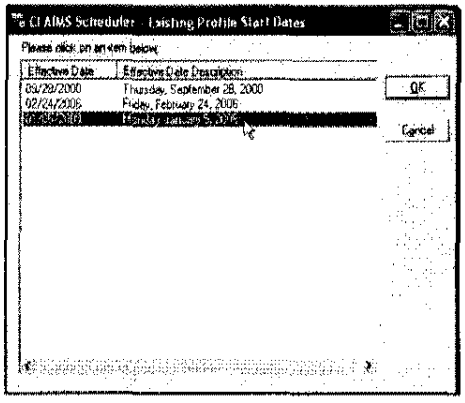


Check to see if the Room is **ON** or **OFF**:

3. Click the **ellipsis** button (...) next to **Effective Date.**



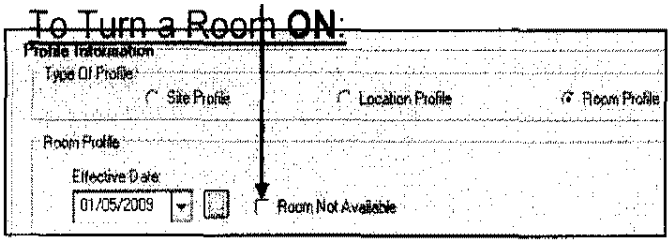
4. Select the *latest date* on the list.
5. Click the **OK** button.

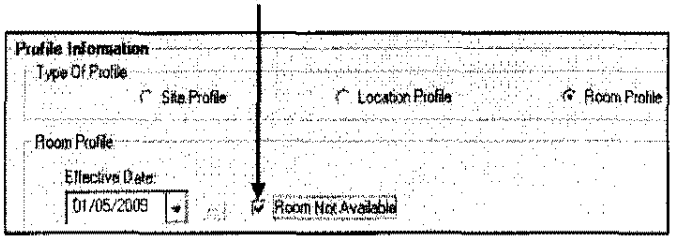


The Room is **ON** (no checkmark)

The Room is **OFF** (checkmark)

To Turn a Room **ON**:





6. Click the *drop-down arrow* next to **Effective Date**.
7. Select the *1st date* in your new scheduling period (this is the same date you specified as the *No Sooner Than* date – step 2, page 3-8).
8. Confirm that the **Room Not Available** is not checked.
9. Click the **Save** button.

To Turn a Room **OFF**:

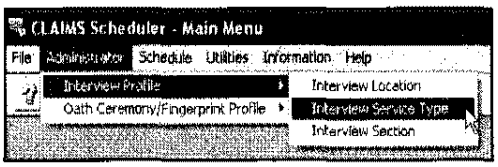
6. Click the *drop-down arrow* next to **Effective Date**.
7. Select the *1st date* in your new scheduling period (this is the same date you specified as the *No Sooner Than* date – step 2, page 3-8).
8. Click the **Room Not Available** checkbox.
9. Click the **Save** button.

NOTE: Go back to the top of the previous page and repeat the steps for the next Room ID.

UPDATE THE INTERVIEW SERVICE TYPE PROFILE

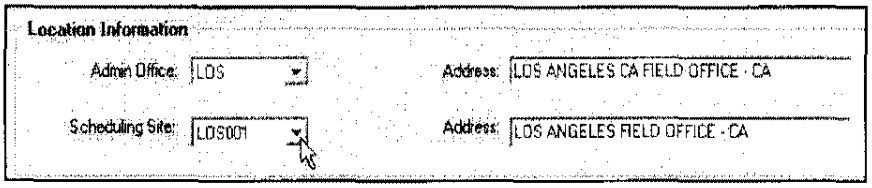
Dates must be updated on the *Interview Service Type Profile* screen to reflect the new scheduling date range. Other information can be edited as well: Service Duration (length of interviews), added time with or without an attorney, and added time for each group member.

1. Select ***Administrator, Interview Profile, Interview Service Type*** from the *Scheduler* screen menu.

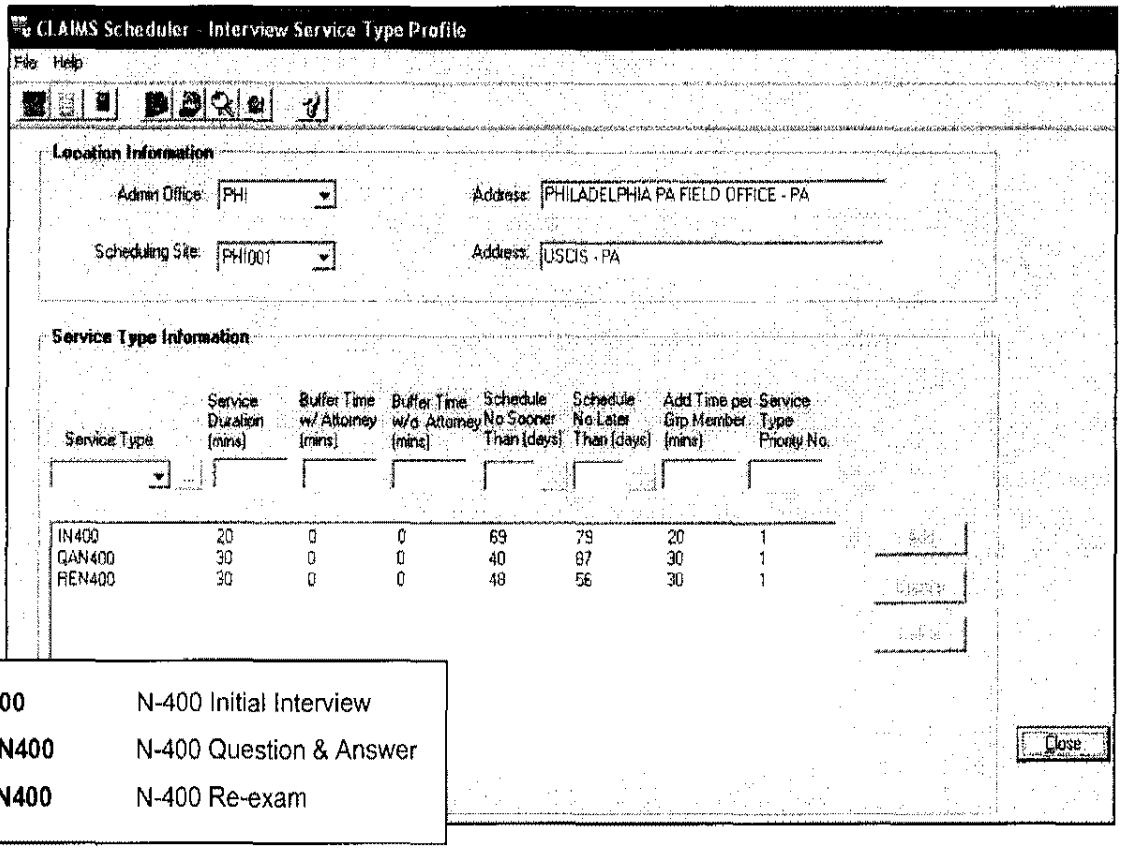


When you first enter this screen, *your office* defaults in the **Admin Office** field.

2. Click the drop-down arrow next to **Scheduling Site** and select the *location* that you are building the schedule for.



After the **Scheduling Site** is selected, the *Service Types* that have been defined appear at the bottom of the screen.



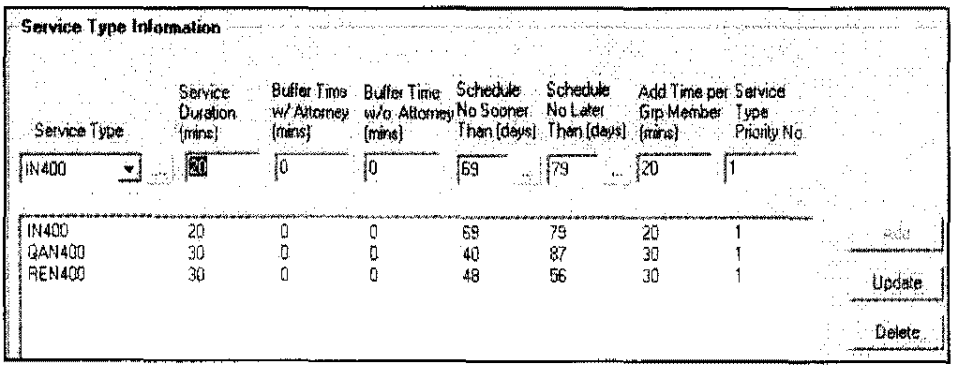
IN400	N-400 Initial Interview
QAN400	N-400 Question & Answer
REN400	N-400 Re-exam

NOTE: If we were viewing the Scheduling Site for I-485s (PHI000), we would see only one Service Type: **IN485**.

3. Click on the 1st *Service Type (IN400, QAN400, REN400,* etc...) that you wish to include in this schedule.

   The information appears in the area above the list of Service Types. You can update any of the fields - *Service Duration, Buffer Times, Add Time Per Group,* etc. but you must update the **Schedule No Sooner Than** and **Schedule No Later Than** fields to either: match the 1st and last dates that you defined on the *Interview Location Profile* screen or fall within the date range specified on the *Interview Location Profile* screen.

In the example on the right, the user clicked on the **Service Type:** *IN400.*



4. Click the ellipsis button next to **Schedule No Sooner Than** and select the *1st date* in the range of dates you are building the schedule for.

5. Click the ellipsis button next to **Schedule No Later Than** and select the *last date* in the range of dates you are building the schedule for.

6. Click the **Update** button.

   The newly updated information for the Service Type appears in the bottom list.

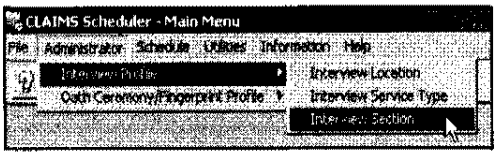
7. Continue the above steps 3-6 for each *Service Type* that you wish to include in this running of the schedule.

8. When finished, click the **Close** button.

UPDATE THE INTERVIEW SECTION PROFILE

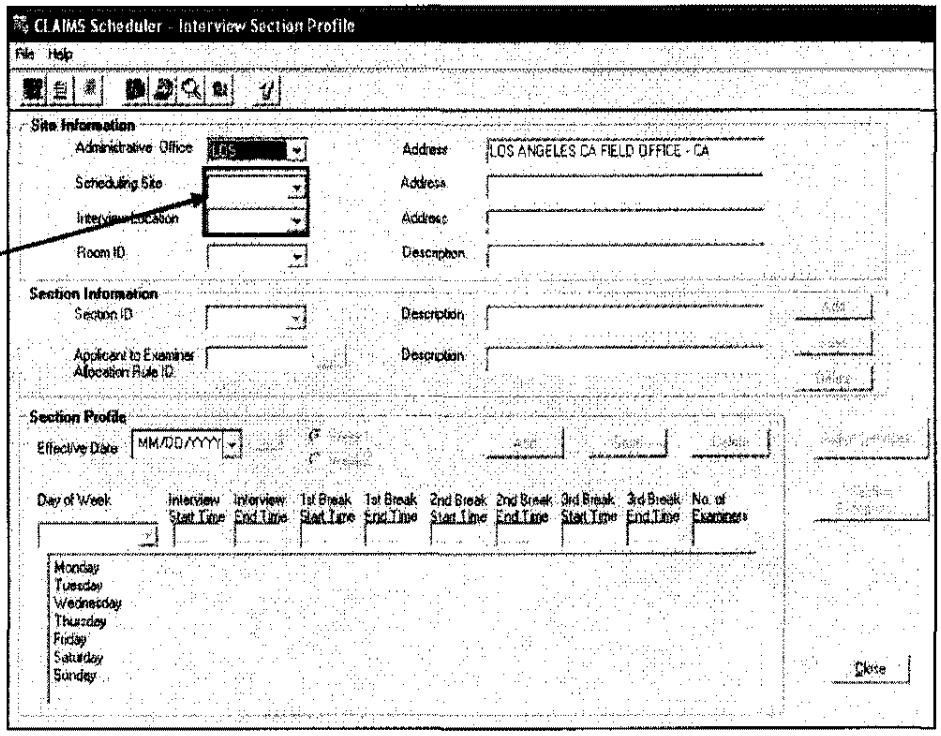
A *Room ID* within the *Interview Location* may have more than one *Section* defined. For example, your office may have a different *Section* for each *Service Type* or a different *Section* for each Adjudicator (if each Adjudicator has a different schedule for conducting interviews). You will need to decide which *Sections* you wish to include when you drop the schedule for this next period. Each *Section* that you wish to drop the schedule for will need to be updated with the dates on the *Section Exception Profile* screen.

1. Select ***Administrator, Interview Profile, Interview Section*** from the *Scheduler* screen menu.



   The *Interview Section Profile* screen appears.

2. Specify the **Scheduling Site, Interview Location.**



___000 = I-485

___001 or other number = N-400

My Office Codes:

I-485s: _____

N-400s: _____

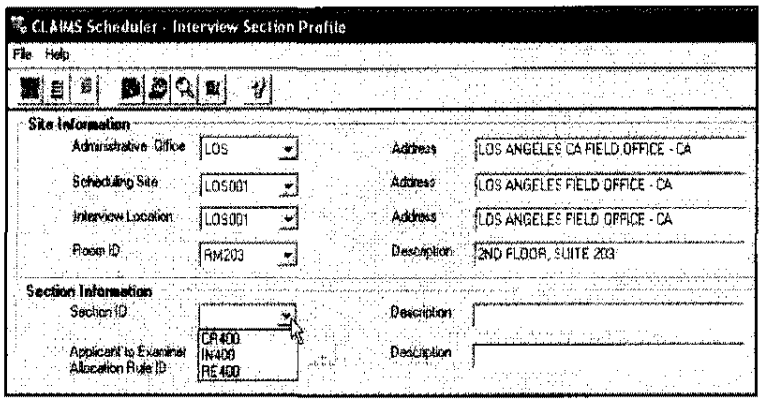
_____

_____

_____

3. Specify the **Room ID**. (If there is more than one *Room ID*, you will return to this page later to select it.)

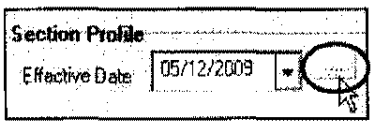
4. Select the *Section ID* from the drop-down arrow.

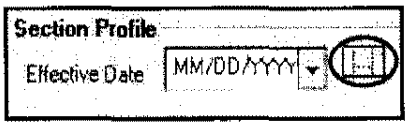


NOTE: You may want to build the schedule for more than one Section. Start by selecting one of the Section IDs and progressing to the next step. You will return to this step later to select another Section ID(s).

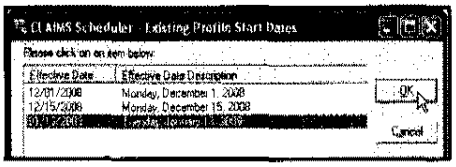
See page 3-37 in this chapter if you need **to create a new *Section ID*.**

Click the **ellipsis (...)** button next to **Effective Date**:



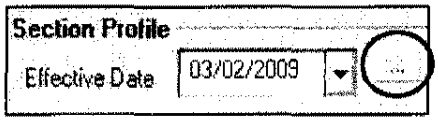


5. Are there any dates listed?



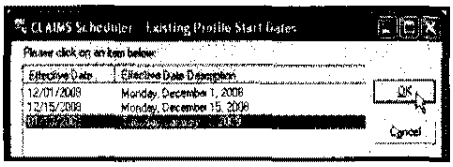
If there are, ALL of these dates need to be cleared (see below):

To Clear an Effective Date:



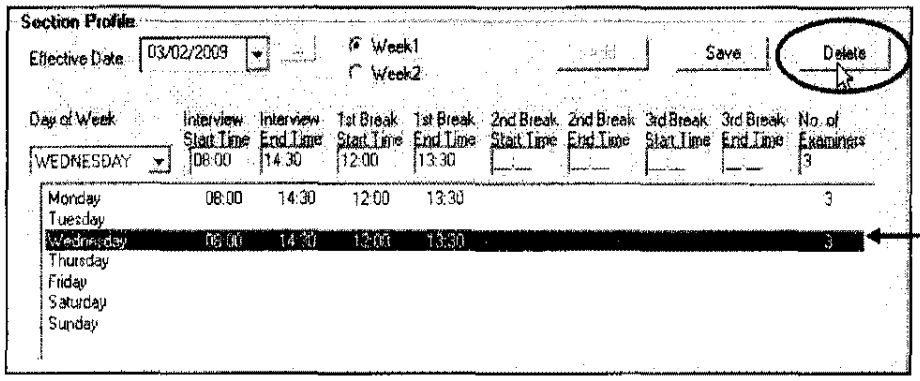
6. Click the ellipsis button (...) next to **Effective Date**.

7. Select the *latest date* on the list of **Effective Dates**:



8. Click the **OK** button.

After you have selected the **Effective Date,** the bottom of the screen fills with the schedule that this *Section* had as of the *Effective Date* that you selected in the previous step.



NOTE: The Days of the Week area must be cleared (deleted). Click on a *Day of the Week* (Ex: Wednesday) and then click the **Delete** button. Repeat this for every *Day of the Week* that has data. Repeat this process for *Week 2*.

9. Click on a *Day of the Week* that has a schedule.

10. Click the **Delete** button.

11. Click **Yes** to confirm deletion.

12. Repeat steps 10-12 for all *Days of the Week* (for Week 1).

13. Click **Week 2** radio button.

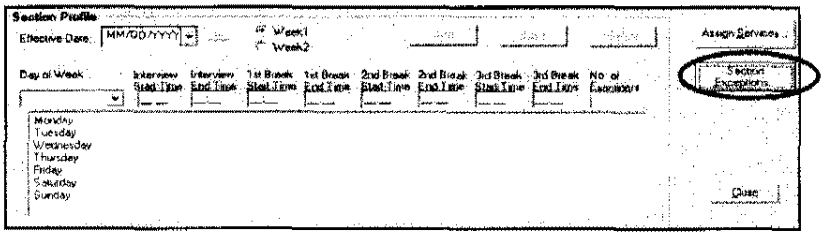
14. Repeat the above steps 10-12 for all *Days of the Week* (for Week 2).

IMPORTANT NOTE: Once the schedule has been cleared for ALL Effective Dates, the **Effective Date** field should not indicate an actual date, but have "MM/DD/YY" instead.

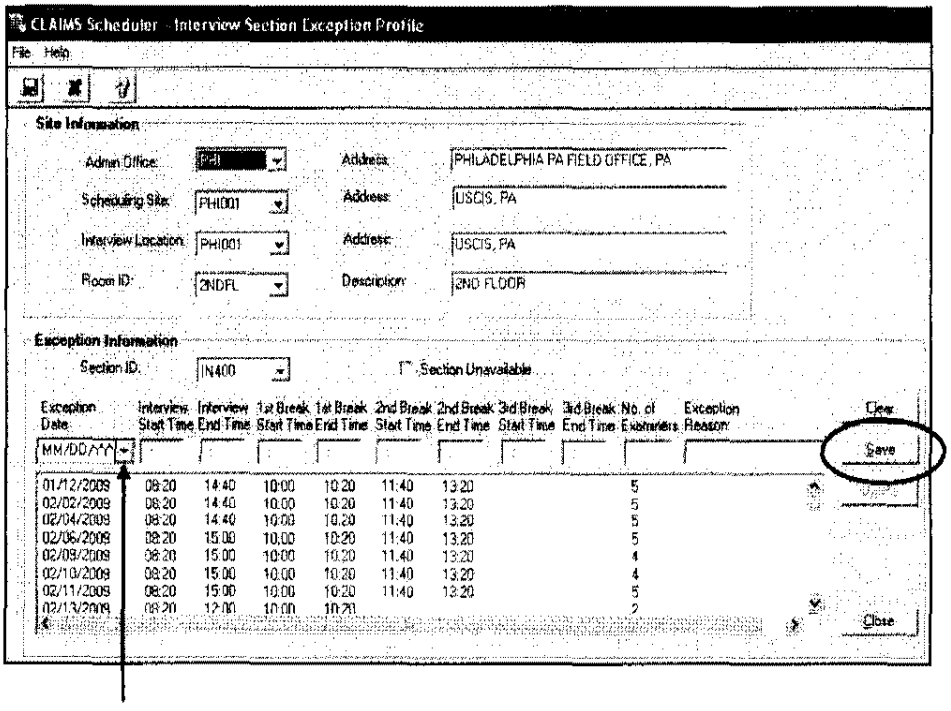


To add the dates you want to schedule for:

15. Click the **Section Exceptions** button.



The *Interview Section Exception Profile* screen appears



16. Click the drop-down arrow for the **Exception Date** field and select the *date* from the calendar.

17. Input the schedule for that date.

18. Click the **Save** button.

19. When finished inputting all the *Exception Dates*, click the **Close** button to return to the *Interview Section Profile* screen.

20. Click the **Close** button on the *Interview Section Profile* screen to return to the Scheduler screen.

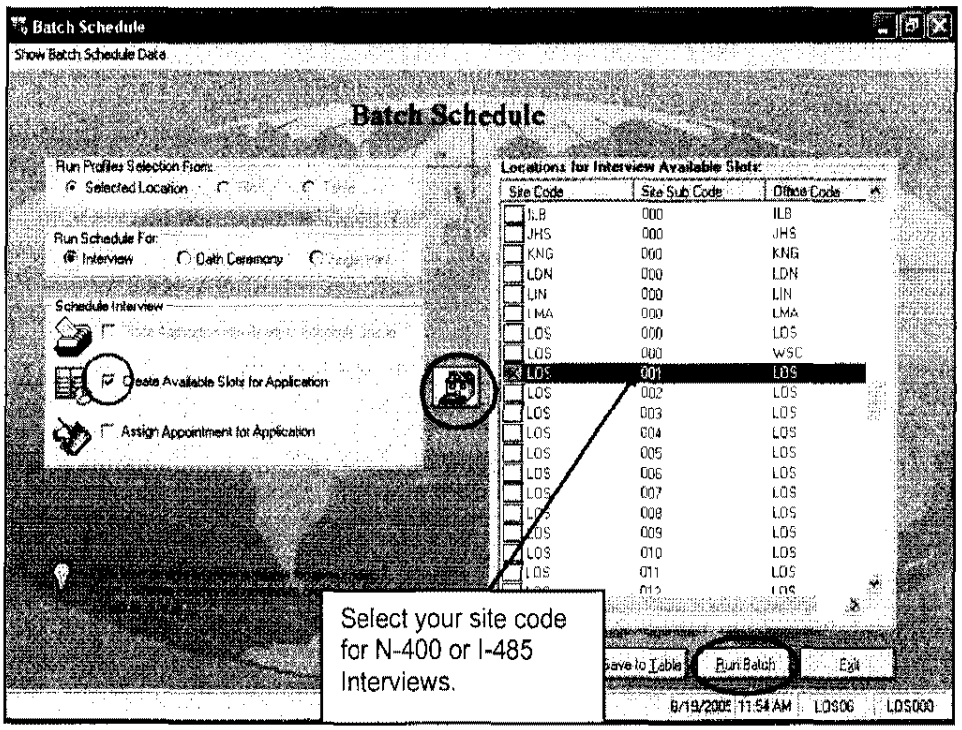
CREATE THE APPOINTMENT SLOTS

Once the three Profile screens have been updated, you are ready to run the *Batch Scheduler* to create appointment slots for the new scheduling period. The appointment slots will be created based on the specifics on the Profile screens: the date range, the times during the day, the length of each interview, and the number of Examiners. For this reason, it is imperative that you open and check the Profile screens as discussed earlier in this document. Pay particular attention to the "No Sooner Than" and "No Later Than" dates on the *Interview Location Profile*, *Site Profile* radio button and on the *Interview Service Type Profile* screen for all Service Types that you wish to create slots for.

1. Select **Utilities, Batch Scheduler** from the menu.



2. Click the **Create Available Slots for Application** check box.
3. Click the **House** button.
4. Select your *Site Code*.
5. Click the **Run Batch** button.



My Office Codes:

I-485s: _____

N-400s: _____

_____

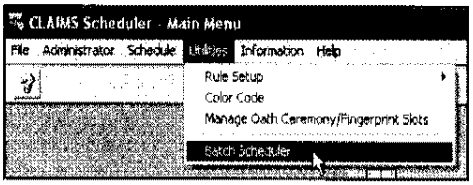
_____

_____

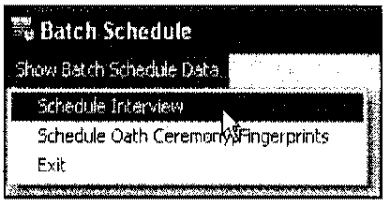
CHECK THE APPOINTMENT SLOTS

After the *Batch Scheduler* finishes creating the appointment slots, you will want to check the slots to see if they are what you intended. If the slots are not correct contact the *USCIS Service Desk* (b)(2) [redacted] to have the slots removed.

1. Select **Utilities, Batch Scheduler** from the menu.

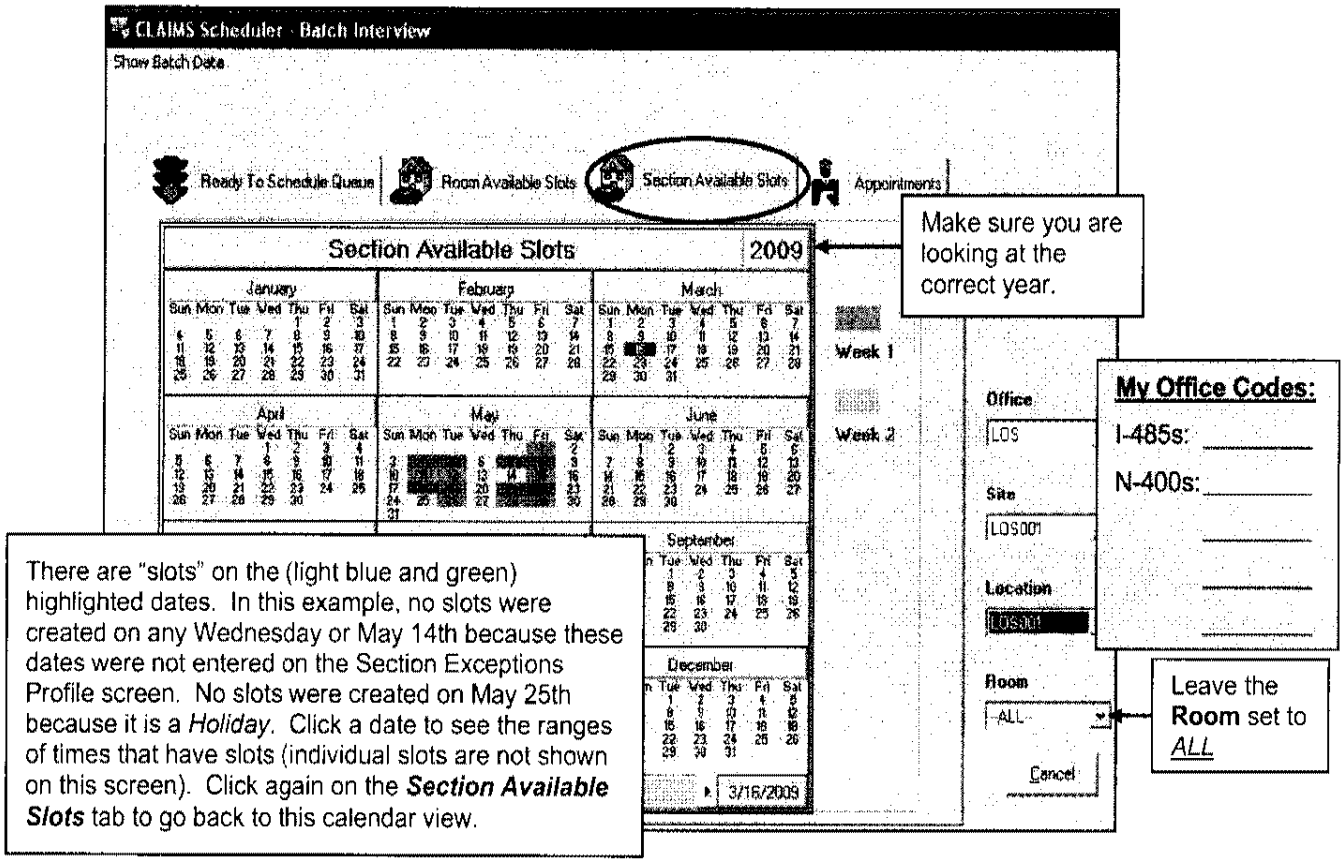


2. Select **Show Batch Schedule Data, Schedule Interview** from the menu.



3. Use the drop-down arrows to select the *Site* and *Location*.

4. Click on the ***Section Available Slots*** tab (do not use the *Room Available Slots* tab).



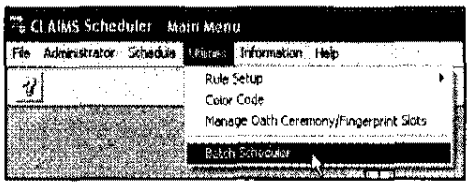
You do not want to continue with the next process (filling the appointment slots) **if they are not correct** because Interview Notices will be in the system ready to be printed and be mailed to the applicants. The NBC may print these within minutes of you finishing filling the appointments. Additionally, if you fill the slots, you have *scheduled* the applicants for their interview. You may need to deschedule all or many of the interview appointments. If the slots were not correct when you checked them above, contact the *USCIS Service Desk* (b)(2) [redacted] to have the slots removed before proceeding.

FILL THE SLOTS WITH APPOINTMENTS

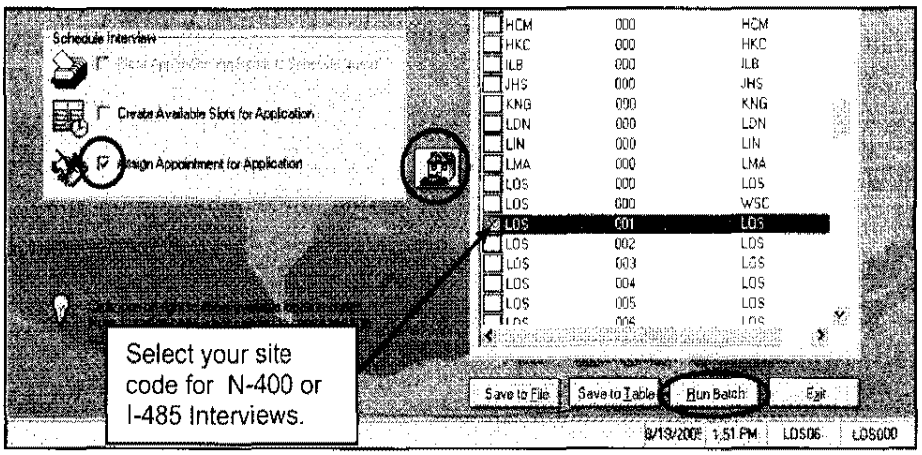
After the slots have been created and you have checked to make sure they are correct, you are ready to fill the slots with appointments. Once the slots are filled with appointments, the Interview notices will automatically be generated in CLAIMS 4 and appear in the *Notices* module ready to be printed and mailed by the National Benefits Center (NBC).

NOTE: CLAIMS 4 does not allow you to *interactively schedule* appointments for a date that has already been *Batch Scheduled.* If you need to both *interactively* schedule and *batch* schedule for the same date, then do all the *interactive* scheduling prior to running the *Batch Scheduler.*

1. Select **Utilities, Batch Scheduler** from the menu.



2. Click the **Assign Appointment for Application** check box.
3. Click the **House** button.
4. Select your *Site Code*.
5. Click the **Run Batch** button.



My Office Codes:

I-485s: _____

N-400s: _____

_____

_____

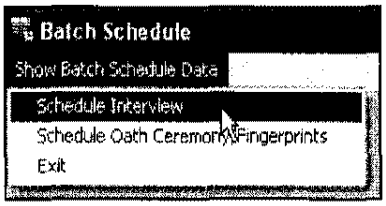
_____

NOTE: The process of filling the slots with the appointments can take several minutes depending on how many examiners and how many days you have built your schedule for.

CHECK THE APPOINTMENTS

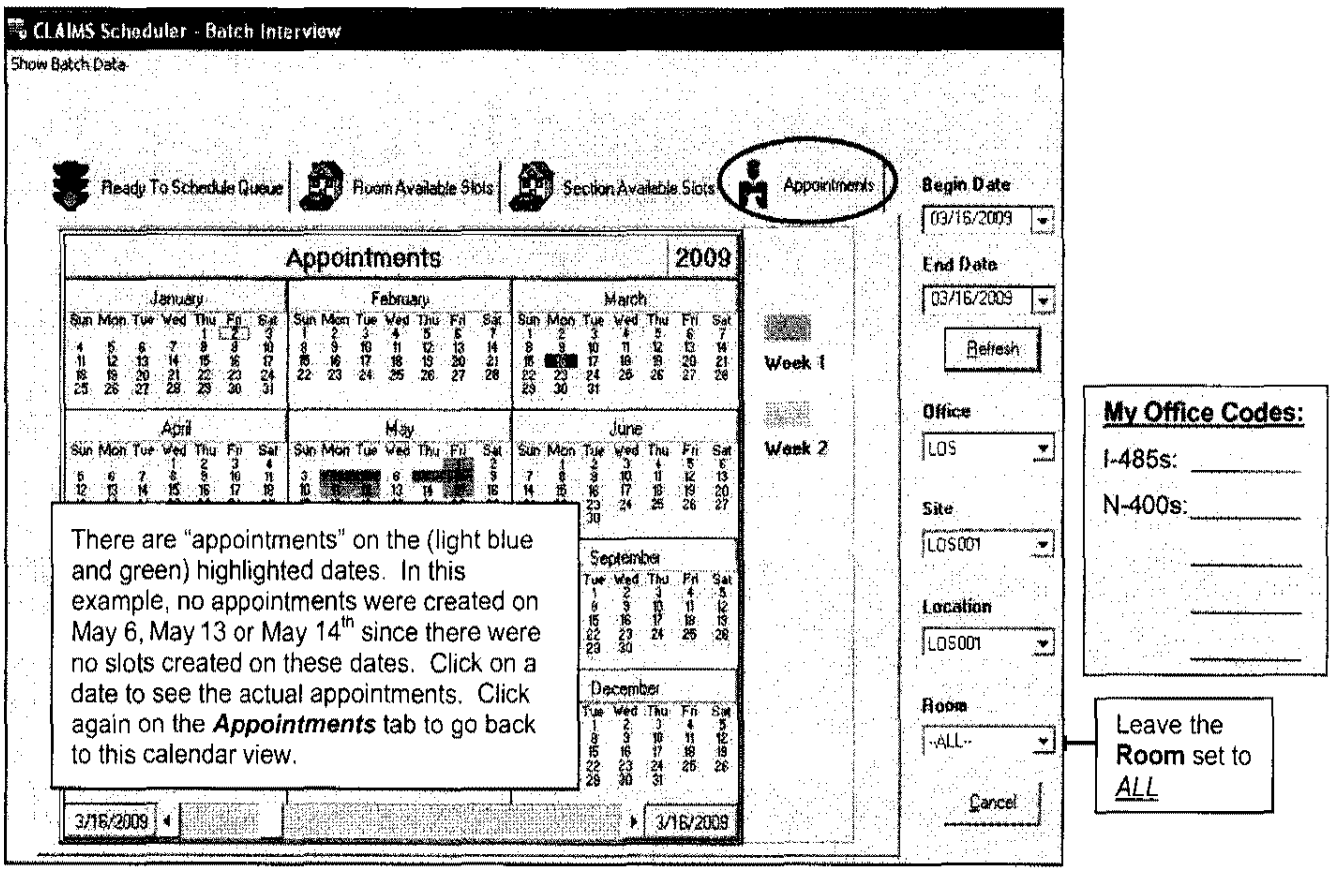
After the *Batch Scheduler* finishes filling the slots, you will want to check to make sure you have the appointments that you wanted. If you notice that the appointments are not what you wanted and you want to try to prevent the interview notices from being mailed, contact the NBC (who prints and mails the notices) as soon as possible. The appointments that you do not want will need to be descheduled. See page 3-45 in this chapter of the Reference Guide.

1. Select **Show Batch Schedule Data, Schedule Interview** from *the Batch Schedule* screen menu.



2. Use the drop-down arrows to select the *Site* and *Location*.

3. Click on the ***Appointments*** tab.



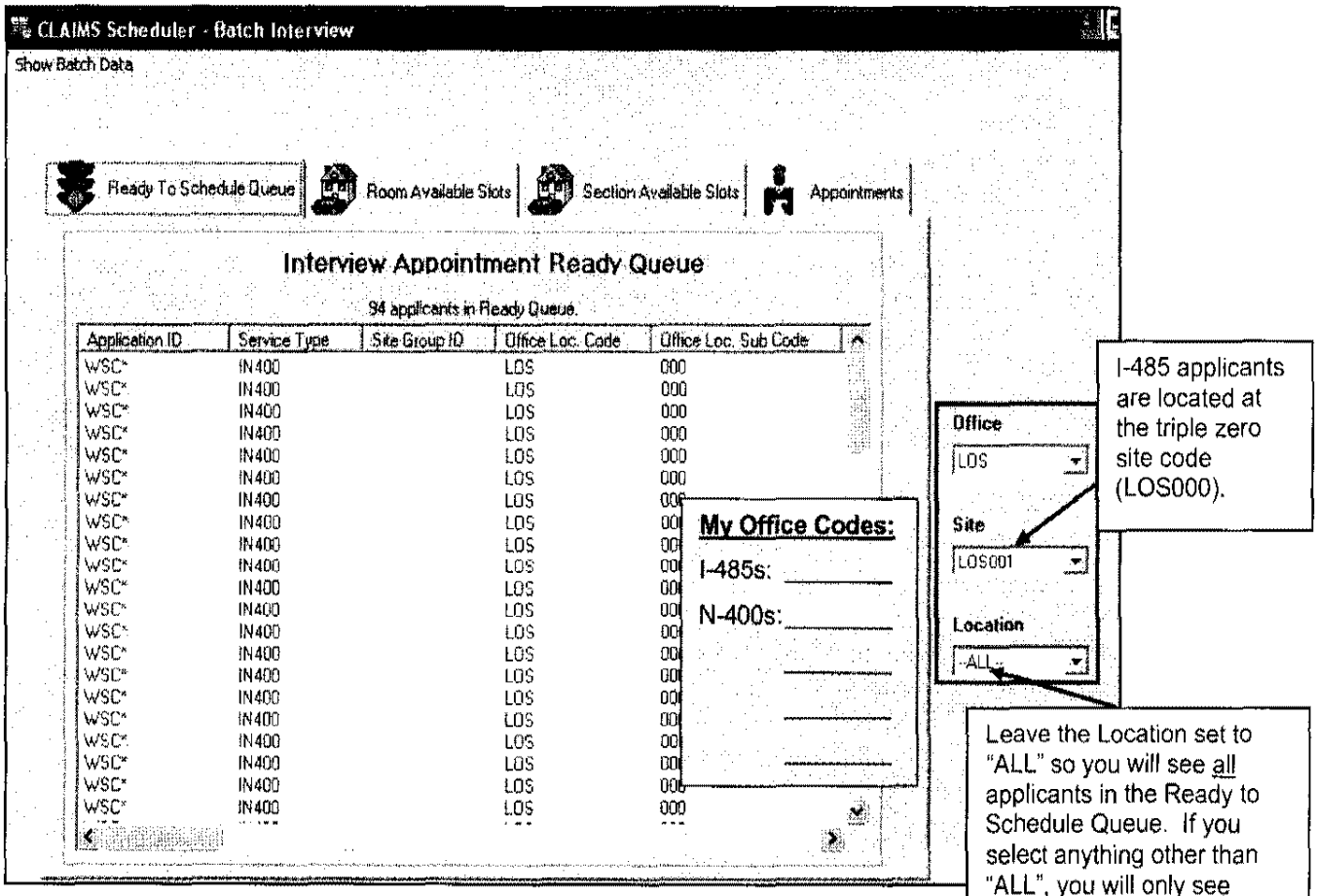
BATCH SCHEDULING INTERVIEWS PROCESS – BY SECTION PROFILE

Process #:	Name of Process:	Menu Option:	Description:
1	Check the **Ready to Schedule Queue**	Utilities Batch Scheduler Show Batch Schedule Data Schedule Interview	The *Ready to Schedule Queue* tab will display all applicants awaiting an interview. The N-400 applicants are in a separate queue than the I-485 applicants (different Loc Code). All N-400 Interview Service Types: Initial, Re-exam, Case Review, or Question/Answer are contained in the same queue.
2	Update the **Interview Location Profile**	Administrator Interview Profile Interview Location	The *Interview Location Profile* contains 3 sections: Site Profile, Location Profile and Room Profile. The Date Range for the scheduling period is updated on the *Site Profile* section.
3	Update the **Interview Service Type Profile**	Administrator Interview Profile Interview Service Type	The Date Range for the scheduling period is updated on the *Interview Service Type Profile* for each Service Type that you want to build the schedule for.
4	Update the **Interview Section Profile**	Administrator Interview Profile Interview Section	The Days of Week and Times of Day are updated on the *Interview Section Profile*. Additionally, Sections are "turned on" or "turned off" here.
5	**Create** the **Appointment Slots**	Utilities Batch Scheduler Create Available Slots…	CLAIMS 4 looks at the above 3 profile screens and using the criteria on those screens, creates a *slot* for each interview.
6	**Check** the **Appointment Slots** If they are not correct, contact the *USCIS Service Desk* before proceeding	Utilities Batch Scheduler Show Batch Schedule Data Schedule Interview	The *Section Available Slots* tab will display dates that have slots highlighted in blue or green on the calendar. Click on a date to see the ranges of time that slots have been created.
7	**Fill** the **Slots with Appointments**	Utilities Batch Scheduler Assign Appointments for…	CLAIMS 4 fills each Interview Slot with an appointment for the applicants in the Ready to Schedule Queue.
8	**Check** the **Appointments**	Utilities Batch Scheduler Show Batch Schedule Data Schedule Interview	The *Appointments* tab will display dates that have appointments highlighted in blue or green on the calendar. Click on a date to see the actual appointments.

CHECK THE READY TO SCHEDULE QUEUE

Always check your *Ready to Schedule Queue* before building a new schedule. This area will display a list of all applicants who are awaiting an Interview with an examiner. The total number of applicants in the queue is displayed at the top of the *Ready to Schedule Queue* screen. Knowing the total number of applicants in the queue is helpful when determining the range of dates that you want to build the new schedule. For example, if there are only 200 applicants in the queue and you average about 20 Interviews per day (2 Examiners, each conducting 10 Interviews per day), you have enough applicants to fill about 10 days. Failure to check the *Ready to Schedule Queue* often results in offices building *slots* for a month (30 or so days) but only having enough applicants to fill the 1st 10 days of the month.

1. Select ***Utilities, Batch Scheduler*** from the Scheduler screen menu.
2. Select ***Show Batch Schedule Data, Schedule Interview*** from the *Batch Scheduler* screen.
3. Select your *Office*, and *Site* codes. (leave the **Location** field set to *ALL)*

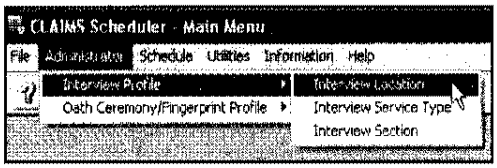


4. Click the ***Ready to Schedule Queue*** tab.
5. Click the **Cancel** button to exit this screen.
6. Exit the *Batch Scheduler* screen.

UPDATE THE INTERVIEW LOCATION PROFILE

Dates must be updated on the *Interview Location Profile* screen (Site radio button). Optionally, the Interview Location and/or Room ID can be turned on or off.

1. Select ***Administrator, Interview Profile, Interview Location*** from the *Scheduler* screen menu.

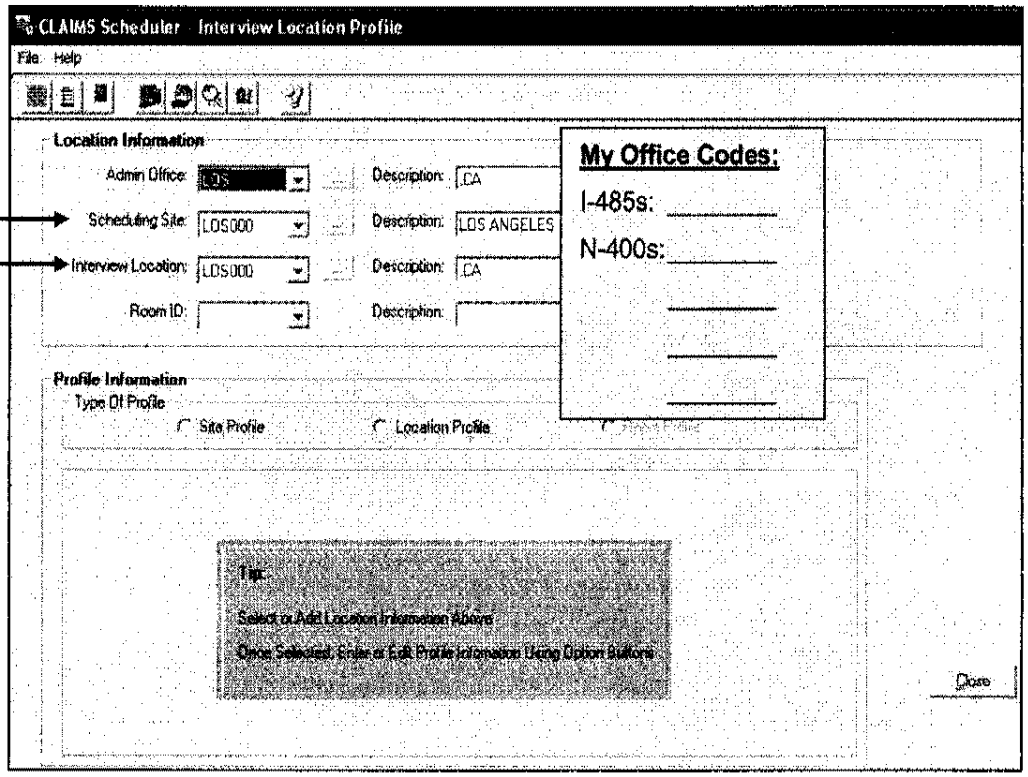


When you first enter this screen, *your office* defaults in the **Admin Office** field. The **Scheduling Site** and **Interview Location** codes default to the 1st codes in the list alphabetically. The codes ending in *000* are used for *I-485* Scheduling. Codes ending in numbers other than *000* are N-400 location codes.

2. Specify the **Scheduling Site** and **Interview Location**:

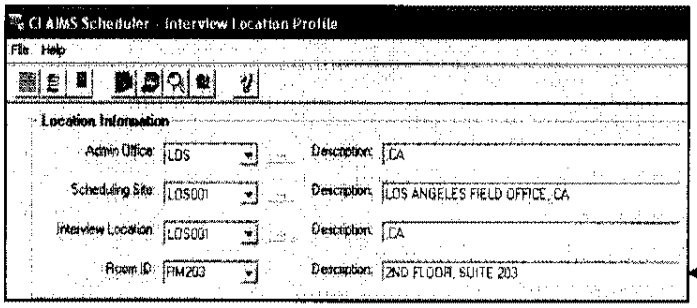
Leave the **Scheduling Site** and **Interview Location** codes at ___000 to build the I-485 schedule.

Select ___001 or some other code to build the N-400



3. Select the **Room ID**.

NOTE: There may be more than one *Room ID*. Start by selecting the 1st on the list and proceeding. You will come back and select the other Room IDs and repeat this process.



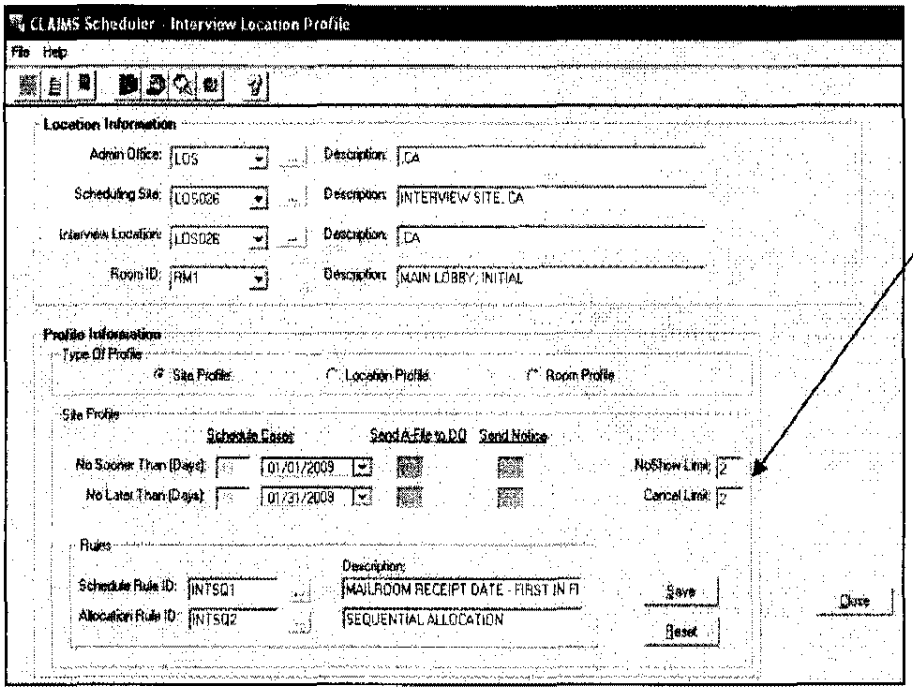
Select the **Room ID**. The text that appears in the **Description** field prints on the Interview Notice to the applicants.

SITE PROFILE SECTION

The *Site Profile* section of the *Interview Location Profile* screen contains two fields that allow the user to specify the date range that they want to build their schedule for. These two fields: **No Sooner Than** and **No Later Than** define the 1st date and last date for the period you wish to have appointments.

1. Click the **Site Profile** radio button.





The **No-Show Limit** and **Cancel Limit** fields allow you to define how many times an applicant can *not show* or *cancel* an interview.

After an applicant has exceeded the *No-Show* or *Cancel* limit, the applicant will not be able to have another appointment scheduled in CLAIMS 4 without assistance from the *USCIS Service Desk*

(b)(2)

2. Click the **No Sooner Than** drop-down arrow and select the *1st date* in your scheduling range.

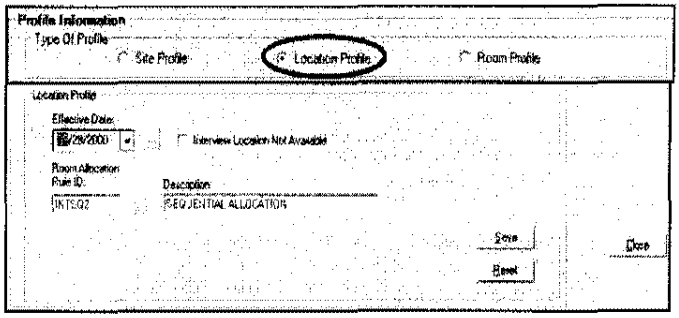
3. Click the **No Later Than** drop-down arrow and select the *last date* in your scheduling range.

NOTE: The numbers that appear to the left of the dates are the *number of days from today* that you are building your schedule. You want to allow the National Benefits Center (NBC) enough time to ship the applicants' A-Files.

4. Click the **Save** button.

LOCATION PROFILE SECTION

1. Click the **Location Profile** radio button.



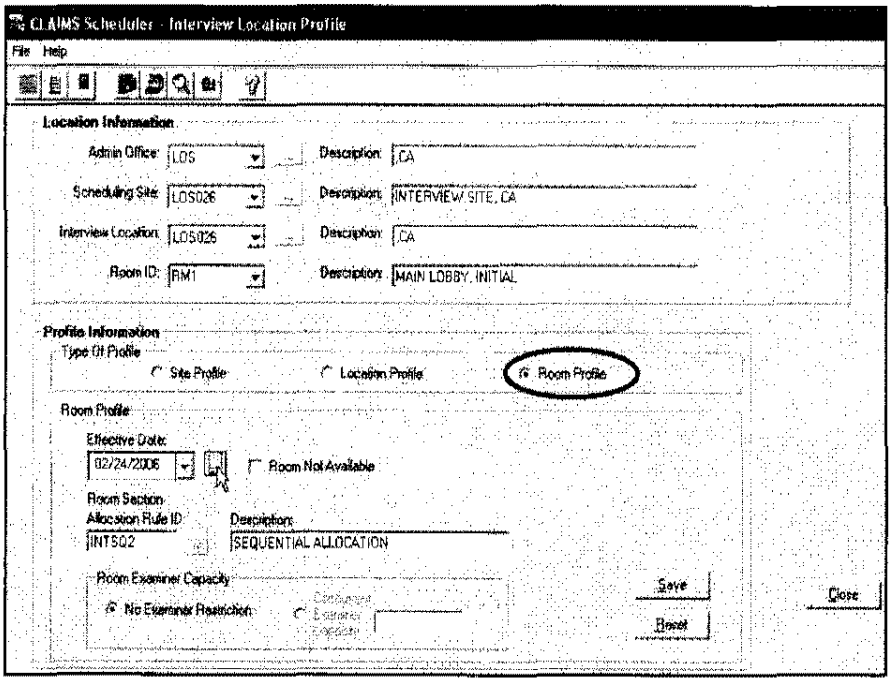
The **Effective Date** on the *Location Profile Section* does not need to be updated unless you wish to make this location unavailable.

To make this location unavailable to the scheduler, you would choose a new **Effective Date** by clicking the drop-down arrow and then checking the **Interview Location Not Available** checkbox. Then click the **Save** button.

ROOM PROFILE SECTION

1. Select the *Room ID* from the **Room ID** drop-down arrow.

2. Click the **Room Profile** radio button.



This is where you *turn on* or *turn off* a Room ID. Your office may have more than one Room defined under the *Interview Location Code*.

For example, your office may have set up different Rooms for *Initial* N-400 interviews than for the follow-up interviews (*Re-exams, Q&As*).

RM1 = Initial N-400 Interviews
RM2 = Re-exams, Q&As

Each time you want to drop your next schedule, you will come to this screen and *turn on* or *turn off* the Room IDs. **Ask yourself the question – "Which Room IDs do I want to run the schedule for this time?"**

Some scenarios based on the above example:

If you want to drop the next schedule for both the *Initial* N-400 Interviews and the *Re-exams* and *Question and Answer* Interviews, you would make sure both Room IDs are **ON**.

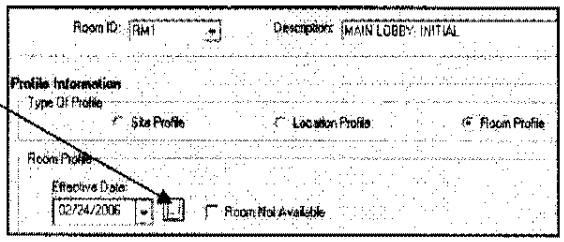
If you want to drop the next schedule for only the *Initial* N-400 Interviews and not the *Re-exams* and *Question and Answer* Interviews, you would make sure Room ID *RM1* is **ON** and Room ID *RM2* is **OFF**.

If you want to drop the next schedule for only the *Re-exams* and *Question and Answer* Interviews and not the *Initial* N-400 Interviews, you would make sure Room ID *RM1* is **OFF** and Room ID *RM2* is **ON**.

IMPORTANT: Failure to turn off a Room ID(s) that you do not want to include in this dropping of the schedule, may result in getting too many slots (and if filled, too many appointments) because CLAIMS 4 may create slots for the Room ID, depending on how the *Interview Service Type* and *Interview Section Profile* screens are set up.

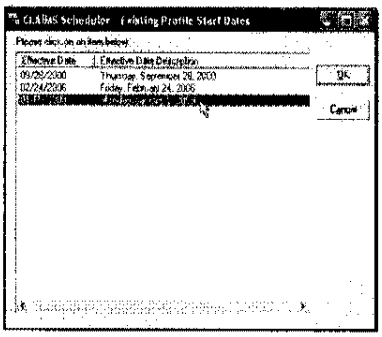
Check to see if the Room is **ON** or **OFF**:

3. Click the **ellipsis** button (…) next to **Effective Date.**

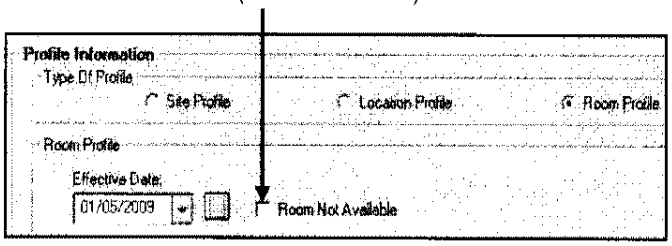


4. Select the *latest date* on the list.

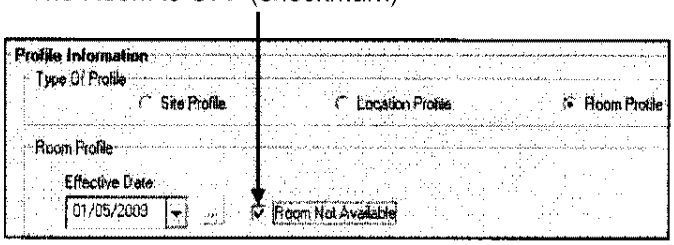
5. Click the **OK** button.



The Room is **ON** (no checkmark)



The Room is **OFF** (checkmark)



To Turn a Room **ON**:

6. Click the *drop-down arrow* next to **Effective Date.**

7. Select the *1st date* in your new scheduling period (this is the same date you specified as the *No Sooner Than* date – step 2, page 3-23).

8. Confirm that the **Room Not Available** is not checked.

9. Click the **Save** button.

To Turn a Room **OFF**:

6. Click the *drop-down arrow* next to **Effective Date.**

7. Select the *1st date* in your new scheduling period (this is the same date you specified as the *No Sooner Than* date – step 5, page 3-23).

8. Click the **Room Not Available** checkbox.

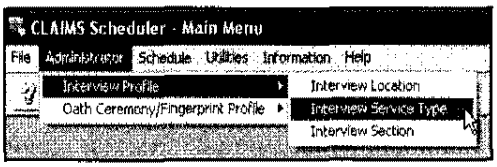
9. Click the **Save** button.

NOTE: Go back to the top of the previous page 3-24 and repeat the steps for the next Room ID.

UPDATE THE INTERVIEW SERVICE TYPE PROFILE

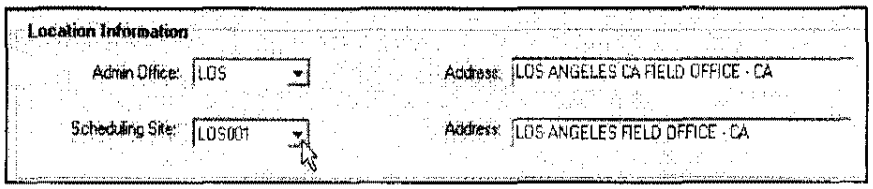
Dates must be updated on the *Interview Service Type Profile* screen to reflect the new scheduling date range. Other information can be edited as well: Service Duration (length of interviews), added time with or without an attorney, and added time for each group member.

1. Select ***Administrator, Interview Profile, Interview Service Type*** from the *Scheduler* screen menu.

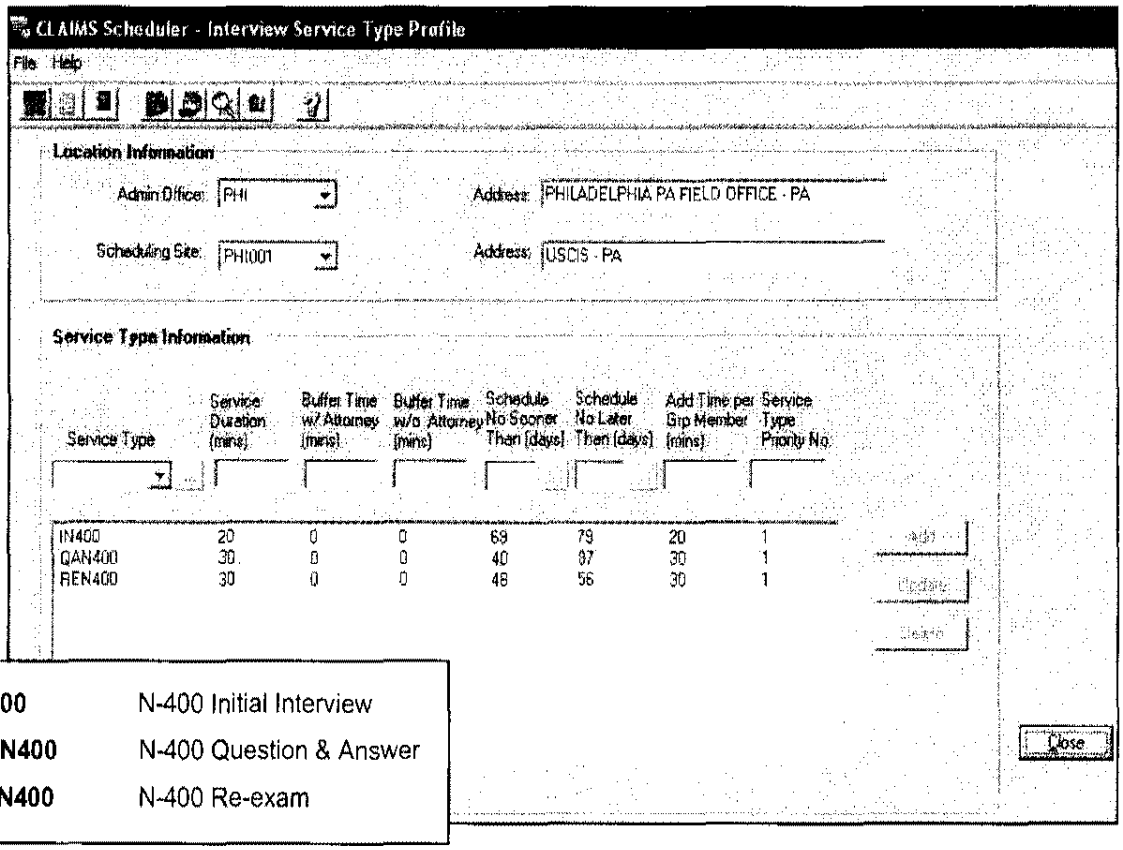


When you first enter this screen, *your office* defaults in the **Admin Office** field.

2. Click the drop-down arrow next to **Scheduling Site** and select the *location* that you are building the schedule for.



After the **Scheduling Site** is selected, the *Service Types* that have been defined appear at the bottom of the screen.



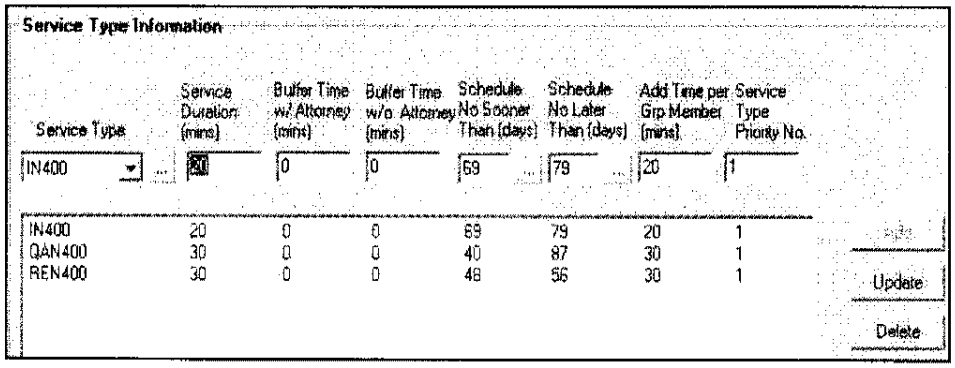
IN400	N-400 Initial Interview
QAN400	N-400 Question & Answer
REN400	N-400 Re-exam

NOTE: If we were viewing the Scheduling Site for I-485s (PHI000), we would see only one Service Type: **IN485**.

3. Click on the 1st *Service Type (IN400, QAN400, REN400,* etc...) that you wish to include in this schedule.

   The information appears in the area above the list of Service Types. You can update any of the fields - *Service Duration, Buffer Times, Add Time Per Group,* etc. but you must update the **Schedule No Sooner Than** and **Schedule No Later Than** fields to either: match the 1st and last dates that you defined on the *Interview Location Profile* screen or fall within the date range specified on the *Interview Location Profile* screen.

In the example on the right, the user clicked on the **Service Type:** *IN400*.



4. Click the ellipsis button next to **Schedule No Sooner Than** and select the *1st date* in the range of dates you are building the schedule for.

5. Click the ellipsis button next to **Schedule No Later Than** and select the *last date* in the range of dates you are building the schedule for.

6. Click the **Update** button.

   The newly updated information for the Service Type appears in the bottom list.

7. Continue the above steps 3-6 for each *Service Type* that you wish to include in this running of the schedule.

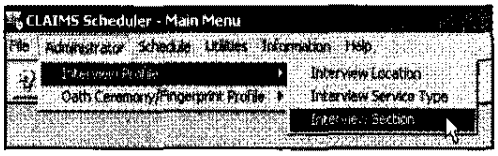
8. When finished, click the **Close** button.

UPDATE THE INTERVIEW SECTION PROFILE

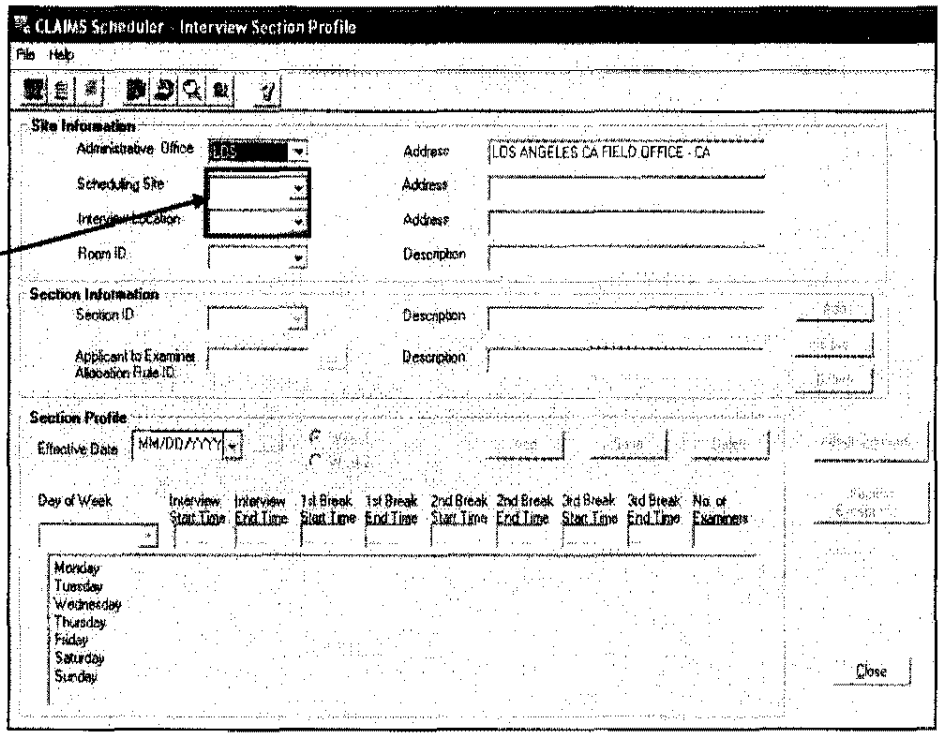
A *Room ID* within the *Interview Location* may have more than one *Section* defined. For example, your office may have a different *Section* for each *Service Type* or a different *Section* for each Adjudicator (if each Adjudicator has a different schedule for conducting interviews). When you are creating a schedule for a new scheduling period, every *Section* should be checked and updated if necessary. Additionally, you will need to decide which *Sections* you wish to include when you drop the schedule for this next period.

1. Select ***Administrator, Interview Profile, Interview Section*** from the *Scheduler* screen menu.

   The *Interview Section Profile* screen appears.



2. Specify the **Scheduling Site, Interview Location.**



___000 = I-485

___001 or other number = N-400

My Office Codes:

I-485s: _____

N-400s: _____

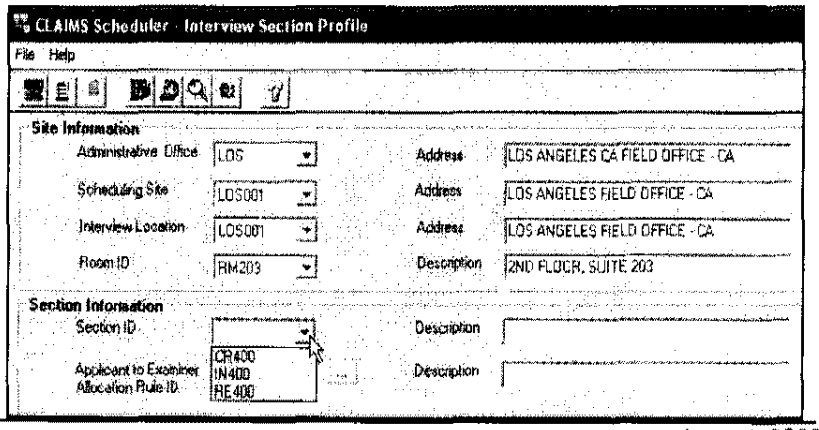
_____

_____

_____

3. Specify the **Room ID**. (If there is more than one *Room ID*, you will return to this page later to select it.)

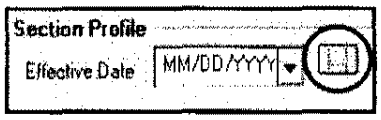
4. Select the *Section ID* from the drop-down arrow.



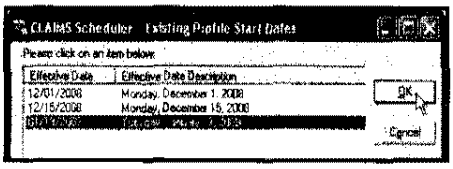
NOTE: You may want to build the schedule for more than one Section. Start by selecting one of the Section IDs and progressing to the next step. You will return to this step later to select another Section ID(s).

See page 3-37 in this chapter if you need **to create a new *Section ID*.**

5. Click the ellipsis button (...) next to **Effective Date**.

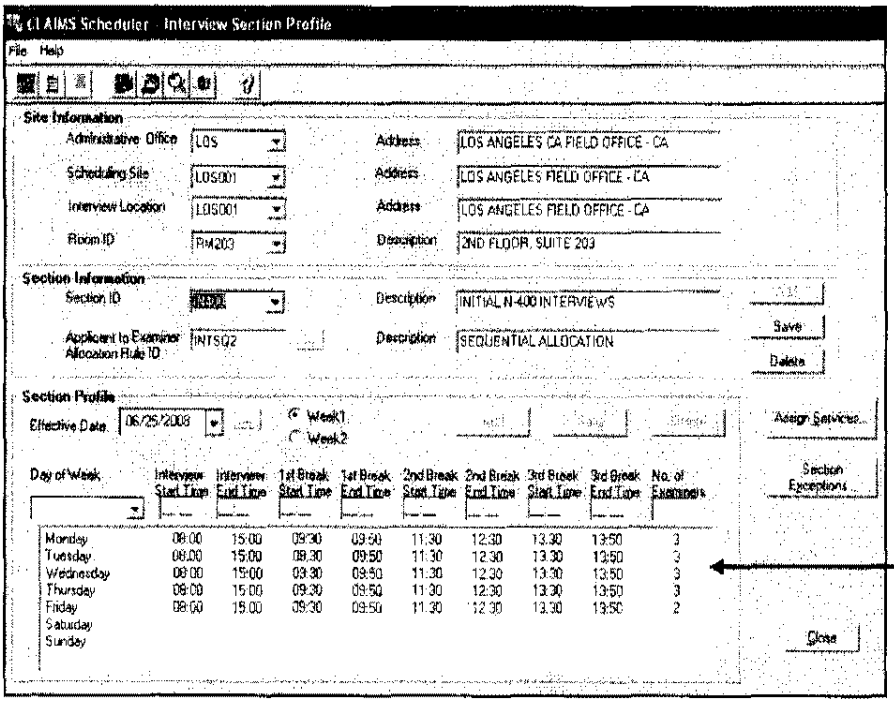


6. Select the *latest date* on the list of **Effective Dates**:



7. Click the **OK** button.

After you have selected the **Effective Date,** the bottom of the screen fills with the schedule that this *Section* had as of the Effective Date you selected in the previous step.



NOTE: The Days of the Week area may be empty if this Section has been built by *Exception Dates* only. If you wish to build schedule by each date, refer to pages 3-5 through 3-19 in this chapter.

Is this schedule what you want for this next scheduling period for Week 1 and Week 3?

If YES:

Do not change anything.

8. Click the **Week 2** radio button.

Is this schedule what you want for this next scheduling period for Week 2 and Week 4?

If YES:

Do not change anything.

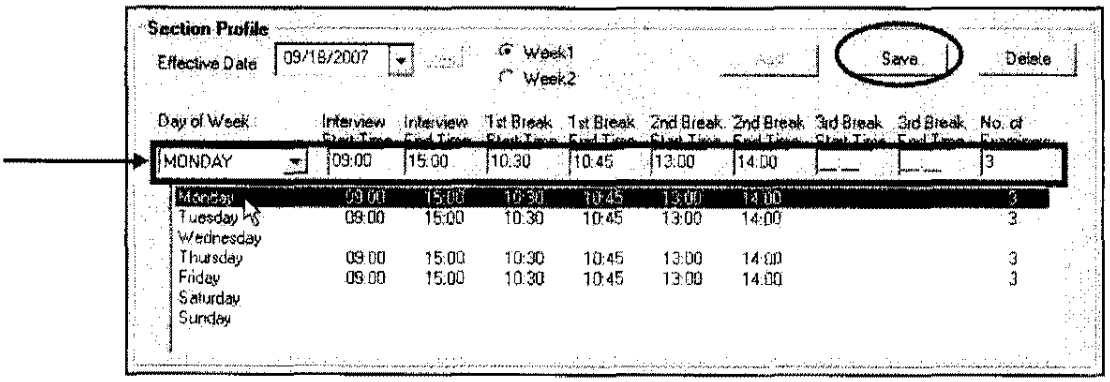
9. Click the **Close** button.

NOTE: If you need to make any changes to the schedule for either Week 1 or Week 2, see the next page.

To Make Changes to the Schedule:

1. Click the **Week 1** radio button.
2. Click on the *Day of the Week* (Monday, Tuesday, etc...).

The information for that day moves above the Monday through Friday area:

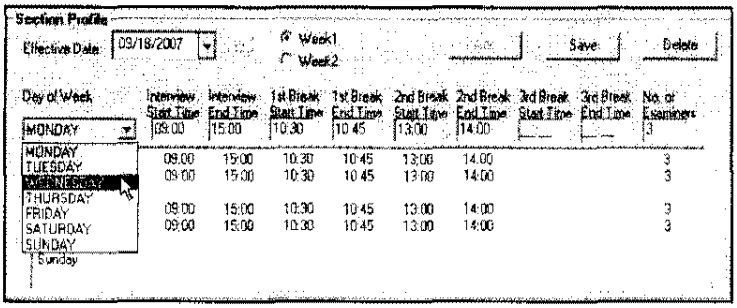


3. Update the *Start Time*, *End Time*, *Break Times* and *No. of Examiners* as needed.
4. Click the **Save** button.
5. Repeat the above steps 2 – 4 for the other Days of the Week as needed.

NOTE: To NOT have any interviews on a particular *Day of the Week*, update the **No. of Examiners** to *0* (zero) if you want to keep the Day of the Week for future scheduling. If you do not want the Day of the Week for now or in the future, click on the *Day of the Week* and then click the **Delete** button.

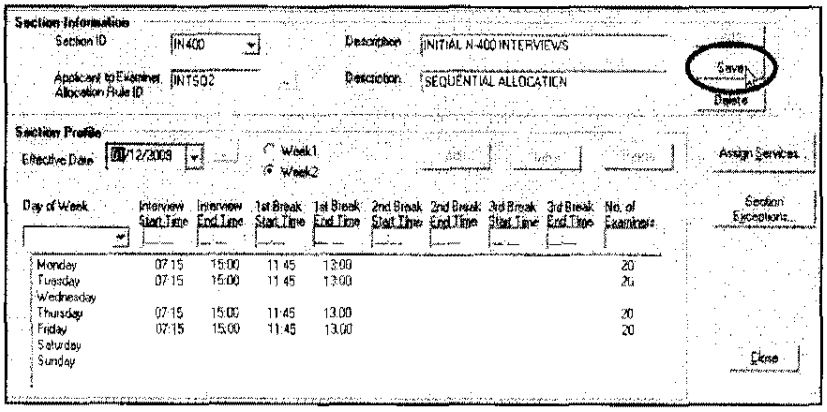
To Add a Day of the Week:

1. Click the drop-down arrow under Day of Week and select the day (Monday, Tuesday, etc...).



2. Input the **Interview Start Time, Interview End Time** (time the last interview *ends*), **1st Break Start Time**, **1st Break End Time**, **2nd Break Start** and **End** (if needed), **3rd Break Start** and **End** (if needed), and the **No. of Examiners.**
3. Click the **Add** button to move the information to the bottom for this day.
4. Click the **Week 2** radio button.
5. Repeat the above steps to modify, add or delete the Days of the Week.

6. When finished entering the schedule, click the **Save** button in the middle section of the screen.



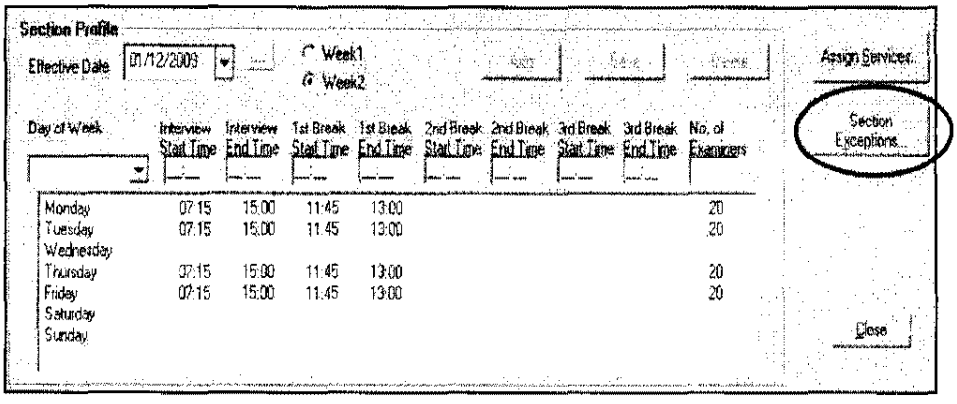
7. Click the **OK** button to the confirmation message "Room Section information successfully saved."

To add Exception Dates:

If there are any dates that will not follow the "standard" schedule, they can be entered in the *Section Exceptions* screen. For example, maybe on a particular Monday all the adjudicators will be tied up in a training session and will not be available to conduct interviews. The date of that Monday would be put on the *Section Exceptions* screen.

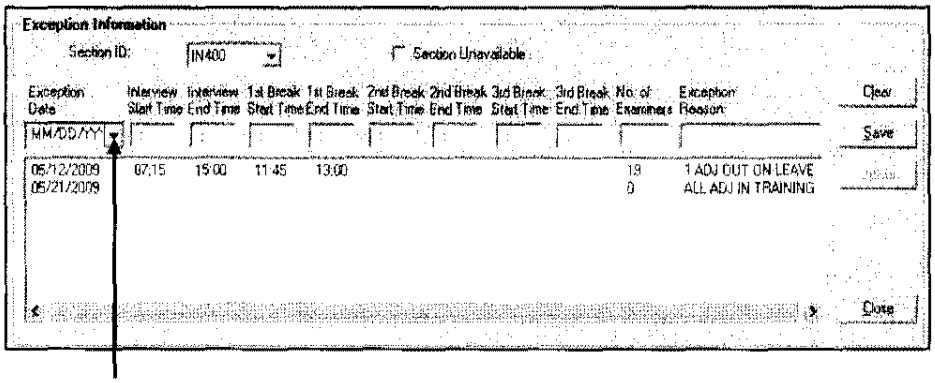
NOTE: Some offices do not have any schedule defined by the Days of the Week – this area is empty. Instead, they input the schedule for each individual date using the *Section Exceptions Profile* screen. See pages 3-5 through 3-19 in this chapter to schedule Interviews by the *Section Exception Profile* screen.

1. Click the **Section Exceptions** button.



continued on the next page...

The *Interview Section Exception Profile* screen appears:



2. Click the drop-down arrow for the **Exception Date** field and select the *date* from the calendar.

3. Input the schedule for that date.

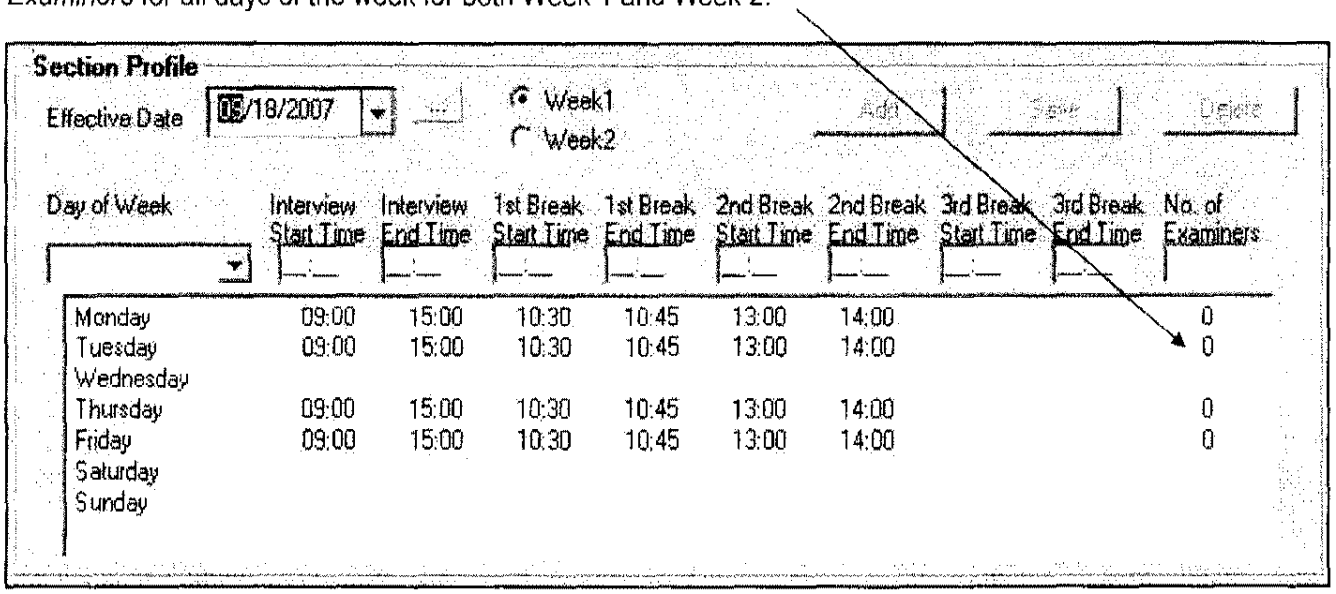
NOTE: To indicate "no interviews on that date" check the **Section Unavailable** check box and then type in the *Exception Reason*.

4. Click the **Save** button.

5. When finished inputting all the *Exception Dates*, click the **Close** button to return to the *Interview Section Profile* screen.

To Turn off a Section:

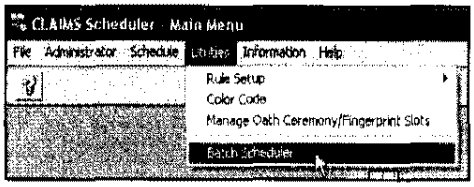
It is important that you check every *Section ID* that falls under the *Room ID* and make the updates to the Monday through Friday schedule as discussed above. If there is a Section that you do not want to schedule any appointments to, you will need to turn off the Section ID. This is accomplished by "zeroing out" the *No. of Examiners* for all days of the week for both Week 1 and Week 2.



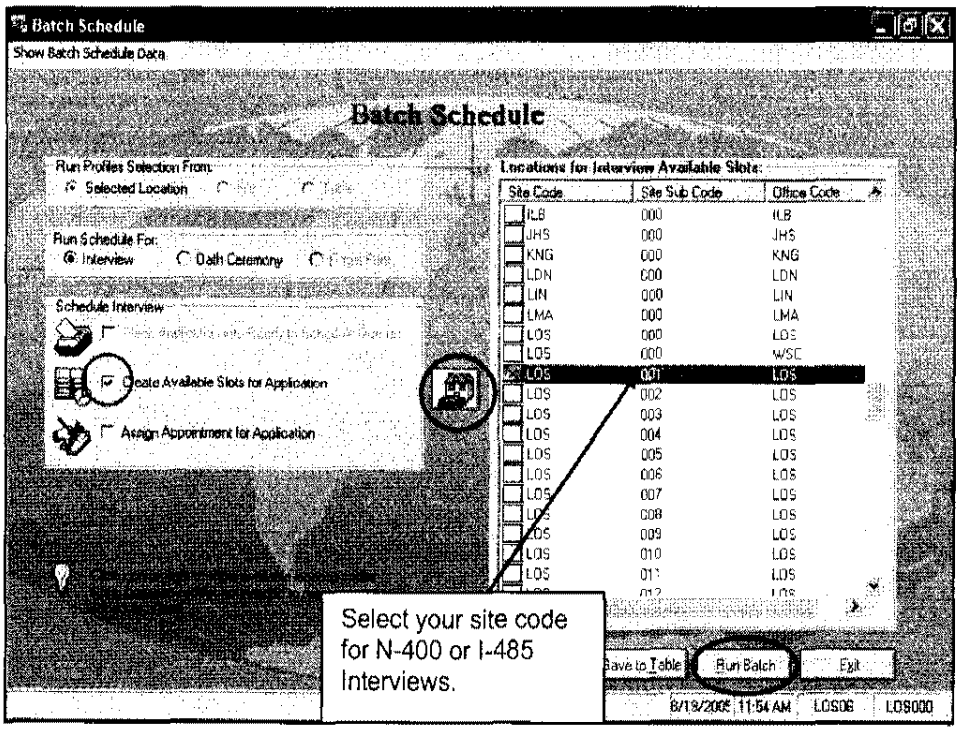
CREATE THE APPOINTMENT SLOTS

Once the Profile screens have been updated, you are ready to run the *Batch Scheduler* to create appointment slots for the new scheduling period. The appointment slots will be created based on the specifics on the Profile screens: the date range, the times during the day, the length of each interview, and the number of Examiners. For this reason, it is imperative that you open and check the Profile screens as discussed earlier in this document. Pay particular attention to the "No Sooner Than" and "No Later Than" dates on the *Interview Location Profile, Site Profile* radio button.

1. Select **Utilities, Batch Scheduler** from the menu.



2. Click the **Create Available Slots for Application** check box.
3. Click the **House** button.
4. Select your *Site Code*.
5. Click the **Run Batch** button.



My Office Codes:

I-485s: _____

N-400s: _____

_____

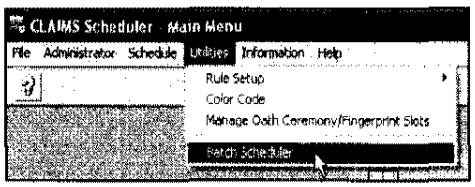
_____

_____

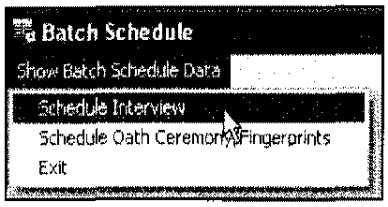
CHECK THE APPOINTMENT SLOTS

After the *Batch Scheduler* finishes creating the appointment slots, you will want to check the slots to see if they are what you intended. If the slots are not correct, contact the *USCIS Service Desk* (b)(2) [redacted] to have the slots removed.

1. Select ***Utilities, Batch Scheduler*** from the menu.

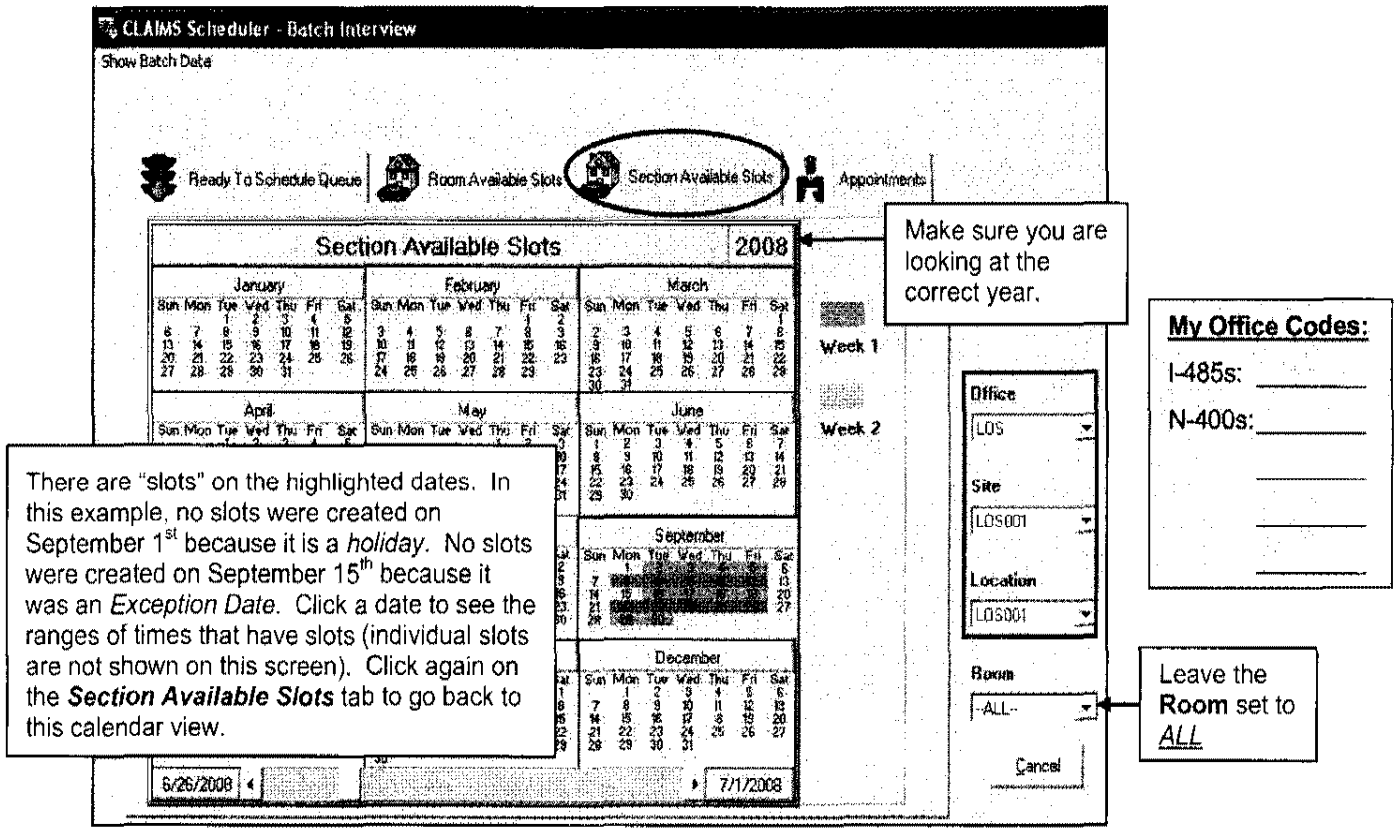


2. Select ***Show Batch Schedule Data, Schedule Interview*** from the menu.



3. Use the drop-down arrows to select the *Site* and *Location*.

4. Click on the ***Section Available Slots*** tab (do not use the *Room Available Slots* tab).



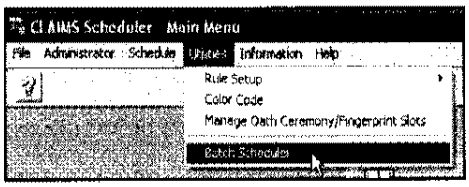
You do not want to continue with the next process (filling the appointment slots) **if they are not correct** because Interview Notices will be in the system ready to be printed and be mailed to the applicants. The NBC may print these within minutes of you finishing filling the appointments. Additionally, if you fill the slots, you have *scheduled* the applicants for their interview. You may need to deschedule all or many of the interview appointments. If the slots were not correct when you checked them above, contact the *USCIS Service Desk* (b)(2) [redacted] to have the slots removed before proceeding.

FILL THE SLOTS WITH APPOINTMENTS

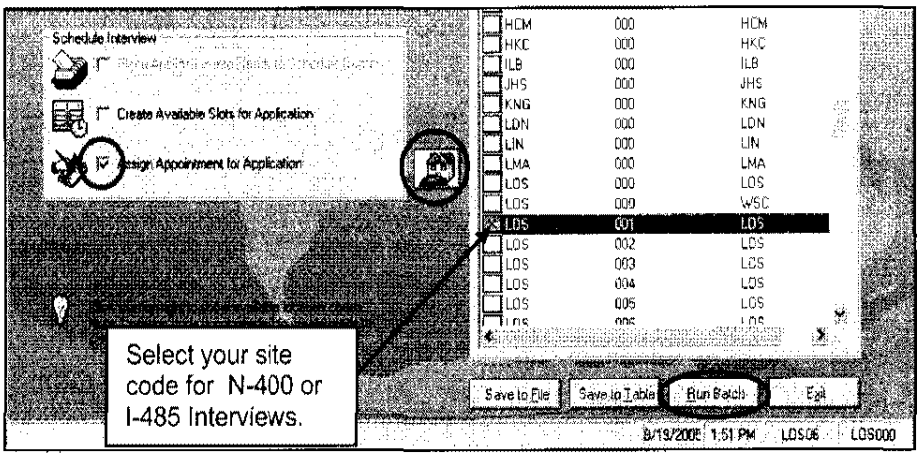
After the slots have been created and you have checked to make sure they are correct, you are ready to fill the slots with appointments. Once the slots are filled with appointments, the Interview notices will automatically be generated in CLAIMS 4 and appear in the *Notices* module ready to be printed and mailed by the National Benefits Center (NBC).

NOTE: CLAIMS 4 does not allow you to *interactively schedule* appointments for a date that has already been *Batch Scheduled*. If you need to both *interactively* schedule and *batch* schedule for the same date, thendo all the *interactive* scheduling prior to running the *Batch Scheduler*.

1. Select ***Utilities, Batch Scheduler*** from the menu.



2. Click the **Assign Appointment for Application** check box.
3. Click the **House** button.
4. Select your *Site Code*.
5. Click the **Run Batch** button.



My Office Codes:

I-485s: _____

N-400s: _____

_____

_____

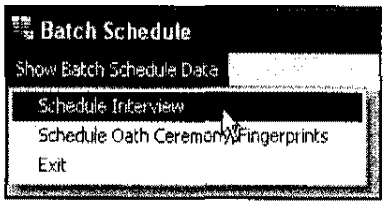
_____

NOTE: The process of filling the slots with the appointments can take several minutes depending on how many examiners and how many days you have built your schedule for.

CHECK THE APPOINTMENTS

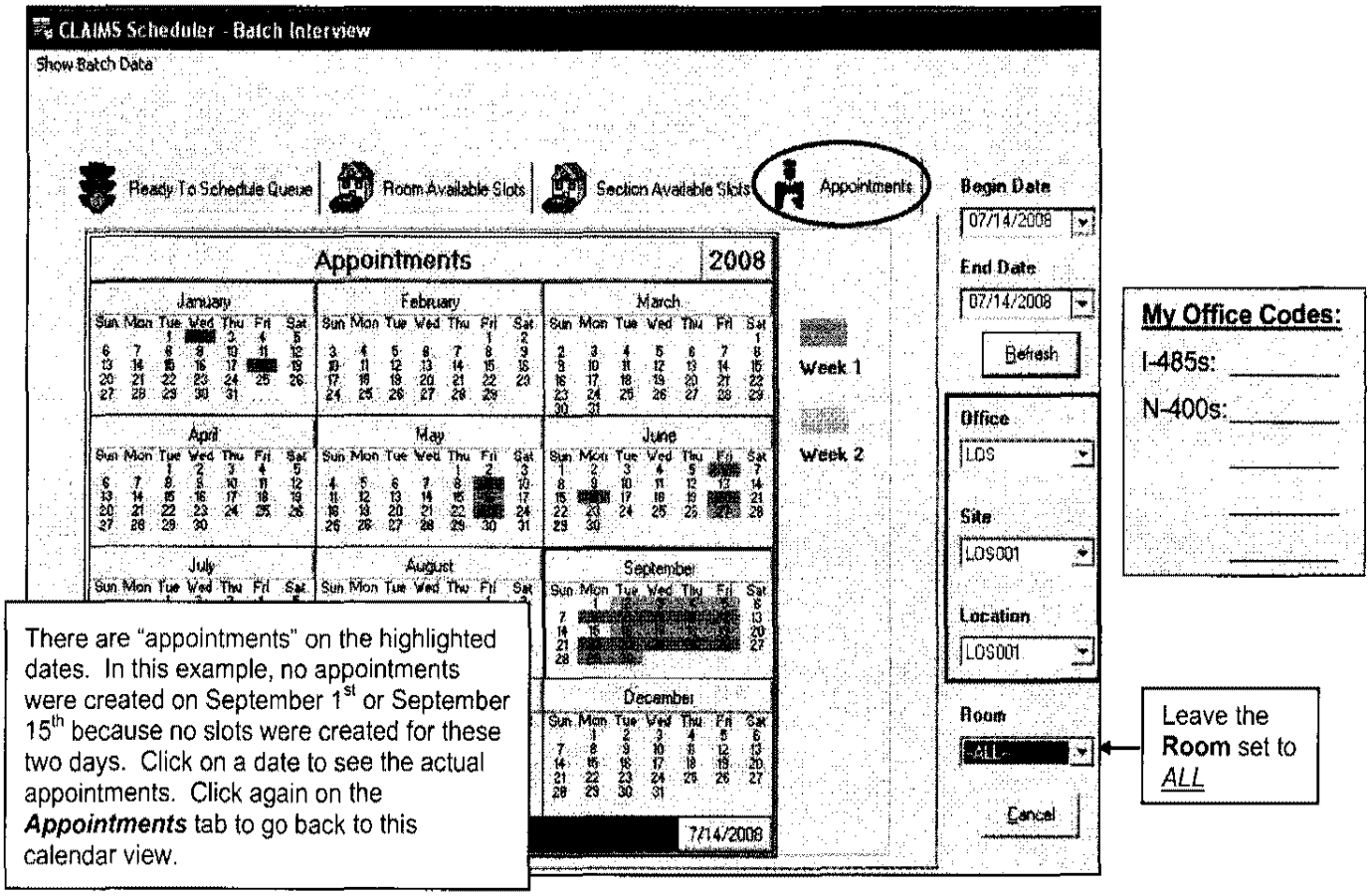
After the *Batch Scheduler* finishes filling the slots, you will want to check to make sure you have the appointments that you wanted. If you notice that the appointments are not what you wanted and you want to try to prevent the interview notices from being mailed, contact the NBC (who prints and mails the notices) as soon as possible. The appointments that you do not want will need to be descheduled. See page 3-45 in this chapter of the Reference Guide.

1. Select ***Show Batch Schedule Data, Schedule Interview*** from *the Batch Schedule* screen menu.



2. Use the drop-down arrows to select the *Site* and *Location*.

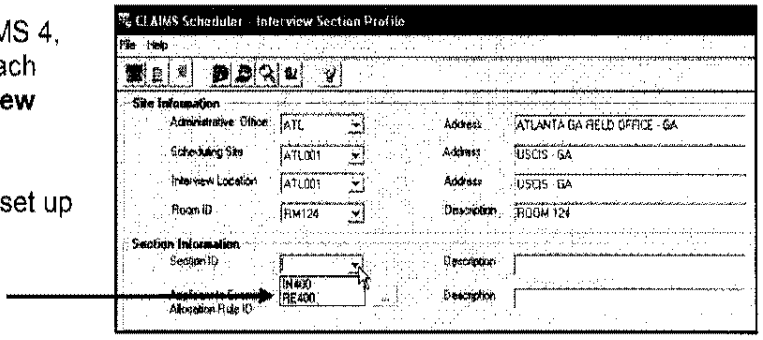
3. Click on the ***Appointments*** tab.



CREATING A NEW SECTION ID: (ONLY IF NEEDED)

When your Field Office was first set up in CLAIMS 4, one or more **Section IDs** were created under each **Room ID** for each **Scheduling Site** and **Interview Location Code**:

The example on the right shows 2 **Section IDs** set up under **Room ID**: *RM124*, **Scheduling Site** and **Interview Location**: *ATL001*.

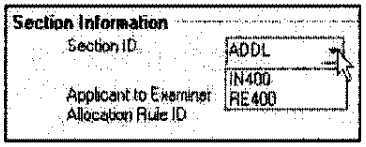


Under what circumstances may you need to create a new Section ID?

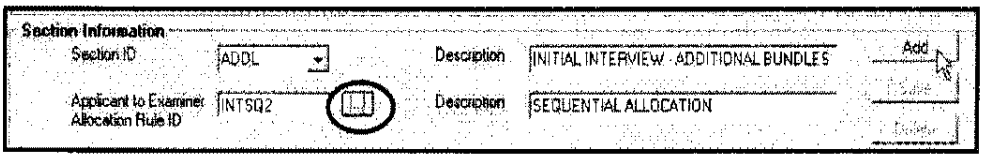
- You need to add more appointments for a date that you already have appointments:
  - If you have already dropped the schedule for a particular date using an existing *Section ID* and then you are instructed to create more appointments on that date, you would have to use a different *Section ID* because you cannot run the *Batch Scheduler* again for the same date with the same *Section ID*. If you do not have a Section ID to use you would need to create a new *Section ID*.
- You need to change the number of examiners (bundles) within a given day or date:
  - If you need to have the ability to switch the number of *Examiners* within the same day, you would need to create enough *Section IDs* to break up the day into blocks of time with a different number of examiners assigned to each block of time. Once these *Section IDs* are created, they can be used each time you drop your schedule.

New Section IDs can be created by typing in the **Section ID** field (see steps below).

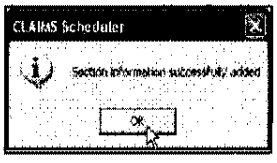
1. Select ***Administrator, Interview Profile, Interview Section*** from the *Scheduler* screen menu.
2. Specify the **Scheduling Site, Interview Location**.
3. Specify the **Room ID**.
4. Click the **Section ID** drop-down arrow.
5. Type in the *name* of the **Section ID** (limit 5 characters).



6. Click in the **Description** field and type a *longer description* (limit 39 characters).
7. Click the **ellipsis** button (...) next to **Applicant to Examiner Allocation Rule ID** field and select *INTSQ2*.
8. Click the **Add** button.

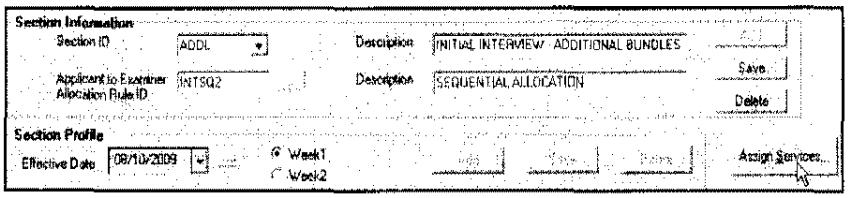


9. Click the **OK** button on *Section information successfully added.*



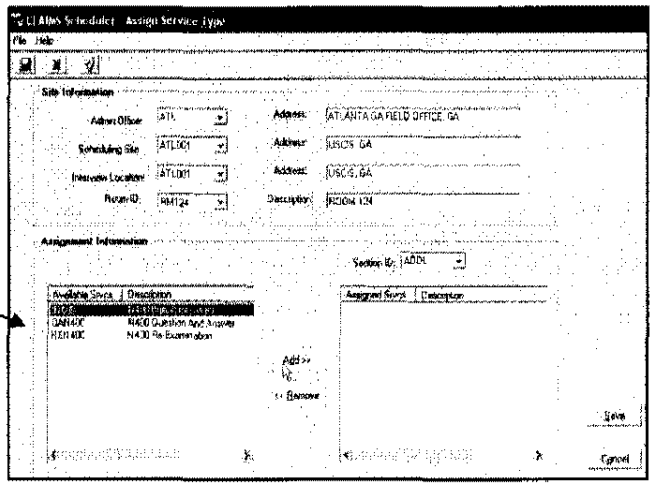
10. The **Effective Date** field will automatically fill in with *today's date*.

11. Click the **Assign Services** button.



The *Assign Service Type* screen appears:

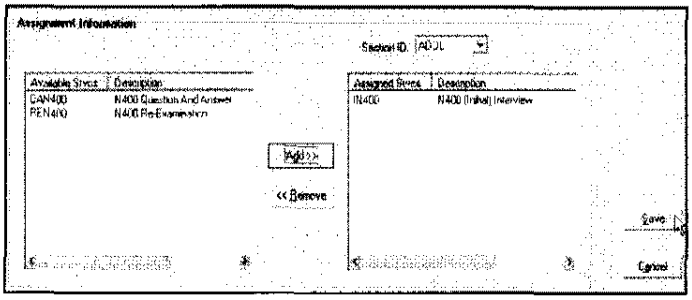
Available Services for this *Scheduling Site* and *Interview Location* code are listed in the box on the left side of this screen.



12. Click the **Service Type** code (*IN400*, *QAN400*, *REN400*) that you wish to associate with this new *Section ID*.

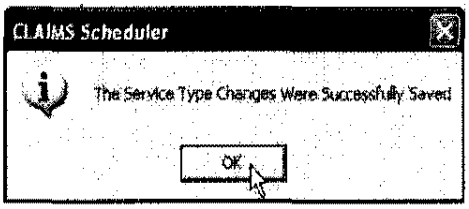
13. Click the **Add** button.

14. The Service Type will move from the *Available Srvcs* box (left side) to the *Assigned Srvcs* box on the right.



15. Repeat the above steps 12 – 13 to assign additional Service Types if needed.

16. Click the **Save** button.



17. Click the **OK** button on the *Service Type Changes Were Successfully Saved* dialog box.

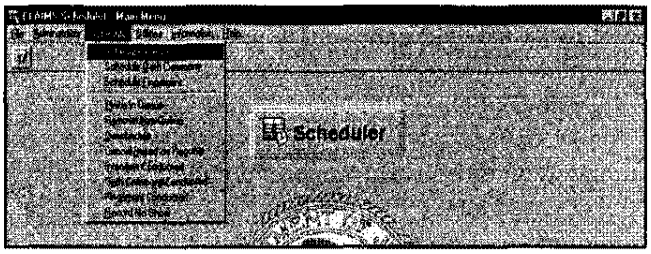
INTERACTIVELY SCHEDULING AN APPLICANT FOR AN INTERVIEW

Before an I-485 or N-400 applicant can be interactively scheduled for an interview, appointment slots must be available in the CLAIMS 4 Scheduler. For instructions on how to create interview appointment slots in the CLAIMS 4 Scheduler, please see pages 3-7 through 3-17 to create slots by dates or pages 3-22 through 3-34 to create slots by days of the week.

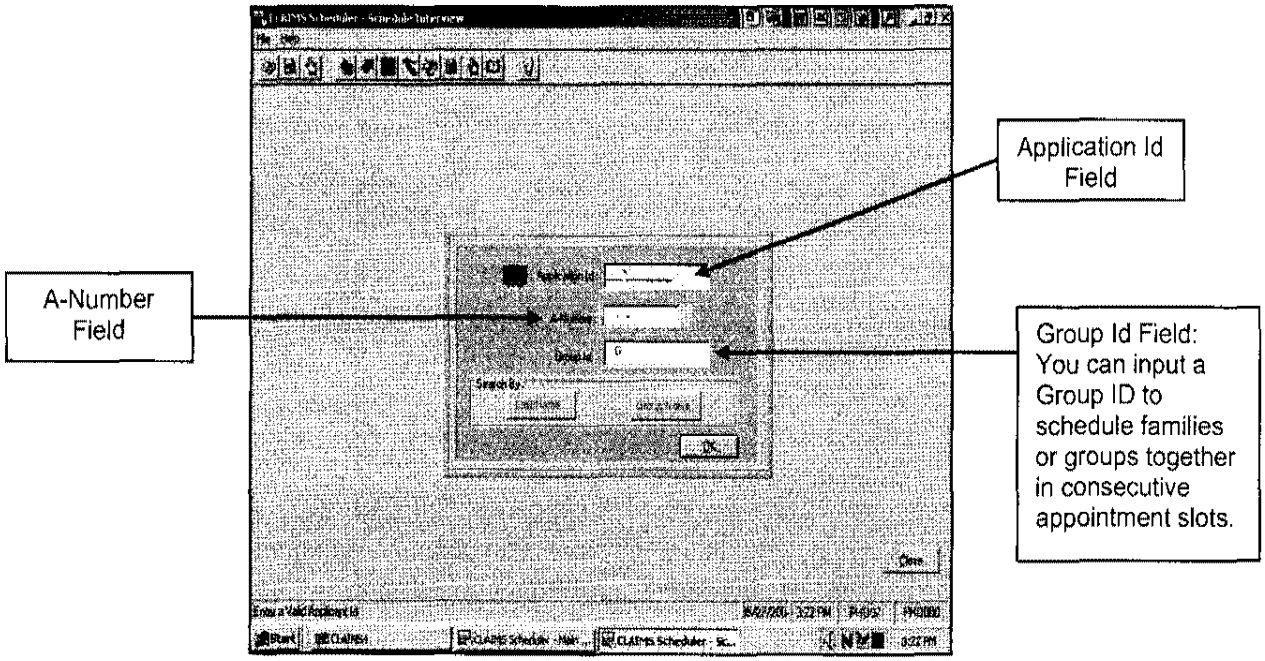
CLAIMS 4 does not allow you to *interactively schedule* appointments for a date that already has been *Batch Scheduled.* If you need to both *interactively* schedule and *batch* schedule for the same date, then do all the *interactive* scheduling prior to running the *Batch Scheduler.*

NOTE: Make sure that the *Application ID* is not open in another module like *Adjudications* or the workflow for this case will become out-of-sync.

1. From the CLAIMS 4 Switchboard, click on **Scheduling** to access the *Scheduling* module.
2. Select ***Schedule, Schedule Interview*** from the menu.

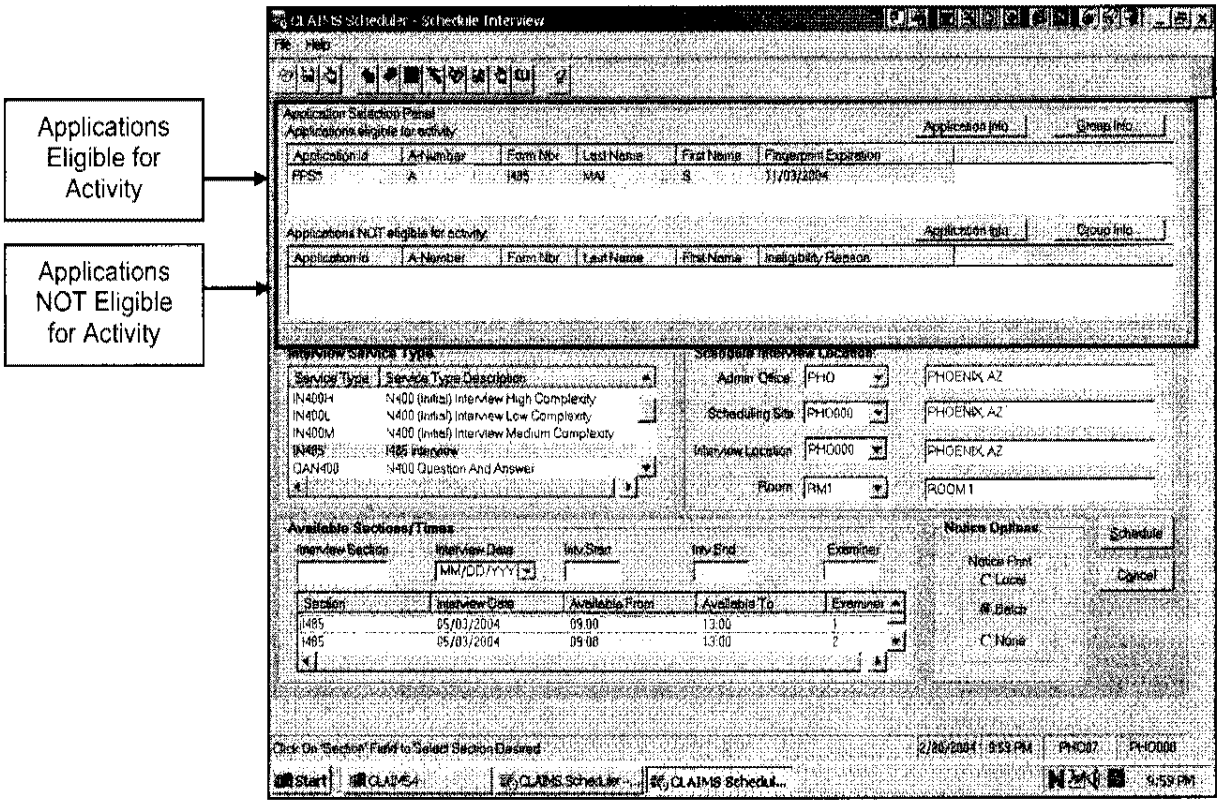


3. On the *Schedule Interview* screen, type or wand the *Application ID*.
4. Click the **OK** button.



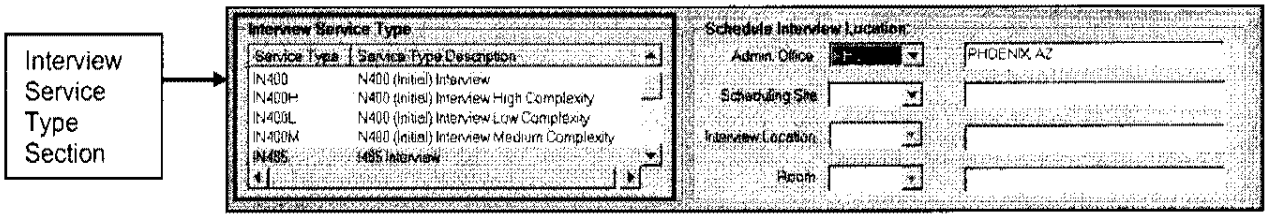
NOTE: The default is the **Application ID** field; however, you can also locate an applicant by clicking inside the **A-Number** field and typing the applicant's A-Number, or by clicking inside the **Group Id** field and typing the group number of which the applicant is a member. The (*Search By:*) **Last Name** and **Group Name** buttons are not currently activated.

The *Schedule Interview* screen displays. In order to interactively schedule the applicant for an interview, applicant information must display in the *Applications eligible for activity* section of the *Application Selection Panel* area at the top of the *Schedule Interview* screen.



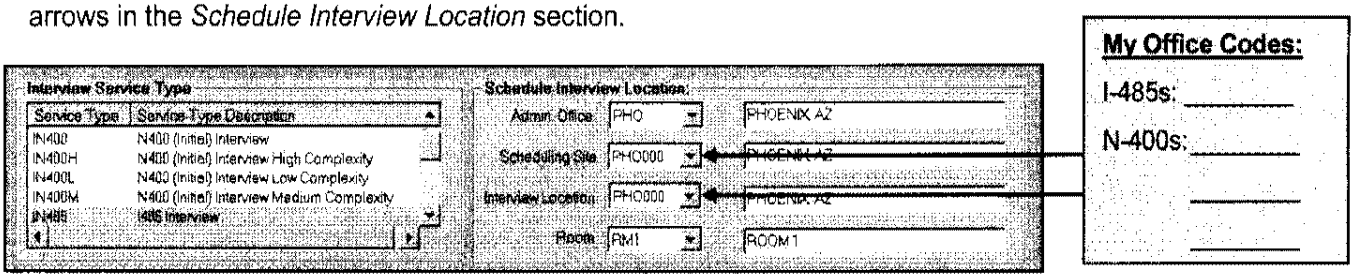
NOTE: If the applicant information displays in the *Applications NOT eligible for activity* section, the applicant cannot be scheduled for an interview at this time because the application is not in the appropriate workflow state.

5. Select *IN485* (for I-485) or *IN400*, *QAN400* or *REN400* (for N-400) from the **Service Type** column in the *Interview Service Type* section of the *Schedule Interview* screen.



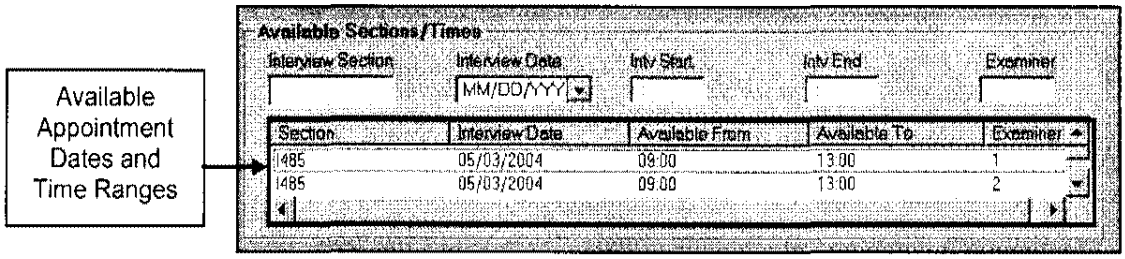
NOTE: Do not select any Service Types ending in *H*, *L* or *M*. These are not currently supported in CLAIMS 4.

6. Select your **Admin. Office**, **Scheduling Site**, the **Interview Location**, and the **Room** from the drop-down arrows in the *Schedule Interview Location* section.



Available appointment dates and times appear in the *Available Sections/Times* section. To view all of the date and time ranges for all Examiners, use the scroll bar arrows on the right side of the window.

7. Select an appointment date and time range in the *Available Sections/Times* section.

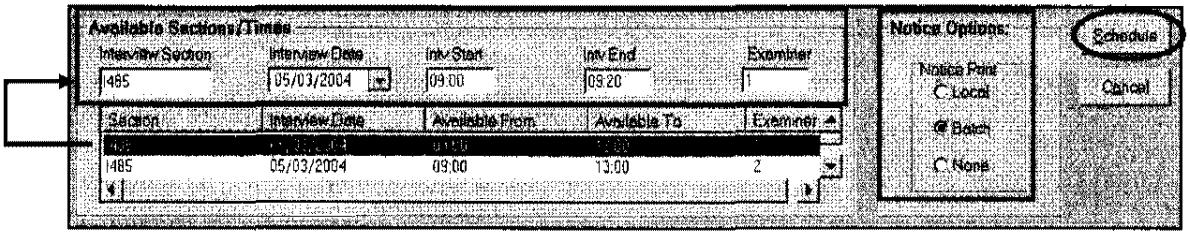


When an appointment date and time range is selected, the **Interview Section**, **Interview Date**, **Intv Start**, **Intv End**, and **Examiner** fields will automatically populate with the details of the next available appointment slot for the date and time range that you selected in the previous step.

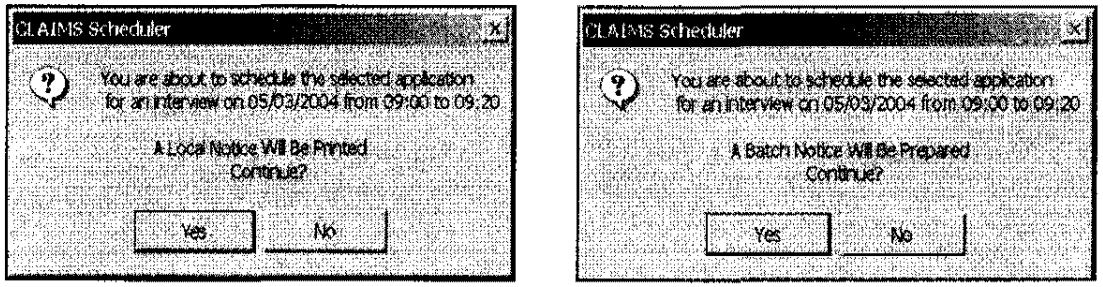
8. Indicate where the Interview Notice should print by selecting *Local* or *Batch*.

NOTE: *Batch* is the default. If *Local* is selected, the Interview Notice will print at your office. If *Batch* is selected, the Notice will print and be mailed by the NBC. Do not click the *None* radio button. A notice must be printed for every interactively scheduled applicant interview.

9. Click the **Schedule** button.

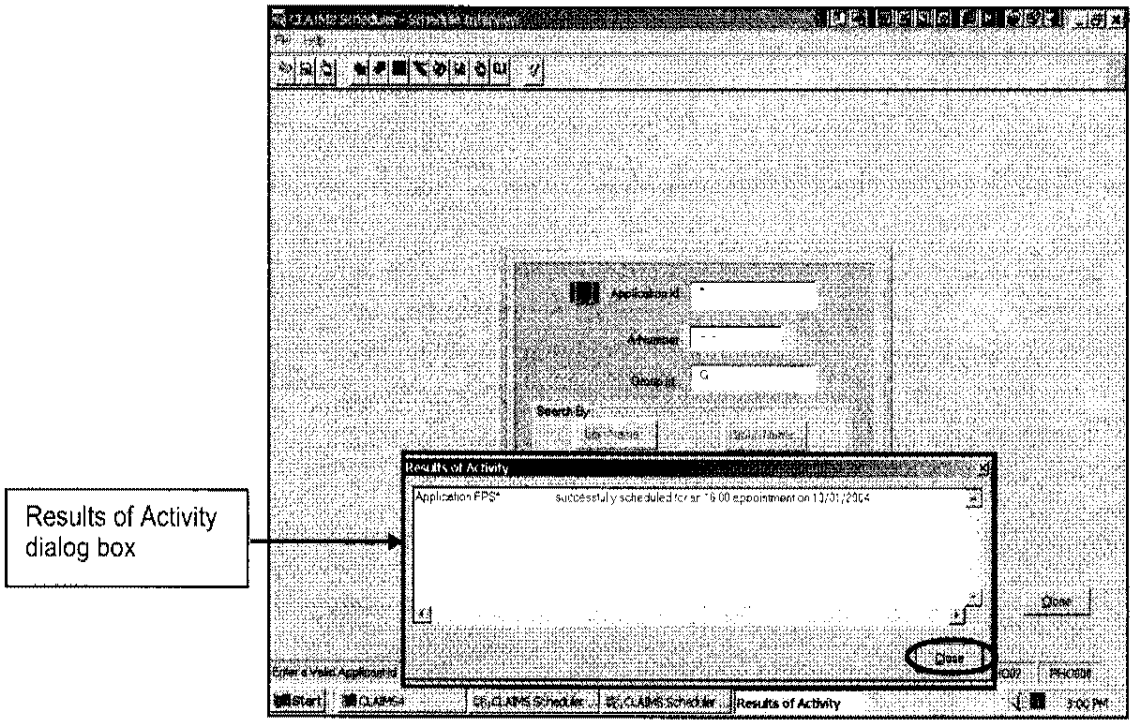


Notice dialog boxes will display depending on whether *Local* or *Batch* was selected in the *Notice Options, Notice Print* section.



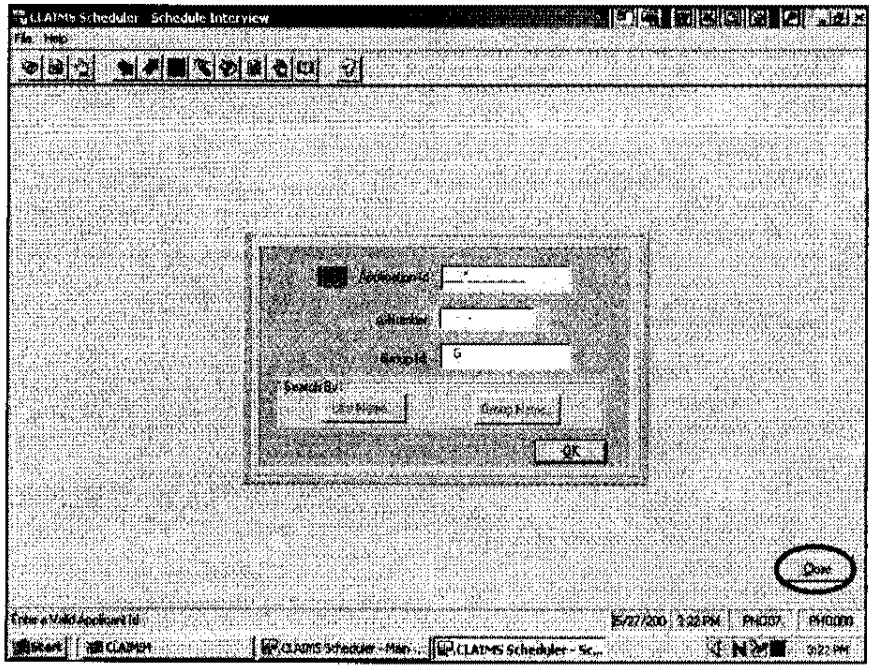
10. Click the **Yes** button on the *Notice* dialog box that appears.

After selecting Yes on the Notice dialog box, the *Results of Activity* dialog box will appear. The Application ID, appointment time, and appointment date will display.



11. Click the **Close** button on the *Results of Activity* dialog box.

12. Repeat steps 3 – 11 to interactively schedule another applicant or click the **Close** button on the *Schedule Interview* screen to return to the *Scheduler* screen.



PLACING A CASE IN THE READY TO SCHEDULE QUEUE

Normally, cases that are ready for an N-400 Interview are placed in your office's "Ready to Schedule Queue" automatically by a daily process run at headquarters. When this process, known as the "National Place in Queue" is run by headquarters, cases fall into the appropriate Field Office's "Ready to Schedule Queue" by zip code. All cases with zip codes associated with your office will fall into your "Ready to Schedule Queue". I-485 cases are also automatically placed in a Ready to Schedule Queue for I-485s by the National Benefits Center (NBC).

For N-400s Cases:

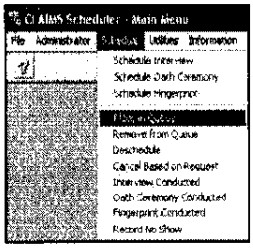
In situations where the applicant has had a change of address that results in a change of jurisdiction, the case will need to be removed from the original office's "Ready to Schedule Queue" before the change of address is recorded in the CLAIMS 4 *Case Management* or *Adjudications* module. Then, once the change of address is completed, the case *should* automatically be placed in the new office's "Ready to Schedule Queue". However, there are times when this does not happen automatically and it will be necessary to perform a CLAIMS 4 function called: *Place in Queue* to place the case in the appropriate Field Office's "Ready to Schedule Queue".

In addition, N-400 cases that were marked as a *No-Show* or cases whose interview appointment was *Cancelled* or *Descheduled* would need to be placed back in the *Ready to Schedule Queue* to receive another interview appointment.

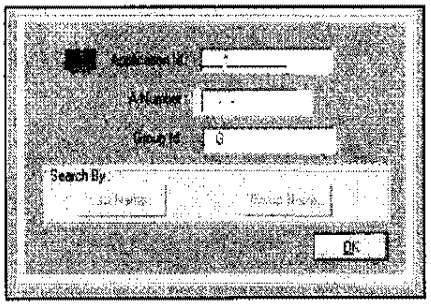
For I-485 Cases:

In situations where the applicant has had a change of address that results in a change of jurisdiction, the case will need to be removed from the original office's "Ready to Schedule Queue" before the change of address is recorded in the CLAIMS 4 *Case Management* or *Adjudications* module. Contact the National Benefits Center (NBC) to request that the case be removed from the Queue. Then, once the change of address is completed, contact the National Benefits Center (NBC) again to request that the case be placed in the new "Ready to Schedule Queue".

1. Select ***Schedule, Place in Queue*** from the *Scheduler* menu.

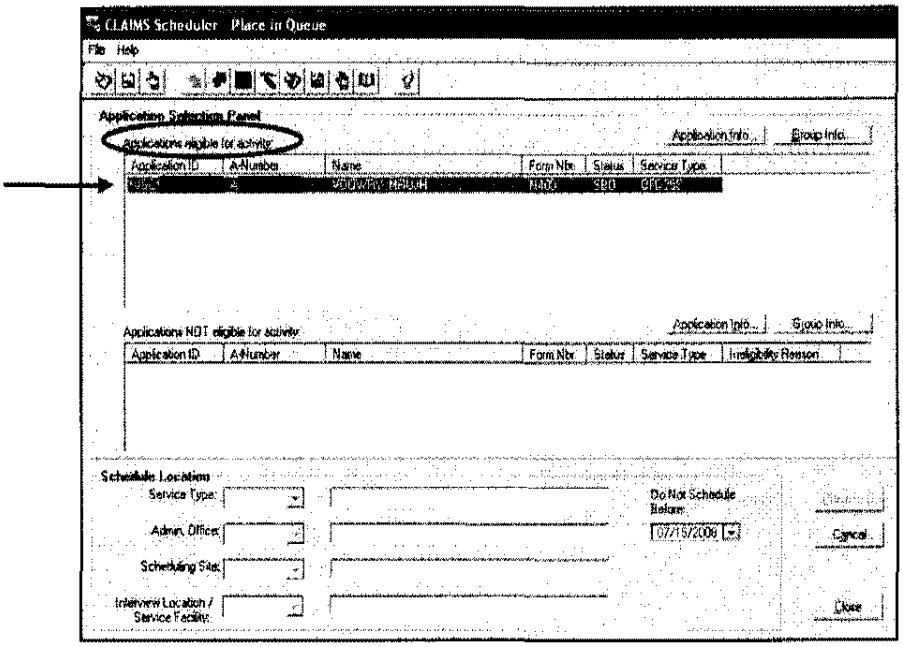


2. Type or wand the Application ID (or A-Number) of the applicant that you wish to place into the queue.



3. Click the **OK** button.

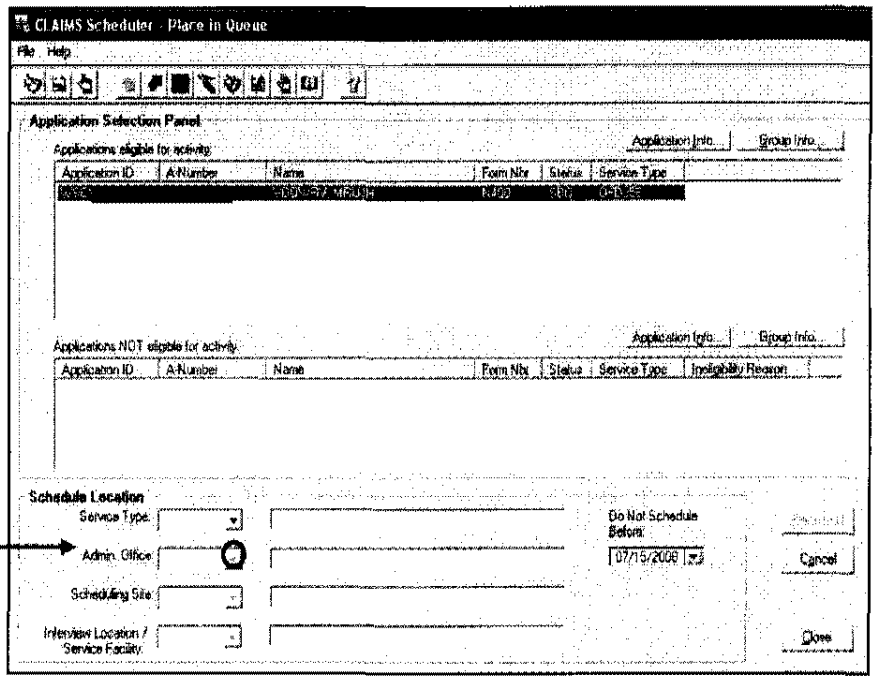
4. Make sure the *Application ID* you entered appears in the *Applications Eligible for Activity* section.



NOTE: If the applicant information displays in the *Applications NOT eligible for activity* section, the applicant cannot be placed in *the Ready to Schedule Queue* at this time because the application is not in the appropriate workflow state. Click the **Application Info...** button above the Applications NOT eligible for activity area to see more information.

5. Click the drop-down arrow next to the **Service Type** and select the type of Interview that the applicant is awaiting:

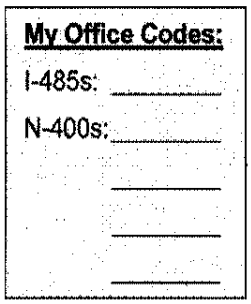
NOTE: *Only* select *IN400*, *QAN400* or *REN400*. Do not select IN485 (NBC must place these in the Queue) or any type ending in *H*, *L* or *M* (not currently supported in CLAIMS 4).

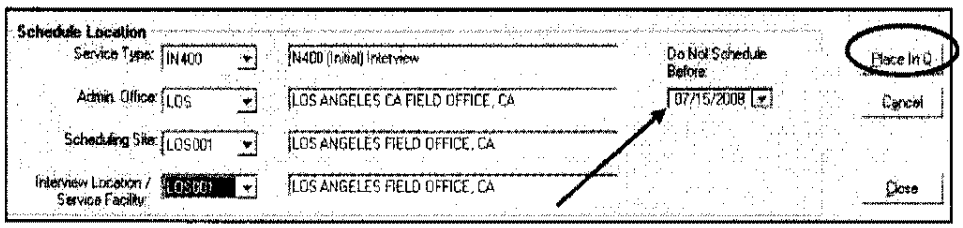


IN400	N-400 Initial Interview
QAN400	N-400 Question & Answer
REN400	N-400 Re-exam

6. Select the **Administrative Office**, **Scheduling Site**, and **Interview Location** for the office in which you want to place the case.

After you have selected the **Admin Office**, **Scheduling Site and Interview Location / Service Facility**, the **Place in Q** button becomes *active*.





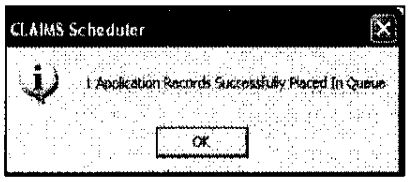
7. The **Do Not Schedule Before** field defaults to *today's date*. You may accept *today's date* or click the drop-down arrow to select *another date*.

NOTE: Sometimes you need to provide enough time for the person to be fingerprinted or submit additional evidence prior to being interviewed. If you want to make sure that the applicant is not scheduled prior to a particular date, you would select the date from the drop-down calendar.

8. Click the **Place in Q** button.

9. Click the **OK** button on the confirmation window.

10. Click the **Close** button to return to the *Scheduler* screen.

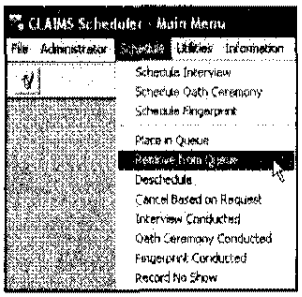


REMOVE A CASE FROM THE READY TO SCHEDULE QUEUE

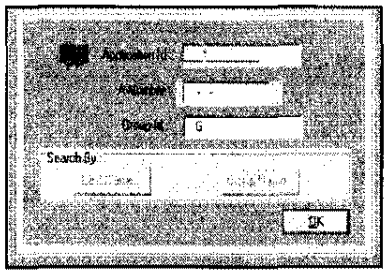
In cases where the applicant has had a change of address that results in a change of jurisdiction, the case will need to be removed from the original office's "Ready to Schedule Queue" before the change of address is recorded in the CLAIMS 4 *Case Management* or *Adjudications* module.

NOTE: This function only applies to N-400 cases. To remove an I-485 case from the "Ready to Schedule Queue", contact your POC at the National Benefits Center (NBC).

1. Select ***Schedule, Remove from Queue*** from the *Scheduler* menu.

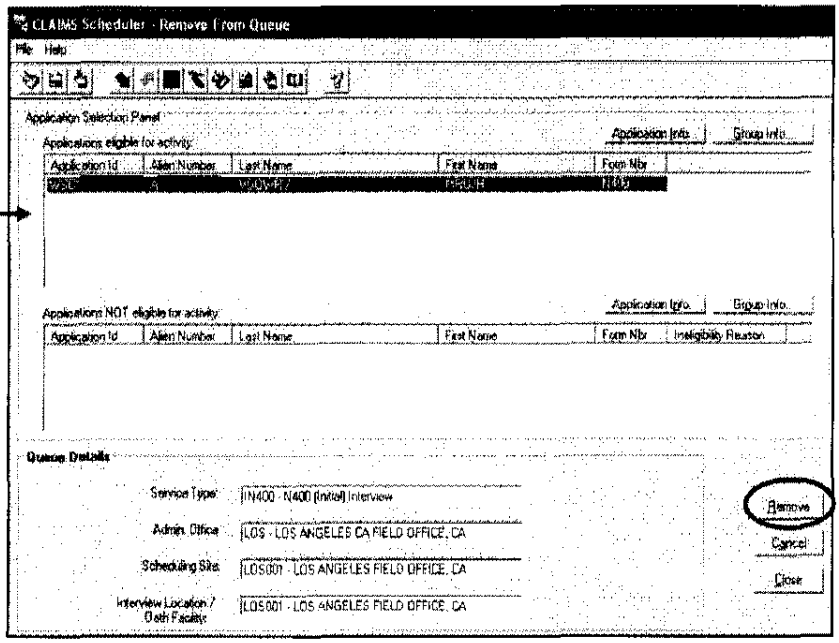


2. Type or wand the Application ID (or A-Number) of the applicant that you wish to remove from the queue.



3. Click the **OK** button.

4. Make sure the *Application ID* you entered appears in the *Applications Eligible for Activity* section.



NOTE: If the applicant information displays in the *Applications NOT eligible for activity* section, the applicant cannot be removed from *the Ready to Schedule Queue* at this time because the application is not in the appropriate workflow state. Click the **Application Info...** button above the Applications NOT eligible for activity area to see more information.

5. Click the **Remove** button.

6. Click the **Yes** button.

7. Click the **OK** button.

8. Click the **Close** button to return to the *Scheduler* screen.

CANCEL / DESCHEDULE AN INTERVIEW

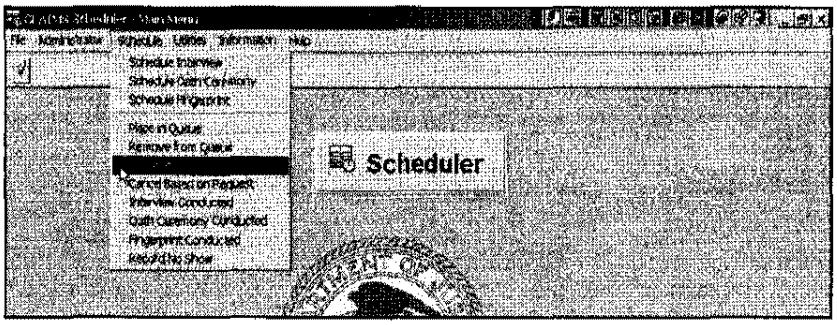
There are two ways to remove an I-485 or N-400 applicant interview in CLAIMS 4: *Deschedule* or *Cancel by Request*. The **Deschedule** option is used to remove applicants from an interview at USCIS' request. The **Cancel by Request** option is used to cancel an interview based on an applicant's request.

NOTE: Make sure that the *Application ID* is not open in another module like *Adjudications* or the workflow for this case will become out-of-sync.

1. From the CLAIMS 4 Switchboard, click on **Scheduling** to access the *Scheduling* module.

To Deschedule an appointment:

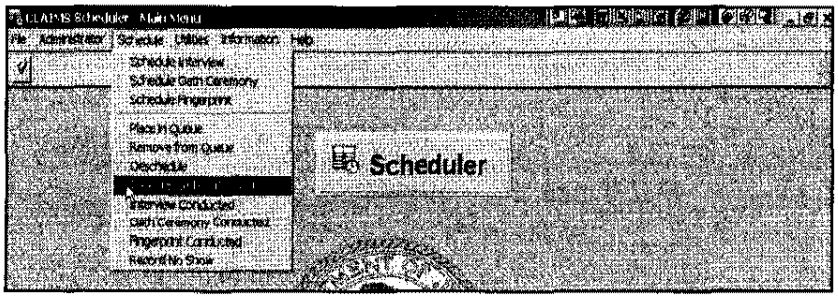
2. Select ***Schedule, Deschedule*** from the menu.



OR

To Cancel an appointment:

2. Select ***Schedule, Cancel Based on Request*** from the menu to cancel.

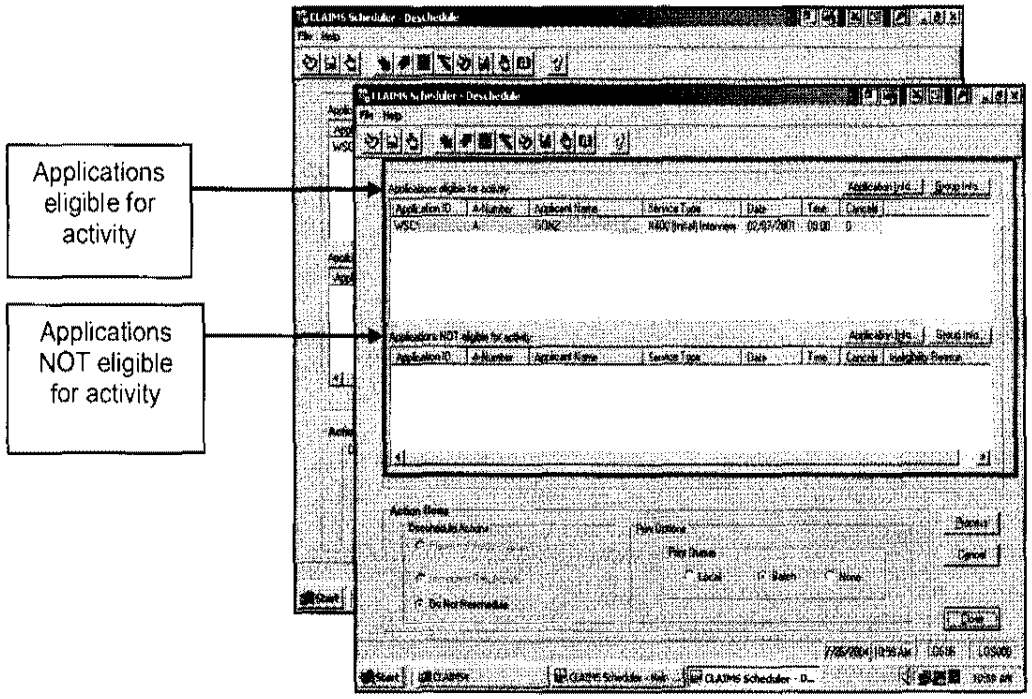


3. On the *Deschedule or Cancel Schedule* screen, type or wand the **Application ID**.

NOTE: The default is the **Application ID** field; however, you can also retrieve an applicant's case by clicking inside the **A-Number** field and typing their A-Number, or by clicking inside the **Group Id** field and typing the group number of which they are a member. The (*Search By:*) **Last Name** and **Group Name** buttons are not currently activated.

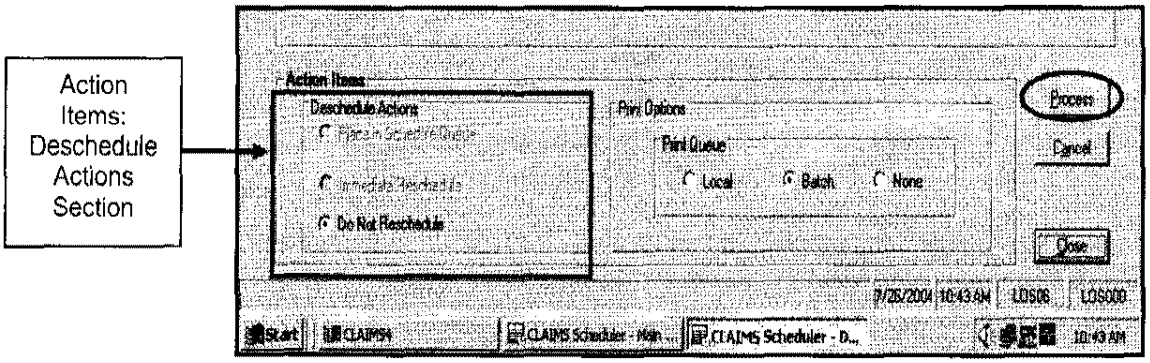
4. Click the **OK** button.

The *Deschedule* or *Cancel Schedule* screen displays. In order to deschedule or cancel the applicant's interview, applicant information must display in the *Applications eligible for activity* section at the top of the *Deschedule* or *Cancel Schedule* screen.



NOTE: If the applicant information displays in the *Applications NOT eligible for activity* section, the applicant's interview cannot be descheduled or cancelled at this time because the application is not in the appropriate workflow state.

NOTE: The **Do Not Reschedule** radio button will default in the *Action Items, Deschedule Actions* section. At this time, no other option is available.

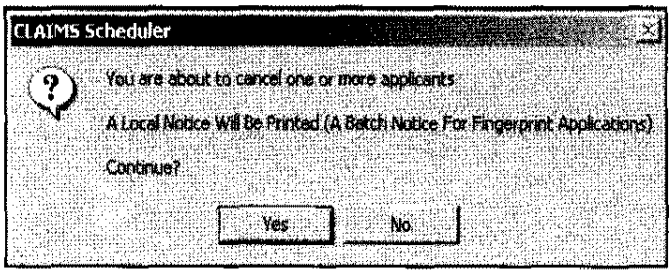


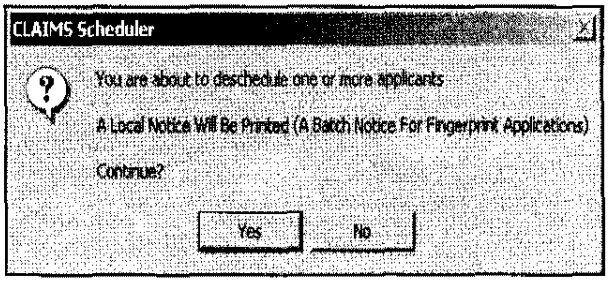
5. Click the appropriate notice print option from the *Print Options, Print Queue* section.

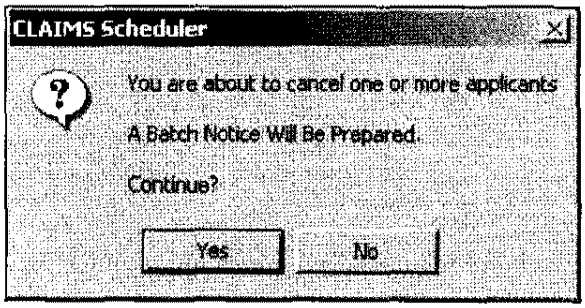
NOTE: *Batch* is the default. However, if *Local* is selected, the Interview Notice will print at your office. If *Batch* is selected, the Notice will print and be mailed by the NBC. It is not recommended to pick the *None* option.

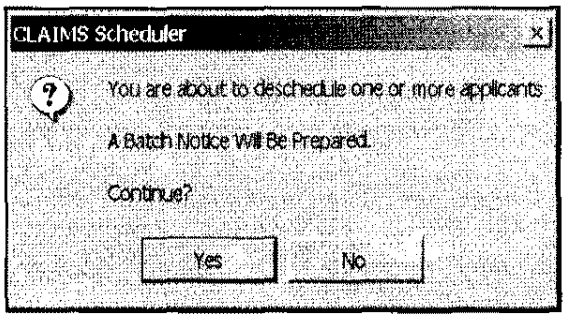
6. Click the **Process** button.

The *Notice* dialog boxes will display depending on whether Local or Batch was selected in the *Print Options, Print Queue* section.

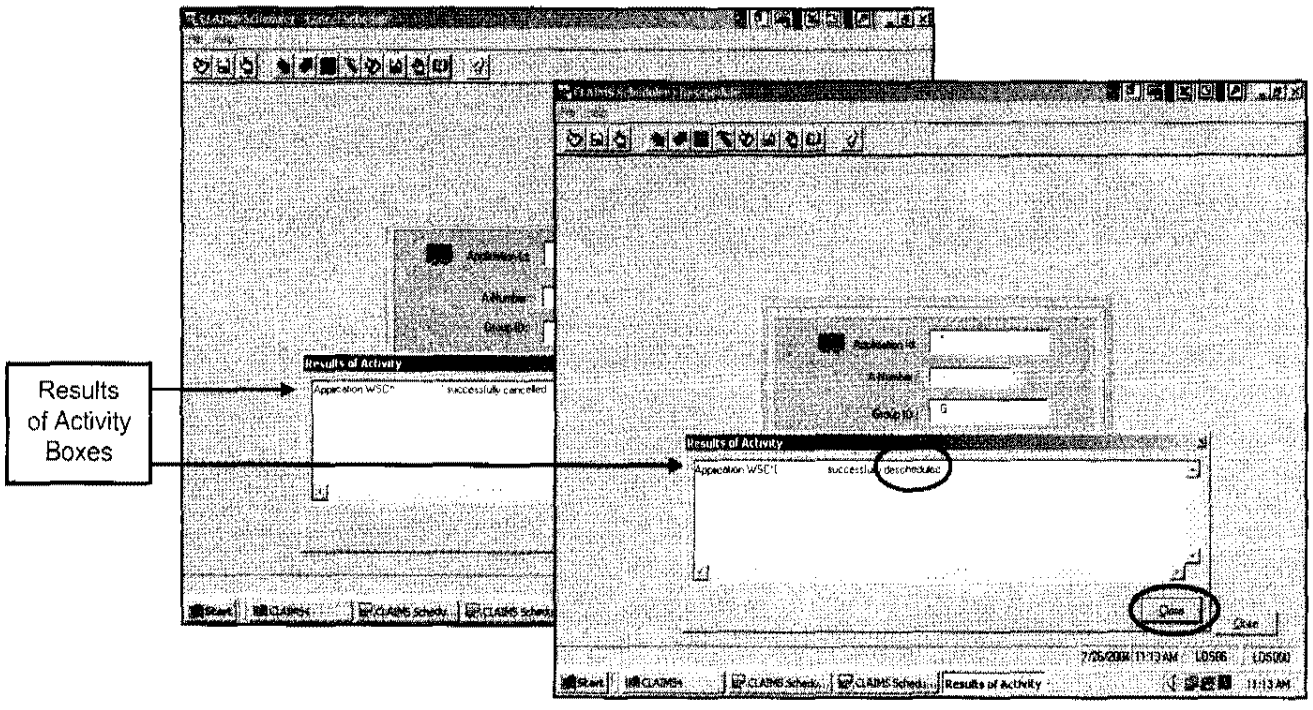






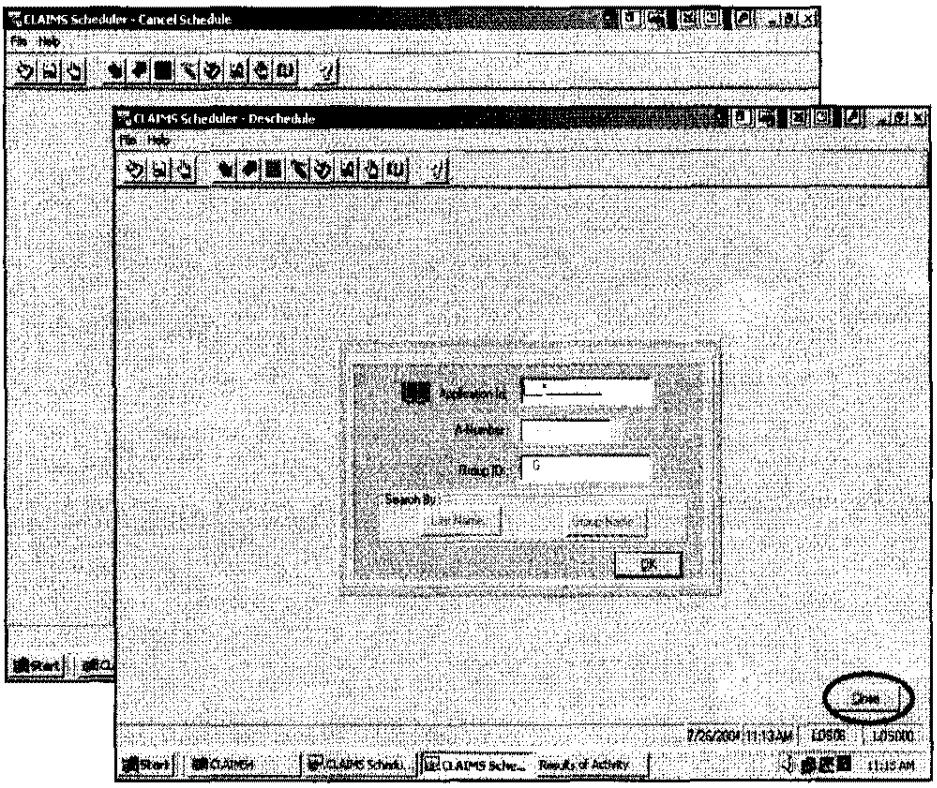


7. Click the **Yes** button on the *Notice* dialog box that appears.



8. Click the **Close** button on the *Results of Activity* dialog box.

9. Repeat steps 3 – 8 to deschedule or cancel another appointment or click the **Close** button on the *Deschedule* or *Cancel Schedule* screen to return to the *Scheduler* screen.



N-400 Interviews: After an N-400 interview is cancelled or descheduled, the case will need to be placed back in the *Ready to Schedule Queue* (see page 3-41) if you want the applicant to be scheduled for another interview appointment. Once placed back in the *Ready to Schedule Queue*, the case will automatically be assigned an appointment the next time the *Batch Scheduler* is run or the user can *interactively* schedule an appointment for the applicant.

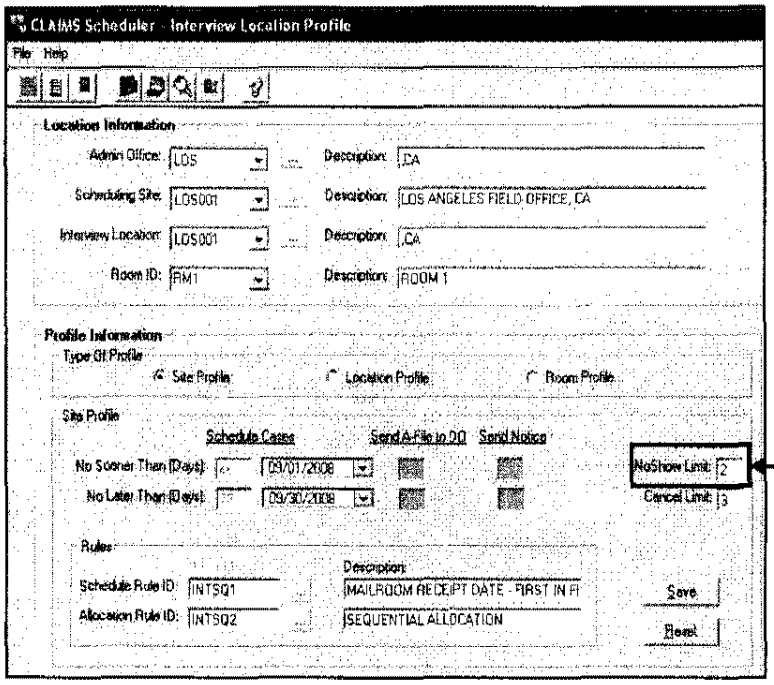
I-485 Interviews: After an I-485 interview is cancelled or descheduled, the case will need to be placed back in the *Ready to Schedule* queue if you want the applicant to be scheduled for another interview appointment.

I-485 cases are put into the (I-485) "Ready to Schedule Queue" by the National Benefits Center (NBC). For this reason, if you want to reschedule the applicant for another interview, you must contact your POC at the NBC to request that the application be placed back in the "Ready to Schedule Queue". Provide the NBC with the A-Number and Application ID of the applicant whom you want to have put back in the "Ready to Schedule Queue".

Because the I-485 cases go through the AOS Scheduler before getting to CLAIMS 4, there will be a slight delay seeing the case appear in your "Ready to Schedule Queue". The case will appear in the "Ready to Schedule Queue" approximately 72 hours after the NBC initiates the request.

RECORDING A NO-SHOW

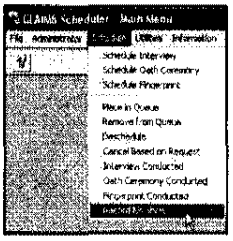
If an N-400 applicant fails to show up for a scheduled Interview appointment it should be recorded in CLAIMS 4 as a *No-Show*. CLAIMS 4 has a **No-Show Limit** that allows the office to set the (maximum) number of times an applicant can "not show up" for an Interview and still be able to be rescheduled for another interview in CLAIMS 4. This limit is defined on the *Interview Location Profile* screen in the *Scheduling* module.



The No-Show limit was defined on the *Interview Location Profile* screen in the Scheduling module.

CLAIMS 4 only tracks the number of times the applicant does not show up or cancels their N-400 interview.

CLAIMS 4 does not track the number of *No-Shows* or *Cancels* for I-485 interviews.

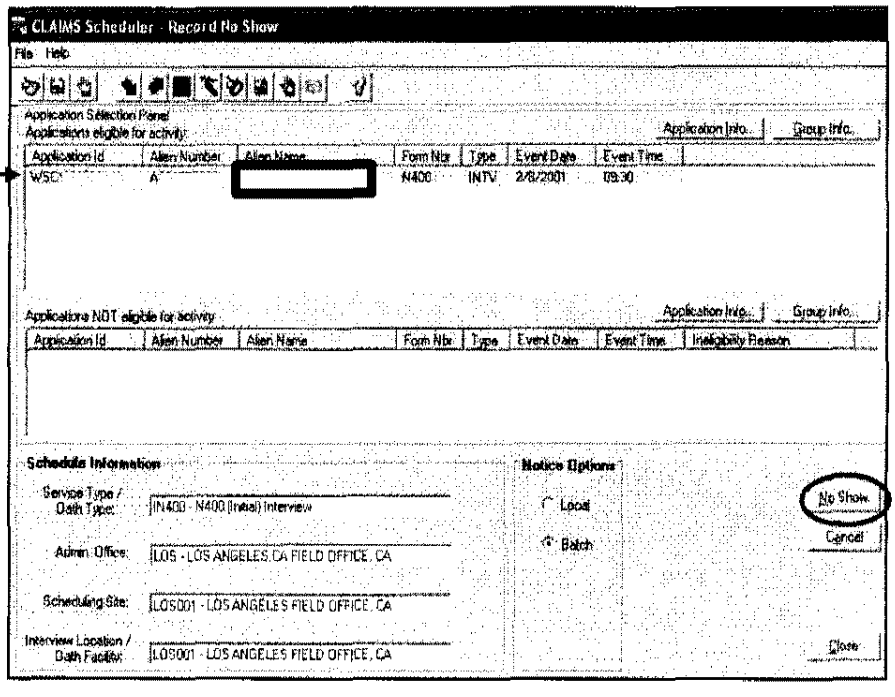


1. Select ***Schedule, Record No-Show*** from the *Scheduler* menu.

2. Type or wand the *Application ID* (or A-Number) of the applicant who did not show up for the interview.

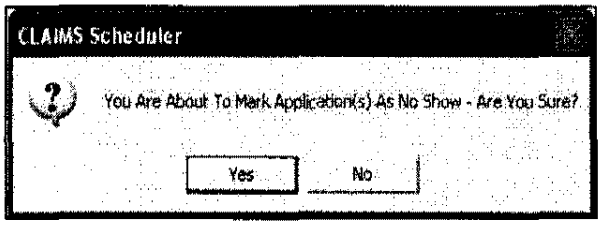
3. Click the **OK** button.

4. Make sure the *Application ID* you (b)(6) entered appears in the *Applications Eligible for Activity* section.

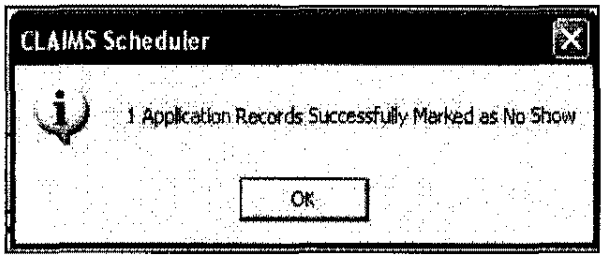


NOTE: If the applicant information displays in the *Applications NOT eligible for activity* section, the applicant cannot be recorded as a *No-Show* at this time because the application is not in the appropriate workflow state. *USCIS Service Desk* (b)(2) [redacted]

5. Click the No Show button.



6. Click the **Yes** button to confirm.



7. Click the **OK** button.

8. Click the **Close** button to return to the Scheduler screen.

NOTE: If you have many applicants to record as *No-Shows*, you may use the *Batch Status Update / No-Show* function in the *Case Management* module.

N-400 Interviews: After an N-400 interview is marked as a *No-Show*, the case will need to be placed back in the *Ready to Schedule Queue* (see page 3-41) if you want the applicant to be scheduled for another interview appointment. Once placed back in the *Ready to Schedule Queue*, the case will automatically be assigned an appointment the next time the *Batch Scheduler* is run or the user can *interactively* schedule an appointment for the applicant.

I-485 Interviews: After an I-485 interview is marked as a *No-Show*, the case will need to be placed back in the *Ready to Schedule* queue if you want the applicant to be scheduled for another interview appointment.

I-485 cases are put into the (I-485) "Ready to Schedule Queue" by the National Benefits Center (NBC). For this reason, if you want to reschedule the applicant for another interview, you must contact your POC at the NBC to request that the application be placed back in the "Ready to Schedule Queue". Provide the NBC with the A-Number and Application ID of the applicant whom you want to have put back in the "Ready to Schedule Queue".

Because the I-485 cases go through the AOS Scheduler before getting to CLAIMS 4, there will be a slight delay seeing the case appear in your "Ready to Schedule Queue". The case will appear in the "Ready to Schedule Queue" approximately 72 hours after the NBC initiates the request.

CHAPTER 4: ADJUDICATIONS

Introduction	The *Adjudications* module is used to assist Adjudications Officers during the N400 interview process. Application and biometric information can be reviewed and updated, naturalization test results can be recorded, adjudication decisions can be recorded, name change requests can be entered, and notices can be created and customized to inform the applicant of a decision or to request additional information. In addition, some personnel at the Field Office will have the need to access the *Adjudications* module to add evidence or add or modify fingerprint or FBI name check responses.
Objectives	After completing this chapter, you will be able to: ▪ Open and update applications (cases) ▪ Update address information ▪ Update attorney information ▪ Update Community Based Organization information ▪ Update eligibility questions ▪ Record Selective Service information ▪ Record arrest details ▪ Specify status of the A-File ▪ Add, delete and mark Evidence as received ▪ Add and modify FBI Fingerprint responses ▪ Add FBI Name Check responses ▪ Record results of the Naturalization Test ▪ Update marriage information ▪ Update relatives information ▪ Record absences outside the United States ▪ Record a Name Change Petition ▪ Approve an Application ▪ Reverify a Grant ▪ Perform a Supervisory Review ▪ Continue an Application / Print a Continuance Notice ▪ Deny / Withdrawl / Administratively close a case ▪ Undo a Decision ▪ Perform a Motion to Reopen and Reconsider ▪ Perform an Applicant Motion to Reopen and Reconsider ▪ Research a *Stuck Case*

Background Information

Applicant information in CLAIMS 4 was input during Data Entry from the information the applicant provided on the N-400 Application that he/she submitted. Prior to April 2003, USCIS accepted applications that were submitted on the Old N-400 form dated 1/15/99. Since that time, only new N-400 applications are being received. Upon opening an application, CLAIMS 4 will determine which form (old or new) to display.

Key Terms

The following key terms are introduced in this chapter:

Adjudications Officer
Adjudication Officers are USCIS personnel who conduct interviews with applicants who are applying for naturalization. After interviewing the applicant, administering and recording exam results and recording evidence, the Adjudications Officer (or Adjudicator) makes a decision on the case (whether to approve or deny naturalization or to place a "hold" on the case for further investigation).

A-File (Alien File)
Physical file that contains the applicant's history with USCIS, including supporting evidence, as well as any other notes or correspondence relating to the applicant.

Alien Registration Card (I551)
An ID card issued by USCIS to an individual when he or she becomes a lawful permanent resident of the United States. The card is now officially called a Permanent Resident Card (PRC).

Application ID
Unique ID number assigned by CLAIMS 4 to each Application for Naturalization. The 1st three characters of the Application ID represent the USCIS office that received the application. The 4th character is an asterisks (*). The final 9 characters are numeric. The Application ID numbers are issued sequentially.

Begins with:	N-400 Application was received at:	Sample Application ID:
WSC	Western Service Center (California)	
ESC	Eastern Service Center (Vermont)	
SSC	Southern Service Center (Texas)	
LIN	Lincoln (Nebraska) Service Center	
NBC	National Benefits Center / Lockbox	

(b)(6)

FD-258
Today, fingerprints are taken electronically rather than with ink and a fingerprint card. The FD-258 is the name of the fingerprint card that applicants used to be fingerprinted on. CLAIMS 4 still has references to the FD-258 which no longer just refers to the card but also to the electronic process of checking the applicant's fingerprints with the FBI.

G-28
Form submitted with a N-400 Application that indicates the applicant is represented by an attorney.

N-400
Application form submitted for naturalization.

NFTS (National File Tracking System)
An automated system for tracking the location of an A-File. This application replaced the RAFACS application in the Field Offices, and the NBC.

Administrative Close
Closing a case for a reason other than naturalization, denial or withdrawal.

G325
Term applied to the FBI Name Check process. The form is actually called the *G325A* or the *G325B*. The *G325A* is used by non-military applicants to submit the name check. The *G325B* is used by military applicants to submit the name check.

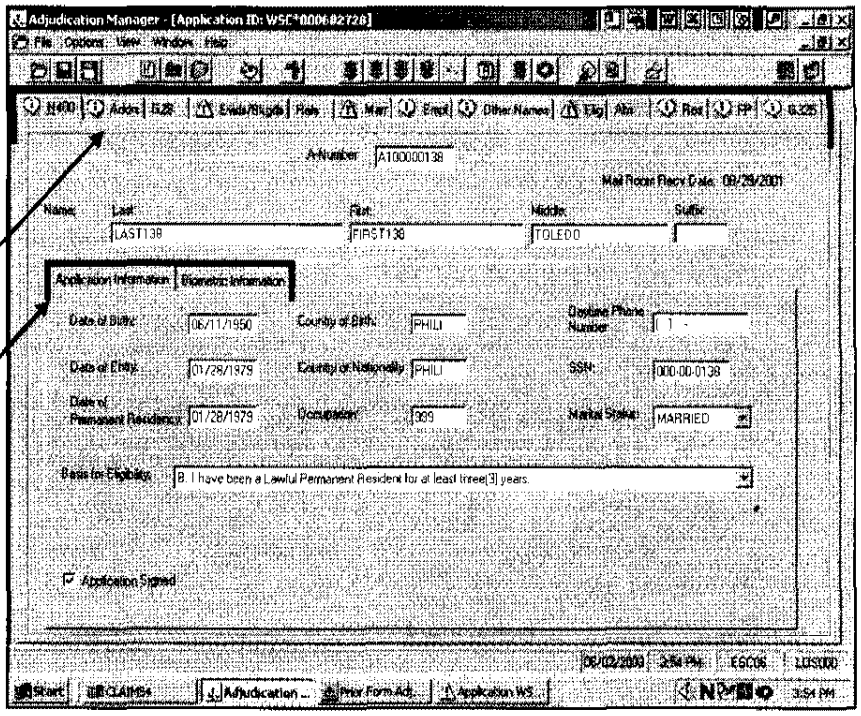
THE ADJUDICATIONS SCREEN:

The information that the applicant provided on his/her N-400 form has been data entered into CLAIMS 4.

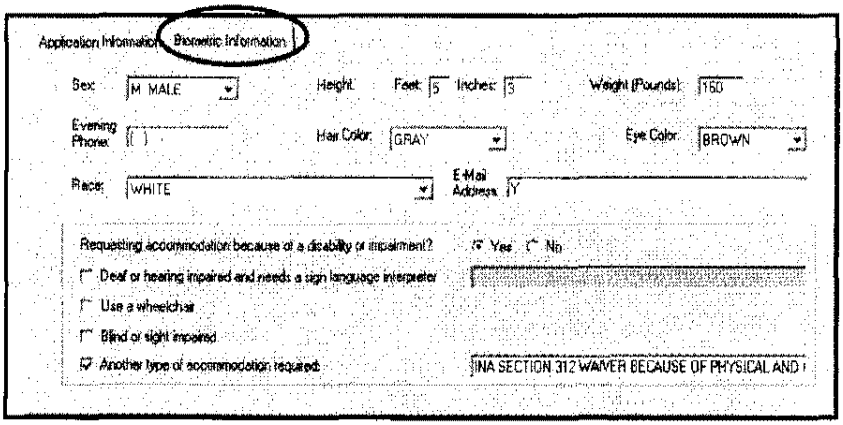
When an N-400 Application is opened in the CLAIMS 4 *Adjudications* module, the information is displayed on multiple pages (tabs).

Some tabs have sub-tabs within them:

N-400
G28
Evids/Bkgds
Marr



The N-400 tab has 2 sub-tabs: ***Application Information*** and ***Biometric information***.

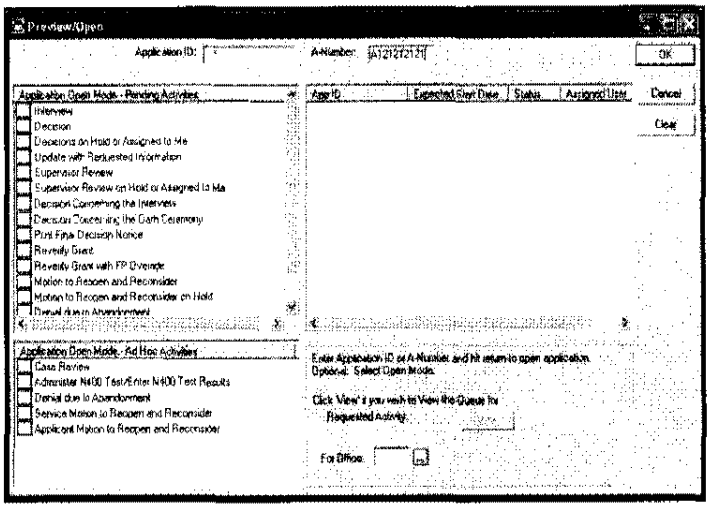


THE ADJUDICATIONS BUTTONS:

Toolbar Button		Description
Preview/Open		Used to open an application for case review or adjudication activities.
Save and Reload in Case Review		Used to save data changes and reload the data to continue working on the application.
Save and Close		Used to save data changes and close the application.
Application History		Used to view the description, status, end result, date, time, and the user responsible for all activities performed on a case.
Check RAFACS for A-File Location		Used to access the National File Tracking System (NFTS) to determine the location of the A-File. This button is named for an older application (RAFACS).
Application List		Used to review a list of applications submitted under last/first names that are similar ("sound-ex") to the application being reviewed or decided.
Exam		Used to administer the naturalization test and to record the results of a naturalization test.
New Interview / Oath Ceremony Request		Used to reschedule or enter a decision concerning no-show and cancellation cases.
Approve		Used to grant an individual's application for naturalization.
Continue		Used to continue a case.
Continue With Intent to Deny		Used to continue a case the adjudicator intends to deny.
Deny / Withdrawal / Admin. Close		Used to deny the petition, or to record the withdrawal of the application or to close a case administratively.
Undo Prior (Last) Decision		Used to undo the last decision by the adjudicator made in the event of a change in the status of the case (prior to supervisor review).
Ad-hoc – Denial Due to Abandonment		Used to deny an application due to abandonment.
Motion to Reopen and Reconsider		Used to reopen an application and reconsider a prior decision.
Applicant Motion to Reopen and Reconsider		Used to enter an applicant's motion to reopen and reconsider.
Name Change Petition		Used to enter information for a petition for a name change.
Print Certificate Prep and Oath Declaration Sheet		Used to print the Certificate Prep and Oath Declaration.

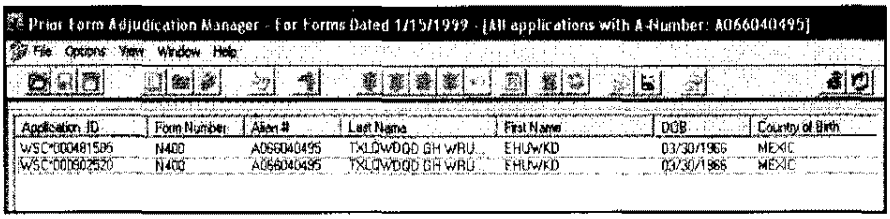
Toolbar Button		Description
Notice		Used to create, view, and print Decision Notices
Application Summary		Used to view the details of an applicant's case; address, history, status, payment information, attorney information, FBI results, etc.
Case Status / Find		Used to locate a case and display the current activities as well as the history of activities through which a case has progressed.

OPENING AN APPLICATION



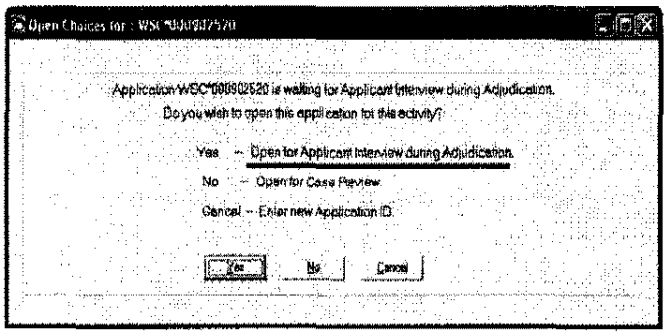
1. Access the *Adjudications* module from the CLAIMS 4 switchboard.
2. Click the **Preview/Open** button.
3. Type or wand in the *A-Number* (or *Application ID*) for the case you want to open.
4. Click the **OK** button.

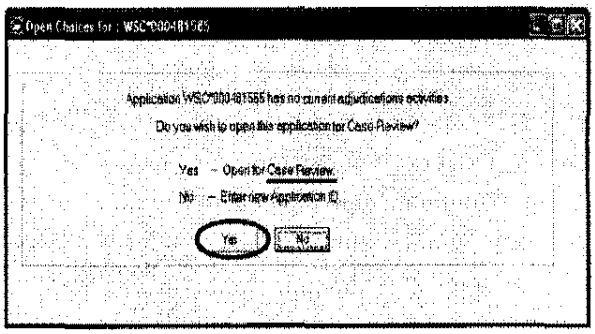
The applicant could have more than one N-400 application on file with USCIS. If you typed in an *A-Number*, and the applicant has more than one case on file, you will see the *All applications with A Number: "A000000000"* dialog box appear with a list of Application IDs:



5. Double-click the *Application ID* that you wish to open.

One of the below *Open Choices for "XXX*000000000"* dialog boxes will appear:





If Application is waiting for Applicant Interview during Adjudication:

ONLY click **Yes – Open for Applicant Interview during Adjudication** if you are the Adjudicator who is presently interviewing the applicant. By clicking the **Yes** button, CLAIMS 4 records that the applicant has been interviewed and moves the case along in the workflow. You may click the **No** button if you are opening the case to update information only and do not want to record that the applicant is present at their interview at this time.

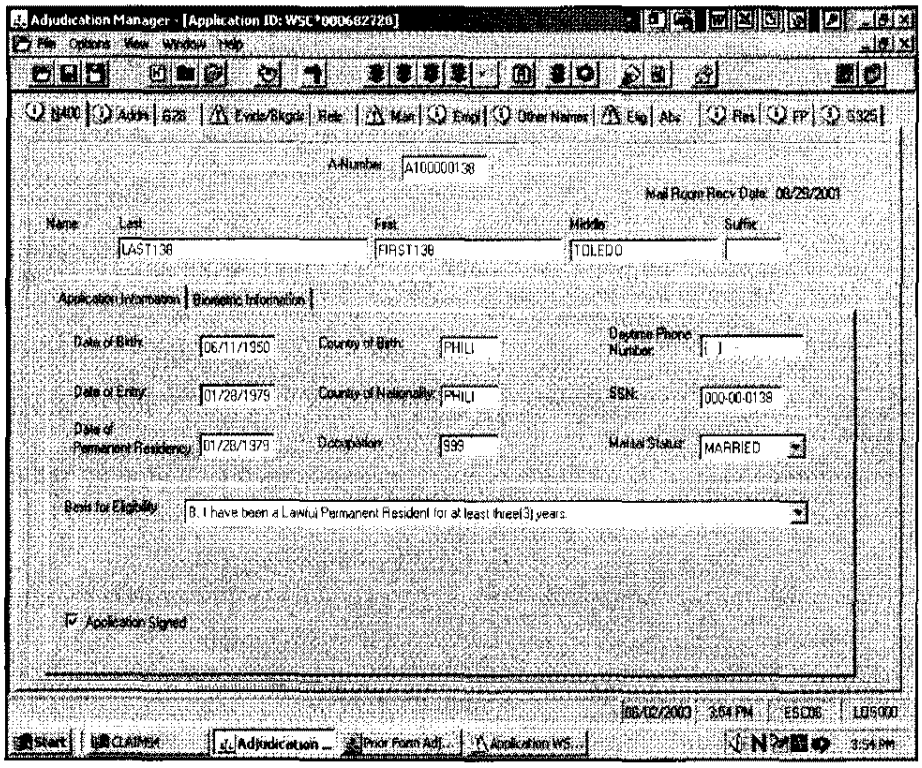
If Application has no current adjudication activities:

Click **Yes – Open for Case Review**. You are opening the case to review or modify information. If you choose the **No** button, you will cancel this dialog box and return back to the main *Adjudications* screen.

6. Click the **Yes** button to **Open for Applicant Interview during Adjudication.**

NOTE: Click the **No** button to *Open for Case Review* if you want to view or modify information but do not want to record in CLAIMS 4 that the applicant has shown up for his or her interview.

The Application opens in the *Adjudications* module. You will notice some icons on some of the tabs or sub-tabs.



Information Icon

The **Information** icon indicates that the corresponding screen contains information and should be reviewed by the Adjudicator.

Alert Icon

The **Alert** icon indicates that information is missing or questionable and should be reviewed. When the information is received and updated, the icon is typically replaced with the information icon. Sometimes, however, the **Alert** icon never goes away; for example, if the applicant's name or fingerprints have been classified as an "Ident" by the FBI background check.

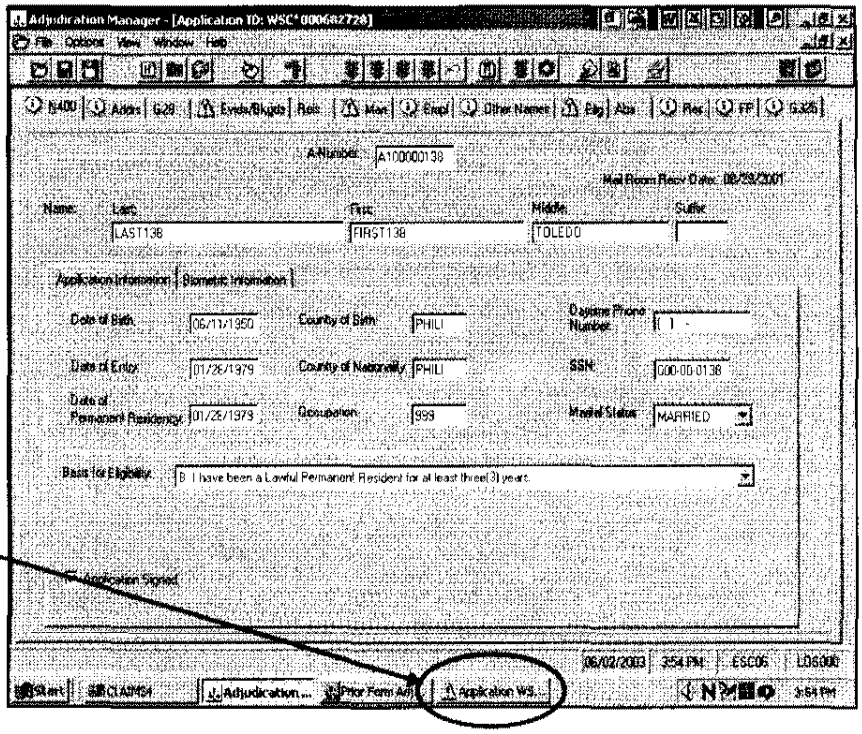
Question Mark Icon

The **Question Mark** icon indicates that information is missing and should be reviewed. For example, if the only fingerprint response that has been received for an applicant was "unclassifiable", the **Question Mark** icon will appear on the *FP* tab.

DISCREPANCY ALERT WINDOW

The *Discrepancy Alert* window displays information discrepancies that may require further attention by the Adjudicator.

If the open application contains any "alert icons" on any of the tabs, the information will be summarized in the *Discrepancy Alert* window. The *Discrepancy Alert* window is represented by a yellow alert icon followed by the word "Application:XXX". The *Discrepancy Alert* window will initially be minimized on the task bar.

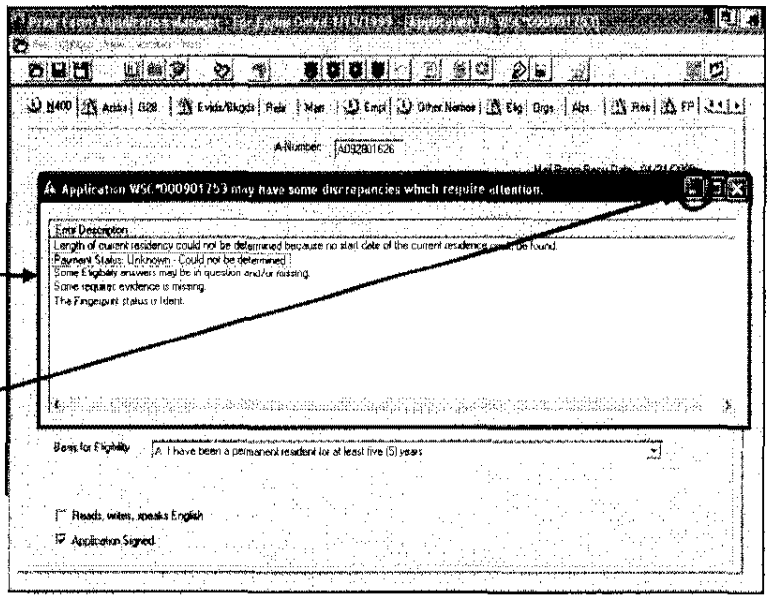


ACCESSING THE DISCREPANCY ALERT WINDOW

1. Click on the Discrepancy Alert  on the task bar.
2. The *Discrepancy Alert* window opens on top of the open Application.

Information that should be reviewed or resolved will appear listed in the *Discrepancy Alert* window.

3. Click the **Minimize** button to shrink the *Discrepancy Alert* window back to the task bar



NOTE: The *Discrepancy Alert* window can be refreshed by selecting ***View, Refresh Discrepancy Alerts*** from the menu.

UPDATE INFORMATION ON THE N400 TAB

1. Access the *Adjudications* module from the CLAIMS 4 switchboard.

NOTE: It takes a few moments for the *Adjudications* module to open because it has to open two versions of the module, one for N-400 forms dated 1/15/1999 or before and one for the current version of the N-400 form.

2. Click the **Preview/Open** button.

3. Type or wand in the *A-Number* (or *Application ID*) for the case you want to open.

4. Click the **OK** button.

5. Click the **Yes** button (if you are in the process of or finished interviewing the applicant).

or Click the **No** button (if you are updating information only and do not want to mark the application has having been interviewed.)

6. Click the ***N400*** tab. (This tab should be active by default.)

7. Verify with the applicant being interviewed that the name on the screen matches his/her full legal name. (The applicant could have gotten married or divorced since filing his/her N-400 Application.)

8. Update the information on the ***N400*** tab as necessary.

NOTE: All fields indicated in red are required fields.

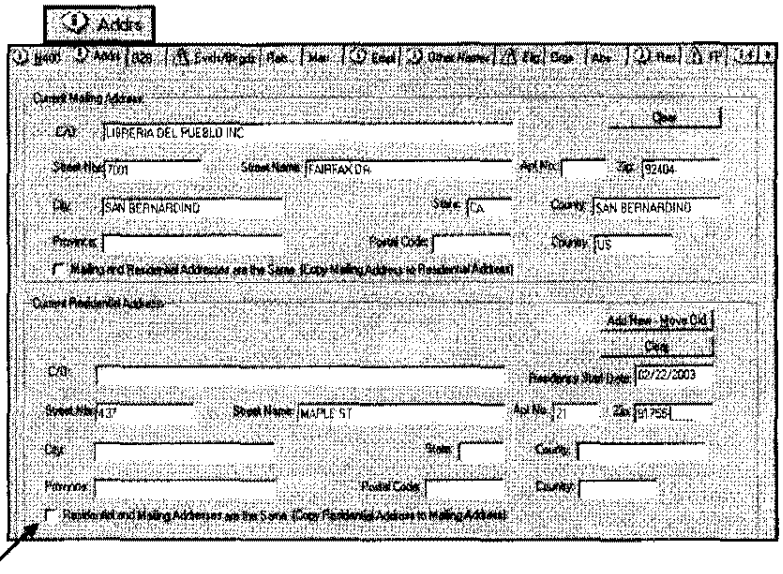
For Applications that open in the *New* N-400:

a. Click the ***Application Information*** tab (bottom half of screen).
b. Update the information on the ***Application Information*** tab as necessary.
c. Click the ***Biographic Information*** tab (bottom half of screen).
d. Update the information on the ***Biographic Information*** tab as necessary.

9. Continue to click on the other tabs and update the information as necessary. (See the procedures that follow.)

10. When finished, click the **Save & Close** button. 

UPDATE ADDRESS



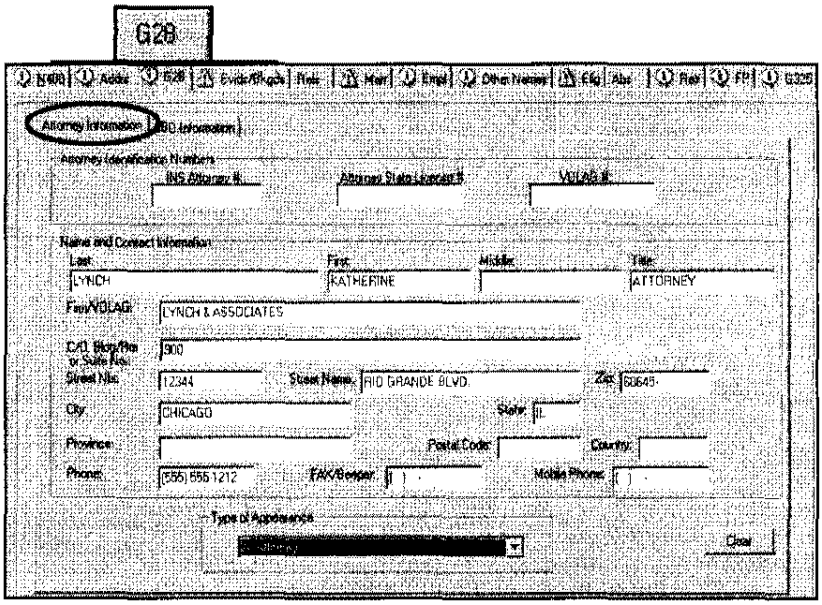
1. Click the ***Addrs*** tab.
2. Click the **Add New – Move Old** button.
3. In the **Residency Start Date** field, type the *date* that the new address became effective.
4. Type the new address in the *Current Residential Address* section of the screen.
5. Click the **Residential and Mailing Addresses are the Same** checkbox if you also want to update the mailing address.
6. Click the ***Res*** tab and verify that both the new and previous addresses are listed.

NOTE: If the applicant's case is in the *Ready to Schedule Queue* or has been scheduled for an Interview, their Application ID will need to be removed from the *Ready to Schedule Queue* or Descheduled prior to making an address change. See the section on Interview Scheduling.

UPDATE ATTORNEY INFORMATION

In addition to filing the N-400, some applicants may have also filed a G-28 form indicating that an attorney will represent them during their interview with the Adjudicator. In these cases, the Adjudicator will update the ***Attorney Information*** sub-tab on the ***G28*** tab to indicate information about the attorney.

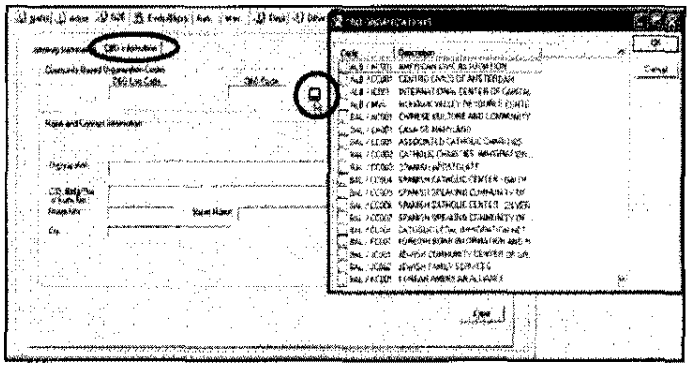
1. Click the ***G28*** tab.
2. Complete the fields on the ***Attorney Information*** sub-tab.
3. For the **Type of Appearance** field, click the drop-down button and select *A.Attorney*.



UPDATE COMMUNITY BASED ORGANIZATION INFORMATION

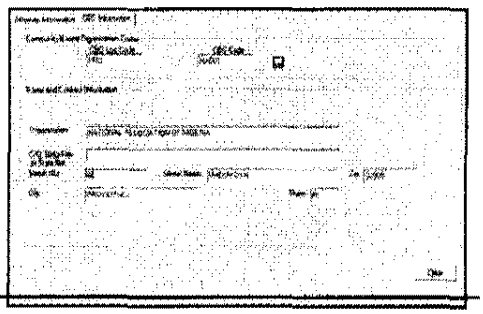
If the applicant is being represented by a *Community Based Organization (CBO)*, this information can be input on the ***CBO Information*** sub-tab on the ***G28*** tab. The user must select the *CBO* from a pre-defined list in CLAIMS 4. Once the user selects the *CBO*, the information such as the *CBO* name and address will fill in automatically.

1. Click the ***G28*** tab.
2. Click the ***CBO Information*** sub-tab.
3. Click the **ellipsis (...)** button next to the **CBO Code** field.
4. Click the box next to the *CBO* that you want to select.
5. Click the **OK** button.



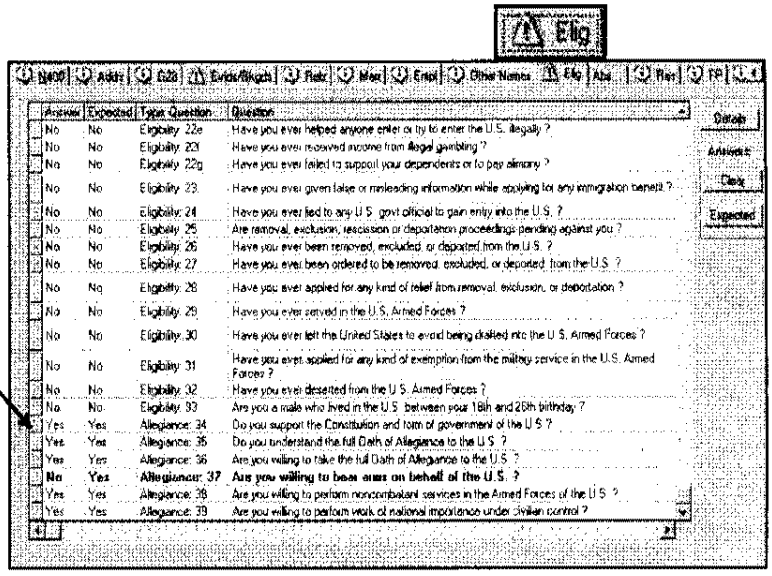
NOTE: If you do not see the CBO on the list, click the **Cancel** button and input the CBO information on the ***Attorney*** sub-tab but select *B. Accredited Representative* for the **Type of Appearance** field.

The information for the CBO you selected automatically fills in the fields on the CBO Information sub-tab:



UPDATE ELIGIBILITY QUESTIONS

1. Click the ***Elig*** tab.



2. Review the answers that the applicant gave when he/she completed the N-400 Application.

NOTE: Pay particular attention to any question(s) that display in the color "red". This indicates the applicant answered differently than what was the "expected" answer.

If the applicant wishes to change his/her answer to a different response:

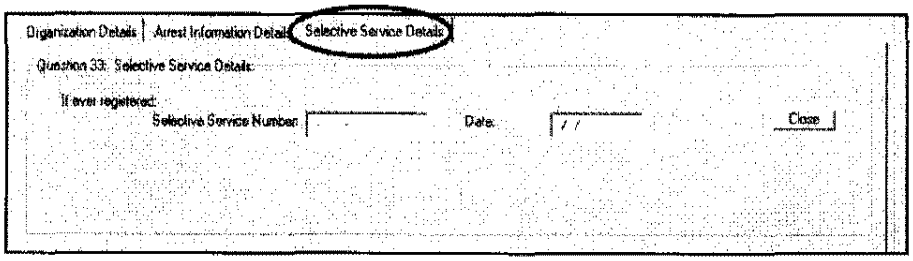
3. Click on the *No* or *Yes* in the **Answer** column.
4. Type a *N* for "No" or a *Y* for "Yes".
5. If the applicant has ever been arrested, click the **Details** button to type in more information regarding the arrest – the date, the nature of the arrest, and the outcome (whether he/she was incarcerated, Driver's License suspended, received a fine, ordered to complete community service etc..)
6. When finished reviewing and updating the *Eligibility Questions*, click the ***Evids/Bkgds*** tab to see if any additional pieces of evidence are needed. For example, if an applicant has been arrested, "*Police Records*" will automatically be added to the list of required evidence.

RECORD SELECTIVE SERVICE INFORMATION

The ***Elig*** tab not only contains the questions that the Adjudicator asks the applicant during the interview but also an area where *Selective Service* information can be entered. This area is accessed through the **Details** button on the ***Elig*** tab.

1. Click the ***Elig*** tab.
2. Click the Details button.

The bottom half of the screen displays 3 tabs: ***Organization Details***, ***Arrest Information Details*** and ***Selective Service Details***.



3. Complete the *Selective Service* information about the applicant.
4. Click the **Close** button.

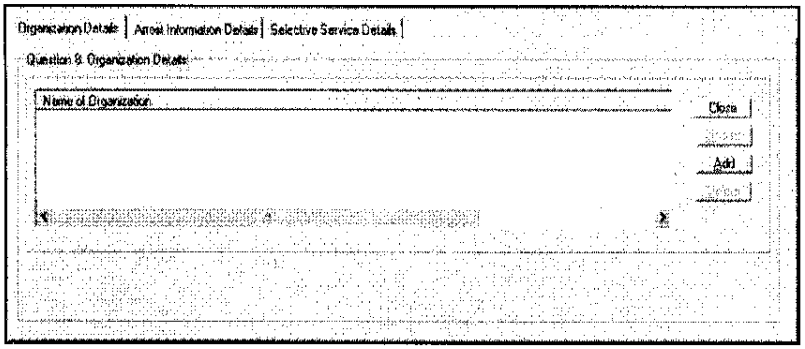
RECORD ARREST INFORMATION

If the applicant has ever been arrested, information about the arrest and outcome can be entered in the *Arrest Information Details* section on the ***Elig*** tab.

1. Click the ***Elig*** tab.

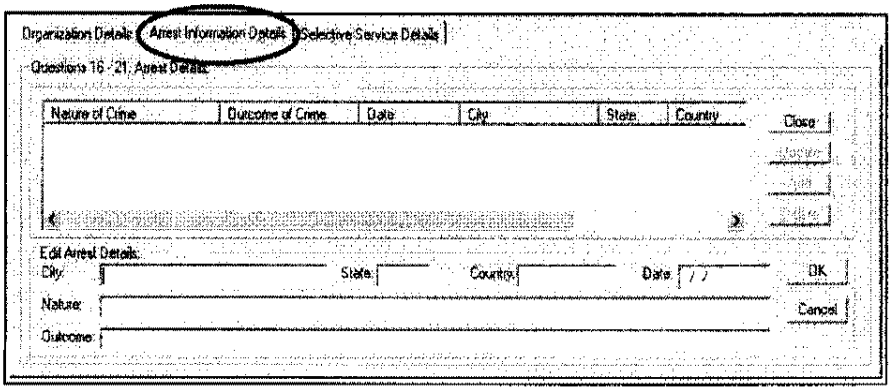
2. Click the Details button.

The bottom half of the screen displays 3 tabs: ***Organization Details***, ***Selective Service*** and ***Arrest Information Details***.



3. Click the ***Arrest Information Details*** tab.

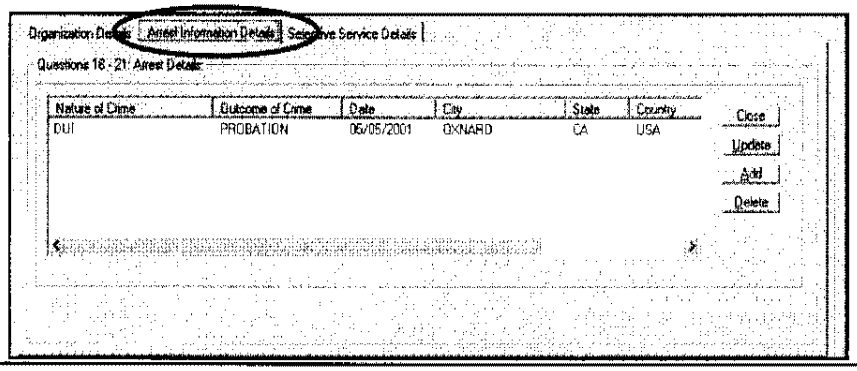
4. Click the **Add** button.



5. Complete the information about the arrest and the outcome in the lower part of the screen.

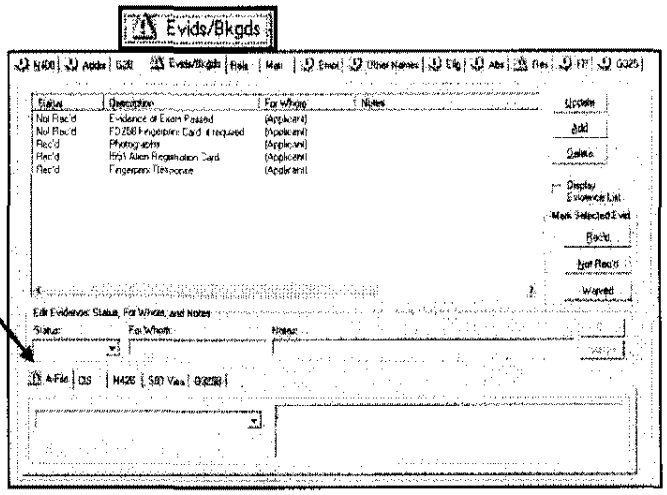
6. Click the **OK** button.

The information will now display in the *Nature of Crime* section on the ***Arrest Information Details*** tab.



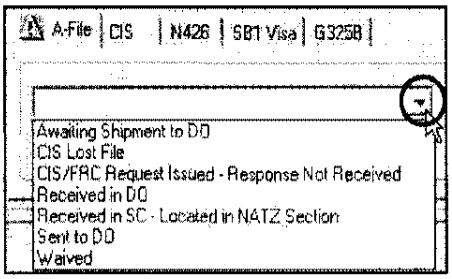
STATUS OF THE A-FILE

The status of the A-File must be selected before CLAIMS 4 will let the user make a decision on a case. The ***A-File*** sub-tab is found at the bottom of the ***Evids/Bkgds*** tab.



SPECIFY STATUS OF THE A-FILE

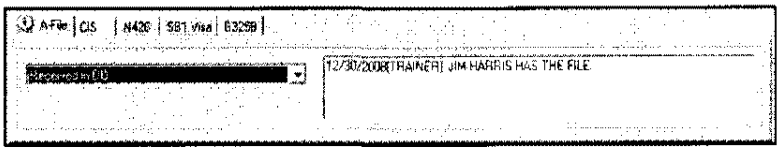
1. Click the drop-down arrow on the ***A-File*** sub-tab and select the status of the A-File.



Adding Notes:

Comments or notes can be typed in the Notes box on any of the 5 sub-tabs found at the bottom of the *Evids/Bkgds* screen.

1. Click the *sub-tab* that you wish to add related notes or comments to.
2. Click the drop-down arrow and select the status.
3. Press the **TAB** key to move to the notes area. CLAIMS 4 will automatically insert the current date and the User ID.
4. Type the text of the note.



NOTE: You must select the status (step 2) before typing in notes or the notes will not be saved.

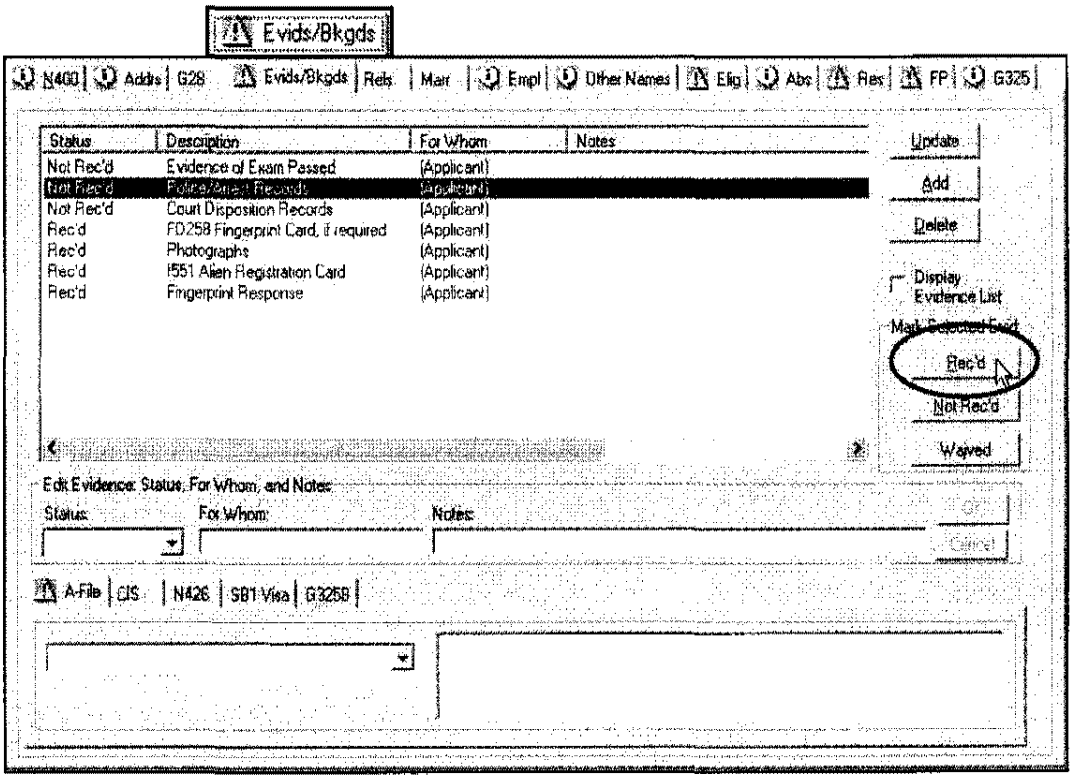
MARK EVIDENCE AS RECEIVED

With the application open in the *Adjudications* module: (see page 4-7 to open the application)

1. Click the ***Evids/Bkgds*** tab.
2. Click on an *Evidence item* (Ex:*Police/Arrest Records)* to select it.

NOTE: Hold down the **CTRL** key while clicking if you want to select multiple items.

3. Click the **Rec'd** button.



NOTE: The *Evidence of Exam Passed* cannot be marked as "Received" until the Adjudicator at the Field Office has recorded the test results.

The *Fingerprint Response* cannot be marked as "Received" from this screen. You must click the ***FP*** tab and enter information about the response. After entering the information in the ***FP*** tab, the *Fingerprint Response* will be updated to "Received" automatically.

MARK EVIDENCE AS WAIVED

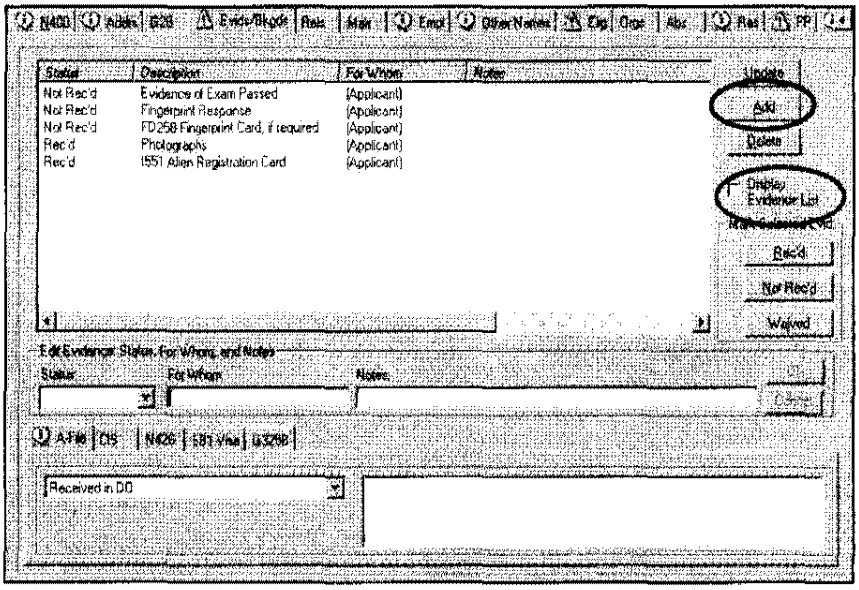
Sometimes, the user may not need to receive a piece of evidence in order to make a decision on a case. An example of this is when any of the questions regarding a citation or arrest under the ***Elig*** tab are answered "yes", CLAIMS 4 will automatically add two pieces to the list of evidence on the ***Evids/Bkgds*** tab: *Police/Arrest Records and Court Disposition Records*. For some minor offenses such as a citation for speeding, the Police/Arrest Records and Court Disposition Records may not be needed. In the event that a piece of evidence appears but is not needed, the user may select the piece of evidence and then click the **Waive** button

ADD EVIDENCE

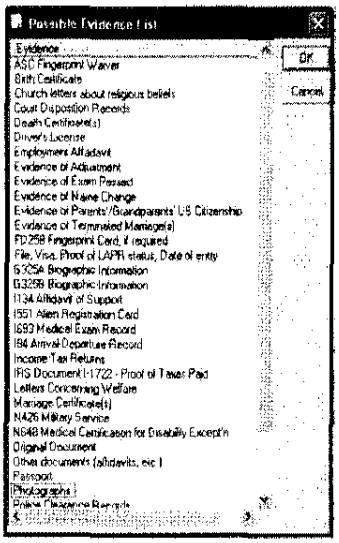
You can use the **Add** button or you can check the **Display Evidence List** to access a list of additional pieces of evidence that you may want to request of the applicant.

With the application open in the *Adjudications* module: (see page 4-7 to open the application)

1. Click the ***Evids/Bkgds*** tab.
2. Click the **Add** button or click to check the box next to the **Display Evidence List** field.



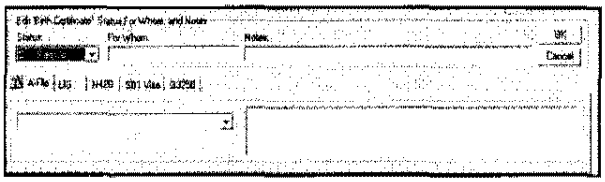
The *Possible Evidence List* dialog box appears.



3. Click on the *piece of evidence* that you wish to have added to the ***Evids/Bkgds*** tab for this applicant.

4. Click the **OK** button.

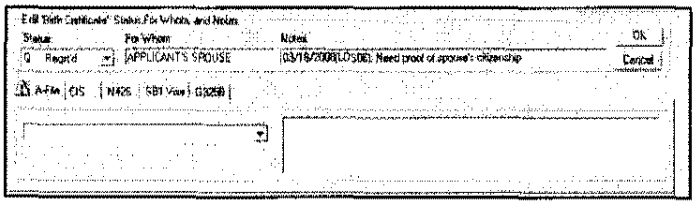
The **Status** field fills in with *Q Reqst'd*



5. Click in the **For Whom:** field and type for whom you are requesting this evidence.

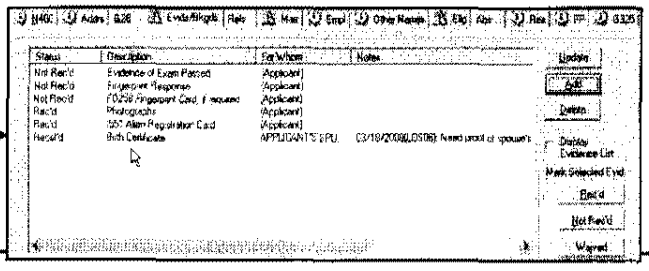
6. Click in the **Notes**: field – the *date* and your *User ID* will automatically fill in.

7. Type text if desired.



8. Click the **OK** button.

The information you typed will move to the top half of the screen with the other evidence listed.

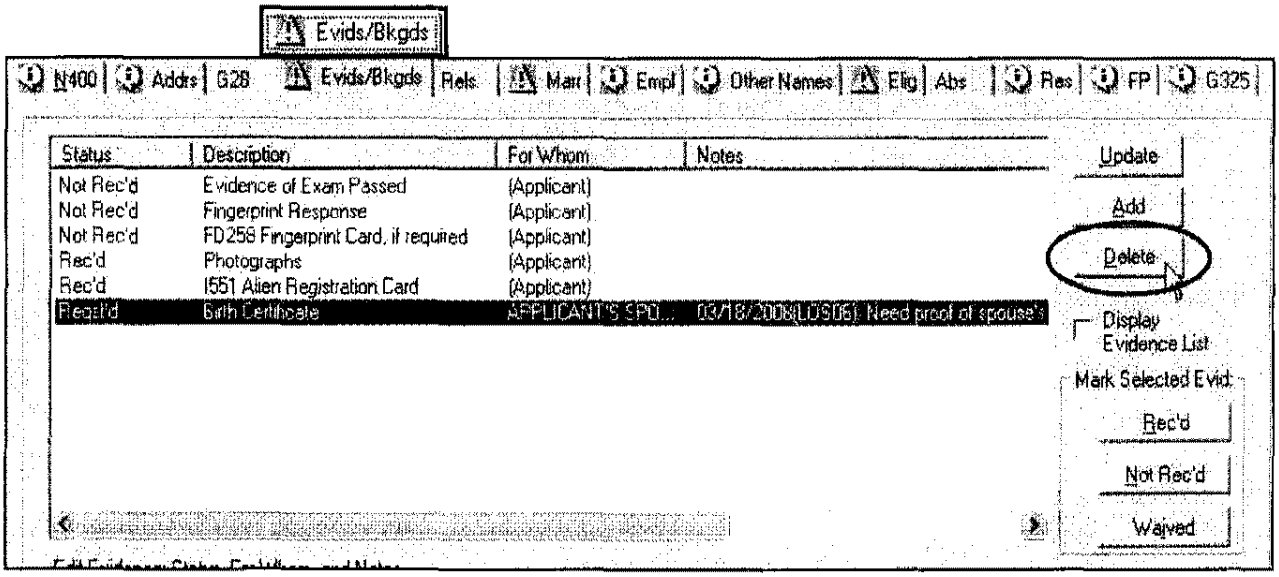


DELETE EVIDENCE

You can use the **Delete** button to remove a piece of evidence from the list.

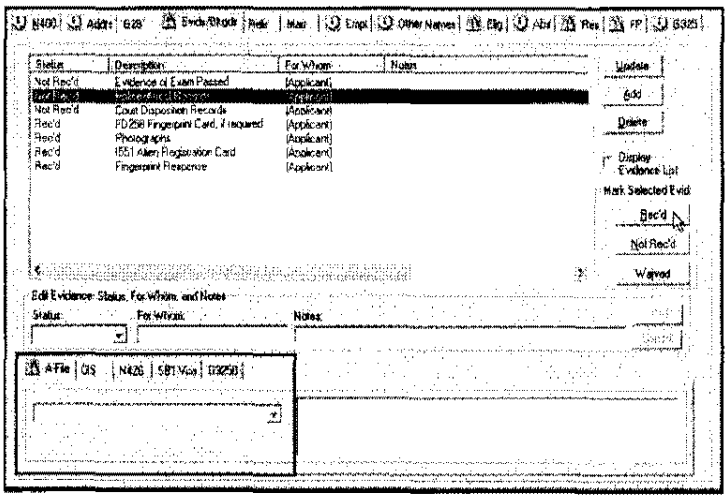
With the application open in the *Adjudications* module: (see page 4-7 to open the application)

1. Click the ***Evids/Bkgds*** tab.
2. Click on the *piece of evidence* that you want to remove.
3. Click the **Delete** button.

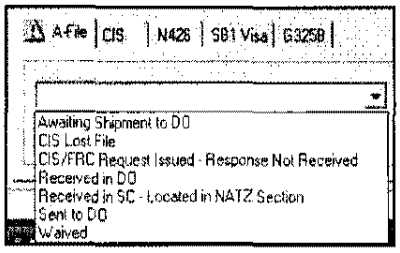


SUB-TABS ON *EVIDS/BKGDS* TAB

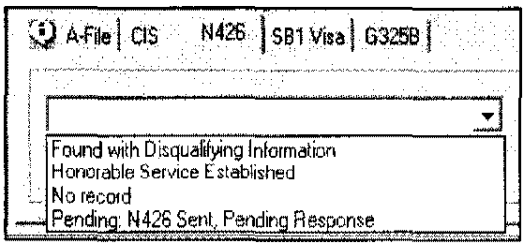
Before approving an application, it is necessary to select the status of the A-File. Additional tabs on the ***Evids/Bkgds*** tab for which you may make a selection are ***N426*** and ***G325B***.



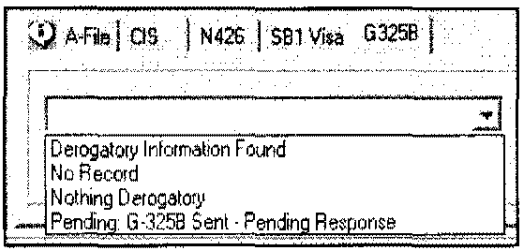
A-File Tab selections:



N426 Tab selections:

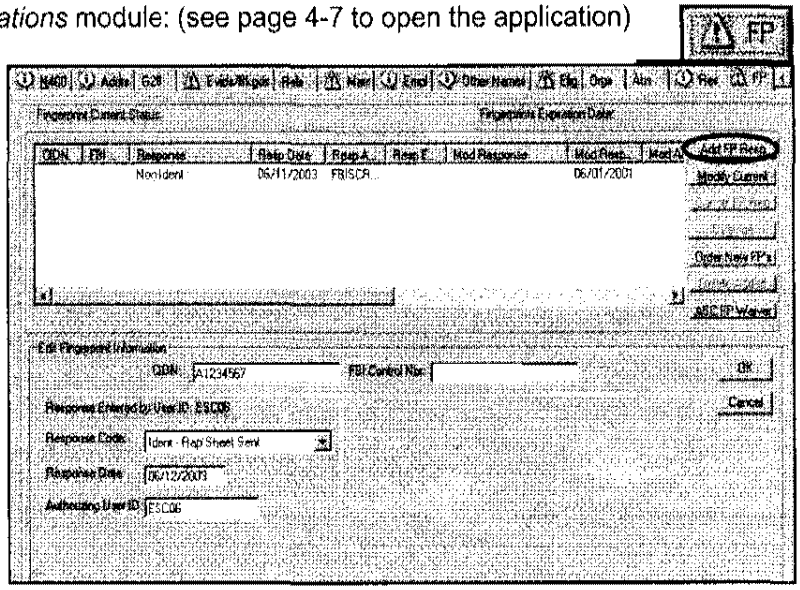


G325B Tab selections:



ADD FBI FINGERPRINT RESPONSE

With the application open in the *Adjudications* module: (see page 4-7 to open the application)



1. Click the ***FP*** tab.

   The ***FP*** tab contains information on the results of an applicant's FBI Fingerprint Checks, including the current status. This information is automatically transferred to CLAIMS 4 from the FBI Fingerprint Check Interface. If the office wishes to add a Fingerprint Response they have received in the mail, they may do so using the **Add FP Resp** button.

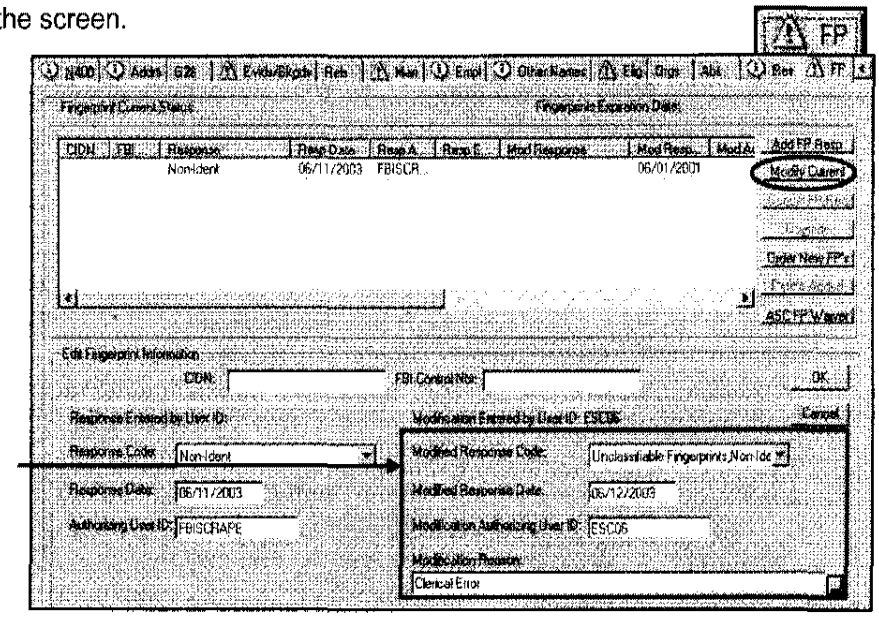
2. Click the **Add FP Resp** button.
3. Complete the fields on the bottom half of the screen.

NOTE: The **CIDN** (Contributor-Assigned Identification Number) is usually the Alien # for the applicant. The **FBI Control Nbr** is usually seven characters that begin with the first two characters of applicant's last name, followed by four numbers, and ending in "I" for "Identified", "N" for "Non-Identified, or "R" for Rejected fingerprints. However, the FBI Control Number may also be six characters. Offices may transcribe a FBI Control Number with a blank space, when the missing letter accounts for an apostrophe in the applicant's name.

4. Click the **OK** button.

The information moves to the top of the screen.

MODIFY FBI FINGERPRINT RESPONSE



1. Click the ***FP*** tab.
2. Click on the *FP Response* that you wish to modify.
3. Click the **Modify Current** button.
4. Complete the fields on the bottom right side of the screen. These are the 4 fields that begin with "Modified".
5. Click the **OK** button.
   (The information moves to the top half of the screen in the white box.)

ORDER NEW FP'S BUTTON 

Some workflow states will allow the Adjudicator to order a new fingerprint appointment for the applicant from the *Adjudications* module. This is done by using the **Order New FP's** button on the *FP* tab. This action will cause the case to be routed through the process to be scheduled for a new fingerprint appointment.

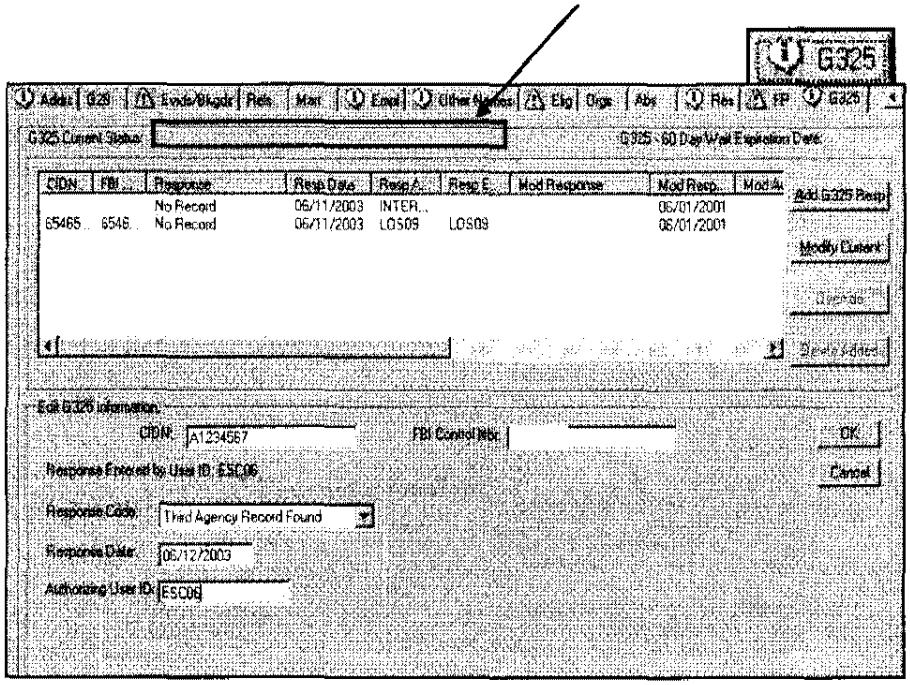
CANCEL FP REQ BUTTON 

If CLAIMS 4 has scheduled a case for a fingerprint appointment and the case is currently pending that appointment, a user may cancel the pending fingerprint request in the system by using the **Cancel FP Req** button on the *FP* tab. Doing this action acts as an 'override' of the fingerprint requirement for the case and CLAIMS 4 will not automatically reschedule a new fingerprint for the applicant; CLAIMS 4 will move the case forward towards interview without requiring a fingerprint to be completed. Therefore, this action may be used to assist in moving a case forward, but, if a fingerprint response is required of the applicant, then the user must ensure that appropriate actions are taken to have the applicant scheduled for a new fingerprint appointment.

DETERMINE STATUS OF CURRENT FBI NAME CHECK RESPONSE

The ***G325*** tab contains information on the results of an applicant's FBI Name Check, including the current status. This information is automatically transferred to CLAIMS 4 from the *FBI Name Check Interface*. If the person's name is checked again, and the user wants to manually add the results, he or she can use the **Add FP Resp** button. The *G325* section also contains command buttons for modifying or overriding the current record, and deleting newly added records.

Look at the top of the screen for the text next to the "blue" **G325 Current Status** field:



Ordered—A Name Check has been ordered but the request has not yet been sent to the FBI.

Pending—A Name Check Request has been sent to the FBI and the system is waiting for a response. A 60-day wait period for the response is calculated and displayed in the **G325 – 60-Day Wait Expiration Date** field.

No Record—The FBI has responded and reported that no records have been found matching the applicant's name.

Third Agency Record Found—The FBI has responded and reported that a record has been found matching the applicant's name.

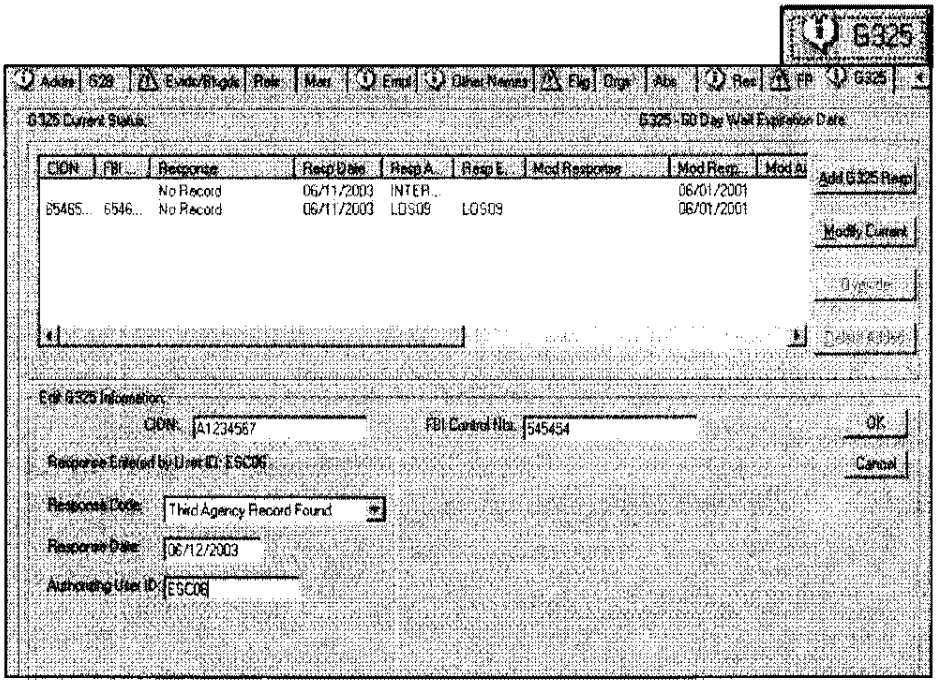
No Response Received – Time Expired—The 60-day wait period has expired with no response from the FBI having been received.

NOTE: The FBI no longer provides the response **Indices Popular** as of September 11, 2001.

ADD FBI NAME CHECK RESPONSE

With the application open in the *Adjudications* module: (see page 4-7 to open the application)

1. Click the ***G325*** tab.



The ***G325*** tab contains information on the results of an applicant's FBI Name Check, including the current status. This information is automatically transferred to CLAIMS 4 from the *FBI Name Check Interface.* If the person's name is checked again, and the user wants to manually add the results, he or she can use the **Add FP Resp** button. The *G325* section also contains command buttons for modifying or overriding the current record, and deleting newly added records.

2. Click the **Add G325 Resp** button.

3. Complete the fields on the bottom half of the screen.

NOTE: The **CIDN** (Contributor-Assigned Identification Number) is usually the Alien # for the applicant. There is no **FBI Control Nbr** for FBI Name Checks.

4. Click the **OK** button.

5. The information moves to the top half of the screen.

RECORD RESULTS OF NATURALIZATION TEST

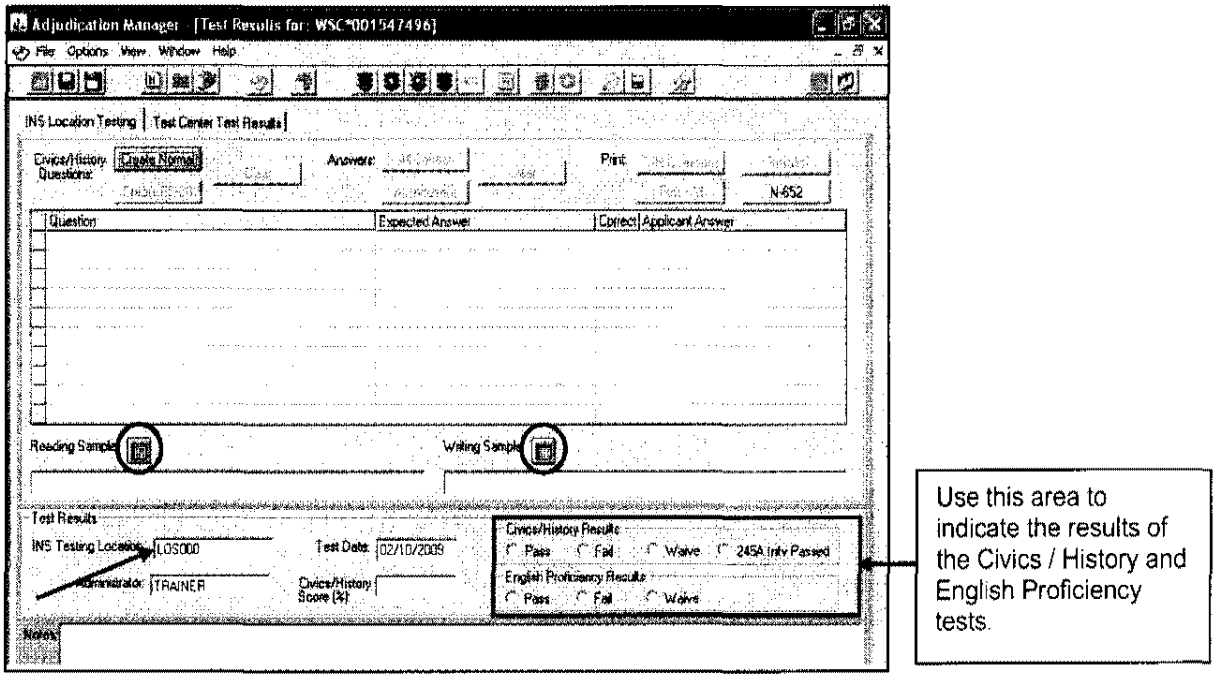
Every applicant who applies for naturalization must take a *Naturalization Test*. The Naturalization Test consists of two parts: *U.S. Civics & History* and *Basic English Proficiency*. The Adjudicator usually administers this test during the interview. In the past, the Adjudicators would use a CLAIMS 4 function to automatically generate the U.S. Civics / History questions as well as a Reading and Writing Sample to test the applicant's basic proficiency in English.

Currently, the Field Offices are providing a written *U.S. Naturalization Test, U.S. History and Government Questions, Standard Form # (1-12)*. After the applicant has taken the test, the Adjudicator must record whether they passed or failed in CLAIMS 4. The Adjudicator must also give the applicant a Reading and Writing Sample to test their basic proficiency in English and record the results.

The below process describes how to record the test results in the CLAIMS 4 *Adjudications* module.

With the application open in the *Adjudication* module: (see page 4-7 to open the application)

1. Switch to the **Exam** window by clicking the **Exam** button. 



If you would like CLAIMS 4 to generate the Basic English Proficiency part of the exam:

2. Click on the **Create Reading Sample** button to generate a sample sentence.
3. Click on the **Create Writing Sample** button to generate a sample sentence.

Indicate the Testing Location and Test Results:

4. Complete the **INS Testing Location** field. (This is normally the Field Office where the interview is taking place.)
5. Confirm that the Test Date fills in automatically with today's date.
6. Complete the **Civics / History Results** field with "*Pass*", "*Fail*", "*Waive*", or "*245A Intv Passed*".

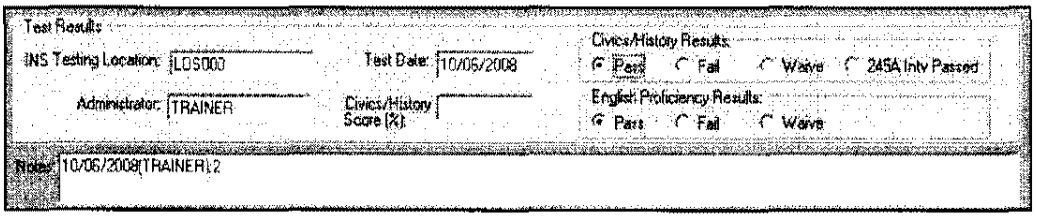
   NOTE: "*245A Intv Passed*" is used to indicate that the applicant already took and passed the test when he/she applied for Permanent Residency.

7. Complete the **English Proficiency Results** field with "*Pass*", "*Fail*", or "*Waive*".

8. Click in the **Notes** field. CLAIMS 4 will insert today's date and your User ID.

9. Type either a *1* or a *2* to indicate which test the applicant took:

1 = Test used prior to Redesigned Test **2** = Redesigned Test (Standard Form 1-10)



Do not type anything other than the number 1 or the number 2. Do not type "1." (one, period) or "Test 1".

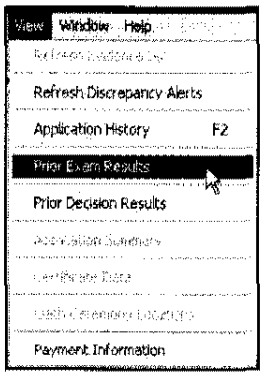
NOTE: As of October 9, 2008, CLAIMS 4 users were instructed to administer the new *Redesigned Test* (per the policy memo titled "Tracking Requirements for the Naturalization Test in CLAIMS 4" dated September 29, 2008).

10. Switch back to the **Application ID** window by selecting ***Window, Application ID*** from the menu.

To View the Test Results after the case has been saved and closed:

1. Open the application.

2. Select ***View, Prior Exam Results*** from the menu.



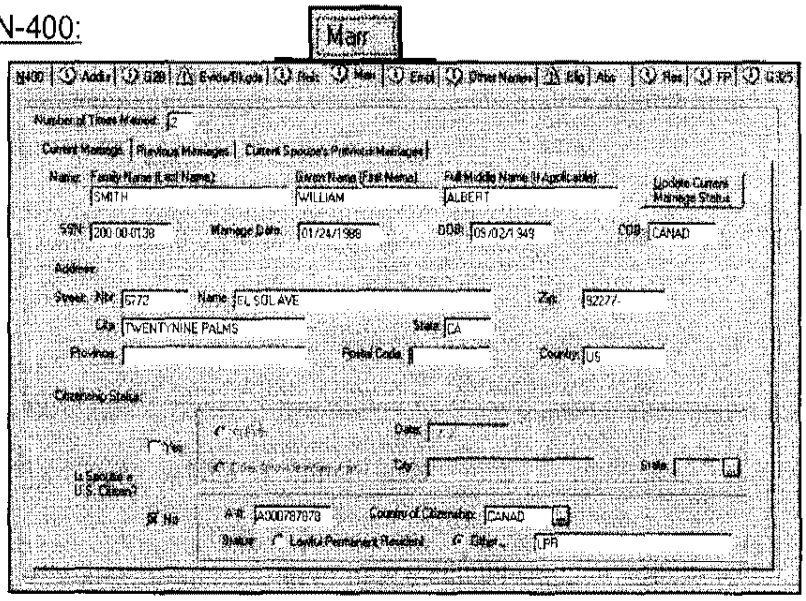
3. The results of the test displays:

Civics/History Result	English Proficiency Result	Administrator	Test Date	Test Ce...	CH En...	EP E
Failed Civics/History Test	Passed English Proficiency Test	USER06	02/13/2009 00:0...	LOS000	CivHi...	Eng

UPDATE MARRIAGE INFORMATION

The fields on the ***Marr*** tab vary on applications that open up in the *New* N-400 vs. the *Old* N-400. Examine the area at the top of screen (directly below the **Number of Times Married** field). The *New* N-400 Applications will display 3 sub-tabs: ***Current Marriage***, ***Previous Marriage***, and ***Current Spouse's Previous Marriages***. There are no sub-tabs within the ***Marr*** tab for *Old* N-400 applications. Determine which screen has displayed and then follow one of the two procedures below.

For Applications that open in the *New* N-400:



1. Click the ***Marr*** tab.
2. Update the **Number of Times Married** if necessary.
3. Click the ***Current Marriage*** tab.
4. Review the information to verify that the name and other data reflects the name of the *current* spouse.
5. If the applicant is no longer married to the individual, click the **Update Current Marriage Status** button.
6. Click the **OK** button to confirm that you want to move this information to the ***Previous Marriages*** tab.
7. Complete the information about the current spouse (if the applicant has remarried).
8. Click the ***Current Spouse's Previous Marriage*** tab.

If there are any people's names listed on the bottom of the screen, it represents the applicant's previous spouse's marriages. These need to be deleted.

9. Click on the name and then click the **Delete** button.
10. Repeat step #9 for additional people listed.

Now you will fill in the information about the current spouse's previous marriage(s) if applicable.

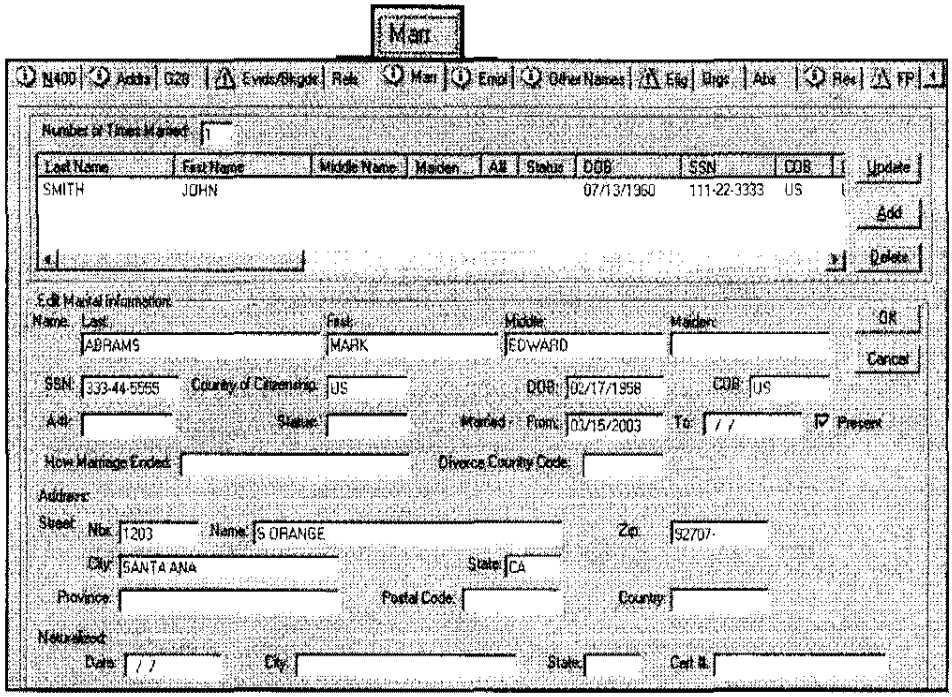
11. Complete the information (top of screen) about the current spouse's previous spouse.
12. Click the **Add** button.
13. Update the **Number of Times Married** if necessary.

* See next page for updating marriage information for applications that open in the *old* N-400.

UPDATE MARRIAGE INFORMATION

For Applications that open in the *Old* N-400:

1. Click the ***Marr*** tab.



2. Update the **Number of Times Married** if necessary.

NOTE: The **Number of Times Married** displays the number of times the applicant had been married at the time that the applicant completed his/her N-400 Application. If the applicant has married since submitting his/her N-400 Application, this field will need to be updated to reflect the total times married.

3. If the applicant is no longer married to the spouse he/she listed on the N-400 application (divorce, death), click on the name of the spouse (top of the screen) and then click the **Delete** button.

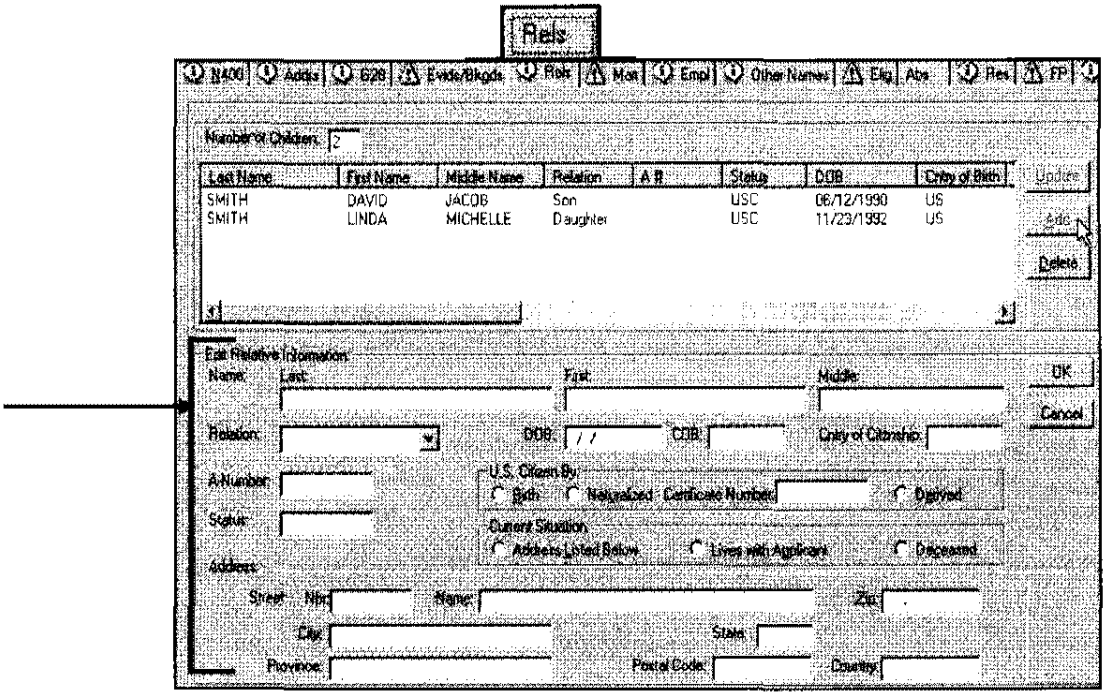
4. If the applicant has remarried, click the **Add** button and complete the fields on the bottom half of the screen.

5. Click the **OK** button.

The information moves to the top half of the screen.

UPDATE RELATIVES

1. Click the ***Rels*** tab.



2. Click the **Add** button.

3. Complete the information about the dependent (minors under 18) on the bottom half of the screen.

4. Click the **OK** button.

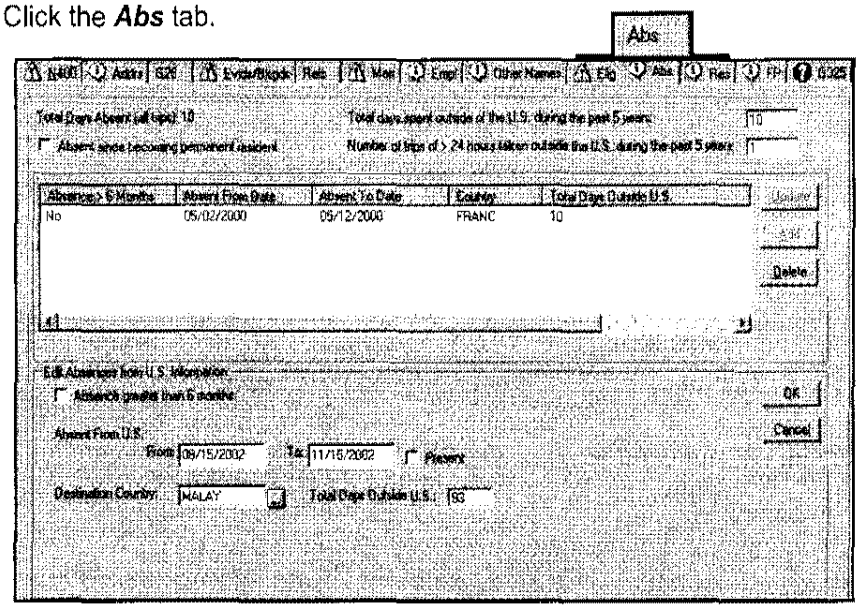
NOTE: The information moves to the upper half of the screen. Repeat steps 2-4 to input additional children / dependents (under age 18).

UPDATE ABSENCES OUTSIDE THE U.S.

The fields on the ***Abs*** tab vary slightly on applications that open up in the *New* N-400 vs. the *Old* N-400. Examine the top portion of the screen. The *New* N-400 Applications will display 2 additional fields: *1) Total days spent outside of the U.S. during the past 5 years* and *2) Number of trips of >24 hours taken outside the U.S. during the past 5 years*. Determine which screen has displayed and then follow one of the two procedures below.

For Applications that open in the *New* N-400:

1. Click the ***Abs*** tab.



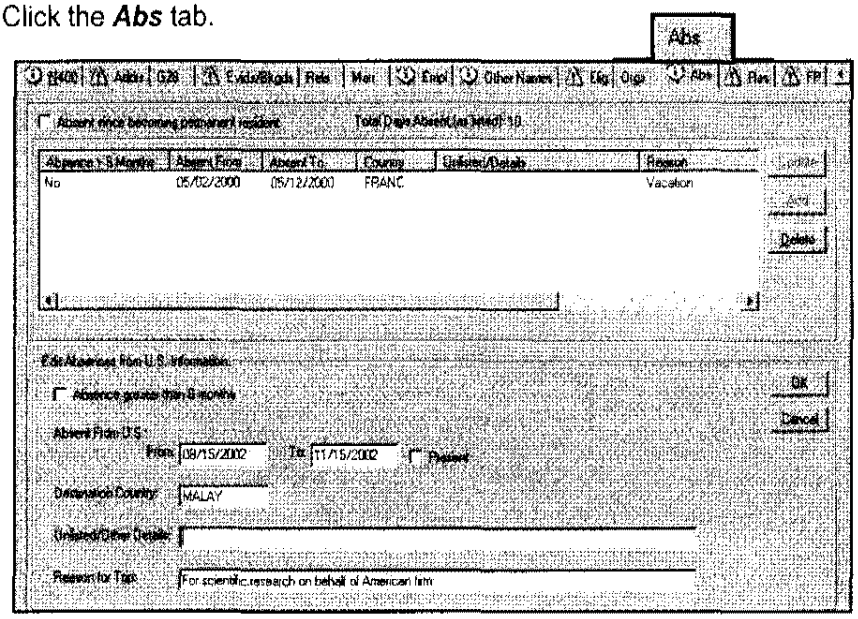
2. Click the **Add** button.
3. In the **From:** field, type the date the applicant departed the United States.
4. In the **To:** field, type the date the applicant arrived back in the United States.
5. Click in the **Destination Country** field.
6. Next to the **Destination Country** field, click the **ellipsis** button and select *the country*.
7. In the **Total Days Outside U.S.** field, type the *total number of days for this trip*.
8. Update the **Total days spent outside of the U.S. during the past 5 years** field to include this newly added trip.
9. Update the **Number of trips of >24 hours taken outside the U.S. during the past 5 years** field to include this newly added trip.
10. Click the **OK** button.

NOTE: The **Total Days Absent (all trips)** field automatically calculates. When CLAIMS 4 calculates the Total Days Absent it includes both the departure date and the arrival date. Neither the departure date nor the arrival date should count as days outside the U.S. so this number is over by "2" days. If you have an applicant whose travel exceeds the allowable, please remember to recalculate the trips manually.

UPDATE ABSENCES OUTSIDE THE U.S.

For Applications that open in the *Old* N-400:

1. Click the ***Abs*** tab.



2. Click the **Add** button.
3. In the **From:** field, type the date the applicant departed the United States.
4. In the **To:** field, type the date the applicant arrived in the United States.
5. Click in the **Destination Country** field.
6. Next to the **Destination** Country field, click the **ellipsis** button and select *the country*.
7. Click in the **Reason for Trip** field.
8. Next to the **Reason for Trip** field, click the **ellipsis** button and select *the reason for trip*.
9. Click the **OK** button.

NOTE: The **Total Days Absent (all trips)** field automatically calculates. When CLAIMS 4 calculates the Total Days Absent it includes both the departure date and the arrival date. Neither the departure date nor the arrival date should count as days outside the U.S. so this number is over by "2" days. If you have an applicant whose travel exceeds the allowable, please remember to recalculate the trips manually.

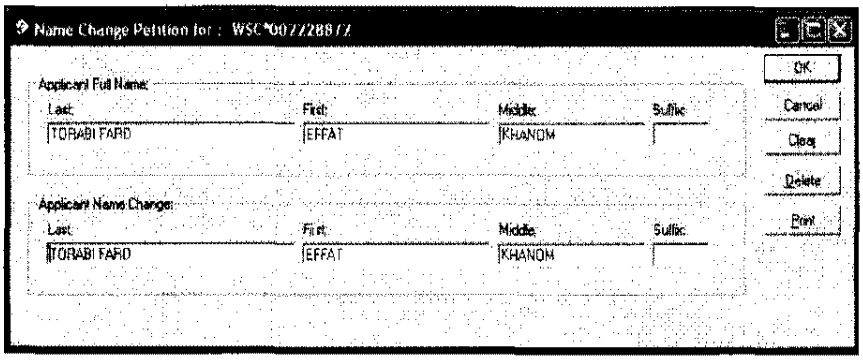
NAME CHANGE PETITION

The *Name Change Petition* function in CLAIMS 4 is used to record that an applicant is requesting a name change upon receiving their U.S. Naturalization. It is important for users to complete this function before the applicant is scheduled for their Oath Ceremony so the applicant's new name will appear on the Naturalization Certificate.

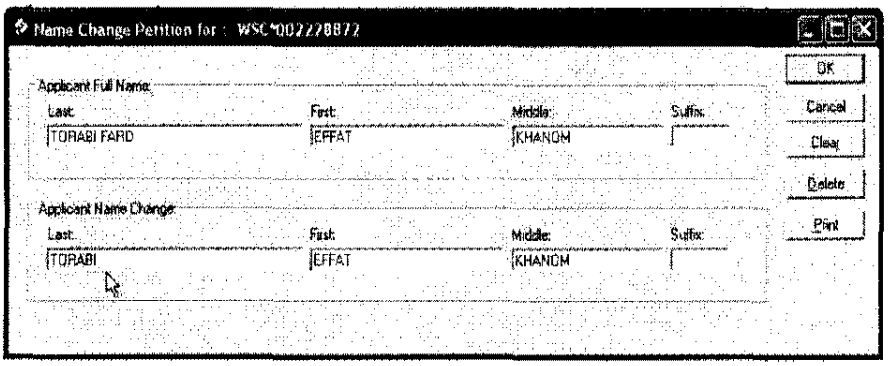
With the application open in the *Adjudication* module: (see page 4-7 to open the application)

1. Click the **Name Change Petition** button. 

The Name Change Petition window appears:



2. Edit the applicant's **Last**, **First**, **Middle**, **Suffix** fields as necessary.



3. Click the **Print** button to print a copy of the *Name Change Petition*.

4. Click the **OK** button to save the change and close the window.

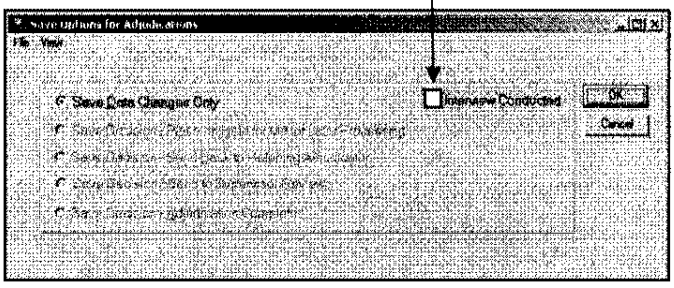
SAVING CHANGES

It is a good practice to save your updates to data often. You will recall from the overview of the buttons (page 4-5, 4-6), that the CLAIMS 4 *Adjudications* module contains 2 buttons that can be used to save. The **Save and Reload in Case Review** button saves the changes you have made to the data and keeps the application open to continue working with it. The **Save and Close** button saves the changes you have made to the data and closes the application on the screen.

To Save and Keep the Application Open:

1. Click the **Save and Reload in Case Review** button.
2. Confirm that the **Save Data Changes Only** radio button is selected.
3. Make sure there is no check mark on the **Interview Conducted** check box.
4. Click the **OK** button.

If you see *Interview Conducted* on this screen, make sure this is not checked.



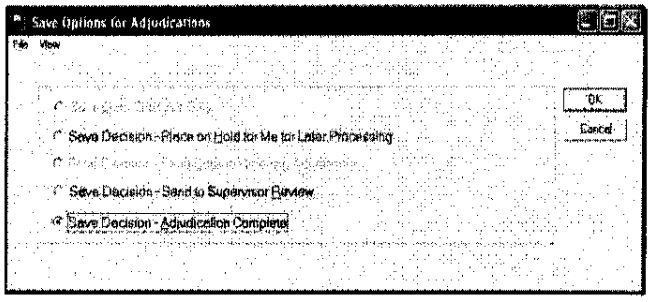
To Save and Close the Application:

1. Click the **Save and Close** button.
2. Confirm that the **Save Data Changes Only** radio button is selected.
3. Make sure there is no check mark on the **Interview Conducted** check box.
4. Click the **OK** button.

To Save and Close the Application after Making a Decision:

1. Click the **Save and Close** button.
2. Click the **Save Decision – Adjudication Complete** or **Save Decision – Send to Supervisory Review**

NOTE: Cases adjudicated using a *T-File* or having a Finger Print result of *Ident* must go to a Supervisor for review.



3. Click the **OK** button.

NOTE: The **Save Decision – Place on Hold for Me for Later Processing Option** should never be used. This option locks the case so that most users cannot open the case (except the person who placed it on hold or a user with supervisory rights). If someone does place a case on hold and another user is not able to access the case, the user will need to contact the Benefits Service Desk [redacted] for (b)(2) assistance.

MAKING A DECISION ON A CASE

When the Adjudicator is ready to make a decision on a case, CLAIMS 4 offers the following options:

- Approve
- Continue
- Continue with Intent to Deny
- Deny / Withdrawal / Administrative Close
- Denial Due to Abandonment

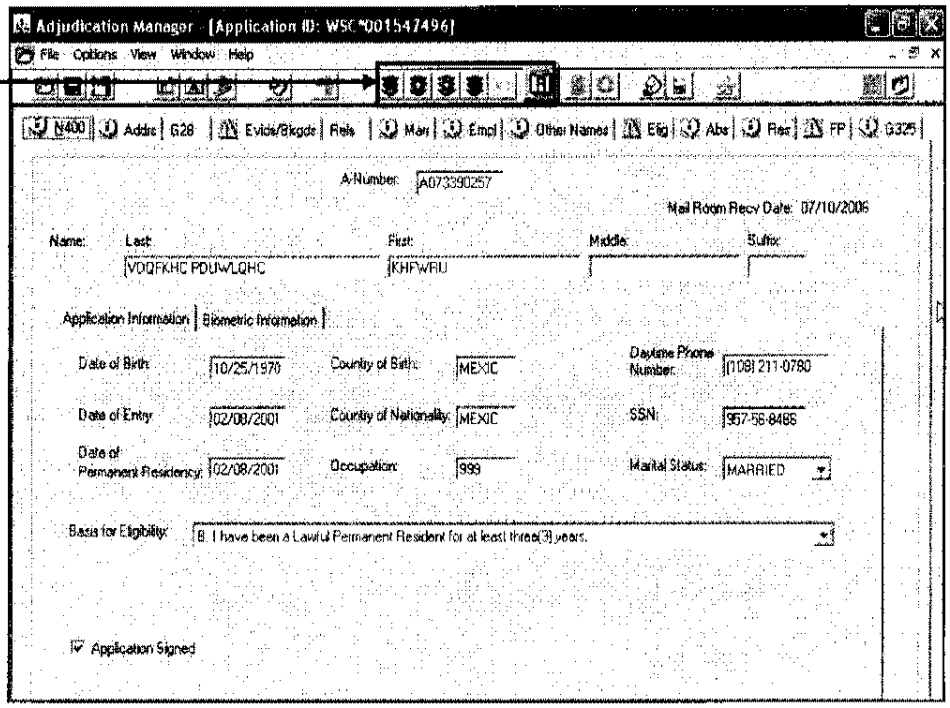
The following CLAIMS 4 commands allow a decision to be reversed:

- Undo
- Motion to Reopen and Reconsider
- Applicant Motion to Reopen and Reconsider

ENTERING A DECISION INTO CLAIMS 4

1. With the case open, select the decision toolbar button that relates to the recommendation being made:

Recommendation Decision Toolbar Buttons



Approve

Continue

Continue With Intent to Deny

Deny/Withdrawal/Admin Close

Denial Due to Abandonment

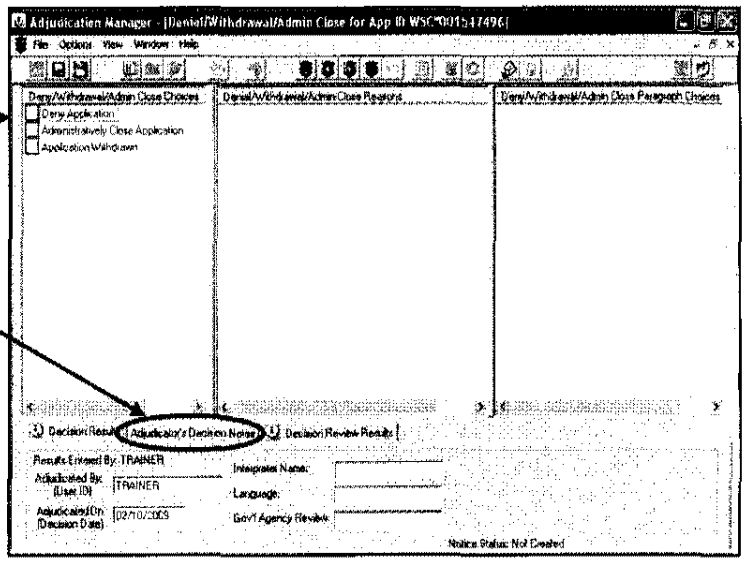
ADDING ADJUDICATOR'S DECISION NOTES

Once an adjudication recommendation is made for a case, notes about the recommended decision may be entered in the ***Adjudicator Decision Notes*** sub-tab on the decision screen.

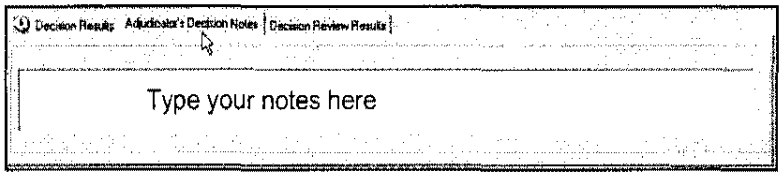
1. After selecting one of the *Decision* buttons, the *Decision* window will appear:
   - **Approve**
   - **Continue**
   - **Continue With Intent to Deny**
   - **Deny/Withdrawal/Admin Close**

2. Select the appropriate decision choice.

3. To add notes regarding the recommended decision, click on the ***Adjudicator's Decision Notes*** sub-tab at the bottom of the screen.



4. Click in the notes textbox to enter notes.



5. When finished, click the **Save and Close** toolbar button ( ).

NOTE: Once a case has been approved and verified, Adjudicator's Decision Notes are no longer available for viewing and are inaccessible. Similarly, the Adjudicator's Decision Notes are not available after the case has been denied. Comments made in the ***Evids/Bkgrds*** sub-tabs are always accessible.

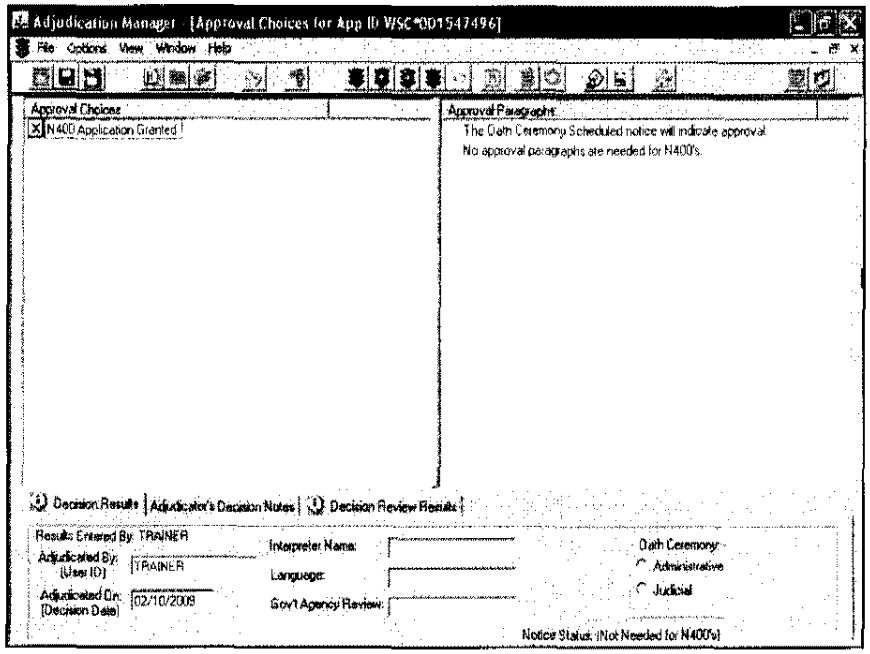
APPROVE

Before an Adjudicator can approve a case, the adjudicator must have completed the following in the CLAIMS 4 *Adjudications* module:

- Indicated the Basis for Eligibility (***N400*** tab)
- Marked all Evidence as Received (***Evids/Bkgds*** tab)
- Entered the location of the A-File (***Evids/Bkgds*** tab)
- Input all answers to the eligibility questions (***Elig*** tab)
- Recorded the results of the Naturalization test (**Exam** window)
- Entered the office that the applicant took the test at in *"INS Testing Location"* (**Exam** window)
- Clicked the **Name Change Petition** button if the applicant has requested a name change.

When a case is approved, an Approval notice will not be generated by the CLAIMS 4 system. Approval will be indicated on the applicant's notice to appear for the Oath Ceremony.

1. Click the **Approve** button on the toolbar.
2. The *Approval Choices for App ID ######* window appears:



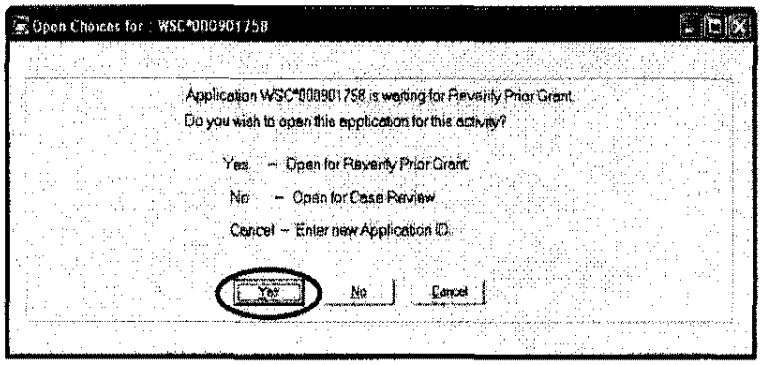
3. Indicate the Type of Oath Ceremony as *Administrative* or *Judicial* (applicants requesting a Name Change must have a Judicial ceremony.)
4. Click the **Save and Close** button.
5. Select *Save Decision – Adjudication Complete* or *Save Decision – Send to Supervisory Review* ("Ident" applicants or applicants adjudicated with a "T" file need supervisory approval).
6. Click **Yes** (or **No**) to "Do you wish to print a Certificate Preparation Sheet and Oath Declaration?"

Notes about the recommended decision may be entered in the ***Adjudicator Decision Notes*** sub-tab on the decision screen (see page 4-32).

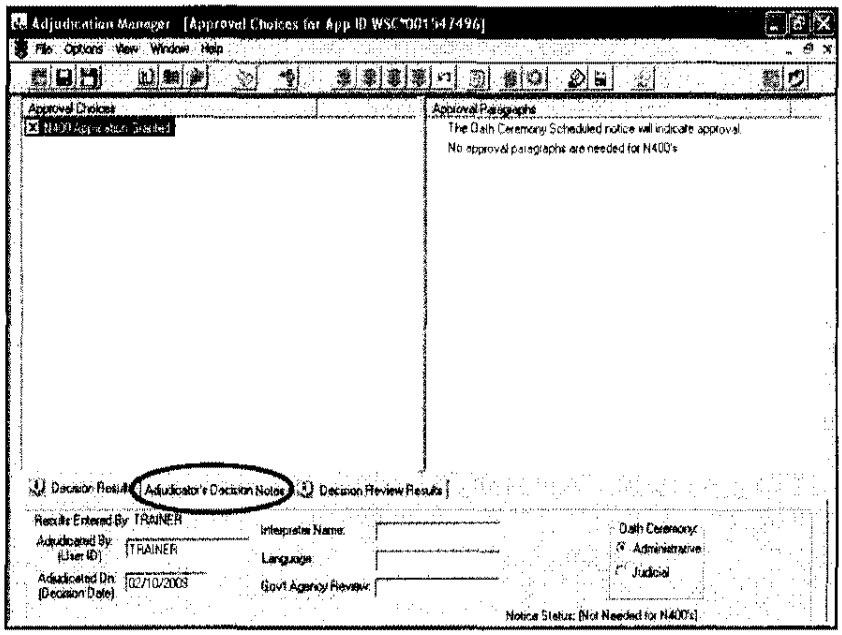
REVERIFY A GRANT

Every N-400 application that is approved for naturalization by an Adjudicator, must be reverified by another Adjudicator. CLAIMS 4 will not allow a user to reverify a case that they have approved. Another user with reverification authority must reverify the case.

1. In the *Adjudications* module, click the **Preview/Open** button.
2. Type or wand in the *A-Number* (or *Application ID*) for the case you want to open.
3. Click the **OK** button.



4. Click **Yes** for *Open for Reverify Prior Grant.*



5. Click the ***Adjudicator's Decision Notes*** tab at the bottom of the screen and read any notes the other Adjudicator may have typed here.
6. Select **Window, Appl ID #####** from the menu to move to the application window.
7. Click the ***Evids/Bkgds*** tab to review the evidence list.
8. Click the ***Elig*** tab to review the answers that the applicant gave to the eligibility questions.

NOTE: You have completed reviewing the N-400 application. If you agree with the previous adjudicator's decision to approve the case, you are now ready to reverify the granting of naturalization.

9. Select ***Window, Approval Choices*** from the menu to move to the decision window.

10. Click the **Save and Close** button.

11. Click **Grant Verified**.

12. Click the **OK** button.

13. Click **Yes** (or **No**) to "Do you wish to print a Certificate Preparation Sheet and Oath Declaration?"

SUPERVISORY REVIEW A GRANTED APPLICATION

Cases that have been adjudicated using a "T-File", or where the applicant is classified as an "Ident" must be reviewed by a Supervisor who will make the final decision whether to approve the application or not.

1. Open the Application ID that another adjudicator approved.
2. Click **Yes** *Open for Supervisory Review.*
3. Click the ***Adjudicator's Decision Notes*** tab at the bottom of the screen and read any notes the other Adjudicator may have typed here.
4. Select **Window, Appl ID #####** from the menu to move to the application window.
5. Click the ***Evids/Bkgds*** tab to review the evidence list.
6. Click the ***Elig*** tab to review the answers that the applicant gave to the eligibility questions.
7. On the ***Elig*** tab, click the **Details** button.
8. Click the ***Arrest Information Details*** tab at the bottom of the screen.
9. Review the notes the previous adjudicator entered about the applicant's arrest.

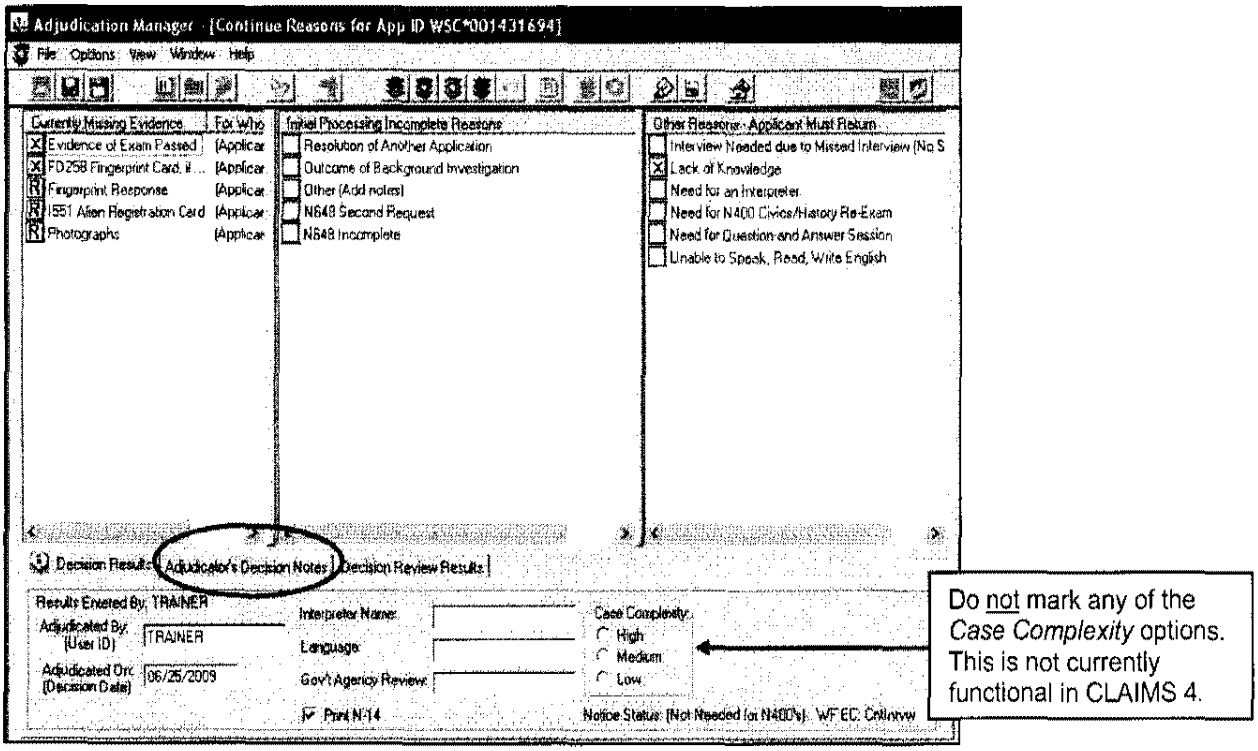
NOTE: After you have completed reviewing the N-400 application, you are ready to make your decision on the case.

10. Select ***Window, Approval Choices*** from the menu to move to the decision window.
11. If you wish to approve the case, click the **Confirm** radio button under *Supv Review* (bottom right of screen).
12. Click the **Save and Close** button.
13. Click **Save Review – Adjudication Complete**.
14. Click **Yes** (or **No**) to "Do you wish to print a Certificate Preparation Sheet and Oath Declaration?"

CONTINUE

The *Continue* command is used when the Adjudicator is not ready to approve or deny the case. The applicant may have failed the naturalization exam and needs to return for a re-exam, the applicant file may be missing some required evidence, or the applicant may need to be fingerprinted again and return for another interview. The *Continue* command is the only type of decision that places the applicant's case in the correct workflow state (*Request Interview*), so that they will fall into the Ready to Schedule Queue and may be scheduled for another interview.

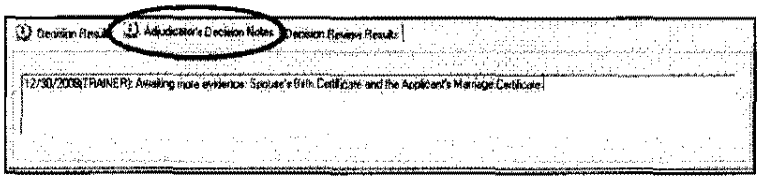
1. Click the **Continue** button at the top toolbar.



Do not mark any of the *Case Complexity* options. This is not currently functional in CLAIMS 4.

2. Look at the far left column "Currently Missing Evidence" and note the pieces of evidence that have not been received (marked with "X").

3. If desired, enter notes about the recommended decision in the ***Adjudicator Decision Notes*** sub-tab on the decision screen (see page 4-34).



4. Click the **Notice** button on the toolbar.

5. Click the **Custom** radio button.

6. Click the **OK** button.

NOTE: The notice will open in MS Word. You can add, delete or modify text if needed.

7. Select ***File, Exit*** from the menu to exit MS Word.

NOTE: You must close MS Word by selecting ***File, Exit*** from the menu in order for CLAIMS 4 to recognize that the notice was created.

You will return to the *Continue Reasons* window in CLAIMS 4.

8. Click the **Save and Close** button.
9. Select *Save Decision – Adjudication Complete*.

NOTE: Even though the case is being continued, the adjudication activities for the day have been completed.

10. Click the **OK** button.
11. Click the **Print** button to print the notice locally.
12. Click the **OK** button to confirm that the notice printed.

DENY / WITHDRAWL / ADMINISTRATIVE CLOSE

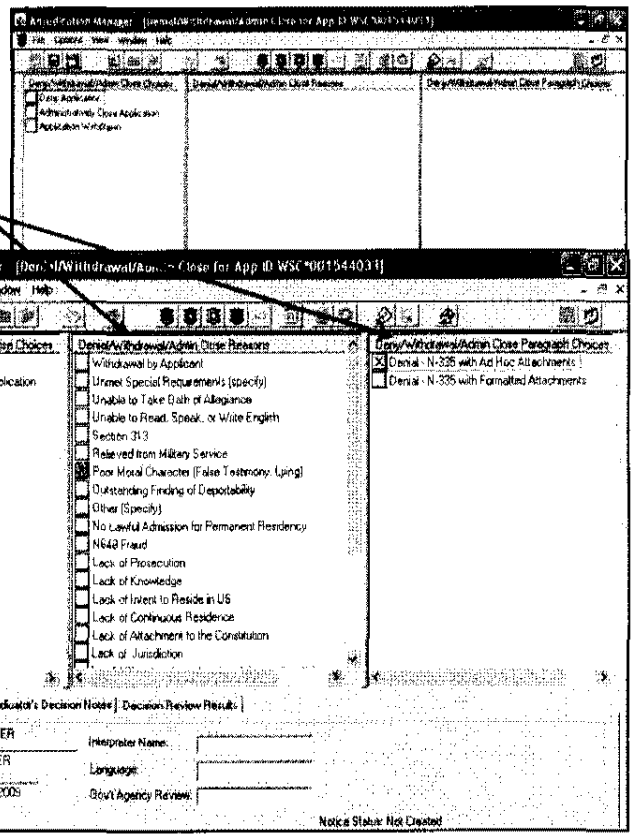
Before an Adjudicator can deny a case, the adjudicator must have completed the following in the CLAIMS 4 *Adjudications* module:

N400 tab	Indicated the Basis for Eligibility
Evids/Bkgds tab	Marked all Evidence as Received Entered the location of the A-File
Elig tab	Answered all eligibility questions
Exam window	Recorded the results of the Naturalization test Entered the *INS Testing Location* (office applicant took the test at)

1. Click the **Deny / Withdrawl / Administrative Close** button at the top toolbar.

The *Denial / Withdrawl / Admin Close* window appears.

2. Select the decision choice.



Once the decision choice has been selected, the 2nd and 3rd columns fill with the *reasons* and *notice types*.

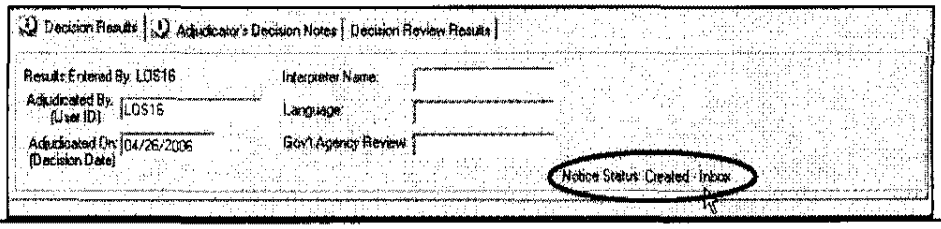
3. Select the *Reason* for the decision.
4. Select the *Notice* type.
5. Click the **Notice** button on the toolbar.
6. Click the **Custom** radio button.
7. Click the **OK** button.

NOTE: The notice opens in MS Word. Text can be added, deleted, or modified if desired.

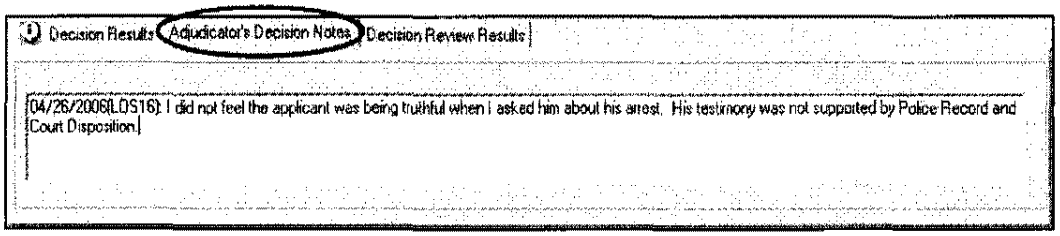
8. Select ***File, Exit*** from the MS Word menu.

NOTE: You must close MS Word by selecting ***File, Exit*** from the menu in order for CLAIMS 4 to recognize that the notice was created.

9. Check the bottom of the decision screen for confirmation that the notice was created.



10. If desired, enter notes about the recommended decision in the ***Adjudicator Decision Notes*** sub-tab on the decision screen (see page 4-32).



11. Click the **Save and Close** button.
12. Select *Save Decision – Adjudication Complete* or *Save Decision – Send to Supervisor Review*.
13. Click the **OK** button.
14. Click the **Print** button to print the notice locally.
15. Click the **OK** button to confirm that the notice printed.

UNDO PREVIOUS DECISION

Undo can only be used for short-term changes in a decision. Once an approval decision has been reverified or a denial notice has been processed, the *Undo* function will not be available. To change a decision after that point, a *Motion to Reopen and Reconsider* must be initiated.

1. Click the **Preview / Open** button in the *Adjudications* module.
2. Type or wand in the *A-Number* (or *Application ID*) for the case you want to open.
3. Select **Yes – Open for Case Review**.

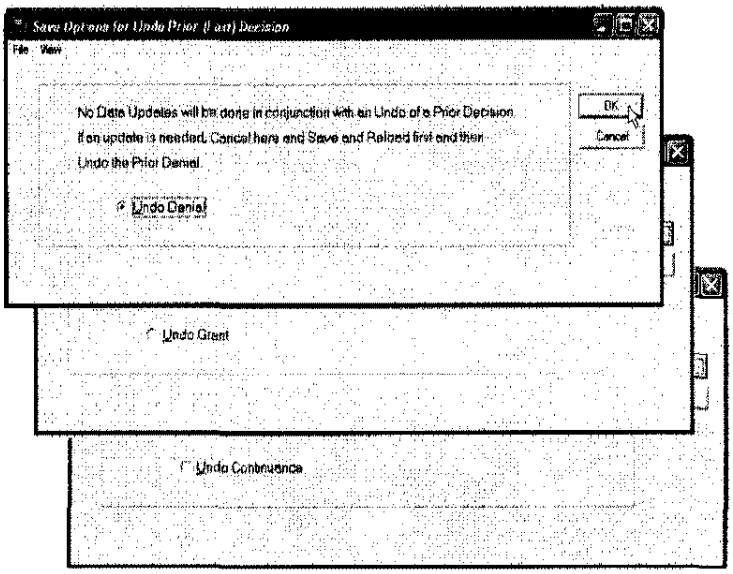
NOTE: Since the case has already been decided (denial), there are no adjudications activities pending for this case. The only way to open the case is to select *Open for Case Review*.

4. Click the **Undo Prior (Last) Decision** button on the toolbar.

A message appears warning you that if you need to update any data for this application, cancel out of this message, make the changes, and click the **Save & Reload** button before attempting the *Undo* command.

Depending on the type of decision that you are undoing (denial, grant, continue):

5. Select **Undo Denial**, or **Undo Grant**, or **Undo Continuance**.
6. Click the **OK** button.
7. The Decision buttons become enabled to allow the Adjudicator to decide the case again.



MOTION TO REOPEN AND RECONSIDER

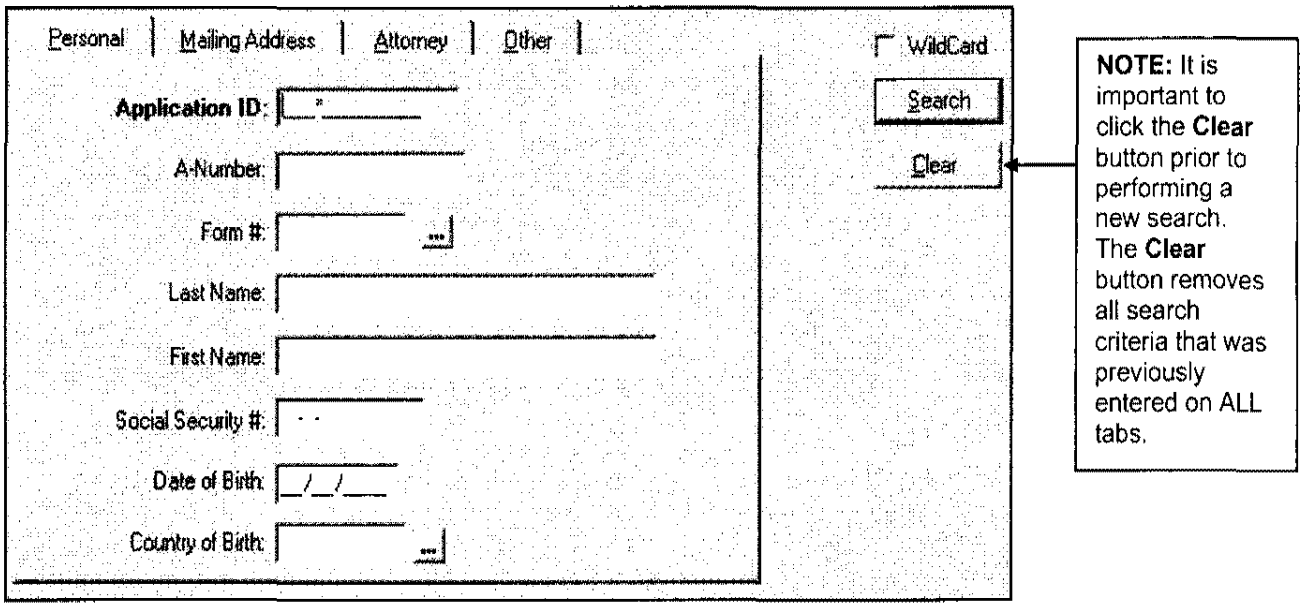
If the case has already been reviewed by a supervisor, and the USCIS wants to reverse their decision, a "*Motion to Reopen and Reconsider*" must be initiated. In order to request a *Motion to Reopen and Reconsider*, the case must be considered "closed" in CLAIMS 4.

Some Examples of when a Motion to Reopen and Reconsider would be used include:

- Applicant failed to appear for fingerprinting. A notice was sent to the applicant indicating he/she failed to appear for fingerprinting and the case was being denied (abandonment). The applicant then came into the office and indicated that he/she never received the original Notice to appear for fingerprinting. In some cases, USCIS may decide to initiate a "Motion to Reopen and Reconsider".
- Adjudicator made a decision on the case of "Denied". When the supervisor reviewed the adjudicator's decision, the supervisor did not agree that the case should have been denied. The supervisor instructed the adjudicator to reopen the case by doing a "Motion to Reopen and Reconsider".
- Adjudicator made a decision on the case of "Denied". The Adjudicator did not put the correct language in the Denial Notice that was sent to the applicant. The Supervisor instructed the Adjudicator to reopen the case by doing a "Motion to Reopen and Reconsider".
- The case was "Denied" based on the fact that the applicant had not submitted requested documents. It was later found that the applicant did indeed submit the required documents, however the receipt of the documents was never recording in CLAIMS 4. USCIS may decide to reopen the case by doing a "Motion to Reopen and Reconsider".

NOTE: The *Motion to Reopen and Reconsider* should never be used for an Appeal (applicant submitted a N336 "Request Hearing on a Decision in Naturalization Proceedings"). N336s should be handled outside of the CLAIMS 4 system.

1. Click the **Case Status** button to access the *Case Status* module.



2. Type or wand in the *Application ID* for the case you want to open or enter other information about the case (A-Number, Name, etc.)

3. Click the **Search** button.

4. The *Case Status* screen displays information about the activities that have occurred or are waiting to occur for this applicant.

5. Look at the *History* window at the bottom of the *Case Status* screen.

6. Check to make sure there is a statement by User: WkFlow Description: Complete the workflow process. If you do not see this, contact the *USCIS Service Desk* [redacted] for assistance.

(b)(2)

4. Close the Application and exit the *Case Status* module.

5. Click the **Preview / Open** button in the *Adjudications* module.

6. Enter the *Application ID*.

7. Select **Yes – Open for Case Review**.

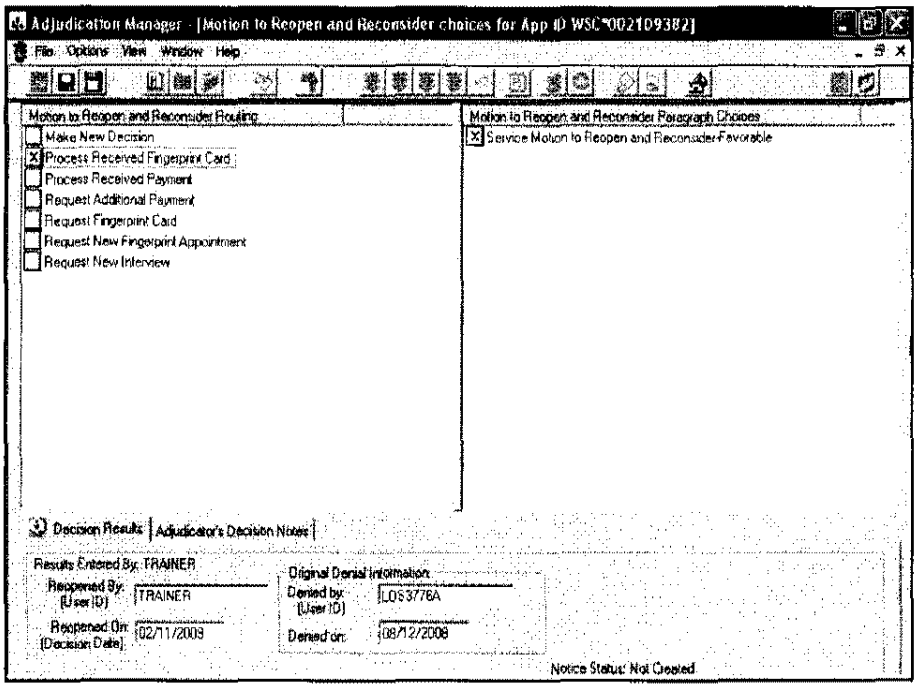
NOTE: Since the case has already been decided (denial), there are no adjudications activities pending for this case. The only way to open the case is to select *Open for Case Review*.

8. Click the  **Motion to Reopen and Reconsider** button on the toolbar.

The *Motion to Reopen and Reconsider Choices* screen appears.

9. Select the *reason* for initiating the Motion to Reopen and Reconsider.

10. Select the notice type.



11. Click the **Notice** button on the toolbar.

12. Click the **Custom** radio button.

13. Click the **OK** button.

NOTE: The notice opens in MS Word. Text can be added, deleted, or modified if desired.

14. Select ***File, Exit*** from the MS Word menu.

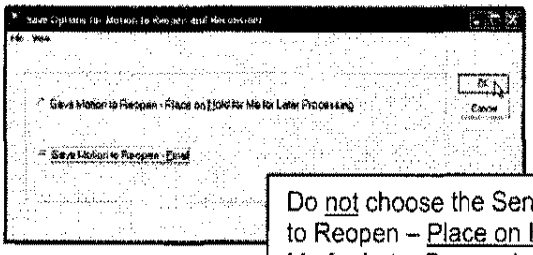
NOTE: You must close MS Word by selecting ***File, Exit*** from the menu in order for CLAIMS 4 to recognize that the notice was created.

15. Check the bottom of the decision screen for confirmation that the notice was created.

16. Click the **Save and Close** button.

17. Select **Save Motion to Reopen – Final**.

18. Click the **OK** button.



APPLICANT MOTION TO REOPEN AND RECONSIDER

An applicant has been denied naturalization and the applicant wants to reopen the case for reconsideration.

NOTE: The *Applicant Motion to Reopen and Reconsider* should never be used for an Appeal (applicant submitted a N336 "Request Hearing on a Decision in Naturalization Proceedings"). N336s should be handled outside of the CLAIMS 4 system.

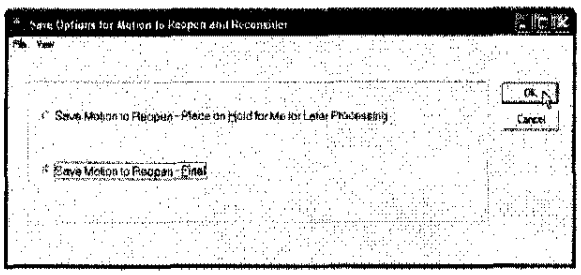
1. Click the **Preview / Open** button in the *Adjudications* module
2. Enter the *Application ID*.
3. Select **Yes – Open for Case Review**.
4. Click the **Applicant Motion to Reopen and Reconsider** button.
5. Select *Grant Application Motion to Reopen*.
6. Select the *reason* from the *Motion to Reopen and Reconsider Routing* column.
7. Click the **Notice** button on the toolbar.
8. Click the **Custom** radio button.
9. Click the **OK** button.

NOTE: The notice opens in MS Word. Text can be added, deleted, or modified if desired.

10. Select ***File, Exit*** from the MS Word menu.

NOTE: You must close MS Word by selecting ***File, Exit*** from the menu in order for CLAIMS 4 to recognize that the notice was created.

11. Check the bottom of the decision screen for confirmation that the notice was created.
12. Click the **Save and Close** button.
13. Select **Save Motion to Reopen – Final**.
14. Click the **OK** button.



Do not choose the Send Motion to Reopen – Place on Hold for Me for Later Processing.

CHAPTER 5: SCHEDULING OATH CEREMONIES

Introduction	Prior to scheduling applicants for Oath Ceremonies, the location and the facility profiles must be set up and appointment slots must be created. Applicants can be scheduled for Oath Ceremony *Interactively* (one applicant at a time) or by *Batch*. This training guide discusses scheduling applicants for Oath Ceremonies both *interactively* and by *batch*. You *must* schedule applicants interactively and print the notice locally if you are scheduling an Oath Ceremony with less than 30 days lead time. Batch scheduling prints and mails the Notices from the NBC (National Benefits Center) but only for Oath Ceremonies that are to occur 30 days or more in the future.
Objectives	After completing this chapter, you will be able to: ▪ Check the Ready to Schedule Queue for applicants awaiting O.C. ▪ Set up the Oath Ceremony / FingerPrint Location Profile ▪ Set up the Oath Ceremony / FingerPrint Facility Profile ▪ Create and View Oath Ceremony Appointment Slots ▪ Interactively Schedule an Applicant for an Oath Ceremony (fill a slot) ▪ Batch Schedule Applicants for an Oath Ceremony (fill the slots)
Key Terms	The following new terms are introduced in this chapter: **Batch Scheduling** Scheduling function that allows users to create scheduling slots and assign appointments to groups of applicants in the Ready to Schedule Queue (Oath Ceremony/Fingerprints). **Interactive Scheduling** Scheduling function that allows a user to schedule an individual applicant into a specific time slot. **Administrative Ceremony** There are 2 types of Oath Ceremonies: Administrative and Judicial. Administrative Oath Ceremonies are ceremonies not presided over by a judge. Applicants who are not requesting a legal name change may be scheduled for an administrative oath ceremony. **Judicial Ceremony** Judicial Ceremonies are Oath Ceremonies that are presided over by a judge. Applicants who request a legal name change upon becoming naturalized, must attend a judicial oath ceremony. Other applicants not requesting a name change may also be scheduled for a judicial oath ceremony.

Key Terms (continued)	**Ready to Schedule Queue** Waiting list of ready to be scheduled applications. Cases in the scheduling queue are placed into scheduling slots when the Assign Appointments for Applications option on the Batch Scheduler is run. **Oath Ceremony / Fingerprint Location Profile** A screen that defines the location at which the Oath Ceremony takes place and the date range for which you want to build your schedule. **Oath Ceremony / Fingerprint Facility Profile** A screen that defines the date range that you want to build your schedule for, the length and time of each Oath Ceremony, and the number of slots. **Gate Profile** A screen that defines the station and time that applicants may start appearing for their Oath Ceremony. **Appointment Slots** Blocks of time within the day that will be assigned oath ceremonies. **Cancel Limit** Maximum number of times an applicant can cancel an Oath Ceremony. Once the applicant has exceeded the *Cancel Limit*, the applicant will not be eligible to have another Oath Ceremony scheduled in CLAIMS 4. CLAIMS 4 will display a message indicating that the applicant has exceeded his or her *Cancel Limit*. The user should consult his or her local management for guidance on whether this applicant should be given another Oath Ceremony appointment. If another Oath Ceremony is desired, contact the *USCIS Service Desk* [redacted] and ask them to resolve the workflow issue. (b)(2) **No-Show Limit** Maximum number of times an applicant can not show up an Oath Ceremony. Once the applicant has exceeded the *No-Show Limit*, the applicant will not be eligible to have another Oath Ceremony scheduled in CLAIMS 4. CLAIMS 4 will display a message indicating that the applicant has exceeded his or her *No-Show Limit*. The user should consult his or her local management for guidance on whether this applicant should be given another Oath Ceremony appointment. If another appointment is desired, contact the Benefits *USCIS Service Desk* [redacted] and ask them to resolve the workflow issue. (b)(2) **Total Capacity (Slots)** Total number of appointment slots needed for the Oath Ceremony for which you are building a schedule. **Available Slots (also known as "Normal" Slots)** Slots from the Total Capacity of slots that are unreserved and available

	to be filled by the Batch Scheduler. **Reserved Slots** Slots from the Total Capacity of slots that are reserved and unavailable to be filled by the Batch Scheduler. Reserved Slots may only be assigned (filled) by Interactively scheduling an applicant(s) for an Oath Ceremony. **Reporting Gate** Station at which applicants are scheduled to report for an Oath Ceremony. At least one reporting gate must be set up for each Oath Ceremony location.

OATH CEREMONY BATCH SCHEDULING PROCESS

Process #:	Name of Process:	Menu Option:	Description:
1	Check the **Ready to Schedule Queue**	Utilities Batch Scheduler Show Batch Schedule Data Schedule Oath Ceremony/Fingerprints	The *Ready to Schedule Queue* tab will display all applicants awaiting an Oath Ceremony.
2	Update the **Oath Ceremony/Fingerprint Location Profile**	Administrator Oath Ceremony/Fingerprint Profile Oath Ceremony/Fingerprint Location	The Oath Ceremony/Fingerprint *Location Profile* contains 4 sections: Site Profile, Facility Profile, Room Profile and Gate Profile. The Date Range for the scheduling period is updated on the *Site Profile* section.
3	Update the **Oath Ceremony/Fingerprint Facility Profile** and **Create** the **Appointment Slots**	Administrator Oath Ceremony/Fingerprint Profile Oath Ceremony/Fingerprint Facility	Specifics about the Oath Ceremony are defined on this screen: Start and End Time and the number of Oath Ceremony slots that will be available for this Oath Ceremony.
4	**Check** the **Appointment Slots** If they are not correct, contact the *USCIS Service Desk* [redacted] before proceeding	Utilities Batch Scheduler Show Batch Schedule Data Schedule Oath Ceremony/Fingerprints	The *Section Available Slots* tab will display dates that have slots highlighted in blue or green on the calendar. Click on a date to see the ranges of time that slots have been created.
5	**Fill** the **Slots with Appointments**	Utilities Batch Scheduler Assign Appointments for…	CLAIMS 4 fills each Oath Ceremony Slot with an appointment for the applicants in the Ready to Schedule Queue.
6	**Check** the **Appointments**	Utilities Batch Scheduler Show Batch Schedule Data Schedule Oath Ceremony/Fingerprints	The *Appointments* tab will display dates that have appointments highlighted in blue or green on the calendar. Click on a date to see the actual appointments.

(b)(2)

CHECK THE OATH CEREMONY READY TO SCHEDULE QUEUE

Always check your *Ready to Schedule Queue* before building a new Oath Ceremony schedule. This area will display a list of all applicants who are awaiting an Oath Ceremony. The total number of applicants in the queue is displayed at the top of the *Ready to Schedule Queue* screen. Knowing the total number of applicants in the queue is helpful when building the *Oath Ceremony Profile* screens and indicating how many slots you want created.

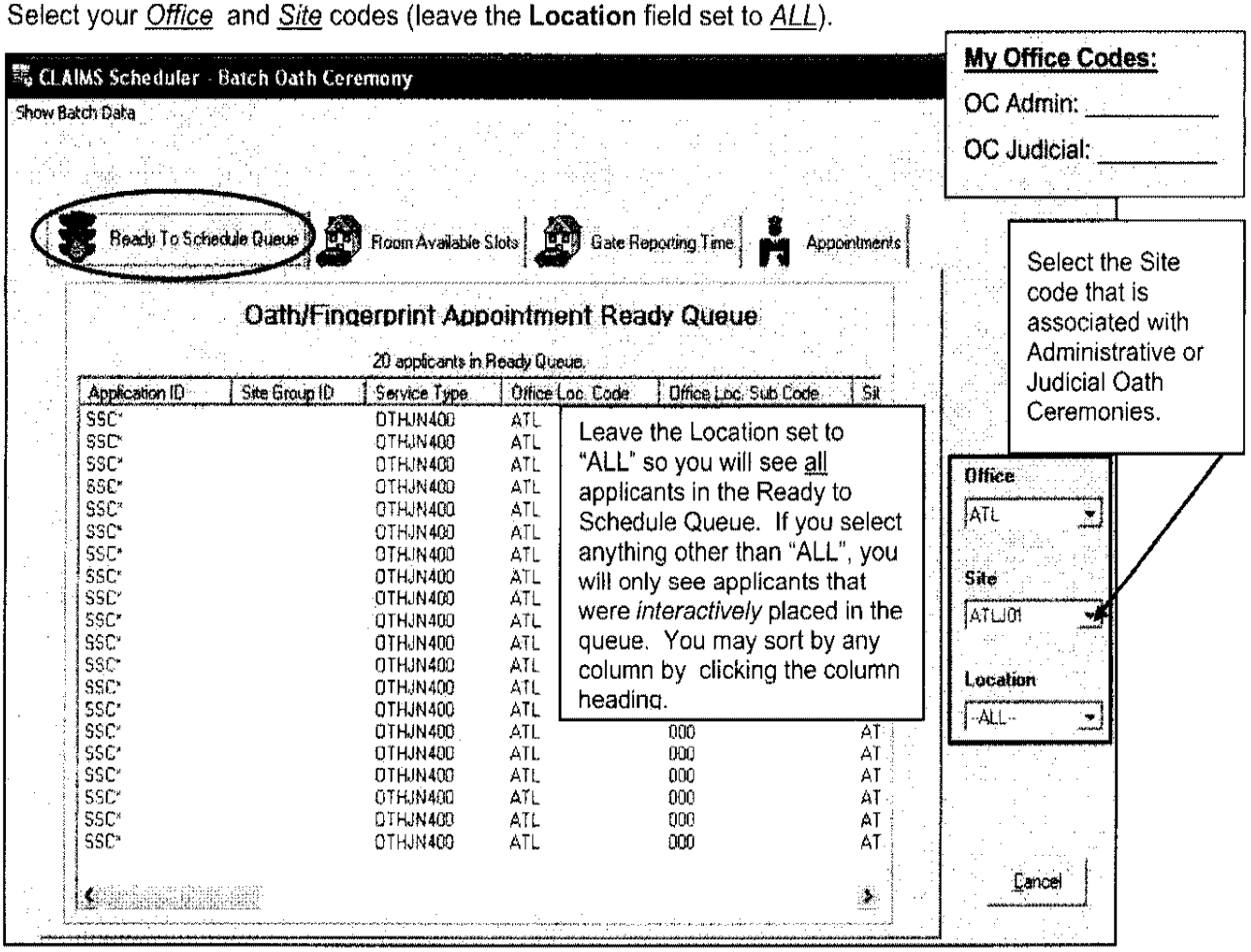
1. Click 

to open the ***Scheduling*** module.

2. Select ***Utilities***, ***Batch Scheduler*** from the *Scheduler* screen menu.

3. Select ***Show Batch Schedule Data***, ***Schedule Oath Ceremony/Fingerprints*** from the *Batch Scheduler* menu.

4. Select your *Office* and *Site* codes (leave the **Location** field set to *ALL*).



5. Click the ***Ready to Schedule Queue*** tab.

6. Click the **Cancel** button to return to the *Batch Schedule* screen.

7. Exit the *Batch Scheduler* screen.

UPDATE THE OATH CEREMONY / FINGERPRINT LOCATION PROFILE

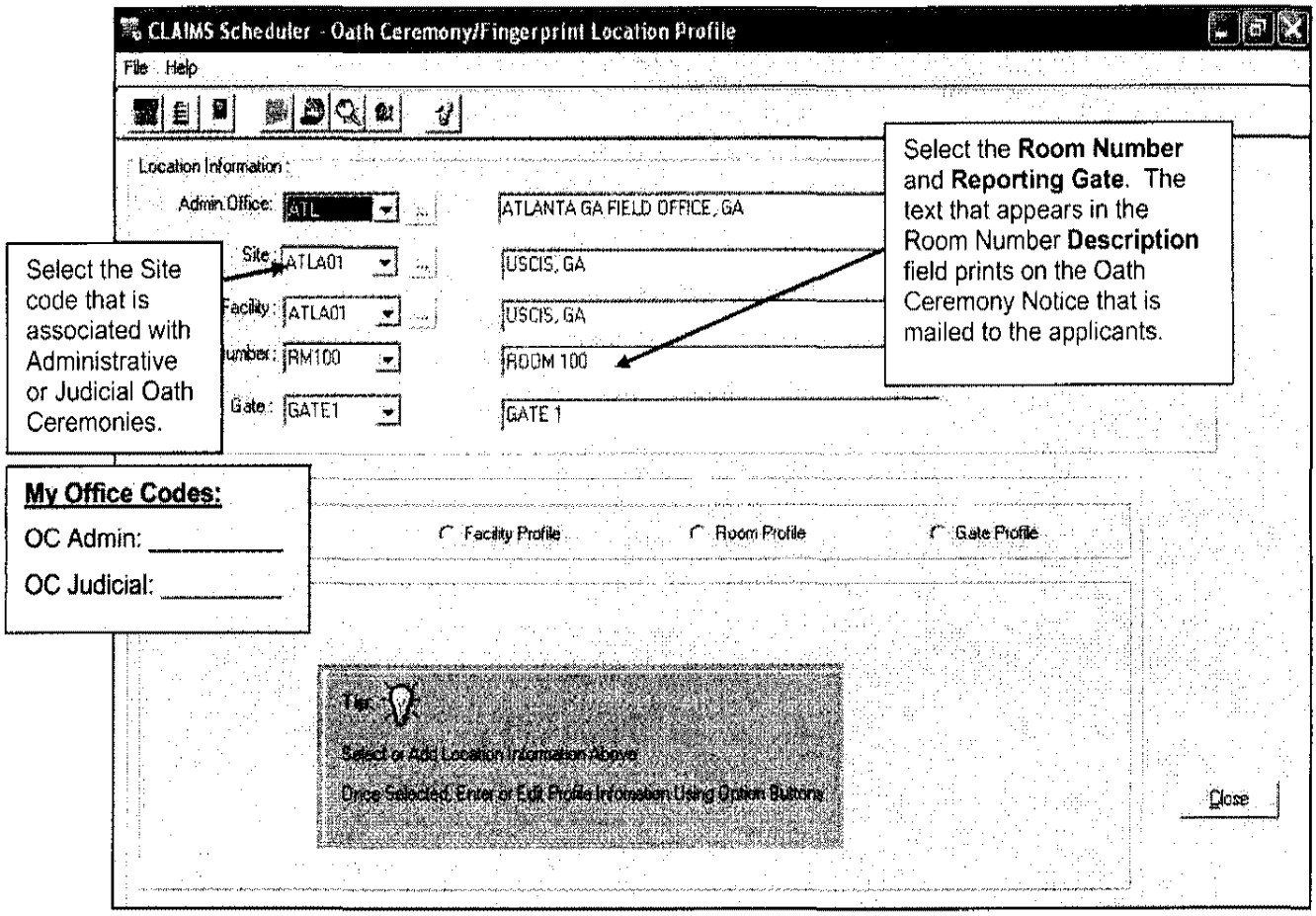
The *Oath Ceremony/Fingerprint Location Profile* is used to set Oath Ceremony Location information for the Scheduling Sites, Facilities, Rooms, and Reporting Gates within an Office's servicing area. The *Oath Ceremony/Fingerprint Location Profile* is also used to establish the beginning and end of the period in which oath ceremonies will be scheduled.

1. Select ***Administrator, Oath Ceremony/Fingerprint Profile, Oath Ceremony/Fingerprint Location*** from the *Scheduler* screen menu.

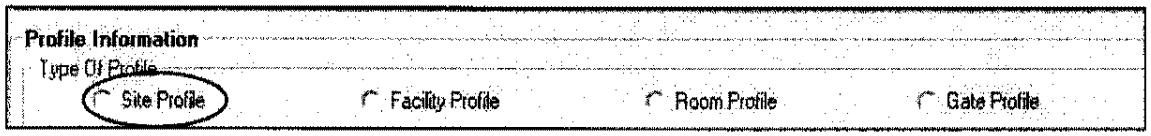
When you first enter this screen, *your office* defaults in the **Admin Office** field. The **Site** code defaults to the 1st codes in the list alphabetically.

NOTE: In some offices, the Oath Ceremony Site codes have been set up with either an "A" or a "J" in the 4th position (after the 3-letter office code). The "A" stands for "Administrative as in an Administrative Ceremony. The codes that have a "J" in the 4th position (after the 3-letter office code) are for Judicial Ceremonies.

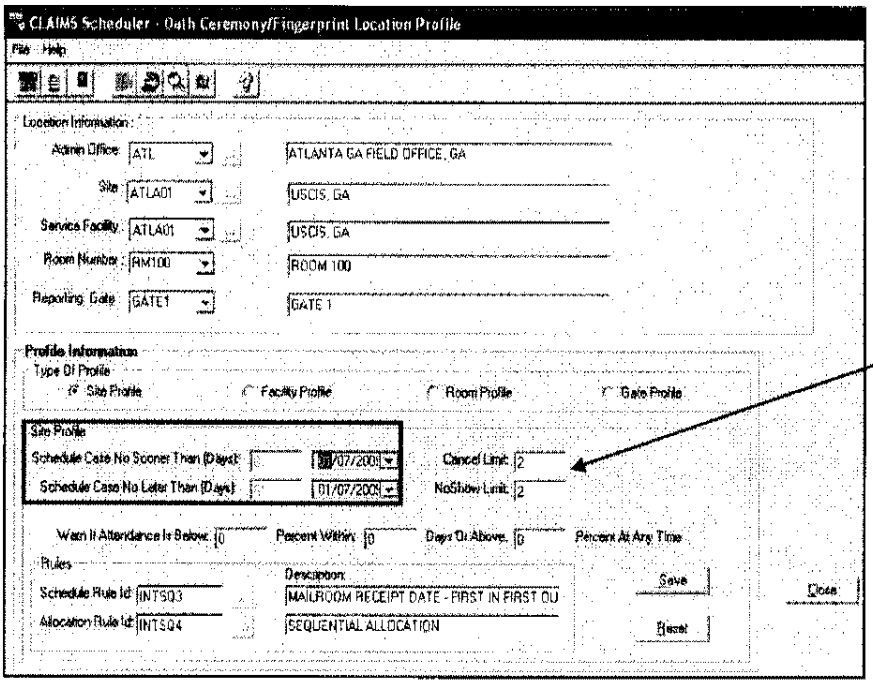
The codes that begin with an "X" in the 1st position are not for Oath Ceremony scheduling. They are for fingerprint scheduling which is done by headquarters.



SITE PROFILE SECTION



The *Site Profile* section of the *Oath Ceremony / Fingerprint Location Profile* screen contains two fields that allow the user to specify the date range that they want to build their schedule for. These two fields: **No Sooner Than** and **No Later Than** define the 1st date and last date for the period you wish to have Oath Ceremonies.



The **Cancel Limit** and **No-Show Limit** fields allow you to define how many times an applicant can *cancel* or *not show* for an Oath Ceremony.

After an applicant has exceeded the *Cancel* or *No-Show* limit, the applicant will not be able to have another Oath Ceremony scheduled in CLAIMS 4 without assistance from the USCIS Service Desk.

2. Click the **Schedule Cases No Sooner Than** drop-down arrow and select the *first date* in your scheduling range.

3. Click the **Schedule Cases No Later Than** drop-down arrow and select the *last date* in your scheduling range. Many times, this is the same date that you chose for the **Schedule Cases No Sooner Than** date if you are scheduling only one (1) Oath Ceremony.

NOTE: The numbers that appear to the left of the dates are the number of days from today that you are building your schedule. If you will be *Batch* scheduling applicants for this Oath Ceremony, you must select a date at least 30 days in the future so the National Benefits Center (NBC) will have enough time to mail the notices to the applicants.

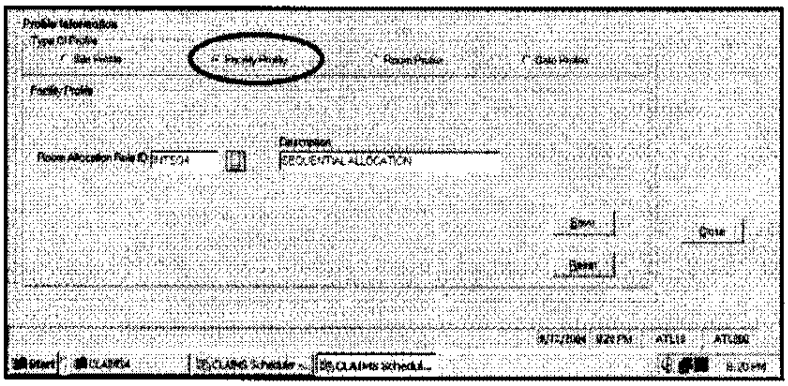
NOTE: It is not necessary to enter anything in the fields: **Warn if Attendance is Below: ____ Percent Within: ____ Days or Above: ____ Percent At Any Time**. As of the date of this document, these fields are not currently functional.

4. Click the **Save** button to save the *Site Profile* information.

5. Click the **OK** button to acknowledge that the *Site Profile* data was saved successfully.

FACILITY PROFILE SECTION

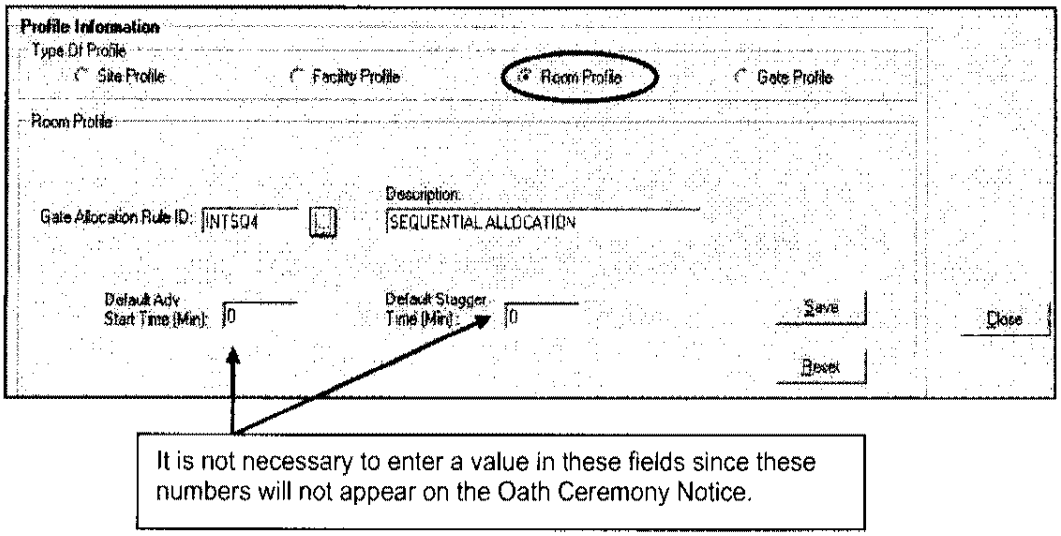
1. To set the *Facility Profile*, click the **Facility Profile** radio button in the *Profile Information* section. The bottom half of the screen will now display a *Facility Profile* section instead of a *Site Profile* section. There is only one choice available for the **Room Allocation Rule ID** so it is not necessary to check or change this.



ROOM PROFILE SECTION

1. To set the *Room Profile*, select the **Room Profile** radio button in the *Profile Information* section. The bottom half of the screen will now display a *Room Profile* section instead of a *Facility Profile* section.

2. If needed, select the **Gate Allocation Rule ID** by clicking the ellipsis button (), selecting *INTSQ4*, and then clicking the **OK** button. There is currently only one choice available.

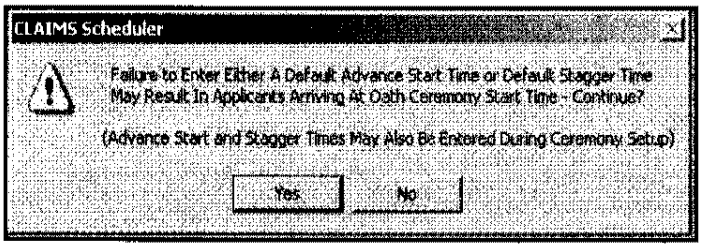


3. Do not enter anything in the **Default Advance Start Time** and the **Default Stagger Time** fields.

NOTE: Since the **(Default) Advance Start Time** and the **(Default) Stagger Time** will not appear on the Oath Ceremony notice it is not necessary to enter a value in these fields. If no value is entered, the system will place a "0" (zero) in these fields.

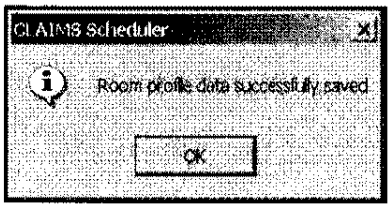
4. Click the **Save** button to save the Room Profile information.

A warning dialog box will appear stating that failing to enter the **(Default) Advance Start Time** and the **(Default) Stagger Time** will result in the applicants arriving at the *Oath Ceremony Start Time*. This is true since the **(Default) Advance Start Time** and the **(Default) Stagger Time** fields do not appear on the notice to the applicant. Only the time entered into the *(Oath Ceremony)* **Start Time** appears on the notice. For this reason, you will enter the time you want the applicants to *arrive* in the *(Oath Ceremony)* **Start Time** field when you set up the Facility Profile (page 5-11, step 5).



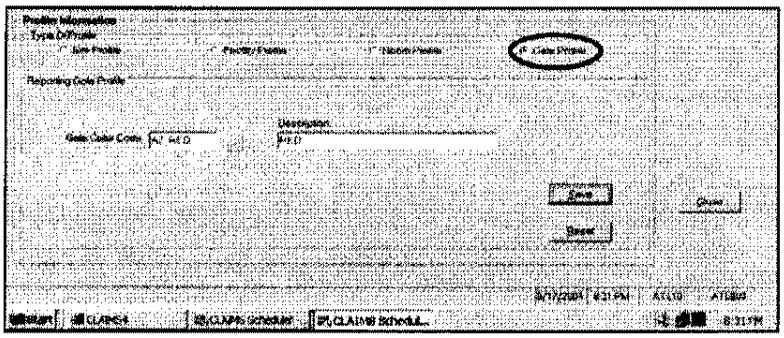
5. Click the **Yes** button to continue.

6. Click the **OK** button to acknowledge that the *Room Profile* data was saved successfully.



GATE PROFILE SECTION

1. To set the *Gate Profile*, select the **Gate Profile** radio button in the *Profile Information* section. The bottom half of the screen will now display a *Reporting Gate Profile* section instead of a *Room Profile* section.

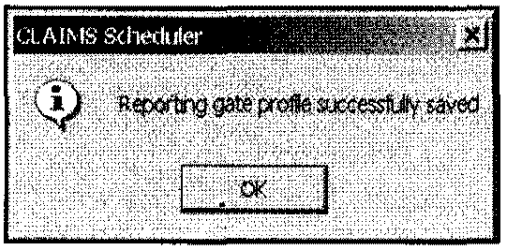


2. Select the **Gate Color Code** by clicking the ellipsis button (), selecting a *Gate Color*, and then clicking the **OK** button.

NOTE: If a Gate Color Code is not necessary for your location, select *A1 None* as an option.

3. Click the **Save** button to save the *Gate Profile* information.

4. Click the **OK** button to acknowledge that the *Reporting Gate Profile* data was saved successfully.

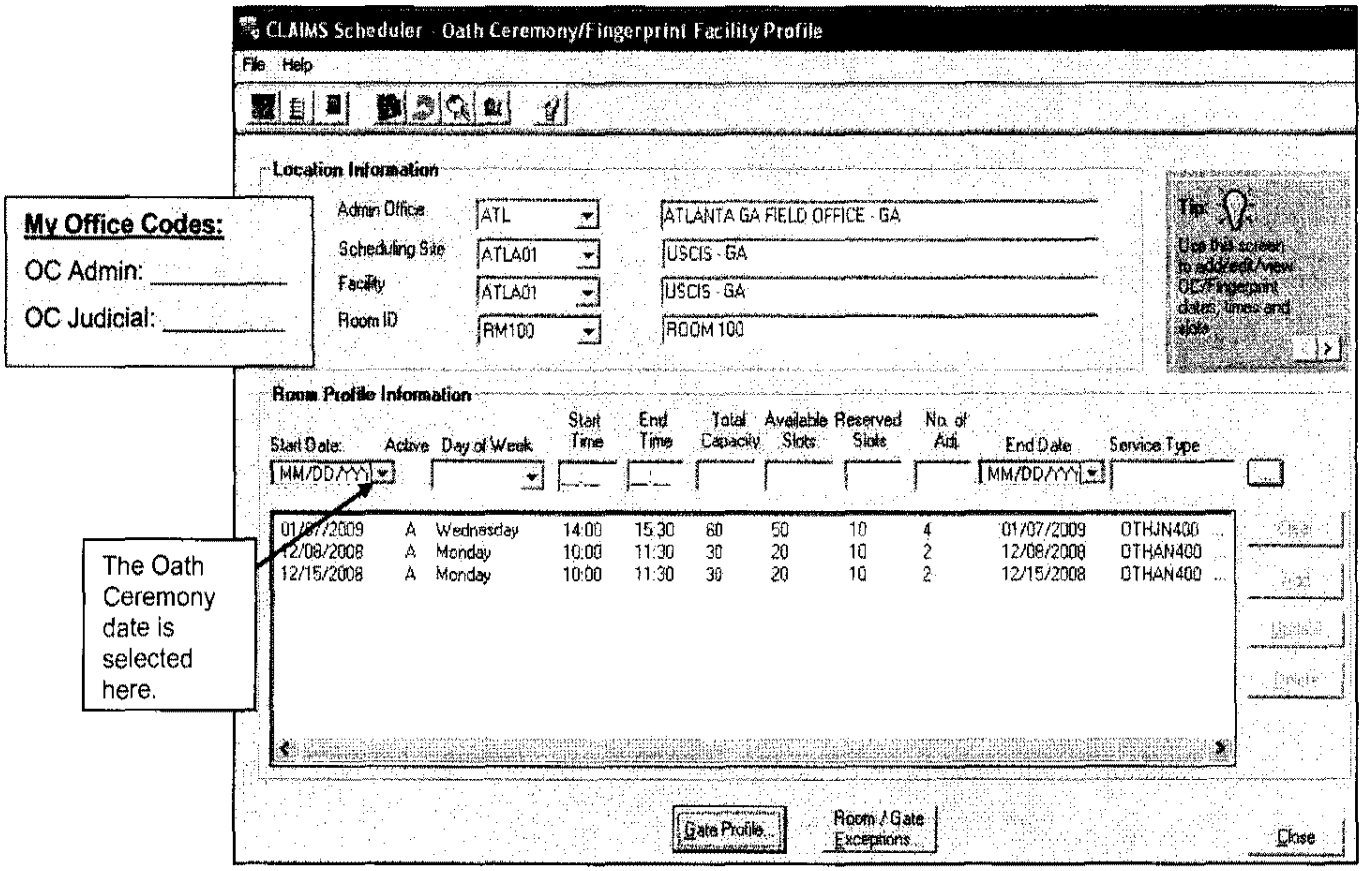


5. Click the **Close** button to return to the main *Scheduler* screen.

UPDATE THE OATH CEREMONY / FINGERPRINT FACILITY PROFILE

The *Oath Ceremony/Fingerprint Facility Profile* is used to define the Oath Ceremony details. Oath Ceremony dates, start and end times, capacity and exceptions to the schedule may be established here.

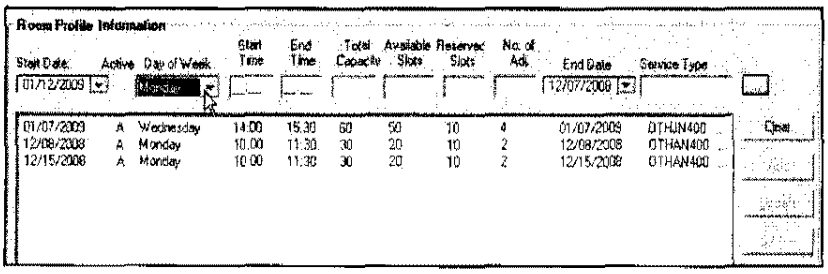
1. Select ***Administrator, Oath Ceremony/Fingerprint Profile, Oath Ceremony/Fingerprint Facility*** from the menu.



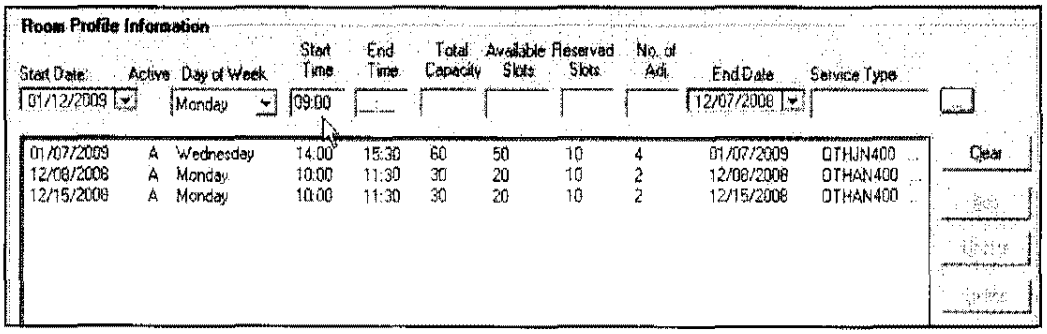
2. Select your **Admin Office, Scheduling Site, Facility** and **Room ID** from the drop-down arrows in the *Location Information* section at the top of the *Oath Ceremony/Fingerprint Facility Profile* screen.

3. Select a *Start Date* from the **Start Date** drop-down calendar in the *Room Profile Information* section.

4. Select the *day of the week* in which the ceremony will occur from the **Day of Week** drop-down arrow



5. Enter the *time* that you want applicants to *arrive* for the Oath Ceremony in the **Start Time** field.



NOTE: If the Oath Ceremony begins at 10:00 am and you need the applicants to arrive one hour before the ceremony, you would type in 09:00. All times must be entered in the military time format, (i.e., 1:00 pm = 13:00). The **Start Time** will print on the notice in a regular (non-military) time format as the applicant's appointment arrival time.

6. Enter the ceremony *End Time* in the **End Time** field.

7. Enter the *total number of Oath Ceremony appointment slots* needed in the **Total Capacity** field.

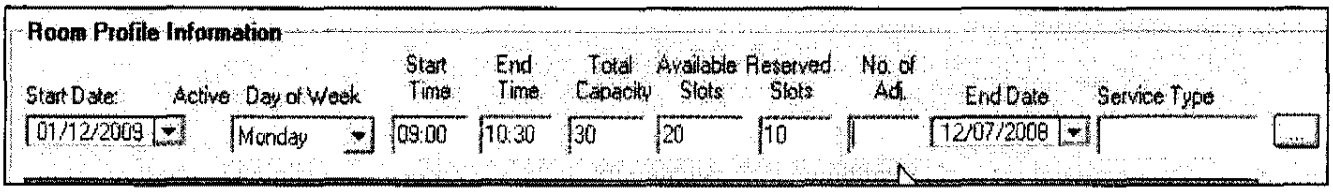
8. Enter the number of *available Oath Ceremony appointment slots* needed in the **Available Slots** field.

NOTE: Available Slots are the slots from **Total Capacity** that are unreserved and available to be assigned by the Batch Scheduler.

9. Enter the *number of reserved Oath Ceremony appointment slots* needed in the **Reserved Slots** field.

NOTE: Reserved Slots are the slots from **Total Capacity** that are *reserved and unavailable* to be assigned by the Batch Scheduler. **Reserved Slots** may only be assigned by interactively scheduling the Oath Ceremony appointment.

10. Enter the *number of Adjudicators* attending the ceremony in the **No. of Adj.** field.

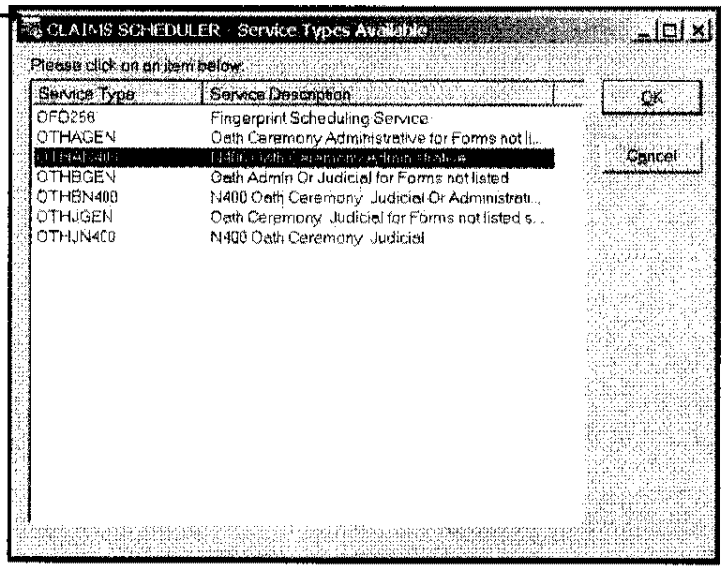


11. Select an *End Date* from the **End Date** drop-down calendar.

NOTE: Offices most often select the same date for the End Date as they did for the Start Date since they are creating one Oath Ceremony at a time.

12. Select an *Oath Ceremony Service Type* by clicking the **Service Type** ellipsis button (...), selecting a Service Type from the **Service Types Available** window.

Only select *OTHAN400* or *OTHJN400* for the Service Type. Do not select any other type – they are not currently supported in CLAIMS 4.

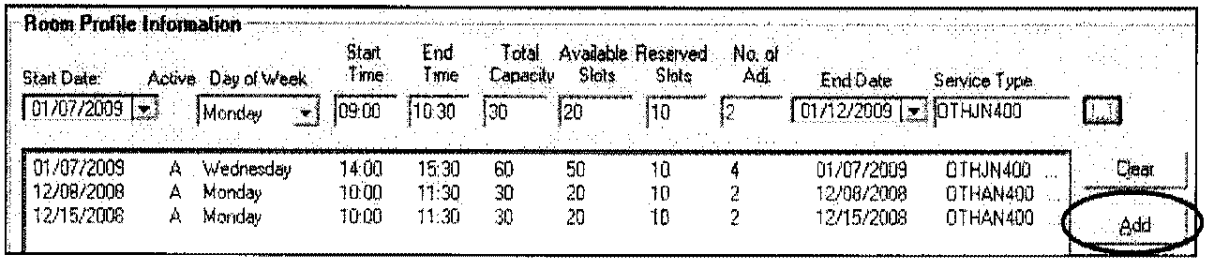


NOTE: The OTHAN400 Service Type supports Administrative Oath Ceremonies, and the OTHJN400 Service Type supports Judicial Oath Ceremonies.

13. Click the **OK** button.

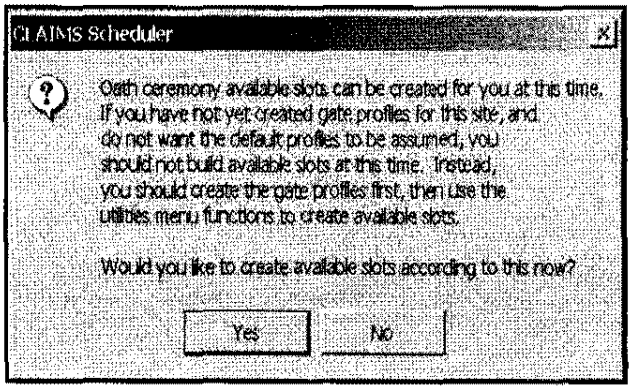
You are returned to the *Oath Ceremony / Fingerprint Facility Profile* screen.

14. Click the **Add** button in the *Room Profile Information* section.



(continued on next page...)

The *CLAIMS Scheduler* dialog box will display a message with a question:



15. Click the **Yes** button to the question "Would you like to create available slots according to this now?"

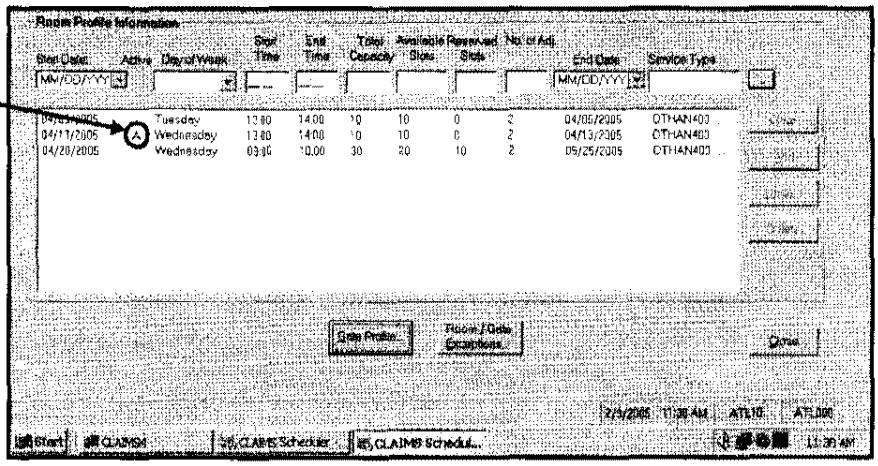
NOTE: If you answer **No**, you will need to define the *Gate Profile*. It is not necessary to define the Gate Profile. The features on the *Gate Profile* screen such as: *Advance Start Time* and *Default Stagger Time*, are not currently supported in CLAIMS 4. You may input times in the *Advance Start Time* and *Default Stagger Time*, but they will not print on the notice that goes to the applicant or on any report.

16. Click the **OK** button to the confirmation that the slots were successfully created.

NOTE: Look for an "A" next to the Oath Ceremony.

Look for an "A" to the right of the date of the Oath Ceremony you just defined. An Oath Ceremony must be *Active* (represented by the "A"), in order for you to schedule applicants to the Oath Ceremony.

IMPORTANT: If the "A" does not appear, click on the ceremony date, and then click the **Delete** button. Do steps 3 – 16 again and look for the "A".



NOTE: The "A" will disappear after all the slots for the ceremony have been scheduled (the Oath Ceremony is filled).

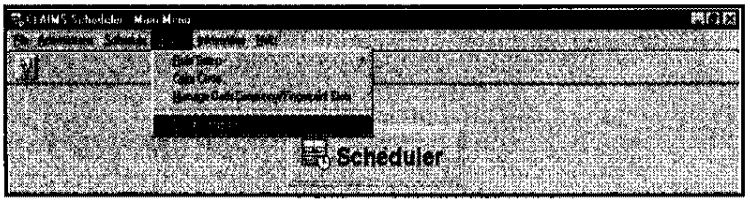
17. Repeat Steps 3 – 16 to define additional dates for Oath Ceremonies (*if not the same day of the week* as the previous one you defined) that will occur in the period for which you are scheduling.

18. Click the **Close** button at the bottom of the *Oath Ceremony/Fingerprint Facility Profile* screen to return to the main *Scheduler* screen.

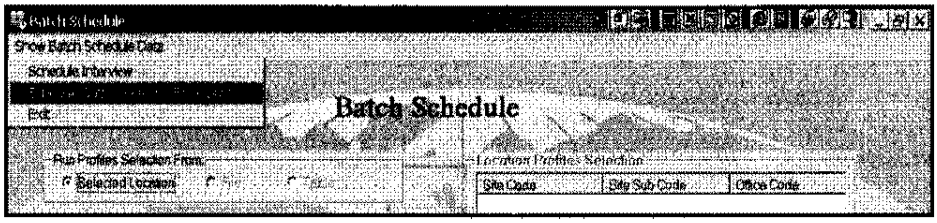
CHECK THE OATH CEREMONY APPOINTMENT SLOTS

Now that you have created Oath Ceremony slots for your Oath Ceremony, you will want to view the slots to make sure they are what you wanted before moving on to the process to *fill* the slots.

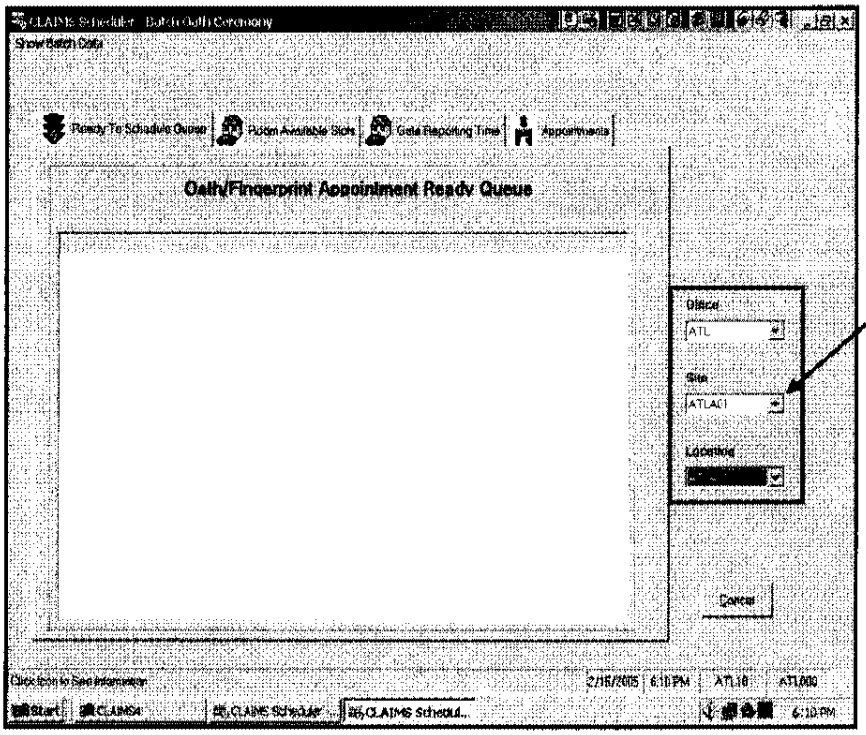
1. Select ***Utilities***, ***Batch Scheduler*** from the menu.



2. Select ***Show Batch Schedule Data***, ***Schedule Oath Ceremony/Fingerprints*** from the menu.



3. Select your **Office** (Admin Office), **Site** (Scheduling Site), and **Location** (Oath Ceremony Service Facility).



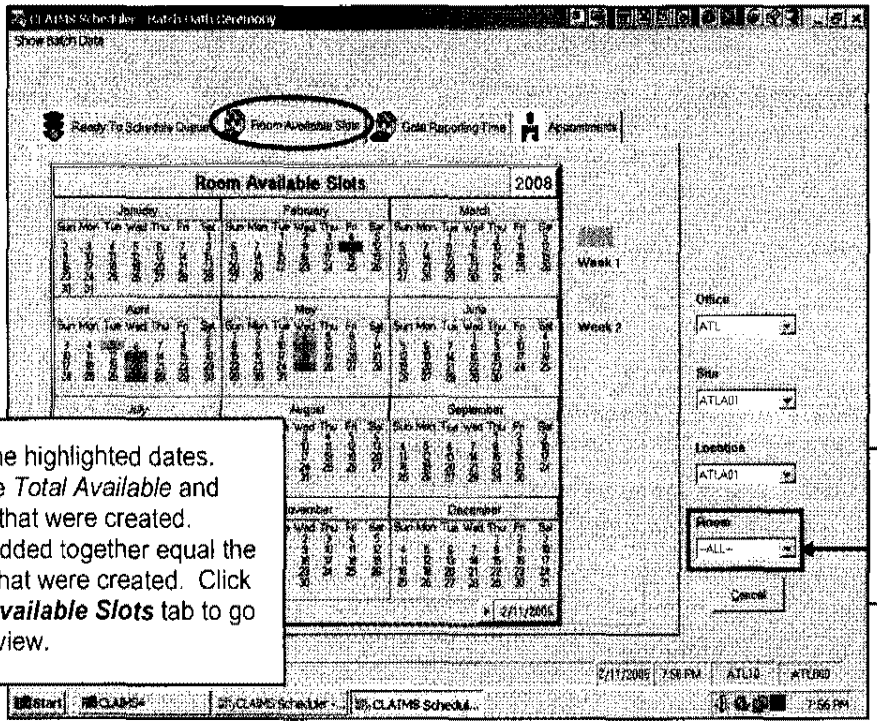
Specify your **Office**, and the **Site** and **Location** codes that you built your schedule for.

My Office Codes:

OC Admin: _____

OC Judicial: _____

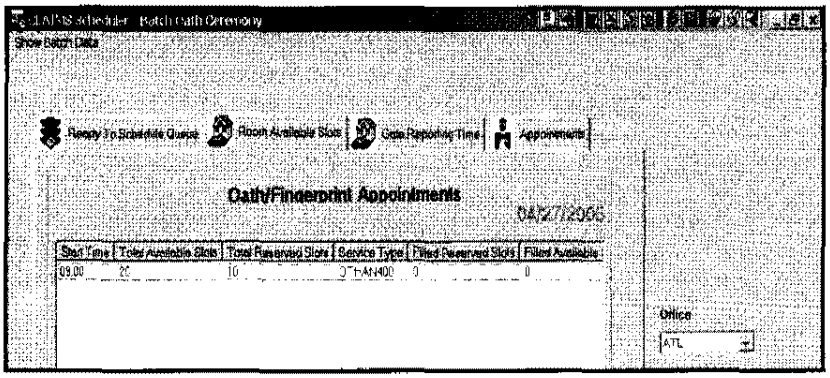
4. Click the ***Room Available Slots*** tab. Days with *Available* and *Reserved* Oath Ceremony appointment slots will display highlighted blue or green based on week.



There are "slots" on the highlighted dates. Click a date to see the *Total Available* and *Total Reserved Slots* that were created. These two numbers added together equal the total number of slots that were created. Click again on the ***Room Available Slots*** tab to go back to this calendar view.

Leave this set to "ALL" unless you specified more than 1 Room.

5. Click a highlighted calendar day to view specific Oath Ceremony appointment slot information for that day.



Oath Ceremony Start Time, Total Available Slots, Total Reserved Slots and Oath Ceremony Service Type are displayed for the day. The Filled Reserved Slots column notes the number of Reserved Oath Ceremony appointment slots currently assigned, and the Filled Available Slots column notes the number of Available Oath Ceremony appointment slots currently assigned. To determine the number of Available or Reserved Oath Ceremony appointment slots that are open for applicant assignment, subtract the Filled amount from the Total amount.

8. Click the ***Room Available Slots*** tab to return to the calendar view.

NOTE: If you find that the slots that were created are not what you wanted, DO NOT "Fill the Slots with Appointments" because Notices will be generated and the Oath Ceremony appointments will have to be descheduled one-by-one. Instead, continue with the steps on the next page to close this screen and proceed to "Delete the Oath Ceremony Facility Profile".

9. Click the **Cancel** button on the *Show Batch Data* screen to close it.

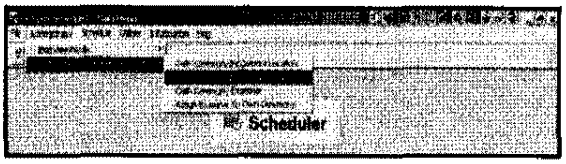
10. Click the **Exit** button to exit the *Batch Scheduler.*

11. Click the **Yes** button to return to the main *Scheduler* screen.

DELETING THE OATH CEREMONY FACILITY PROFILE

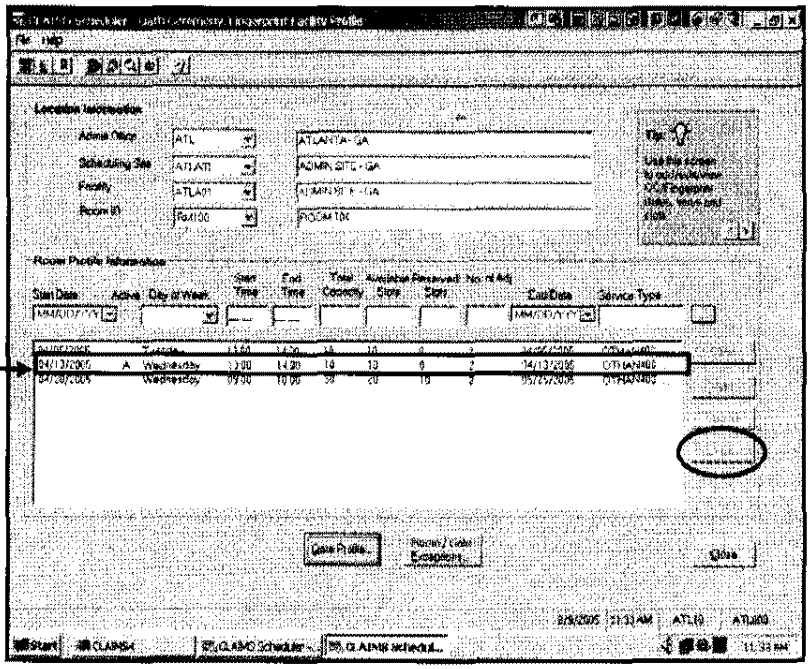
If you found that the Oath Ceremony slots were not what you wanted, you will need to delete *the Oath Ceremony Facility Profile* and redefine it. Follow the steps below to delete the *Oath Ceremony Facility Profile.*

1. Select ***Administrator, Oath Ceremony/Fingerprint Profile***, ***Oath Ceremony/Fingerprint Facility*** from the menu.



2. Select your **Admin Office, Scheduling Site, Facility** and **Room ID** from the drop-down arrows in the *Location Information* section at the top of the *Oath Ceremony/Fingerprint Facility Profile* screen.

Click on the Oath Ceremony to select it and then click the **Delete** button. Once an Oath Ceremony Profile has been deleted, all slots associated with that Oath Ceremony will disappear.



TO REDEFINE THE SLOTS:

1) Check the *Oath Ceremony Location Profile* (see page 5-7) to make sure the **Schedule Cases No Sooner Than** and the **Schedule Case No Later Than** dates are correct.

2) Go to page 5-11 and subsequent pages to complete the steps to define the *Oath Ceremony Facility Profile* and create the slots.

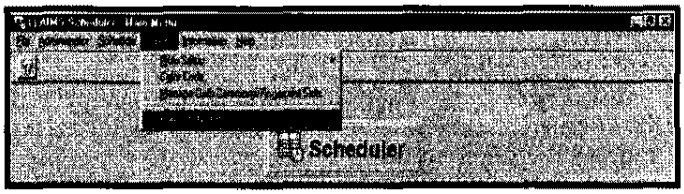
3) Check the slots to see if they are what you wanted (see page 5-15).

FILL THE SLOTS WITH APPOINTMENTS

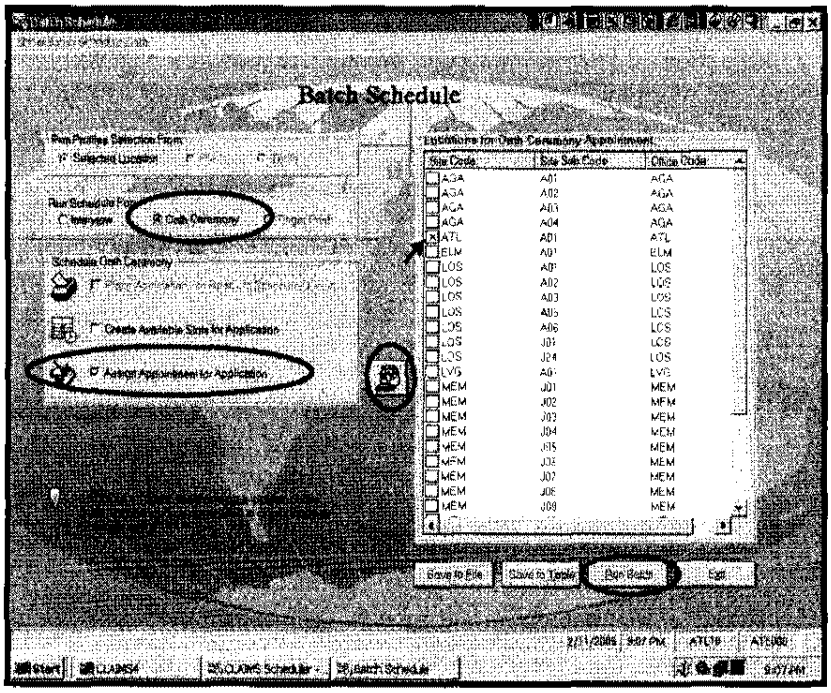
Before applicants can be scheduled for an Oath Ceremony, Oath Ceremony appointment slots must be available in the CLAIMS 4 Scheduler. Refer to the (previous) Processes 2 – 4 to define the Profile screens and create the Oath Ceremony appointment slots. Use the following procedure to *batch* schedule applicants for an Oath Ceremony(s). If you wish to *interactively* schedule an applicant for an Oath Ceremony, skip to page 5-21 in this Reference Guide.

NOTE: Recall that there are *two types* of Oath Ceremony Appointment Slots: *Available* and *Reserved*. Applicants can be batch scheduled into *Available* slots only. *Reserved* slots can only be filled by interactively scheduling an applicant.

1. Select **Utilities**, **Batch Scheduler** from the menu.



2. Select the **Oath Ceremony** radio button from the *Run Schedule For:* section.



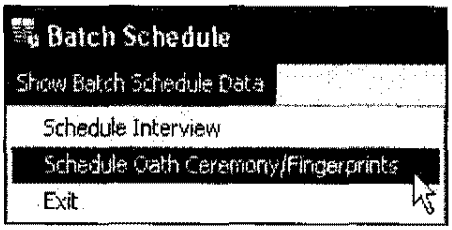
My Office Codes:
OC Admin: _____
OC Judicial: _____

3. Click the **Assign Appointment for Application** check box.
4. Click the **House** button.
5. Click the appropriate *Site Code* checkbox in the Locations for Oath Ceremony Appointment window. (The Site Code is your Scheduling Site code.)
6. Click the **Run Batch** button.

CHECK THE APPOINTMENTS

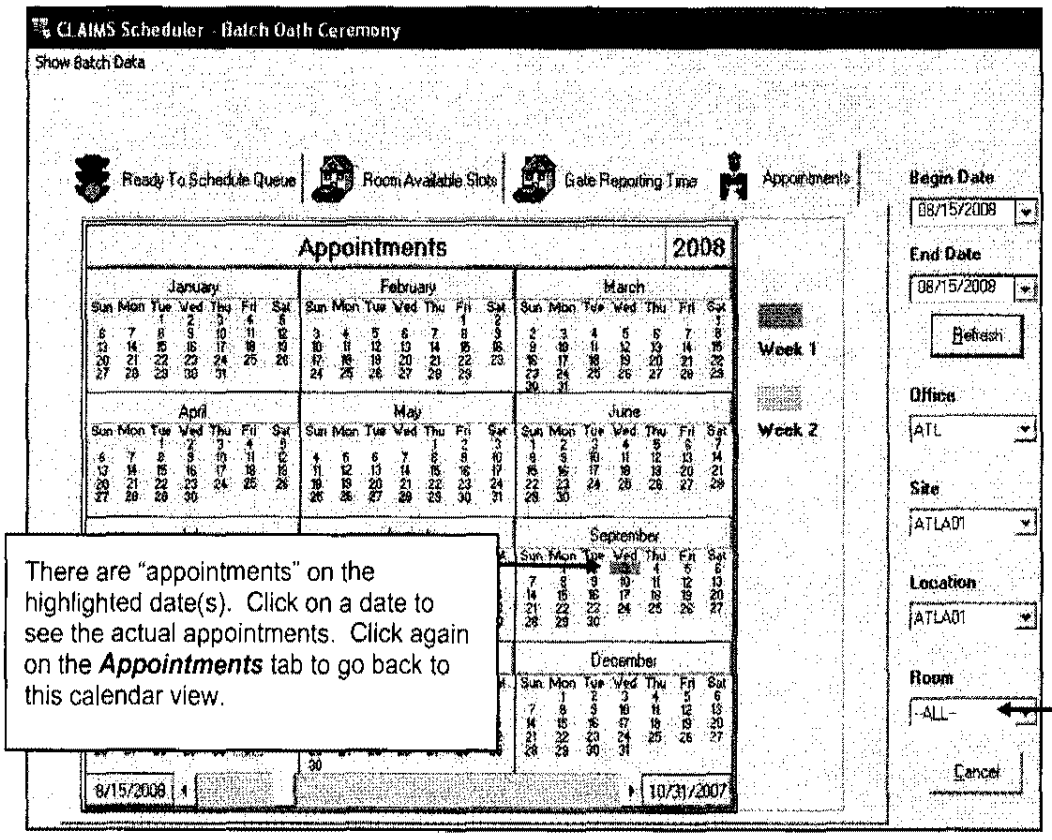
After the *Batch Scheduler* finishes filling the slots, you will want to check to make sure you have the appointments that you wanted. If you notice that the appointments are not what you wanted and you want to try to prevent the interview notices from being mailed, contact the NBC (who prints and mails the notices) as soon as possible. The appointments that you do not want will need to be descheduled. See page 5-27 in this chapter of the Reference Guide.

1. Select **Show Batch Schedule Data, Schedule Oath Ceremony/Fingerprints** from *the Batch Schedule* screen menu.

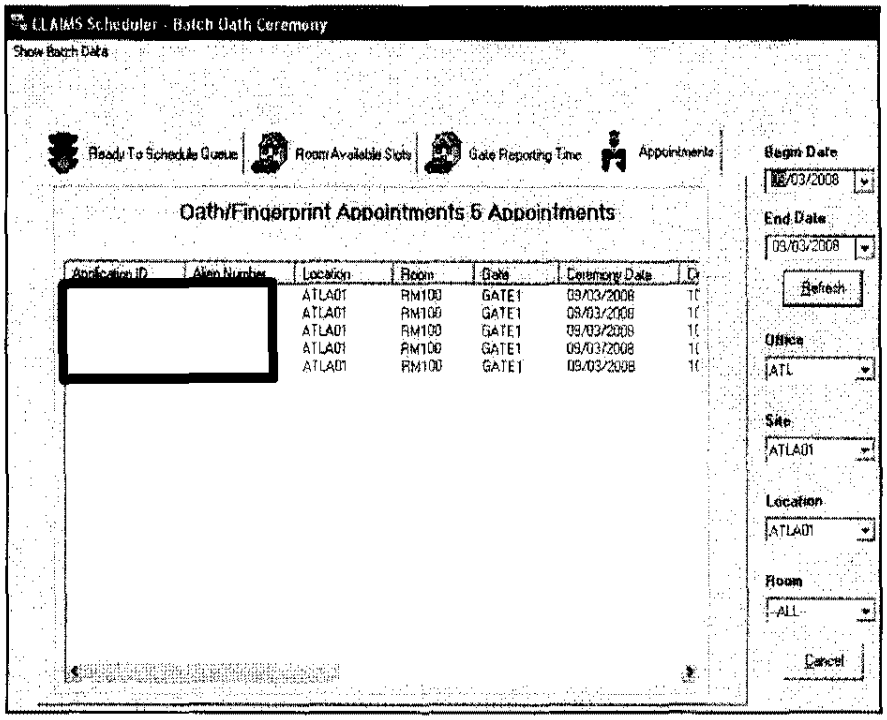


2. Use the drop-down arrows to select your *Site* and *Location*.

3. Click on the ***Appointments*** tab.



7. Click a highlighted calendar day on the ***Appointments*** tab to view appointment information for that day.



(b)(6)

The specific calendar day view displays **Application ID, Alien Number, Location, Room, Gate, Ceremony Date, Ceremony Time, Administrative Office, Scheduling Site, Reporting Time, Gate Color** and **Service Type** for each applicant scheduled to attend the Oath Ceremony. Notices will be printed and mailed to the applicants by the NBC approximately 30 days before they are to appear for their Oath Ceremony.

8. Click the **Cancel** button to return to the Batch Schedule screen.

9. Click the **Exit** button to close the *Batch Schedule* screen.

10. Click the **Yes** button to return to the main *Scheduler* screen.

INTERACTIVELY SCHEDULING AN APPLICANT FOR AN OATH CEREMONY

Before applicants can be scheduled for an Oath Ceremony, Oath Ceremony appointment slots must be available in the CLAIMS 4 Scheduler. Refer to the (previous) Processes 1 – 4 to define the Profile screens and create the Oath Ceremony appointment slots.

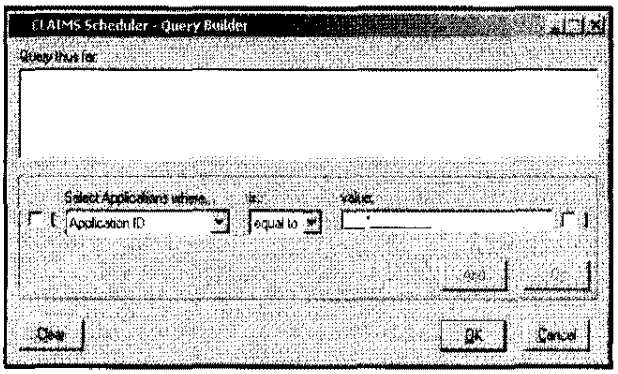
Recall that there are two types of Oath Ceremony Appointment Slots: *Available* and *Reserved*. Applicants can be interactively scheduled into Available or Reserved slots, however offices normally use Reserved slots for interactive scheduling and retain the Available slots for Batch scheduling.

NOTE: Make sure that the Application is not open in another module like *Adjudications* or the workflow for this case will become out-of-sync.

1. From the CLAIMS 4 Switchboard, click the **Scheduling** button to access the ***Scheduling*** module.

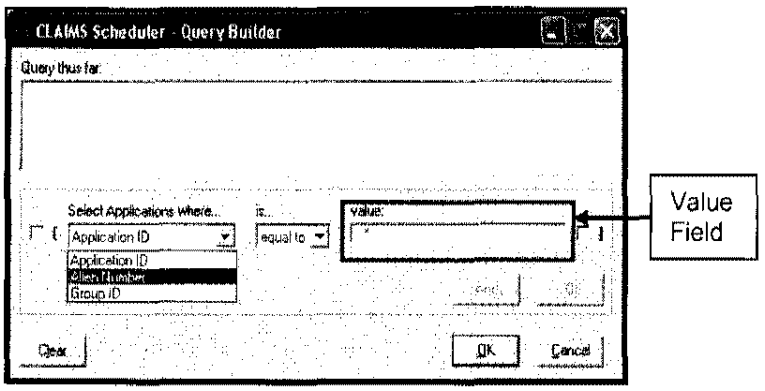
2. Select ***Schedule***, ***Schedule Oath Ceremony*** from the menu.

The *CLAIMS Scheduler – Query Builder* screen appears.



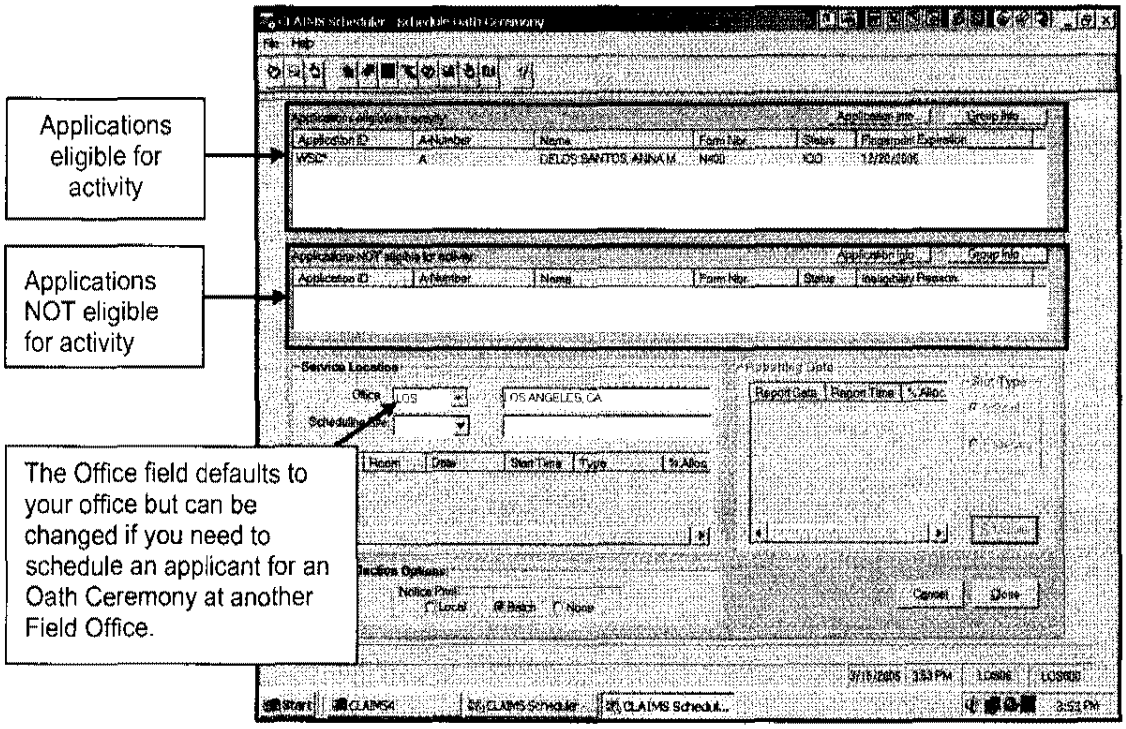
3. Wand in or type the **Application ID** in the **value** field.

NOTE: The **Select Applications where...** field defaults to **Application ID**; however, you can also locate an applicant by clicking the **Select Applications where...** drop-down arrow, selecting **Alien Number,** and typing the applicant's A-Number. Or, you can locate an applicant by selecting **Group ID**, and typing the group number of which the applicant is a member.



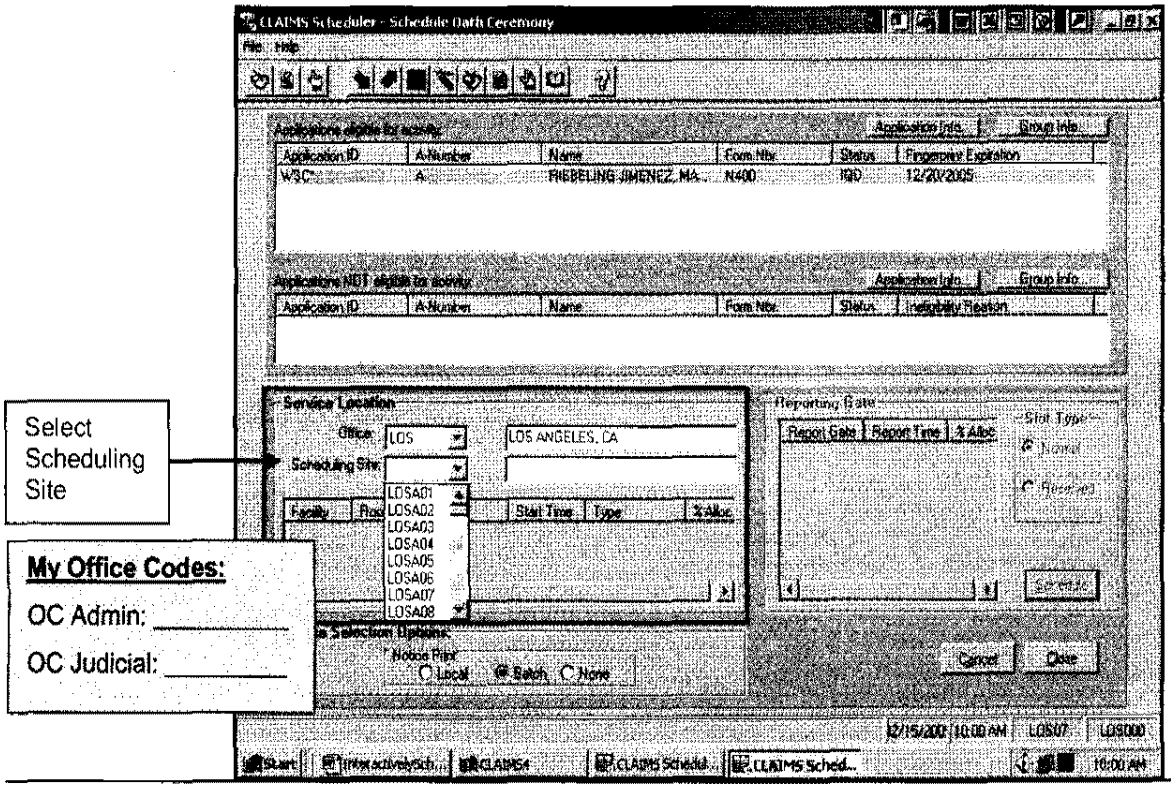
4. Click the **OK** button.

The *Schedule Oath Ceremony* screen displays. In order to interactively schedule the applicant for an Oath Ceremony, applicant information must display in the *Applications eligible for activity:* section at the top of the *Schedule Oath Ceremony* screen.



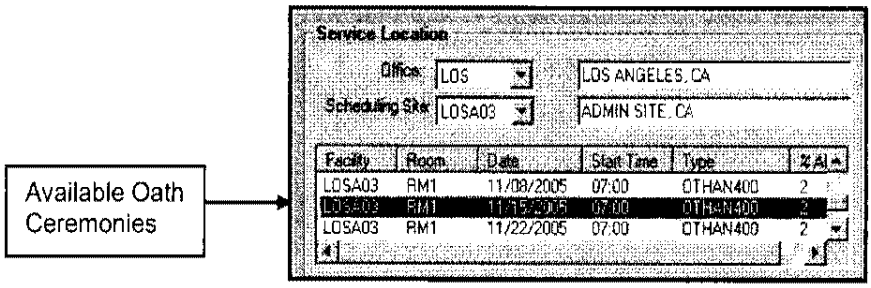
NOTE: If the applicant information displays in the *Applications NOT eligible for activity* section, the applicant cannot be scheduled for an Oath Ceremony at this time because the application is not in the appropriate workflow state. Click the **Application Info** button for information.

5. Select the **Scheduling Site** from the drop-down arrow in the *Service Location* section.

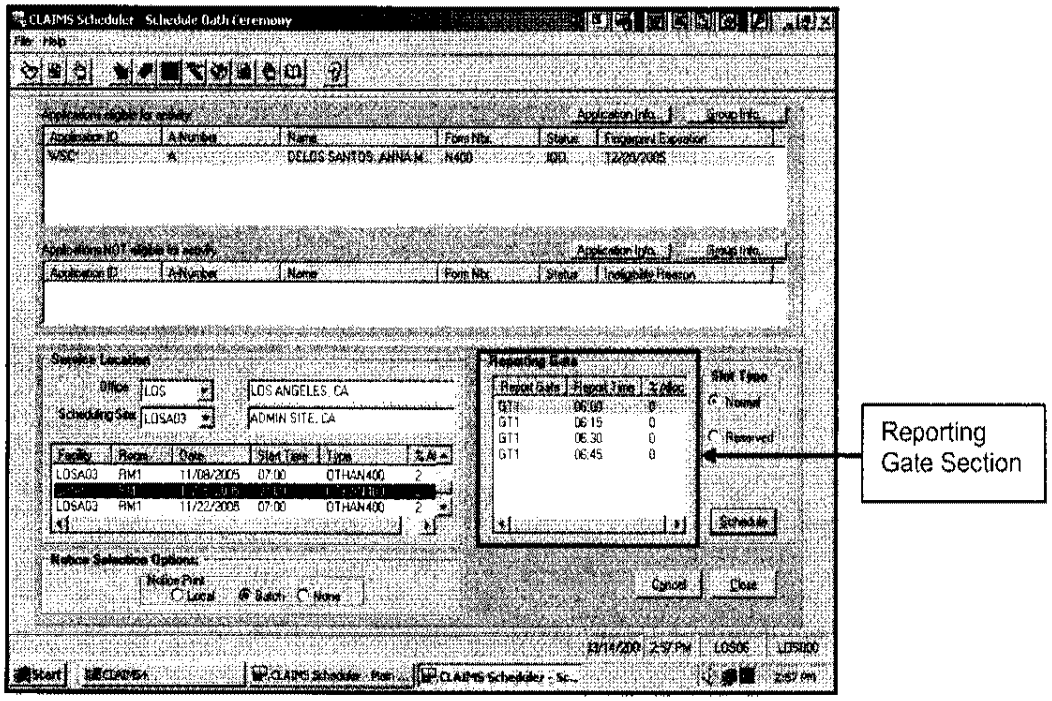


Once the *Scheduling Site* has been selected, all Oath Ceremonies scheduled for the site appear.

6. Select the *Oath Ceremony* for which you wish to schedule the applicant from the list of *Available Oath Ceremonies*.

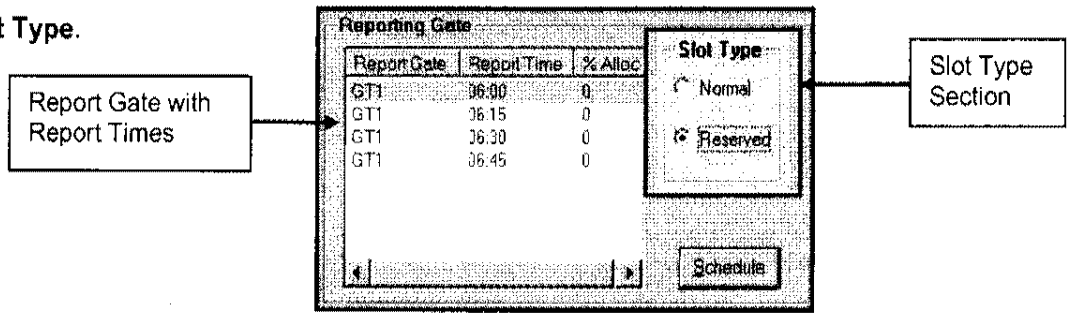


The available **Reporting Gates** with the available **Reporting Times** appear in the *Reporting Gate* section.



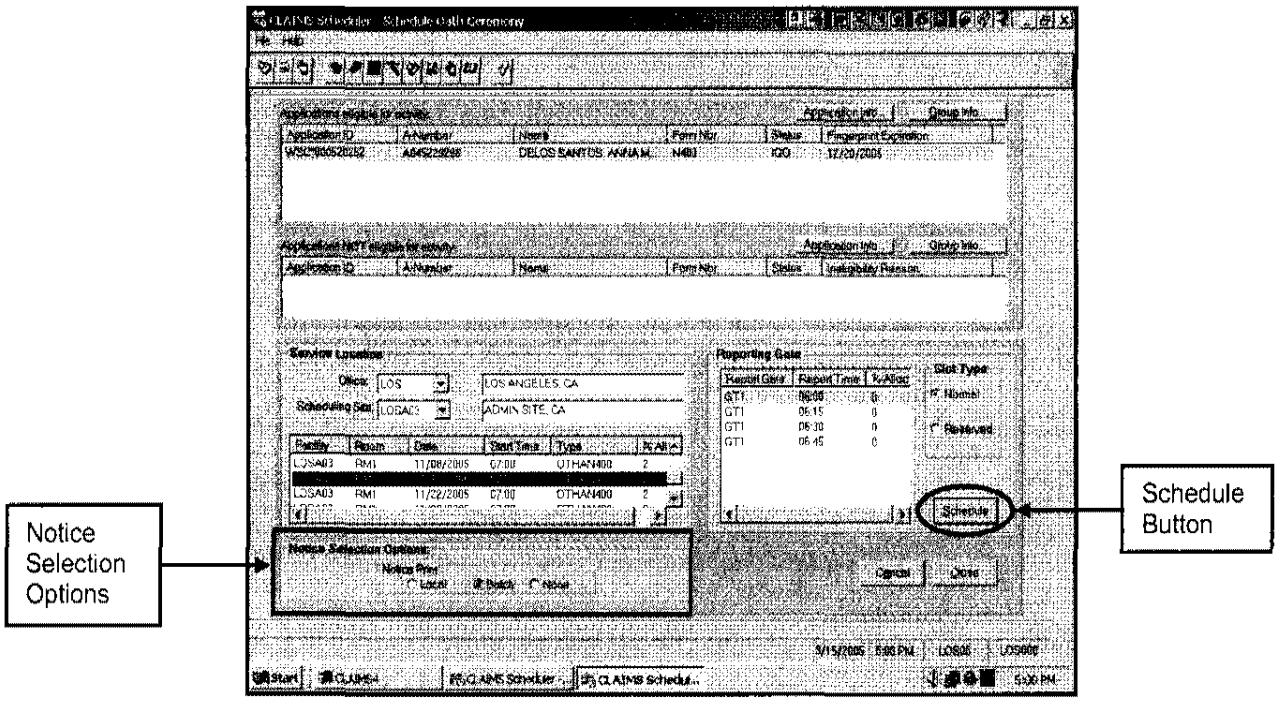
7. Select the **Report Gate** with the corresponding **Report Time** from the *Reporting Gate* section.

8. Select the **Slot Type**.



NOTE: When *interactively* scheduling an applicant, CLAIMS 4 will allow you to choose either *Normal* or *Reserved* as the *Slot Type*. However, since *Batch* Scheduling fills *Normal* slots only and leaves the *Reserved* slots open and available for the office to schedule one applicant at a time, users will normally choose *Reserved* when interactively scheduling an applicant for an Oath Ceremony.

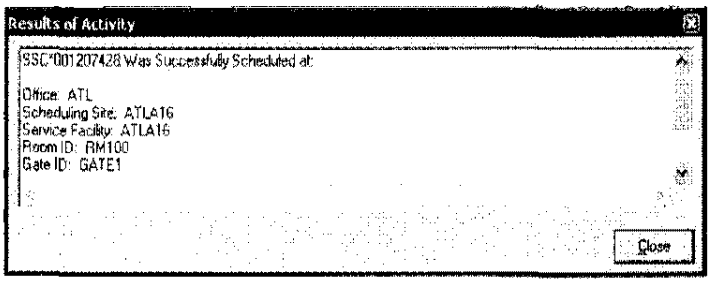
9. Select *Local*, *Batch*, or *None* in the *Notice Selection Options* section to specify whether to print a notice, and if so, where (at your office, or at the NBC).



NOTE: *Batch* is the default selection and will direct notices to be printed at the NBC. If *Local* is selected, the Oath Ceremony Notice will print at your office. It is recommended that you choose the *Local* option if the Oath Ceremony is to occur in less than 30 days. If the Oath Ceremony is to occur 30 days or more from the date the applicant is being scheduled for the Oath Ceremony, the *Batch* option should be selected. The notice will be sent to the NBC to be printed 30 days prior to the ceremony. The user may also choose the *None* option if it is not necessary to print the notice.

10. Click the **Schedule** button.

The *Results of Activity* dialog box will appear.



11. Click the **Close** button on the *Results of Activity* dialog box.

You are returned to the *CLAIMS Scheduler – Query Builder* screen.

12. Click the **Cancel** button to exit.

13. Select ***File, Exit*** from the menu to exit the *CLAIMS Scheduler* screen.

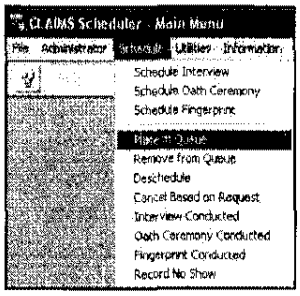
PLACE A CASE IN THE READY TO SCHEDULE QUEUE

The *Ready to Schedule Queue for Oath Ceremonies* is the holding area within CLAIMS 4 that lists the cases (applicants) waiting to attend an Oath Ceremony. These cases are automatically placed in the Ready to Schedule Queue for Oath Ceremony after the Adjudicator makes a decision on the case to *grant* naturalization. All granted cases with zip codes associated with your office will fall into your "Ready to Schedule Queue for Oath Ceremony".

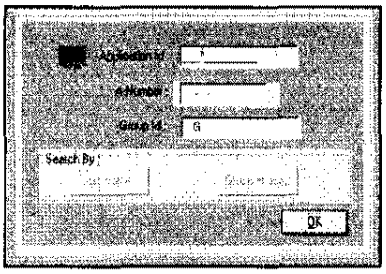
In cases where the applicant has had a change of address that results in a change of jurisdiction, the case will need to be removed from the original office's "Ready to Schedule Queue" before the change of address is recorded in the CLAIMS 4 *Case Management* or *Adjudications* module. Then, once the change of address is completed, the case *should* automatically be placed in the new office's "Ready to Schedule Queue". However, there are times when this does not happen automatically and it will be necessary to perform a CLAIMS 4 function called: *Place in Queue* to place the case in the appropriate Field Office's "Ready to Schedule Queue".

In addition, cases that were marked as a *No-Show* or cases whose Oath Ceremony appointment was *Cancelled*, would need to be placed back in the *Ready to Schedule Queue* to receive another Oath Ceremony appointment.

1. Select ***Schedule, Place in Queue*** from the *Scheduler* menu.

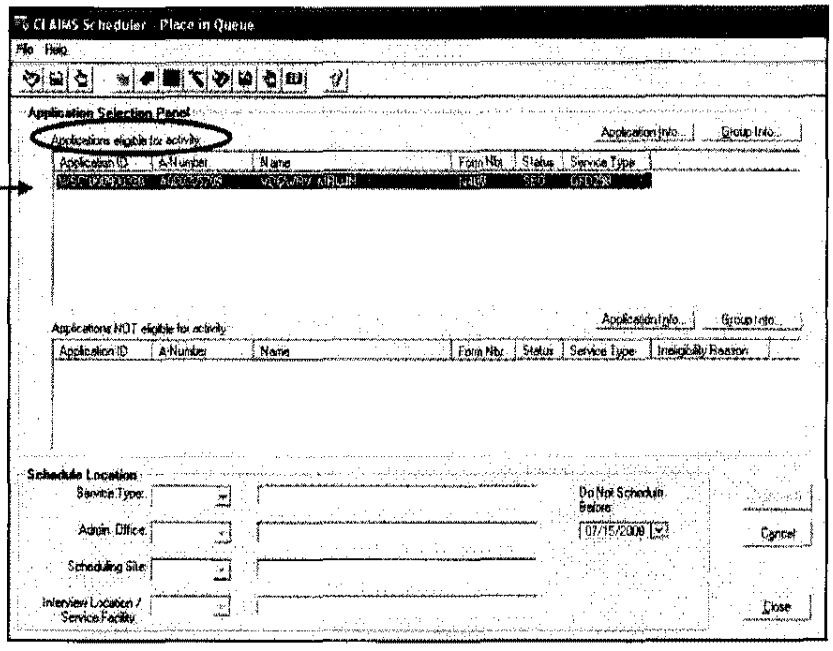


2. Type or wand the Application ID (or A-Number) of the applicant that you wish to place into the queue.



3. Click the **OK** button.

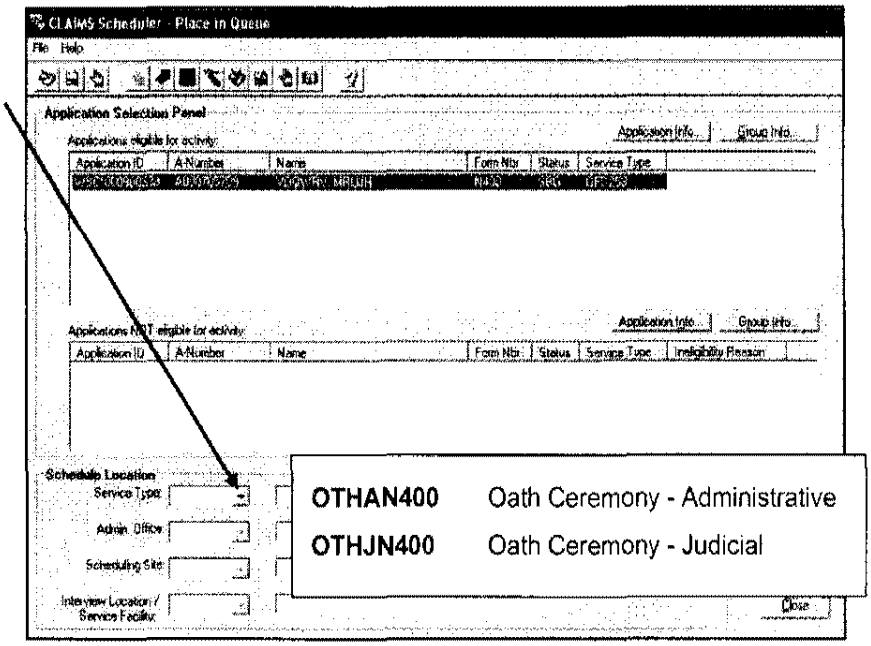
4. Make sure the *Application ID* you entered appears in the *Applications Eligible for Activity* section.



NOTE: If the applicant information displays in the *Applications NOT eligible for activity* section, the applicant cannot be placed in *the Ready to Schedule Queue* at this time because the application is not in the appropriate workflow state.

5. Click the drop-down arrow next to the **Service Type** and select the type of Oath Ceremony that the applicant is awaiting:

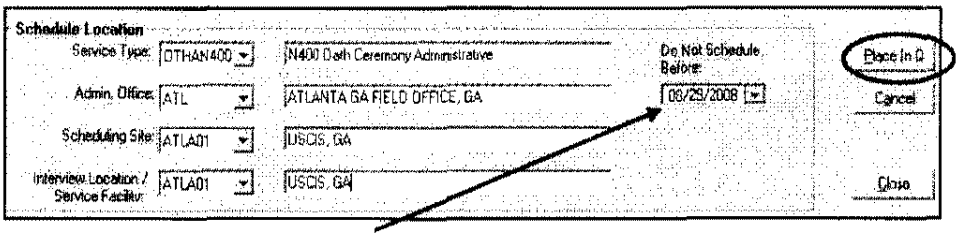
NOTE: *Only* select *OTHAN400*, or *OTHJN400*,. Do not select any of the other Service Types beginning with "OTH" since these are not currently supported in CLAIMS 4.



6. Select the **Administrative Office**, **Scheduling Site**, and **Interview (Oath Ceremony) Location** for the office in which you want to place the case.

My Office Codes:
OC Admin: _____
OC Judicial: _____

After you have selected the **Admin Office**, **Scheduling Site and Interview Location / Service Facility**, the **Place in Q** button becomes *active*.



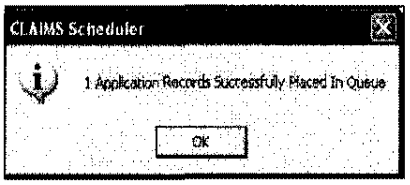
7. The **Do Not Schedule Before** field defaults to *today's date*. You may accept *today's date* or click the drop-down arrow to select *another date*.

NOTE: If you want to make sure that the applicant is not scheduled prior to a particular date, you would select the date from the drop-down calendar.

8. Click the **Place in Q** button.

9. Click the **OK** button on the confirmation window.

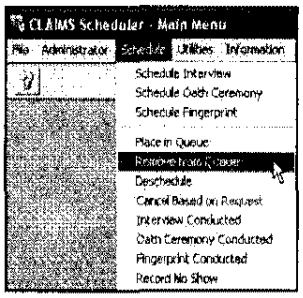
10. Click the **Close** button to return to the *Scheduler* screen.



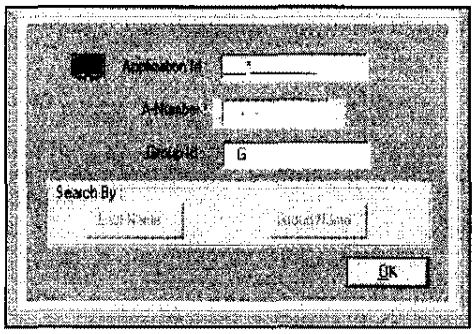
REMOVE A CASE FROM THE READY TO SCHEDULE QUEUE

In cases where the applicant has had a change of address that results in a change of jurisdiction, the case will need to be removed from the original office's "Ready to Schedule Queue" before the change of address is recorded in the CLAIMS 4 *Case Management* or *Adjudications* module.

1. Select ***Schedule, Remove from Queue*** from the *Scheduler* menu.

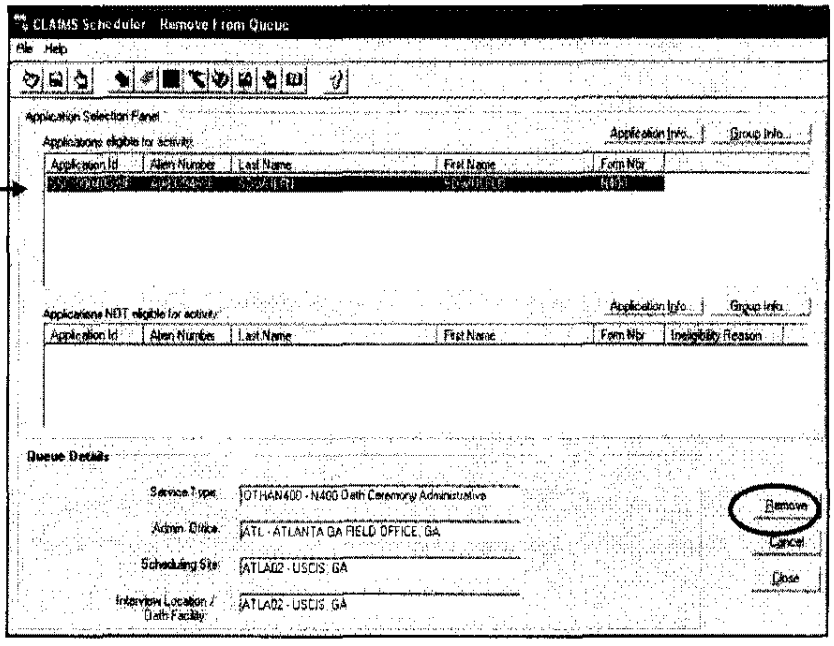


2. Type or wand the Application ID (or A-Number) of the applicant that you wish to remove from the queue.



3. Click the **OK** button.

4. Make sure the *Application ID* you entered appears in the *Applications Eligible for Activity* section.



NOTE: If the applicant information displays in the *Applications NOT eligible for activity* section, the applicant cannot be removed from *the Ready to Schedule Queue* at this time because the application is not in the appropriate workflow state.

5. Click the **Remove** button.

6. Click the **Yes** button.

7. Click the **OK** button.

8. Click the **Close** button to return to the *Scheduler* screen.

CANCEL / DESCHEDULE AN APPLICANT FROM AN OATH CEREMONY

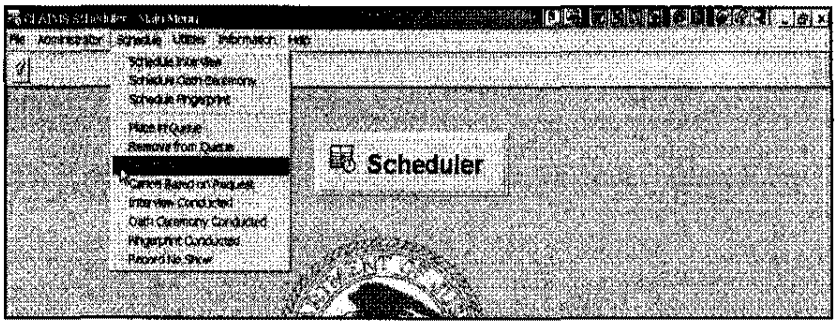
There are two ways to remove an Oath Ceremony appointment in CLAIMS 4: *Deschedule* or *Cancel by Request* . The **Deschedule** option is used to remove applicants from an Oath Ceremony at USCIS' request. The **Cancel by Request** option is used to cancel an Oath Ceremony appointment based on an applicant's request.

NOTE: Make sure that the Application is not open in another module like *Adjudications* or the workflow for this case will become out-of-sync.

1. From the CLAIMS 4 Switchboard, click on **Scheduling** to access the *Scheduling* module.

To Deschedule an Oath Ceremony:

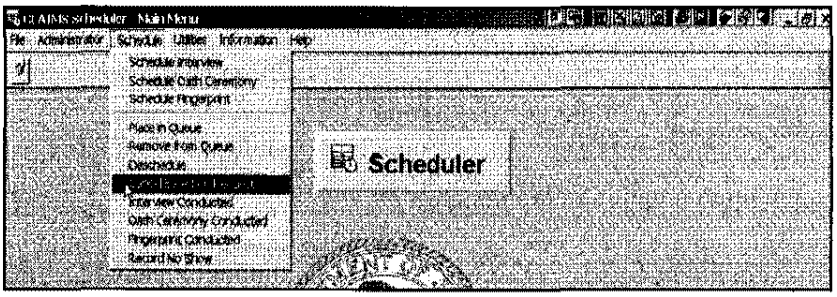
2. Select ***Schedule, Deschedule*** from the menu.



OR

To Cancel an Oath Ceremony:

2. Select ***Schedule, Cancel Based on Request*** from the menu to cancel.

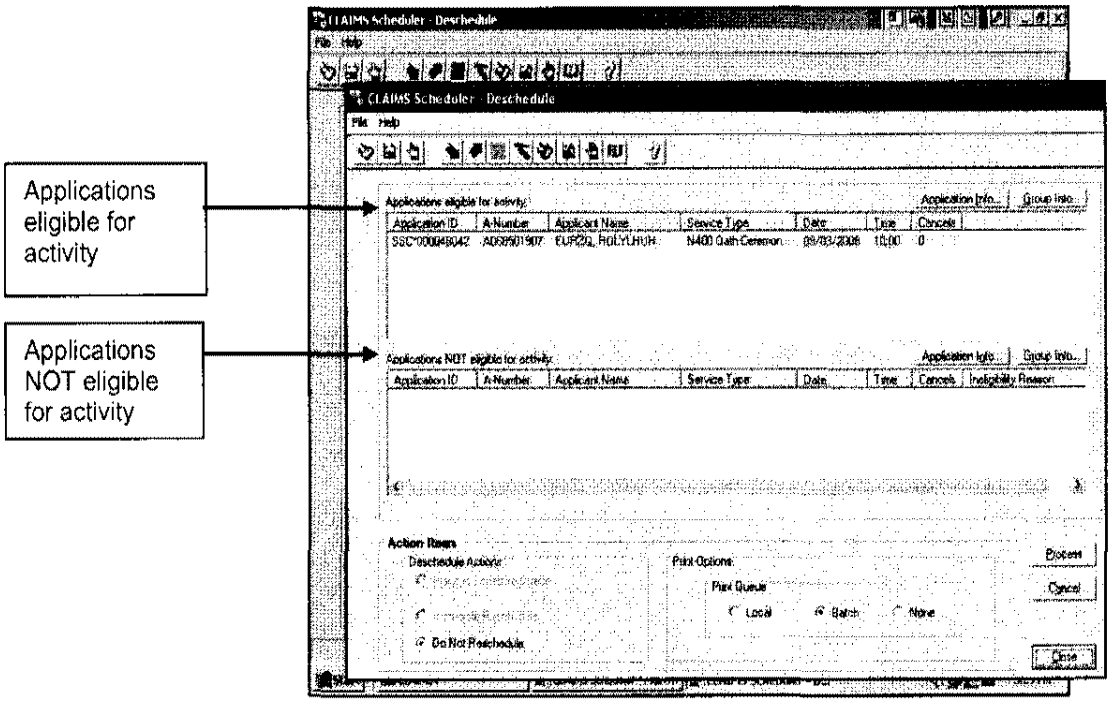


3. On the *Deschedule or Cancel Schedule* screen, type or wand the **Application ID**.

NOTE: The default is the **Application ID** field; however, you can also retrieve an applicant's case by clicking inside the **A-Number** field and typing their A-Number, or by clicking inside the **Group Id** field and typing the group number of which they are a member. The (*Search By:*) **Last Name** and **Group Name** buttons are not currently activated.

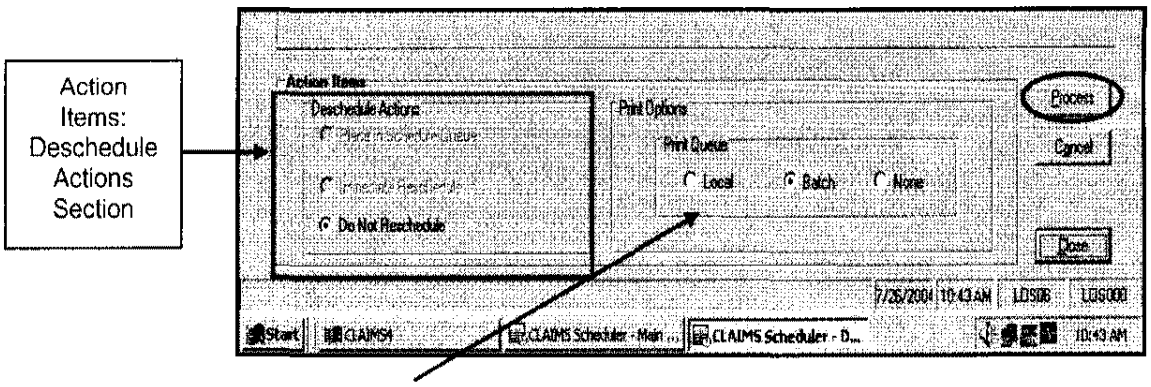
4. Click the **OK** button.

The *Deschedule* or *Cancel Schedule* screen displays. In order to deschedule or cancel the applicant's Oath Ceremony, applicant information must display in the *Applications eligible for activity* section at the top of the *Deschedule* or *Cancel Schedule* screen.



NOTE: If the applicant information displays in the *Applications NOT eligible for activity* section, the applicant's interview cannot be descheduled or cancelled at this time because the application is not in the appropriate workflow state.

NOTE: The **Do Not Reschedule** radio button will default in the *Action Items, Deschedule Actions* section. At this time, no other option is available.

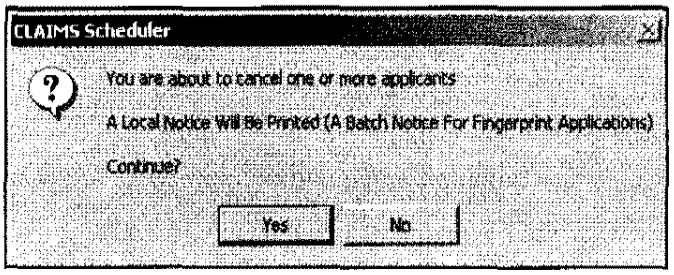


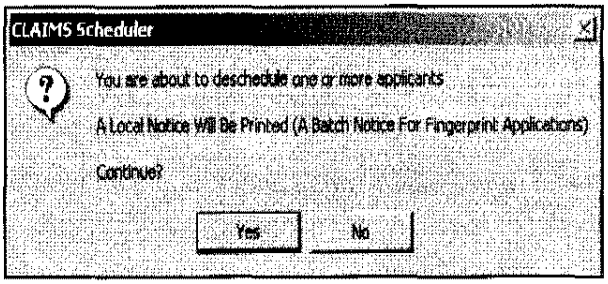
5. Click the appropriate notice print option from the *Print Options, Print Queue* section.

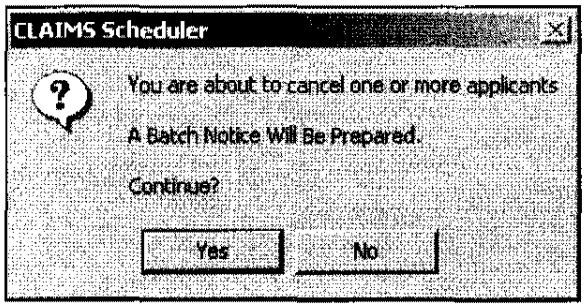
NOTE: *Batch* is the default. However, if *Local* is selected, the Interview Notice will print at your office. If *Batch* is selected, the Notice will print and be mailed by the NBC. It is not recommended to pick the *None* option.

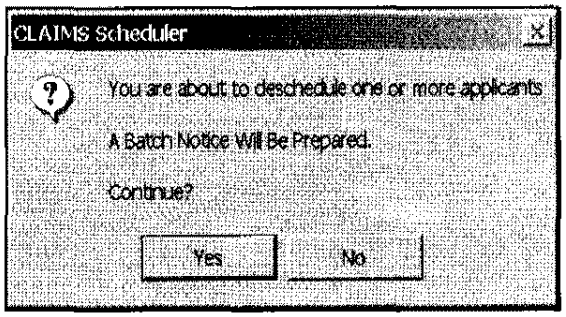
6. Click the **Process** button.

The *Notice* dialog boxes will display depending on whether Local or Batch was selected in the *Print Options, Print Queue* section.

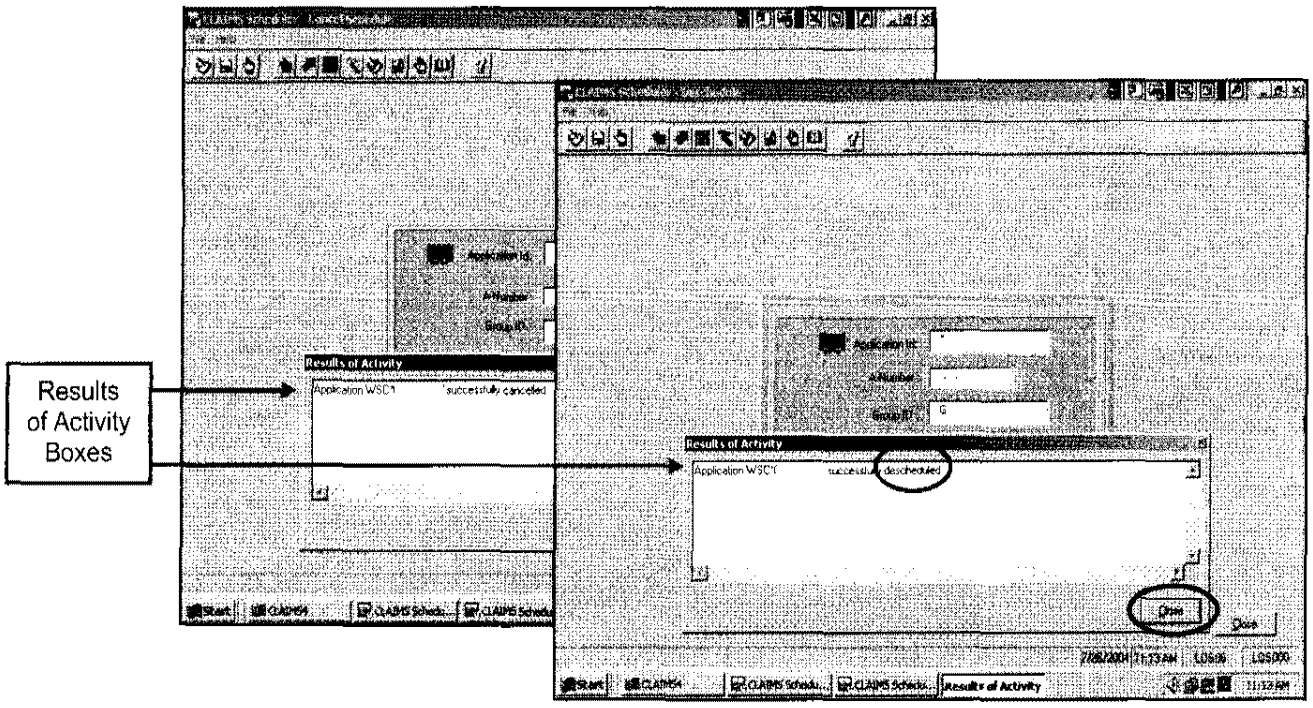






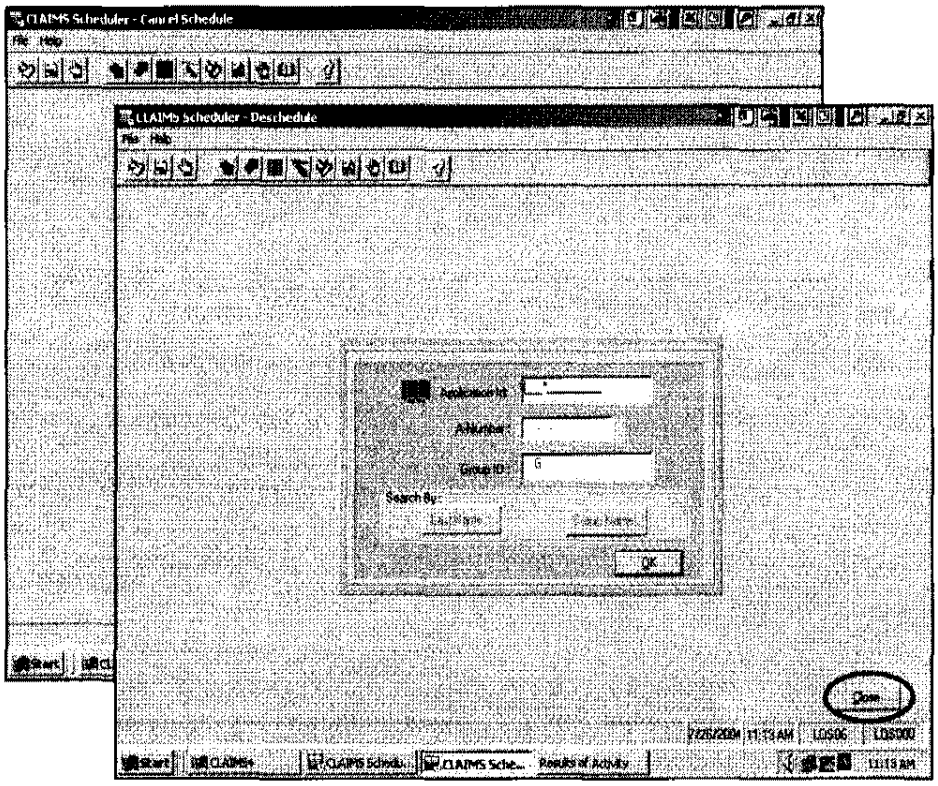


7. Click the **Yes** button on the *Notice* dialog box that appears.



8. Click the **Close** button on the *Results of Activity* dialog box.

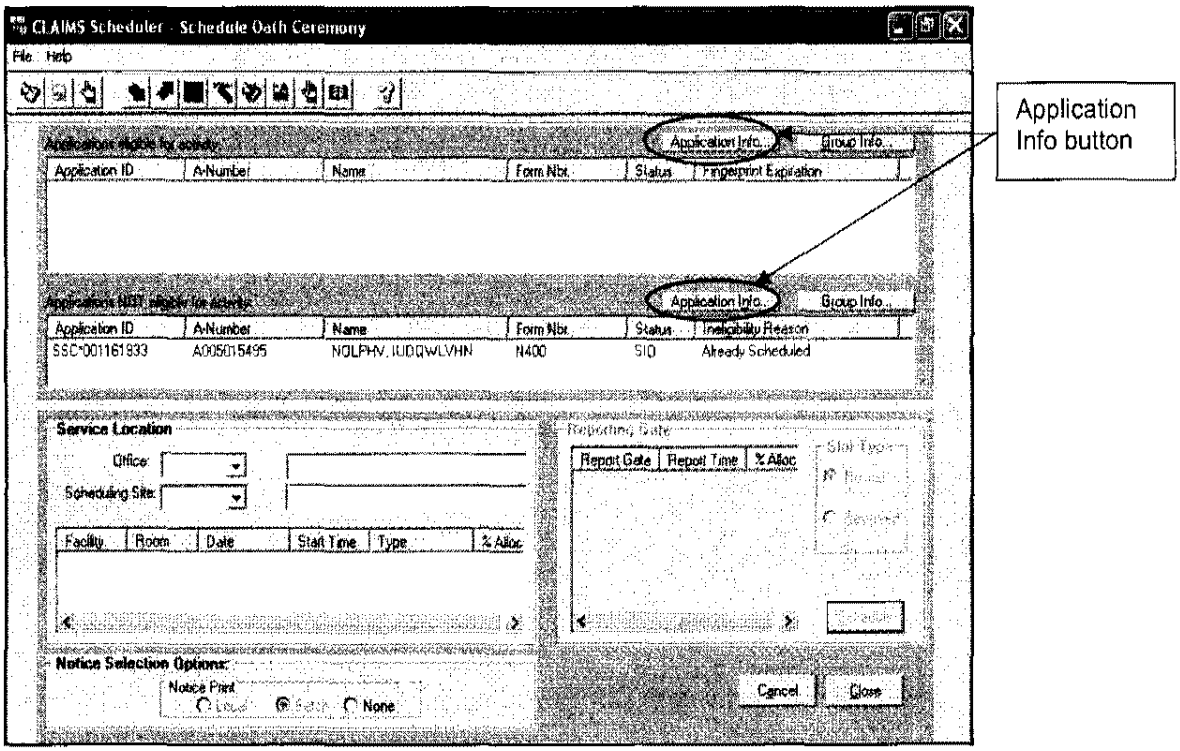
9. Repeat steps 3 – 8 to deschedule or cancel another Oath Ceremony appointment or click the **Close** button on the *Deschedule* or *Cancel Schedule* screen to return to the *Scheduler* screen.



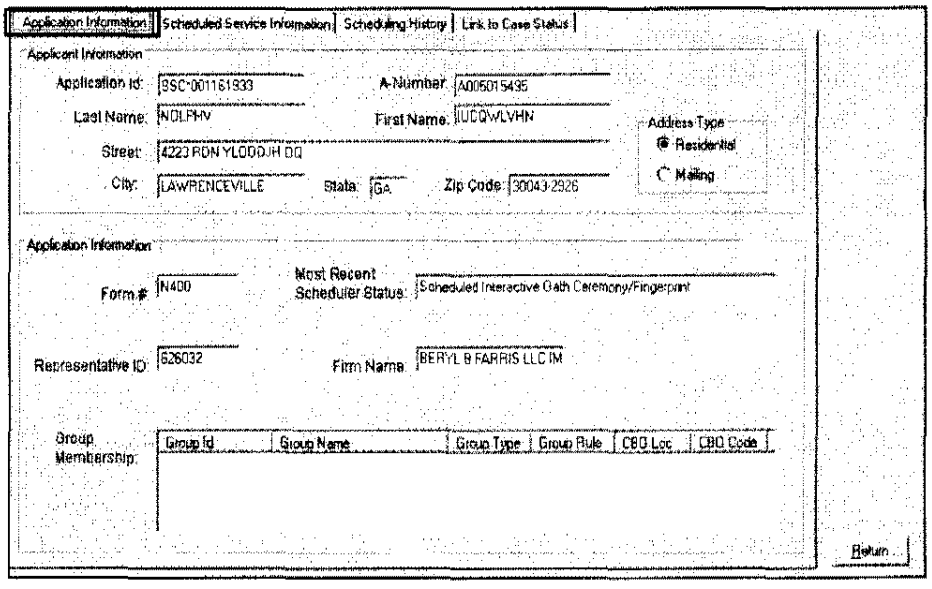
After an Oath Ceremony is cancelled or descheduled, the case will need to be placed back in the *Ready to Schedule* queue (see page 5-25) if you want the applicant to be scheduled for another Oath Ceremony appointment. Once placed back in the *Ready to Schedule Queue*, the case will automatically be assigned an Oath Ceremony appointment the next time the *Batch Scheduler* is run or the user can *interactively* schedule an Oath Ceremony appointment for the applicant.

APPLICATION INFO BUTTON

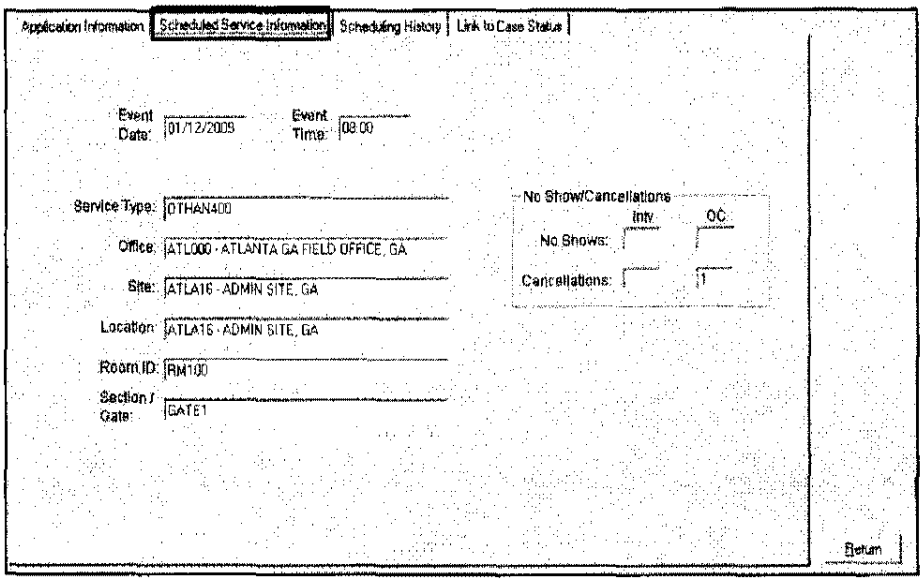
The functions interactively scheduling an applicant for an interview, placing and removing an application from the oath ceremony queue, and canceling and descheduling an application for an oath ceremony have one important thing in common: the function screen displays whether the application is eligible or NOT eligible for the particular activity. The *Applications eligible for activity* and *Applications NOT eligible for activity* section contain the **Application Info** button. By clicking this button you can see additional information about the case such as Application Information, Scheduled Service Information, Scheduling History and case status.



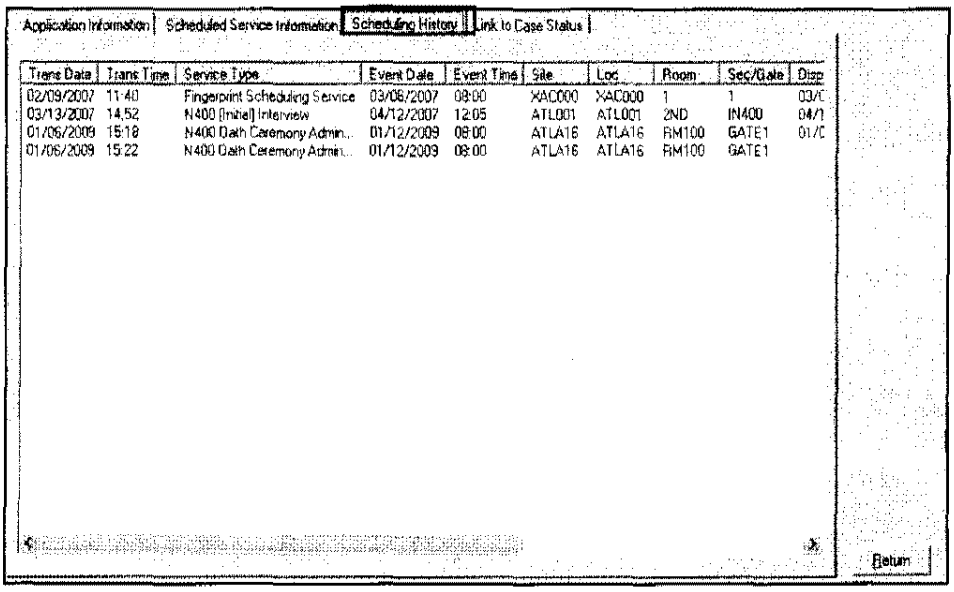
1. Click the **Application** button to access tabs that display additional information. The Application Information displays.



2. Click the ***Scheduled Service*** Information tab. The Scheduled Service Information displays.



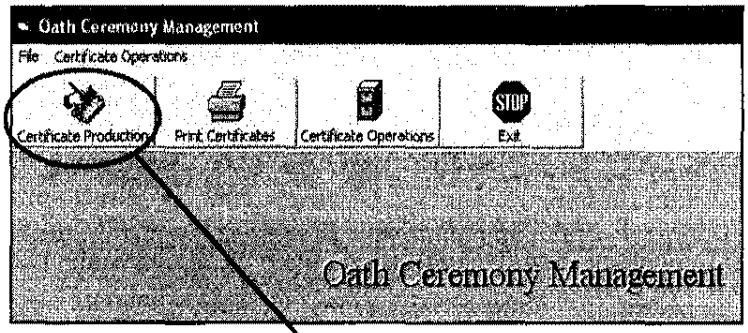
3. Click the ***Scheduling History*** tab. The Scheduling History information displays.



CHAPTER 6: OATH CEREMONY MANAGEMENT

Introduction	The *Oath Ceremony Management* module is used to assist Field Offices with the preparation and printing of naturalization certificates. Certificates are controlled legal documents that must be carefully stored and available only to those who are designated to work with them. Because of the importance of the certificate to the naturalization process, typically one printer is solely devoted to the printing of an office's certificates. Certificates cannot be reused.
Objectives	After completing this chapter you will be able to: ▪ Queue a Ceremony ▪ Print a certificate and update CLAIMS 4 ▪ Perform a quality assurance check ▪ Reprint Certificates ▪ Reset applicants' information ▪ Reassign Certificate Numbers ▪ View the history of an applicant's certificate ▪ Void a printed certificate ▪ Close out Cases.
Key Terms	The following new terms are introduced in this chapter: **Batch** Two or more certificates printed at the same time **Certificate Number** Unique ID number assigned to a naturalization certificate. The certificate number is preprinted on the certificate and must be entered into CLAIMS 4 when a print request is made **Destroy** Make a naturalization certificate unusable by taking an action such as shredding it **Naturalization Certificate** Official document that is presented to an applicant during an Oath Ceremony and that serves as proof of citizenship **Queue Ceremony** Place a request to print certificates for an Oath Ceremony onto a print server **Void** Record that a certificate number and its corresponding certificate are invalid.

OATH CEREMONY MANAGEMENT SCREEN



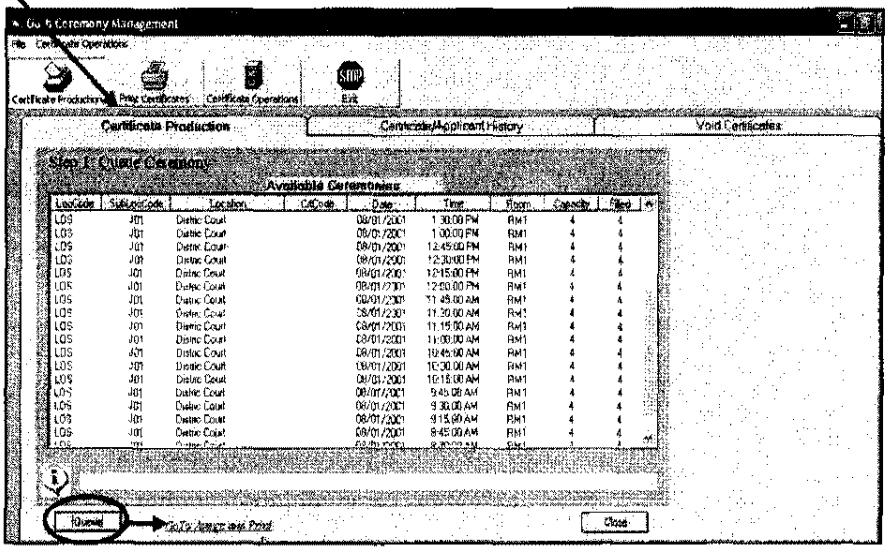
Oath Ceremony Management buttons:

The first 3 buttons at the top of the *Oath Ceremony Management* screen all lead you to the same window but each button activates a different *tab* within the window.

The **Exit** button returns you to the CLAIMS 4 switchboard.

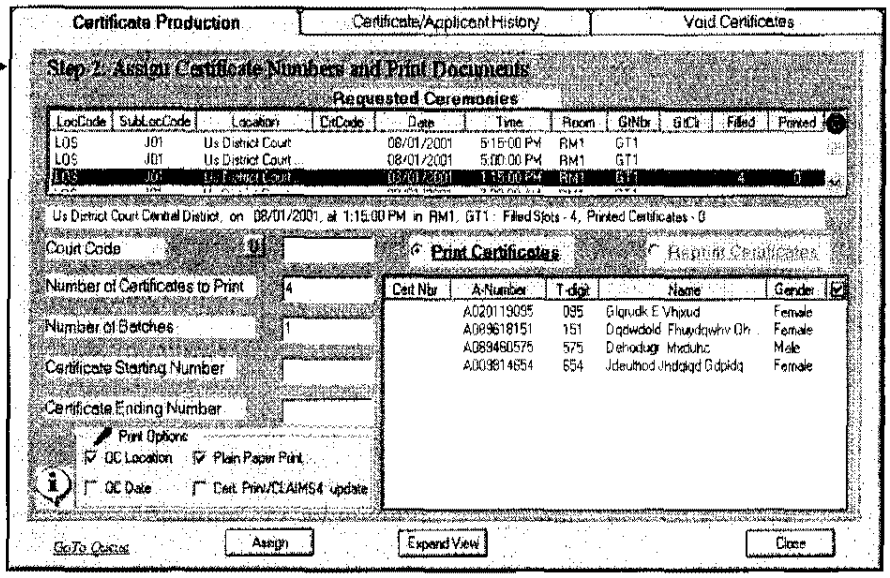
Certificate Production tab

The ***Certificate Production*** tab displays the Oath Ceremonies that have been scheduled. Once a ceremony is selected, this tab allows the user to assign certificate numbers to applicants and print the certificates.



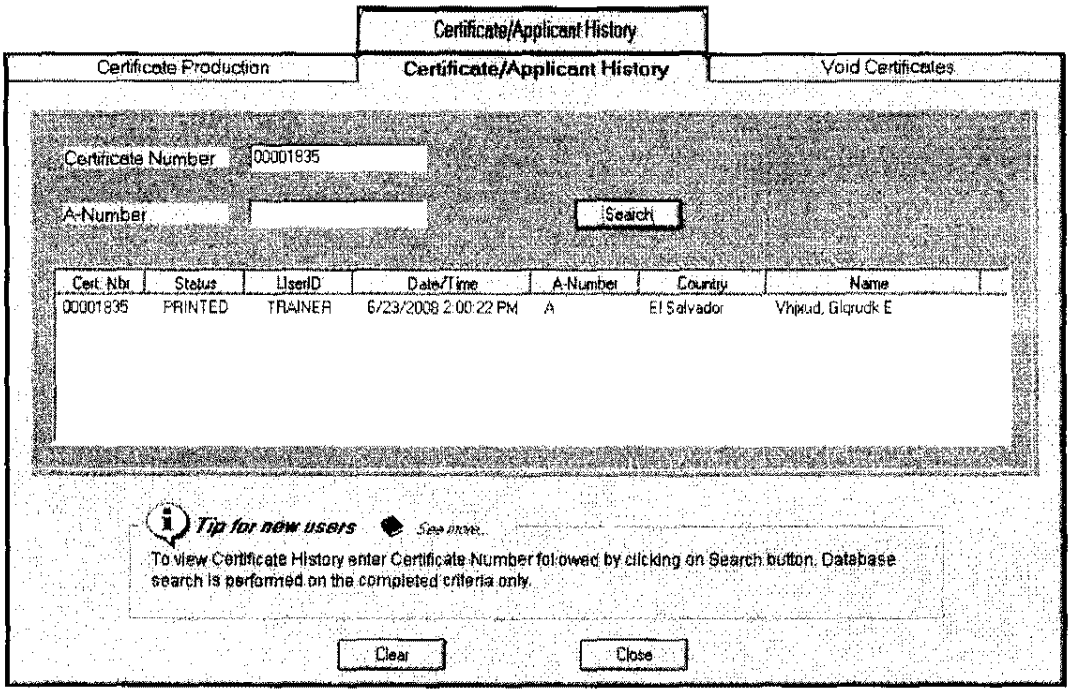
After clicking the **Queue** button, the *GoTo Assign and Print* link appears.

Clicking the *GoTo Assign and Print* link takes you to *STEP 2: Assign Certificate Numbers and Print Documents* window.



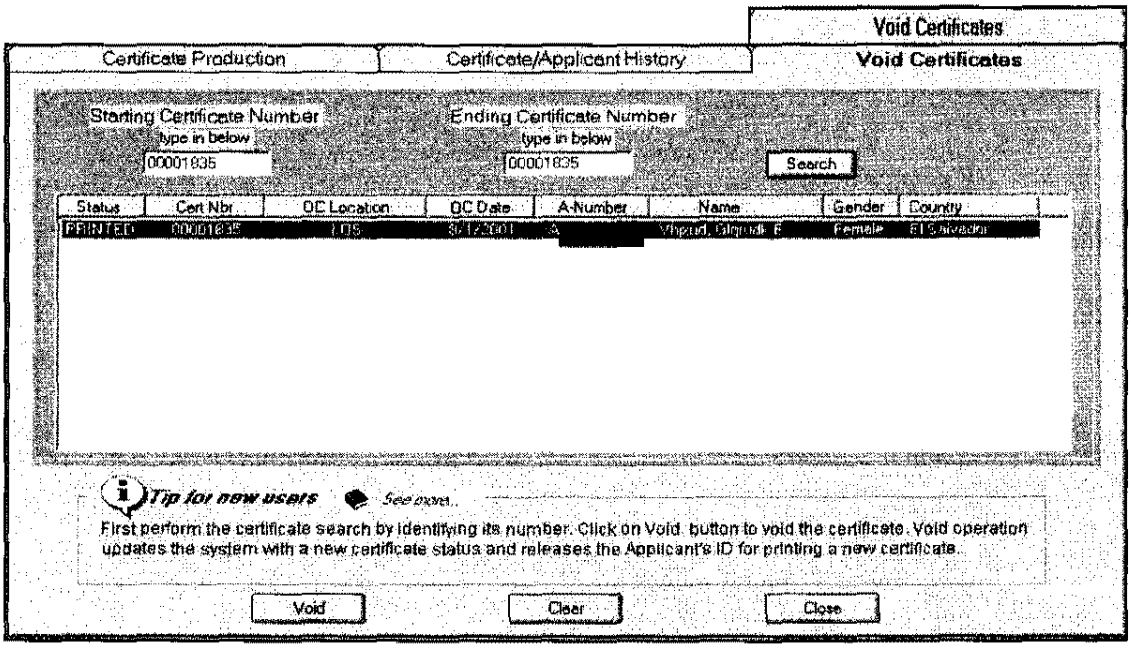
Certificate / Applicant History tab

The ***Certificate / Applicant History*** tab allows the user to search for a certificate number to see who is assigned to the number and any activities related to printing the certificate. Activities, shown in the *Status* column, indicate the date and time a certificate was printed and whether the certificate was ever voided.



Void Certificates tab

The ***Void Certificates*** tab is used to void a naturalization certificate which records that the certificate number and its corresponding certificate are invalid.



PRINTING NATURALIZATION CERTIFICATES

After applicants have been scheduled for an Oath Ceremony in the CLAIMS 4 *Scheduling* module, the naturalization certificates need to be printed. In order to print the naturalization certificates, the user must complete the following two processes in CLAIMS 4:

- Queue the Oath Ceremony
- Print the Certificates and Update CLAIMS 4

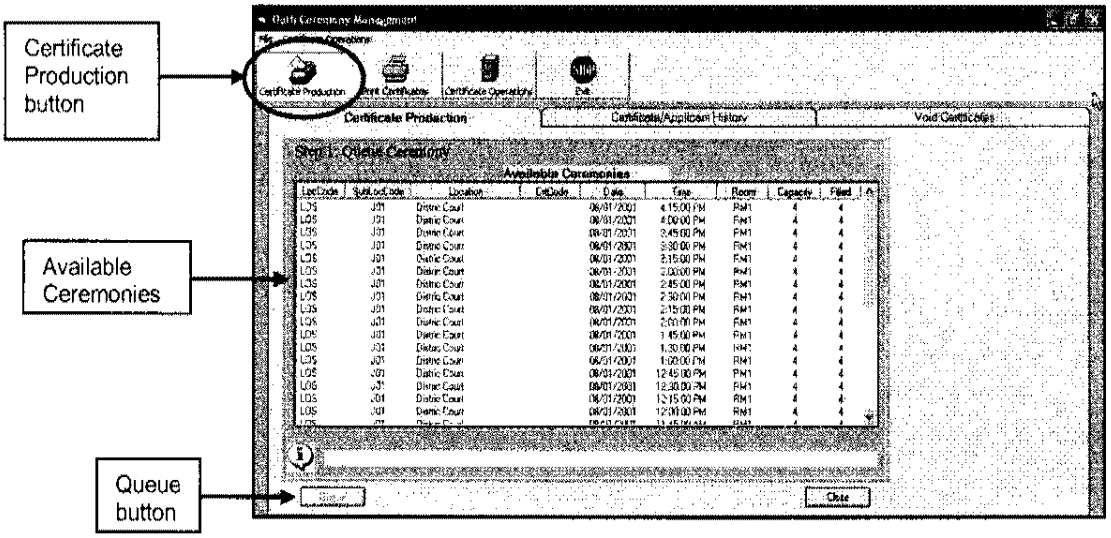
Queue the Oath Ceremony:

1. From the CLAIMS 4 switchboard, click on **Oath Ceremony Management** to access the *Oath Ceremony Management* module.

2. Click the **Certificate Production** button.

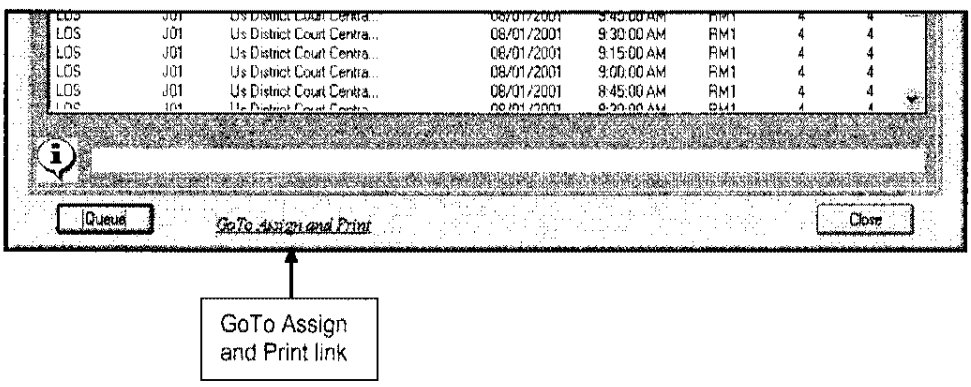
   The ***Certificate Production*** tab defaults and displays Available Ceremonies to be queued.

3. Select a ceremony from the *Available Ceremonies* frame.



4. Click the **Queue** button to queue the ceremony.

NOTE: The *GoTo Assign and Print* link appears at the bottom of the screen.

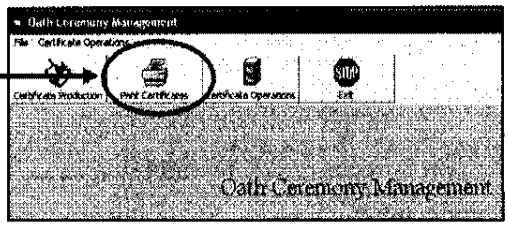


5. Click the **Close** button to close the screen.

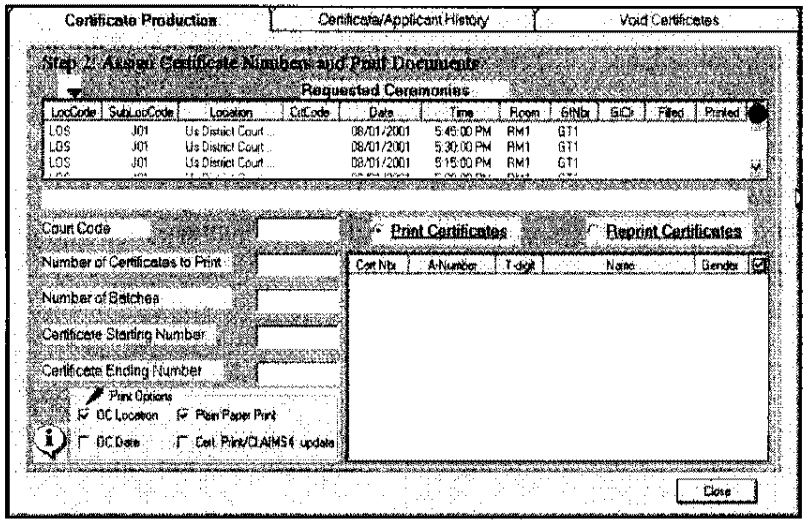
Print the Certificates and Update CLAIMS 4:

After queuing a ceremony you are ready to assign Naturalization Certificate numbers to the applicants, print the certificates and update CLAIMS 4 with the information.

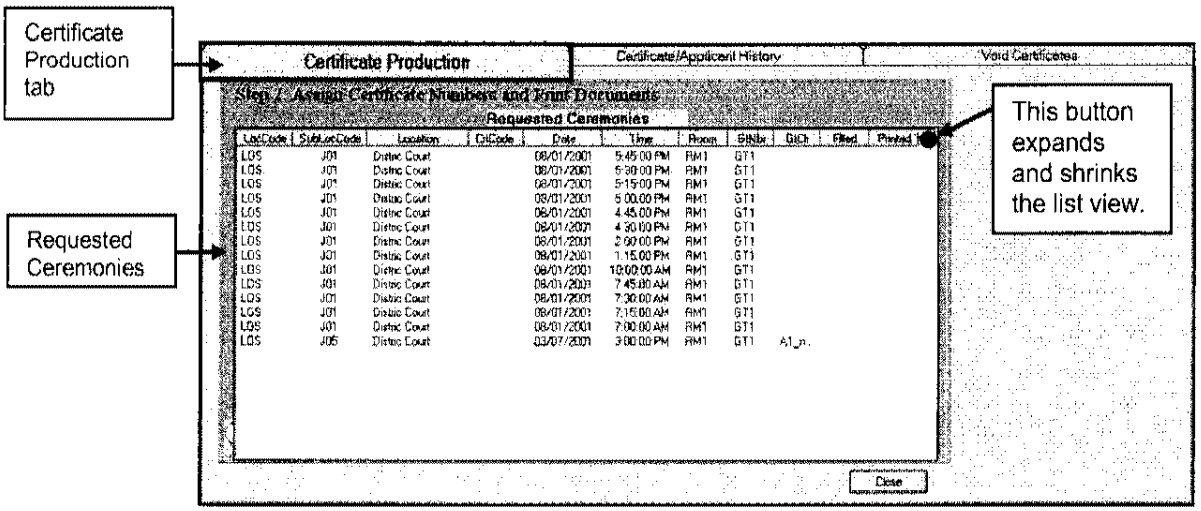
1. From the CLAIMS 4 switchboard, click on **Oath Ceremony Management** to access the *Oath Ceremony Management* module.
2. Click the **Print Certificates** button.



The ***Certificate Production*** tab appears and displays Requested Ceremonies for which certificates can be assigned.



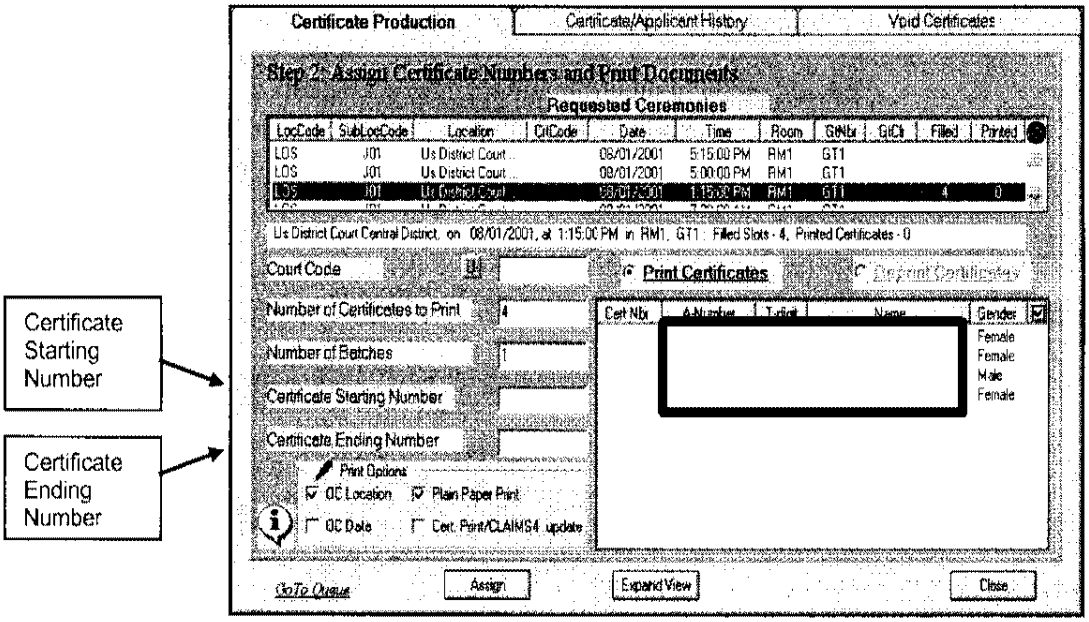
3. Click the button in the upper right corner of the *Requested Ceremonies* window to view an expanded list of ceremonies.



4. Click on a *ceremony* to select it.

Fields pertaining to the certificate numbers, Print Options and data concerning the oath ceremony attendees appear on the *Assign Certificate Numbers and Print Documents* screen.

(b)(6)



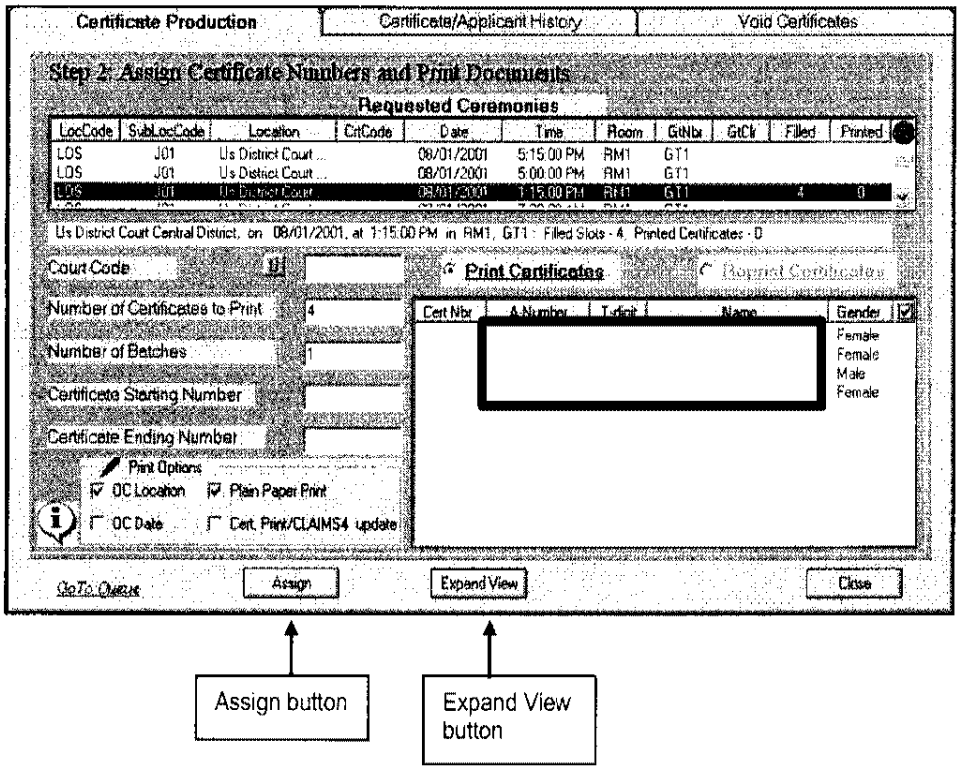
5. Verify that *1* defaults in the **Number of Batches** field.

6. Enter the first certificate number into the **Certificate Starting Number** field.

NOTE: The **Certificate Ending Number** automatically calculates and displays.

7. Click the **Assign** button to assign the certificate numbers to the Applicant names.

(b)(6)



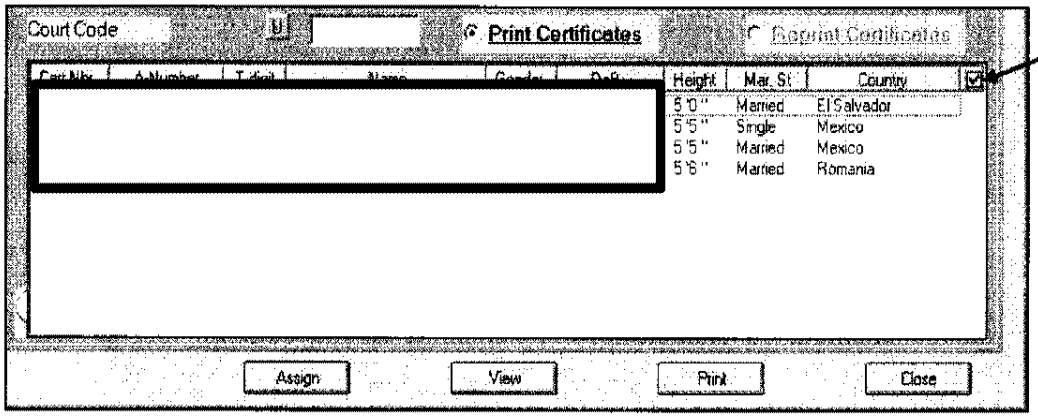
Perform a Quality Check Prior to Printing the Official Certificates (optional):

You can verify the information that will be printed before actually printing certificates by printing the certificate information on plain paper.

1. On the ***Certificate Production*** tab click the Expand View button.

NOTE: The button toggles to **View**. The **Expand View** button provides a full screen view of the fields to be printed on a certificate. The **check** button next to the **Country** field prints a list of the applicants' data.

(b)(6)



2. Click the View button to return to normal view.

3. Click Plain Paper Print.

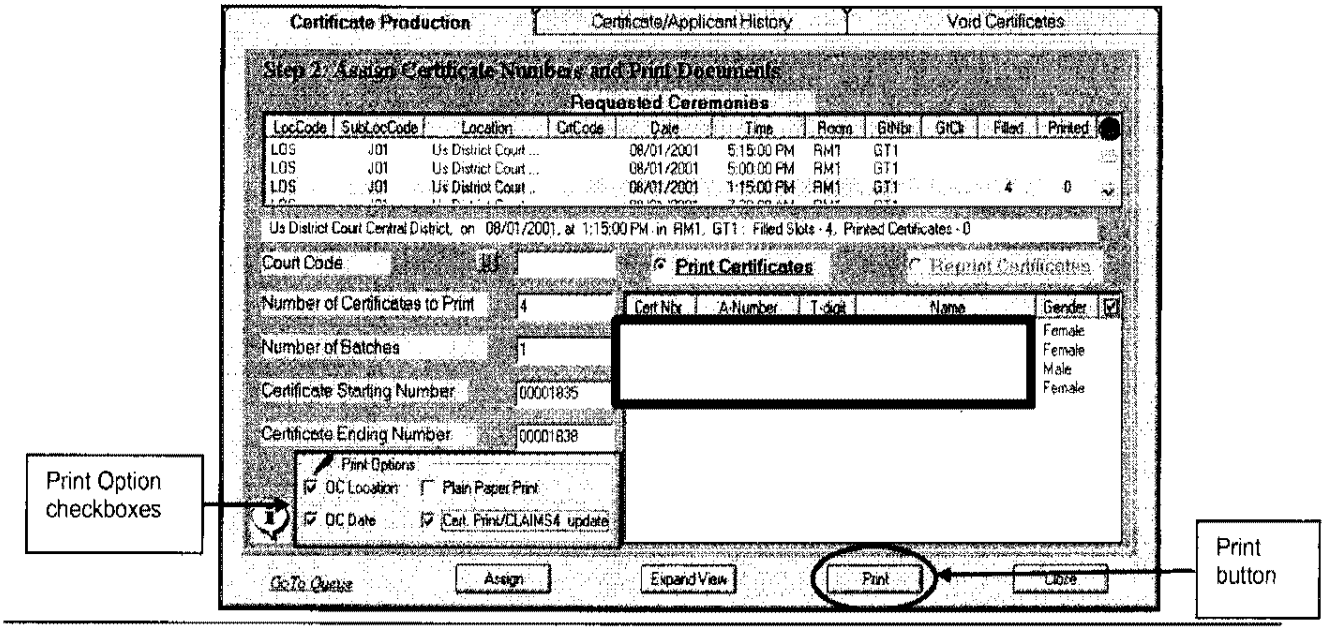
4. Click the Print button.

5. Click the **Yes** button to proceed with a test print.

Print the Certificates on the Official Certificate Paper:

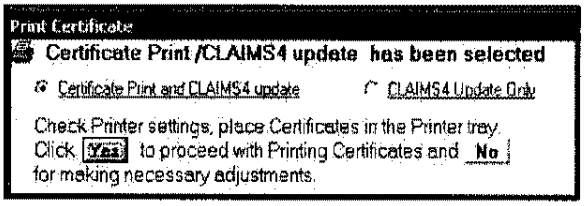
6. From the *Print Options* box select the **OC Location**, **OC Date** and **Cert.Print/CLAIMS4** update checkboxes.

(b)(6)



7. Click the **Print** button.

   The *Print Certificate* dialog box appears.



8. Click **Yes** on the *Print Certificate* dialog box to accept the default **Certificate Print and CLAIMS4 update**.

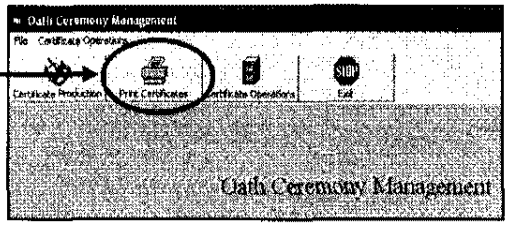
9. Click the **Close** button on the ***Certificate Production*** tab.

10. Select ***File, Exit*** from the menu to exit the *Oath Ceremony Management* module.

REPRINT NATURALIZATION CERTIFICATES

You may need to reprint a certificate if you forgot to place the official certificates in the printer. Certificate information may have printed on plain paper. Once you place the certificate(s) in the printer, you can click the **Reprint** button.

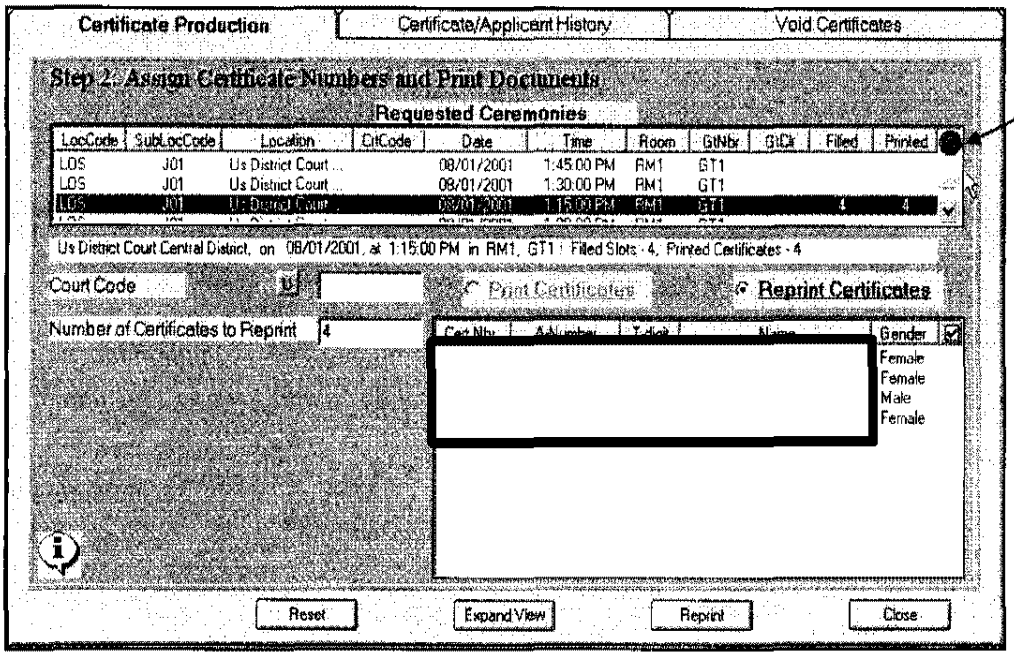
1. From the CLAIMS 4 switchboard, click on **Oath Ceremony Management** to access the *Oath Ceremony Management* module.
2. Click the **Print Certificates** button.



The ***Certificate Production*** tab appears and displays Requested Ceremonies for which certificates can be assigned.

3. Click the button in the upper right corner of the *Requested Ceremonies* window to expand the view.
4. Select the *ceremony* that contains the certificate(s) that you need to print again.

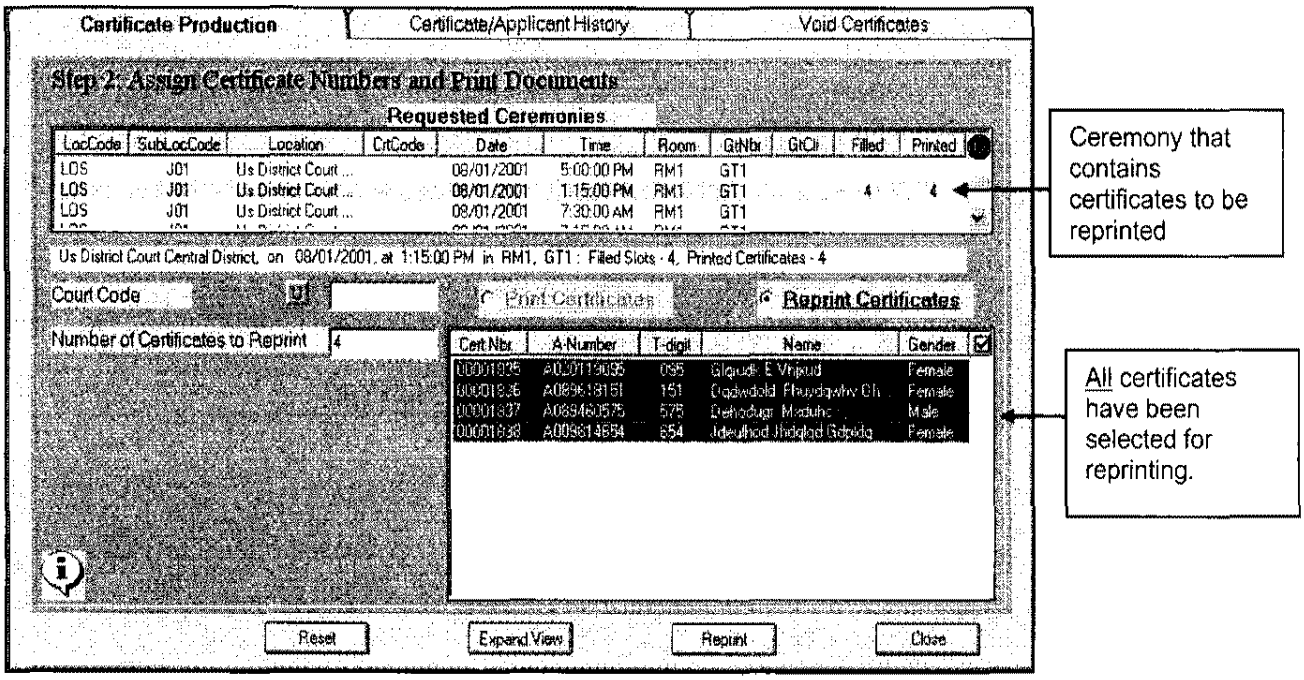
NOTE: Since you already printed the certificates, the **Reprint Certificates** radio button is active.



(b)(6)

continued on next page...

Select all of the certificates by: clicking the first certificate, holding down the **SHIFT** key, and then clicking the last certificate. You can use the **SHIFT** key whenever you are selecting consecutive certificates. You may also select several non-consecutive certificates by clicking the first certificate, holding down the **CTRL** key and clicking on the other certificates that you want to select.



5. Click the Reprint button.

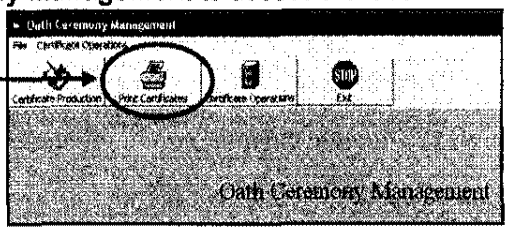
6. Click the Close button on the ***Certificate Production*** tab.

7. Select ***File, Exit*** from the menu to exit the *Oath Ceremony Management* module.

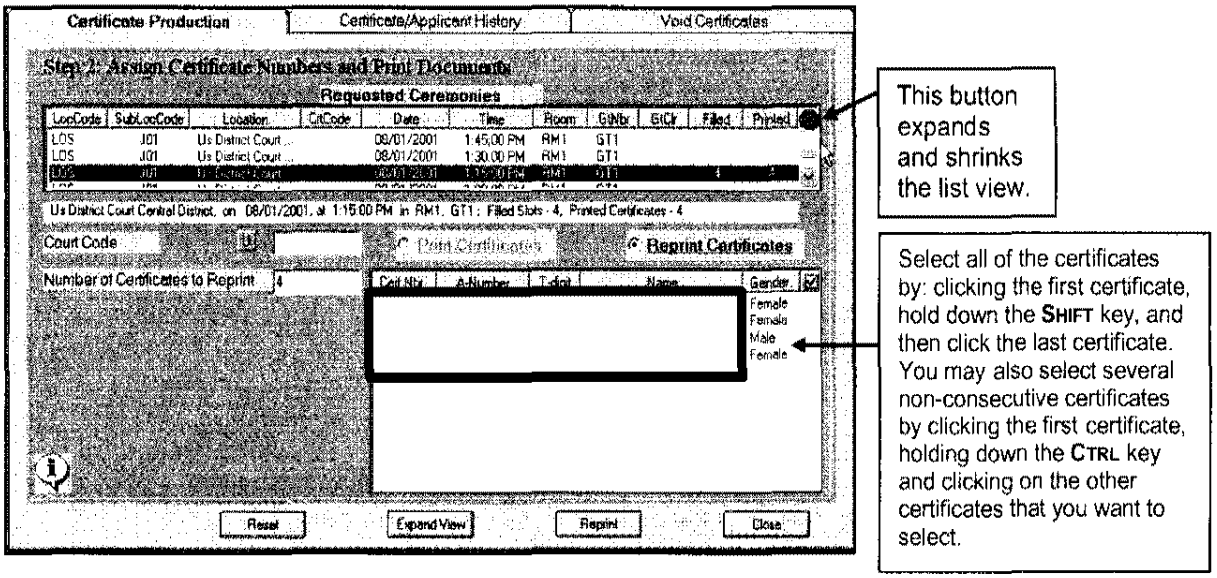
RESET APPLICANTS' INFORMATION

You may need to reset one or more certificates so that the information on the certificate(s) matches the information in CLAIMS 4. For example, a batch of certificates may need to be reset because a blank piece of paper was between the certificates when the user placed them in the printer.

1. From the CLAIMS 4 switchboard, click on **Oath Ceremony Management** to access the *Oath Ceremony Management* module.
2. Click the **Print Certificates** button.



The ***Certificate Production*** tab appears and displays Requested Ceremonies for which certificates can be assigned.



This button expands and shrinks the list view.

Select all of the certificates by: clicking the first certificate, hold down the **SHIFT** key, and then click the last certificate. You may also select several non-consecutive certificates by clicking the first certificate, holding down the **CTRL** key and clicking on the other certificates that you want to select.

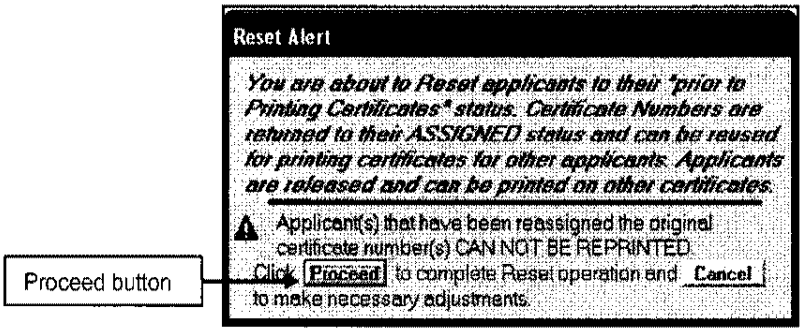
(b)(6)

3. Click the button in the upper right corner of the *Requested Ceremonies* window to expand the view.
4. Select the *ceremony* that contains the certificate(s) that you need to reset.

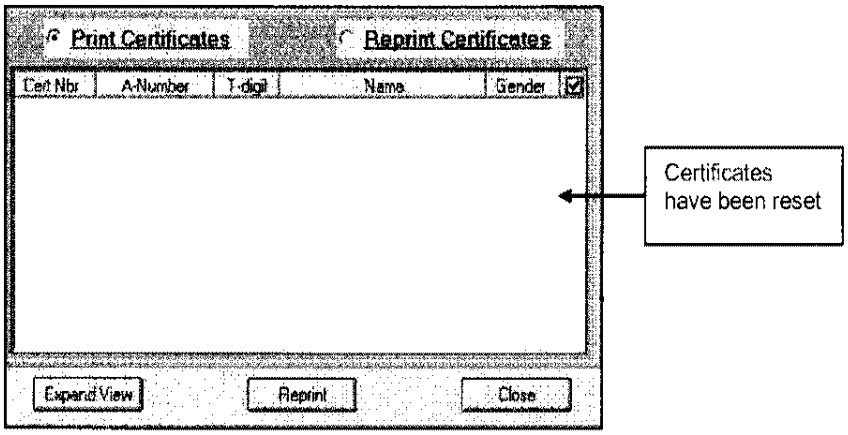
NOTE: Since you have printed the certificates, the **Reprint Certificates** radio button is selected.

5. Select the certificates that printed incorrectly (i.e., second, third, fourth). Select all of the certificates by: clicking the first certificate, hold down the **SHIFT** key, and then clicking the last certificate. You can use the **SHIFT** key whenever you are selecting consecutive certificates. You may also select several non-consecutive certificates by clicking the first certificate, holding down the **CTRL** key and clicking on the other certificates that you want to select.

6. Click the **Reset** Button. The *Reset Alert* dialog box appears.

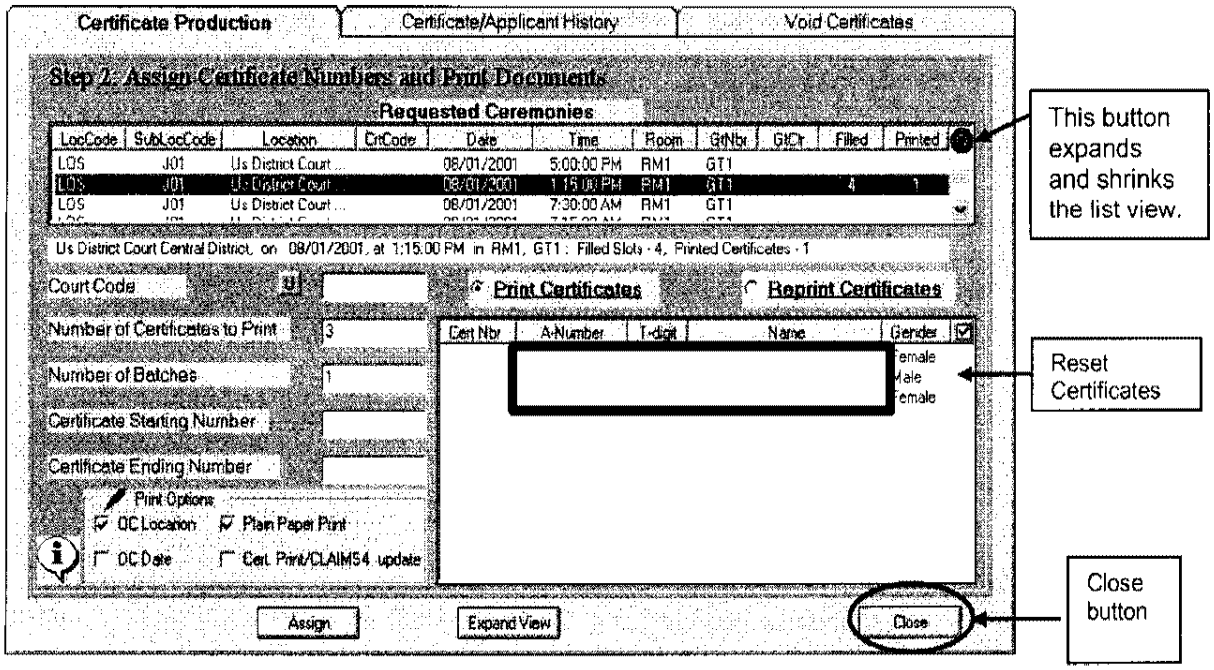


7. On the dialog box click **Proceed**. The certificate information no longer appears in the window.



8. To see the certificates that you reset, select the *ceremony* that contains the certificate(s).

NOTE: The certificates appear. Since you have reset the certificates, the **Print Certificates** radio button is selected.



(b)(6)

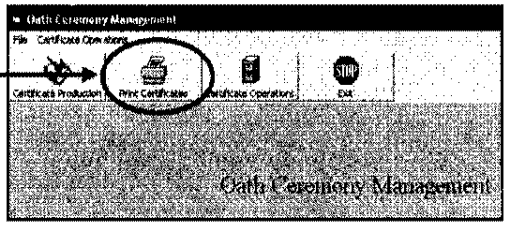
9. Click the **Close** button on the ***Certificate Production*** tab.

10. Select ***File, Exit*** from the menu to exit the *Oath Ceremony Management* module.

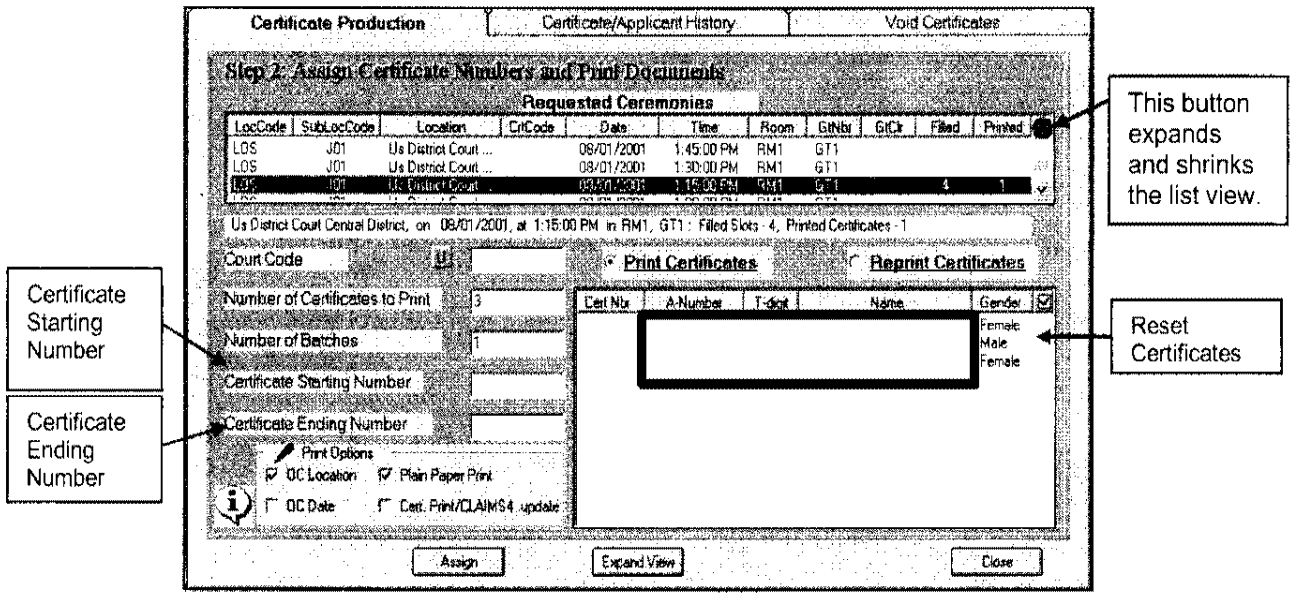
REASSIGN CERTIFICATE NUMBERS

Once you have reset certificates, you need to update CLAIMS 4 to match the actual certificate numbers with the correct applicant information.

1. From the CLAIMS 4 switchboard, click on **Oath Ceremony Management** to access the *Oath Ceremony Management* module.
2. Click the **Print Certificates** button.



The ***Certificate Production*** tab appears and displays Requested Ceremonies for which certificates can be assigned.

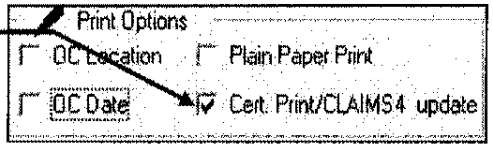


(b)(6)

3. Click the button in the upper right corner of the *Requested Ceremonies* window to expand the view.
4. Select the *ceremony* that contains the certificate(s) that you need to reset.

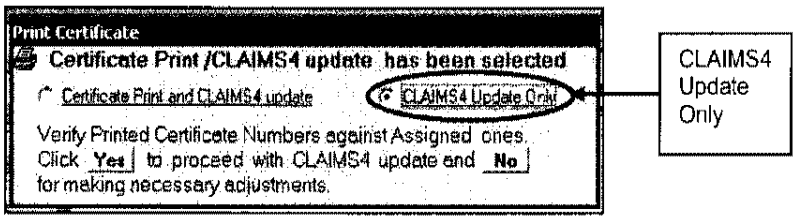
NOTE: Since you have reset the certificates, the **Print Certificates** radio button is selected. Enter *1* in the number of certificates in the **Number of Certificates to Reprint** field.

5. Enter the first certificate number that needs to be assigned in the **Certificate Starting Number** field. The number will default in the **Certificate Ending Number** field.
6. Select the applicant's name that you want to reassign.
7. Select the **Cert.Print/CLAIMS4 update** checkbox.



8. Click the Assign button.
9. Click the Print button.

The *Print Certificate* dialog box appears.



10. Click the **CLAIMS 4 Update Only** radio button.

NOTE: You are updating CLAIMS 4 only so that the data matches the data that appears on the official document. You are not reprinting this certificate.

11. Click the **Yes** button to proceed.

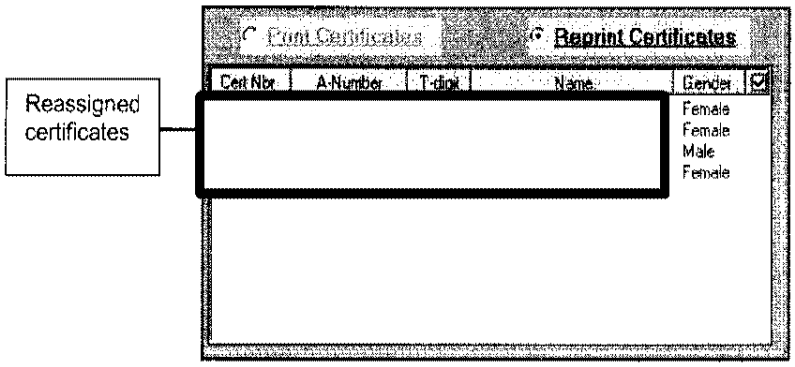
12. Complete steps 6 – 11 to reassign additional certificate numbers.

13. Select 

on the ***Certificate Production*** tab to review the certificate numbers and their assigned applicants.

NOTE: If all certificates have been reassigned, the *Reprint Certificates* window will appear at the conclusion of reassigning.

(b)(6)



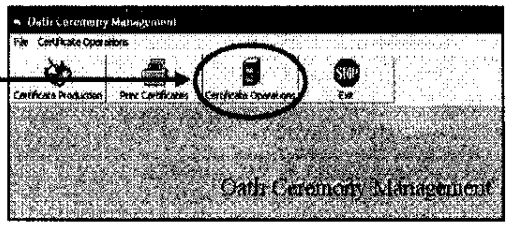
14. Click the **Close** button on the ***Certificate Production*** tab.

15. Select ***File, Exit*** from the menu to exit the *Oath Ceremony Management* module.

VIEW THE HISTORY OF AN APPLICANT'S CERTIFICATE

You can view activities of the certificate by viewing it in the ***Certificate/Applicant History*** tab.

1. From the CLAIMS 4 switchboard, click on **Oath Ceremony Management** to access the *Oath Ceremony Management* module.
2. Click the **Certificate Operations** button.

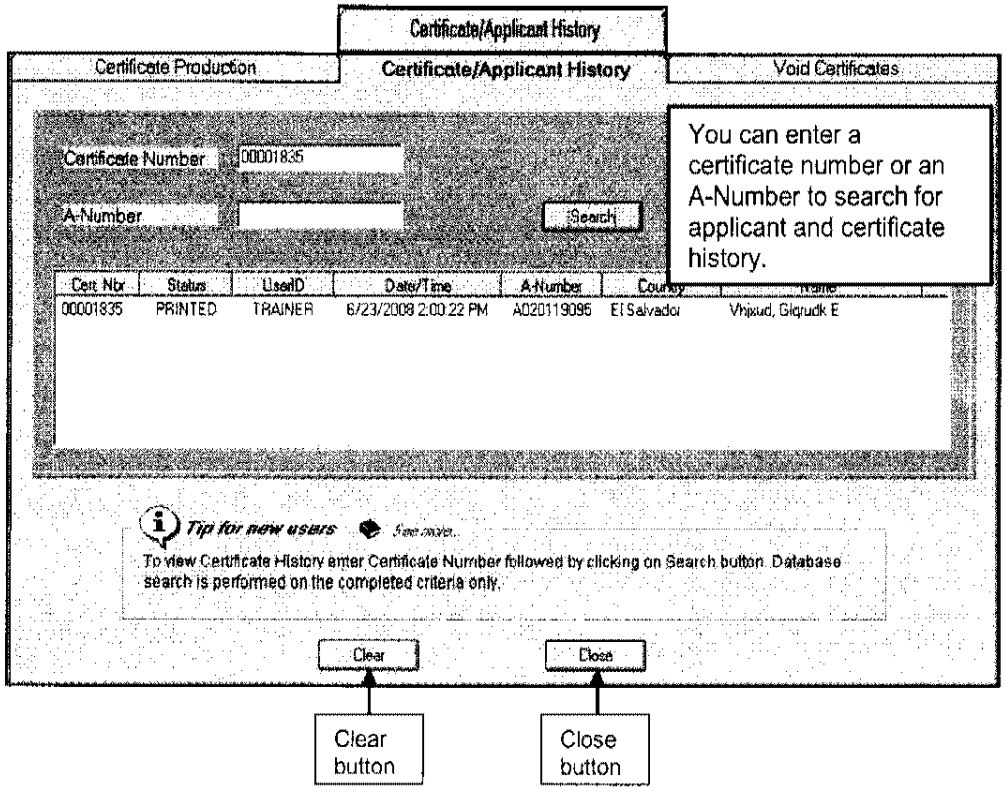


NOTE: The ***Certificate/Applicant History*** tab is selected.

3. Enter a certificate number in the **Certificate Number** field and click or press **Enter** on the Search button.

OR

Enter an A-Number in the **A-Number** field and click or press **Enter** on the Search button.



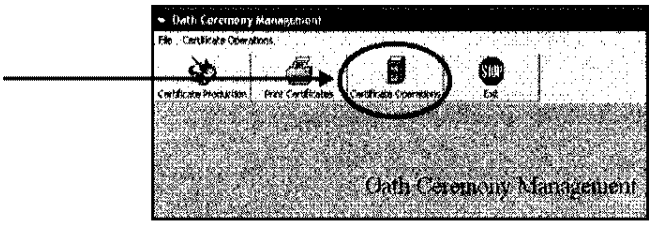
Information appears for the Certificate Number or A-Number that you entered.

4. When finished reviewing the information, click the Clear button.
5. Click the Close button on the ***Certificate/Applicant History*** tab.
6. Select ***File, Exit*** from the menu to exit the *Oath Ceremony Management* module.

VOID A PRINTED CERTIFICATE

If a naturalization certificate becomes damaged or has printed with inaccurate applicant information, the actual certificate will need to be shredded. Additionally, CLAIMS 4 will need to be updated to indicate that this certificate number is no longer valid and cannot be assigned to an applicant in the future.

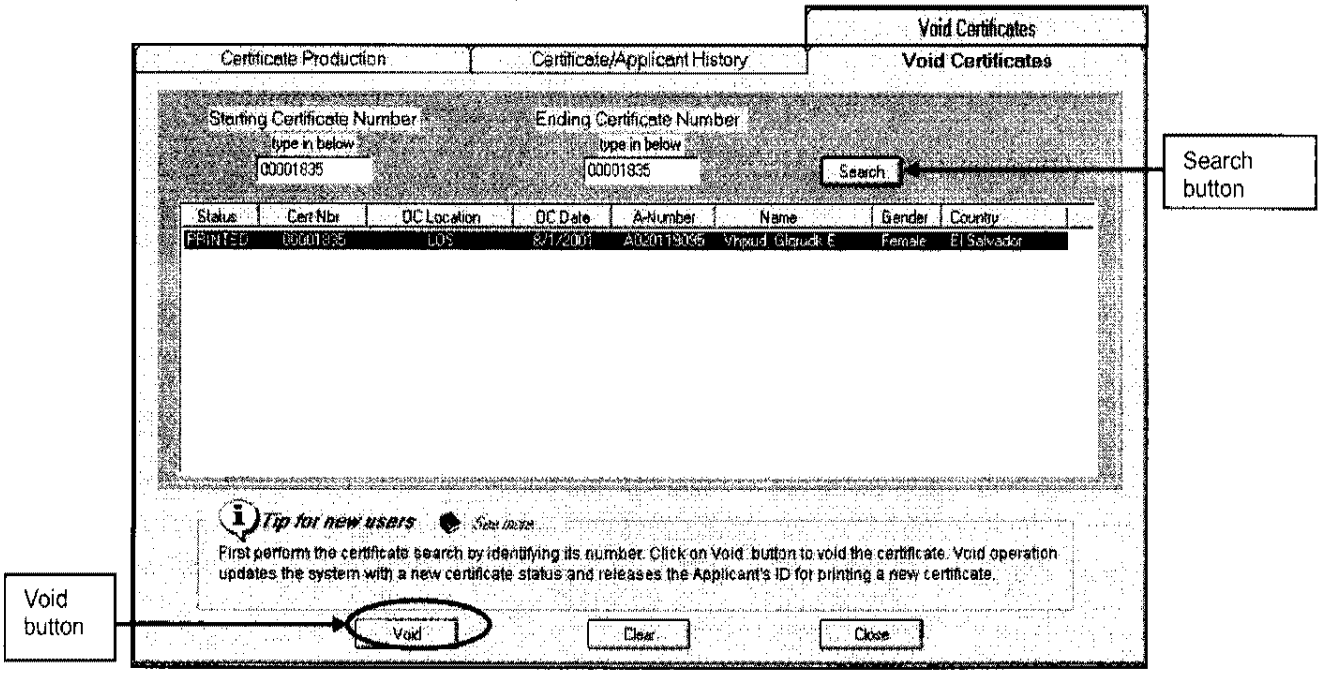
1. From the CLAIMS 4 switchboard, click on **Oath Ceremony Management** to access the *Oath Ceremony Management* module.
2. Click the **Certificate Operations** button.



NOTE: The ***Certificate/Applicant History*** tab is selected.

3. Select the ***Void Certificates*** tab.
4. In the **Starting Certificate Number** field, enter the certificate number.

NOTE: The number defaults in the **Ending Certificate Number** field.



5. Click or press **Enter** on the Search button.
6. Select the certificate to be voided.
7. Click the Void button.
8. Choose **Yes** to confirm void.
9. Click the **Close** button to exit the ***Void Certificates*** tab.
10. Select ***File, Exit*** from the menu to exit the *Oath Ceremony Management* module.

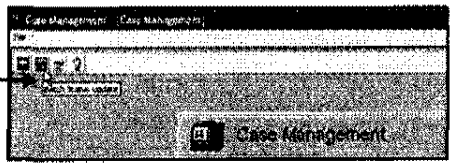
CLOSE OUT CASES (OATH CEREMONY)

When applicants have completed the naturalization process the cases need to be closed out in CLAIMS 4. This function can be performed in either the *Scheduling* or the *Case Management* module; however it is highly recommended that you close out the Oath Ceremony in the *Case Management* module since this is the only place that CLAIMS 4 will update the Court Code in the Central Index System (CIS).

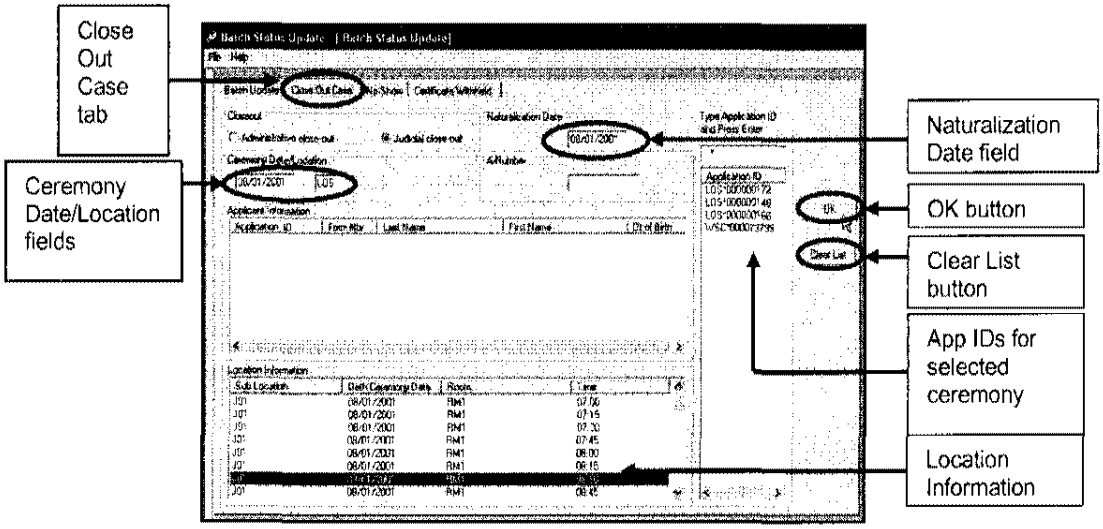
IMPORTANT NOTE: It is important that you first do the following before closing out cases in CLAIMS 4:

- Update CIS information if necessary. If any information within CLAIMS 4 fails to match CIS after the case(s) have been closed out in the CLAIMS 4 Case Management module, information from CLAIMS 4 will be rejected during the CIS upload and a mismatch will occur.
- "Record No-Shows" (see page 2-18)
- "Record Certificate Withheld" (see page 2-19)

1. From the CLAIMS 4 switchboard, click on **Case Management** to access the *Case Management* module.
2. Click the  (**Batch Status Update**) button.



3. Click the ***Close Out Case*** tab.



4. Select the **Administrative close-out** or **Judicial close-out** radio button.
5. Type the *date* of the Oath Ceremony in the **Ceremony Date** field.
6. Enter the 3-digit *Oath Ceremony Location* and press **Enter**.

   Location Information appears at the bottom of the screen.
7. In the *Location Information* box, select the ceremony that you want to close out.

NOTE: The **Time** field displays military time.

The Application IDs will appear in the **Application ID** field on the right.

8. Enter the *date* of the Oath Ceremony in the **Naturalization Date** field.

9. Click the **OK** button.

NOTE: Errors may display for some applications if the case didn't properly update the CIS system or if there is a workflow issue with one or more cases such as a case whose certificate was voided. Contact
(b)(2) the *USCIS Service Desk* [redacted]

10. Click the **Clear List** button.

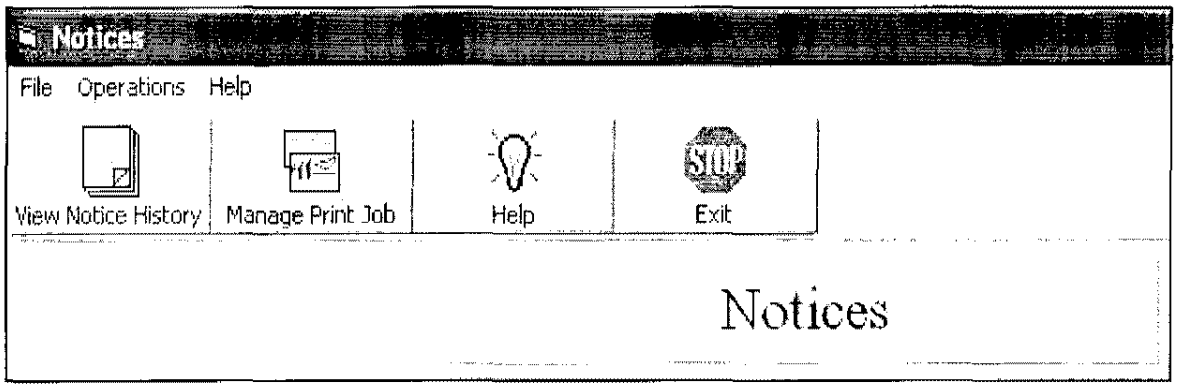
11. Select ***File, Exit*** from the menu to return to the main *Case Management* screen.

12. Select ***File, Exit*** from the menu to exit the *Case Management* module.

CHAPTER 7: NOTICES

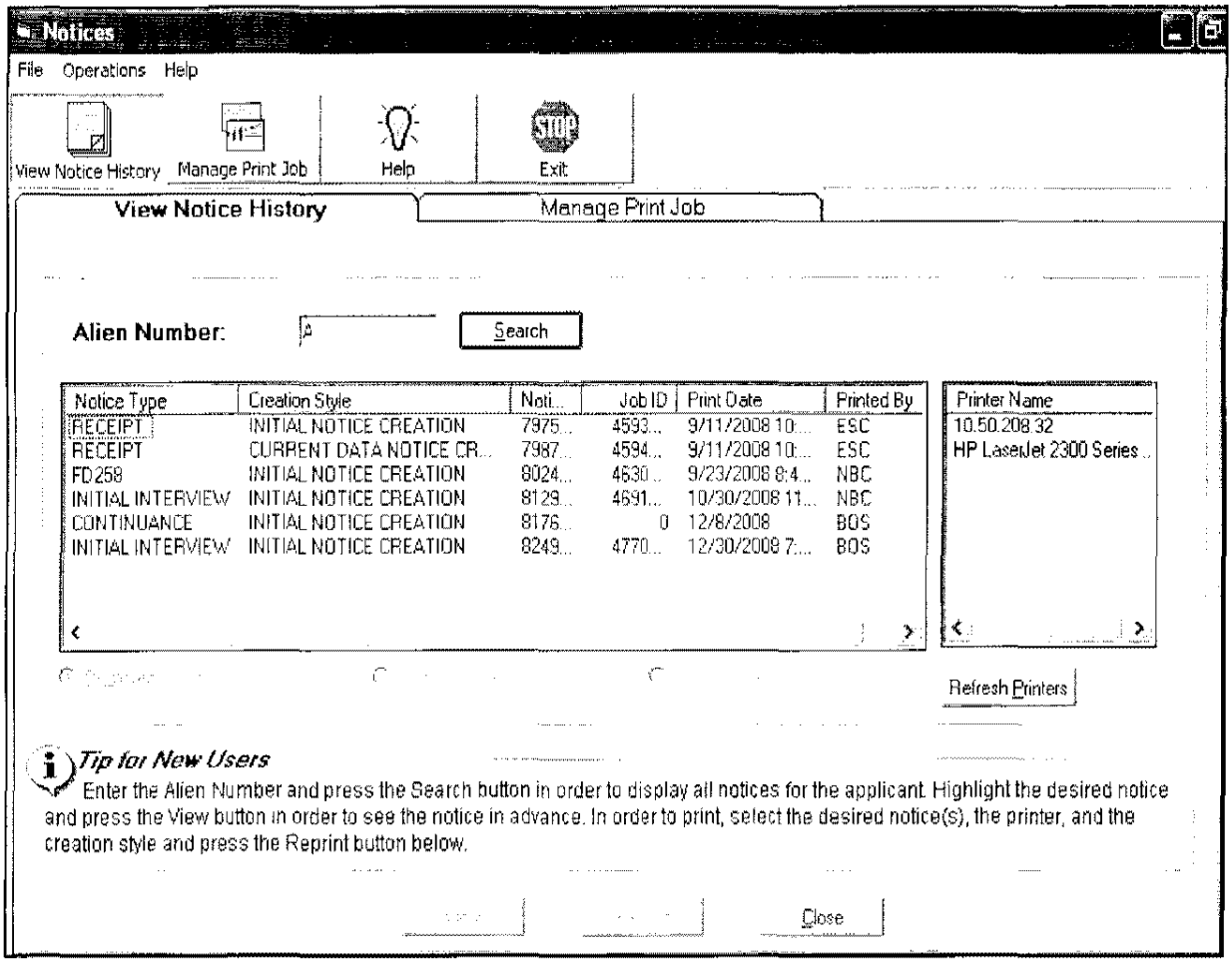
Introduction	CLAIMS 4 Notices are generated automatically by several different modules within CLAIMS 4: *Mailroom*, *Finance*, *Scheduling*, and *Adjudications*. Original Notices are normally batch printed and mailed to applicants by the National Benefits Center (NBC). However, sometimes a Field Office needs to print a Notice locally. For example, if the Field Office is interactively scheduling an applicant for an Interview with less than 60 days lead time or an Oath Ceremony that is to occur within 30 days, the office would want to print the Notice locally, and mail it to the applicant. Other times, a Field Office needs to reprint a previously printed Notice. For example, if an applicant's address has changed, a Notice may need to be reproduced and sent to the new mailing address. All reprinted Notices are generated in the CLAIMS 4 *Notices* module. This Chapter explains how Field Office staff would use the *Notices* module to reprint Notices.
Objectives	After completing this chapter, you will be able to: • Reprint an original notice • Reprint a notice with the current address • Reprint a notice with current data
Key Terms	The following new terms are introduced in this chapter: **Duplicate Original** A reprint of a Notice as it appeared when it was originally printed. **Current Address** A reprint of an original notice that reflects any address changes that have been made after the original notice was printed. **Current Data** A reprint of an original notice that reflects any changes that have been made since the printing of the original notice - applicant's name, address, or scheduled appointment.

NOTICES SCREEN



Clicking the ***Notices*** module button from the CLAIMS 4 switchboard displays the *Notices* screen. The *Notices* screen contains buttons for each of the main Notices functions. Each is described in more detail in the following sections.

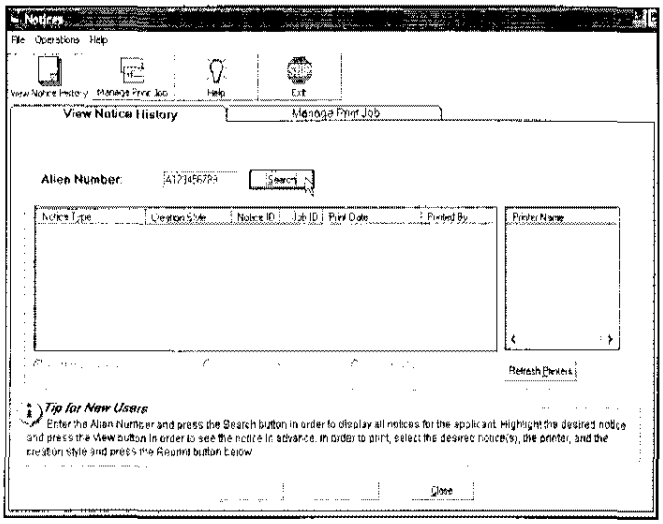
Clicking the **View Notice History** or **Manage Print Job** button will bring up the corresponding tab. You may select another function by clicking the toolbar button or clicking the corresponding tab. The image below depicts the ***View Notice History*** tab displayed after an Applicant's Alien Number was entered and the **Search** button was clicked. All notices that have been printed for this applicant appear listed. Any of the notices can be reprinted as the original, or with current address or with current data.

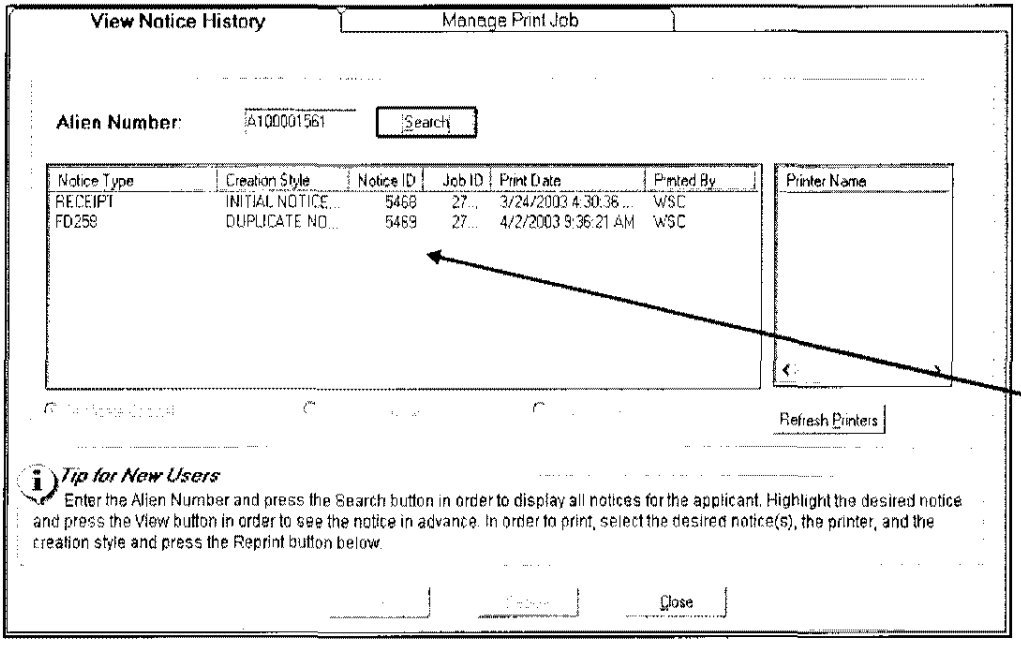


REPRINT AN ORIGINAL NOTICE

Original Notices are normally batch printed and mailed to applicants by the NBC. However, sometimes a Field Office needs to reprint an Original Notice to give or mail to an applicant.

1. Click the **Notices** button to access the *Notices* module.
2. Click the View Notice History button.
3. Type in the applicant's **A-Number.**
4. Click the Search button.





All notices that have been printed for the applicant are listed in the *View Notice History* window.

5. Select the *notice* that you want to reprint.
6. Click the **Duplicate Original** radio button.
7. Click the **View** button.

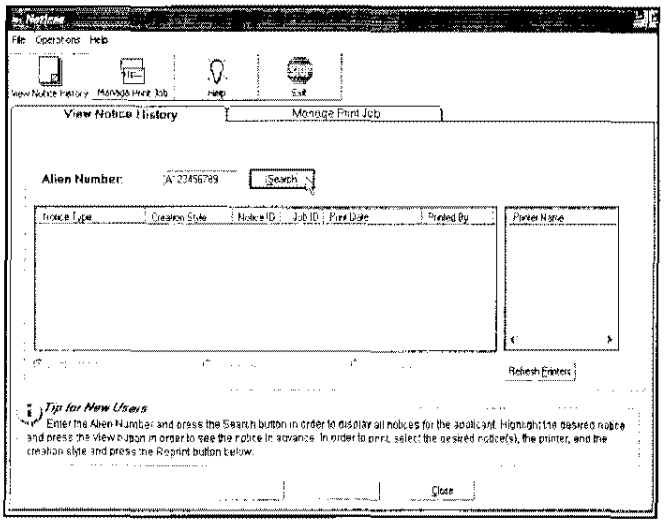
NOTE: The date that is at the top of the Notice is the current system date, not the date that printed on the original Notice. Open up the application in the *Case Status* module to see the original date that the Notice printed.

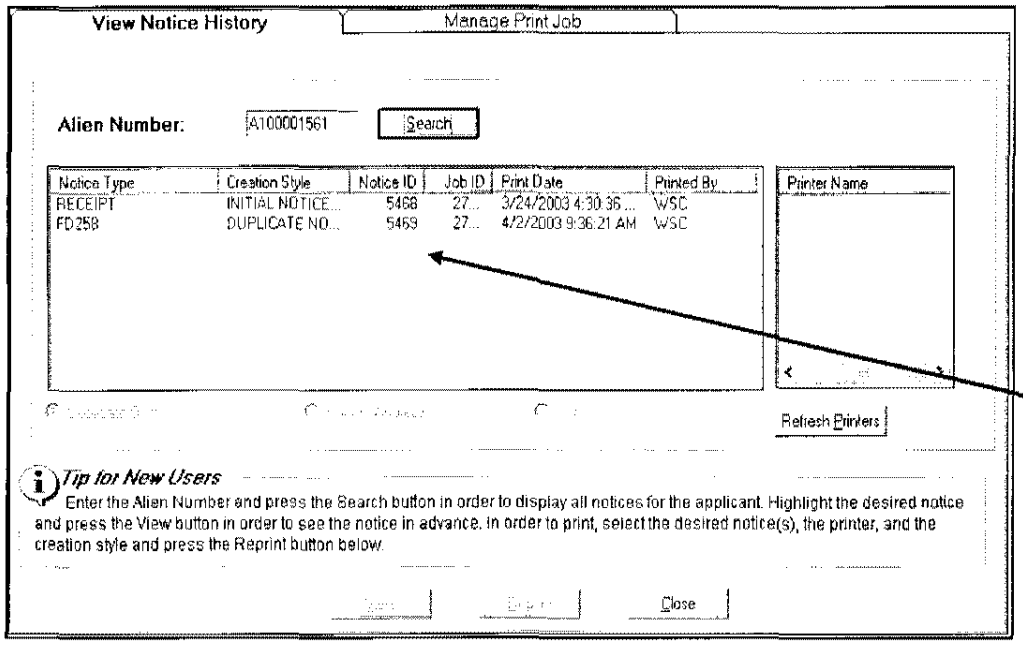
8. Click the **Print** button.
9. Click the **OK** button to close the *Print* dialog box.
10. Close the *Viewer* window.
11. Click the **Close** button to close the *View History* tab.
12. Select **File, Exit** to close the *Notices* module.

REPRINT A NOTICE WITH THE CURRENT ADDRESS

If a notice was sent to an applicant before they notified the Field Office of an address change, the notice will have been sent to the old address. After the change of address has been recorded in CLAIMS 4, the Field Office can reprint the notice (updated with the new address) and send it to the applicant.

1. Click the **Notices** button to access the *Notices* module.
2. Click the View Notice History button.
3. Type in the applicant's **A-Number.**
4. Click the Search button.





All notices that have been printed for the applicant are listed in the *View Notice History* window.

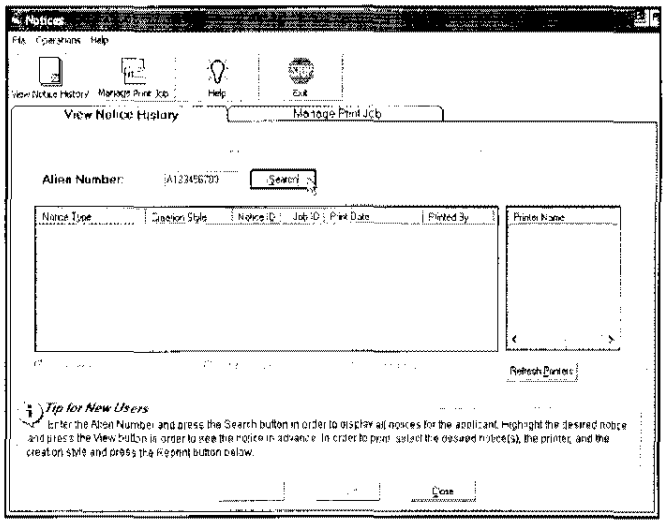
5. Select the *notice* that you want to reprint.
6. Click the **Current Address** radio button.
7. Click the **View** button.
8. Click the **Print** button.

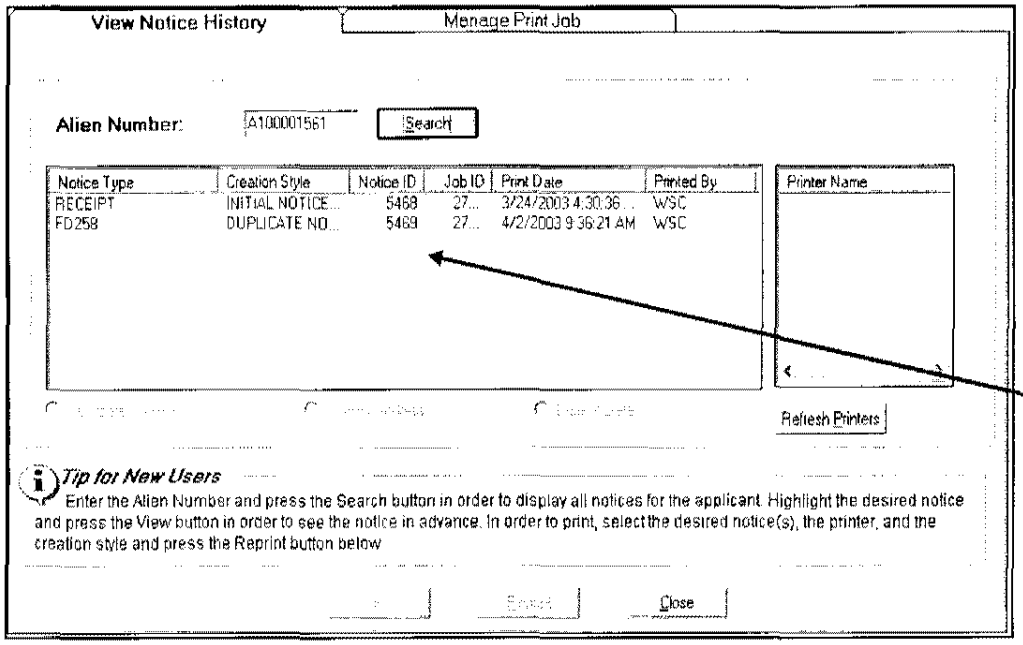
9. Click the **OK** button to close the *Print* dialog box.
10. Close the *Viewer* window.
11. Click the **Close** button to close the *View History* tab.
12. Select ***File, Exit*** to close the *Notices* module.

REPRINT A NOTICE WITH CURRENT DATA

The *Current Data* option may be used to reprint an original notice that will reflect any changes that have been made since the printing of the original notice (i.e. applicant's name, address, or scheduled appointment).

1. Click the **Notices** button to access the *Notices* module.
2. Click the View Notice History button.
3. Type in the applicant's **A-Number.**
4. Click the Search button.





All notices that have been printed for the applicant are listed in the *View Notice History* window.

5. Select the *notice* that you want to reprint.
6. Click the **Current Data** radio button.
7. Click the **View** button.

8. Click the **Print** button.
9. Click the **OK** button to close the *Print* dialog box.
10. Close the *Viewer* window.
11. Click the **Close** button to close the *View History* tab.
12. Select ***File, Exit*** to close the *Notices* module.

CHAPTER 8: CASE STATUS

Introduction	The Case Status module allows the user to find information about Naturalization cases (N-400s) or Adjustment of Status cases (I-485s). The information includes CLAIMS 4 activities that have already occurred and those activities that are pending. ▪ For N-400 cases, CLAIMS 4 tracks every activity about the case from receipt of the application to adjudication decision and oath ceremony. ▪ For I-485 cases, the activities that CLAIMS 4 tracks are limited to only interview scheduling activities. The complete case status for an I-485 case is maintained in the CLAIMS 3 application.
Objectives	After completing this chapter, you will be able to: ▪ Search for applications within CLAIMS 4 by: o Application ID o Applicant Name o A-Number o Payment ID o Mailing Address ▪ Analyze information in the *Case Status* screen.

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Key Terms

The following key terms are introduced in this chapter:

Workflow
Ordered sequence of activities through which an application must progress during the naturalization process. When "WkFlow" or "CLMS_DMN" appear in the User column on the *Case Status* screen, it indicates that an activity was initiated automatically by the CLAIMS 4 system rather than by a particular user.

History
The History section lists all workflow activities that have been completed. Activities are sorted with most recently completed activities at the top of the list and the older activities towards the bottom of the list.

Status
The *Status* section lists any pending or active workflow activities. CLAIMS 4 tracks the User ID of everyone who executes an activity. Some activities are performed by the CLAIMS 4 system without direct user intervention. You will see these identified in the User column:

CLMS_DMN "CLAIMS Domain" or WkFlow

Within the *Status* section, there is a **Status** column. The following status codes are used to indicate workflow status:

Active
Indicates that the workflow activity is currently in progress

Inactive
Indicates that the workflow activity is pending

Error
Indicates that the workflow activity began, but did not complete due to an error

Suspended

Indicates that the workflow activity was halted prematurely. This happens when a user saves the case in the Adjudications module and chooses the option: *Save Decision – Place on Hold for Me for Later Processing*.

If another user attempts to open the case, he or she will receive a message such as: *"This Key Already is Associated with an Element in this Case" or "Adjudications Suspended"*. If this occurs, and the user who suspended the activity needs to work with the case, contact the *USCIS Service Desk* [redacted] to reset the activity.

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If a user other than the user who suspended the case needs to work with the case, he or she can open the case in the *Adjudications* module, proceed to the *Decision* screen, and type in their *CLAIMS 4 User ID* in the **Adjudicated By: (User ID)** field. The user should now be able to make a decision on the case.

THE CASE STATUS SCREEN

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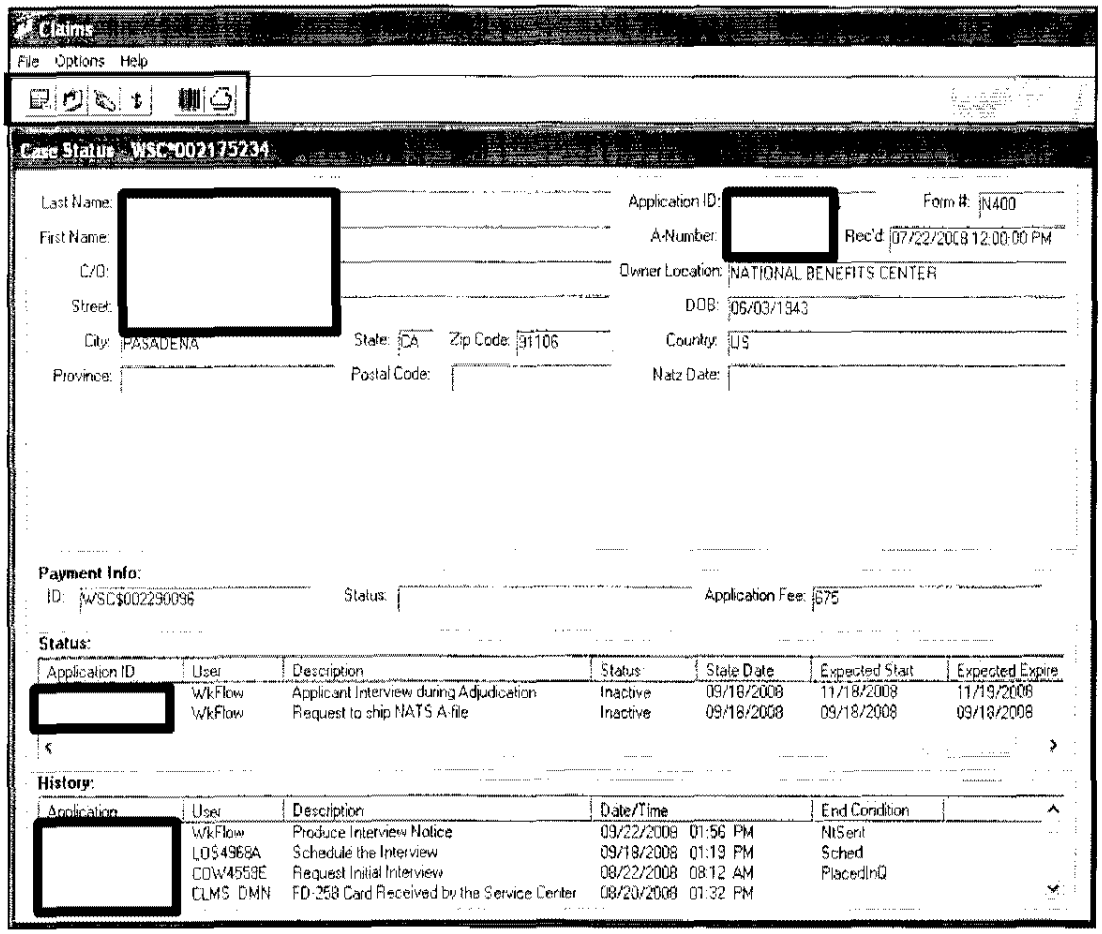
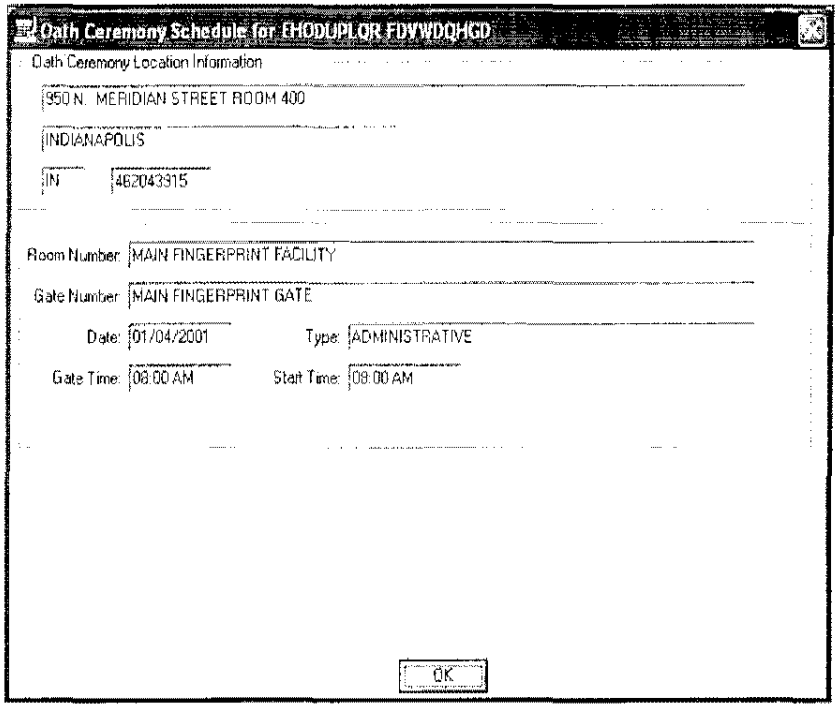


Scheduled	Displays any scheduled appointments associated with this case. If there are no scheduled appointments, a message will appear - "There is nothing scheduled". Click the **X** button to close the window.
Attorney	If the applicant is being represented by an attorney, a window will display the information from the G28 form that the applicant filed with his/her application. Select **File**, **Close** to close the window.
FBI Result	Displays information about both the fingerprint results and the name check result. Select **File**, **Close** to close the window.
Payment Details	Displays payments that have completed (Pay History section), and payments that are currently pending (Current Pay Status section). Select **File**, **Close** to close the window.
Print Labels	Prints barcode labels for the application.
Print Case Status	Prints Case Status information to your local printer.

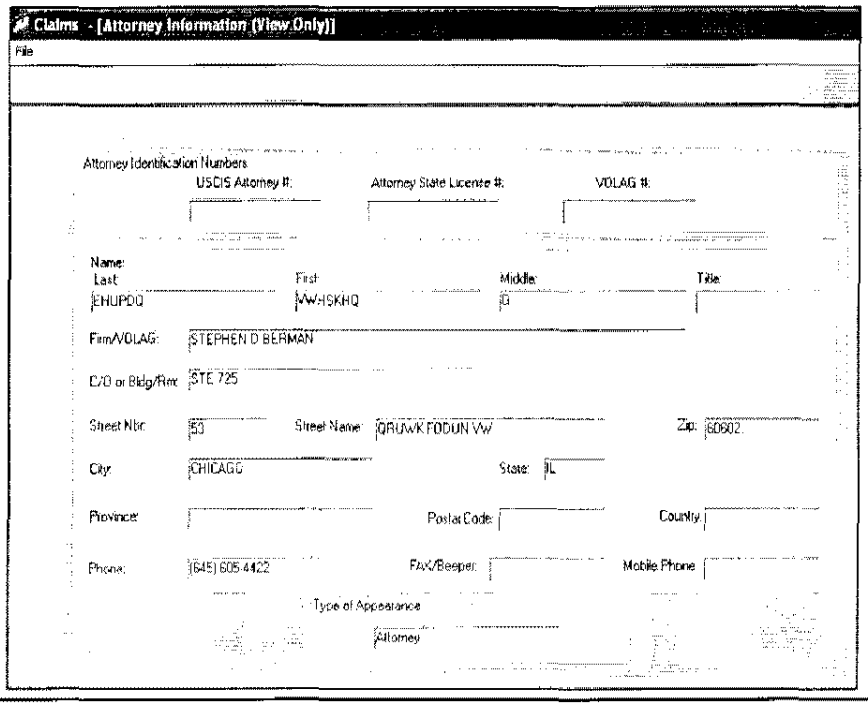
NOTE: The screens that each of the above buttons display, can be found on the following three pages.

Case Status Screen Buttons

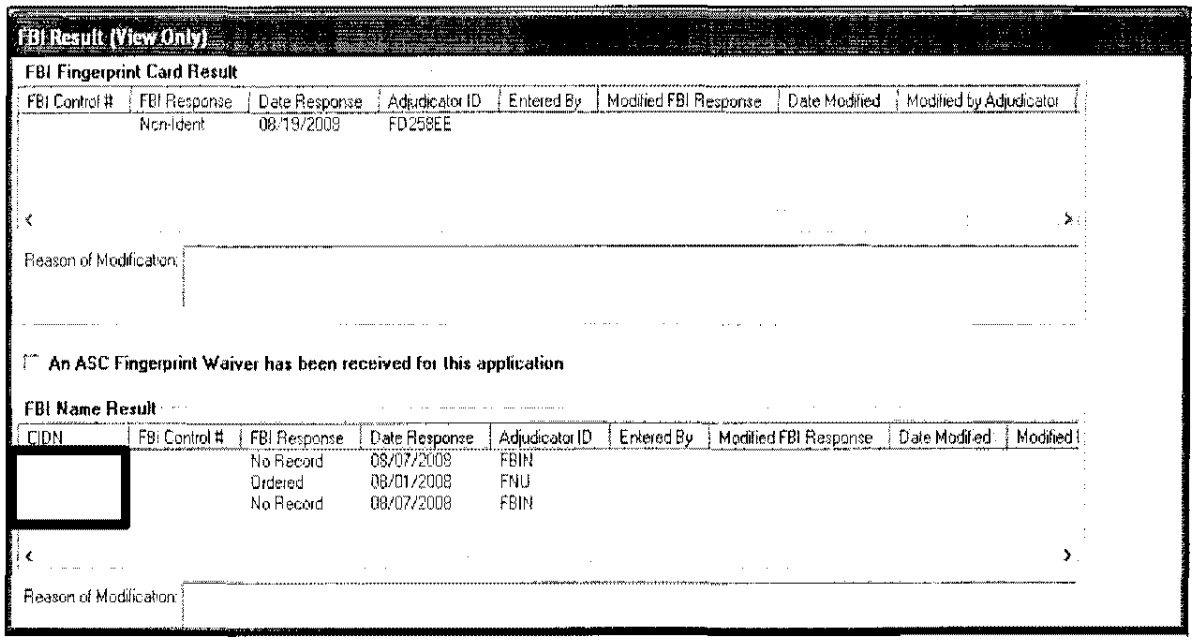
Scheduled	Displays any scheduled appointments associated with this case. If there are no scheduled appointments, a message will appear - "There is nothing scheduled". Click the **X** button to close the window.



Attorney	If the applicant is being represented by an attorney, a window will display the information from the G28 form that the applicant filed with his/her application. Select **File**, **Close** to close the window.



FBI Result	Displays information about both the fingerprint results and the name check result. Select **File, Close** to close the window.



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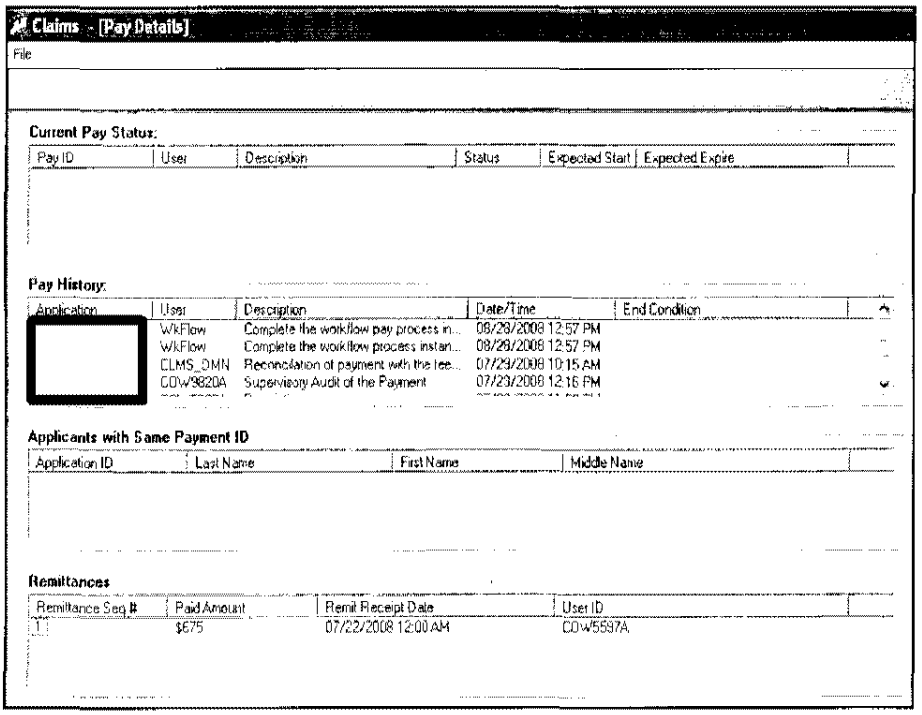
Payment Details	Displays payments that have completed (Pay History section), and payments that are currently pending (Current Pay Status section). Select **File, Close** to close the window.



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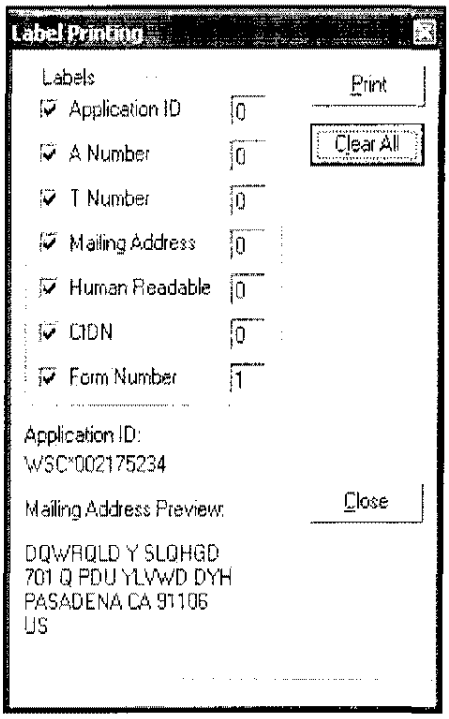
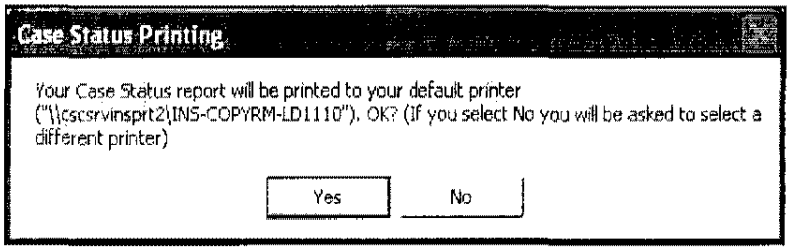
Print Labels	Prints barcode labels for the application.

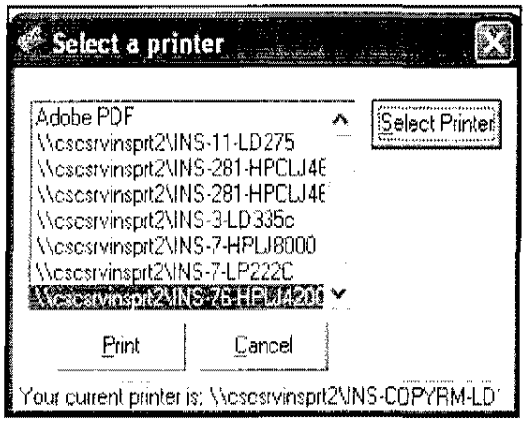


Print Case Status	Prints Case Status information to your local printer.

You will be prompted to automatically print to your current printer:



If you choose **No**, you will receive the following prompt:



Use the Scroll bar to see the printer options. Click the printer and then click the **Select Printer** button. Finally, click the **Print** button.

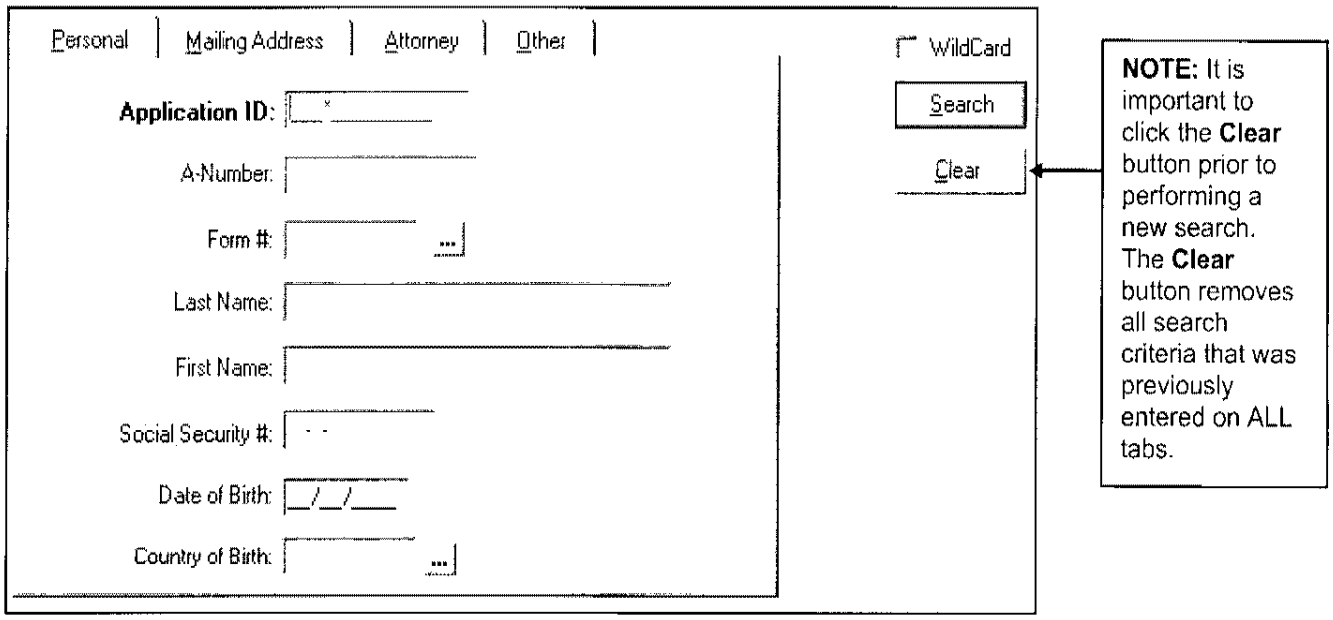
SEARCHING FOR A CASE

In order to view information about a case, you must search for the case in the *Case Status* module. To search for a case, the user must input information about the applicant such as:

- Application ID
- A-Number
- Name
- Address
- Attorney (for N-400 cases only)
- Payment ID (for N-400 cases only)

Searching by inputting the Application ID is the most direct way to access a specific application. Searching for an A-Number could produce multiple applications, since a single applicant may have submitted more than one application.

1. Click the **Case Status** button to access the *Case Status* module.



2. Type or wand in the *A-Number* for the case you want to open or enter other information about the case (Application ID, Name, etc.)

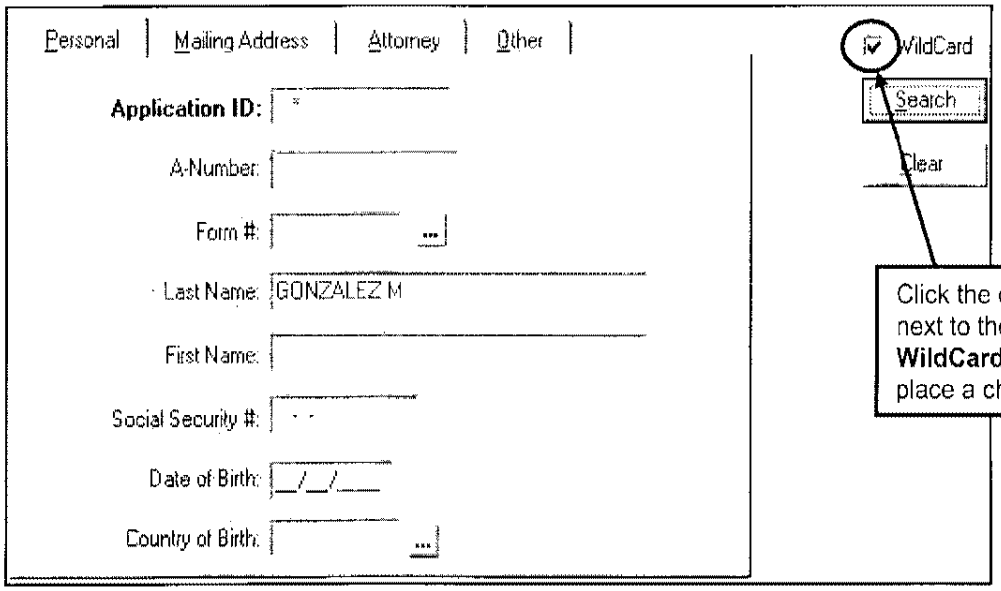
3. Click the **Search** button.

The *Case Status* screen displays information about the activities that have occurred or are waiting to occur for this applicant. (See next page).

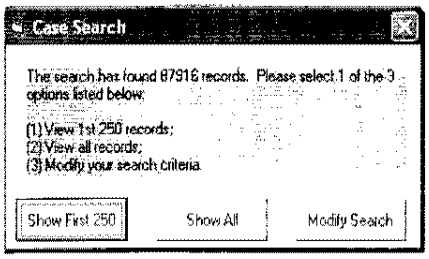
SEARCHING FOR A CASE USING WILDCARDS

The **WildCard** field, when checked, allows you to enter only the 1st few characters in any of the following fields: Last Name, First Name, Zip Code, and Owner Location Code. CLAIMS 4 will list all applications that meet the criteria. This is helpful when you may not know the exact spelling of the last or first name, or the complete zip code or owner location code.

In the example below, we are looking for an applicant whose last name is two words – the first word is "*Gonzalez*" and the second word begins with "*M*".

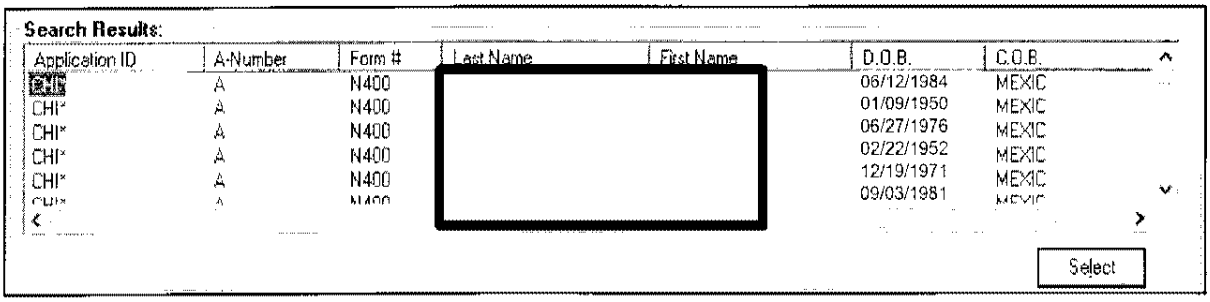


If more than 250 applications are found that match the search criteria you put in, you will see a message giving you options to display the *first 250*, *All* or to *modify the search* (add more criteria to narrow search).



You can sort the list by any of the fields (except D.O.B.). To sort, click on the field name in the column heading.

After clicking the **Show First 250** or the **Show All** button, a list of the applications meeting the search criteria that you entered, appear:



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Click on the *Application ID* that you wish to open the Case Status for and then click the **Select** button. You may also double-click on the *Application ID* to open it.

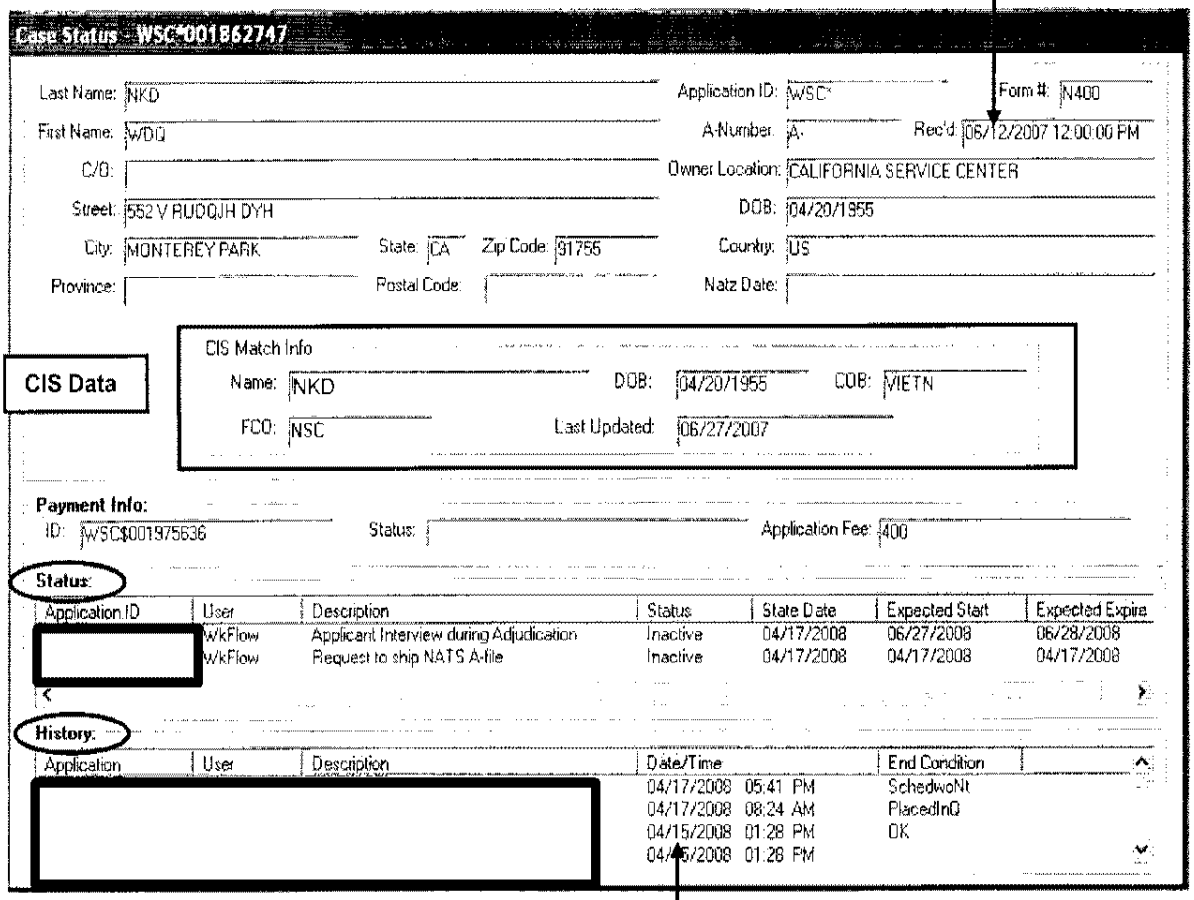
REVIEWING CASE STATUS INFORMATION

The *Case Status* window displays a lot of information about the application. Personal information such as name, address, and date of birth is displayed at the top, along with the Application ID, A-Number, and the date the application was received.

The middle of the screen displays the information that is in the *Central Index System (CIS)* for this applicant.

The bottom half of the screen lists CLAIMS 4 activities that have already occurred (*History* section) as well as activities that are currently going on or are expected to occur next (*Status* section).

The date and time displayed at the top right side of the screen next to the words "*Rec'd*" is the actual date and time that the application was stamped as being received in the postal area of the USCIS office. This is the CLAIMS 4 *official date* that the application was received and it is this date that is used in calculating how "old" the application is.



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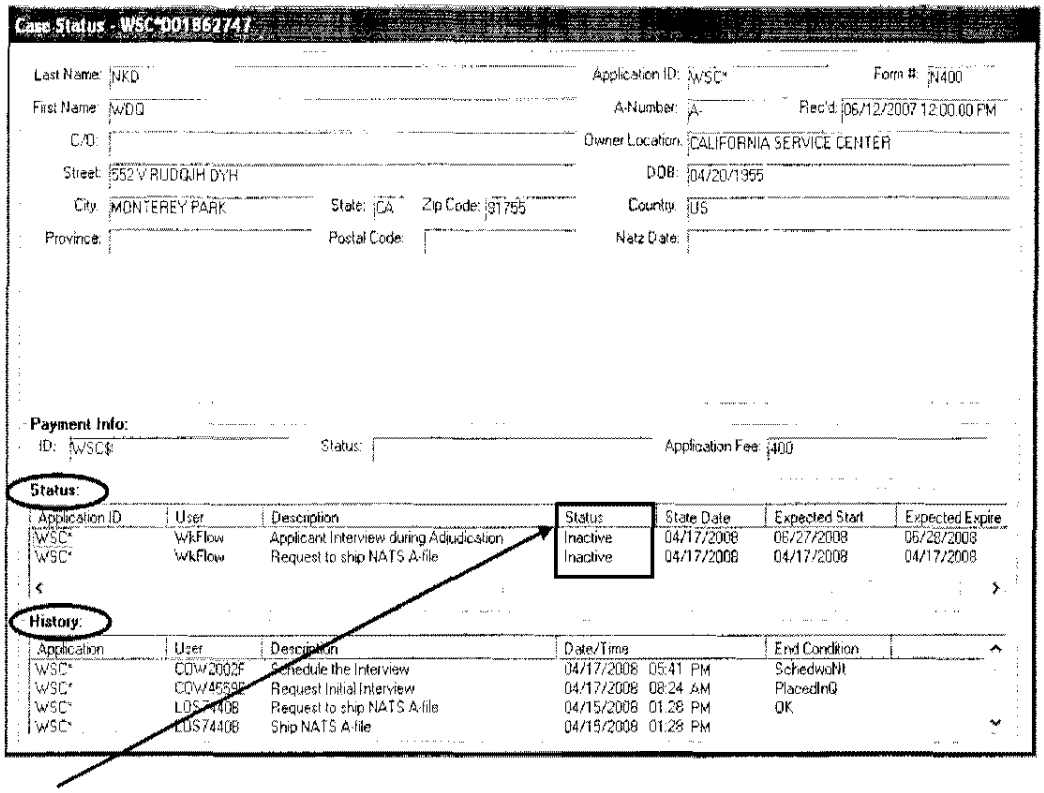
This is the date and time that the application was first entered into the *Data Entry* module of CLAIMS 4. This is not the official "received date".

STATUS SECTION ACTIVITIES

The *Status* section of the *Case Status* screen displays activities that are *in progress* or activities that are *expected to occur next*. The **Status** column within the *Status* section will indicate one of four entries: *Active*, *Inactive*, *Error* or *Suspended*.



Active

Indicates that the workflow activity is currently in progress

Inactive

Indicates that the workflow activity is pending

Error

Indicates that the workflow activity began but did not complete due to an error

Suspended

Indicates that the workflow activity was halted prematurely. This happens when a user saves the case in the Adjudications module and chooses the option: *Save Decision – Place on Hold for Me for Later Processing*.

If another user attempts to open the case, he or she will receive a message such as: *"This Key Already is Associated with an Element in this Case" or "Adjudications Suspended"*. If this occurs, and the user who suspended the activity needs to work with the case contact the *USCIS Service Desk* [redacted] and have the activity reset.

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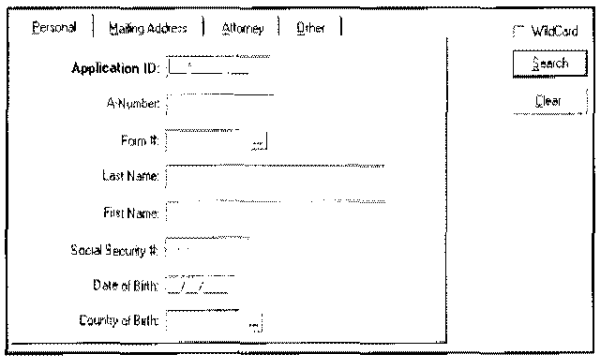
If a user other than the user who suspended the case needs to work with the case, he or she can open the case in the *Adjudications* module, proceed to the *Decision* screen, and type in their *CLAIMS 4 User ID* in the **Adjudicated By: (User ID)** field. The user should now be able to make a decision on the case.

STUCK CASES

Sometimes, a user may encounter problems when trying to perform an operation on a case. For example, the user is trying to place the case in the *Ready to Schedule Queue* for an Interview or trying to make a decision on a case in the *Adjudications* module. When the user encounters a problem, the user will normally receive an "Error message" sometimes stating that "The case is not in the correct workflow to perform this operation."

If this occurs, the best thing to do is:

1. Click the **Case Status** button to access the *Case Status* module.



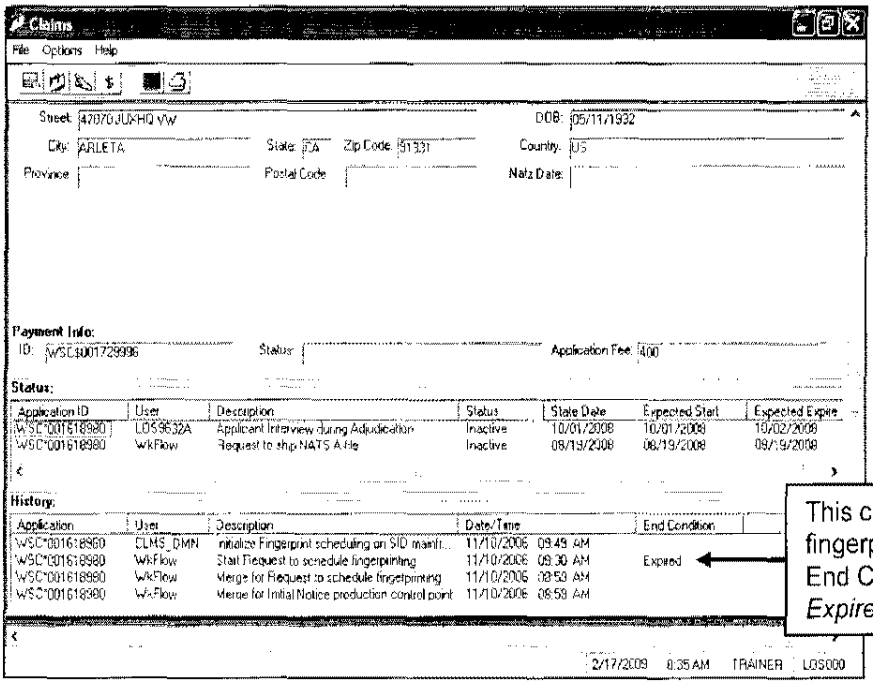
NOTE: It is important to click the **Clear** button prior to performing a new search. The **Clear** button removes all search criteria that was previously entered on ALL tabs.

2. Type or wand in the *A-Number* for the case you want to open

NOTE: It is best to use the A-Number (not the Application ID) because using the A-Number will indicate if there is more than one application in CLAIMS 4 for the applicant.

3. Click the **Search** button.

The *Case Status* screen displays information about the activities that have occurred or are waiting to occur for this applicant. Look in the *History* section of the window. You may find that the applicant's fingerprints have expired:



This case has expired fingerprints. Notice the End Condition of *Expired*.

(b)(2) 4. Contact the *USCIS Service Desk* [redacted] for assistance. Provide the *Application ID*, and the message you saw in *Case Status*.

Activity Description	End Condition	End Condition Description	Activity Code
Add the A-File			AFileAdd
Adhoc Activity - applicant's check did not clear the bank	ANY	WF Key-word. Used in ACT_TRANSIT to specify next Not EndCond dependen activity.	BouncedCheck
Ad-hoc Payment Update which allows update to and addition of remittances			PayUpdate
Adjudication Decision	AbnB	Application Denied due to abandonment, Batch notice requested	AjDecision
Adjudication Decision	AbnI	Application Denied due to abandonment, Interactive notice requested	AjDecision
Adjudication Decision	AjAdminClose	Administrative Close Decision	AjDecision
Adjudication Decision	Approve	Applicant Approved for Naturalization	AjDecision
Adjudication Decision	Approved4Overide	Approve the case for FBI override	AjDecision
Adjudication Decision	Cnt4Info	Continuance for Information	AjDecision
Adjudication Decision	CntIntvw	Continuance Interview	AjDecision
Adjudication Decision	CWID	Continuance with Intent to Deny	AjDecision
Adjudication Decision	DataChange	Case Data Change	AjDecision
Adjudication Decision	Deny	Applicant Denied for Naturalization	AjDecision
Adjudication Decision	OrderFP	Schedule fingerprinting of applicant due to imminent expiration of prior prints	AjDecision
Adjudication Decision	SupvRev	Supervisory Review	AjDecision
Adjudication Decision	Terminate	Terminate application	AjDecision
Adjudication Decision	Withdrawn	Withdraw application	AjDecision
Allows user to resolve initial RAPS upload errors	Resolved	Corrected error that occurred during upload of data to external system	ResolveRAPSTrans
Allows user to resolve subsequent RAPS upload errors	Resolved	Corrected error that occurred during upload of data to external system	ResolveNotifyRAPS
App process wait for Payment Merge	ANY	WF Key-word. Used in ACT_TRANSIT to specify next Not EndCond dependen activity.	AppPayMerge
App process wait for Payment Merge	PayOk	Payment is Ok (not an underpayment or overpayment)	AppPayMerge
App process wait for Payment Merge	PayOverride	Payment Overridden. Funds confirmed received at another INS facility.	AppPayMerge
App process wait for Payment Merge	UnderPay	Payment Underpaid	AppPayMerge
App process wait for Under Payment resolution	ANY	WF Key-word. Used in ACT_TRANSIT to specify next Not EndCond dependen activity.	AppUnderPay
App process wait for Under Payment resolution	Expired	Time expired	AppUnderPay
App process wait for Under Payment resolution	PayOk	Payment is Ok (not an underpayment or overpayment)	AppUnderPay
App process wait for Under Payment resolution	PayOverride	Payment Overridden. Funds confirmed received at another INS facility.	AppUnderPay
Applicant Interview during Adjudication	CXL-ExceedProfle	Canceled prior to Exceeding the Profile	Interview
Applicant Interview during Adjudication	CXL-NeedsRev	Canceled and needs the Adjudicator to review	Interview
Applicant Interview during Adjudication	CXL-PlacedInQ	Canceled prior to Placed in Scheduling Queue	Interview
Applicant Interview during Adjudication	CXL-Rqt4Intvw	Canceled prior to Request for Interview	Interview

Activity Description	End Condition	End Condition Description	Activity Code
Applicant Interview during Adjudication	CXL-Sched	Canceled prior to Scheduled	Interview
Applicant Interview during Adjudication	DataChange	Case Data Change	Interview
Applicant Interview during Adjudication	DS-NeedsRev	Descheduled and needs the Adjudicator to review	Interview
Applicant Interview during Adjudication	DS-PlacedInQ	Descheduled prior to Placed in Scheduling Queue	Interview
Applicant Interview during Adjudication	DS-Rqt4Intvw	Descheduled prior to Request for Interview	Interview
Applicant Interview during Adjudication	DS-Sched	Descheduled prior to Scheduled	Interview
Applicant Interview during Adjudication	Expired	Time expired	Interview
Applicant Interview during Adjudication	NS	Applicant did not show up for Interview	Interview
Applicant Interview during Adjudication	NS-ExceedProfle	No Show prior to Exceeding the profile	Interview
Applicant Interview during Adjudication	NSMil		Interview
Applicant Interview during Adjudication	OrderFP	Schedule fingerprinting of applicant due to imminent expiration of prior prints	Interview
Applicant Interview during Adjudication	SendCXLNt	Send the Cancel Notice	Interview
Applicant Interview during Adjudication	SendDSNt	Send the De-schedule Notice	Interview
Applicant Interview during Adjudication	ShowedUp	Applicant Showed Up for the Event	Interview
Applicant Interview during Adjudication (Entry direct from RNACS)			InterviewRNACS
Applicant Testing during Adjudication	245ACivHisPassed	Civics/History Tests passed at 245A Interview	AjTest
Applicant Testing during Adjudication	CivHistFailed	Failed Civics/History Test	AjTest
Applicant Testing during Adjudication	CivHistPassed	Passed Civics/History Test	AjTest
Applicant Testing during Adjudication	CivHistWaived	Waived Civics/History Test	AjTest
Applicant Testing during Adjudication	EngProFailed	Failed English Proficiency Test	AjTest
Applicant Testing during Adjudication	EngProPassed	Passed English Proficiency Test	AjTest
Applicant Testing during Adjudication	EngProWaived	Waived English Proficiency Test	AjTest
ASC & Bundled	OK	O.K.	FDEEASCMfst
Awaiting a decision as to how to proceed	DataFound	Current FBI Result Found from Batch	SchedDecision
Awaiting a decision as to how to proceed	PlacedInQ	Placed In Scheduler Queue	SchedDecision
Awaiting a decision as to how to proceed	Sched	Scheduled	SchedDecision
Bounced Check Notice returned as undeliverable			UndelNtBC
Cancel fingerprint request	OK	O.K.	CancelFPRqt
Cancel fingerprint request	rIntvwDecision	Special case of "IntvwDecision" where the case jumps to a predefined activity	CancelFPRqt
Cancel fingerprint request	rOathDecision	Special case of "OathDecision" where the case jumps to a predefined activity	CancelFPRqt
Case Review	DataChange	Case Data Change	CaseReview
Case waiting for Missing Payment Resolution	PayOverride	Payment Overridden. Funds confirmed received at another INS facility.	MissPayment
Case waiting for Missing Payment Resolution	PayProv	Payment Provided	MissPayment

Activity Description	End Condition	End Condition Description	Activity Code
Case waiting receipt and processing of additional payment	BioFeePaid		Wait4Payment
Case waiting receipt and processing of additional payment	ExpiredBioFee		Wait4Payment
Case waiting receipt and processing of additional payment	IncorrectBioFee	O.K.	Wait4Payment
Case waiting receipt and processing of additional payment	OK	Payment Overridden. Funds confirmed received at another INS facility.	Wait4Payment
Case waiting receipt and processing of additional payment	OverPay		Wait4Payment
Case waiting receipt and processing of additional payment	PayOverride		Wait4Payment
Case waiting receipt and processing of additional payment	Updated		Wait4Payment
Change of Address Petition Entered	ANY	WF Key-word. Used in ACT_TRANSIT to specify next Not EndCond dependen activity.	ChgAddrPet
Change of Address Petition Entered	ChgJur	Jurisdiction changed	ChgAddrPet
Change of Address Petition Entered	NoChgJur	jurisdiction unchanged	ChgAddrPet
Check FBI	ConscutvReject	Consecutive FBI rejects were posted	ChkFBI
Check FBI	ConscutvUnclass	Consecutive FBI unclassifiables were posted	ChkFBI
Check FBI	IDENT	The FBI sent an IDENT response from an FBI background check	ChkFBI
Check FBI	OK	O.K.	ChkFBI
Check FBI	rAjDecision	Special case of "OK" where the case jumps to AjDecision	ChkFBI
Check FBI	rConscutvUnclass	Special case of "ConscutvUnclass" where the case jumps to a predefined activity	ChkFBI
Check FBI	Reject	Rejected Fingerprints	ChkFBI
Check FBI	rIntvwDecision	Special case of "IntvwDecision" where the case jumps to a predefined activity	ChkFBI
Check FBI	rOathDecision	Special case of "OathDecision" where the case jumps to a predefined activity	ChkFBI
Check FBI	rOK	Special case of "OK" where the case jumps to a predefined activity	ChkFBI
Check FBI	rRqt4OC	Special case of "OK" where the case jumps to Rqt4OC	ChkFBI
Check FBI	rRqtIntvw	Special case of "OK" where the case jumps to RqtIntvw	ChkFBI
Check FBI	Unclass	Unclassifiable Fingerprints	ChkFBI
Check Military	Expired	Time expired	ChkMil
Check Military	OK	O.K.	ChkMil
Complete workflow I-881 process instance	Expired	Time expired	CompleteI881Proc
Complete File Review Process			CFRProc
Complete the workflow pay process instance	Expired	Time expired	CompletePAYProc
Complete the workflow process instance			CompleteProc
Converted N-400 Data			ConvN400

Activity Description	End Condition	End Condition Description	Activity Code
Create Bounced Check Notice			NtBouncedCheck
Data Entry	AnumProv	A-Number Provided	DeEnter
Data Entry	ANY	WF Key-word. Used in ACT_TRANSIT to specify next Not EndCond dependen activity.	DeEnter
Data Entry	FBIProv	FBI Evidence Provided	DeEnter
Data Entry	FCE	Fee Collected Elsewhere	DeEnter
Data Entry	FeeWvRqt	Fee Waiver Requested - Fee Waived	DeEnter
Data Entry	MilProv	Military Evidence Provided	DeEnter
Data Entry	MissAnum	No A number on the Application	DeEnter
Data Entry	MissEv	Missing Evidence	DeEnter
Data Entry	MissFBI	No FBI fingerprint card supplied (suspended)	DeEnter
Data Entry	MissFPcard	Missing fingerprint card for applicant residing abroad	DeEnter
Data Entry	MissMil	No Military evidence supplied (suspended)	DeEnter
Data Entry	MissPay	Missing Payment	DeEnter
Data Entry	MissPhoto	Missing Photographic Evidence	DeEnter
Data Entry	MissSign	Missing Signature	DeEnter
Data Entry	PayProv	Payment Provided	DeEnter
Data Entry	PhotoProv	Photographic Evidence Provided	DeEnter
Data Entry Review			DeReview
Data Entry Update during 24 hours of initial data entry			DeUpdate
Decision Concerning the Interview	DataChange	Case Data Change	IntvwDecision
Decision Concerning the Interview	MakeDecision	Make the Decision	IntvwDecision
Decision Concerning the Interview	OrderFP	Schedule fingerprinting of applicant due to imminent expiration of prior prints	IntvwDecision
Decision Concerning the Interview	PlacedInQ	Placed In Scheduler Queue	IntvwDecision
Decision Concerning the Interview	Rqt4Intvw	Request for Interview	IntvwDecision
Decision Concerning the Interview	Sched	Scheduled	IntvwDecision
Decision Concerning the Interview	SchedwoNt	Scheduled without producing a notice	IntvwDecision
Decision Concerning the Oath Ceremony	DataChange	Case Data Change	OathDecision
Decision Concerning the Oath Ceremony	MakeDecision	Make the Decision	OathDecision
Decision Concerning the Oath Ceremony	MRO	Motion to Reopen	OathDecision
Decision Concerning the Oath Ceremony	OrderFP	Schedule fingerprinting of applicant due to imminent expiration of prior prints	OathDecision
Decision Concerning the Oath Ceremony	PlacedInQ	Placed In Scheduler Queue	OathDecision
Decision Concerning the Oath Ceremony	Rqt4OC	Request for Oath Ceremony	OathDecision
Decision Concerning the Oath Ceremony	Sched	Scheduled	OathDecision
Decision Concerning the Oath Ceremony	SchedwoNt	Scheduled without producing a notice	OathDecision
Denial due to Abandonment	Abnl	Application Denied due to abandonment, Interactive notice	Abandonment

Activity Description	End Condition	End Condition Description	Activity Code
		requested	
Denial due to Abandonment	AbnB	Application Denied due to abandonment, Batch notice requested	Abandonment
Denial due to Abandonment	DataChange	Case Data Change	Abandonment
Denial due to Abandonment	SupvRev	Supervisory Review	Abandonment
Derogatory Information Received	ANY	WF Key-word. Used in ACT_TRANSIT to specify next Not EndCond dependen activity.	DerogInfoRecd
Distribute the Naturalization Certificate	OK	O.K.	CtNatzIssue
Extract CIS Close out data from Claims 4.0	ANY	WF Key-word. Used in ACT_TRANSIT to specify next Not EndCond dependen activity.	ExtCISClose
Extract CIS Close out data from Claims 4.0	OK	O.K.	ExtCISClose
Extract Full NACS data from Claims 4.0	ANY	WF Key-word. Used in ACT_TRANSIT to specify next Not EndCond dependen activity.	ExtNACSFull
Extract Initial NACS data from Claims 4.0	ANY	WF Key-word. Used in ACT_TRANSIT to specify next Not EndCond dependen activity.	ExtNACSInitial
Extract Initial NACS data from Claims 4.0	OK	O.K.	ExtNACSInitial
Extract Initial NACS data from Claims 4.0	RNACSUpFailed	Failed to successfully update RNACS with case status	ExtNACSInitial
Extract NACS Close out data from Claims	OK	O.K.	ExtNACSClose
FBI Name Check	AS	App Stamp-Background investigation,favorable	FBINameChk
FBI Name Check	DD	Duplicate	FBINameChk
FBI Name Check	DS	Dissemination Stamp-Obtain FBI Report from LESC	FBINameChk
FBI Name Check	E	Error	FBINameChk
FBI Name Check	Expired	Time expired	FBINameChk
FBI Name Check	H	Possible Hit	FBINameChk
FBI Name Check	I	Possible Hit	FBINameChk
FBI Name Check	IP	The FBI sent an INDEX POPULAR from a FBI name check	FBINameChk
FBI Name Check	LO	Locate	FBINameChk
FBI Name Check	MN	Manual Response	FBINameChk
FBI Name Check	ND	Non-derogatory	FBINameChk
FBI Name Check	NP	Not Pertinent	FBINameChk
FBI Name Check	NR	The FBI sent a No Record from a FBI name check	FBINameChk
FBI Name Check	OC	Outgoing Communication-Obtain FBI Report from LESC	FBINameChk
FBI Name Check	RP	Report-Obtain FBI Report from LESC	FBINameChk
FBI Name Check	RS	Resubmit	FBINameChk
FBI Name Check	UN	Unknown Response	FBINameChk
FBI Name Check	XX	Administratively closed	FBINameChk
FD-258 Card Received by the NBC	ANY	WF Key-word. Used in ACT_TRANSIT to specify next Not EndCond dependen activity.	CardRcvdUpdateExt
FD-258 Card Received by the NBC	OK	O.K.	CardRcvdUpdateExt
FD-258 Card Received by the NBC	RNACSUpFailed	Failed to successfully update RNACS with case status	CardRcvdUpdateExt
FD258EE Ad Hoc Reply	NONE	WF Key-word. Used in ACT_TRANSIT to specify next Activity if	FDEEAdHocRep

Activity Description	End Condition	End Condition Description	Activity Code
		EndCond are none.	
FD258EE AdHoc Misc CIDN	NONE	WF Key-word. Used in ACT_TRANSIT to specify next Activity if EndCond are none.	FDEEAdHocMiscCIDN
FD258EE AdHoc Returned Card	NONE	WF Key-word. Used in ACT_TRANSIT to specify next Activity if EndCond are none.	FDEEAdHocRetCard
FD258EE Bundle Creation	ANY	WF Key-word. Used in ACT_TRANSIT to specify next Not EndCond dependen activity.	FDEEBundle
FD258EE Creation of Batch (Max 9999 Cards)	FDEERemBundle	FD258EE Removed Card(s) from Bundle	FDEEBatchFBI
FD258EE Creation of Batch (Max 9999 Cards)	OK	O.K.	FDEEBatchFBI
FD258EE Data Entry	ANY	WF Key-word. Used in ACT_TRANSIT to specify next Not EndCond dependen activity.	FDEEDeEnter
FD258EE Inquiry			FDEEInquiry
FD258EE Loads the mainframe with FBI Reply	NONE	WF Key-word. Used in ACT_TRANSIT to specify next Activity if EndCond are none.	FDEELDReply
FD258EE Loads the mainframe with information sent to the FBI	NONE	WF Key-word. Used in ACT_TRANSIT to specify next Activity if EndCond are none.	FDEELDSent
FD258EE Rap Sheet	NONE	WF Key-word. Used in ACT_TRANSIT to specify next Activity if EndCond are none.	FDEERapSheet
FD258EE Recreate Tape			FDEERTape
FD258EE Sends Batch to FBI	FDEERemBatch	FD258EE Removed Card(s) from Batch	FDEESendFBI
FD258EE Sends Batch to FBI	OK	O.K.	FDEESendFBI
FD258EE Services			FD258EE
FD258EE Sorting of FBI reply to INS	ANY	WF Key-word. Used in ACT_TRANSIT to specify next Not EndCond dependen activity.	FDEEReplyFBI
FD258EE Sorting of FBI reply to INS	FDEEIdent	FD258EE FBI Ident	FDEEReplyFBI
FD258EE Sorting of FBI reply to INS	FDEENonIdent	FD258EE FBI NonIdent	FDEEReplyFBI
File Received at NBC and Produce Transfer Notice	NtSent	Notice Sent	NtReceivedAtNBC
File Shipped To NBC (NBC is now the file owner)			ShippedToNBC
Front log stage area	OK	O.K.	DeStageArea
G325B Biographic Information Check	OK		ChkG325
Hold the immediate rejects			HoldReject
Initial Receipt Notice returned as undeliverable			UndelNtInit
Initialize Fingerprint Scheduling on SID mainframe			FPSchedInit
Mail Room Void	ANY	WF Key-word. Used in ACT_TRANSIT to specify next Not EndCond dependen activity.	MrVoid
Merge for case adjudication	ANY	WF Key-word. Used in ACT_TRANSIT to specify next Not EndCond dependen activity.	MergeAjDecision
Merge for FBI Checks; forces the clock to start after the notice is sent	ANY	WF Key-word. Used in ACT_TRANSIT to specify next Not EndCond dependen activity.	MergeFBI
Merge for FP card wait, forces the clock to start after the notice is sent	ANY	WF Key-word. Used in ACT_TRANSIT to specify next Not EndCond dependen activity.	MergeFPcard
Merge for Initial Notice production control point	ANY	WF Key-word. Used in ACT_TRANSIT to specify next Not EndCond dependen activity.	MergeNtInitial

Activity Description	End Condition	End Condition Description	Activity Code
Merge for initial scheduling control point	ANY	WF Key-word. Used in ACT_TRANSIT to specify next Not EndCond dependen activity.	MergeSched
Merge for Military Checks forces the clock to start after the notice is sent	ANY	WF Key-word. Used in ACT_TRANSIT to specify next Not EndCond dependen activity.	MergeMil
Merge for RAPS Transfer out	ANY	WF Key-word. Used in ACT_TRANSIT to specify next Not EndCond dependen activity.	MergeTransfer
Merge for Request to schedule fingerprinting	ANY	WF Key-word. Used in ACT_TRANSIT to specify next Not EndCond dependen activity.	Merge4FP
Merge for Request to schedule Interview	ANY	WF Key-word. Used in ACT_TRANSIT to specify next Not EndCond dependen activity.	MergeRqtIntvw
Merge for Required Data; forces the clock to start after the notice is sent	ANY	WF Key-word. Used in ACT_TRANSIT to specify next Not EndCond dependen activity.	MergeRqrData
Merge Lock Box	ANY	WF Key-word. Used in ACT_TRANSIT to specify next Not EndCond dependen activity.	MergeLBox
Merge used to close the case only after RNACS is notified of withdrawal	ANY	WF Key-word. Used in ACT_TRANSIT to specify next Not EndCond dependen activity.	MergeCloseCase
Military Oversea activities			MilitaryOverseas
Missing FBI Evidence	ANY	WF Key-word. Used in ACT_TRANSIT to specify next Not EndCond dependen activity.	MissEvFBI
Missing FBI Evidence	CXL-NeedsRev	Canceled and needs the Adjudicator to review	MissEvFBI
Missing FBI Evidence	DataFound	Current FBI Result Found from Batch	MissEvFBI
Missing FBI Evidence	DS-NeedsRev	Descheduled and needs the Adjudicator to review	MissEvFBI
Missing FBI Evidence	DS-RqtSchedFP	Descheduled prior to request for fingerprint scheduling	MissEvFBI
Missing FBI Evidence	Expired	Time expired	MissEvFBI
Missing FBI Evidence	OK	O.K.	MissEvFBI
Missing FBI Evidence	SendDSNt	Send the De-schedule Notice	MissEvFBI
Missing G325B Biographic Information	OK	O.K.	MissEvG325
Missing Military Evidence	Expired	Time expired	MissEvMil
Missing Military Evidence	OK	O.K.	MissEvMil
Missing Required Data	Expired	Time expired	MissRqrData
Missing Required Data	OK	O.K.	MissRqrData
Motion to Reopen and Reconsider	DataChange	Case Data Change	Motion2Reopen
Motion to Reopen and Reconsider	Derogatory	Derogatory Information Received	Motion2Reopen
Motion to Reopen and Reconsider	Dismiss	Motion to reopen dismissed	Motion2Reopen
Motion to Reopen and Reconsider	FBIProv	FBI Evidence Provided	Motion2Reopen
Motion to Reopen and Reconsider	Grant	Motion to reopen granted	Motion2Reopen
Motion to Reopen and Reconsider	MakeDecision	Make the Decision	Motion2Reopen
Motion to Reopen and Reconsider	MissFPcard	Missing fingerprint card for applicant residing abroad	Motion2Reopen
Motion to Reopen and Reconsider	MissFPrslt	Missing fingerprint results	Motion2Reopen
Motion to Reopen and Reconsider	MissNameChk	Missing FBI Name Check Results	Motion2Reopen
Motion to Reopen and Reconsider	PayProv	Payment Provided	Motion2Reopen

Activity Description	End Condition	End Condition Description	Activity Code
Motion to Reopen and Reconsider	RqtIntvw	Request for Interview	Motion2Reopen
Motion to Reopen and Reconsider	RqtSchFP	Request to schedule fingerprinting	Motion2Reopen
Motion to Reopen and Reconsider	UnderPay	Payment Underpaid	Motion2Reopen
N400 Military Case Module			N400MCM
N400 Military Case Module Fee Reversed			MilFeeRev
N400 Military Case Module Zero Fee			MilZeroFee
Naturalization Oath Ceremony	AdminClose	Adminstrative Case Close-out	OathCeremony
Naturalization Oath Ceremony	BDO	Back Dated Oath	OathCeremony
Naturalization Oath Ceremony	CXL-ExceedProfle	Canceled prior to Exceeding the Profile	OathCeremony
Naturalization Oath Ceremony	CXL-NeedsRev	Canceled and needs the Adjudicator to review	OathCeremony
Naturalization Oath Ceremony	CXL-PlacedInQ	Canceled prior to Placed in Scheduling Queue	OathCeremony
Naturalization Oath Ceremony	CXL-Resched	Canceled prior to Rescheduling	OathCeremony
Naturalization Oath Ceremony	CXL-Rqt4Resched	Canceled prior to Request for Rescheduling the Oath Ceremony	OathCeremony
Naturalization Oath Ceremony	DS-NeedsRev	Descheduled and needs the Adjudicator to review	OathCeremony
Naturalization Oath Ceremony	DS-PlacedInQ	Descheduled prior to Placed in Scheduling Queue	OathCeremony
Naturalization Oath Ceremony	DS-Resched	Descheduled prior to Rescheduling	OathCeremony
Naturalization Oath Ceremony	DS-Rqt4Resched	Descheduled prior to Request for Rescheduling the Oath Ceremony	OathCeremony
Naturalization Oath Ceremony	NoOath-CtWhld	Oath Not Administered Naturalization Certificate Withheld	OathCeremony
Naturalization Oath Ceremony	NS-ExceedProfle	No Show prior to Exceeding the profile	OathCeremony
Naturalization Oath Ceremony	NS-NeedsRev	No show and needs the Adjudicator to review	OathCeremony
Naturalization Oath Ceremony	NS-PlacedInQ	No Show prior to Placed in Scheduling Queue	OathCeremony
Naturalization Oath Ceremony	NS-Resched	No Show prior to Rescheduling	OathCeremony
Naturalization Oath Ceremony	NS-Rqt4Resched	No Show prior to Request for Rescheduling the Oath Ceremony	OathCeremony
Naturalization Oath Ceremony	OathAdmin-CtWhld	Oath Administered Naturalization Certificate Withheld	OathCeremony
Naturalization Oath Ceremony	OathClose	Judicial Case Close-out	OathCeremony
Naturalization Oath Ceremony	OK	O.K.	OathCeremony
Naturalization Oath Ceremony	SendCXLNt	Send the Cancel Notice	OathCeremony
Naturalization Oath Ceremony	SendDSNt	Send the De-schedule Notice	OathCeremony
NBC Data Entry Updated			DeNbcUpdate
Overseas Military Case Flagged			MilOverseas
Overseas Military Return to US Flagged			MilReturnUS
Perform QA on printed Natualization Certificate	Fail	Failure of QA Check	CtNatzQA
Perform QA on printed Natualization Certificate	OK	O.K.	CtNatzQA
Perform QA on printed Natualization Certificate	Void	Document is voided	CtNatzQA
Petition for Name Change			NameChgPet
Print the Naturalization Certificate	ANY	WF Key-word. Used in ACT_TRANSIT to specify next Not EndCond dependen activity.	CtNatzCreate

Activity Description	End Condition	End Condition Description	Activity Code
Process on Hold			Hold
Processed case manually	ANY	WF Key-word. Used in ACT_TRANSIT to specify next Not EndCond dependen activity.	ManualProc
Produce Bio-Fee Update Accepted Notice at Lockbox	NtSent	Notice Sent	NtBioFeeUpdate
Produce Continuance Notice	NtG28Sent	Notice Sent to Attorney	NtCont
Produce Continuance Notice	NtReprinted	Notice Reprinted	NtCont
Produce Continuance Notice	NtSent	Notice Sent	NtCont
Produce Continuance Notice with request for information	NtG28Sent	Notice Sent to Attorney	NtContInfo
Produce Continuance Notice with request for information	NtReprinted	Notice Reprinted	NtContInfo
Produce Continuance Notice with request for information	NtSent	Notice Sent	NtContInfo
Produce Denial Notice	NtG28Sent	Notice Sent to Attorney	NtDeny
Produce Denial Notice	NtReprinted	Notice Reprinted	NtDeny
Produce Denial Notice	NtSent	Notice Sent	NtDeny
Produce Deschedule Fingerprint Notice			NtDSFP
Produce Expired Bio-Fee Update Rejection Notice at Lockbox	NtSent	Notice Sent	NtRejExpBioFee
Produce FBI Suspense notice	NtAdHoc	Notice created by Client GUI	NtFBISuspense
Produce FBI Suspense notice	NtReprinted	Notice Reprinted	NtFBISuspense
Produce FBI Suspense notice	NtSent	Notice Sent	NtFBISuspense
Produce fingerprint notice	NtSent	Notice Sent	NtSchedFP
Produce Incorrect Bio-Fee Update Rejection Notice at Lockbox	NtSent	Notice Sent	NtRejIncBioFee
Produce Indefinite Hold notice	NtAdHoc	Notice created by Client GUI	NtIndefHold
Produce Indefinite Hold notice	NtReprinted	Notice Reprinted	NtIndefHold
Produce Indefinite Hold notice	NtSent	Notice Sent	NtIndefHold
Produce Initial Notice	NtAdHoc	Notice created by Client GUI	NtInitial
Produce Initial Notice	NtReprinted	Notice Reprinted	NtInitial
Produce Initial Notice	NtSent	Notice Sent	NtInitial
Produce Interview Notice	NtAdHoc	Notice created by Client GUI	NtSchedIntvw
Produce Interview Notice	NtReprinted	Notice Reprinted	NtSchedIntvw
Produce Interview Notice	NtSent	Notice Sent	NtSchedIntvw
Produce Notice for A-file Retrieval request	NtAdHoc	Notice created by Client GUI	NtAFileRtrv
Produce Notice for A-file Retrieval request	NtReprinted	Notice Reprinted	NtAFileRtrv
Produce Notice for A-file Retrieval request	NtSent	Notice Sent	NtAFileRtrv
Produce Notice for Motion to Reopen Dismissed	NtG28Sent	Notice Sent to Attorney	NtM2RDismiss
Produce Notice for Motion to Reopen Dismissed	NtSent	Notice Sent	NtM2RDismiss

Activity Description	End Condition	End Condition Description	Activity Code
Produce Notice for Motion to Reopen Granted	NtG28Sent	Notice Sent to Attorney	NtM2RGrant
Produce Notice for Motion to Reopen Granted	NtSent	Notice Sent	NtM2RGrant
Produce Notice of Denial due to Abandonment (Batch)	NtG28Sent	Notice Sent to Attorney	NtAbnB
Produce Notice of Denial due to Abandonment (Batch)	NtReprinted	Notice Reprinted	NtAbnB
Produce Notice of Denial due to Abandonment (Batch)	NtSent	Notice Sent	NtAbnB
Produce Notice of Denial due to Abandonment (Interactive)	NtG28Sent	Notice Sent to Attorney	NtAbnI
Produce Notice of Denial due to Abandonment (Interactive)	NtReprinted	Notice Reprinted	NtAbnI
Produce Notice of Denial due to Abandonment (Interactive)	NtSent	Notice Sent	NtAbnI
Produce Notice with Intent to Deny	NtG28Sent	Notice Sent to Attorney	NtCWID
Produce Notice with Intent to Deny	NtReprinted	Notice Reprinted	NtCWID
Produce Notice with Intent to Deny	NtSent	Notice Sent	NtCWID
Produce Oath Ceremony Notice	NtAdHoc	Notice created by Client GUI	NtOC
Produce Oath Ceremony Notice	NtReprinted	Notice Reprinted	NtOC
Produce Oath Ceremony Notice	NtSent	Notice Sent	NtOC
Produce Reminder notice	NtAdHoc	Notice created by Client GUI	NtReminder
Produce Reminder notice	NtReprinted	Notice Reprinted	NtReminder
Produce Reminder notice	NtSent	Notice Sent	NtReminder
Produce Suspense notice	NtAdHoc	Notice created by Client GUI	NtSuspense
Produce Suspense notice	NtReprinted	Notice Reprinted	NtSuspense
Produce Suspense notice	NtSent	Notice Sent	NtSuspense
Produce the Cancel Interview notice	NtAdHoc	Notice created by Client GUI	NtCXLIntvw
Produce the Cancel Interview notice	NtReprinted	Notice Reprinted	NtCXLIntvw
Produce the Cancel Interview notice	NtSent	Notice Sent	NtCXLIntvw
Produce the Cancel Oath Ceremony notice	NtAdHoc	Notice created by Client GUI	NtCXLOC
Produce the Cancel Oath Ceremony notice	NtReprinted	Notice Reprinted	NtCXLOC
Produce the Cancel Oath Ceremony notice	NtSent	Notice Sent	NtCXLOC
Produce the De-schedule Interview notice	NtAdHoc	Notice created by Client GUI	NtDSIntvw
Produce the De-schedule Interview notice	NtReprinted	Notice Reprinted	NtDSIntvw
Produce the De-schedule Interview notice	NtSent	Notice Sent	NtDSIntvw
Produce the De-schedule Oath Ceremony notice	NtAdHoc	Notice created by Client GUI	NtDSOC
Produce the De-schedule Oath Ceremony notice	NtReprinted	Notice Reprinted	NtDSOC
Produce the De-schedule Oath Ceremony notice	NtSent	Notice Sent	NtDSOC
Produce the INS Memo	NtAdHoc	Notice created by Client GUI	NtINSMemo
Produce the INS Memo	NtReprinted	Notice Reprinted	NtINSMemo

Activity Description	End Condition	End Condition Description	Activity Code
Produce the INS Memo	NtSent	Notice Sent	NtINSMemo
Produce the Motion to Reopen notice	NtG28Sent	Notice Sent to Attorney	NtMRO
Produce the Motion to Reopen notice	NtReprinted	Notice Reprinted	NtMRO
Produce the Motion to Reopen notice	NtSent	Notice Sent	NtMRO
Produce the No-Show Interview notice	NtAdHoc	Notice created by Client GUI	NtNSIntvw
Produce the No-Show Interview notice	NtReprinted	Notice Reprinted	NtNSIntvw
Produce the No-Show Interview notice	NtSent	Notice Sent	NtNSIntvw
Produce the No-Show Interview notice (military)	NtSent	Notice Sent	NtNSIntMil
Produce the No-Show Oath Ceremony notice	NtAdHoc	Notice created by Client GUI	NtNSOC
Produce the No-Show Oath Ceremony notice	NtReprinted	Notice Reprinted	NtNSOC
Produce the No-Show Oath Ceremony notice	NtSent	Notice Sent	NtNSOC
Produce Transfer Notice for File Shipping To NBC	NtSent		NtShipToNBC
Produce Under Payment Notice	NtAdHoc	Notice created by Client GUI	NtUnderPay
Produce Under Payment Notice	NtReprinted	Notice Reprinted	NtUnderPay
Produce Under Payment Notice	NtSent	Notice Sent	NtUnderPay
Produce Withdraw Acknowledgment	NtReprinted	Notice Reprinted	NtWdrawAck
Produce Withdraw Acknowledgment	NtSent	Notice Sent	NtWdrawAck
Receipt Record in RFACS created indicating N-400 received			RAFACSInitial
Receipting	ANY	WF Key-word. Used in ACT_TRANSIT to specify next Not EndCond dependen activity.	DeReceipt
Receipting	BadPay	Payment cannot be processed (no signature, no credit approval etc..)	DeReceipt
Receipting	Reconcile	Reconcile Payment with the Cash Box	DeReceipt
Receive RNACS cases in the N400 process Ready for Interview	ANY	WF Key-word. Used in ACT_TRANSIT to specify next Not EndCond dependen activity.	RNACSEntryIntvw
Receive RNACS cases in the N400 process Ready to Schedule for Interview	ANY	WF Key-word. Used in ACT_TRANSIT to specify next Not EndCond dependen activity.	RNACSEntry
Received By Mailroom	ANY	WF Key-word. Used in ACT_TRANSIT to specify next Not EndCond dependen activity.	MrRecv
Reconcilation of payment with the fee reciepted	OverPay	Payment Overpaid	PayMerge
Reconcilation of payment with the fee reciepted	PayOk	Payment is Ok (not an underpayment or overpayment)	PayMerge
Reconcilation of payment with the fee reciepted	UnderPay	Payment Underpaid	PayMerge
Refund money overpaid	ANY	WF Key-word. Used in ACT_TRANSIT to specify next Not EndCond dependen activity.	Refund
Remove Case from Suspense			RemoveSuspense
Request a CIS File Transfer Request	OK	O.K.	RqtCISFtr
Request A-File Retrieval	AFileInFRC	A-File was found in the Federal Records	RqtAFileRtrv
Request A-File Retrieval	AFileNotFound	A-File was not found	RqtAFileRtrv
Request A-File Retrieval	ANY	WF Key-word. Used in ACT_TRANSIT to specify next Not	RqtAFileRtrv

Activity Description	End Condition	End Condition Description	Activity Code
		EndCond dependen activity.	
Request A-File Retrieval	ExceedRqtCount	Exceeded the number of times the A-file was requested	RqtAFileRtrv
Request A-File Retrieval	OK	O.K.	RqtAFileRtrv
Request A-Num Verification from CIS	MissRqrData	Missing Required Data or Contradictory information found within CIS	RqtCISVerify
Request A-Num Verification from CIS	OK	O.K.	RqtCISVerify
Request FBI checks	ANY	WF Key-word. Used in ACT_TRANSIT to specify next Not EndCond dependen activity.	RqtChkFBI
Request FBI checks	DataFound	Current FBI Result Found from Batch	RqtChkFBI
Request FBI Name Check	ANY	WF Key-word. Used in ACT_TRANSIT to specify next Not EndCond dependen activity.	RqtFBINameChk
Request for Evidence (Ad-Hoc activity)	NtAdHoc	Notice created by Client GUI	NtRqt4Ev
Request for Evidence (Ad-Hoc activity)	NtReprinted	Notice Reprinted	NtRqt4Ev
Request for Evidence (Ad-Hoc activity)	NtSent	Notice Sent	NtRqt4Ev
Request for Motion to Reopen received from Applicant	ANY	WF Key-word. Used in ACT_TRANSIT to specify next Not EndCond dependen activity.	AppM2R
Request for Oath Ceremony	OrderFP	Schedule fingerprinting of applicant due to imminent expiration of prior prints	Rqt4OC
Request for Oath Ceremony	PlacedInQ	Placed In Scheduler Queue	Rqt4OC
Request for Oath Ceremony	Removed	Removed Applicant from Interview Scheduling Queue	Rqt4OC
Request for Oath Ceremony	Sched	Scheduled	Rqt4OC
Request for Oath Ceremony	SchedwoNt	Scheduled without producing a notice	Rqt4OC
Request G235B Check (Military Check)	ANY	WF Key-word. Used in ACT_TRANSIT to specify next Not EndCond dependen activity.	RqtG325BChk
Request Initial Interview	MissZip	No applicant zip_code.	RqtIntvw
Request Initial Interview	NonNATSJur	Office not within NATS	RqtIntvw
Request Initial Interview	OrderFP	Schedule fingerprinting of applicant due to imminent expiration of prior prints	RqtIntvw
Request Initial Interview	PlacedInQ	Placed In Scheduler Queue	RqtIntvw
Request Initial Interview	Removed	Removed Applicant from Interview Scheduling Queue	RqtIntvw
Request Initial Interview	Sched	Scheduled	RqtIntvw
Request Initial Interview	SchedwoNt	Scheduled without producing a notice	RqtIntvw
Request Initial Interview (holding cases)	Transfer	Transfer Case to RNACS	RqtIntvw1
Request Initial Interview (holding cases)	TransferManual	Transfer Case to Manual Systems	RqtIntvw1
Request Military checks	ANY	WF Key-word. Used in ACT_TRANSIT to specify next Not EndCond dependen activity.	RqtChkMil
Request to Appear for Fingerprinting Notice returned as undeliverable			UndelNtFP
Request to Schedule Fingerprinting	DataFound	Current FBI Result Found from Batch	RqtSchedFP
Request to Schedule Fingerprinting	PlacedInQ	Placed In Scheduler Queue	RqtSchedFP
Request to Schedule Fingerprinting	Removed	Removed Applicant from Interview Scheduling Queue	RqtSchedFP

220

Activity Description	End Condition	End Condition Description	Activity Code
Request to Schedule Fingerprinting	Sched	Scheduled	RqtSchedFP
Request to ship NACS A-File			RqtShpNACSAfile
Request to ship NATS A-file	OK	O.K.	RqtShpNATSAfile
Required Data Attending Processing	AnumProv	A-Number Provided	RqrDataATT
Required Data Attending Processing	ANY	WF Key-word. Used in ACT_TRANSIT to specify next Not EndCond dependen activity.	RqrDataATT
Required Data Attending Processing	BypassExtNACS	Bypass Extract NACS data from Claims 4.0	RqrDataATT
Required Data Attending Processing	ChkCIS	Request A-Num Verification from CIS	RqrDataATT
Required Data Attending Processing	DataChange	Case Data Change	RqrDataATT
Required Data Attending Processing	Override	Ignore the error and continue processing	RqrDataATT
Required Data Attending Processing	OverrideRqrData	Override required data requirements	RqrDataATT
Required Data Attending Processing	RqrDataResolved	Required Data Resolved	RqrDataATT
Required Data Attending Processing	RqrDataUnsolved	Required Data Unsolved	RqrDataATT
Required Data Attending Processing	StillMissRqrData	Subsequently Missing Required Data	RqrDataATT
Resolve FBI Name Check	Resolved	Corrected error that occurred during upload of data to external system	ResolveNameChk
Resolve problems that occurred while performing the CIS Close out upload	Override	Ignore the error and continue processing	ResolveCIS
Resolve problems that occurred while performing the CIS Close out upload	Resolved	Corrected error that occurred during upload of data to external system	ResolveCIS
Retrieve the A-file	Expired	Time expired	AFileRtrv
Retrieve the A-file	OK	O.K.	AFileRtrv
Return bad payment notice	NtAdHoc	Notice created by Client GUI	NtReturnPay
Return bad payment notice	NtReprinted	Notice Reprinted	NtReturnPay
Return bad payment notice	NtSent	Notice Sent	NtReturnPay
Reverify Prior Grant	DataChange	Case Data Change	ReverifyGrant
Reverify Prior Grant	OK	O.K.	ReverifyGrant
Reverify Prior Grant	OKMil		ReverifyGrant
Reverify Prior Grant	OrderFP	Schedule fingerprinting of applicant due to imminent expiration of prior prints	ReverifyGrant
Reverify Prior Grant	SendBack	Send Back to Original Adjudicator	ReverifyGrant
Reverify Prior Grant Override	DataChange	Case Data Change	ReverifyGrantOveride
Reverify Prior Grant Override	OK	O.K.	ReverifyGrantOveride
Reverify Prior Grant Override	OKMil		ReverifyGrantOveride
Reverify Prior Grant Override	OrderFP	Schedule fingerprinting of applicant due to imminent expiration of prior prints	ReverifyGrantOveride
Reverify Prior Grant Override	SendBack	Send Back to Original Adjudicator	ReverifyGrantOveride
Review Missing Data			RevMissData
Review Waive Fee	ANY	WF Key-word. Used in ACT_TRANSIT to specify next Not EndCond dependen activity.	RevFeeWv

Activity Description	End Condition	End Condition Description	Activity Code
Review Waive Fee	FeeReq	Fee Required	RevFeeWv
Review Waive Fee	FeeWv	Allow Fee to be waived	RevFeeWv
Schedule finger printing	DataFound	Current FBI Result Found from Batch	SchedFP
Schedule finger printing	Removed	Removed Applicant from Interview Scheduling Queue	SchedFP
Schedule finger printing	Rmv-RqtSchedFP	Removed case from queue place in request for fingerprint scheduling	SchedFP
Schedule finger printing	Sched	Scheduled	SchedFP
Schedule Oath Ceremony	OrderFP	Schedule fingerprinting of applicant due to imminent expiration of prior prints	SchedOC
Schedule Oath Ceremony	Removed	Removed Applicant from Interview Scheduling Queue	SchedOC
Schedule Oath Ceremony	Rmv-Rqt4OC	Removed case from queue place in request for oath ceremony scheduling	SchedOC
Schedule Oath Ceremony	Sched	Scheduled	SchedOC
Schedule Oath Ceremony	SchedwoNt	Scheduled without producing a notice	SchedOC
Schedule Oath Ceremony	Update	Update the Case Data	SchedOC
Schedule the Interview	CXL-Sched	Canceled prior to Scheduled	SchedIntvw
Schedule the Interview	DS-Sched	Descheduled prior to Scheduled	SchedIntvw
Schedule the Interview	OrderFP	Schedule fingerprinting of applicant due to imminent expiration of prior prints	SchedIntvw
Schedule the Interview	Removed	Removed Applicant from Interview Scheduling Queue	SchedIntvw
Schedule the Interview	Rmv-Rqt4Intvw	Removed case from queue place in request for interview scheduling	SchedIntvw
Schedule the Interview	Sched	Scheduled	SchedIntvw
Schedule the Interview	SchedwoNt	Scheduled without producing a notice	SchedIntvw
Schedule the Interview	Update	Update the Case Data	SchedIntvw
Scheduled For Fingerprinting RNACS Update	OK	O.K.	FPSchedRNACSUpdate
Scheduled For Fingerprinting RNACS Update	RNACSUpFailed	Failed to successfully update RNACS with case status	FPSchedRNACSUpdate
Service Center Denial			SCDenial
Ship A-File			ShpAfile
Ship A-File Notice	OK	O.K.	RqtShpAfile
Ship NATS A-File			ShpNATSAfile
Special workflow activity that is used to start a workflow process	ANY	WF Key-word. Used in ACT_TRANSIT to specify next Not EndCond dependen activity.	StartProc
Special workflow activity that is used to start a workflow process	Sched	Scheduled	StartProc
Start Data Verification from CIS	Expired	Time expired	VerifyData
Start Data Verification from CIS	MissRqrData	Missing Required Data or Contradictory information found within CIS	VerifyData
Start Data Verification from CIS	OK	O.K.	VerifyData
Start Request to schedule fingerprinting	Expired	Time expired	Authorized4FP

Activity Description	End Condition	End Condition Description	Activity Code
Supervisor Review	Confirm	Confirm Decision	SupvRev
Supervisor Review	DataChange	Case Data Change	SupvRev
Supervisor Review	MakeDecision	Make the Decision	SupvRev
Supervisor Review	MakeDecisionAbn	Make the Denial Decision due to Abandonment	SupvRev
Supervisor Review	Remand	Remand Decision	SupvRev
Supervisor Review	SendBack	Send Back to Original Adjudicator	SupvRev
Supervisor Review	SendBackAbn	Send Back to Original Adjudicator for Denial due to Abandonment	SupvRev
Supervisor Review	SupvRev	Supervisory Review	SupvRev
Supervisory Audit of the Payment	Accept	Accept the Reconciliation of the Cash Box	Audit
Terminate the workflow process instance			TerminateProc
Transfer C4 case from RNACS to C4	ANY	WF Key-word. Used in ACT_TRANSIT to specify next Not EndCond dependen activity.	RNACSTransIn
Transfer cases from C4 to RAPS	OK	O.K.	RAPSTransOut
Transfer cases from C4 to RAPS	RAPSUpFailed	The attempt to update RAPS failed	RAPSTransOut
Transfer cases from C4 to RNACS	OK	O.K.	RNACSTransOut
Transfer cases from C4 to RNACS	RNACSUpFailed	Failed to successfully update RNACS with case status	RNACSTransOut
Underpayment Notice returned as undeliverable			UndelNtUP
Update External System (C3) to record that the fingerprint notice is sent.	OK	O.K.	UpdateExtNt
Update External System (C3) to record that the interview has been scheduled			UpdateExtSched
Update External System (C3) to record that the interview notice has been sent			UpdateExtSchedNt
Update External System Close-out	ANY	WF Key-word. Used in ACT_TRANSIT to specify next Not EndCond dependen activity.	UpdateExtClose
Update External System to show before Interview Notice			UpdateExtDSched
Update External System to show Cancel before Interview Notice			UpdateExtCXLSched
Update External System to show Cancel Interview	ANY	WF Key-word. Used in ACT_TRANSIT to specify next Not EndCond dependen activity.	UpdateExtCXLIntvw
Update External System to show Deschedule Interview	ANY	WF Key-word. Used in ACT_TRANSIT to specify next Not EndCond dependen activity.	UpdateExtDSIntvw
Update fingerprinting status on External System (Claims 3, RNACS, etc)	OK	O.K.	UpdateExt
Update I-881 case status on external RAPS system	RAPSUpFailed	The attempt to update RAPS failed	NotifyRAPS
Update Received			UpdateExtRcvd
Update RNACS to record that the background checks have completed or expired	ANY	WF Key-word. Used in ACT_TRANSIT to specify next Not EndCond dependen activity.	BkgCompRNACSUpdate
Update RNACS to record that the background checks have completed or expired	OK	O.K.	BkgCompRNACSUpdate

Activity Description	End Condition	End Condition Description	Activity Code
Update RNACS to record that the background checks have completed or expired	RNACSUpFailed	Failed to successfully update RNACS with case status	BkgCompRNACSUpdate
Update RNACS to record that the case has been administratively closed	ANY	WF Key-word. Used in ACT_TRANSIT to specify next Not EndCond dependen activity.	AdminClsRNACSUpdate
Update RNACS to record that the case has been administratively closed out	ANY	WF Key-word. Used in ACT_TRANSIT to specify next Not EndCond dependen activity.	AdminRNACSUpdate
Update RNACS to record that the case has been administratively closed out	OK	O.K.	AdminRNACSUpdate
Update RNACS to record that the case has been administratively closed out	RNACSUpFailed	Failed to successfully update RNACS with case status	AdminRNACSUpdate
Update RNACS to record that the case has been denied	ANY	WF Key-word. Used in ACT_TRANSIT to specify next Not EndCond dependen activity.	DenyRNACSUpdate
Update RNACS to record that the case has been denied	OK	O.K.	DenyRNACSUpdate
Update RNACS to record that the case has been denied	RNACSUpFailed	Failed to successfully update RNACS with case status	DenyRNACSUpdate
Update RNACS to record that the case has been naturalized	ANY	WF Key-word. Used in ACT_TRANSIT to specify next Not EndCond dependen activity.	NatRNACSUpdate
Update RNACS to record that the case has been naturalized	OK	O.K.	NatRNACSUpdate
Update RNACS to record that the case has been naturalized	RNACSUpFailed	Failed to successfully update RNACS with case status	NatRNACSUpdate
Update RNACS to record that the case has been scheduled for an examination	OK	O.K.	SchExamRNACSUpdate
Update RNACS to record that the case has been scheduled for an examination	RNACSUpFailed	Failed to successfully update RNACS with case status	SchExamRNACSUpdate
Update RNACS to record that the case has been scheduled for an oath ceremony	OK	O.K.	SchOCRNACSUpdate
Update RNACS to record that the case has been scheduled for an oath ceremony	RNACSUpFailed	Failed to successfully update RNACS with case status	SchOCRNACSUpdate
Update RNACS to record that the case is waiting for an oath ceremony	OK	O.K.	PendOCRNACSUpdate
Update RNACS to record that the case is waiting for an oath ceremony	RNACSUpFailed	Failed to successfully update RNACS with case status	PendOCRNACSUpdate
Update RNACS to record the latest data and status of the case	RNACSUpFailed	Failed to successfully update RNACS with case status	RNACSUpdate
Update RNACS to record the latest data and status of the case	OK	O.K.	RNACSUpdate1
Upload CIS Close out data to CIS	CISCloseFailed	The upload to CIS Close out failed	LoadCISClose
Upload CIS Close out data to CIS	OK	O.K.	LoadCISClose
Upload CIS Close out data to CIS	Override	Ignore the error and continue processing	LoadCISClose

Activity Description	End Condition	End Condition Description	Activity Code
Upload NACS Close out data	OK	O.K.	LoadNACSClose
Upload NACS Close out data	Override	Ignore the error and continue processing	LoadNACSClose
Upload the entire NACS Case to the Main Frame	OK	O.K.	LoadNACSFull
Upload the entire NACS Case to the Main Frame	Override	Ignore the error and continue processing	LoadNACSFull
Wait For Final FBI Name Response	AS	App Stamp-Background investigation,favorable	FBINameResponse
Wait For Final FBI Name Response	DS	Dissemination Stamp-Obtain FBI Report from LESC	FBINameResponse
Wait For Final FBI Name Response	E	Error	FBINameResponse
Wait For Final FBI Name Response	H	Possible Hit	FBINameResponse
Wait For Final FBI Name Response	I	Possible Hit	FBINameResponse
Wait For Final FBI Name Response	MN	Manual Response	FBINameResponse
Wait For Final FBI Name Response	ND	Non-derogatory	FBINameResponse
Wait For Final FBI Name Response	NP	Not Pertinent	FBINameResponse
Wait For Final FBI Name Response	NR	The FBI sent a No Record from a FBI name check	FBINameResponse
Wait For Final FBI Name Response	OC	Outgoing Communication-Obtain FBI Report from LESC	FBINameResponse
Wait For Final FBI Name Response	RP	Report-Obtain FBI Report from LESC	FBINameResponse
Wait For Final FBI Name Response	RS	Resubmit	FBINameResponse
Wait For Final FBI Name Response	UN	Unknown Response	FBINameResponse
Wait For Final FBI Name Response	XX	Administratively closed	FBINameResponse
Waiting for Fingerprint card from applicant residing abroad	OK	O.K.	Wait4FPcard
Waiting for Information	DataChange	Case Data Change	Wait4Info
Waiting for Information	Expired	Time expired	Wait4Info
Waiting for Information	OK	O.K.	Wait4Info
Waiting for Information	OrderFP	Schedule fingerprinting of applicant due to imminent expiration of prior prints	Wait4Info
Waiting for Information on Motion to Reopen	Expired	Time expired	Wait4InfoMRO
Waiting for Information on Motion to Reopen	OK	O.K.	Wait4InfoMRO
Waiting for Information on No-Show for Interview	Expired	Time expired	Wait4InfoNSIntvw
Waiting for Information on No-Show for Interview	OK	O.K.	Wait4InfoNSIntvw
Waiting for Information on No-Show for Interview	PlacedInQ	Placed In Scheduler Queue	Wait4InfoNSIntvw
Waiting for Information on No-Show for Interview (Overseas Military)	OKMil		Wait4InfoNSIntMil
Waiting for Information on No-Show for Interview (Overseas Military)	PlacedInQMil		Wait4InfoNSIntMil
Waiting for Missing Photo	Expired	Time expired	MissEvPhoto
Waiting for Missing Photo	OK	O.K.	MissEvPhoto
Waiting for reopen request	Expired	Time expired	Wait4ReopenRqt
Waiting for reopen request	Recd	Received	Wait4ReopenRqt

Activity Description	End Condition	End Condition Description	Activity Code
Waiting for the response from the G235B Check	OK		ChkG325B
Wands in the RAP sheet returned from FBI or performs a supervisory override	Cancel	Cancel the request	RAPSheet
Wands in the RAP sheet returned from FBI or performs a supervisory override	OK	O.K.	RAPSheet
Wands in the RAP sheet returned from FBI or performs a supervisory override	rCancel	Special case of "Cancel" where the case jumps to a predefined activity	RAPSheet
Wands in the RAP sheet returned from FBI or performs a supervisory override	rOK	Special case of "OK" where the case jumps to a predefined activity	RAPSheet
Wands in the RAP sheet returned from FBI or performs a supervisory override	rRqtIntvw	Special case of "OK" where the case jumps to RqtIntvw	RAPSheet
Withdrawal Request Received	ANY	WF Key-word. Used in ACT_TRANSIT to specify next Not EndCond dependen activity.	WdrawRqtRecd

CHAPTER 10: SYSTEM MAINTENANCE

Introduction	The System Maintenance module is used to update the CLAIMS 4 database, set up new locations, and set up all user functions. Specifically, the System Maintenance module is used to define location profiles, add new branch locations, define the services offered at a location, and assign user rights. The System Maintenance module is also used to assign Naturalization Certificates numbers, display CLAIMS 4 look-up tables, view the workflow status of a case, determine the completed elements of the process, and view a workflow diagram of a case.
Objectives	After completing this chapter, you will be able to: • Select a Location • Review a Location Profile • Change a Location Address • Define Service Types Offered at a Location • Assign & Reassign Zip Codes to a Site • Define Workflow Participant Roles • Set Up & Edit Report Access Groups • Add a User Profile • Edit a User Profile • Discontinue a User's Access to CLAIMS 4 • Browse and Assign Naturalization Certificate Numbers • Open and View Database Tables • View Activity History and Workflow Status

Key Terms

The following key terms are introduced in this chapter:

A-Number (Alien Number)
Number assigned by USCIS to aliens applying for benefits or status.

Application ID
Unique number assigned by CLAIMS 4 to each new N-400 application.

CCO (Case Control Office)
Office at which the applicant initially filed the N-400 form.

Certificate Number
Unique ID number assigned to a naturalization certificate. The certificate number is preprinted on the certificate and must be entered into CLAIMS 4 when a print request is made.

FCO (File Control Office)
Office having jurisdictional control over the A-file.

Naturalization Certificate
Official document that is presented to an applicant during an oath ceremony and that serves as proof of citizenship.

Payment ID
Unique identification number assigned by CLAIMS 4 to each payment received with the N-400 application.

Profile
A set of information about a location, user, or group of users.

Report Access Group
Group assigned to users that determines which reports they can access in CLAIMS 4.

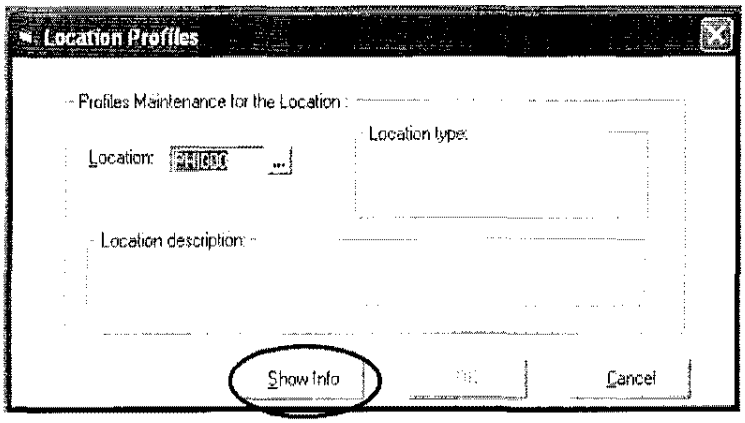
Workflow Participant Role
Role assigned to users that determines which modules and functions within the modules that they have access to in CLAIMS 4.

SELECTING A LOCATION

Selecting a Location is the 1st step you always perform in the *System Maintenance* module since all subsequent commands will act on the location that you select prior to executing the subsequent command. For example, if you wanted to view or update an address for the Location Code *PHI000*, you would begin by performing the **Profiles, Select a Location** menu command and making sure that *PHI000* was filled in the **Location** field before clicking the **Show Info** button. If you wanted to view or update an address for the Interview Location Code *PHI001*, you would begin by performing the **Profiles, Select a Location** menu command and making sure that *PHI001* was filled in the **Location** field before clicking the **Show Info** button.

To Select the *Parent* Site Code:

1. Access the *System Maintenance* module from the CLAIMS 4 switchboard.
2. Select ***Profiles, Select a Location*** from the menu.



The Location field defaults to the *Parent Location* (Location Code ending in triple zero "000"). If you want to set the location code to a Location Code that falls under the Parent Location (ie; *Interview Location Code*, *Oath Ceremony Location Code*), see the next page.

NOTE: CLAIMS 4 displays the default location code for your location. This is the *Location Code* ending in triple zero "000" which is the Parent location.

3. Click Show Info to view the location type and description.
4. Click the **OK** button.

To Select a Location Code that falls under the Parent:

In order to view or modify information for a *Location Code* that is not the *Parent Location Code* (does not end in triple zero), you will either need to type in the Location Code (example: PHI001) before clicking the **Show Info** button, or you can access Location Codes under the Parent Location Code by first selecting the Parent Location Code ("000"), and then clicking the ***Branch Locations*** tab on the *Location Profile* for the *Parent Location* (see below).

1. Access the *System Maintenance* module from the CLAIMS 4 switchboard.

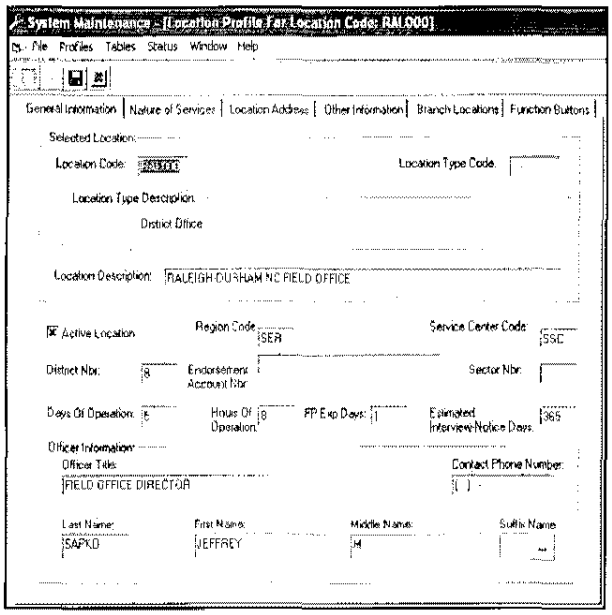
2. Select ***Profiles, Select a Location*** from the menu.

NOTE: CLAIMS 4 displays the default location code for your location. This is the *Location Code* ending in triple zero "000" which is the Parent location.

3. Click Show Info to view the location type and description.

4. Click the **OK** button.

5. Select ***Profiles, Location Profile*** from the menu.

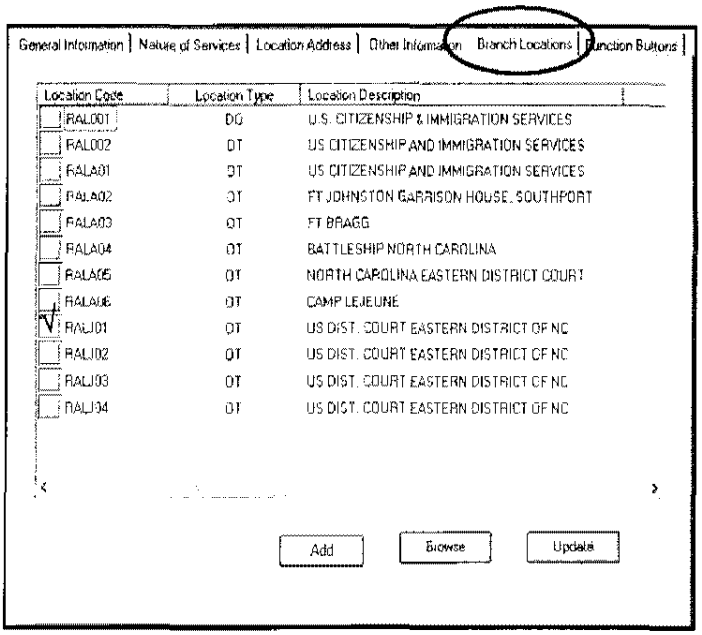


The Location Profile screen appears for the Parent Location (ending in "000"):

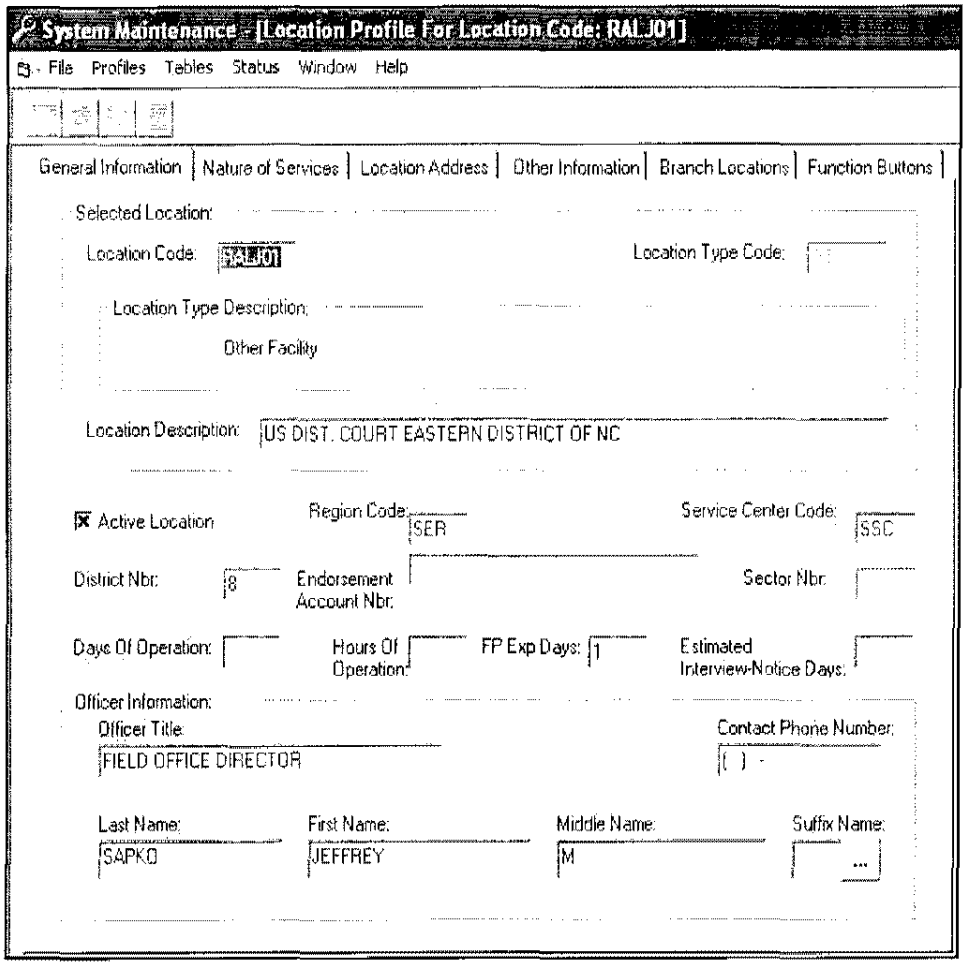
6. Click the ***Branch Locations*** tab.

7. Click the *Location Code*.

8. Click the **Browse** button.

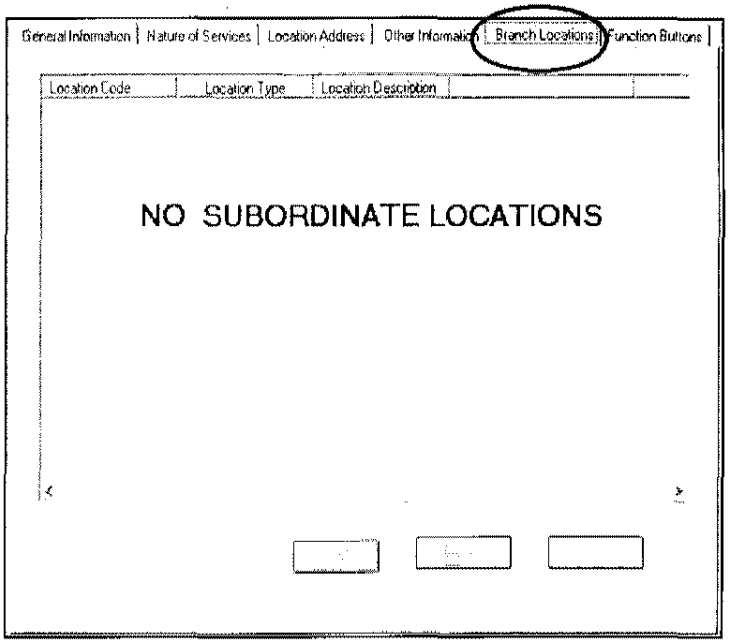


The *Location Profile* screen displays for the *Location Code* (Example: *RALJ01*) that you selected on the *Branch Locations* tab:



NOTE: If you click the ***Branch Locations*** tab when you are "on" a Branch Location (not the Parent Location), you will see the screen (on the right) indicating that there are not any Locations that fall under a Branch Location.

The ***Branch Locations*** tab will only display branches if you are viewing the *Parent Location Profile* screen.



LOCATION CODES UNDER THE PARENT INDICATE THE SERVICE TYPE

A single USCIS Field Office uses many different *Location Codes* within the CLAIMS 4 system. For example, *Fingerprint Appointments* are scheduled to codes beginning with "X" (Example: *XPA*, *XPD*, *XPC*). The address for the I-485 Notices is found under the Location Code ending in "485" (Example: PHI485). *Administrative Oath Ceremonies* are often represented by a Location Code that has an "A" in the 4th position (Example: *PHIA01*, *PHIA02*, *PHIA03*), whereas Judicial Oath Ceremonies are typically Location Codes that have a "J" in the 4th position (Example: *PHIJ01*, *PHIJ02*, *PHIJ03*).

The following example is from the USCIS Philadelphia Field Office:

Location Code:	What it is used for:	Location Description:	Location Address: (This will appear on Notices)
PHI485	I-485 Interviews – Notice Address (only)	Philadelphia Field Office	1600 Callowhill St. Philadelphia, PA 19130
PHI000	I-485 Interviews – Scheduling (only)	Philadelphia Field Office	1600 Callowhill St. Philadelphia, PA 19130
PHI001	N-400 Interviews – Scheduling and Notice Address	Philadelphia Field Office	1600 Callowhill St., 2nd Floor Philadelphia, PA 19130
PHI002	N-400 Interviews – Scheduling and Notice Address	Philadelphia Field Office	1600 Callowhill St. Philadelphia, PA 19130
PHI005	N-400 Interviews – Scheduling and Notice Address	Dover, Delaware FSO	1600 Callowhill St., 2nd Floor Philadelphia, PA 19130
DVD001	N-400 Interviews – Scheduling and Notice Address	Dover, Delaware Air Force Base	1600 Callowhill St. Philadelphia, PA 19130
PHIA01	Administrative Oath Ceremonies - Scheduling and Notice Address	Philadelphia Field Office	1600 Callowhill St., 4th Floor Philadelphia, PA 19130
PHIA02	Administrative Oath Ceremonies - Scheduling and Notice Address	Arch Street, Philadelphia	National Constitution Center Kirby Auditorium 525 Arch Street Philadelphia, PA 19106
PHIA03	Administrative Oath Ceremonies - Scheduling and Notice Address	Penn's Landing, Philadelphia	Philadelphia Waterfront Main Stage Penn's Landing Philadelphia, PA 19130
PHIJ01	Judicial Oath Ceremonies – Scheduling and Notice Address	Market Street, Philadelphia	Ceremonial Courtroom 601 Market Street Philadelphia, PA 19106
PHIJ02	Judicial Oath Ceremonies – Scheduling and Notice Address	Court of Common Pleas of York County	York County Courthouse 28 East Market Street York, PA 17401
XPA	Fingerprinting – Scheduling and Notice Address	Fingerprinting Site Philadelphia, PA	10300 Drummond Rd Suite 100 Philadelphia, PA 19154
XPC	Fingerprinting – Scheduling and Notice Address	Fingerprinting Site Charleston, WV	210 Kanwha Blvd. West Charleston, WV 25302
XPD	Fingerprinting – Scheduling and Notice Address	Fingerprinting Site Dover, Delaware	655 South Bay Road ASC Blue Hen Corp Ctr, Ste 4E Dover, DE 19901

NOTE: The above list is *most* (not all) of the *Location Codes* that the USCIS Philadelphia Field Office uses.

WHAT LOCATION CODES DOES MY OFFICE USE?

It is very helpful for a System Administrator to know what *Location Codes* his or her office uses in CLAIMS 4. For example, what is the Location Code(s) that my office schedules *N-400 interviews* to? What is the Location Code(s) that my office schedules *Administrative Oath Ceremonies* to? What is the Location Code(s) that my office schedules *Judicial Oath Ceremonies* to? What is the Location Code(s) that headquarters schedules applicants for *fingerprinting*? What is the Location Code that stores the address that prints on the I-485 Interview Notices?

Location Code:	**What it is used for:**	**Location Description:**	**Location Address: (This will appear on Notices)**
___485	I-485 Interviews – Notice Address (only)		
___000	I-485 Interviews – Scheduling (only)		
	N-400 Interviews – Scheduling and Notice Address		
	N-400 Interviews – Scheduling and Notice Address		
	N-400 Interviews – Scheduling and Notice Address		
	N-400 Interviews – Scheduling and Notice Address		
	Administrative Oath Ceremonies - Scheduling and Notice Address		
	Administrative Oath Ceremonies - Scheduling and Notice Address		
	Administrative Oath Ceremonies - Scheduling and Notice Address		
	Judicial Oath Ceremonies – Scheduling and Notice Address		
	Judicial Oath Ceremonies – Scheduling and Notice Address		
	Judicial Oath Ceremonies – Scheduling and Notice Address		
DO NOT NEED	Fingerprinting – Scheduling and Notice Address	The Field Office does not change anything for the Fingerprinting Location Codes	

WHAT LOCATION CODE CONTAINS INFORMATION ABOUT OUR USERS?

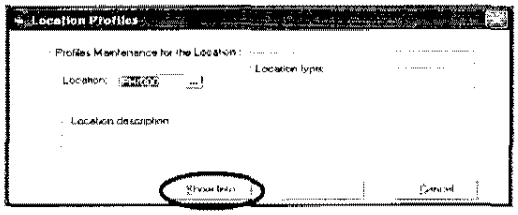
Many USCIS Field Offices store their CLAIMS 4 Workflow Participant Roles, Report Access Groups and User Access Rights under the *Location Code* ending in *001* ("000" for the Sys. Admin.). There are a few USCIS Field Offices however, that store them under a code other than the *Location Code* ending in *001* .

Workflow Participant Codes: _____ **Report Access Groups:** _____ **Users:** _____

LOCATION PROFILE

The *Location Profile* window is used to set up or modify a location's general information, type of location, location address, jurisdiction information, and branch locations. You can access the *Location Profile* by clicking the **Profiles** menu then selecting **Location Profile**.

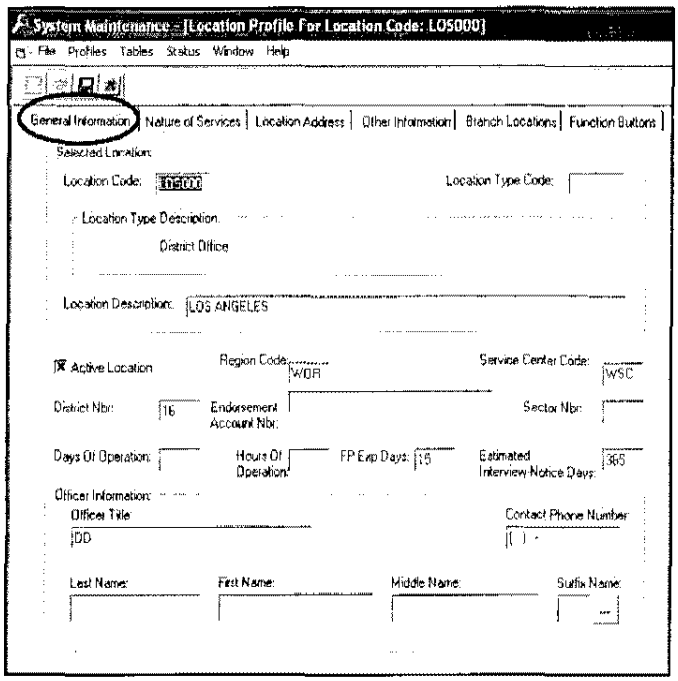
1. Access the *System Maintenance* module from the CLAIMS 4 switchboard.
2. Select ***Profiles, Select a Location*** from the menu.



NOTE: CLAIMS 4 displays the default location code for your location. This is the *Location Code* ending in triple zero "000" which is the Parent location.

3. If you need to change the Location Code to something other than the triple zero "000" code, type in the code (Ex: RAL001).
4. Click Show Info to view the location type and description.
5. Click the **OK** button.
4. Select ***Profiles***, ***Location Profile*** from the menu. The *Location Profile for...* screen displays.

General Information tab



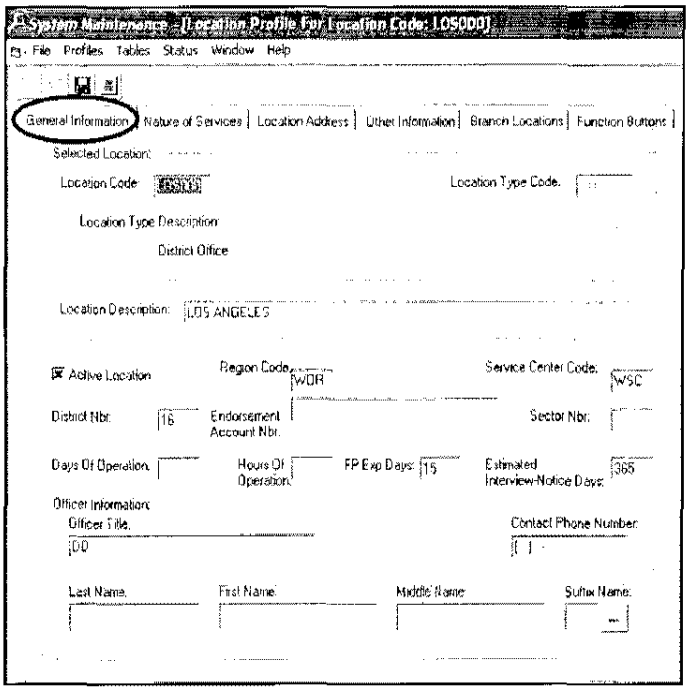
Location Code – Code entered in the *Select a Location* window

Location Type Code – Code identifying the type of location as recorded in the CLAIMS 4 table structure. You cannot modify this code from this screen.

Location Type Description – Description of this location based on the Location Type Code. This field comes from the CLAIMS 4 look-up tables and therefore, cannot be modified.

Location Description – Identifying description of this location. Users can modify this field.

Active Location – Checkbox determines whether or not this location is in use in the CLAIMS 4 system



Region Code – Identifies the USCIS Region that has jurisdiction over his location

Service Center Code – Identifies the USCIS Service Center that services this location

District Number – USCIS district number in which this location is found

Endorsement Account Number – Financial account code that prints on the back of any payments received by this location

Sector Number – USCIS sector number in which this location is found

Days of Operation – Number of operating days per year at this location

Hours of Operation – Number of hours per day this location is open

FP Expire Days – (Also known as the *Fingerprint Lead Time*.) The fingerprint lead time is the number of days an applicant can be batch-scheduled for an interview prior to the applicant's fingerprint expiration date. The days are calculated from the date the batch scheduler is run, not from the date of the interview. NOTE: This number should never be **0** because it would prevent scheduling.

Example: If an applicant's fingerprints are going to **expire** on 07-01-09 and the **FP Exp Days** = 90, then the applicant cannot be scheduled for an interview after 04-01-09 (FP Expire Date minus FP Exp Days).

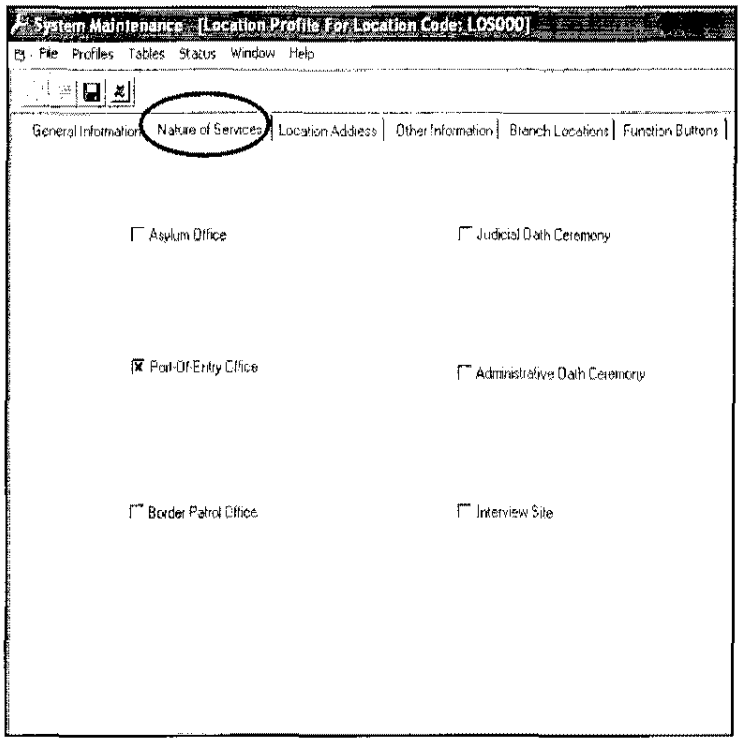
Estimated Interview-Notice Days – Number of days estimated to elapse between receipt of the N-400 at the Service Center and the date the applicant is scheduled for their initial interview

Officer Title – Title of the Officer of Record. This name prints on many of the notices that CLAIMS 4 prints. This is not a CLAIMS 4 look-up field. So, any title entered appears exactly as it is entered.

(Officer) Last Name, First, Middle – Name of the Officer of Record

Contact Phone Number -- Telephone number printed on CLAIMS 4 notices for applicant case inquiry

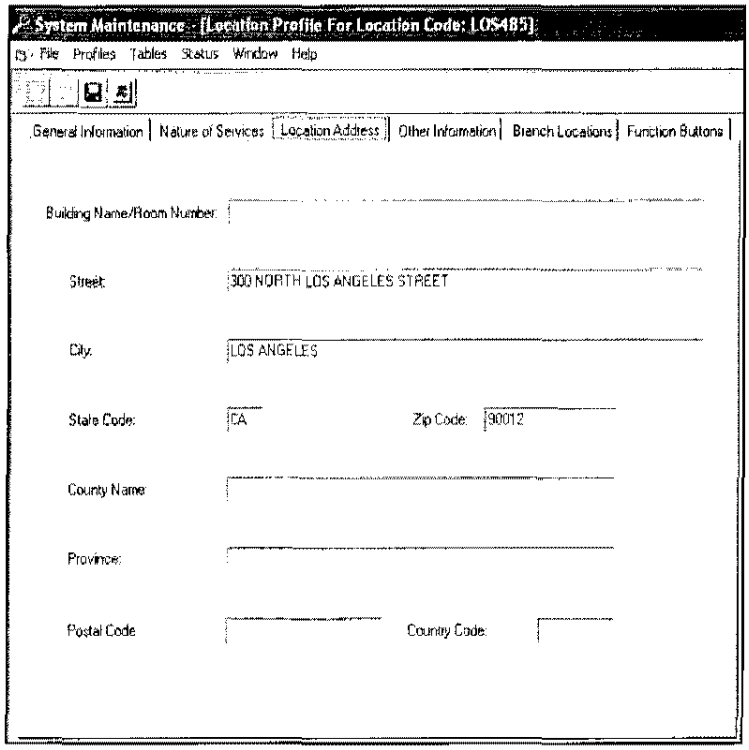
Nature of Services tab



The ***Nature of Services*** tab displays checkboxes that can be selected for the services located at that particular location. The services are:

- Asylum Office
- Port-Of-Entry Office
- Border Patrol Office
- Judicial Oath Ceremony
- Administrative Oath Ceremony
- Interview Site

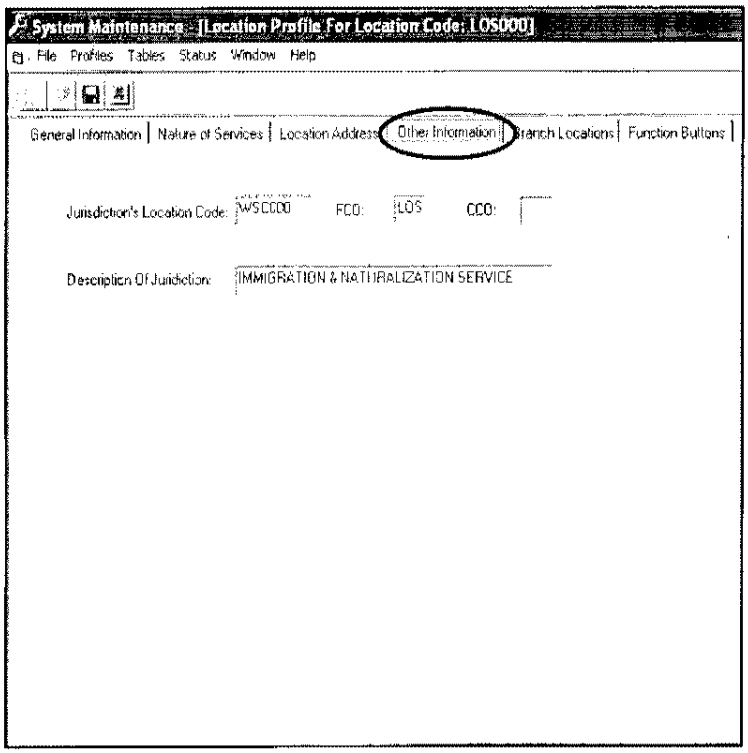
Location Address tab



The ***Location Address*** tab displays information pertaining to the site's address. Information from this tab prints on notices that are sent to applicants. For example, the address on the screen on the left is what would print on the I-485 Interview Notices. How do we know this is the I-485 Interview Notice address? Look at the Location Code (LOS485) that was selected prior to viewing the Location Profile.

IMPORTANT:
See **page 10-14** for information on **Changing Addresses** for Location Codes.

Other Information tab



The ***Other Information*** tab contains the following data:

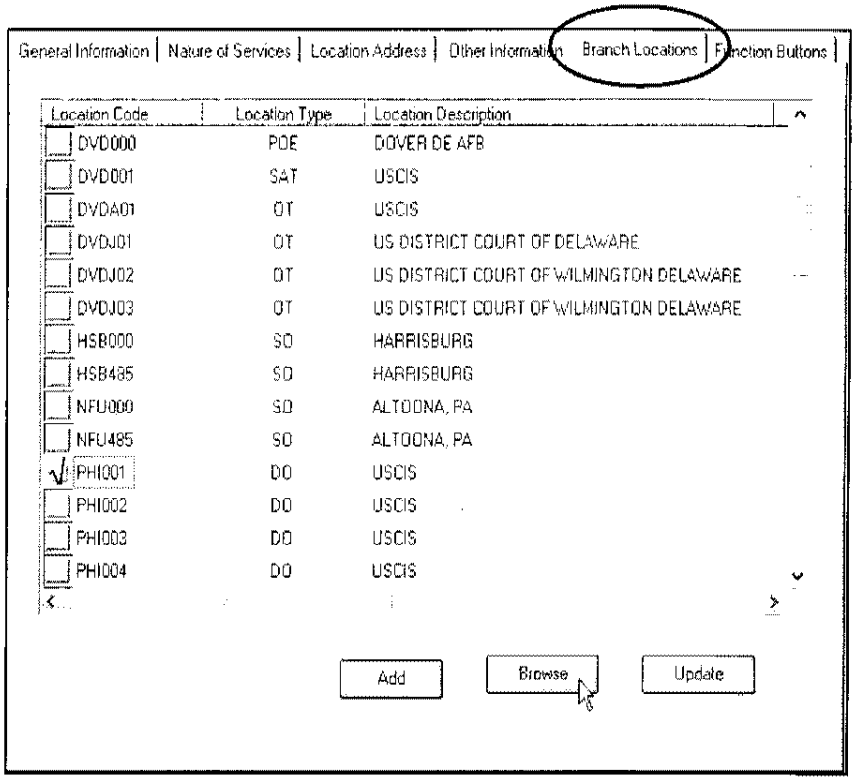
Jurisdiction's Location Code – Code identifying the Service Center that has jurisdiction over this location. The user cannot change this field as it comes from a CLAIMS 4 look-up table.

FCO – File Control Office

CCO – Case Control Office

Description of Jurisdiction – Description of the Jurisdiction. The user cannot change this field as it comes from a CLAIMS 4 look-up table.

Branch Locations tab



Location Code – This code identifies each branch location associated with the location currently selected. Typically it is three letters followed by three numbers. For oath sites it can be three letters plus "A" (for Administrative) or "J" (for Judicial), followed by two numbers. Location Codes that start with "X" typically are fingerprint sites.

Location Type – This is a two or three letter code that identifies the type of branch location. Typical codes are:

SO- Sub Office

SAT – Satellite Office

OT – Oath Ceremony Location

ASC – ASC Fingerprint Center

DO – District Office (Field Office)

NOTE: The above descriptions of the Location Types were set up many years ago. Today, there are both District Offices and Field Offices. The *DO* abbreviation stands for *District Office* – which refers to a *Field Office* today.

Location Description – Description of the location usually based on geographic location or on services offered.

Displaying More Information about the Branch Location

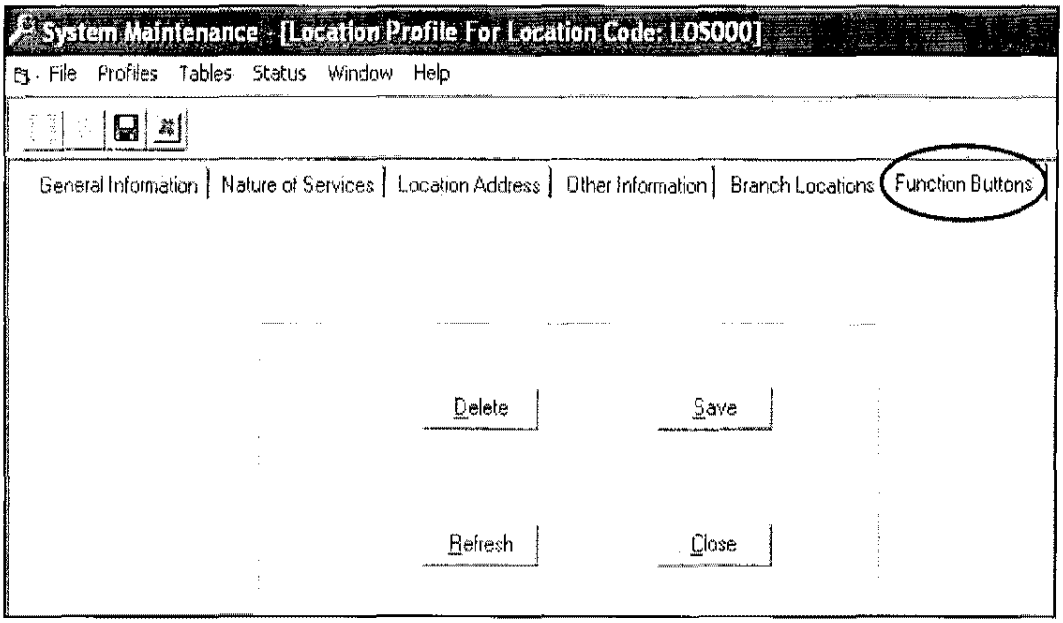
1. To see more detail about a branch location, click the checkbox for the location, then click **Browse**. CLAIMS 4 opens a new *Location Profile* window for the branch location. All of the tabs are now available and display the profile information for the branch location.

Close the *Branch Location Profile* window by…

2. Click the **Function Buttons** tab.

3. Click the **Close** button.

Function Buttons tab



The ***Function Buttons*** tab contains the following data:

Delete – Deletes the location profile from the CLAIMS 4 database.

Save – Stores the changes the user has just made to any/all of the tables in the location profile. (You can also use the **Save** button on the toolbar to save changes.)

Refresh – Restores the data in each tab to the values recorded in the CLAIMS 4 tables. If clicked before saving the data, the **Refresh** button erases any changes made in the ***Location Profile*** tabs and restores the previous data. Refresh doesn't restore data that has been saved already.

Close – Closes this location profile and returns the user to the main *System Maintenance* screen.

CHANGING LOCATION ADDRESSES

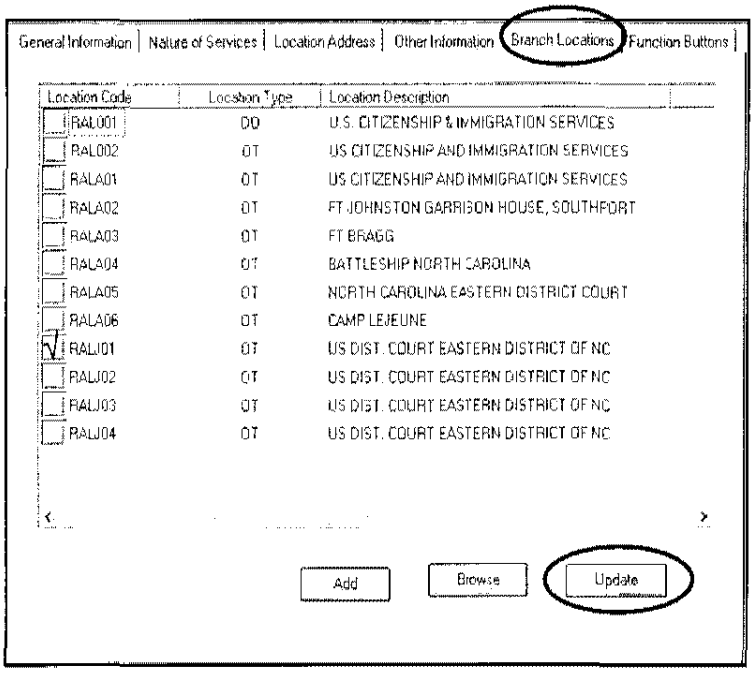
The ***Location Profile, Location Address*** tab displays the current address for the selected Location Code. In the event that an office moves to a different address, the *Location Address* tab will need to be updated for the *Parent Location Code* (the one ending in triple zero "000") as well as for all Location Codes that are associated with this new office address. For example, the Location Codes for both the *N-400* and the *I-485 Interviews,* as well as the Location Codes for the *Administrative Oath Ceremonies* (and sometimes a *Judicial Oath Ceremony*) will need to be updated. **The Location Address for the Location Codes determines what address prints on the Notices to the applicants.**

First, determine which Location Codes need to be updated:

Type of Service:	**Location Code:**	**Comment:**
Parent Location Code	___000	The Parent Location Code is always ___000 for ALL Field Offices.
N-400 Interviews	___001 (example)	
N-400 Interviews	___002 (example)	
N-400 Interviews	___003 (example)	
I-485 Interviews	___485	Although I-485 Interviews are scheduled to the ___000 Location Code within the CLAIMS 4 Scheduling module, this is NOT the code that you change for the address that prints on the I-485 Interview Notices. Within CLAIMS 4, the address that prints on the I-485 Interview Notices is always stored to the ___485 Location Code. This is true for ALL Field Offices.
Oath Ceremony - Administrative	___A01 (example)	
Oath Ceremony – Administrative	___A02 (example)	
Oath Ceremony – Judicial	___J01 (example)	
Oath Ceremony – Judicial	___J02 (example)	
Oath Ceremony – Judicial	___J03 (example)	

1. Access the *System Maintenance* module from the CLAIMS 4 switchboard.
2. Select ***Profiles, Select a Location*** from the menu.
3. Type in your *Parent Office Location Code* (Examples: *LOS000*, *PHI000*, *NYC000*, *RAL000*).
4. Click Show Info to view the location type and description.
5. Click the **OK** button.
5. Select ***Profiles***, ***Location Profile*** from the menu. The *Location Profile for...* screen displays.
6. Click the ***Branch Locations*** tab.

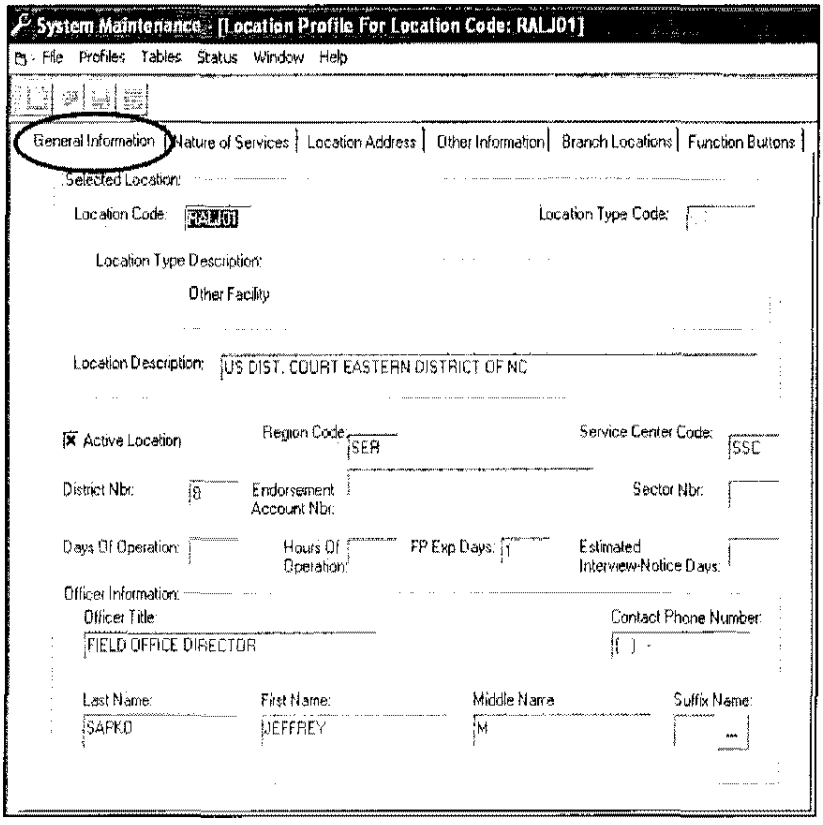
The ***Branch Locations*** tab displays all the Location Codes under the Parent Location except the ___485 Location Code.



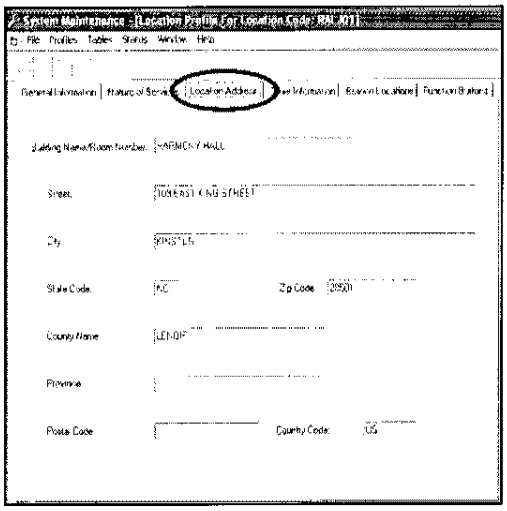
7. Click the *Location Code* that you want to update the address for. Make sure you see a checkmark.

8. Click the **Update** button.

The ***General Information*** tab displays for the Location Code you selected:



9. Click the ***Location Address*** tab.



10. Type in the *new address*.
11. Click the ***Functions Buttons*** tab.
12. Click the **Save** button.
13. Click the **Close** button.

I-485 Interview Notices Address

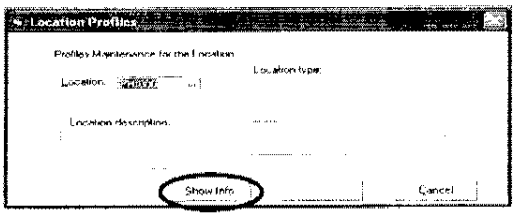
The *I-485 Notice address* is stored to the _ _ _*485* Location Code. If you do not see this Location Code on the ***Branch Locations*** tab:

1. Select ***Profiles, Select a Location*** from the menu.
2. Type in _ _ _485 (your Office Code plus 485).
3. Click the **Show Info** button.
4. Click the **OK** button.
5. Select ***Profiles, Location Profile*** from the menu.
6. Click the ***Location Address*** tab.
7. Type in the *new address*.
8. Click the ***Functions Buttons*** tab.
9. Click the **Save** button.
10. Click the **Close** button.

DEFINE SERVICE TYPES

Service Types are defined for each zip code that an office services. For example, an office that offers *Initial N-400 Interviews*, the *IN400 Service Type* is added to the *List of Services Locations* for every zip code that the office offers this service.

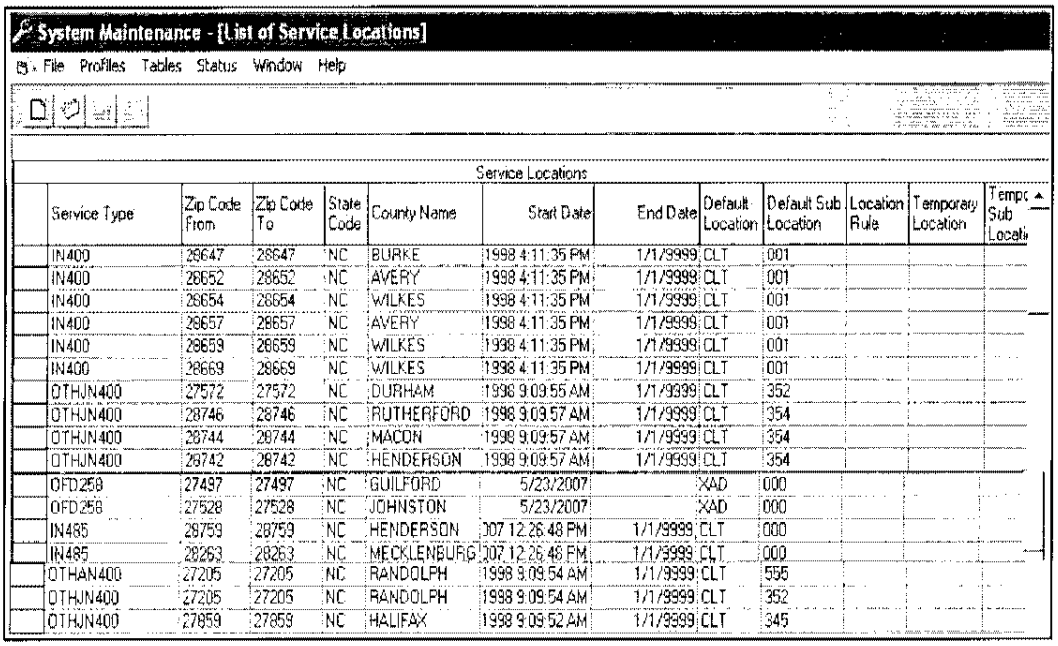
1. Access the *System Maintenance* module from the CLAIMS 4 switchboard.
2. Select ***Profiles, Select a Location*** from the menu.



NOTE: CLAIMS 4 displays the default location code for your location. This is the *Location Code* ending in triple zero "000" which is the Parent location.

3. If you need to change the Location Code to something other than the triple zero "000" code, type in the code (Ex: MIA400).
4. Click Show Info to view the location type and description.
5. Click the **OK** button.

14. Select ***Profiles***, ***Services*** from the menu. The *List of Service Locations* screen displays.



Service Type	Zip Code From	Zip Code To	State Code	County Name	Start Date	End Date	Default Location	Default Sub Location	Location Rule	Temporary Location	Tempc Sub Locati
IN400	28647	28647	NC	BURKE	1998 4:11:35 PM	1/1/9999	CLT	001			
IN400	28652	28652	NC	AVERY	1998 4:11:35 PM	1/1/9999	CLT	001			
IN400	28654	28654	NC	WILKES	1998 4:11:35 PM	1/1/9999	CLT	001			
IN400	28657	28657	NC	AVERY	1998 4:11:35 PM	1/1/9999	CLT	001			
IN400	28659	28659	NC	WILKES	1998 4:11:35 PM	1/1/9999	CLT	001			
IN400	28669	28669	NC	WILKES	1998 4:11:35 PM	1/1/9999	CLT	001			
OTHJN400	27572	27572	NC	DURHAM	1998 9:09:55 AM	1/1/9999	CLT	352			
OTHJN400	28746	28746	NC	RUTHERFORD	1998 9:09:57 AM	1/1/9999	CLT	354			
OTHJN400	28744	28744	NC	MACON	1998 9:09:57 AM	1/1/9999	CLT	354			
OTHJN400	28742	28742	NC	HENDERSON	1998 9:09:57 AM	1/1/9999	CLT	354			
OFD258	27497	27497	NC	GUILFORD	5/23/2007		XAD	000			
OFD258	27528	27528	NC	JOHNSTON	5/23/2007		XAD	000			
IN485	28759	28759	NC	HENDERSON	007 12:26:48 PM	1/1/9999	CLT	000			
IN485	28263	28263	NC	MECKLENBURG	007 12:26:48 PM	1/1/9999	CLT	000			
OTHAN400	27205	27205	NC	RANDOLPH	1998 9:09:54 AM	1/1/9999	CLT	556			
OTHJN400	27205	27205	NC	RANDOLPH	1998 9:09:54 AM	1/1/9999	CLT	352			
OTHJN400	27859	27859	NC	HALIFAX	1998 9:09:52 AM	1/1/9999	CLT	345			

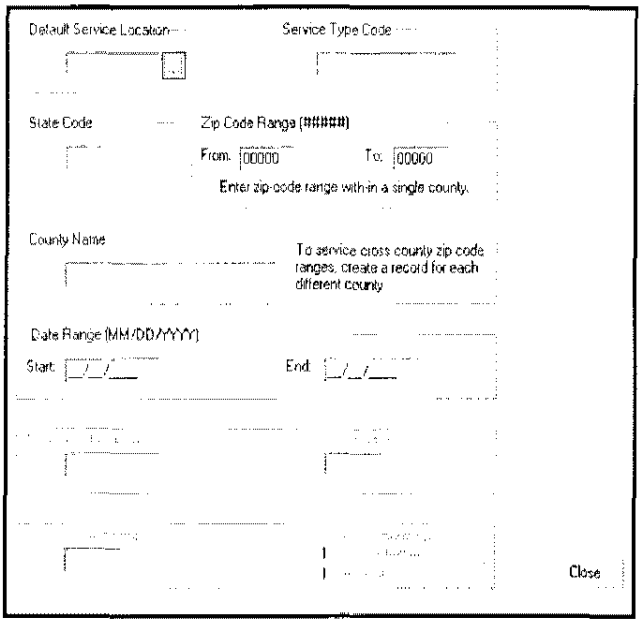
NOTE: The **Service Types** are defined for each zip code in your office's jurisdiction. In the above example, we can see five different **Service Types** defined: *IN400* (Initial N-400 Interview), *OTHJN400* (Oath Ceremony-Judicial), *OFD258* (Fingerprinting), *IN485* (Initial I-485 Interview) and *OTHAN400* (Oath Ceremony-Administrative).

5. Click the (**Add New Record**) button. Clicking this button opens the *Service Location Maintenance* screen.

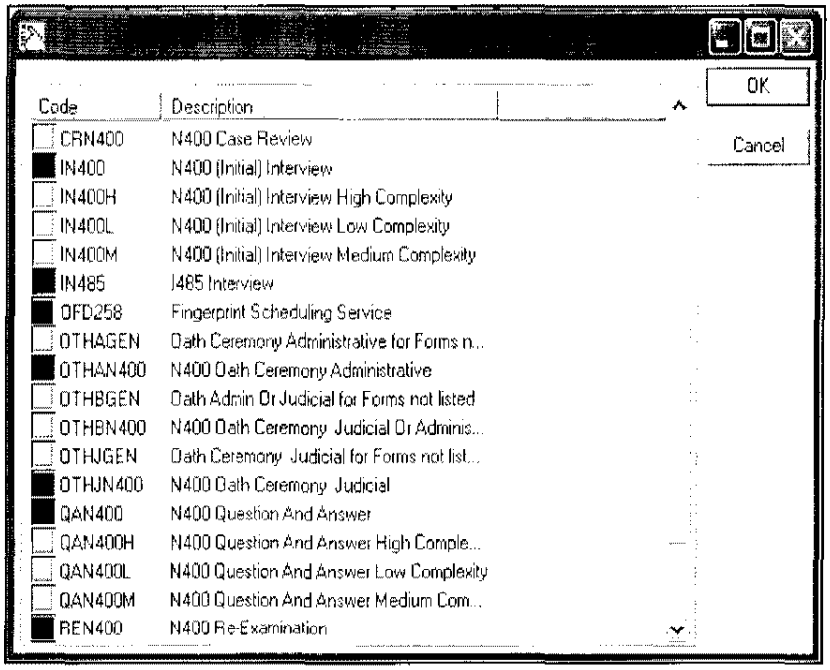
6. Click the **Default Service Location** and select the location desired.

7. Click the **OK** button.

8. Click in the **Service Type Code** field, and then click the **ellipsis** button (...).



9. Select the *Service Type* that you wish to assign a zip code to for this site.



Select ONLY one of the following Service Types:

Naturalization:

- IN400
- QAN400
- REN400

Adjustment of Status:

- IN485

Fingerprints:

- OFD258

Oath Ceremony:

- OTHAN400
- OTHJN400

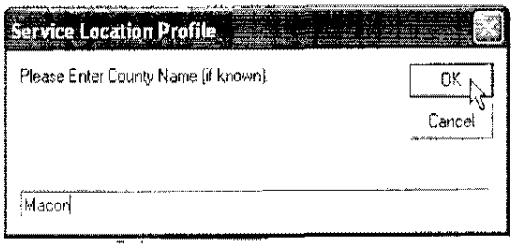
NOTE: Do not pick any item above that is not indicated by a black box. Only those items with a box are activated in CLAIMS 4.

10. Click the **OK** button.

11. Click in the **State Code** field and type the *2-character state code*.

12. Click in the (Zip Code Range) **From:** field, and then click the **ellipsis** button (...).

13. Type in the *county name* that is associated with this new zip code.

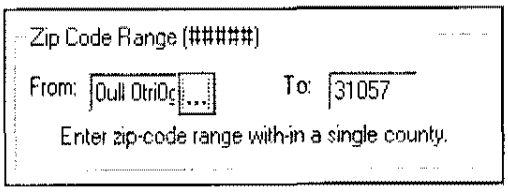


14. Click the **OK** button.

15. Select the *zip code*.

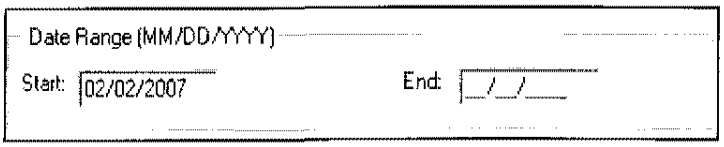
16. Click the **OK** button.

A text string will appear in the (Zip Code Range) **From:** field and the zip code you chose will appear in the **To:** field.



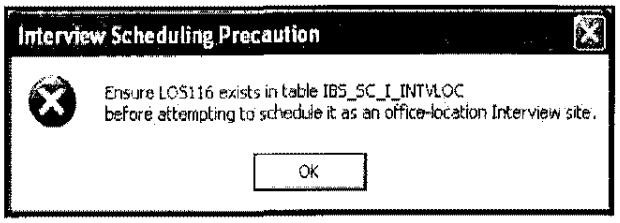
17. Click in the (Date Range) **Start:** field and type in *today's date*.

18. Leave the **End:** field empty.



19. Click the (**Save**) button.

20. Click the **Yes** button.



21. Click the **OK** button to acknowledge the *Interview Scheduling Precaution.*

NOTE: Users must contact the *USCIS Service Desk (888-220-5228, uscisservicedesk@dhs.gov)* to have the site added to the Interview Scheduling Table. Modifying this table is not something a System Administrator in the field has permissions to do.

22. Click the OK button to acknowledge that the new Service Location has been added successfully. The screen returns to the *List of Service Locations*.

Service Locations

Service Type	Zip Code From	Zip Code To	State Code	County Name	Start Date	End Date	Default Location	Default Sub Location	Location Rule	Temporary Location	Tempc Sub Locath
IN485	31079	31079	GA	WILCOX	9/1/2003	1/1/2099	ATL	000			
IN485	31084	31084	GA	WILCOX	9/1/2003	1/1/2099	ATL	000			
IN485	30660	30660	GA	WILKES	9/1/2003	1/1/2099	ATL	000			
IN485	30668	30668	GA	WILKES	9/1/2003	1/1/2099	ATL	000			
IN485	30673	30673	GA	WILKES	9/1/2003	1/1/2099	ATL	000			
IN485	31003	31003	GA	WILKINSON	9/1/2003	1/1/2099	ATL	000			
IN485	31031	31031	GA	WILKINSON	9/1/2003	1/1/2099	ATL	000			
IN485	31042	31042	GA	WILKINSON	9/1/2003	1/1/2099	ATL	000			
IN485	31054	31054	GA	WILKINSON	9/1/2003	1/1/2099	ATL	000			
IN485	31090	31090	GA	WILKINSON	9/1/2003	1/1/2099	ATL	000			
IN485	31772	31772	GA	WORTH	9/1/2003	1/1/2099	ATL	000			
IN485	31781	31781	GA	WORTH	9/1/2003	1/1/2099	ATL	000			
IN485	31789	31789	GA	WORTH	9/1/2003	1/1/2099	ATL	000			
IN485	31791	31791	GA	WORTH	9/1/2003	1/1/2099	ATL	000			
IN485	31796	31796	GA	WORTH	9/1/2003	1/1/2099	ATL	000			
IN485	30169	30169	GA	CHEROKEE	9/1/2003	1/1/2099	ATL	000			
IN485	30270	30270	GA	FAYETTE	9/1/2003	1/1/2099	ATL	000			
IN400	31068	31068	GA	MACON	2/1/2007	1/1/9999	ATL	001			
IN400	31057	31057	GA	MACON	2/1/2007	1/1/9999	ATL	001			

23. Click the Close button to close the *List of Service Locations* screen and return to the main *System Maintenance* screen.

ASSIGN OR REASSIGN ZIP CODES TO A SITE

New zip codes can be assigned to a site or an existing zip code can be reassigned from one site to another. For example, a site (ATL002) now services a particular zip code that was serviced by another site (ATL001) in the past. This new zip code needs to be disassociated with the old site and associated with the new site for each service type (IN400, OFD258, OTHAN400, OTHJN400).

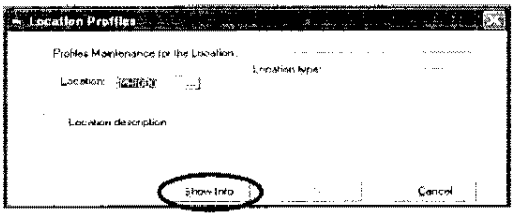
You will need to identify the following for each zip code before performing one of the processes below:

- Site Code, Site Sub Code, Parent Site Code, Service Type(s), County

NOTE: If you need to have *many* zip codes assigned or reassigned to a site contact the *USCIS Service Desk (888-220-5228, uscisservicedesk@dhs.gov).*

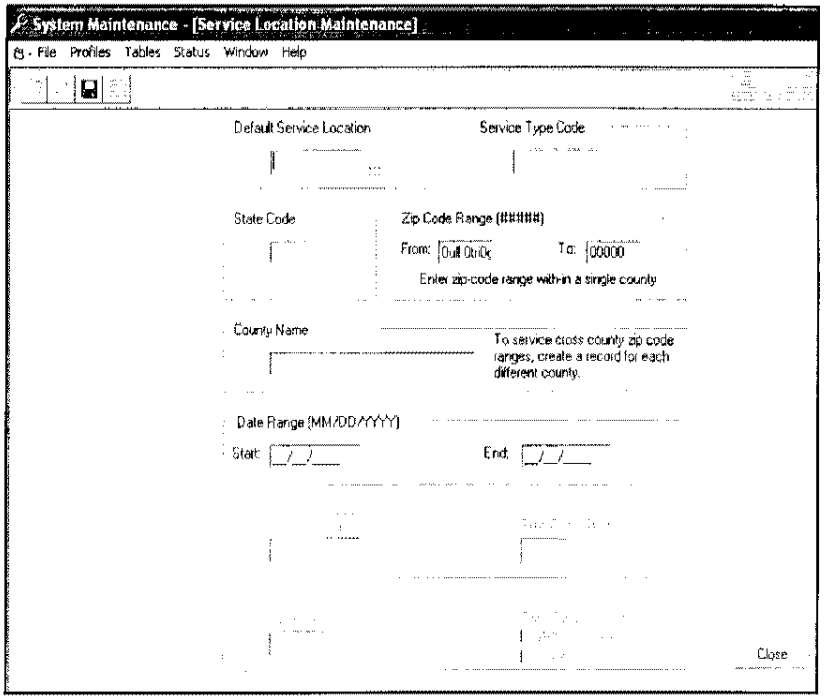
Assign a New Zip Code to a Site:

1. Access the *System Maintenance* module from the CLAIMS 4 switchboard.
2. Select ***Profiles, Select a Location*** from the menu.



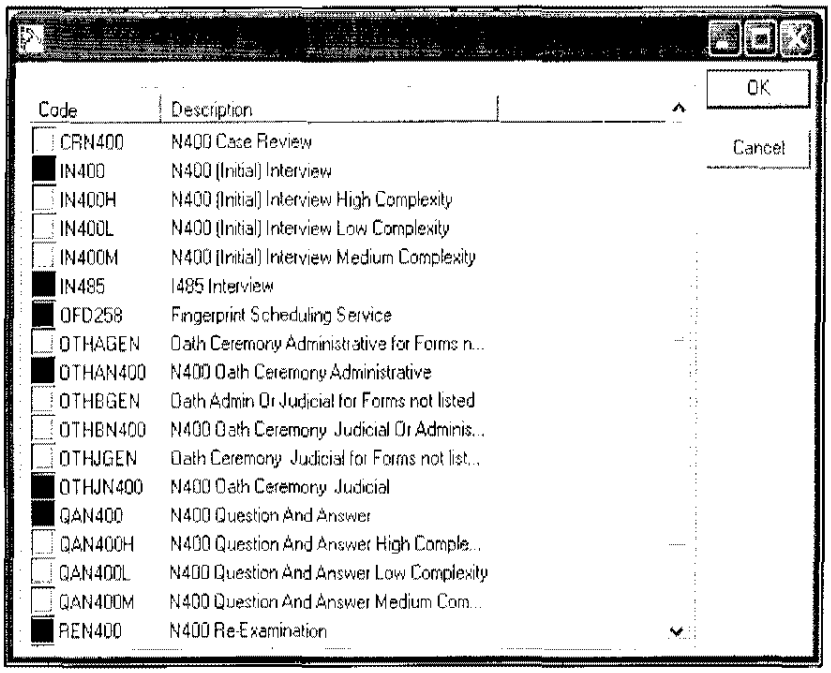
NOTE: CLAIMS 4 displays the default location code for your location. This is the *Location Code* ending in triple zero "000" which is the Parent location.

3. If you need to change the Location Code to something other than the triple zero "000" code, type in the code (Ex: MIA400).
4. Click Show Info to view the location type and description.
5. Click the **OK** button.
6. Select ***Profiles, Services*** from the menu.
7. Click the (**Add**) button.
8. Click the **ellipsis** button (...) next to the **Default Service Location** field.
9. Select the *Site Code* that you wish to assign the new zip code to.
10. Click the **OK** button.



11. Click in the **Service Type Code** field, and then click the **ellipsis** button (...).

12. Select the *Service Type* that you wish to assign this zip code to.



Select ONLY one of the following Service Types:

Naturalization:

- IN400
- QAN400
- REN400

Adjustment of Status:

- IN485

Fingerprints:

- OFD258

Oath Ceremony:

- OTHAN400
- OTHJN400

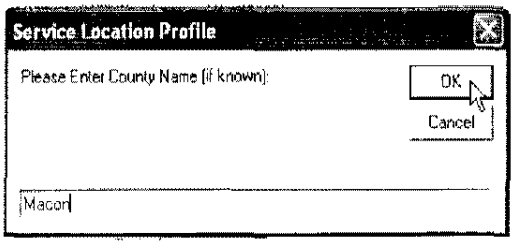
NOTE: Do not pick any item above that is not indicated by a black box. Only those items with a box are activated in CLAIMS 4.

13. Click the **OK** button.

14. Click in the **State Code** field and type the *2-character state code*.

15. Click in the (Zip Code Range) **From:** field, and then click the **ellipsis** button (...).

16. Type in the *county name* that is associated with this new zip code.

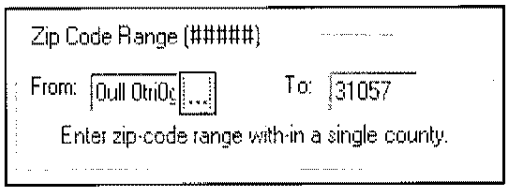


17. Click the **OK** button.

18. Select the *zip code*.

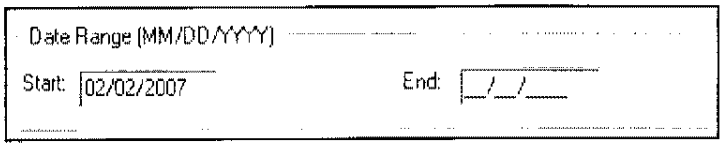
19. Click the **OK** button.

A text string will appear in the (Zip Code Range) **From:** field and the zip code you chose will appear in the **To:** field.



20. Click in the (Date Range) **Start:** field and type in *today's date*.

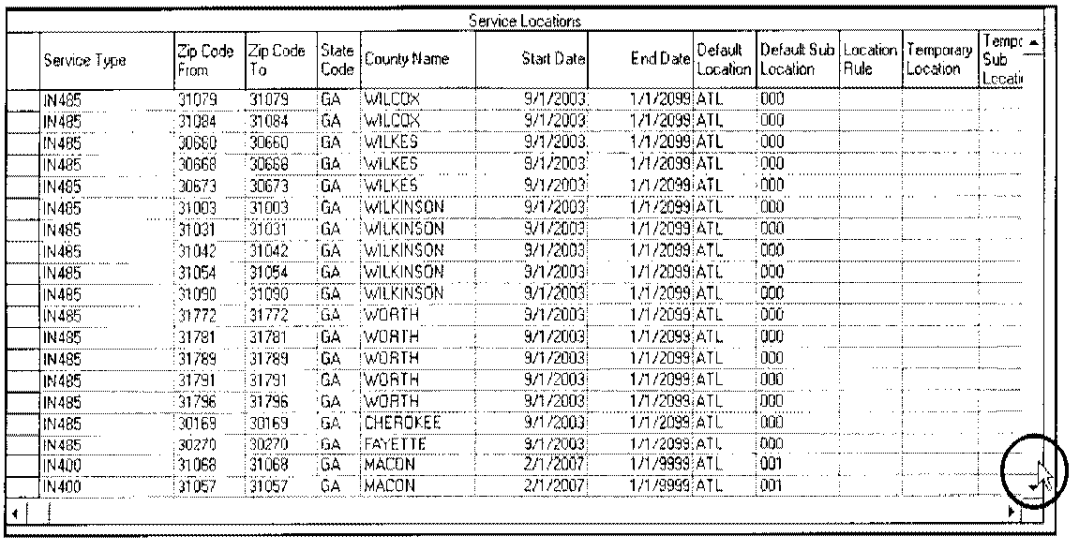
21. Leave the **End:** field empty.



22. Click the (**Save**) button.

23. Click the **Yes** button.

24. Click the **OK** button to the confirmation message.



Service Locations

Service Type	Zip Code From	Zip Code To	State Code	County Name	Start Date	End Date	Default Location	Default Sub Location	Location Rule	Temporary Location	Tempo Sub Locati
IN485	31079	31079	GA	WILCOX	9/1/2003	1/1/2099	ATL	000			
IN485	31084	31084	GA	WILCOX	9/1/2003	1/1/2099	ATL	000			
IN485	30660	30660	GA	WILKES	9/1/2003	1/1/2099	ATL	000			
IN485	30668	30668	GA	WILKES	9/1/2003	1/1/2099	ATL	000			
IN485	30673	30673	GA	WILKES	9/1/2003	1/1/2099	ATL	000			
IN485	31003	31003	GA	WILKINSON	9/1/2003	1/1/2099	ATL	000			
IN485	31031	31031	GA	WILKINSON	9/1/2003	1/1/2099	ATL	000			
IN485	31042	31042	GA	WILKINSON	9/1/2003	1/1/2099	ATL	000			
IN485	31054	31054	GA	WILKINSON	9/1/2003	1/1/2099	ATL	000			
IN485	31090	31090	GA	WILKINSON	9/1/2003	1/1/2099	ATL	000			
IN485	31772	31772	GA	WORTH	9/1/2003	1/1/2099	ATL	000			
IN485	31781	31781	GA	WORTH	9/1/2003	1/1/2099	ATL	000			
IN485	31789	31789	GA	WORTH	9/1/2003	1/1/2099	ATL	000			
IN485	31791	31791	GA	WORTH	9/1/2003	1/1/2099	ATL	000			
IN485	31796	31796	GA	WORTH	9/1/2003	1/1/2099	ATL	000			
IN485	30169	30169	GA	CHEROKEE	9/1/2003	1/1/2099	ATL	000			
IN485	30270	30270	GA	FAYETTE	9/1/2003	1/1/2099	ATL	000			
IN400	31068	31068	GA	MACON	2/1/2007	1/1/9999	ATL	001			
IN400	31057	31057	GA	MACON	2/1/2007	1/1/9999	ATL	001			

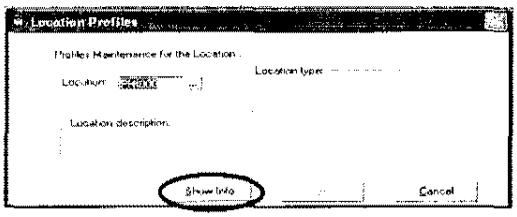
25. Scroll all the way to the bottom of the list to view the newly added zip code.

26. Repeat the above steps for each *Service Type* associated with this zip code.

Reassign a Zip Code from one Site to another Site:

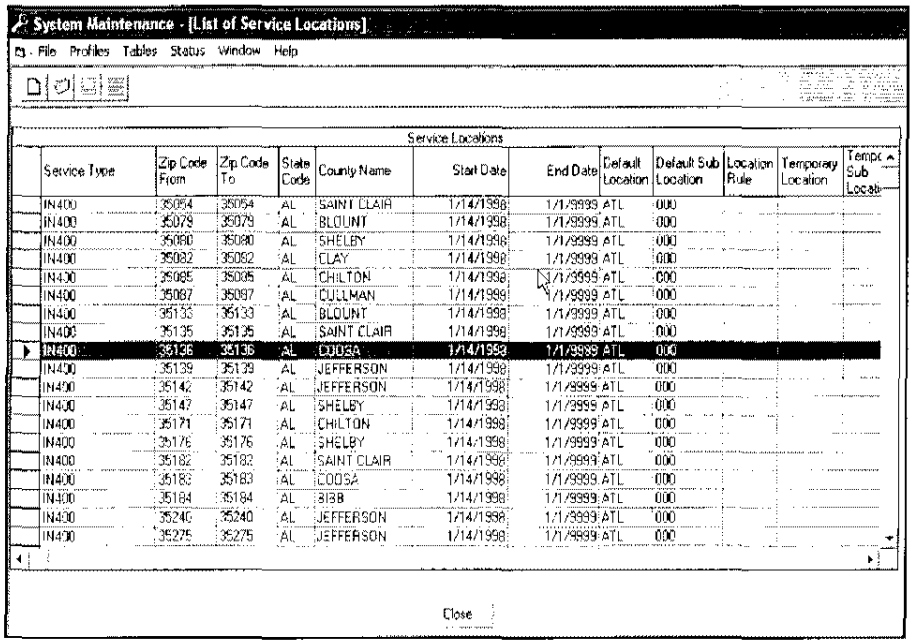
If you wish to reassign a zip code from one Site Code Code to another, you may do this by following the below procedure.

1. Access the *System Maintenance* module from the CLAIMS 4 switchboard.
2. Select ***Profiles, Select a Location*** from the menu.



NOTE: CLAIMS 4 displays the default location code for your location. This is the *Location Code* ending in triple zero "000" which is the Parent location.

3. If you need to change the Location Code to something other than the triple zero "000" code, type in the code (Ex: MIA400).
4. Click Show Info to view the location type and description.
5. Click the **OK** button.
6. Select ***Profiles, Services*** from the menu.
7. Click in the box to the left of the *Service Type* you want to edit.

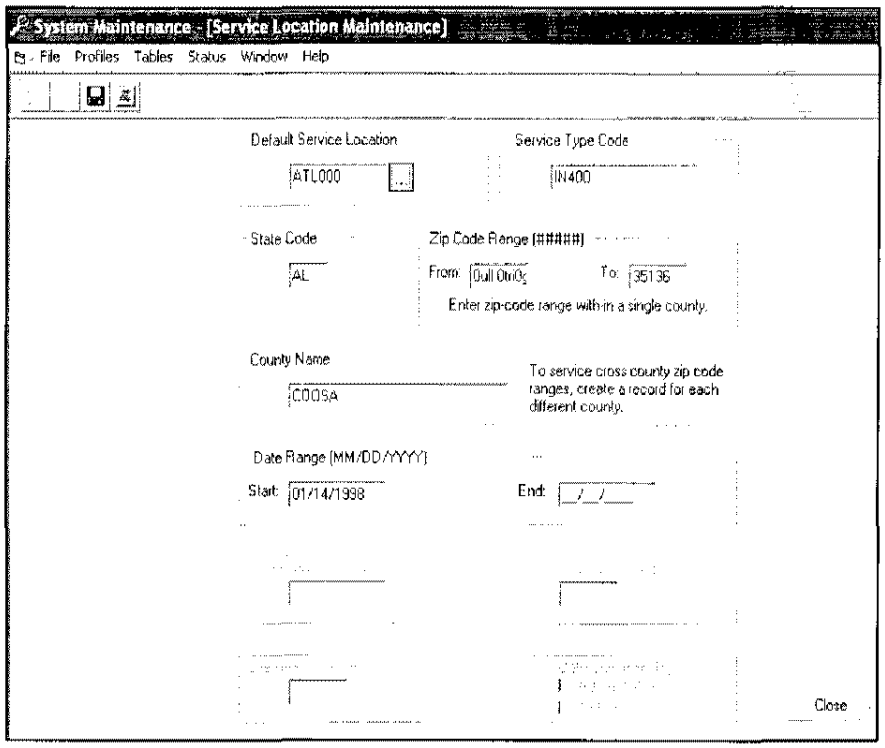


8. Click the (**Edit**) button.

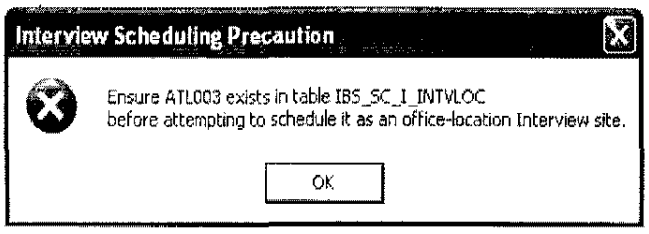
9. Click the **ellipsis** button (...) next to the **Default Service Location** field.

10. Select the new *Site Code* that you want to assign this zip code to.

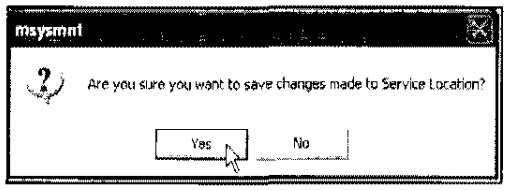
You will be returned to this screen with the new *Site Code* displayed.



11. Click the (**Save**) button.



12. Click the OK button to acknowledge the *Interview Scheduling Precaution* message.



13. Click the Yes button to confirm that you want to save changes to the Service Location.



14. Click the OK button to acknowledge that the new Service Location has been updated successfully.

15. Click the Close button to close the *Service Location Maintenance* screen.

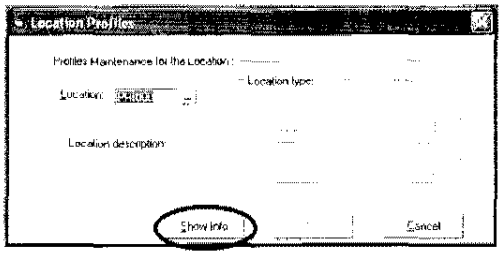
16. Click the Close button to close the *List of Service Locations* screen.

DEFINE WORKFLOW PARTICIPANT ROLES

Users' "access" is determined by the *Participant Type Code* that a user is assigned in CLAIMS 4. This is assigned by the System Administrator using the ***Profiles, Users*** menu option in the *System Maintenance* module. The System Administrator at each location defines which activities each *Participant Type Code* can perform. The Participant Type Codes are found under ***Profiles, Workflow Participant Roles*** menu option. Once a user is assigned to a particular *Participant Type Code*, he or she will have access to those activities within CLAIMS 4 that are permitted by that group. The System Administrator can modify which activities a *Participant Type Code* has access to thus affecting the access rights of all users who are assigned that particular *Participant Type Code*.

1. Access the *System Maintenance* module from the CLAIMS 4 switchboard.

2. Select ***Profiles, Select a Location*** from the menu.



Many sites have the Participant Type Codes set up under their Location Code ending in "001". Check the bottom of page 10-7 in this document to see which code your office stores this information to.

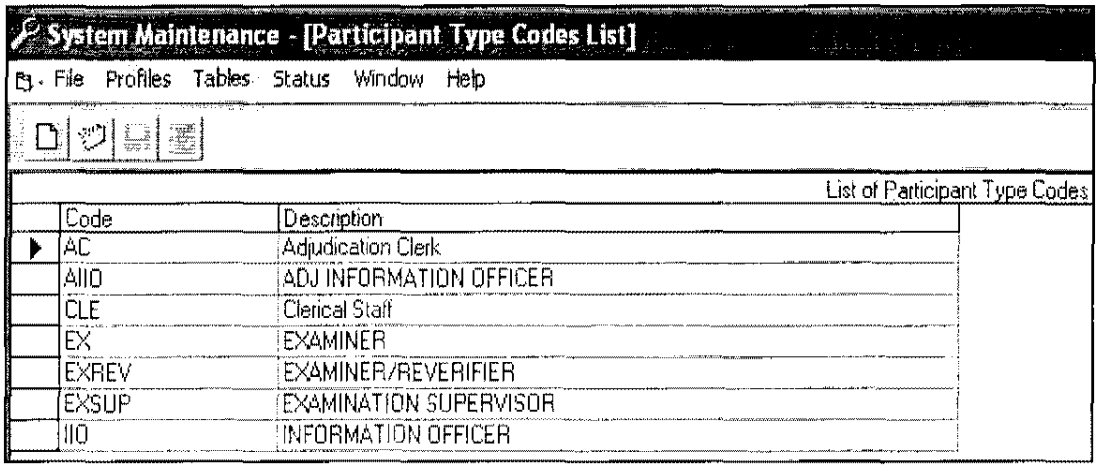
NOTE: CLAIMS 4 displays the default location code for your location. This is the *Location Code* ending in triple zero "000" which is the Parent location.

3. If you need to change the Location Code to something other than the triple zero "000" code, type in the code (Ex: MIA400).

4. Click Show Info to view the location type and description.

5. Click the **OK** button.

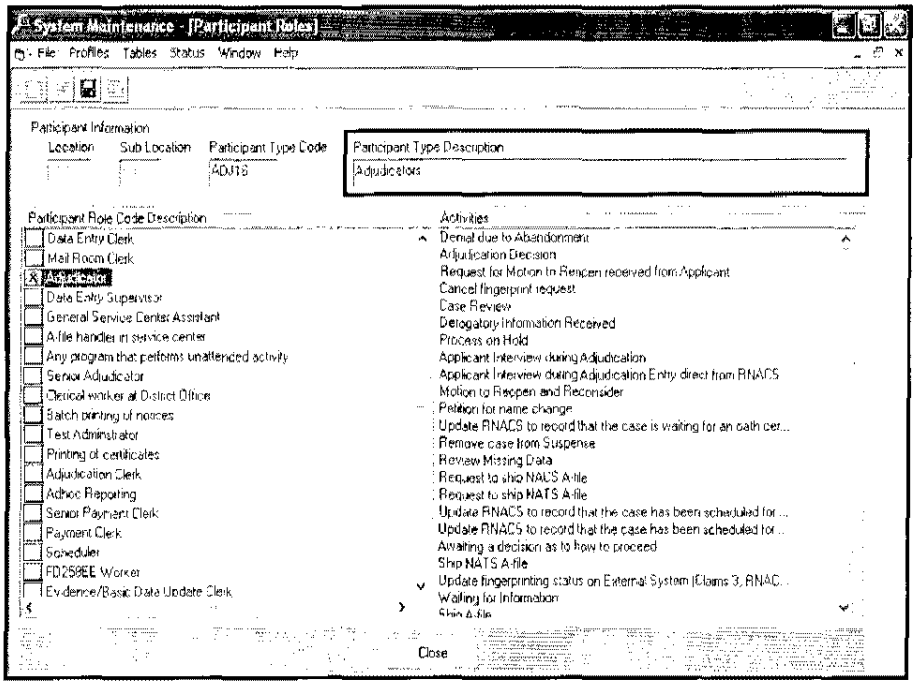
6. Select ***Profiles, Workflow Participant Roles*** from the menu. The *Participant Type Codes List* displays.



Code	Description
AC	Adjudication Clerk
AIIO	ADJ INFORMATION OFFICER
CLE	Clerical Staff
EX	EXAMINER
EXREV	EXAMINER/REVERIFIER
EXSUP	EXAMINATION SUPERVISOR
IIO	INFORMATION OFFICER

To Add a Participant Role:

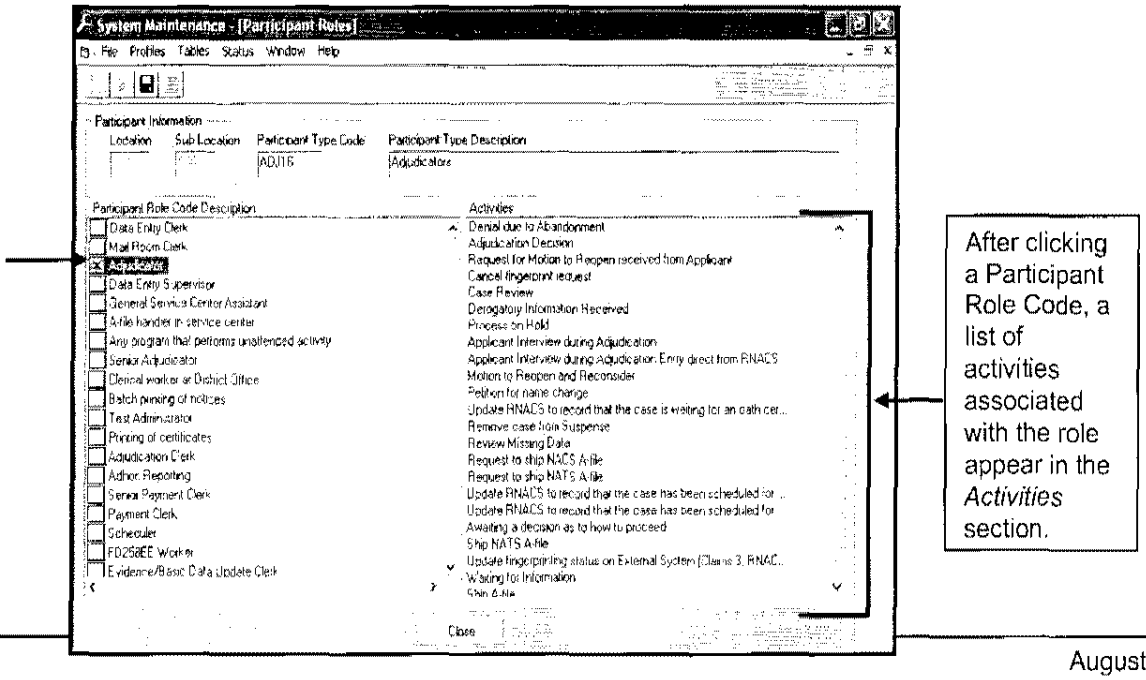
7. Click the (**Add New Record**) button. The *Participant Roles* screen displays. **NOTE:** The Location and Sub Location automatically display, but are "grayed out." You cannot change the Location or Sub Location from this screen.



8. To enter a new participant role, click in the **Participant Type Code** field and enter the code to identify the user role. **NOTE:** The Participant Type Code cannot exceed 5 characters.

9. Click in the **Participant Type Description** field and type a description that matches the role (i.e., "Adjudicators").

10. Choose the participant role codes to be associated with the new role by clicking **X** in the box to the left of each applicable description in the *Participant Role Code Description* section.



11. Click the (**Save Changes**) button.
12. Click Yes to confirm that you want to add the new Participant record.
13. Click OK to acknowledge the role has been added successfully to this location.
14. Click the Close button to close the *Participant Roles* screen.
15. Click Close to close the *Participant Type Codes List.*

To Edit a Participant Role:

1. Select ***Profiles, Workflow Participant Roles*** from the menu to open the *Participant Roles* screen.
2. Click the code that you want to edit.
3. Click the (**Edit**) button.
4. In the *Participant Role Code Description* section, select another description(s).

NOTE: This adds the activity(s) to the activities already assigned to the role you defined earlier.

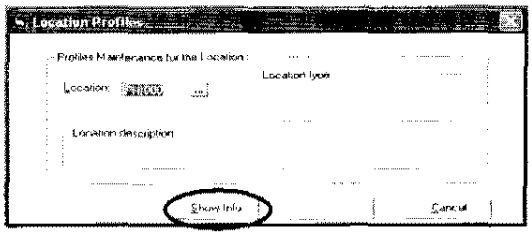
5. Click the (**Save Changes**) button.
6. Click the Yes button to confirm that you want to save the changes to this participant record.
7. Click the OK button to acknowledge the role has been updated successfully.
8. Click the Close button to close the *Participant Roles* screen.
9. Click the Close button to close the *Participant Type Codes List.*

SET UP REPORT ACCESS GROUPS

Report Access groups define which reports the users of the Report Access Group have access to in the CLAIMS 4 Reporting module.

1. Access the *System Maintenance* module from the CLAIMS 4 switchboard.

2. Select ***Profiles, Select a Location*** from the menu.



Many sites have the Report Access Groups set up under their Location Code ending in "001". Check the bottom of page 10-7 in this document to see which code your office stores this information to.

NOTE: CLAIMS 4 displays the default location code for your location. This is the *Location Code* ending in triple zero "000" which is the Parent location.

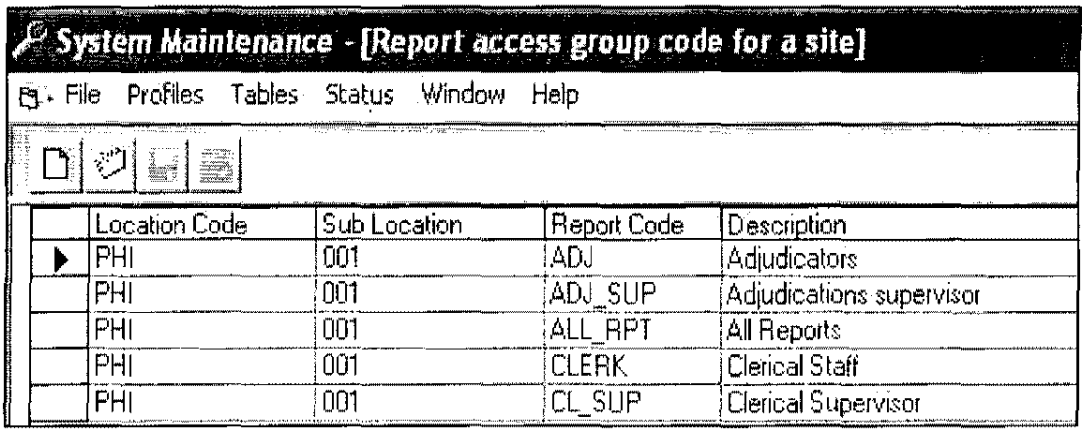
3. If you need to change the Location Code to something other than the triple zero "000" code, type in the code (Ex: MIA400).

4. Click 

to view the location type and description.

5. Click the **OK** button.

6. Select ***Profiles, Report Access Groups*** from the menu. If any Report Access Groups have been defined for this location, they will display in the list.

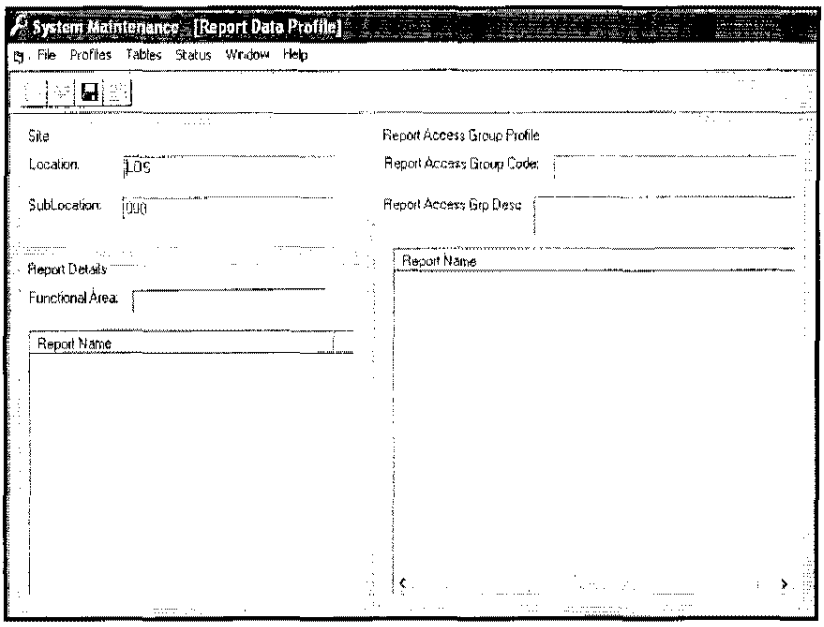


Location Code	Sub Location	Report Code	Description
PHI	001	ADJ	Adjudicators
PHI	001	ADJ_SUP	Adjudications supervisor
PHI	001	ALL_RPT	All Reports
PHI	001	CLERK	Clerical Staff
PHI	001	CL_SUP	Clerical Supervisor

To Add a Report Access Group:

7. Click the (**Add New Record**) button.

The *Report Data Profile* screen displays.



NOTE: The **Location** and **Sub Location** automatically display. You can change the **Location** or **Sub Location** from this screen.

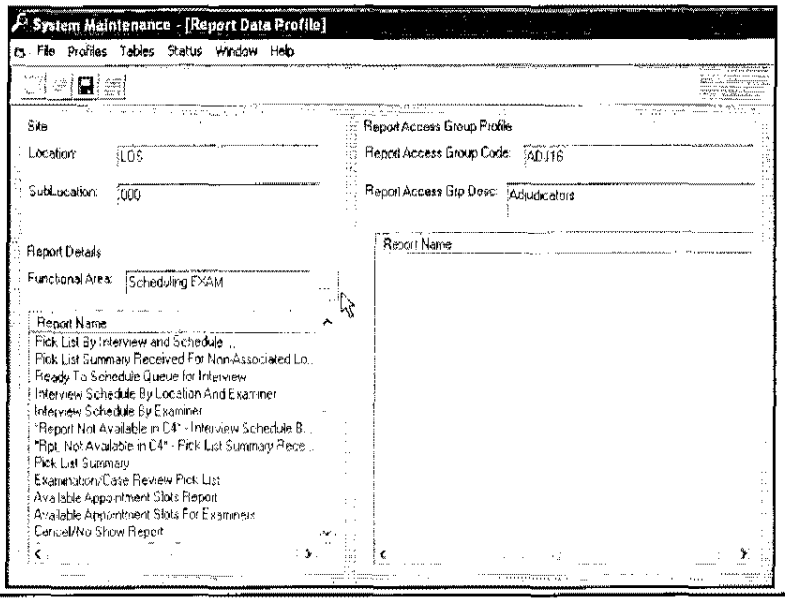
8. To enter a new Report Access Group Code click the **Report Access Group Code** field and enter the code representing the group that you want to add.

NOTE: The **Report Access Group Code** cannot exceed 7 characters.

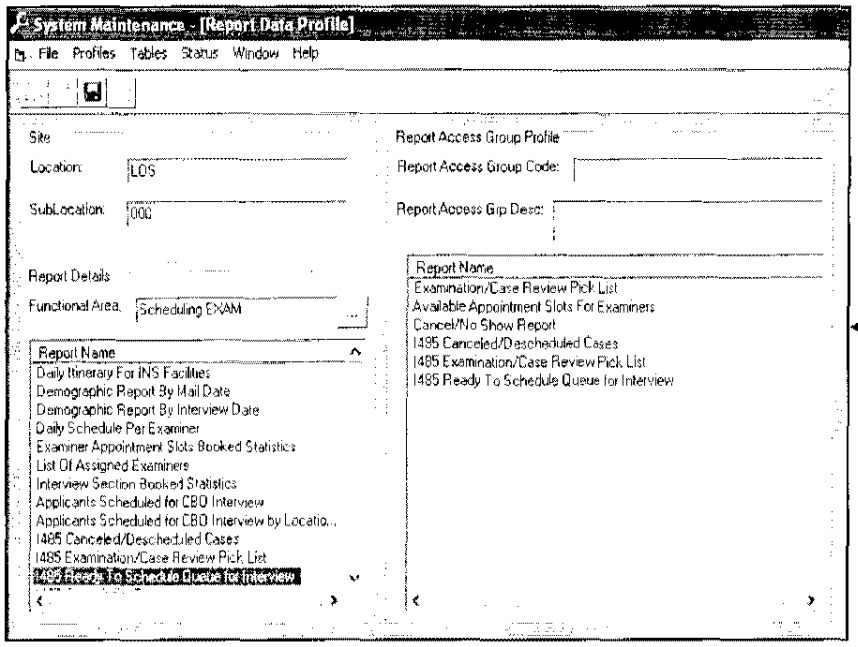
9. Click the **Report Access Grp Desc** field and type the name of the group.

10. Click the **Functional Area** field. The displays beside the field. Click it to display a list of all functional areas available in the *Reporting* module. From the list select one functional area (i.e., *Scheduling EXAM*.)

11. Click the **OK** button to display a list of all of the reports available in the functional area you selected.



12. In the *Report Name* section, click reports that you want to add to the group.



Clicking on a report will add it to the group. If you want to add all of the reports from a functional area, you must click every individual report to add it to the Access Group.

13. If you want to select reports from another Functional Area, click the **Functional Area** field. The ▪▪▪ displays beside the field. Click it to display a list of all functional areas available in the *Reporting* module. From the list select a different functional area (i.e., Adjudication.)

NOTE: The System Administrator may allow users to access any or all functional areas. Similarly, within a given functional area, users may be granted rights to access as many reports as needed.

14. Click the (**Save Changes**) button.

15. Click the Yes button to confirm that you want to add the new report group record.

16. . Click the Close button to close the *Report Access Group Code* list.

To Edit a Report Access Group:

1. Select ***Profiles, Report Access Groups*** from the menu.
2. Click the **Report Access Group** code that you want to edit.
3. Click the (**Edit**) button.

To Delete Reports:

4. Click the report that you want to delete.
5. Press the **Delete** key.

To Add Reports:

6. Click in the **Functional Area** field. The **ellipsis** button displays beside the field. Click it to display the functional areas list.
7. Select the area of reports that you would like to edit.
8. Click the OK button.
9. Click any reports that you want to add.
10. Click the (**Save Changes**) button.
11. Click the Yes button to confirm that you want to update the report group record.
12. Click the Close button to close the *Report Access Group Code* list.

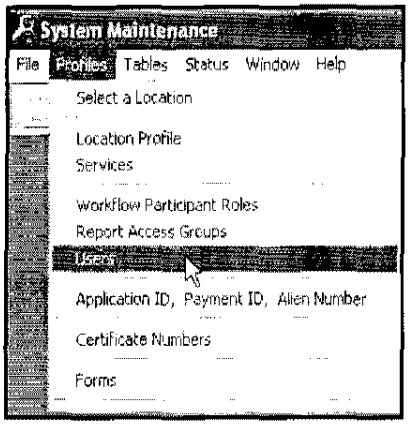
To Delete a Report Access Group:

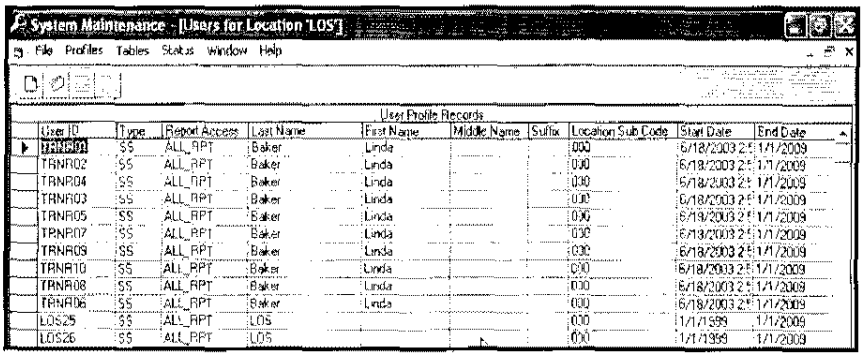
1. Select ***Profiles, Report Access Groups*** from the menu.
2. Click the *Report Access Group* that you want to delete.
3. Click the (**Edit**) button.
4. Click the (**Delete**) button.
5. Click the Yes button to confirm the deletion of this *Report Access Group*.
6. Click the OK button to confirm that the *Report Access Group* deleted successfully.
13. Click the Close button to close the *Report Access Group Code* list.

ADD A NEW USER PROFILE

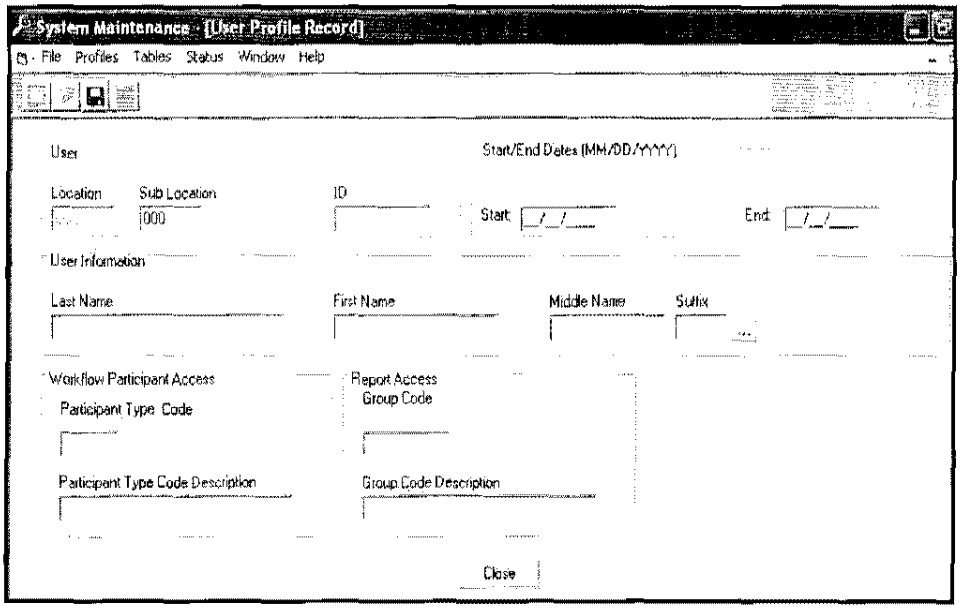
After a user has been granted access to CLAIMS 4, the System Administrator needs to define the new user's Workflow Participant Role and Report Access group within CLAIMS 4. The *User Profile Record* option defines a user's access level at the selected location.

1. Select ***Profiles, Users*** from the menu. The list displays all users at that location level.





2. Click the (**Add New Record**) button. The *User Profile Record* screen displays.



NOTE: The User section should display the appropriate location based on your security setting. You cannot modify this field from this screen. The **Sub Location** field should display the location code. If you need to change the sub location, you can change it from this screen.

3. Click in the **ID** field and type the *User ID* you wish to add.

NOTE: This is a PICS ID that consists of the 3-letter location code plus the last 4 digits of the user's Social Security Number plus a single letter.)

4. Enter a *date* in the **Start** field (format mm/dd/yyyy).

5. Enter a *date* in the **End** field (this should be a date 2 years from the *Start* date)

6. Enter the name of the user -- *LAST*, *FIRST*, and *MIDDLE*, in the *User Information* section.

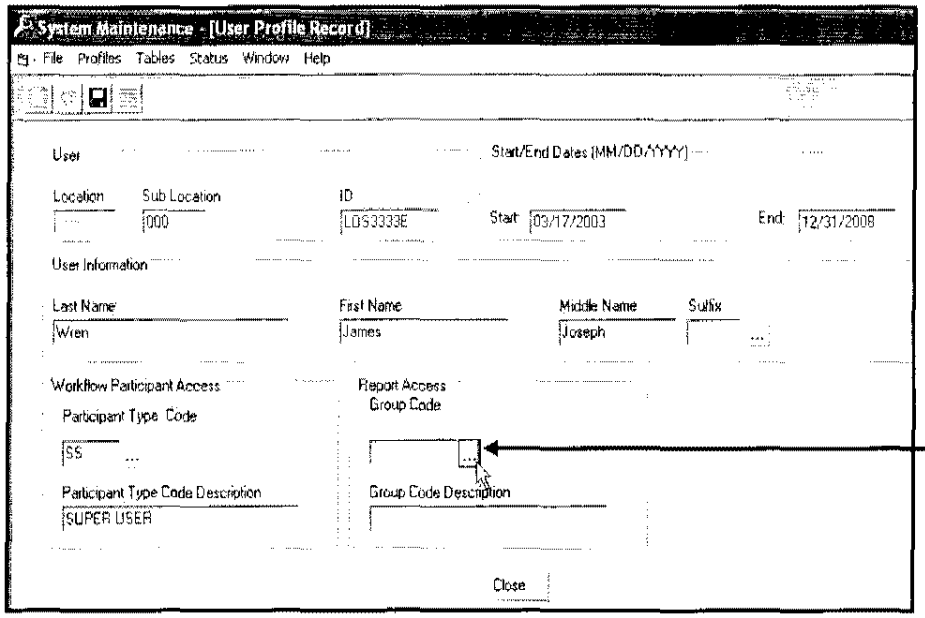
NOTE: Type the user's last, first and middle names in ALL CAPS.

7. In the *Workflow Participant Access* section, click the **Participant Type Code** field. The **ellipsis** button (...) displays beside the field. Click it and select the *Participant Type Code* you wish to add the user to (i.e., Adjudicator Participant Type).

NOTE: The **Participant Type Code Description** field fills automatically based on the **Participant Type Code**.

8. Click the OK button.

9. In the *Report Access* section, click the **Report Access Group Code** field. The **ellipsis** displays beside the field. Click it and select the *Report Access Group* code that you desire.



Click the Group Code field to display the ellipsis (...) button. Click ... to display a list of Report Groups that have been defined for your location.

10. Click the OK button.

11. Click the (**Save Changes**) button.

12. Click the Yes button to confirm that you want to add the user.

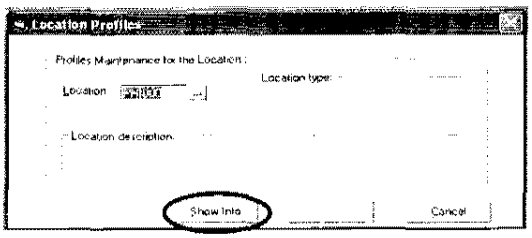
13. Click the OK button to confirm that the User ID has been added successfully to the selected location.

14. Click the Close button to close the *User Profile Record* screen.

15. Click the Close button to close the *Users for Location...* screen.

EDIT A USER PROFILE

1. Access the *System Maintenance* module from the CLAIMS 4 switchboard.
2. Select ***Profiles, Select a Location*** from the menu.



Many sites have the Users set up under their Location Code ending in "001". Check the bottom of page 10-7 in this document to see which code your office stores this information to.

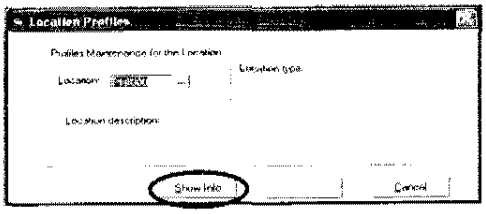
NOTE: CLAIMS 4 displays the default location code for your location. This is the *Location Code* ending in triple zero "000" which is the Parent location.

3. If you need to change the Location Code to something other than the triple zero "000" code, type in the code (Ex: MIA400).
4. Click Show Info to view the location type and description.
5. Click the **OK** button.
6. Select ***Profiles, Users*** from the menu to reopen the *Users for Location* screen.
7. Click the desired profile you wish to update.
8. Click the (**Edit**) button.
9. In the *Workflow Participant Access* section, click the **Participant Type Code** field. The **ellipsis** button (...) displays beside the field. Click it and select a new *Participant Type Code* for this user if needed.
10. In the *Report Access* section, click the **Group Code** field. The **ellipsis** button (...) displays beside the field. Click it and select a new *Report Access Group* for this user if needed.
11. Click the OK button.
12. Click the (**Save Changes**) button.
13. Click the Yes button to confirm the changes to this user profile.
14. Click the OK button to confirm that the changes have updated successfully.
15. Click the Close button to close the *User Profile Record* screen and return to the *Users for Location* screen.
16. Click the Close button to close the *Users for Location* screen and return to the main *System Maintenance* window.

NOTE: When adding new users (or editing the name of existing users), type the user's name in ALL CAPS.

DISCONTINUE A USER'S ACCESS TO CLAIMS 4

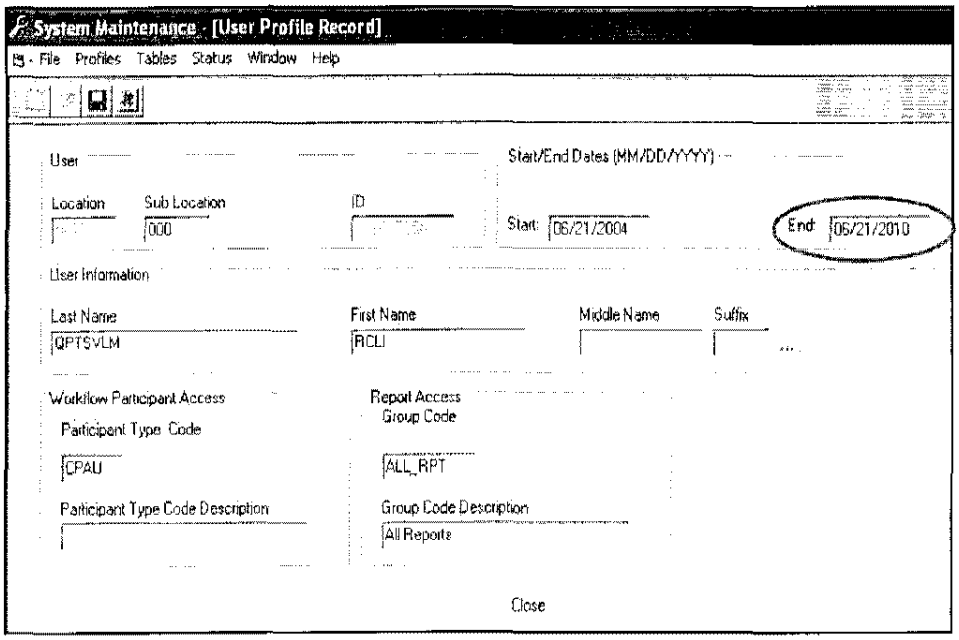
1. Access the *System Maintenance* module from the CLAIMS 4 switchboard.
2. Select ***Profiles, Select a Location*** from the menu.



Many sites have the Users set up under their Location Code ending in "000". Check the bottom of page 10-7 in this document to see which codes your office stores this information to.

NOTE: CLAIMS 4 displays the default location code for your location. This is the *Location Code* ending in triple zero "000" which is the Parent location.

3. If you need to change the Location Code to something other than the triple zero "000" code, type in the code (Ex: MIA400).
4. Click Show Info to view the location type and description.
5. Click the **OK** button.
6. Select ***Profiles, Users*** from the menu to reopen the *Users for Location* screen.
7. Click the desired user profile you wish to update.
8. Click the (**Edit**) button.



The **End:** date field was automatically filled with a date in the future when the user was first set up in CLAIMS 4. When you wish to end a user's access to CLAIMS 4, enter the effective date here.

IMPORTANT NOTE: DO NOT click the button! Even though the *User Profile Record* screen has a **delete** button (large red X), User Profile Records should not be deleted. When a user no longer requires access to CLAIMS 4, the User Profile Record should be edited by adding an end date that indicates when the user's access to CLAIMS 4 ended. **If a user profile is deleted, no one will be able to modify any case that has that User ID attached to it.**

9. Click the **End** field and enter a termination date. **NOTE:** By entering the effective termination date in the **End** field, the user will no longer be able to access cases as of that date in CLAIMS 4.

10. Click the (**Save Changes**) button.

11. Click the Yes button to confirm the changes to this user profile.

12. Click the OK button to confirm that the changes have updated successfully.

13. Click the Close button to close the *User Profile Record* screen and return to the *Users for Location* screen.

14. Click the Close button to close the *Users for Location* screen and return to the main *System Maintenance* window.

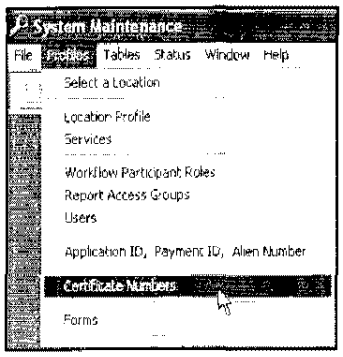
BROWSE CERTIFICATE NUMBERS

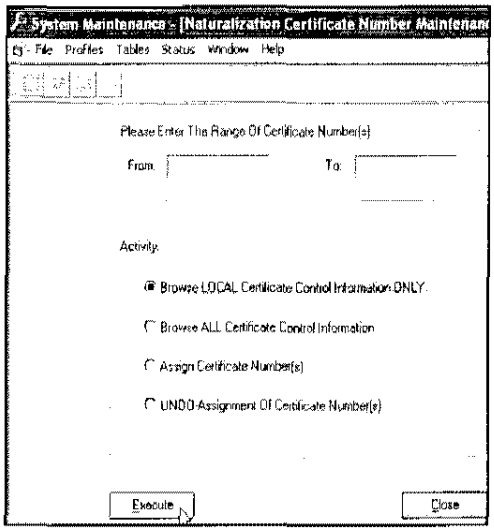
You may view details and history of assigned and printed naturalization certificates.

1. From the *System Maintenance* module menu, select ***Profiles***, ***Select a Location***. Type in the location to which you want to view Naturalization Certificate information.

2. Click Show Info to view the location type and description, then click OK.

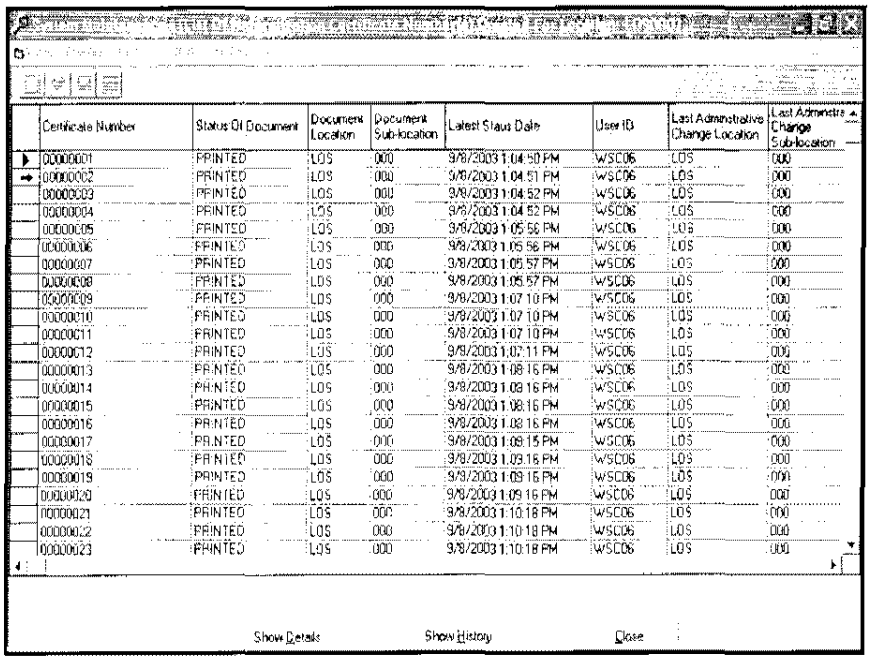
3. Select ***Profiles***, ***Certificate Numbers*** from the menu. The *Naturalization Certificate Number Maintenance* screen appears.





2. Verify that ◉ Browse LOCAL Certificate Control Information ONLY is selected.

3. Click Execute. The *List of Naturalization Certificate(s) Created For Location: AAAXXX* screen appears.



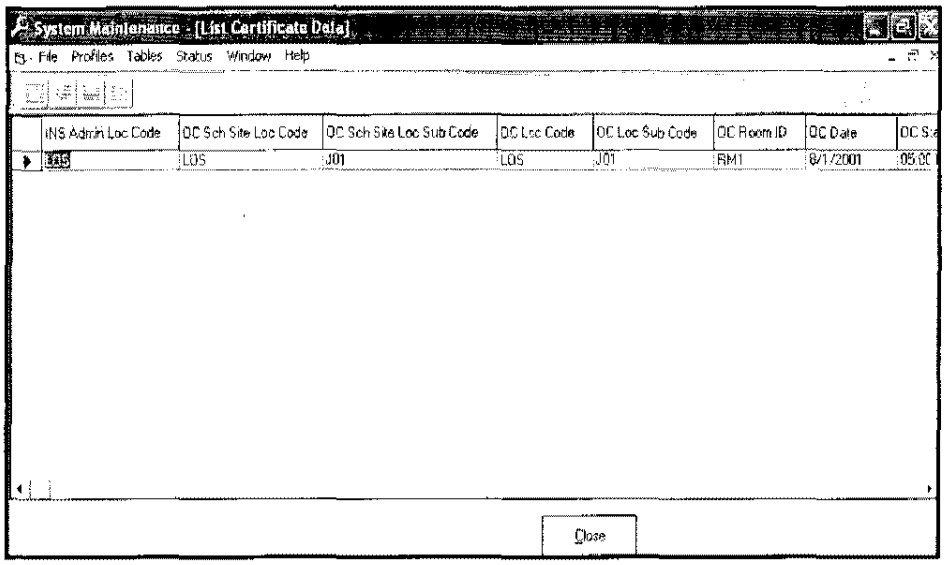
The *Status of Document* column shows both ASSIGNED and PRINTED certificates. You may view the details and history for Certificates that have been printed. Certificates that have an ASSIGNED status do not have any details or history.

4. Scroll through the list to view all currently assigned certificates for your location.

5. Click in the box to the left of a Certificate Number that shows a status of PRINTED.

6. Click the **Show Details** button.

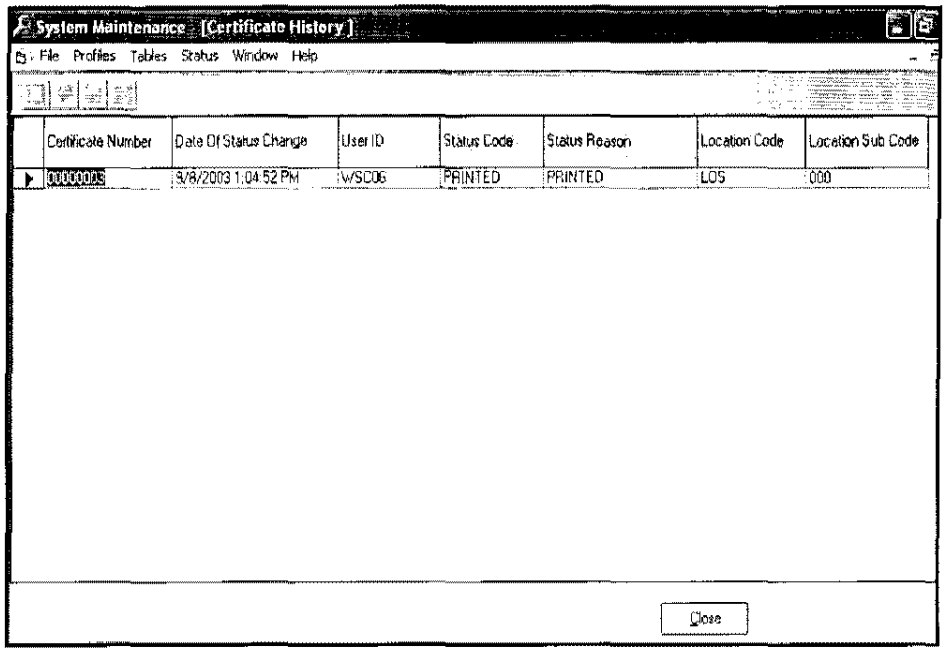
NOTE: The *List Certificate Data* screen appears. You may scroll to the right to view biometric, naturalization, and oath ceremony details.



7. Click the Close button to close the *List Certificate Data* screen and return to the list of assigned certificates.

8. Click the box to the left of another certificate number.

9. Click the Show History button to see the certificate history. The *Certificate History* screen appears.



Clicking the **Show History** button shows the following information for the chosen certificate number:

Certificate Number

Date of Status Change

User ID

Status Code

Status Reason

Location Code

Location Sub Code

10. Click the Close button to close the *List Certificate Data* screen and return to the list of assigned certificates.

11. Click the Close button to return to the *Naturalization Certificate Number Maintenance* Window.

12. Click the Close button to close the *Naturalization Certificate Number Maintenance* window and return to the *System Maintenance* screen.

ASSIGN CERTIFICATE NUMBERS

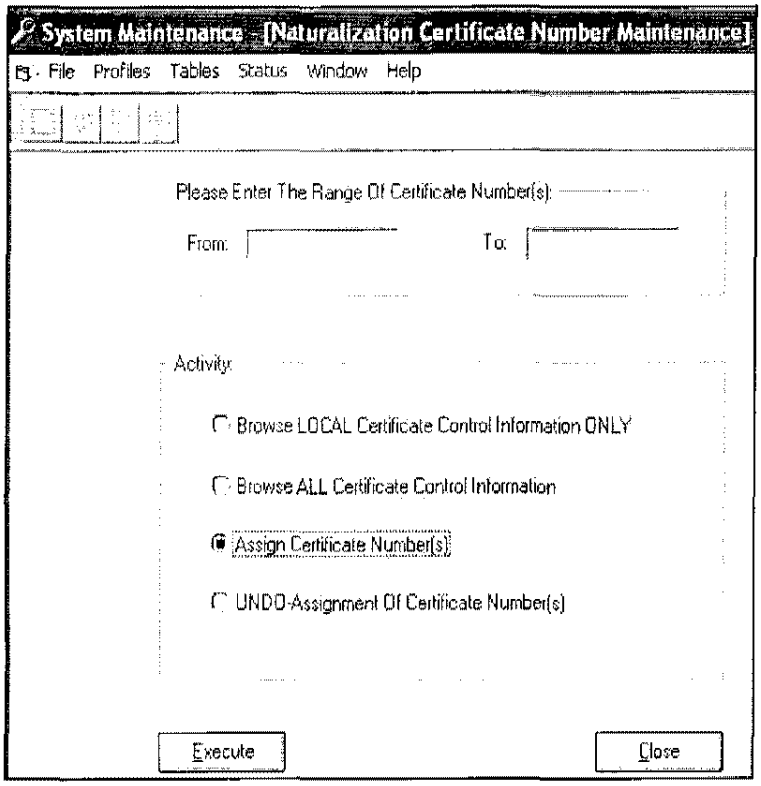
In order to print certificates, you need to assign a range of Oath Certificate Numbers for your location.

1. From the *System Maintenance* module menu, select ***Profiles***, ***Select a Location***. Type in the location to which you want to assign Naturalization Certificate numbers to.

2. Click Show Info to view the location type and description, then click OK.

4. Select ***Profiles***, ***Certificate Numbers*** from the menu.

The *Naturalization Certificate Number Maintenance* screen appears.



NOTE: Certificate numbers must consist of 8 digits. You must include leading zeros.

5. Enter a new certificate number range in the **From:** and **To:** fields.

6. Click the Assign Certificate Number(s) button.

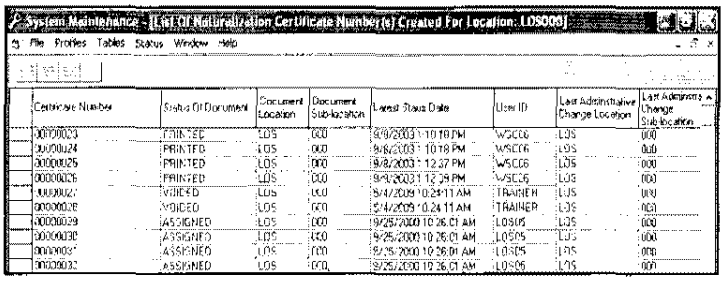
7. Click the Execute button to assign the certificate numbers.

8. Click the Yes button to confirm the assignment of these certificate numbers.

9. Click the OK button to acknowledge that the certificate numbers were assigned successfully.

To View Your New Certificates Number Assignments

1. Click ◉ Browse LOCAL Certificate Control Information ONLY.
2. Click Execute.



3. Click Close to return to the *Naturalization Certificate Number Maintenance* Window.

To Undo the Assignment of Naturalization Certificate Numbers for a Location:

1. Select ***Profiles***, ***Certificate Numbers*** from the menu.
2. Enter the certificate number range desired.
2. Click ◉ UNDO-Assignment Of Certificate Number(s).
3. Click Execute to undo the assignment of the certificate numbers.
4. Click Yes to confirm the undo request.
5. Click OK to acknowledge that the certificates assignment was successfully undone.
6. Click Close to close the *Naturalization Certificate Number Maintenance* window and return to the *System Maintenance* screen.

To Confirm that Certificates Numbers Have Been Released:

1. Select ***Profiles***, ***Certificate Numbers*** from the menu. The *Naturalization Certificate Number Maintenance* screen appears.
2. Click ◉ Browse LOCAL Certificate Control Information ONLY.
3. Click Execute.
4. Confirm that the certificate numbers that you entered previously are listed with the word *RELEASED* in the *Status of Document* column.
5. Click Close to return to the *Naturalization Certificate Number Maintenance* window.
6. Click Close to return to the *System Maintenance* screen.

OPEN AND VIEW TABLES

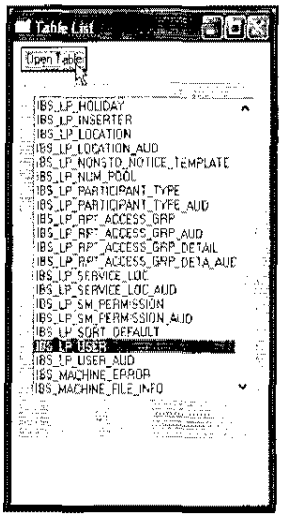
You can research information in the User ID table.

NOTE: Most data in the CLAIMS 4 database tables can and should be updated through various system maintenance features described in previous sections of this reference manual. This section explains how to open the database tables and review data in them. Any changes that you make to the table can affect system operation. Do not make changes to the tables unless you are certain of the effects of these changes.

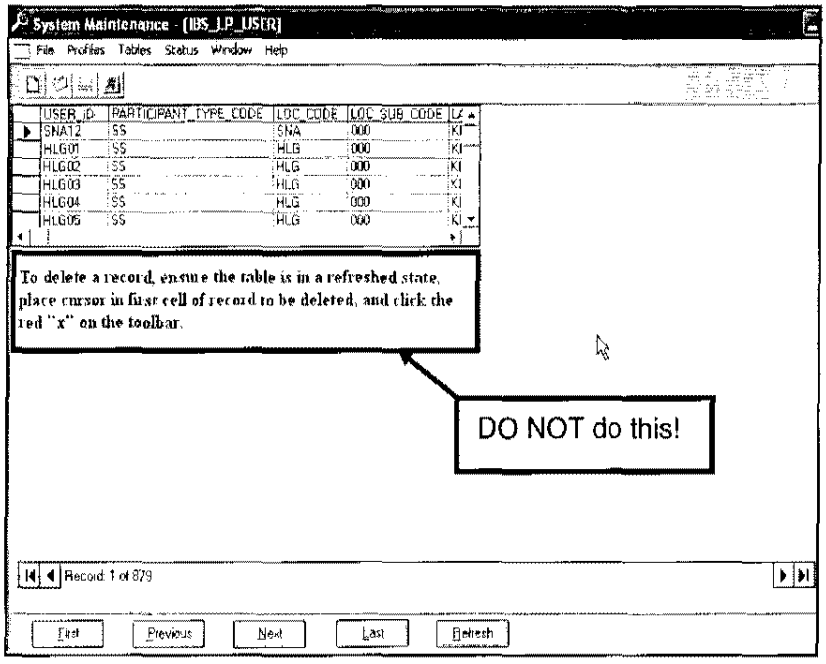
1. Select ***Tables, Open Table List*** from the *System Maintenance* menu. The *Table List* window appears.

2. Select the table you wish to view.

3. Click Open Table to display the selected table.



4. The selected table displays. Click the **Maximize** button in the top right of the opened table to enable full view of it.



Navigating the table

Next Record: Next or

Previous Record: Previous or

1st Record: First or

Last Record: Last or

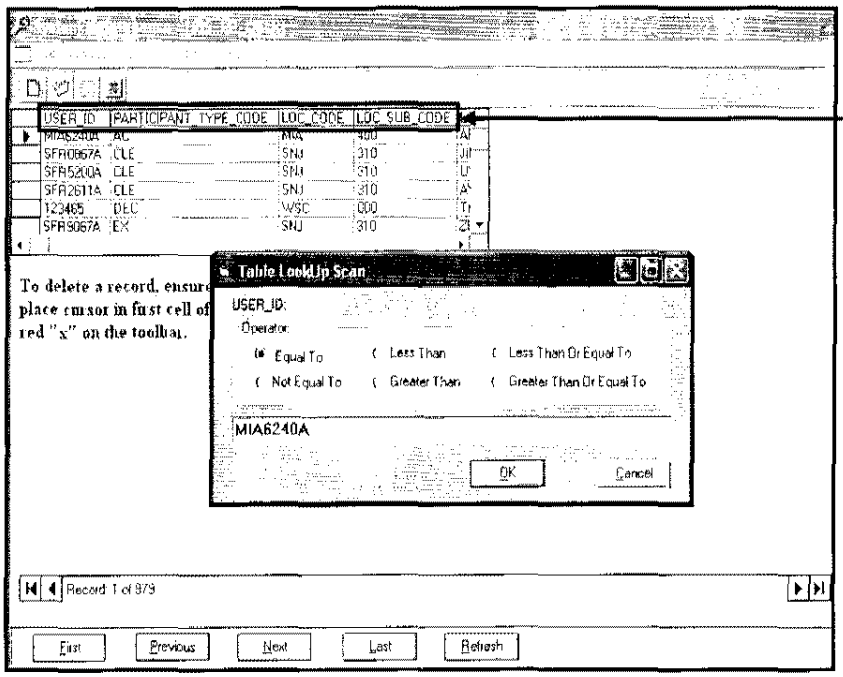
Sorting the table

Click any column heading to sort the table according to the values in that column.

Click the column heading again to sort the table in reverse order.

Using the Table LookUp Scan

1. Double-click on *any column heading* to launch the *Table LookUp Scan.*



Single-click on any column to sort by that column.

Double-click on any column heading to launch the *Table LookUp* scan.
The Table Lookup Scan allows you to search for value in the 1st column: User ID

2. Click any of the following radio buttons to set search parameters:

   a. Click [Equal To] to display all rows in the table containing a value equal to the value in the USER_ID column of the table. Equal To is the default value in the *Table LookUp Scan.*

   b. Click [Not Equal To] to display all rows in the table containing a value different than the value in the USER_ID column.

   c. Click [Less Than] to display all rows in the table containing a value lower than the value in the USER_ID column.

   d. Click [Greater Than] to display all rows in the table containing a value greater than the value in the USER_ID column.

   e. Click [Less Than Or Equal To] to display all rows in the table containing a value equal to or lower than the value in the USER_ID column.

   f. Click [Greater Than Or Equal To] to display all rows in the table containing a value equal to or greater than the value in the USER_ID column.

3. In the white box below the operators, enter a value to be matched in the USER_ID column.

4. Click the [OK] button to begin the search.

5. To refresh the table, click the [Refresh] button.

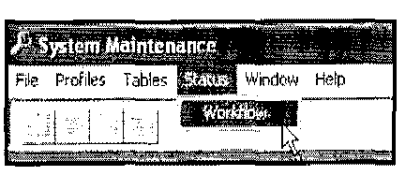
6. Click the ☒ control button located in the upper right corner of the *Table* window (the window on the right) to close the table.

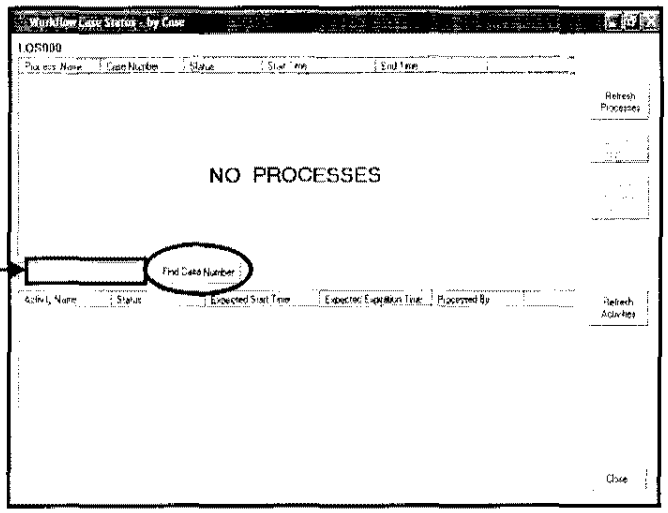
7. Click the ☒ control button located in the upper right corner of the *Table List* window to close the Table List and return to the main *System Maintenance* screen.

ACTIVITY HISTORY AND WORKFLOW STATUS

You can use the Workflow Case Status screens in *System Maintenance* to view a case's workflow history, as well as its present status.

1. Select ***Status***, ***Workflow*** from the menu.

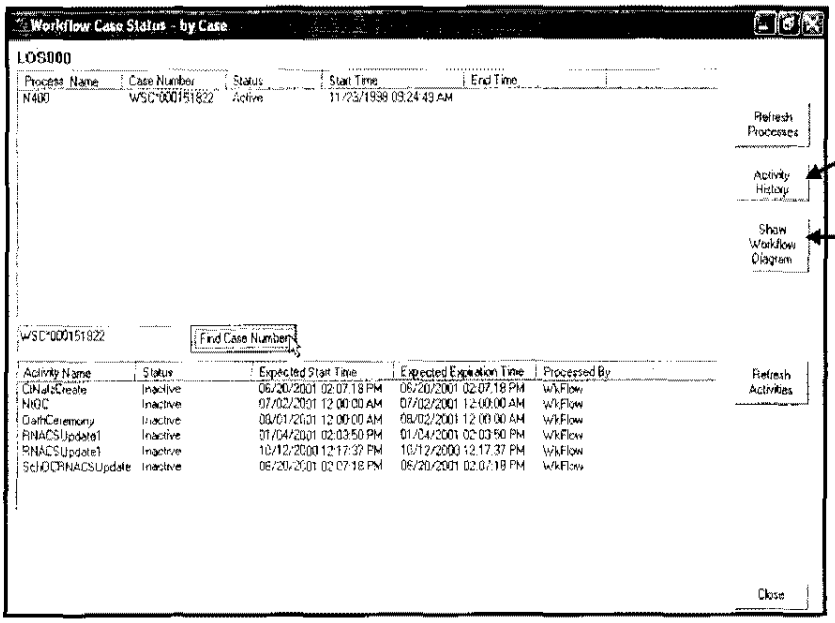




Enter an Application or Payment ID. When finished, click **Find Case Number**.

2. In the **Find Case Number** field, enter the *Application ID* number or the *Payment ID* number you wish to research.

3. Click the **Find Case Number** button.

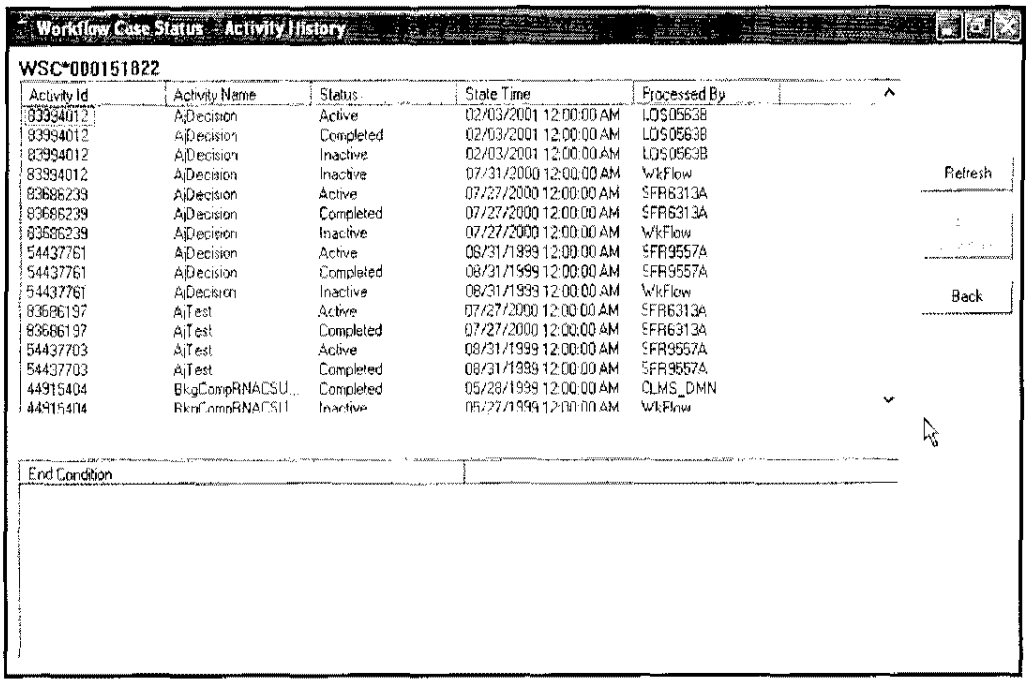


To view the history of activities for this case, click the **Activity History** button.

To view the workflow for the selected case, click the **Show Workflow Diagram** button.

4. Click the Activity History button to view the list of activities for the case.

The *Activity History* screen appears.



The *Activity History* screen displays the following information:

Activity ID – Unique identifier for each activity.

Activity Name – Activity Code as it reads in the CLAIMS 4 workflow.

Status – Status code indicating whether the activity is active, inactive, completed, canceled or suspended.

Active: Indicates that the workflow activity is currently in progress

Inactive: Indicates that the workflow activity is pending

Completed: Indicates that the workflow activity is finished

Canceled: Indicates that the workflow activity was begun, but not completed

Suspended: Indicates that the workflow activity was halted prematurely.

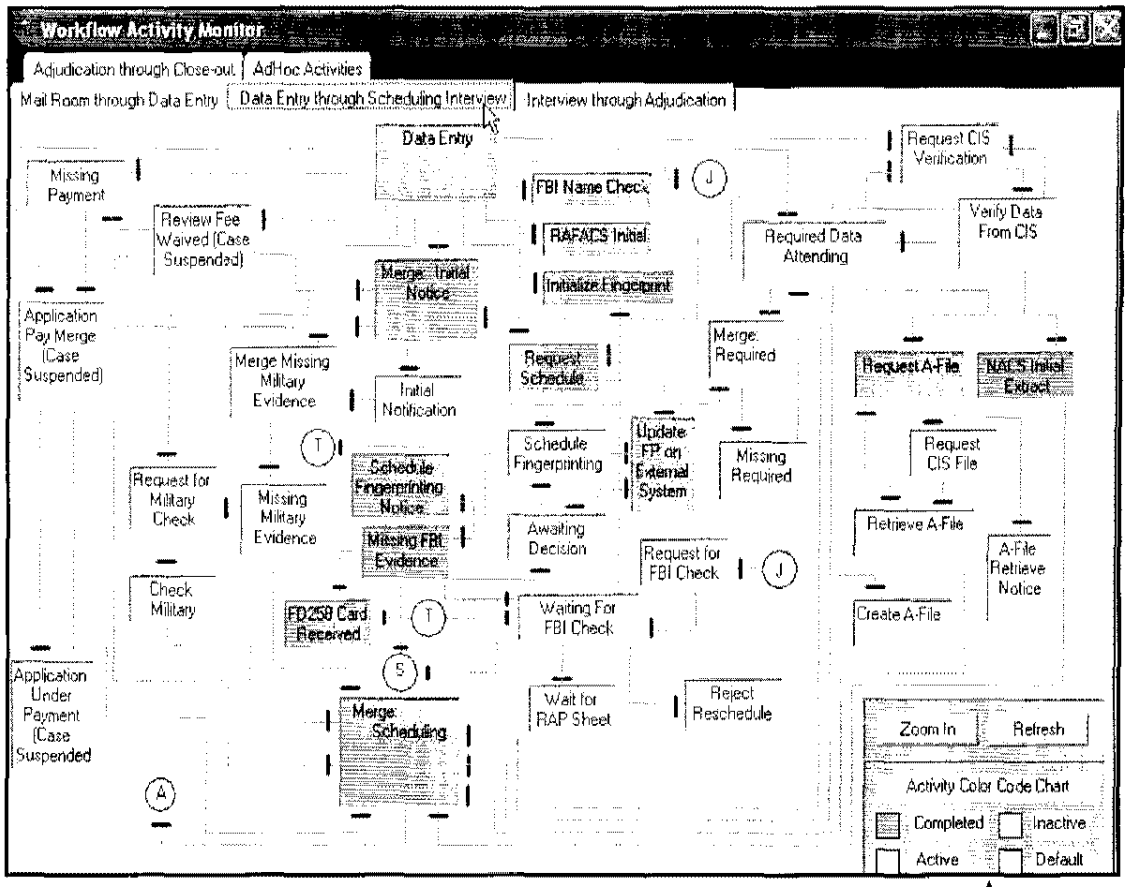
State Time – Date and time at which the listed status took effect.

Processed By – User ID of the user who executed the activity.

5. Click the Back button to close the *Activity History* window and return to the *Workflow Case Status – by Case* screen.

6. Click the Show Workflow Diagram button to view the workflow diagrams for the selected case.

The *Workflow Activity Monitor* screen appears.



7. Click the various tabs located at the top of the screen to view the workflow progress of the application.

8. Click the ☒ button in the upper right corner of the window to close the *Workflow Activity Monitor* screen and return to *Workflow Case Status – by Case* screen.

9. Click the Close button to close the *Workflow Case Status – by Case* screen and return to the main *System Maintenance* screen.

10. Select **File, Exit** from the menu to close the *System Maintenance* module and return to the CLAIMS 4 Switchboard.

CHAPTER G: KEY TERMS

Key Term	Definition
Active	Indicates that the workflow activity is currently in progress
Address Change Petition	This option in Case Management allows the user to update an applicant's mailing and/or residential address.
Administrative Close	Closing a case for a reason other than naturalization, denial or withdrawal.
A-File (Alien File)	Physical file that contains the applicant's history with USCIS, including supporting evidence, as well as any other notes or correspondence relating to the applicant.
A-Number	Number assigned by USCIS to aliens applying for benefits or status.
Adjudications Officer	USCIS personnel who conduct interviews with applicants who are applying for naturalization. After interviewing the applicant, administering and recording exam results and recording evidence, the Adjudications Officer (or Adjudicator) makes a decision on the case (whether to approve, deny or continue the case.
Alien Registration Card (I551)	An ID card issued by USCIS to an individual when he or she becomes a lawful permanent resident of the United States. The card is now officially called a Permanent Resident Card (PRC).
Application ID	A unique number that is assigned to each N-400 Application that is entered into CLAIMS 4. Some samples of what this number is used for include: - enter and update information about the applicant - search for a particular person's N-400 case information - access the status of an applicant's N-400 application - schedule an applicant for a Fingerprint appointment, Interview or Oath Ceremony - record the disposition of an application
Appointment Slots	Blocks of time within the day that will be assigned interviews or oath ceremonies.
Available Slots (aka Normal Slots)	Slots from the Total Capacity of slots that are unreserved and available to be filled by the Batch Scheduler.
Batch (certificates)	Two or more certificates printed at the same time
Batch Scheduling	Scheduling function that allows users to create scheduling slots and assign appointments to groups of applicants in the Ready to Schedule Queue (Interview).

Key Term	Definition
Batch Status Update	This option in Case Management allows the user to update case information on an individual case or a group of cases. Within Batch Status Update, the user can update case status, close out cases, record no-shows, and withhold certificates.
Cancel Limit (for interviews and oath ceremonies)	Maximum number of times an applicant can cancel an appointment (either interview or oath ceremony). Once the applicant has exceeded the *Cancel Limit*, the applicant will not be eligible to have another appointment scheduled in CLAIMS 4. CLAIMS 4 will display a message indicating that the applicant has exceeded his or her *Cancel Limit*. The user should consult his or her local management for guidance on whether this applicant should be given another appointment. If the user wishes to schedule the applicant for another interview, contact the USCIS Service Desk [redacted]
CCO (Case Control Office)	Office at which the applicant initially filed the N400 form.
Certificate Number	Unique ID number assigned to a naturalization certificate. The certificate number is preprinted on the certificate and must be entered into CLAIMS 4 when a print request is made.
CLAIMS Resolution	This option in Case Management allows authorized users to resolve data discrepancies between the Central Index System (CIS) and CLAIMS 4 and/or to enter missing required data. This function is performed at the National Benefits Center (NBC).
Current Address	A reprint of an original notice that reflects any address changes that have been made after the original notice was printed.
Current Data	A reprint of an original notice that reflects any changes that have been made since the printing of the original notice - applicant's name, address, or scheduled appointment.
Date Range (From: To:)	The Date Range area asks the user to input a From: and a To: date. The From: and To: dates dictate the period of time that the report's data is displaying for.
Destroy (certificate)	Make a naturalization certificate unusable by taking an action such as shredding it
Duplicate Original	A reprint of a Notice as it appeared when it was originally printed.
Error	Indicates that the workflow activity began, but did not complete due to an error
FBI Fingerprint Result	This option in Case Management allows the user to add or modify existing FBI fingerprint response(s) for the applicant.
FCO (File Control Office)	Office having jurisdictional control over the A-file.

(b)(2)

Key Term	Definition
FD-258	Today, fingerprints are taken electronically rather than with ink and a fingerprint card. The FD-258 is the name of the fingerprint card that applicants used to be fingerprinted on. CLAIMS 4 still has references to the FD-258 which no longer just refers to the card but also to the electronic process of checking the applicant's fingerprints with the FBI.
G-28	Form submitted with a N-400 Application that indicates the applicant is represented by an attorney.
G-325	Term applied to the FBI Name Check process. The form is actually called the *G325A* or the *G325B*. The *G325A* is used by non-military applicants to submit the name check. The *G325B* is used by military applicants to submit the name check.
Gate Profile	A screen that defines the station and time that applicants may start appearing for their Oath Ceremony.
History	The History section lists all workflow activities that have been completed. Activities are sorted with most recently completed activities at the top of the list and the older activities towards the bottom of the list.
Ident	A FBI Fingerprint Interface result that indicates the applicant's fingerprints are on record (in FBI's database).
Inactive	Indicates that the workflow activity is pending
Interactive Scheduling	Scheduling function that allows a user to schedule an individual applicant into a specific time slot.
Interfaces (CLAIMS 4)	Software application systems that CLAIMS 4 interfaces with. Some examples are: FBI Name Check Interface, FBI Fingerprint Interface and the Central Index System (CIS) Verification Interface.
Interview Section Exception Profile	A screen that allows the user to input *exception dates* to the normal schedule defined on the Interview Section Profile screen. Some offices use this screen to input their entire schedule date by date and they leave the Interview Section Profile screen empty.
Interview Location Profile	A screen that defines the location at which the Interview takes place and the date range for which you want to build your schedule.
Interview Section Profile	A screen that defines the days of the week, times of day, and the number of adjudicators conducting interviews.
Interview Service Type Profile	A screen that defines the date range that you want to build your schedule for, the length of each interview, and the amount of time to add if interviewing a "group" or if represented by an attorney.
N-400	Application form submitted for naturalization.

Key Term	Definition
Naturalization Certificate	Official document that is presented to an applicant during an Oath Ceremony and that serves as proof of citizenship
NFTS (National File Tracking System)	An automated system for tracking the location of an A-File. This application replaced the RAFACS application in the Field Offices, and the NBC.
Non-Ident	A FBI Fingerprint Interface result that indicates the applicant's fingerprints are not on record (not in FBI's database).
No Show Limit (for interviews and oath ceremonies)	Maximum number of times an applicant can not show up for either an Oath Ceremony or interview. Once the applicant has exceeded the No-Show Limit, the applicant will not be eligible to have another appointment scheduled in CLAIMS 4. CLAIMS 4 will display a message indicating that the applicant has exceeded his or her No-Show Limit. The user should consult his or her local management for guidance on whether this applicant should be given another appointment. If another one is desired, contact the USCIS Service Desk [redacted] and ask them to resolve the workflow issue.
Oath Ceremony / Fingerprint Facility Profile	A screen that defines the date range that you want to build your schedule for, the length and time of each Oath Ceremony, and the number of slots.
Oath Ceremony / Fingerprint Location Profile	A screen that defines the location at which the Oath Ceremony takes place and the date range for which you want to build your schedule.
Participant Type Code	The code that a user is assigned within the CLAIMS 4 software application. This code dictates which CLAIMS 4 functions a user can perform within the application. The Participant Type Code is defined by the System Administrator.
Payment ID	Unique identification number assigned by CLAIMS 4 to each payment received in the Service Center.
Profile	A set of information about a location, user, or group of users.
Queue Ceremony	Place a request to print certificates for an Oath Ceremony onto a print server
Ready to Schedule Queue	Waiting list of ready to be scheduled applications. Cases in the scheduling queue are placed into scheduling slots when the Assign Appointments for Applications option on the Batch Scheduler is run or an applicant is interactively scheduled into a slot.
Report Access Group	The group that your System Administrator has assigned you to that dictates which reports will be available for you to run.
Reporting Gate	Station at which applicants are scheduled to report for an Oath Ceremony. At least one reporting gate must be set up for each Oath Ceremony location.

(b)(2)

Key Term	Definition
Reserved Slots	Slots from the Total Capacity of slots that are reserved and unavailable to be filled by the Batch Scheduler. Reserved Slots may only be assigned (filled) by Interactively scheduling an applicant(s) for an Oath Ceremony.
Sort By	The Sort By area of the report screen allows the user to specify which field or fields the report should order the records by.
Suspended	Indicates that the workflow activity was halted prematurely. This happens when a user saves the case in the Adjudications module and chooses the option: *Save Decision – Place on Hold for Me for Later Processing*. If another user attempts to open the case, he or she will receive a message such as: *"This Key Already is Associated with an Element in this Case" or "Adjudications Suspended"*. If this occurs, and the user who suspended the activity needs to work with the case, call the Benefits Service Desk (800-892-4831) and have the activity reset. If a user other than the user who suspended the case needs to work with the case, he or she can open the case in the *Adjudications* module, proceed to the *Decision* screen, and type in their *CLAIMS 4 User ID* in the **Adjudicated By: (User ID)** field. The user should now be able to make a decision on the case.
Total Capacity (Slots)	Total number of appointment slots needed for the Oath Ceremony for which you are building a schedule.
Void	Record that a certificate number and its corresponding certificate are invalid.
Workflow	Ordered sequence of activities through which an application must progress during the naturalization process. When "WkFlow" or "CLMS_DMN" appear in the User column on the *Case Status* screen, it indicates that an activity was initiated automatically by the CLAIMS 4 system rather than by a particular user.
Workflow Participant Role	Role assigned to users that determines which modules they can access in CLAIMS 4.
Status	The *Status* section lists any pending or active workflow activities. CLAIMS 4 tracks the User ID of everyone who executes an activity. Some activities are performed by the CLAIMS 4 system without direct user intervention. You will see these identified in the User column: CLMS_DMN "CLAIMS Domain" or WkFlow Within the *Status* section, there is a **Status** column. The following status codes are used to indicate workflow status:

INDEX

A

A-File, Place FBI Rap Sheet in 2-12
Absences Outside of U.S., Update 4-30
Access CLAIMS 4 1-5
Access Discrepancy Alert Window 4-9
Activity Codes and End Conditions 8-12
Add Adjudicator's Decision Notes 4-34
Add Evidence 4-18
Add Exception Dates 3-31
Add FBI Fingerprint Response 4-21
Add FBI Name Check Response 4-24
Add New User Profile (Sys Maint) 10-34
Address Change Petition 2-4
Address, Update 4-11
Adjudication Buttons 4-5
Adjudicator's Decision Notes, Add 4-35
Adjudication, Entering a Decision 4-33
Adjudication, Save Changes 4-32
Adjudications Screen 4-4
Administrative Close Case 4-42
Agency Checks Received, Fingerprints 2-9
Agency Checks Requested, Fingerprints 2-8
Alerts, Discrepancy 4-9
Applicant Certificate, View History of 6-15
Applicant Information, Reset 6-11
Applicant Motion to Reopen and Reconsider 4-48
Application, Approve 4-35
Application, Open 4-7
Application, Continue 4-39
Application Info Button 5-32
Appointment Notice, Reprint 2-5

APPOINTMENTS - Interview

- Appointment Slots, Check 3-17, 3-34
- Appointment Slots, Create 3-16, 3-33
- Appointment Slots, Fill 3-18, 3-35
- Appointments, Check 3-19, 3-36

APPOINTMENTS - Oath Ceremony

- Appointment Slots, Check 5-15
- Appointment Slots, Fill 5-18
- Appointments, Check 5-19

Approve Application 4-36
Arrest Information, Record 4-15
Attorney Information, Update 4-12

B

Batch Sched. Process, Interview (Exception) ... 3-5
Batch Sched. Process, Interview (Profile) 3-20
Batch Scheduling Process, Oath Ceremony 5-4

BATCH STATUS UPDATE (Case Management)

- Evidence Received 2-11
- Fingerprint/Agency Checks Received 2-9
- Fingerprint/Agency Checks Requested 2-8
- Information Received 2-17
- Naturalization Certificate Issued 2-21
- Place FBI Rap Sheet in A-File 2-12
- Record No-Shows 2-18
- Record Certificate Withheld 2-19
- Reverify Grant 2-15
- Undeliverable Notice 2-16
- Update w/ Request Motion to Reopen 2-13

C

CANCEL

- Applicant from Oath Ceremony 5-28
- Fingerprint Request 4-22
- Interview Appointment 3-47

Cancel/No-Show Report 9-22

Case Management Screen 2-3

C

Case Status Information, Review 8-9
Case Status, Search for Case 8-7
Case Status, Search using Wildcards 8-8
Case Status, Status Section Activities 8-10
Case Status Screen 8-3

CERTIFICATE

Certificate (Naturalization) Issued 2-21
Certificate/Applicant History tab 6-3
Certificate Log Report 9-30
Certificate Numbers, Reassign/Applicant ... 6-13
Certificate Numbers, Browse 10-33
Certificate Numbers, Assign 10-36
Certificate Production tab 6-2
Certificate, Reset Applicant Information 6-11
Certificate, View History 6-15
Certificate, Void Printed 6-16
Certificate Withheld, Record 2-19

Change of Address Petition 2-4
Change Your Password 1-7

CHECK

Appointment Slots, Interview 3-17, 3-34
Interview Appointments 3-19, 3-36
Oath Ceremony Appointments 5-19
Oath Ceremony Slots 5-15
Ready to Schedule Queue, Interview .. 3-6, 3-21
Ready to Schedule Queue, Oath Ceremony. 5-5

Close a Case, Administrative (Adjudications) ... 4-40
Close Out a Case / Ceremony 2-22, 6-17
Community Based Organization 4-12
Completed Oath Ceremony Report 9-40
Continue an Application (Adjudications) 4-40
Counting Records on a Report 9-14
Create Appointment Slots 3-16, 3-33

D

Date Range, Specify Report 9-13
Decision, Enter a 4-34
Decision Notes, Adding Adjudicator's 4-34
Delete Evidence 4-19
Delete Oath Ceremony Facility Profile 5-17
Deny a Case 4-42
Deschedule from Interview 3-47
Deschedule from Oath Ceremony 5-28
Determine Status, FBI Name Check Response 4-23
Discrepancy Alert Window 4-9

E

Eligibility Questions, Update 4-13
End Conditions 8-9
Enter a Decision 4-34

EVIDENCE

Evidence, Add 4-18
Evidence, Delete 4-19
Evidence, Mark as Received 4-17
Evidence, Mark as Waived 4-17
Evidence, Received (Case Mgmt) 2-11

Examination/Case Review Pick List Report 9-19
Exam Results, View Prior 4-26
Exception Dates, Add 3-31
Export Report to EXCEL 9-16

F

Facility Profile 5-11

FBI

FBI Fingerprint Response, Add 4-21
FBI Fingerprint Response, Modify 4-21
FBI Name Check Response, Add 4-24
FBI Name Check Response, Determine Status 4-23

FBI Rap Sheet, Place in A-File..... 2-12

F

Fields, Select Fields to Sort By (Reports)..... 9-12
Fill Slots with Appointments, Interview .. 3-18, 3-35
Fill Slots with Appointments, Oath Ceremony 5-18

FINGERPRINT

Fingerprint Request, Cancel..... 4-22
Fingerprint Response, Add..... 4-21
Fingerprint Results, Record..... 2-6
Fingerprints, Agency Checks Received..... 2-9
Fingerprints, Agency Checks Requested 2-8
Fingerprints, Order New 4-22

G

Gate Profile Section (Oath Ceremony)..... 5-9
Get Access to CLAIMS 4..... 1-5
Grant, Reverify 4-37
Granted Application, Supervisory Review of... 4-38

H

History of Applicant Certificate, View..... 6-15

I

I-485 Ready to Schedule Queue for Interview Report 9-26
Information Received, Batch Status Update (Case Mgmt) 2-17
Interactively Schedule Applicant for Interview..... 3-39
Interactively Schedule Applicant for Oath Ceremony 5-21

INTERVIEW

Interview, Interactively Schedule an Applicant..... 3-37
Interview Appointment, Cancel..... 3-45
Interview Appointment Notice, Reprint 7-3
Interview Appointment Slots, Check.. 3-17, 3-34
Interview Appointment Slots, Create . 3-16, 3-33
Interview Appointment Slots, Fill 3-18, 3-35
Interview Location Profile, Update..... 3-7, 3-22
Interview Section Profile, Update 3-13, 3-28
Interview Service Type Profile, Update3-11, 3-26

L

Location Profile (Sys Maint)..... 10-8
Location Address, Change (Sys Maint) 10-14
Logon to CLAIMS 4 1-6
Logoff of CLAIMS 4 1-7

M

Mark Evidence as Received 4-17
Mark Evidence as Waiived 4-17
Marriage Information, Update..... 4-27
Modify FBI Fingerprint Response 4-21
Motion, Update with Request to Reopen Information 6-15
Motion to Reopen and Reconsider 4-45
Motion to Reopen and Reconsider, Applicant . 4-48

N

N-400 Process in CLAIMS 4..... 1-4
N-400 Tab, Update information on 4-10
Name Change Petition 4-32
Naturalization Certificates Issued 2-21
Naturalization Certificates, Print 6-4
Naturalization Certificates, Reprint 6-9
Naturalization Test, Record Results of..... 4-25
New Fingerprints, Order 4-22
No-Show, Record Interview..... 3-51
No-Show, Record Interview or (Oath Ceremony) 3-49

NOTICES

Notices, Reprint..... 2-5, 7-3
Notices, Reprint – Current Address..... 7-5
Notices, Reprint – Current Data 7-7

Notices Screen 7-2
Notice, Undeliverable 2-16

O

OATH CEREMONY

Application Info Button 5-32
Appointment Notice, Reprint 7-3
Appointment Slots, Check 5-15
Appointment Slots, Fill with Appointments 5-18
Batch Scheduling Process 5-4
Cancel Applicant from 5-28
Check Ready to Schedule Queue 5-5
Check Oath Ceremony Appointments 5-19
Completed Oath Ceremony Report 9-40
Delete Oath Ceremony Facility Profile 5-17
Facility Profile, Update 5-11
Interactively Schedule Applicant for Oath Ceremony 5-21
Location Profile, Update 5-6
Oath Ceremony (N646/647) Report 9-43
Oath Ceremony Data Validation Report 9-33
Oath Ceremony Management Screen 6-2
Place Case in Ready to Schedule Queue 5-25
Remove Case from Ready to Schedule Queue 5-27
Update the Oath Ceremony/Fingerprint *Location* Profile 5-6
Update the Oath Ceremony/Fingerprint *Facility* Profile 5-11

Open an Application 4-7
Order New Fingerprints 4-22
Original Notice, Reprint 7-3

P

Participant Type Codes 1-9
Password, Change 1-7
Perform Quality Check Prior to Printing Official Certificates 6-7
Petition, Change of Address 2-4
Place Case in Queue (Oath Ceremony) 5-25
Place Case in Ready to Schedule Queue, Interview 3-43
Place FBI Rap Sheet in A-File 2-12
Previous Decision, Undo 4-42
Print Naturalization Certificates 6-4
Prior Exam Results, View 4-26

PROFILE SCREENS - INTERVIEW

Location Profile 3-7, 3-22
Location Profile Section 3-8, 3-23
Room Profile Section 3-9, 3-24
Site Profile Section 3-8, 3-23

Section Profile 3-13, 3-28
Service Type Profile 3-11, 3-26

PROFILE SCREENS – OATH CEREMONY

Facility Profile 5-11
Location Profile 5-6

Q

Quality Check Prior to Printing Official Certificates, Perform 6-7
Query Builder Screen 9-11

R

READY TO SCHEDULE QUEUE – Interview

Check Queue 3-6, 3-21
Place Case in Queue 3-41
Remove Case from Interview Queue 3-46

READY TO SCHEDULE QUEUE – Oath Ceremony

Check Queue 5-5
Place Case in Queue 5-25
Remove Case from Queue 5-27

Reassign Certificate Numbers 6-13

RECORD

Arrest Information Details 4-15
Certificates Withheld 2-19
Fingerprint Results 2-6
No-Shows 2-18, 3-51
Results of Naturalization Test 4-25
Selective Service Information 4-14

Relatives Information, Update 4-29

REMOVE

Case from Oath Ceremony Ready to Schedule Queue 5-27
Case from Interview Ready to Schedule Queue 3-44

Reopen and Reconsider, Motion to 4-43

REPORTS

Access Groups 9-10
Access Groups (Setting Up) 10-26
Cancel/No-Show Report 9-22
Certificate Log Report 9-30
Completed Oath Ceremony Report 9-40
Counting Records 9-14
Examination/Case Review Pick List 9-19
Export Report to EXCEL 9-16
I-485 Ready to Schedule Queue for Interview Report 9-26
Oath Ceremony Data Validation Report 9-33
Oath Ceremony (N646/647) Report 9-43
Print Report 9-18
Report Query Builder Screen 9-11
Select Fields to Sort By 9-12
Select Location 9-11
Separate Combined Data into Separate Columns (EXCEL) 9-17
Specify the Date Range 9-13
Types of CLAIMS 4 Reports 9-3
View Report 9-15
Voided Certificates Report 9-36
Workflow Current Activity Report 9-46

REPRINT

Appointment Notices: Fingerprint, Interview, and Oath Ceremony 2-5
Naturalization Certificates 6-9
Original Notice 7-3
Notice with Current Address 7-5
Notice with Current Data 7-7

Requested Motion to Reopen 2-13
Relatives, Update 4-29
Reset Applicant Information 6-11
Reverify Approved Application 4-36
Reverify Grant (Case Mgmt) 2-15
Reverify Grant (Adjudications) 4-37
Review Case Status Information 8-6
Room Profile Section Interview 3-9, 3-24
Room Profile Section (Oath Ceremony) 5-8
Room, Turn On 3-10, 3-25
Room Turn Off 3-10, 3-25

S

Save Changes (Adjudications) 4-33
Section Profile, Interview 3-28
Section ID, Create New 3-37
Schedule an Applicant for an Interview, Interactively 3-37
Schedule Applicant for Oath Ceremony, Interactively 5-21
Search for a Case 8-4
Selective Service Information, Record 4-14

Site Profile Section (Interview) 3-8, 3-23
Site Profile Section (Oath Ceremony) 5-7

SLOTS

Slots, Create Interview 3-16, 3-33
Slots, Create Oath Ceremony 5-14
Slots, Check Interview 3-17, 3-34
Slots, Check Oath Ceremony 5-15
Slots, Fill with Interview Appointments 3-18, 3-35
Slots, Fill with Oath Ceremony Appointments 5-18

Status of the A-File 4-16
Status, Determine FBI Name Check Response 4-23
Stuck Cases 8-11
Sub-Tabs on Evids/Bkgds Tab 4-20
Supervisory Review of Granted Application ... 4-39
Switchboard, CLAIMS 4 1-8

SYSTEM MAINTENANCE

Selecting a Location 10-3
Location Codes Under the Parent 10-6
Location Profile 10-8
Location Address, Change 10-14
Define Service Types 10-17
Assign or Reassign Site Zip Codes 10-21
Define Workflow Participant Roles 10-27
Set Up Report Access Reports 10-30
Add a New User Profile 10-34
Edit a User Profile 10-36
Discontinue User Access 10-37
Browse Certificate Numbers 10-39
Assign Certificate Numbers 10-42
Open and View Tables 10-44
Activity History and Workflow Status 10-47

U

Undeliverable Notice 2-16
Undo Previous Decision 4-44

UPDATE

Absences Outside of U.S. 4-30
Address 4-11
Attorney Information 4-12
Community Based Organization 4-12
Eligibility Questions 4-13
Information on the N400 Tab 4-10
Interview Location Profile 3-7, 3-22
Interview Section Profile 3-13, 3-28
Interview Service Type Profile 3-11, 3-26
Marriage Information 4-27
Oath Ceremony/Fingerprint Location Profile 5-6
Oath Ceremony/Fingerprint Facility Profile 5-11
Relatives Information 4-29

User Access, within CLAIMS 4 1-9
User Profile, Add New (Sys Maint) 10-34

V

View History of Applicant's Certificate 6-15
View Prior Exam Results 4-26
View a Report 9-15
Void Printed Certificate 6-16
Voided Certificates, Report of 9-36

W

Wildcards, Use to Search for a Case 8-8
Withdraw an Application 4-42
Workflow Current Activity Report 9-46

A Deliverable to the
U.S. Immigration & Naturalization Service

Production Guide

CLAIMS 4 Production Guide

Project No. 9PP053SN1 (G518): CLAIMS and Re-Engineering CLAIMS 4 Support

Subtask 7: Documentation and Change Management

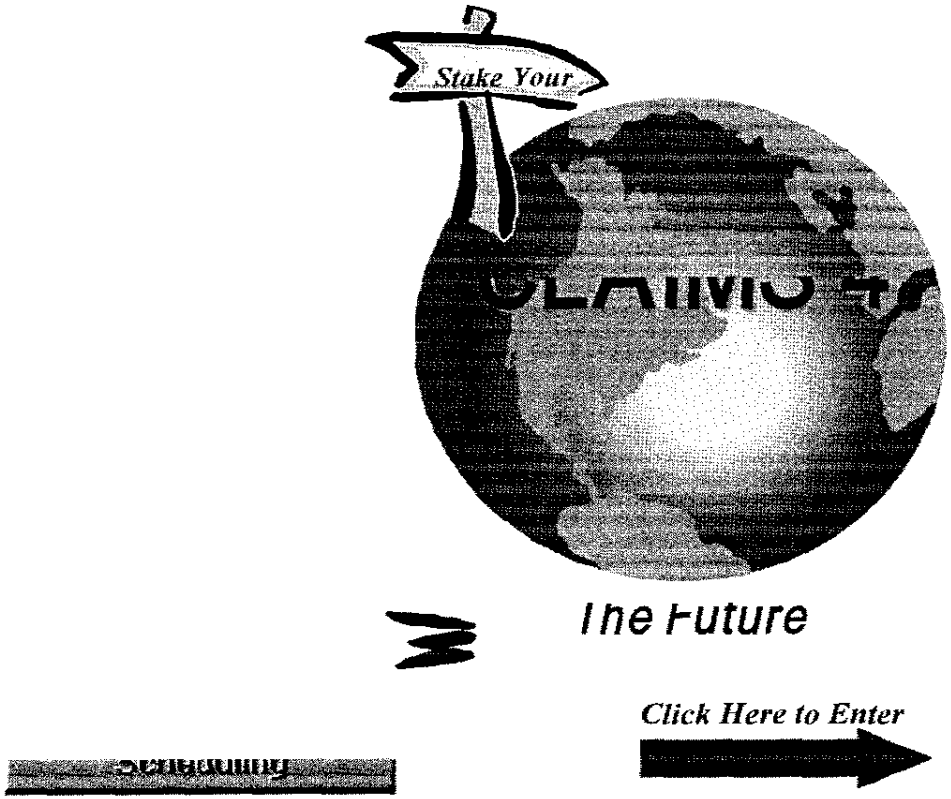
UPDATE

August 19, 1999

NCY00.30016-00.UD0-EDS



CLAIMS 4 SCHEDULING



CLAIMS 4 SCHEDULING

PROCESS	LOCATION IN CLAIMS4	WHAT NEEDS TO BE DONE	NOTES
BUILD INTERVIEW LOCATION INFORMATION PROFILE	**Scheduler** **Administrator** INTERVIEW LOCATION ICON OR GO TO SCHEDULER/ ADMINISTRATOR/I NTERVIEW PROFILE/INTERVIE W LOCATION IN ORDER TO ACTIVATE THE SCHEDULING ICONS, YOU MUST ENTER THROUGH THE **ADMINISTRATOR** SECTION	TO FILL IN THE INTERVIEW LOCATION INFORMATION: A. GO TO **LOCATION INFORMATION** SECTION AND ENTER IN APPROPRIATE INFORMATION. 1. ADMIN OFFICE CODE 2. SCHEDULING SITE CODE 3. INTERVIEW LOCATION CODE 4. ROOM ID B. GO TO **PROFILE INFORMATION** SECTION AND ENTER IN APPROPRIATE INFORMATION. 1. **SITE PROFILE** Site Profile a. SCHEDULING ***NO-SOONER-THAN/NO-LATER-THAN*** (THESE DATES DETERMINE THE BRACKETED PERIOD FOR WHICH APPOINTMENT SLOTS WILL BE CREATED) b. NO-SHOW/CANCEL LIMIT c. SCHEDULING RULES d. ALLOCATION RULES 2. **LOCATION PROFILE** Location Profile a. EFFECTIVE DATE b. ROOM ALLOCATION RULES 3. **ROOM PROFILE** Room Profile a. EFFECTIVE DATE b. ROOM SECTION ALLOCATION RULE ID c. ROOM EXAMINER CAPACITY TO SAVE PROFILE INFORMATION, CLICK Save AND THEN OK.	THE **NO-SOONER-THAN/NO-LATER-THAN** DAYS WILL DETERMINE THE SPECIFIC DAYS SLOTS WILL BE CREATED. FOR THE **ROOM ALLOCATION RULES** SELECT THE DEFAULT RULE. THE LOCATION PROFILE **EFFECTIVE DATE** SHOULD BE CHANGED ONLY WHEN THERE ARE CHANGES TO THE INTERVIEW PROFILE.

CLAIMS 4 SCHEDULING

PROCESS	LOCATION IN CLAIMS4	WHAT NEEDS TO BE DONE	NOTES
BUILD INTERVIEW SERVICE TYPE PROFILE	Scheduler Administrator Interview service type icon 	**To Fill in Service Type Information:** A. Go to **Location Information** section and enter in the appropriate information. 1. Admin Office Code 2. Scheduling Site Code B. Go to the **Service Type Information** section and enter in the appropriate information. 1. Service Type, e.g. **IN400** - Initial Interview, **REN400** – Re-exam, or **QAN400** – Question and Answer. 2. Assign duration of appointments 3. Schedule **No-Sooner-Than/No-Later-Than** days by service type 4. Make the **Add Time per Group Member** the same length as the service duration. 5. Assign priority status. Click on the ellipsis button  to view list of services. To view previously chosen services, click on the down arrow  .	**Do not delete Interview slots.** The **No-Sooner-Than/No-Later-Than** days will determine the specific days appointments will be assigned. We recommend assigning N400s as priority 1, QAN400s as priority 2, and REN400s as priority 3.

CLAIMS 4 SCHEDULING

PROCESS	LOCATION IN CLAIMS4	WHAT NEEDS TO BE DONE	NOTES
BUILD INTERVIEW SECTION PROFILE	**Scheduler** **Administrator** Interview section icon 	**To Fill in Site and Section Information Fields:** Create various sections and assign two-week schedules with start time/end time, breaks, and lunch scheduled for each section. Supervisors can also assign service types to sections and create section exceptions as needed. Click  and then  . In **Section Profile**, choose the current effective date to continue using the existing profile. Otherwise add a new effective date to change or add a profile. Click  to set up profile for week one and  to set up profile for week two. In the Day of the Week field, click on the drop down box arrow  to choose day and then update interview times. Click  . Repeat above steps for each day of the week. When section profile is complete, click  .	

CLAIMS 4 SCHEDULING

PROCESS	LOCATION IN CLAIMS4	WHAT NEEDS TO BE DONE	NOTES

CLAIMS 4 SCHEDULING

PROCESS	LOCATION IN CLAIMS4	WHAT NEEDS TO BE DONE	NOTES
BUILD OATH CEREMONY LOCATION PROFILE	**Scheduler** **Administrator** Oath Ceremony location icon:	**To Fill in the Oath Ceremony Location Information:** A. Go to the **Oath Ceremony Location Information** section and enter in the appropriate information. 1. Admin Office 2. Site 3. Service Facility 4. Room Number 5. Reporting Gate B. Go to the **Profile Information** section and enter in the appropriate information **1. Site Profile** **a. No-Sooner-Than/No-Later-Than Days** b. Cancel Limit c. No Show Limit d. Schedule and Allocation Rules **2. Facility Profile** a. Room Allocation Rules **3. Room Profile** a. Gate Allocation Rules b. Advance Start Time c. Stagger Time **4. Gate Profile** a. Gate Color Code To save profile information, click Save and then OK.	Be sure that the Oath Ceremony date fits between the NST/NLT period. As of 5.0.1 the Advance Start Time and Stagger Time are not functioning and should be left blank. You must save a gate profile. If necessary, use the default profile.
BUILD BUILD OATH CEREMONY FACILITY PROFILE	**Scheduler**	**To Fill in Profile Information Fields:** A. Go to the **Location Information** section and enter in the appropriate	

CLAIMS 4 SCHEDULING

PROCESS	LOCATION IN CLAIMS4	WHAT NEEDS TO BE DONE	NOTES
	Administrator Facility Profile icon Or Go under Administrator and highlight Oath Ceremony Profile and then Oath Ceremony/Fingerprint Facility	information. 1. Admin Office 2. Scheduling Site 3. Facility 4. Room ID B. Go to the **Room Profile Information** section and enter in the appropriate information. 1. Assign start date/end date 2. Day(s) of the week 3. Start time/end time, 4. Total capacity 5. Available slots 6. Reserved slots 7. Number of adjudicators 8. Service type. Click Add and then, Yes, Save. In **Start Date**, select date from the drop down calendar arrow. In the **Day of Week** field, click on the drop down box arrow to choose day and then update ceremony times. Click Add. Repeat above steps for each day of the week. Click Exceptions to access the Oath Ceremony Room Profile Exceptions screen. When section profile is complete, click Save.	The Ceremony Start Time should be set for the time applicants are told to arrive at the ceremony location. Total Capacity = Available Slots + Reserved Slots Either create slots by clicking **Yes** or create slots through the Batch Scheduler. If an "A" does not appear to the right of the day of the week, then slots have not been created.

CLAIMS 4 SCHEDULING

PROCESS	LOCATION IN CLAIMS4	WHAT NEEDS TO BE DONE	NOTES
CREATING AND VIEWING SLOTS THROUGH BATCH SCHEDULER	**Utilities** **Batch Scheduler**	**To Create Interview Slots or an Oath Ceremony Date Using Batch Scheduler:** A. In the **Run Schedule For** section, click on **Interview** or **Oath Ceremony** B. In the **Schedule ...** section, click on [redacted]. C. Click  in center of screen to view location codes, which will appear in the box on the right D. Click (X) the appropriate office, site, and site sub code E. Click on [redacted] at the bottom right hand section of your screen.	**To view the Interview Slots or the Oath Ceremony that you have created:** A. Go to **Show Batch Schedule Data** on the menu bar B. Select **Schedule Interview** or **Schedule Oath Ceremony** C. Select your office by using the drop down arrows on the right D. You may choose to look at Room Available Slots or Section Available Slots E. The dates that are highlighted in blue and green are the dates on which you have created slots for Interviews or Oath Ceremonies F. Double Click on any of the highlighted dates to see details.

CLAIMS 4 SCHEDULING

PROCESS	LOCATION IN CLAIMS4	WHAT NEEDS TO BE DONE	NOTES

CLAIMS 4 SCHEDULING



PROCESS	LOCATION IN CLAIMS4	WHAT NEEDS TO BE DONE	NOTES
BATCH SCHEDULING TO FILL SLOTS WITH APPOINTMENTS	**Utilities** **Batch Scheduler**	**To Fill Interview Slots and Oath Ceremonies with Appointments:** A. In the **Run Schedule For** section, click on **Interview** or **Oath Ceremony.** B. In the **Schedule...** section, click on [illegible]. C. Click [illegible] in center of screen to view location codes, which will appear in the box on the right. D. Click (X) the appropriate office, site, and site sub code. E. Click on [illegible] at the bottom right hand section of your screen.	**Do not run the Batch function "Place Application into Ready to Schedule Queue".** This function is performed daily by Production Support in Washington, D.C.
CHECKING THE READY TO SCHEDULE QUEUE	**Utilities** **Batch Scheduler**	**To Check the Ready to Schedule Queue:** A. Select [illegible] or [illegible].	

CLAIMS 4 SCHEDULING

PROCESS	LOCATION IN CLAIMS4	WHAT NEEDS TO BE DONE	NOTES
	Show Batch Schedule Data	B. Select [redacted] tab. C. Fill in the Office, Site, and select **All** for the Location code. D. To refresh the data, click on the **Ready to Schedule Queue** tab.	
INTERACTIVE SCHEDULING FOR INTERVIEW	**Scheduler – Menu Option** **Schedule Interview**	**To Interactively Schedule Applicants for an Interview:** A. Go to the Schedule menu option and choose **Schedule Interview**. B. Enter the Application ID or A-Number of the applicant that you wish to schedule and click **OK**. C. The applicant is eligible for this activity if their information appears under the "Applications Eligible for this Activity". D. Select Interview Service Type and Select Available Section/Time. E. In the Print Options section select [redacted] under Print Queue to ensure that the applicant receives a notice . F. Click Schedule. G. When confirmation box pops up click **Yes** When the results of the activity window pop up click Close.	

CLAIMS 4 SCHEDULING

PROCESS	LOCATION IN CLAIMS4	WHAT NEEDS TO BE DONE	NOTES

CLAIMS 4 SCHEDULING

PROCESS	LOCATION IN CLAIMS4	WHAT NEEDS TO BE DONE	NOTES
INTERACTIVE SCHEDULING FOR OATH CEREMONY	**Scheduler – Menu Option** **Schedule Oath Ceremony**	**To Interactively Schedule Applicant for an Oath Ceremony:** A. Go to the Schedule menu option and choose **Schedule Oath Ceremony**. **To Schedule One Applicant:** A. Select Application ID in the **Select Applications Where...** field B. Enter the Application ID and click **OK**. C. The applicant is eligible for the activity if their information Appears in the "Applications Eligible for activity screen". If the applicant is eligible for the activity: 1. Fill in the **Service Location** section 2. Select if the applicant will be scheduled into a normal or reserved ceremony slot 3. Select  to ensure the applicant gets a notice 4. Click  5. When confirmation box pops up click **YES** 6. When the results of the activity window pops up click  **To Schedule More than One Applicant:** A. To enter the first case: 1. Select the Open Parenthesis  . 2. "Select Applications where" should read Application ID and "is..." should read equal to. 3. Enter in the Application ID in the value section. 4. *Do not close the parenthesis.* Select  . B. To enter in the next case: 1. *Do not open or close the parenthesis.*	

CLAIMS 4 SCHEDULING

PROCESS	LOCATION IN CLAIMS4	WHAT NEEDS TO BE DONE	NOTES
		2. Enter the Application ID in the Value space. 3. Select [redacted]. C. To enter in the final case: 1. *Do not open the parenthesis.* 2. Enter the Application ID in the Value space. 3. Close the parenthesis [redacted]. D. To run the Query select **OK**.	

CLAIMS 4 SCHEDULING

PROCESS	LOCATION IN CLAIMS4	WHAT NEEDS TO BE DONE	NOTES
RECORDING A NO SHOW IN SCHEDULING	**Schedule—Menu Options** Record Go to Scheduling Module, click on **Schedule** at top and highlight **Record No Show** or click on the Record No Show icon: 	**To Record a No Show through Scheduler:** A. Enter the Application ID or the A-number in the correct field and click on **OK**. B. The applicant is eligible to be recorded as a No Show if their information appears in the "Eligible for Activity "box. C. Highlight the Application ID. D. Click  . E. Click  when message box pops up. F. Click **OK** when confirmation pops up.	**Note:** For instructions on rescheduling a No Show see the Workarounds/ References section

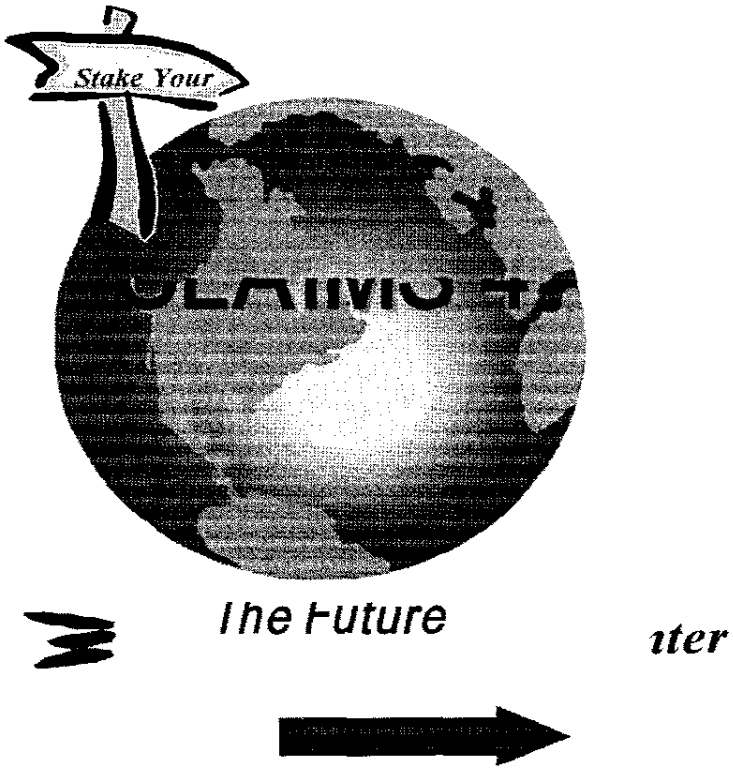
CLAIMS 4 SCHEDULING

PROCESS	LOCATION IN CLAIMS4	WHAT NEEDS TO BE DONE	NOTES
PLACING AN APPLICANT IN QUEUE	**Scheduler--Menu Options** **Place in Queue**	**To Place an Applicant in Queue:** A. Select **Schedule** from the Scheduler Main Menu B. Click Place in Q... C. Enter Application ID, A-Number, or Group ID and click OK D. If the applicant is eligible to place in queue 1. Fill in the schedule location information 2. Choose service type 3. Click on the Place in Q button 4. Click OK	In version 5.0.1 the **"Do Not Schedule Before"** button does not work. *The "Do Not Schedule Before" should be set for the current date.* **Note:** For instructions on scheduling a Re-Exam see the Workarounds/ References section
REMOVING AN APPLICANT FROM QUEUE	**Scheduler—Menu Options** **Remove From Queue**	**To Remove an Applicant from Queue:** A. Go to **Schedule** Menu Options and click on **Remove From Queue.** B. Enter Application ID, A-Number, or Group ID and click **OK.** C. If the applicant is eligible for this activity, click Remove. D. The screen will say you are about to remove applicant from queue... and click Yes. E. Click **OK.**	

CLAIMS 4 SCHEDULING

PROCESS	LOCATION IN CLAIMS4	WHAT NEEDS TO BE DONE	NOTES
DESCHEDULING INTERVIEWS AND OATH CEREMONIES	**Scheduler--Menu Options** **Deschedule**	**To Deschedule an Interview or Oath Ceremony:** A. From the Scheduling Main Menu go to **Schedule** and click on **Deschedule** B. Enter in the Application ID or the A-Number and click **OK**. C. Make sure that the applicant's information appears in the **Applications eligible for activity** section D. Go to the **Action Items** section 1. Choose the Deschedule action 2. Choose the Batch print option (Batch) (this will ensure that a notice will be printed) E. Click (Process) F. A message box will appear, click (Yes) G. When the Results of Activity window appears, click (Close).	**Note:** When a case is descheduled it does not automatically fall into the queue. You must place the case in queue in order for it to be picked up for batch scheduling.

CLAIMS 4 CASE STATUS



CLAIMS 4 CASE STATUS

Process	LOCATION IN CLAIMS 4	WHAT NEEDS TO BE DONE	NOTES
CASE STATUS	Case Status	**To Look up an Applicant in Case Status:** **A. Enter the applicant's information. Click**  **B. The applicant's information will appear at the top of the screen** 1. The status of the application (the actions that are waiting to happen) will appear in the **Status** box. 2. The history of the application (everything that has occurred in CLAIMS 4) will appear in the **History** box. C. If the applicant is scheduled for an interview or oath ceremony, the schedule information may be obtained by clicking on the  . D. Finger print information may be obtained by clicking on the  . E. To print the case status information, click on  the **Print Case Status** icon.	

CLAIMS 4 ADJUDICATIONS



Click Here to Enter

Adjudications

CLAIMS 4 ADJUDICATIONS

INTERVIEW INFO	LOCATION IN CLAIMS 4	WHAT NEEDS TO BE DONE	NOTES
ADJUDICATING A CASE IN CLAIMS 4		**To Adjudicate a Case in CLAIMS 4:** **See CLAIMS 4 mouse pad Adjudication insert.**	
UPDATING AN APPLICATION **IF YOU ARE NOT AN ADJUDICATOR**	**ADDRESS TAB** Second tab from left	**To Make Changes to an Application:** A. Enter A-number or Application ID B. If the box gives you the choice to **"Open in Case Review,"** you will have the ability to make the necessary changes. 1. Make changes to the address in the Current Mailing Address field. 2. Click on the box that matches the Mailing and Residential Addresses if the applicant's addresses are the same. 3. To add a new address and save the previous address in Residential History select  . 4. Click the Save and Close icon  .	**Note:** Address changes can also be made in the Case Management Module
CHANGING AN ADDRESS IN CLAIMS 4 **CHANGING AN ADDRESS IN**	**Res Hist Tab** Third tab from the right	**To Update Residential History Information:** A. The Residential History Tab will calculate how long the applicant has lived in the same jurisdiction. If the applicant has recently moved (within 90 days), you must update the address information on this tab. B. To update address information, you must perform the following steps: 1. Highlight the information 2. Click  3. Edit the relevant information and click **OK**. 4. To add a new address click  .	

CLAIMS 4 ADJUDICATIONS

INTERVIEW INFO	LOCATION IN CLAIMS 4	WHAT NEEDS TO BE DONE	NOTES
CLAIMS 4 (CON'T)		5. Add the new address and click **OK** 6. When you add a new address, make sure to update the **To** and **From** dates of the old address (follow steps for updating information).	
NAME CHANGE PETITION	**Name Change icon**  Fourth icon from right at top of screen.	**To Enter in a Name Change Petition:** A. Fill in the Name Change B. Print the Name Change Petition, click print C. The Name Change Petition may also be printed from the options menu.	
PRINTING: ι OATH PREPARATION SHEET ι **NAME CHANGE PETITION** ι **ATTORNEY WAIVER**	**Options Menu** Located at top of screen.	**To Print Forms in CLAIMS 4:** A. Go to the **Options** menu B. Select **Printh** C. Click on desired form (i.e. Oath Certificate Preparation form, etc.)	**Note:** The Name Change Petition and Attorney Information must be filled out before CLAIMS will allow you to print the form.

CLAIMS 4 ADJUDICATIONS

INTERVIEW INFO	LOCATION IN CLAIMS 4	WHAT NEEDS TO BE DONE	NOTES
ADMINISTERING A TEST IN CLAIMS 4	**TESTING ICON**  Seventh icon from left at top of screen.	**To Administering a Test in CLAIMS 4:** A. Click on the Exam icon  B. Administer the Exam 1. To create the test click on Create Normal a. If the applicant meets the 65/20 rule, CLAIMS will enable the [illegible] Click this button to create an easier version of the test. b. To create a reading or writing sample click  C. **Indicate Pass/Fail/Waive** – whether you give the applicant your own exam, or you give a CLAIMS 4 exam, you must indicate pass/fail/waive on the Exam screen. 1. If applicant is a 50/20 or 55/15, click waive English Exam, and enter modified Civics/History test results (e.g., pass/fail) in lower right hand corner of screen. 2. Click **OK** when the message asks if you want to continue with the waive D. If a test was given at a Testing Center, update the **Test Center Test Results** tab within the Exam screen.	Only Results (i.e., Pass/Fail/Waive) and INS Location Testing information are required.

CLAIMS 4 ADJUDICATIONS

INTERVIEW INFO	LOCATION IN CLAIMS 4	WHAT NEEDS TO BE DONE	NOTES
PRINTING A TEST IN CLAIMS 4	**Exam Screen**	**To Print the CLAIMS 4 Test:** A. Follow steps for administering a CLAIMS 4 test B. To print a hard copy of the Civics/History Questions with room to enter answers select [redacted] C. To print a hard copy of the Reading, Writing Samples and Civics/History Questions with room to enter answers select [redacted] D. To print the Test Results—Civic/History: Questions and Answers, Reading and Writing Samples select [redacted]	
EVIDENCE/ BACKGROUND **A. REQUESTING ADDITIONAL EVIDENCE** **B. INDICATING A-FILE STATUS**	**Evid / Bkgd Tab** Fourth tab from left.	**To Fill in Evidence Background Tab:** A. **Additional Evidence** 1. Check the Display Evidence List box at right-hand side of the screen. A drop-down box will appear. 2. Double-click on the evidence needed. 3. Indicate whether the evidence requested is for the applicant or for a relative. 4. Then indicate whether the evidence has been Received, Requested, Not Received, or Waived. B. **Indicate where the File was Received** 1. Click the A-file tab at the bottom of the screen 2. Click on the option "Received in DO".	

CLAIMS 4 ADJUDICATIONS

INTERVIEW INFO	LOCATION IN CLAIMS 4	WHAT NEEDS TO BE DONE	NOTES
C. INDICATING THAT EVIDENCE HAS BEEN RECEIVED, REQUESTED, OR WAIVED		C. **Indicate whether Evidence has been Received** 1. To indicate one or more pieces of evidence have been received. Highlight the desired pieces of evidence from the evidence list then click the [illegible] button. 2. To mark evidence as Requested, Not Received, or Waived. Double click on the piece of evidence, then use the drop down list to make the proper selection.	
FBI STATUS	**FBI STATUS** Second Tab from the Left	**To Verify and Override FBI information:** A. In the FP file tab, verify that the fingerprint information listed is correct. B. To modify a FP Response, select the FP response and select [illegible]: 1. Enter in the requested information and click **OK**. C. To Add an FP Response select [illegible]: 1. Enter in the requested information and click **OK**. D. To order FP's select [illegible]. Click **Save and Close** button and **OK**. E. To cancel a FP request select [illegible]. Click **Save and Close** button and **OK**. F. To delete an added FP response, select item click [illegible].	The user can select a Modification reason from the drop down list or enter their own Reason.

CLAIMS 4 ADJUDICATIONS

INTERVIEW INFO	LOCATION IN CLAIMS 4	WHAT NEEDS TO BE DONE	NOTES
DECISIONS **A. GRANT A CASE** **B. CONTINUE A CASE**	**Decisions icons**  ***Green*** stoplight for grant, ***yellow*** stoplight for continue, ***red*** stoplight for deny/withdrawal/admin close. *Do not click on the yellow light with the D in the middle.*	**To Make an Adjudication Decision:** A. **Grant:** 1. Click green stoplight button at top of screen. The decision screen comes up. 2. Indicate whether the Oath Ceremony will be Judicial or Administrative in the buttons in the lower right-hand corner of the screen. 3. Save and Close.  The save choices box will be displayed. 4. Click on "Save and Close - Adjudication Complete." The case will automatically be sent to a reverifier or supervisor for review. B. **Continue:** 1. Click yellow stoplight button at top of screen. The decision screen comes up. 2. Indicate why the case is being continued. 3. Click on "Save and Close"  . Click on Save and Close -- Adjudication Complete." a. The N-14 will automatically print, if the case is continued for information	**CLAIMS will force an Adjudicator to save a case to Supervisory review if:** 1. The case was adjudicated on a **T-file** 2. The applicant is an **IDENT** 3. The applicant is an **N648** For details, see the following section on "Printing N-14s."

INTERVIEW INFO	LOCATION IN CLAIMS 4	WHAT NEEDS TO BE DONE	NOTES
		1) To customize the N-14, click on the Notice icon  in the upper right-hand corner of screen and select  . 2) When you save and close  , CLAIMS 4 will automatically print two copies (three if there is an attorney) of the N-14. b. Place a copy of the N-14 in the file	
C. DENY A CASE		C. **Deny**: 1. Click red stoplight button at the top of screen. The decision screen comes up. 2. Choose the appropriate denial reason. 3. Save and Close.  The save choices box will be displayed. 4. Click on "Save and Close – Adjudication Complete." Denial notice will automatically print.	
***D.* WITHDRAW A CASE**		D. **Withdrawal**: 1. Click red stoplight button at top of screen. The decision screen comes up. 2. Click the "Application Withdrawn" box in the "Deny/Withdrawal/Admin Close Choices," and select "Withdrawal by Applicant" from "Denial/Withdrawal/Admin Close Reasons." 3. A notice will be automatically generated by CLAIMS	
E. ADMINISTRATIVELY CLOSE A		E. **Administratively Close Case:** 1. Click red stoplight button at top of screen. The decision screen comes up.	

INTERVIEW INFO	LOCATION IN CLAIMS 4	WHAT NEEDS TO BE DONE	NOTES
CASE		2. Click the "Application Withdrawn" box in the "Deny/Withdrawal/Admin Close Choices," and select "Administratively Close Application" from "Denial/Withdrawal/Admin Close Reasons."	

CLAIMS 4 ADJUDICATIONS

INTERVIEW INFO	LOCATION IN CLAIMS 4	WHAT NEEDS TO BE DONE	NOTES
PRINTING N-14S	**Notice Icon** 	**To Print an N-14 for an Applicant who Needs to Submit Additional Information:** A. Request additional information in the Evidence/ Background screen. 1. Select the yellow, continue stoplight  and the notice icon  will be enabled 2. Click on the notice icon  3. Click on the  radio button a. To make changes to the notice, go to **Tools** on the main menu, **Unprotect Document** b. Then you may make changes to the CLAIMS 4 generated N-14. 4. Go directly to **File, Exit** 5. When you save and close  , CLAIMS 4 will automatically print two copies (three if there is an attorney) of the N-14. **To Print an N-14 for an Applicant who Needs to Return for a Re-Exam:** 1. From the continue decision screen, deselect the continue reason in the right hand column (this will enable the notice icon) 2. Click on the notice icon  3. Customize notice following the steps above 4. Print copies of notice directly from Microsoft Word 5. Exit word	

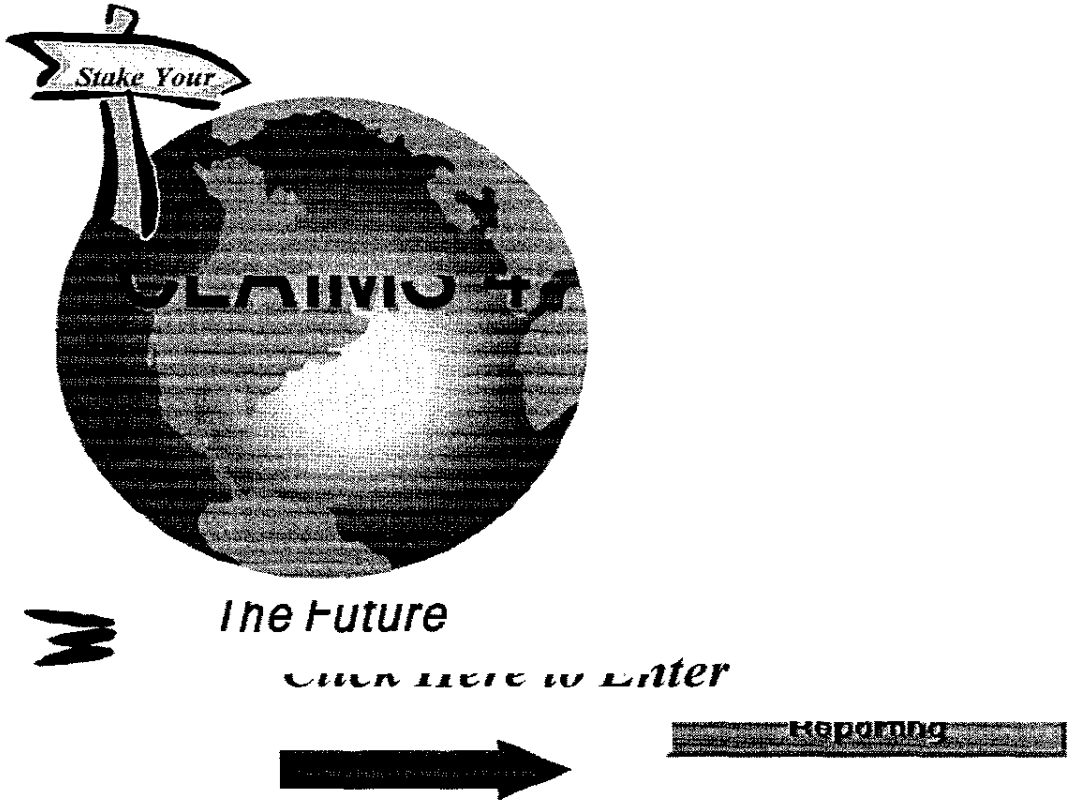
CLAIMS 4 ADJUDICATIONS

INTERVIEW INFO	LOCATION IN CLAIMS 4	WHAT NEEDS TO BE DONE	NOTES
PRINTING N-14S (CON'T)		6. Reselect the continue reason in the right hand column 7. Save and close  . CLAIMS 4 will not print copies of the N-14	
SUPERVISORY REVIEW	**Adjudications Decision Screen** User must have Supervisory Access to open the case in the correct state	**To Review a Case in Supervisory Review:** A. When someone with **Supervisory access opens** the case they will get an open choice that says "Application CHI*xxxxxxxxx is waiting for Supervisor Review. Do you wish to open this application for this activity?" B. Select Yes- Open for Supervisor Review. CLAIMS will open to the decision screen C. At the decision screen, Select Confirm or Remand, in the Supervisory Review: box in the bottom right corner. D. Save and Close (here you must choose how to save the application).	

CLAIMS 4 ADJUDICATIONS

INTERVIEW INFO	LOCATION IN CLAIMS 4	WHAT NEEDS TO BE DONE	NOTES
REVERIFICATION	**Adjudications Decision Screen** User must be assigned a role as a Reverifier in order to perform this function.	**To Reverify a Case in Adjudications:** A. The Reverifier opens the case in Adjudications 1. The open choices screen will say "Application CHI*00000xxxx is waiting for Reverify Prior Grant. Do you wish to open this application for this activity?"Click on Yes B. CLAIMS will take you directly to the Approval Choices screen 1. Click on Save and Close or go to File, Save and Close 2. Select Grant Verified and Click OK	

CLAIMS 4 REPORTING



CLAIMS 4 REPORTING

Process	LOCATION IN CLAIMS 4	WHAT NEEDS TO BE DONE	NOTES
Printing Reports in Reporting	**Reporting** Main Menu icon: 	**To Print Reports:** A. Open Reporting B. Click on the Reporting Main Menu Icon  C. Click on the proper folder D. Double click on the particular report	
Print a Pick List	**Reporting** Main Menu icon: 	**To Print a Pick List:** A. Click on the **Scheduling Exam** folder B. Double click on the **Examination/Case Review Pick List** Report C. Select INS Location by clicking the drop down arrow D. Choose sort options and sort order E. Select the **From:/ To:** dates F. Click  to view report G. Click  to print report	**Note**: You may print reports without viewing them first

CLAIMS 4 REPORTING

Process	Location in CLAIMS 4	What Needs to Be Done	Notes
Print a Data Validation Report	**Reporting** Main Menu icon: 	**To Print a Data Validation Report:** A. Click on **Scheduling OC** folder B. Double click on **Oath Ceremony Data Validation Report** C. Select INS Location D. Select the Oath Ceremony Date by using the drop down calendar E. Choose sorting option F. Click on **Refresh List View** G. To print report select Print Report from the file menu or click on 	The count and view options for this report may not work. The print option does work.
Printing **Court List**	**Reporting** Main Menu icon: 	**To Print Court Lists N646/N647:** A. Click on the **Scheduling OC** folder B. Double Click on **Oath Ceremony N646/647** C. Select Oath Ceremony Location using drop down arrow D. Choose OC date by using the drop down calendar E. Click on Refresh List View F. To print report select Print Report from the file menu or click on 	The count and view options for this report may not work. The print option does work.

CLAIMS 4 DOCUMENT PRODUCTION



CLAIMS 4 DOCUMENT PRODUCTION

PROCESS	LOCATION IN CLAIMS 4	WHAT NEEDS TO BE DONE	NOTES
BATCH PRINT REQUESTS	**DOCUMENT PRODUCTION** Print Certificates icon: 	**To Batch Print Certificates for Oath Ceremony:** A. Click on the print icon  . Select the  radio button and click **OK**. B. Highlight the Oath Ceremony and click  . C. Click 	**NOTE:** EACH CEREMONY NEEDS TO BE QUEUED BEFORE CERTIFICATES CAN BE PRINTED.
PRINT CERTIFICATES IN BATCH **PRINT CERTIFICATES IN BATCH**	**DOCUMENT PRODUCTION** Print Certificates icon: 	**To Batch Print Certificates for Oath Ceremony:** A. In order to print single certificates, the Oath Ceremony must be queued first through  . B. Click  , select the  radio button and click **OK.** 1. Highlight ceremony and click  . 2. Click  and  a sorting option from the **Available Fields**. Select an order (ascending or descending) by clicking on  and click **OK.** 3. Click  and make sure **Oath Ceremony Location** is checked. Click **OK.** 4. Click  . Make sure that the correct radio button was selected and click  C. Fill in the **Number of Certificates to Print** field and the	

CLAIMS 4 DOCUMENT PRODUCTION

PROCESS	LOCATION IN CLAIMS 4	WHAT NEEDS TO BE DONE	NOTES
(CON'T)		**Number of Batches** field, and click Batch Print. 1. Enter the range of certificate numbers that you will be using and click Save. 2. Click Print Certificates. 3. When the confirmation window displays click **OK.**	
PRINT SINGLE CERTIFICATES	**DOCUMENT PRODUCTION** Print Certificates icon: 	**To Single Print Certificates for Oath Ceremony:** A. In order to print single certificates, the Oath Ceremony must be queued first through Batch Print Requests. B. Click  , select the Batch Print Requests radio button and click **OK.** C. Enter the Certificate Number and the Application ID of the case to be printed. Click Search. **D.** The Applicant's Certificate Information will be displayed. Click Print. When the Print Confirmation window appears click **OK.**	
PERFORM QA CHECK	**DOCUMENT**	**To Perform QA on Printed Certificates:** A. Click on the QA Check icon 	

CLAIMS 4 DOCUMENT PRODUCTION

PROCESS	LOCATION IN CLAIMS 4	WHAT NEEDS TO BE DONE	NOTES
	PRODUCTION QA Check icon:	B. Highlight the range of certificate numbers that you wish to check and click A. Click on a certificate number in the **Document List** and the certificate information will display B. Click , , , or C. Click **O.K.** when the confirmation window pops up D. To return to the Document production screen click	

CLAIMS 4 CASE MANAGEMENT



Click Here to Enter

Case Management

CLAIMS 4 CASE MANAGEMENT

Process	Location in CLAIMS 4	What Needs to Be Done	Notes
Using Batch Status Update in Case Management	**Case Management** Batch Status Update 	**To Access Batch Status Update:** From the main menu in Case Management, click on the Batch Status Update icon 	If a case was admin close, the site can reopen the case by using the Batch Status option **Reopen Request Received**. The case can then be scheduled or opened in the Adjudication Module.
Record No Show Information	**Case Management** Batch Status Update 	**To Record a No Show:** Click on the **No Show** tab in Batch Status Update. 1. Select Oath Ceremony or Interview by clicking on the appropriate radio button,  2. Type or wand in the application ID of the case that is to be indicated as a no-show, and press the **Enter** key after each Application ID. 3. Click **OK.**	Up to 25 cases can be entered at one time.

CLAIMS 4 CASE MANAGEMENT

Process	Location in CLAIMS 4	What Needs to Be Done	Notes
Indicating No Show Information Received	**Case Management** Batch Status Update 	**To Record that Information Regarding a No Show has been Received:** Click on the **Batch Update** tab in Batch Status Update 1. Click on the **Case Management** folder 2. Click on the **Update with Requested Intv No Show Information** folder a. The words "**Update with Requested Intv No Show Information**" will appear in the "**Option Selected**:" box. b. Type or wand in the A-Number or the Application ID and press **Enter** after each case. c. Click **OK.**	If a case is marked as a NO show for an Oath Ceremony and information was received, the site can reopen the case by using the Batch Status option **Update with Requested Motion to Reopen** Information. Up to 25 cases can be entered at one time.
Record Oath Ceremony Conducted	**Case Management** Batch Status Update 	**To Close Out an Oath Ceremony:** A. Click on Close-Out tab in Batch Status Update B. Click on the appropriate radio button,  , to indicate the type of closure.	

CLAIMS 4 CASE MANAGEMENT

Process	Location in CLAIMS 4	What Needs to Be Done	Notes
Record Oath Ceremony Conducted (Con't)		**To Close Out One Case:** Enter the naturalization date. Enter the application ID to be closed out and press **Enter** on you keyboard. The application ID number displays in the Application ID list. **To Close Out up to 25 Cases Simultaneously:** A. Enter the naturalization date. Enter each application ID or A number and press Enter. B. When all the applications to be closed out have been entered click **OK**. **To Close Out an Entire Oath Ceremony:** A. Enter the naturalization date. Type in the Oath Ceremony Date and enter your three letter location code ex: (CHI for Chicago) B. Press Enter and the Oath Ceremony will appear in the Location Information box. C. Double click on the Oath Ceremony, or highlight the ceremony and press Enter and the Application ID's for the cases in that	

CLAIMS 4 CASE MANAGEMENT

Process	Location in CLAIMS 4	What Needs to Be Done	Notes
		ceremony will appear in the Application ID column. D. Click **OK**.	
Reverify Grants	**Case Management** Batch Status Update 	**To Reverify a Grant In Batch Status Update:** A. Click on Batch Update tab in Batch Status Update B. Click on Case Management folder C. Click on Reverify Grant folder "Reverify Grant" will appear in the Option Selected Field (Box) D. Enter the cases that need to be reverified 1. Type or wand in the Application ID or the A-Number and press Enter. E. When all of the Application ID's appear in the Application ID column, click **OK**.	

CLAIMS 4 CASE MANAGEMENT

Process	Location in CLAIMS 4	What Needs to Be Done	Notes
ADDRESS CHANGES	**Case Management** Address Change 	**To Change an Address in Case Management:** A. From the main menu in Case Management, click on the Change Address Icon 1. Type an Application ID. 2. Select Change Mailing Address, Change Residential Address, or Change Residential and Mailing Address, by clicking on the corresponding radio button. 3. Update address information. 4. Click **OK** to save the information.	**Note:** C4 defaults to Mailing address. 1. To update Mailing or Residential address be sure to click the corresponding Radio Button. 2. After updating Mailing or Residential addresses you must click **Copy**, otherwise both addresses are not saved into Adjudications.
FBI RESULTS	**Case Management** FBI Results 	**To View and Add a FBI result:** A. Click on the FBI Reults icon B. Type in the Application ID (include the *) and click **ENTER** or 	

CLAIMS 4 CASE MANAGEMENT

Process	Location in CLAIMS 4	What Needs to Be Done	Notes
		C. To add a new response enter in the requested information. There is a drop down list for Response Code and a drop down calendar for response date. D. To save the information click  .	

CLAIMS 4 SYSTEM MAINTENANCE



ıter

System Maintenance

CLAIMS 4 SYSTEM MAINTENANCE

Process	Location in CLAIMS 4	What Needs to Be Done	Notes
ASSIGNING CERTIFICATE NUMBERS	**Profiles**	**To Assign Certificates in CLAIMS:** A. The System Administrator will go into **Profiles** on the System Maintenance menu bar. 1. Click on **Certificate Numbers** under the **Profiles** menu a. Enter the range of Certificate numbers b. Click on the Assign Certificate Number(s) radio button c. Click Execute d. When Message box pops up, click Yes e. CLAIMS will tell you "Assignment Of this Range Of Certificate Numbers Has Been Completed Successfully". Click **OK.** f. Click Close	

CLAIMS 4 SYSTEM MAINTENANCE

Process	Location in CLAIMS 4	What Needs to Be Done	Notes
CREATING AND EDITING WORKFLOW PARTICIPANT ROLES AND REPORT ACCESS	**Assigning Workflow Participant Roles** Edit icon: 	**To Assign Workflow Participant Roles to Users:** A. Go to **Profiles** on the System Maintenance menu bar 1. Click On **Users** a. Click on a User ID from the User list b. Click on the Edit  icon c. To change Workflow Participant Roles: Tab to the Participant Type Code field. Click on the ellipsis button  to display list of Participant Type codes. Click on the desired Participant Type code. d. To change Report Access: Tab to the Report Access Group Code. Click on the ellipsis button  to display list of Group codes. Click on the desired Group code. e. Click 	

CLAIMS 4 SYSTEM MAINTENANCE

CLAIMS 4 WORKAROUNDS

Scheduling Re-exams

Problem:

Scheduling an applicant for a re-exam.

Solution:

As of release 5.0.1 (6/7/99), you no longer have to interactively place an applicant in the scheduling queue for re-exams. Re-exams are now being assigned the appropriate code and will be automatically placed in queue and scheduled for a re-exam.

Option A: **Batch Schedule Re-exams**.

- To ensure cases are not scheduled prior to 60 days after their initial interview (per NQP), a site must be *scheduling - creating slots- at least 60 days in advance* (The Site Profile No-sooner-than date should be at least 60 days). As well, the no-sooner-than date for the REN400 service type must be set at 60 days in the Schedule Profile.
- If the site has re-exam cases that need to be scheduled now (e.g., the case meets the required 60 day wait period for a re-exam), these cases may be interactively scheduled for a Re-exam (see Option B).

Option B: **Interactively Schedule Applicants for Re-exams**.

- If the site has designated re-exam dates, the DAO or Clerk can interactively schedule the applicant for a re-exam date at least 60 days in the future.
- If the site does not have designated re-exam dates, the DAO or Clerk can interactively schedule the applicant for an interview date that is at least sixty days in the future. **It is very important that the DAO or Clerk checks to make sure that slots have been created for that date before assigning the applicant. If a DAO or Clerk interactively schedules an applicant for a date before slots have been created, Batch Scheduler will not create additional slots for that date.**

A DAO or Clerk can check the availability of slots by:

- Go into the Scheduling module and into the Utilities button on the toolbar
- Select **Batch Scheduler**
- Select **Show Batch Schedule Data**
- Select **Schedule Interview**
- Select the **Section Available Slots** tab

- Slots have been created for the highlighted dates.

Reminder: If you need to interactively place a re-exam applicant in the queue, *do NOT use the "Do Not Schedule Before" functionality*. The date will automatically default to the current date. Modifying this field will cause Batch Scheduler errors.

RESCHEDULING A NO SHOW

Problem:
Rescheduling a no show case

Solution:
If *less than 30 days have passed* since the scheduled initial interview and the site has *received information regarding the No Show*, the site can:

- Mark that the site has received information regarding No Show cases in the Case Management module. This can be done by choosing the Ba**tch Status Update** icon and selected the folder marked Evid**ence Received** and selecting the option **Update w/Info Regarding No Show**.
- In order for the case to be rescheduled in Batch, it is necessary to then place the case in queue for interview. This can be done by using the interactive Place in Queue feature in the Scheduling module or by going into the Adjudications module and choosing the icon **New Interview/Oath Ceremony Request.** By selecting QAN400 as the "Interview Type" the case will be placed in queue for Initial Interview. By selecting Re-exam as the "Interview Type" the case will be placed in queue for a Re-examination.

If *less than 30 days* have passed since the scheduled initial interview and the *site has not received information* regarding the No Show, the site can:

- Go into Scheduler Main Menu and select **Place in Queue**. The cases will get picked up when Batch Scheduler is run.

If *more than 30 days* have passed since the scheduled initial interview, a DAO can:

- Go into Adjudications and click **New Interview/Oath Ceremony Request icon** on the toolbar. By selecting QAN400 as the "Interview Type" the case will be placed in queue for Initial Interview. By selected Re-exam as the "Interview Type" the case will be placed in queue for a Re-examination.

FINGERPRINTS EXPIRE ON THE DAY OF THE OATH CEREMONY

Problem:

An applicant's fingerprints are going to expire the day of the Oath Ceremony.

Solution:
According to Headquarters policy, an applicant should not be scheduled for an Oath Ceremony if their fingerprints expire the day of the ceremony.

Producing an Updated Certificate After a Ceremony has been Queued but Before the Certificates have been Printed

Problem:
A certificate with incorrect information has been queued *but not printed.*

Solution:
The information must be corrected in the Adjudications module and the ceremony must be validated.

1. Update applicant information.
   - Go into Adjudications
   - Click on the **Preview/Open** button on the toolbar
   - On the 'Preview/Open' screen, enter the Application ID and click on **OK**
   - Click on the **Yes** button to open application for Case Review
   - Update the appropriate applicant information and click on the **Save** button on the toolbar
   - Exit Adjudications

2. Print new certificate.
   - Go into Document Production
   - Click on the **Request/Print Batch Certificates** button on the toolbar
   - From the 'Certificate Printing and Setup' screen, select the **Certificate Print Server** option and click on the **OK** button
   - Highlight the appropriate ceremony and click on the **Select** button. Then click on the button marked **Validate Ceremony Data**. Click on the **Request/Print Batch Certificates** icon again on the toolbar and select the option **Single Print Certificates**
   - On the 'Single Print' screen, enter the Certificate number and the Application ID and Click on the **Search** button
   - After the certificate information appears in the box, click on the **Print** button
   - Click on the **OK** button when the Print Complete message appears

PRODUCING AN UPDATED CERTIFICATE BEFORE A CEREMONY HAS BEEN CLOSED OUT IN CLAIMS 4

Problem:
A certificate with incorrect information was printed.

Solution:

The certificate must be voided, the information corrected in the Adjudications module, the ceremony queued, and validate the ceremony.

1. Void and/or destroy the current certificate.
   - Go into Document Production
   - Click on the **Void/Destroy** toolbar button
   - On the 'Void/Destroy Certificate' screen, type in the certificate number and click on the **Search** button
   - After the certificate number appears on the screen, click on the **Void** button to void the certificate or click on the **Destroy** button to destroy the certificate
   - Click on the **OK** buttons to verify and confirm the request

2. Update applicant information.
   - Go into the Adjudications module
   - Click on the **Preview/Open** button on the toolbar
   - On the 'Preview/Open' screen, enter the Application ID and click on **OK**
   - Click on the **Yes** button to open application for Case Review
   - Update the appropriate applicant information and click on the **Save** button on the toolbar
   - Exit Adjudications

3. Print new certificate.
   - Go into the Document Production module
   - Click on the **Request/Print Batch Certificates** button (the printer icon)
   - Select **Reprint Certificates** Radio Button
   - Highlight and select the Oath Ceremony
   - Click on the button marked **Validate Ceremony Data**
   - Select the **Request/Print Batch Certificates** button
   - Select the **Certificate Print Server** radio button
   - Highlight the Oath Ceremony and then click **Select**
   - Go through and check the **Modify Sort, Print Instructions** and **Certificate Size** buttons
   - Click on the **Batch Print** button. The voided A numbers will appear.
   - Enter in the Certificate Range and click **Save**
   - Click **Print Certificates** and then **OK**

CLAIMS 4 SYSTEM MAINTENANCE

PRODUCING AN UPDATED CERTIFICATE AFTER A CEREMONY HAS BEEN CLOSED OUT IN CLAIMS 4

Problem:
A certificate with incorrect information was printed and the Oath Ceremony has been closed out.

Solution:

Call the Help Desk. Provide the following information:

- Oath Date and Time
- Original and updated Certificate number
- A Number and Application I.D.
- Reason for updated certificate, for example name change

CLAIMS 4 SYSTEM MAINTENANCE

Instructions for Synchronizing Passwords and Granting CLAIMS 4 Access[1]

STEP 1: OBTAINING PROPER ACCESSES

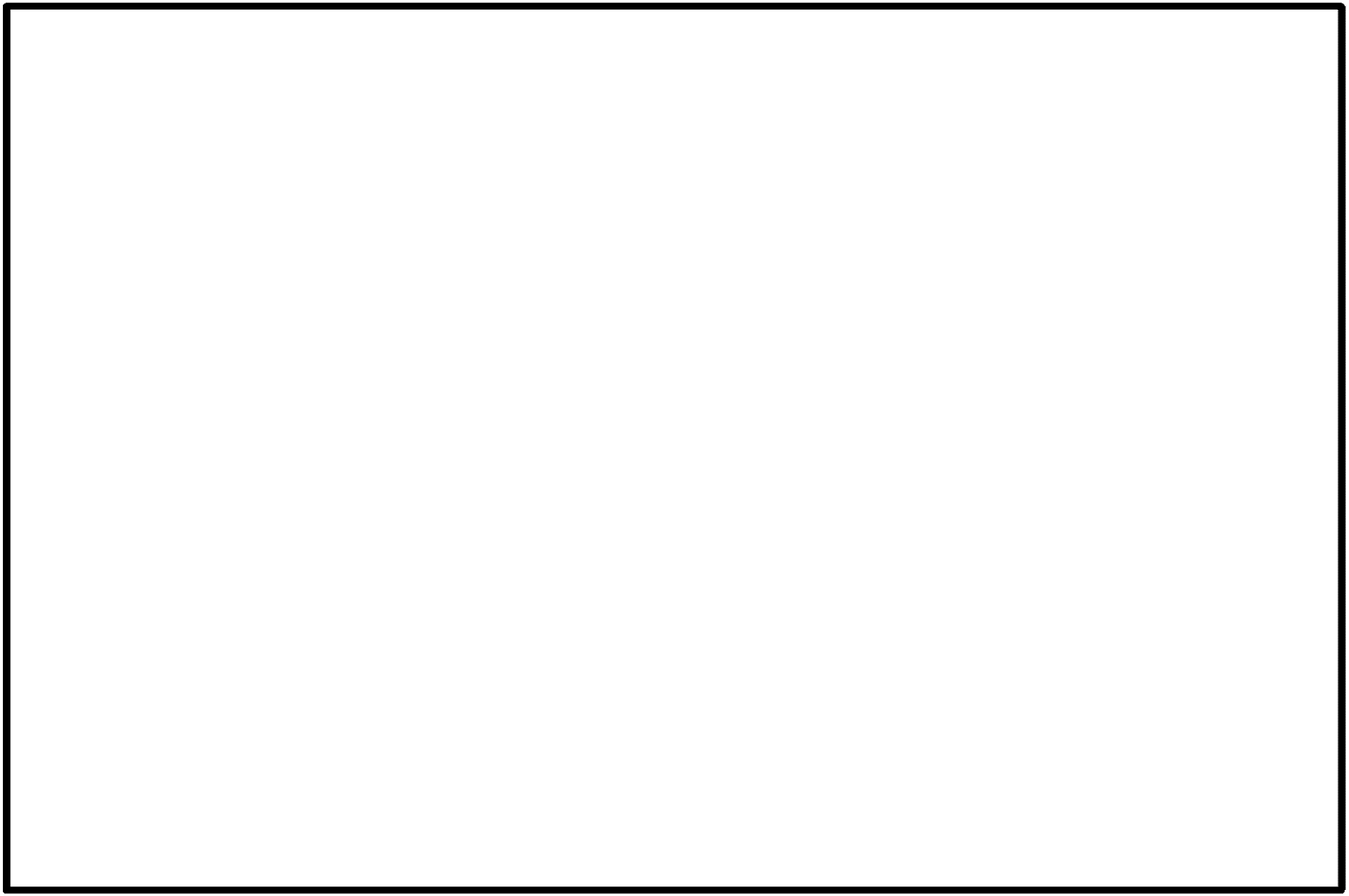
(b)(2)

STEP 2: SYNCHRONIZING PASSWORDS

(b)(2)

(b)(2)

CLAIMS 4 SYSTEM MAINTENANCE



58

(b)(2)

CLAIMS 4 SYSTEM MAINTENANCE

(b)(2)

CLAIMS 4 SYSTEM MAINTENANCE



60



MS 4 END USER

Help Desk Ticket Reporting Procedures

The following process has been established to guide Service Center and District Office supervisors and ADP staff in reporting CLAIMS 4 system problems.

RESPONSIBILITIES IN THE PROCESS

Supervisor Role

Responsible for contacting the service center or the field ADP staff to report CLAIMS 4 problems. In contacting the staff, detailed information about the problem must be provided to your ADP staff and they will work with you to resolve it. The ADP will call the CLAIMS4 Help Desk if they are unable to resolve it.

ADP Role

Will field all calls from supervisors who are experiencing CLAIMS4 system problems. The ADP will attempt to resolve the problem if possible and they will contact the appropriate Help Desk if they are not resolvable. When contacting a Help Desk the ADP must assess what the problem is for the INS Help Desk (Network or database problems) or CLAIMS 4 (Application Specific) and then make the appropriate call to the correct Help Desk to open a separate ticket for each unique problem. Do not group multiple problems. Each problem must be submitted separately.

Examinations Development Duty Manager

Responsible for all aspects of problem resolution as well as communications with the Developer, Testing, Configuration Management, Division Manager, and OIRM.

Examinations Division Manager

Responsible for fielding escalation for the Service Center or for the Development Duty Manager. The Division Manager will provide the necessary support to ensure that end user obtains the optimum level of timely customer satisfaction possible.

OIRM

Will be responsible for approving all releases including emergency releases.

Quality Assurance

Quality Assurance reviews the PVCS Tracker Database. QA gathers and measures data from records in the database, analyzes the data especially with respect to the SCR process, and separate information which can be utilized for product and process improvements.



Process Procedures and Contacts

(b)(2) **Contacts**

CLAIMS 4Help Desk
Examinations On-Call Representative
Examinations Division Manager

[redacted]

Process Procedures During Business Hours (9:00am to 5:00pm)

(b)(2)

1. The ADP will call the CLAIMS 4 *Help Desk at* [redacted] to report all application problems. A separate ticket will be opened for each problem.
2. When calling, provide the following to the Help Desk Receptionist:

   - Your name, your department/functional group, your phone or pager number, and site location. You are the user Point of Contact (POC) unless you designate a different name and phone.
   - The functional group where the problem occurred (e.g., Mailroom, Data Entry, Adjudications).
   - Application ID.
   - A brief and concise description of the problem, Which part of the N-400 (e.g., 1&2, 3A, 3B) or screen, (e.g., G-258, Evidence, FD258) where the problem occurred.
   - The exact error message and if possible the error code number.
   - What efforts have you undertaken to resolve the problem.

Provide the appropriate priority level to the problems that you're reporting to the Help Desk. Priority levels and their criteria are as follows:

Help Desk Ticket Reporting Procedures

CRITICAL: *Your site can not perform <u>any</u> production work on CLAIMS 4.*
HIGH: *Your site can not perform production work on some systems modules or parts of the N-400*
MEDIUM: *The problem affects production but your site has a viable work -around.*
LOW: *The problem causes some level of inconvenience.*

3. Make sure you receive your Help Desk ticket number.
4. If calling during business hours (9:00am to 5:00pm) and you are unable to reach the Help Desk, leave a voice mail message and the Help Desk will return your call within 30 minutes.

<u>Escalations During Business Hours (9:00am to 5:00pm)</u>

If you called the Help Desk, left a voice mail message and haven't received a return call within 30 minutes escalate your call using the following procedures:

(b)(2)

- B If no response to initial call within 30 minute page the *Development Duty Manager*
- B If no response within 30 minutes, call the *Examinations Division Manager*

Help Desk Ticket Reporting Procedures

PROBLEM RESOLUTION AND CONFIGURATION CONTROL PROCESS DURING BUSINESS HOURS

1. For *critical* priority tickets, EDS-ITP personnel will contact the user POC within an hour. Critical priority items will be started within an hour and released as an Emergency Fix if software changes are needed. A System Change Request (SCR) will be created and referred to the next scheduled CLAIMS Configuration Control Board (CCB) meeting.

2. For *high* priority tickets, EDS-ITP personnel will attempt to contact the user POC within an hour. *High* priority items will be started and released as an Emergency Fix if software changes are needed. An SCR will be created and referred to the next scheduled CCB meeting.

3. For *medium* priority tickets, EDS-ITP personnel will attempt to contact the use POC by close of business that day, medium priority items will be prioritized and an impact analysis will be started within one week. If a software change is needed, it will be included in the CLAIMS 4 release scheduled as determined by the CCB. An SCR will be created and referred to the next CCB meeting.

4. For *low* priority tickets, EDS-ITP personnel will attempt to contact the user POC by the next business day. *Low* priority items will be prioritized and an impact analysis will be started within one week. If a software change is needed, it will be scheduled in the CLAIMS 4 release schedule as determined by the CCB. An SCR will be created and referred to the next scheduled CCB meeting.

5. Non-Emergency tickets requiring no software change will be closed. A System Change Request (SCR) will be created for non-emergency tickets requiring software change and referred to the next scheduled CCB meeting.

The CCB may assign three different actions to a SCR:

- *The SCR may be approved for work and assigned a priority. Work starts on the SCR based on the priority assigned from the CCB. Critical priority assignments require immediate action; High priority tickets are worked next, then Medium priority assignments, and finally low priority assignments.*
- *The SCR may be deferred to a future date, event or CCB meeting. No additional work may be done on the SCR at this time, except to satisfy deferral criteria. For example, the user POC may be directed by the Chairperson to supply additional information necessary to develop requirements for the SCR.*
- *The SCR may be canceled and/or closed. No further work is done on the SCR. The user POC will be informed of such decisions by the Task Leader, Functional Lead or through receipt of CCB minutes.*



MS 4 END USER

Help Desk Ticket Reporting Procedures

Process Procedures After Business Hours (7:00pm to 9:00am)

)(2)

1. For *critical* and *high* priority reports, the ADP will page the Examinations On-Call Representative at [redacted]
2. When you call, provide the following information to the Examinations On-Call Respresentative:
   - Your name, your department/functional group, your phone or pager number, and site location. You will be the point of contact (POC) unless you designate a different name and phone number.
   - Functional group where the problem occurred Mailroom, Data Entry, or Adjudications.
   - Application ID.
   - A brief and concise description of the problem, including:
     - Part of the of the N-400 (e.g....Part 1&2, Part3A, 3B) or screen (e.g.,...G-28, Evidence, FD258) where the problem occurred.
     - Exact error message and if available error code number.
     - Your efforts undertaken to resolve the problem.
   - The appropriate level of priority based on the following criteria:

     CRITICAL: Your site cannot perform any production work on CLAIMS 4.

     HIGH: Your site cannot perform production work on some system modules or parts of the N-400.

Help Desk Ticket Reporting Procedures

CLAIMS 4 CONTACT LIST

Name	Functional Area/Position	
(b)(6)	ISD-Acting Associate Commissioner for Office of Benefits Systems	(b)(6)
	ISD-Acting Deputy Commissioner of Office of Benefits Systems	
	ISD-Office of Benefits Systems, Systems Development Branch Chief	
	ISD-Office of Benefits Systems	
	ISD-Office of Benefits Systems	
	EDS Help Desk	
	INS Help Desk	
	Asst. Center Dir. (Records)	
	ADP Supervisor	

Help Desk Ticket Reporting Procedures

Name	Functional Area/Position	
NEBRASKA SERVICE CENTER		
(b)(6)	N-400 Supervisor	
	N-400 Supervisor	
	ADP Supervisor	
TEXAS SERVICE CENTER		
(b)(6)	1st Shift DE Supervisor	
	2nd Shift DE Supervisor	
	ADP Supervisor	
	ADP	
VERMONT SERVICE CENTER		
(b)(6)	N-400 Supervisor	
	ADP Supervisor	

Functional Requirements Document

Functional Requirements Document for CLAIMS 4

Project No. K00PP014S00 (G518): CLAIMS 4 Operations and Maintenance Support

Subtask 14: Documentation Support

DRAFT

April 12, 2000

NCY00.10000-00.DC1-EDS

TABLE OF CONTENTS

1. INTRODUCTION 1
1.1 Project Description 1
1.1.1 Background 1
1.1.2 Objectives 2
1.1.3 Assumptions and Constraints 3
1.1.4 Equipment Environment 3
1.1.5 Support Software Environment 4
1.1.6 Interfaces to External Systems 4
1.2 Points of Contact 5
1.3 Project References 5
1.4 Project Documentation 6
1.5 Glossary 6

2. FUNCTIONAL PROCESS REQUIREMENTS 1
2.1 Detailed Functional Descriptions 1
2.1.1 Mailroom, Receipting, and Data Entry Process Description 1
2.1.2 Finance Process Description 9
2.1.3 Adjudication Process Description 11
2.1.4 Case Management Process Description 20
2.1.5 Scheduler Process Description 25
2.1.6 Certificate Generation Process Description 33
2.1.7 Notices Process Description 35
2.1.8 Reporting Process Description 39
2.1.9 System Maintenance Process Description 43
2.1.10 External Interface Description 46
2.1.11 Workflow Management Process Description 51
2.1.12 Case Status Process Description 52

3. DETAILED DATA REQUIREMENTS 1
3.1 Logical Data Relationships 1

4. RECORDS MANAGEMENT REQUIREMENTS 1

5. USER PERFORMANCE REQUIREMENTS 1
5.1 Timeliness 1
5.1.1 Data Currency 1
5.1.2 System Responsiveness 1
5.1.3 System Availability 1
5.2 Testability 1
5.3 Requirements Traceability Matrix 1

6. SYSTEM PERFORMANCE REQUIREMENTS 1
6.1 System Sizing and Capacity Requirements 1
6.2 System Response Requirements 1
6.3 Reliability Requirements 1
6.4 System Growth Requirements 1

7. SECURITY REQUIREMENTS 1

8. QUALITY ASSURANCE 1

9. SECURITY INTEGRITY CONTROLS 1
9.1 Requirementsp 1
9.1.1 User Identification and Authentication 1
9.1.2 Discretionary Access Control 1
9.1.3 Transaction Auditing 1
9.1.4 Networks and Telecommunications 2
9.1.5 Software Protection 2
9.2 Critical Data Items 2
9.3 Criticality, Risk, and Personal Security Clearance Levels 2
9.4 Control, Reporting, and Retention Period Requirements 2
9.4.1 Archive Strategy 3
9.4.2 Traceability of Original Input Documents 3
9.4.3 Identification of Standard INS Codes 3

10. TRAINING 1

APPENDIX A—ACRONYMS

ATTACHMENT A—REQUIREMENTS TRACEABILITY MATRIX

INTRODUCTION

The Computer-Linked Application Information Management System Version 4.0 (CLAIMS 4) was developed by the Immigration and Naturalization Service (INS) to assist in the processing of applications related to naturalization or attaining U. S. citizenship. Because of the increase in naturalization applications in recent years, an effort has been made to reengineer previous computerized naturalization systems to provide a more efficient and effective process. CLAIMS 4 uses newer and more efficient technology based on a graphical user interface (GUI) that will enable the INS to process cases more efficiently by tracking each case through all aspects of the naturalization and citizenship process, from application submission to close out. The purpose of CLAIMS 4 is to make use of more efficient technology, such as local area network (LAN)-based, client/server systems, that are better equipped to meet the current and future needs of the INS. The new system will take advantage of improvements in computer technology and will include the following new features:

- Rule-based adjudication to capture laws and regulations associated with adjudication decision-making and to support the adjudicator in making decisions in accordance with current policy
- Workflow management and workload simulation to help forecast demand and leverage the workload nationwide
- System profiling to identify cases in high- or low-risk groups
- Relational database to provide better reporting capabilities of statistical information and more flexibility in tracking applications and cases
- Electronic capture digitization to include photographs, signatures, and fingerprints

All basic naturalization functions such as receipting, case management, scheduling, and future releases are included. The goal is to provide an automated methodology that will evolve into a single system supporting all immigration benefits processing.

Project Description

CLAIMS 4 is the result of the infusion of new technologies with the first iteration of the reengineering of the naturalization business process. This high volume, transaction system requires a tremendous level of effort involving several hundred interrelated tasks based on ever-changing immigration laws, statutes, and policies. INS Headquarters and field personnel, along with EDS Information Technology Partnership (ITP) and subcontractors, spent over two years gathering requirements and developing and testing code to create a system that would fully support the naturalization function. The subsequent sections provide a detailed description of the system functions that constitute CLAIMS 4.

Background

The Reengineered Naturalization Automated Casework System (RNACS) became operational in 1986. Currently, RNACS, a mainframe application, supports 31 offices with more than 500

users and processes approximately 85 percent of all naturalizations. The recent increase in naturalization applications has caused application processing time to rise to unacceptable levels. In response, the INS is pursuing new methods of conducting naturalizations and automating support for these new processes.

In response to INS initiatives, a NACS user group was formed to help the ITP team gather the requirements for the new naturalization system. The ITP team was offered the opportunity to tour District Offices (DOs) and a Service Center (SC) to better understand the naturalization environment. The ongoing dialogue with INS Headquarters Adjudication and Headquarters, Office of Information Resources Management (HQ OIRM) created this functional requirements document (FRD).

Objectives

CLAIMS 4 reengineering is intended to provide an automated system that will effectively support the reengineered naturalization business processes. The achievement of this global objective will be accomplished through the following two key principles:

- Apply an iterative methodology in a controlled and manageable environment to demonstrate how the reengineered CLAIMS 4 system supports the new naturalization processes
- Evolve CLAIMS 4 from processing naturalization benefits only to processing all types of immigration benefits and thereby form the core for a reengineered CLAIMS

The purpose of conducting this effort in a pilot environment offered the INS an opportunity to validate that the following technologies were integrated to support overall objectives:

- Relational databases
- GUIs
- Client/server architecture
- LAN/wide area network (WAN) communications

In addition, the pilot validated the application of the following concepts for both CLAIMS 4 and the CLAIMS reengineering efforts:

- Enterprise Data Model
- Central data repository
- Electronic capture of photographs
- Image storage and retrieval
- Workflow management
- Statistical analysis support

Additionally, the pilot used a database that was designed in conjunction with the INS Enterprise Model and the corporate database team, for the integration into a single master database that can be shared Service-wide. These concepts included the use of a person entity that was established independently and referenced by whatever information the INS has about that person, such as an alien number (A-Number), social security number (SSN), name, or date of birth. The database was designed and maintained in such a way that the person was uniquely identified and all

changes made to that person's data traced and linked to the numerous applications that the person submits to the INS.

The value of this approach highlighted the capability of the INS to gather consistent information about its client base for protecting the INS against fraudulent applications. This effort serves as the baseline for future enhancements.

Assumptions and Constraints

The following assumptions are related to the CLAIMS 4 functionality that will be available in the requirements traceability matrix:

- **Data Entry**—Phase I supported the data entry requirements of the N-400 application. Future releases will provide data entry functions for all naturalization processes and other benefit applications.
- **Scheduling**—Limited to a transfer of CLAIMS scheduling functionality with enhancements to support the scheduling of the Oath Ceremony
- **Adjudication**—Supported limited application profiling
- **Interface**—Supported fully automated interfaces to mainframe NACS, Central Index System (CIS), and the Receipt and Alien-File Accountability and Control System (RAFACS). In addition, a semi-automated interface to the Federal Bureau of Investigation (FBI) was supported.
- **Workflow**—Supported application capabilities and full N-400 productivity statistics. The Workflow management function used standards defined by the Workflow Coalition. This function was designed as a modular unit of the CLAIMS 4 application, to be replaced by a commercial off-the-shelf (COTS) Workflow function in future releases.

The following constraints were applied during the CLAIMS 4 reengineering pilot project:

- **Reengineered Pilot Processes**—Support provided for the reengineered pilot processes only, to adequately measure the potential of the reengineered system
- **Pilot Capacity**—Pilot volume limited to 350 to 1,000 naturalization applications per day; this rate ensured an adequate pilot while providing the basis for expansion to accommodate the maximum number of users.
- **Technical Architecture**—Selected pilot locations were equipped with the most recent version of the Technology Infrastructure Project (TIP) standard workstation and LAN configuration. This ensured the availability of the architecture required to support the reengineered pilot system.

Equipment Environment

CLAIMS 4 was implemented in part of a selected SC and part or all of a selected DO. This site was capable of generating 350 to 1,000 naturalization applications per day and was equipped with the latest TIP-standard workstation and LAN equipment.

CLAIMS 4 used INS' Pyramid central database server for its central data repository. Additional information about the specific hardware and software configuration for the reengineered CLAIMS 4 shall be provided in the hardware/software configuration and estimate document.

Support Software Environment

The following tools were used to assist in the development of the CLAIMS 4 reengineered technical design:

- **KEY CASE**—A computer-aided software engineering tool used to develop the logical database design
- **Rational Rose/Visual Basic**—An object-oriented design tool used to develop object model diagrams and document the application architecture
- **PowerDocs**—A documentation tool used to generate detailed module design descriptions of the software

The reengineered CLAIMS 4 used the following software products:

- **Oracle**—A relational database management tool used for managing the central database server
- **Visual Basic 4.0**—A GUI tool used to develop the user interface with the reengineered CLAIMS 4
- **Integrated Data Management System (IDMS) 12.0**—A relational database management tool used to manage legacy mainframe systems and interfaced with the reengineered CLAIMS 4

This list represents the initial software product set and is not all inclusive. Upon completion of the physical design, the final configuration will be provided in an updated hardware/software configuration and estimate document.

Interfaces to External Systems

CLAIMS 4 interfaced with the mainframe RNACS, CIS, RAFACS, and the FBI, as follows:

- **Mainframe RNACS**—An IDMS on the DOJ mainframe. A batch interface was provided to support the following:
  - Queries to determine if a given applicant has submitted prior naturalization benefits applications
  - Transferring non-N-400 cases to the mainframe for post-data entry processing
  - Passing N-400 case data
  - Facilitating case transfers to other offices

- **CIS**—An IDMS on the DOJ mainframe. CIS was accessed through an IDMS 12.0 central version to support an online interface for queries. Updates were performed using a batch procedure. This interface was used for the following purposes:
  - Determining/verifying the applicant's A-Number
  - Requesting the transfer of an alien file (A-File) not located in the local office
  - Updating the CIS for name changes and corrections of personal data
  - Updating the CIS with the final status of the naturalization case
- **RAFACS**—A PC/LAN-based file tracking system. RAFACS also provides access to files archived in the Federal Records Centers through its interface to the Central Information Processing System (CIPS). Some of its functionality was duplicated by the Workflow function. An interface kept the systems synchronized.
- **FBI**—A regularly scheduled batch interface with a SC tracking facility for FBI fingerprint checks was provided during this phase. This will be replaced in later releases by an interface to IDENT.

Interfaces to many other systems will be required to support a fully integrated benefits case management system. All currently identified interfaces are described in Section 2.1.10, External Interface Description.

Points of Contact

The project manager for CLAIMS 4 is responsible for overseeing the project management activities in support of this system on a daily basis. The task leader for CLAIMS 4 is assigned to oversee the completion of the application development components for this task. Consulting services are being provided by the EDS Government Consulting Services group. Specific names, telephone numbers, and addresses are provided in the CLAIMS 4 proposal for technical support services provided to the INS.

Project References

The following documents were used or referenced in the development of this FRD:

- Naturalization Adjustment Casework System Reengineering Logical Data Model, December 1, 1995 (NCY00.20000-00.D*0)
- Response to Task Order Proposal, Revision 2, 95-BSB-0006.1, May 31, 1996
- CLAIMS 4 Reengineering Functional Requirements Document, June 11, 1996 (NCY00.10000-00.W*0)
- NACS Phase 1 Functional Requirements Document, July 21, 1995 (CMY00.10000-00.F*0)
- Naturalization Automated Casework System, July 25, 1995 (CMY00.20000-00.F*0)
- Naturalization Subsystem Hardware Software Configuration Estimate, April 23, 1996 (NCY00.30001-00.D*0)

- CLAIMS Functional Requirements for Service Centers Draft, June 22, 1998
- CLAIMS Functional Requirements for District Offices Draft, February 11, 1998 (NCY00.10002-00.D*0)

Project Documentation

The following deliverables, as identified in the Systems Development Life Cycle (SDLC) documentation, both core and supplemental, will be produced and submitted to the INS for review and approval:

- Operations and Administration Guide
- User Reference Manual
- System Test Plan
- System Test Results
- Acceptance Test Plan
- Acceptance Test Results
- Naturalization Business Processes (CLAIMS 4) Manuals
- Implementation Plan
- Training Course Design
- Training Materials
- Pilot Evaluation Report

Glossary

Appendix A, Acronyms, provides a list of acronyms used in this document.

FUNCTIONAL PROCESS REQUIREMENTS

This section describes all automated user functions implemented in CLAIMS 4.

Detailed Functional Descriptions

The program was designed and developed to support all major naturalization processes:

- Mailroom Receipting and Data Entry
- Finance and Paymerge
- Adjudication
- Case Management
- Scheduler
- Certificate Generation
- Notices
- Report Process
- System Maintenance
- External Interfaces
- Workflow
- Case Status

Mailroom, Receipting, and Data Entry Process Description

The Mailroom, Receipting, and Data Entry function provides the capability to enter data into the system and record the receipt of applications and fees. Mailroom and Data Entry functions initiate the naturalization process for a given application. Receipting sets many other activities in motion, such as requesting background checks to be performed and placing the application into the schedule system. It also assembles the A-File before sending the file containing the completed application and accompanying evidence to the correct office for adjudication.

1.1.1.1 Mailroom Process Description

When a new batch of mail is ready for processing, the user must enter its delivery date and time into the system. For each piece of mail in the batch, the user must generate a request for an application identifier and affix the bar-code label on the outside of the application folder. For applications that need to be entered together (in order to be a group or, if covered by a shared payment), the system will allow the user to enter a lead applicant (primary person) for the group. If an application is entered incorrectly, the system will allow the user to void the application.

1.1.1.2 Data Entry Process Description

After the application passes from the mailroom to data entry, the data entry clerk must enter the data from the application forms in to the system. Data from these forms may be accepted in electronic format from CBOs in the near future, thereby eliminating the need for keyed data entry. Another future system enhancement will be that some of the data may be pre-populated from other systems. The system will allow the user to generate additional bar codes and address

labels. The system shall allow partial data entry of an application to be retrieved and updated later. If there are any missing names or A-Numbers, the system shall suspend the application.

When an application is suspended due to missing documentation, it can be held in suspension for a maximum of 87 days. The 87-day clock, controlled by the Workflow function, may be reset at any time by the manual intervention of authorized staff. If the missing documentation is received during the 87-day period, the data entry staff must enter the additional data in to the system to complete the process. Then, the case can proceed to interview scheduling. If the additional required information is not submitted after the 87-day suspense period, an interview must be scheduled at the DO for adjudication. This is in accordance with INS policy that naturalization applications cannot be denied without granting an interview. Following the interview, the application can be denied or the 87-day clock may be started again to allow the applicant another chance to produce evidence.

Upon establishing the A-Number, the system shall initiate a request (through Workflow) to CIS/RAFACS for a physical file transfer to the appropriate DO for an interview. The system will accept payment by check or money order. In the future, payments may be accepted by credit and debit cards. Based upon ZIP code - office mapping information as provided by INS, the system should determine locations where applicants can be scheduled for interviews and oath ceremonies.

1.1.1.3 Receipting and Data Entry Inputs

The following are inputs to the receipting process:

- Signed application form (hard copy)
- Payment (check, money order, or cash)
- Photograph (hard copy)
- (No FD-258 card required any more...) Other evidence, as required, to support the application (hard copy)
- G-325B form, if applicant has military record
- G-28 form, if an attorney is representing the applicant (hard copy)

1.1.1.4 Receipting and Data Entry Processing

The system shall provide a GUI.

1.1.1.4.1 MAILROOM PROCESSING

This function shall allow the application to be started in the mailroom. The system shall provide a user interface to enter the batch, date and time of the mail. The system shall allow the user to enter the number of applications and remittances received, using defaults of one for each. The system shall generate a new and unique application identifier for each application entered. The system shall provide the capability to associate a single payment with multiple applications. The system shall print the Application ID onto a bar-code label, along with the mailroom date and Application ID in readable form. The system shall generate a unique payment identifier for each

payment. (If the number of remittances included in an application packet is zero (underpayment), it will not create a payment identifier.) The system shall automatically capture the applicant identifier, along with the current date and time, and the delivery date and time for the mail batch, and store this information for Workflow metrics. The system shall allow a user to void an application (by updating the status to Mailroom Void), provided the application has not already proceeded to data entry.

1.1.1.4.2 PAYMENT DATA ENTRY PROCESSING

The system shall provide the capability for a qualified user to select payment entry and to fill out the remittance details. The system shall support the required fields as identified by INS. The system shall identify a check or money order that is not signed, is not payable to the INS, not in U. S. currency, or where values do not match. The system shall provide stale date logic (not more than six months for a check and no more than two years for a money order). The system shall provide post date logic enforcing the restriction that the date of a check must be less than or equal to the date of data entry. The system shall provide a mechanism to enter a payment by check, money order, or a combination of the two. Credit cards will be acceptable in a future release. The system shall accept a payment consisting of multiple remittances, such as two checks and a money order. The system shall record a sequence number on the database along with the payment identifier to allow for a single payment with multiple remittances. The system shall print the payment identifier and sequence number on the check to identify it to the system if it is returned from the bank. The system shall use the payment identifier and sequence number on the check to identify the check to the system if it is returned from the bank. The system shall display the payment and the cumulative amount paid as remittances are entered and added to the payment. The system shall allow the user to indicate that a fee waiver has been requested by the applicant. The system shall route the application to a supervisor when a fee waiver has been requested. The system shall insert a blank entry into the remittance table to indicate a missing remittance, where fewer remittances were entered than those accepted in the mailroom (indicating a possible error in mailroom keying).

1.1.1.4.3 APPLICATION DATA ENTRY PROCESSING

The system shall allow N-400 data to be entered. The system shall allow data entry to begin after entering an application identifier if the initial data entry has not occurred. The system shall display the form with any data already entered after entry of an application identifier, if the data entry has previously occurred. The system shall prevent the user from entering a new form or from updating a previously entered form if the application or case is not considered available for data entry. The system shall issue a warning and prevent updates to the data if the case has already been sent to the DO for adjudication.

The system shall capture data from forms as entered by data entry personnel. The system shall check validity and referential integrity, as appropriate, for data entered on an application. The system shall require the applicant's name and mailing address before the application can be accepted. The system shall require the A-Number, date of birth and country of birth before the application can be fully processed. The system shall retrieve attorney data automatically from CLAIMS 4 attorney tables after the attorney identifier is entered and G-28 form is attached.

The system shall accept or suspend an application depending upon the business rules applied during data entry.

The system shall require entry or selection of a valid form type from a pull-down menu for a new application. The system shall in the future require entry or selection of a valid form type and date of revision from a pull-down menu for a new application. The system shall display data entry fields in the sequence as listed on the application, depending upon the form type. For N-400 applications, the system shall provide the capability to capture the basis under which an applicant is applying for citizenship. The system shall provide the following basis of eligibility options for the N-400:

- I have been a permanent resident for at least 5 years
- I have been a permanent resident for at least 3 years, during which I was married to a U. S. citizen
- I am applying on the basis of qualifying military service
- I am a permanent resident child of U. S. citizen parents
- Other

If "Other" is selected, a longer list of reasons is displayed from which the user may select a basis for filing. They are as follows:

- Section 316 (B), INA — Absence due to employment abroad
- Section 317, INA — Temporary absence due to religious duties
- Section 319 (B), INA — Absence due to spouse's employment abroad
- Section 319 (D), INA — Surviving spouse of service-employed citizen
- Section 324, INA — Lost citizenship through marriage to an alien
- Section 325, INA — Owes permanent allegiance to U. S.
- Section 326, INA — Citizen of Philippines
- Section 327, INA — Lost citizenship through foreign military duty
- Section 330, INA — Service on a U. S. vessel

The system shall generate an Evidence Check-Off screen, depending on the form type and basis of eligibility. The system shall provide an "Other" button, that when checked produces a text box in which the user may describe any additional evidence that was supplied. The system shall determine if the minimum evidence required has been supplied and shall warn the user that Workflow will suspend the application if it is missing. The system shall allow the user to mark evidence as received or deselect evidence by marking each item or all items on the list.
The system shall warn the user if the application has not been marked as signed by the applicant.
The system shall warn the user that the application will be suspended when required data are missing from an application.

The system shall allow a user to update applicant information prior to fee reconciliation. The system shall calculate fees as the forms are entered using a fee table that uses the form type as the basis for calculating the fee. The system shall prompt the user to select either fees receipted elsewhere, fee waiver requested, or payment missed, if the total remittances recorded in the

mailroom was zero. The system shall capture data from each form once the information is validated.

The system shall extract data from each form for upload into the RNACS mainframe system. The system shall initiate, through the use of Workflow, a CIS interface to validate data between the mainframe CIS system and the application. The system shall process returns from CIS validation and refer mismatches to Workflow for further resolution. The system shall initiate, through the use of Workflow, an RNACS interface to update the RNACS mainframe system with data on N-400 filings. The system shall accept the application identifier as wanded in or entered from the bar code on the application jacket. The system shall allow the user to search for an application when the application identifier is not known.

The system shall trigger the appropriate notices after data entry including Receipt, Receipt with Suspense, and Receipt with Exception. The system shall trigger the batch production of receipt notices for accepted applications. The system shall trigger the batch production of suspend notices when the evidence is deficient.

The system shall allow data entry of information from I-881 forms including:

From Part One

- A-Number
- Last Name
- First Name
- Middle Name
- Address: C/O
- Address Street 1
- Address Street 2
- City
- State
- Zip Code
- Sex
- Date of Birth
- Country of Birth
- Nationality

From Part Two

- Eligibility indicator (Application Type) -- up to four
  a. Guatemalan or Salvadoran ABC
  b. Guatemalan or Salvadoran asylum applicant on or before April 1, 1990
  c. FSB applicant
  d. Spouse, child, unmarried son or unmarried daughter of a primary I-881 applicant

If Application Type d is selected,

- - Spouse or parent A-Number
- - Relationship (spouse or parent)

- - Whether spouse or parent applied with INS or Executive Office of Immigration Review (EOIR)

Per annotation at eligibility review

- Attorney ID

The system shall require during data entry of I-881 forms, the A-Number, relationship and filing location (INS or EOIR) of the primary applicant in the event that Application Type d is selected. The system shall warn the user during data entry of I-881 forms that the case will be subject to immediate dismissal, if Application Type d and filing location EOIR have been selected, but only if no other Application Type, ('a', 'b', or 'c',) has been selected. The system shall hold an I-881 application for dismissal in the event that Application Type d and filing location EOIR have been selected, and these fields have not been modified following the warning message. The system shall generate a 2-D bar code representation of the data elements required during data entry of an I-881 form. The system shall provide the capability of entering data from an I-881 form into the system by scanning data from a 2-D bar code, as well as by manual keying. The system shall provide a means of indicating if the required supporting evidence has been submitted with the application. The system shall interface with CIS to verify the A-Number entered from the I-881 form.

1.1.1.4.4 GROUP MANIPULATION PROCESSING

The system shall allow applications to be entered as belonging to groups (such as a family or CBO). The system shall provide a table of CBO information to avoid re-keying the details each time a given CBO is encountered. The system shall assign a unique group identifier to applicant groups. The system shall provide the capability to add applicant groups from the system at any time during the data entry process. The system shall provide the capability to change applicant groups from the system at any time during the data entry process . The system shall provide the capability to dissolve applicant groups from the system at any time during the data entry process. The system shall provide the capability to make groups active or inactive at any time during the data entry process. The system shall mark subsequent applications as belonging or not belonging to the current groups. The system shall link all the current group identifiers with the corresponding application records. The system shall provide the capability to display members of groups. The system shall provide the capability to add or delete from groups interactively.

The system shall provide the ability for the user to identify a group primary person for receipt notification in the case of one payment representing more than one applicant. The system shall determine the primary person by age, using the date of birth indicated on the application, in the event the user does not identify a group primary person for multi-application payments.

1.1.1.4.5 BOUNCED CHECK RECORDING PROCESSING

The system shall provide a mechanism for recording a check presented against insufficient funds (a bounced check) when the notification is received from the bank. The system shall in the future accept electronic transmissions from banks of bounced check data. The system shall mark the applications associated with the affected payment identifier, and place them in "suspend" status, when a bounced check is recorded. The system shall trigger a notice to the applicants (via

Workflow) about the bounced check through the Notices subsystem when the application is suspended because of a bounced check.

1.1.1.4.6 BOUNCED CHECK CORRECTION PROCESSING

The system shall provide a mechanism for recording a corrective payment for a bounced check. The system shall accept corrective payment for a bounced check only by money order. The system shall update the appropriate application with the payment correction information and remove the suspense status from the application.

1.1.1.4.7 INTERFACE PROCESSING

The system shall initiate external background checks and update the Workflow software and CLAIMS 4 status accordingly. The system shall allow unlimited days for FBI background checks. The system shall record the FD-258 card data as processed (inserted into the MRD data files on the CLAIMS 3 server) in support of the transmittal process to the FBI, and update the Workflow software. The system shall provide the capability to record the FD-258 responses as received and update the Workflow and CLAIMS 4 status. The system shall provide for updating CLAIMS 4 database with the correct codes to indicate fingerprints were processed.

The system shall not allow a case to be scheduled until a response has been received from the FBI for the FD258 fingerprint check. The system shall automatically request rescheduling of fingerprint processing the first time an unclassifiable response is received. The system shall allow cases that have returned two consecutive unclassifiable FD258 responses to proceed to interview. The system shall hold cases that have yielded an "immediate reject" response from the FD258 check for further investigation.

The system shall extract data required by the FBI for the G-325A Name/Date of Birth Check and update the CLAIMS 4 database to indicate that this process has completed. The system shall provide the capability to record the G-325A Name/Date of Birth Check responses as received and update the Workflow software. The system shall provide for updating the CLAIMS 4 database with the correct codes to indicate that the G-325A was processed. The system shall automatically upload data for the posting of newly entered N-400 forms to RNACS. The system shall include a flag in the data uploaded to the mainframe RNACS system to prevent further processing.

The system shall in the future provide for a batch update to the attorney information table in PAMS. The system shall provide a table of attorney information to avoid re-keying the attorney address each time a given attorney is encountered. The system shall in the future update CLAIMS 4 attorney tables with attorney identifiers and other attorney data as reflected in other systems on a periodic basis.

The system shall provide the capability to record military forms as provided and update the Workflow software.
The system shall create a request for the A-File using RAFACS and CIS interfaces, when the A-File is not located at the receipting Service Center (SC). The system shall be updated

automatically when the A-File has been received into local RAFACS. (RAFACS will handle requests to retrieve archived A-Files from the FRC, should this be necessary.)

The system shall accept standard formatted records from external systems for scheduling. The system shall notify the originating system of case acceptance. The system shall notify the originating system of case scheduling. The system shall notify the SID mainframe system of case acceptance. The system shall notify the SID mainframe system of case scheduling.

1.1.1.4.8 ZIP CODE MAPPING PROCESSING

The system shall incorporate the proper ZIP code, city, and state information as provided by the U. S. Postal Service. The system shall populate the city and state fields when the user enters the five-digit or full nine-digit ZIP code from the application. The system shall in the future provide a batch cycle to add the plus 4 to the ZIP code when the five-digit ZIP code is entered. In future releases, the system shall provide a batch cycle if there is no ZIP code provided, and shall attempt to add all nine-digits to the record. The system shall in the future generate an error report for those records that could not be successfully converted to the ZIP code plus-4 format. In the future, the system shall set Workflow to return the application to data entry for re-keying where the ZIP code or Case Control Office (CCO) cannot be determined.

The system shall in the future determine the nine-digit extended ZIP code automatically in all cases. In the future, the system shall determine which counties are required to determine court jurisdictions and whose boundaries often do not correspond exactly to five-digit ZIP codes from the ZIP-plus-four fields.

1.1.1.4.9 DATA ENTRY EXIT FUNCTIONS

The system shall determine the adjudication location once the initial data entry is completed for N-400 applications. The system shall determine the adjudication location for suspended N-400 applications more than 87 days old. The system shall in the future print a new bar-code label indicating previous and new adjudication locations when applicable. The system shall determine the adjudication location based on the applicant's residential address. The system shall use the existing CCO table on the RNACS mainframe production system as the basis to determine the office where the application is adjudicated. The system shall forward all completed N-400s and suspended N-400s older than 87 days to the scheduler once the A-File is received in RAFACS, and the background checks are returned or the period for due diligence has elapsed for uncompleted events.

1.1.1.4.10 DATA ENTRY TRACKING AND REPORTING FUNCTION

The system shall allow data to be entered as they are provided by applicants. The system shall update application status automatically, where applicable, when additional evidence or data are provided. The system shall trigger Workflow, where applicable, to take a case out of suspense when the data and evidence requirements are met. The system shall provide an audit trail of all changes made to data. The system shall provide a batch status update to indicate completion of steps to Workflow, CLAIMS 4 Oracle database, and other systems as required.

1.1.1.5 Receipting and Data Entry Outputs

Because of processing the items identified in Section 2.1.1.3, Receipting and Data Entry Inputs, the system shall provide the following outputs to the next step in the process:

- The system shall determine the adjudication location once the initial data entry is completed for N-400 applications.
- The system shall use the existing CCO table on the RNACS mainframe production system as the basis to determine the office where the application is adjudicated.
- The system shall forward all completed N-400 applications and suspended N-400 applications older than 87 days to the automated scheduler once the A-File is received in RAFACS, FBI and other background checks are returned, or the period for due diligence has elapsed for all uncompleted events.
- The system shall determine the adjudication location for suspended N-400 applications that are more than 87 days old.
- The system shall print a new bar-code label indicating previous and new adjudication locations when applicable.

Finance Process Description

Financial processing provides the capability to control the handling of remittances and payments. It provides the capability to audit the receipts of the individual cash boxes associated with the keying stations for payment data entry, and generates the manifests that accompany bank deposits. Paymerge processing matches the payments from successfully audited cash boxes with the applications to which they apply. Additionally, paymerge determines whether proper payment has been received. Applications received with an underpayment, or no payment, remain in a state of suspense until fee requirements are satisfied, while those received with at least the correct fee amount are released for subsequent CLAIMS processing.

1.1.1.6 Cash Box Process Description

Cash box processing requires authorized SC staff to audit the payment transactions entered by the financial clerks and reconcile the actual contents of the cash box with the electronic record. Should any discrepancy be found, the financial clerk, or a designated surrogate, must make appropriate corrections to bring about successful reconciliation. Receipts of the cash boxes that have passed the audit can be included in bank deposit manifests.

1.1.1.7 Paymerge Process Description

After application and payment data entries have been completed, the system must determine whether the remittance sent with the application is correct. Paymerge matches applications with their associated payment information, and calculates whether there was an overpayment or underpayment, or whether the correct fee was sent. The case can be allowed to proceed only if the applicant has satisfied the fee requirements. Applications sent with underpayments, or no payment, must be suspended, and the applicants are notified of the deficiency. Applications with overpayments are allowed to proceed, and the applicants are notified of the overpayment.

1.1.1.8 Finance Processing

The system shall provide a GUI for reconciling and auditing financial receipts. The system shall provide a user interface for paymerge processing to determine whether proper fees have been paid for each application.

1.1.1.9 Cash Box Processing

The system shall provide for the data entry of the bank deposit records. The system shall create a cash box, cash box ID, and a link to the user ID. The system shall allow the user to "close" a cash box, calculating the total number of remittances in the cash box, and the total dollar amount of these remittances. The system shall allow the same user to reconcile a cash box. The system shall display the user's cash box information online, for a given date or by status ("Closed" or "Rejected"). The system shall allow a qualified user to audit cash boxes that are ready for auditing (for example, cash boxes in "Reconcile" status). The system shall allow an authorized user the option of either accepting or rejecting a cash box during cash box audit. The system shall allow the user to update any remittances when the cash box associated with them has not been audited successfully. The system shall allow the user to add remittances to a payment prior to auditing a cash box. The system shall allow an authorized user to assume accountability for a cash box from a financial clerk who is currently unavailable and to return that cash box to an authorized user for auditing.

1.1.1.10 Paymerge Processing

The system shall suspend cases following data entry until the required fee has been received. The system shall check applications that have completed data entry against payments that have passed audit (whether with single or multiple remittances) to determine if minimum fee requirements have been met. The system shall remove the suspend status from a case when fee requirements have been met (including overpayments.) The system shall queue a case for refund processing when an overpayment has been received. The system shall retain a case in suspense if paymerge determines that the fee requirements have not been met.

The system shall provide the ability to allow a grace period when fees are changed, during which either old or new fee rates will be honored. The system shall provide the capability for an authorized user to override N-400 case suspensions for failure to remit fingerprint fees when research has indicated that the fee was legitimately "receipted elsewhere".

1.1.1.10.1 PAYMERGE PROCESSING – FORM I-881

The system shall allow receipting of fees remitted with I-881 forms. The fee shall be $215 for an individual application, along with a fingerprint processing fee of $25 for applicants over 14 years old. The system shall allow grouping of individual I-881 applications submitted by members of

the same family for payment control purposes. Family members who may be grouped for purposes of calculating the family cap are:

- Spouse
- Unmarried son
- Unmarried daughter

The system shall enforce a fee cap of $430 for 2 or more I-881 applications submitted in the same envelope as part of a family group, along with a $25 fingerprint processing fee for each individual over 14 years old.

1.1.1.11 Pay Group Processing

The system shall determine a "lead applicant" when processing groups of applications covered by a single payment, for refund and underpayment processing.

1.1.1.11.1 Pay Group Processing – Form I-881

The system shall, if the I-881 applicant fees are in excess of the fee amount required for filing an I-881, generate a receipt notice informing the applicant of the overpayment, and shall enforce standard refund processing rules. The system shall enforce standard INS rules for handling underpayments, if I-881 applicant fees are less than the amount required for filing an I-881. The system shall enforce standard INS rules for bounced check processing, when an I-881 applicant's check bounces.

Adjudication Process Description

The system will allow only qualified users identified by the Permissions table to execute functions of the CLAIMS 4 Adjudication subsystem.

1.1.1.12 Adjudication Processing

The system shall display a table-driven list of Adjudication activities as defined in Workflow for which the user has permission. For non-ad hoc Adjudication activities, the system shall allow the user to view the applications in the Workflow queue awaiting the selected activity, displaying application identifier, expected start date, status, and assigned user identifier. For Decision and Supervisory Review activities, the system shall allow the user to view the Workflow queue by office or those assigned to the adjudicator. The system shall allow the user to select an application from the queue as displayed for a given Decision or Supervisory Review activity. The system shall allow the user to enter an application identifier without pre-selecting the activity on which to work. If no activity is pre-selected, the system shall display the activity for which the application is waiting, and the choice of activities for which the application can be opened. If the application is being processed by another user (as determined by Workflow), the system shall allow the user to only open the application in read-only mode. The system shall allow the user to open the application for one activity or work on another while the application continues without retrieving the application data again. The system shall allow the user to move smoothly from one adjudication activity to the next as established in the Workflow process, informing Workflow of the progress. If the activity has been assigned to a particular adjudicator, the system will warn the user that the case has been assigned to that adjudicator.

The system shall provide an indication when an FBI (FD-258) response override has occurred. The system shall allow authorized personnel to override the FBI (FD-258) response. The receipting system shall prompt the authorized user to enter an explanation each time the FBI (FD-258) response is overridden. The values for the FBI (FD-258) override explanations shall be:

- The applicant was identified in the national FD-258 database. The FBI control number from the national FD-258 database to verify this finding is (########). (A 10-character text-box to note the FBI control number.)
- Other. (A text box of up to 80 characters for noting the explanation.)

1.1.1.12.1 CASE REVIEW FUNCTION

The system shall provide a GUI for the Case Review function. The system shall allow the adjudicator to view all application data included on the submitted form as data entered at the SC. The system shall allow the adjudicator to update any application data included on the submitted form, subject to validation rules as established by the INS. The system shall display and indicate evidence that is considered to be required per submitted form. The system shall provide the capability to display background check status as appropriate to the specific type of background check.

The system shall provide the capability to display and indicate status of evidence as "not received", "received", "waived", or "requested". The system shall provide the capability to display and indicate status of background checks as "not received", "received", "waived", or "requested". The system shall highlight the missing data required for certificate production. The system shall indicate suspicious data when eligibility questions and answers are displayed, by showing expected answers per submitted data along with applicant answers.

The system shall provide the capability to view all submitted applications associated with a specific applicant. The system shall provide the capability to view all submitted applications that have last and first names similar to the specific applicant. The system shall provide the capability to work on more than one application at a time. The system shall in the future provide the capability to indicate suspicious applications when all applications associated with the applicant are displayed.

The system shall provide the means to conduct a post-adjudication case review after the A-File is received. The system shall provide the capability for the adjudicator to invoke the Scheduler subsystem to schedule a Q&A session. The system shall update CIS when the adjudicator modifies data by invoking the Interfaces component. The system shall provide the adjudicator with the capability to request a new certificate by invoking the Certificate Generation subsystem when a name or A-Number is changed after a Naturalization Certificate has been printed.

The system shall inform Workflow of any data change activity within the Adjudication Case Review function. The Workflow subsystem shall record data change activities within the Adjudication Case Review function as "history". The system shall reflect changes in the current residential address on both the Address and Residential tabs regardless of where the change was entered. The system shall update the list of evidence as data changes are made. The system shall

display required evidence by form type and evidence. The system shall allow the adjudicator to request evidence for a person other than the applicant. The system shall assume that the individual for whom evidence is being requested is the last person specified. The system shall alert the adjudicator when he/she requests the same type of evidence twice for the same person. The system shall allow the adjudicator to refresh the evidence list after updates so that the display order is maintained. The system shall allow the adjudicator to view either those evidences for which there is status or all types of evidences. The system shall in the future allow the adjudicator to update the status of the A-File by checking RAFACS online through the Interfaces subsystem. The system shall in the future allow the adjudicator to indicate his/her preference to have the RAFACS check of the A-File done automatically or upon request. The system shall allow the adjudicator to display the application history and current Workflow activities. The system shall in the future allow the adjudicator to display local RAFACS A-File location. The system shall in the future allow the adjudicator to display the national RAFACS A-File location. The system shall in the future allow the adjudicator to indicate preference to have the RAFACS A-File location be included in the history display.

1.1.1.12.2 EXAMINATION FUNCTION

The system shall provide a GUI for the examination process. The system shall provide the capability to display and update examination results. The system shall provide the capability for the adjudicator to enter information on examinations results conducted by certified testing organizations. The system shall provide the capability for the adjudicator to identify the authorized tester and to indicate the adjudicator's evaluation of the accuracy of the tester's rating of the applicant's proficiency.

The system shall provide the capability to generate a random N-400 exam from the INS master list for use by the examiner. The system shall allow the adjudicator to regenerate an entire N-400 exam, but not to delete any particular examination question. The system shall display correct answers for those questions that have well known answers and do not rely on the location where the applicant resides or where the examination is given. The system shall allow the adjudicator to resolve discrepancies in the system's answer evaluation, if necessary. The system shall calculate N-400 civics/history examination scores based on the answers entered by the adjudicator and on his/her resolution of any discrepancies. The system shall provide the ability for the adjudicator to save the examination given to each N-400 applicant, including the questions asked and the answers given. The system shall provide the capability to enter the civics/history exam requirements as waived on the evidence list, warning the adjudicator if the N648 evidence is not indicated as received. The system shall in the future provide the capability for the adjudicator to invoke the Scheduler subsystem to schedule a reexamination during the interview process.

The system shall inform Workflow of any data change activity within the Adjudication Examination function. The Workflow subsystem shall record data change activities within the Adjudication Examinations function as "history". The system shall allow the adjudicator to view a list of all prior examinations with their associated results for the specific application. The system shall allow the adjudicator to select from the list of prior examinations and view the specific details of the exam.

1.1.1.12.3 SUPERVISORY REVIEW ADJUDICATION FUNCTION

The system shall provide the capability to hold a Secondary Adjudication for applications for which a Supervisory Review was requested. The system shall allow the supervisor to confirm the decision to deny or remand (reverse) this decision. When confirming, the system shall allow the supervisor to send the decision back to the original adjudicator, send to another reviewer, place the decision on hold for later processing, or make the decision final. When remanding, the system shall allow the supervisor to send the decision back to the original adjudicator, send to another reviewer, or make a new decision. The system shall allow the supervisor to update any application data included on the submitted form, subject to validation rules as established by the INS. The system shall allow the supervisor to view a list of all prior decisions with their associated results for the specific application. The system shall allow the supervisor to select from the list of prior decisions and view the specific details of the decision. The system shall in the future allow the supervisor to wand in batches of application decisions after review and after reverification.

1.1.1.12.4 DECISION PROCESS FUNCTION

The system shall provide a GUI interface for the Decision process. The system shall provide the capability to approve, continue with intent to deny, deny/terminate, or continue the application. The system shall inform Workflow of the results of the Decision process. The system shall allow the adjudicator to place the decision on hold for later processing, to send for supervisory review, or to make the decision final. If the adjudicator does not make a decision, the system shall allow the "Data Change" save option, in which case the decision activity is canceled and a Case Review activity is inserted as complete with data changes. The system shall allow an adjudication clerk to enter the decision data post-decision for an adjudicator.

The system shall allow the adjudicator to indicate the complexity of the application. The system shall provide the capability for the adjudicator to add, review, and update comments about the decision. The system shall display data that are considered to be "required". The system shall display the Review Cycle history of the decision. The system shall allow the adjudicator to update any application data included on the submitted form, subject to validation rules as established by the INS. The system shall allow the adjudicator to view a list of all prior decisions with their associated results for the specific application. The system shall allow the adjudicator to select from the list of prior decisions and view the specific details of the decision. If an attorney is associated with the application, the system shall require the adjudicator to indicate or waive his/her presence at the interview. If the attorney's presence at the interview is waived, the system shall print a hard copy of the waiver for the applicant to sign. The system shall provide a menu option to print an attorney waiver after the interview.

1.1.1.12.5 APPROVAL

The system shall prevent the adjudicator from approving an application when any required data are missing or when there are discrepancies that are considered critical and need to be resolved (as specified by INS per form type). In the event that the A-File has not been received and no supervisory review has been done on the application, the system shall not allow the "Adjudication Complete" save option.

The system shall prevent the adjudicator from granting naturalization when an N-400 applicant's G325A name-search has returned an 'indices popular' response (a 'hit'), so that he/she must check the A-file for the proper disposition of the candidate rap sheet(s). The system shall provide the capability for the adjudicator to release a block on granting of naturalization that is due to a hit on the G325A FBI name check, when he/she has determined that this does not constitute grounds for denial. The system shall require the adjudicator, when releasing a block on naturalization due to G325A FBI name check results, to indicate the reason for the override as one of the following:

a- "Results not related to applicant"
b- "Results reviewed – no derogatory evidence determined"
c- "Other", with a text box for entering specific details.

The system shall prevent the adjudicator from granting naturalization when the G325A FBI name check has been requested and no response has been received from the FBI, unless 45 full days have elapsed since the date the request was sent.

The system shall update the application as approved and inform Workflow of the result when the adjudicator successfully approves the application.

The system shall provide the capability for the applicant to request a judicial or administrative Oath Ceremony (list only). The system shall display information indicating if a judicial or administrative Oath Ceremony is possible based on the Office Profile (Rules).

In the event that there is an arrest record and no supervisory review has been done on the application, the system shall not allow the "Adjudication Complete" save option. In the event there is an N648 attached and no supervisory review has been done on the application, the system shall not allow the "Adjudication Complete" save option. The system shall alert the adjudicator when there are discrepancies that are considered noteworthy, but not critical, (as specified by INS per form type,) when the approval function is chosen. Based on form type and approval choice selected, the system shall display an appropriate list of notice paragraphs from which the adjudicator may choose (no approval paragraphs are necessary for N-400 forms). The system shall display a list of approval choices as specified by INS. The system shall display the approval choice list in a prioritized fashion based on form type.

The system shall ensure that every decision to grant naturalization to an N-400 applicant is subject to a "Grant Verification" procedure before the applicant is scheduled for an oath ceremony. The system shall prevent interactive reverification (through the Adjudication subsystem) of a decision to approve an N-400 application by the same user who issued the approval.

1.1.1.12.6 CONTINUANCE WITH INTENT TO DENY

The system shall display a list of valid reasons for continuing with the intent to deny which can be adjusted in response to changes in applicable laws and regulations. The system shall provide capability to select multiple reasons for continuance with intent to deny. The system shall alert the adjudicator if a reason is chosen that does not match the current application data or status.

The system shall allow the adjudicator to enter the specific "other" reason if "Other (specify)" is chosen in the "Notes" area. The system shall provide the capability for the adjudicator to review and confirm the reasons chosen.

The system shall update the application as "continued with intent to deny" and inform Workflow, when the adjudicator successfully selects the "Continuance with Intent to Deny" function. The system shall display a list of "Continue With Intent to Deny" Notice paragraphs, based on form type, from which the adjudicator may choose. The system shall provide the capability to preview the paragraph template before final selection during the notice selection process. The system shall provide the capability to customize continuance with intent to deny notices. The system shall provide the capability to print a continuance with intent to deny notice immediately. The system shall print two copies of the final "Continue with Intent to Deny" notice in final format, when the "Adjudication Complete" option is chosen upon saving. If an attorney is attached, the system shall generate one copy of the final "Continue with Intent to Deny" notice for the attorney with a copy to the applicant, and one for the applicant with a copy to the attorney.

1.1.1.12.7 DENIAL/TERMINATION

The system shall display a prioritized list of denial/termination choices based on form type. The system shall display a list of valid reasons for denial/termination that can be adjusted in response to changes in applicable laws and regulations. The system shall provide the capability to select multiple denial reasons. The system shall alert the adjudicator when the reason chosen does not match the current application data or status. The system shall allow the adjudicator to enter the specific "other" reason if "Other (specify)" is chosen in the "Notes" area. The system shall provide the capability for the adjudicator to review and confirm the reasons chosen.

The system shall update the application as denied/terminated when the adjudicator selects the Denial Termination function, and shall inform Workflow, which inserts an appropriate Workflow history record. The system shall display a list of denial notice paragraphs from which the adjudicator may choose, based on form type. The system shall provide the capability to preview the denial/terminate paragraph template before final selection during the notice selection process. The system shall provide the capability to customize denial/termination notices. The system shall provide the capability to print a denial notice immediately.

The system shall not allow the "Adjudication Complete" save option when the "Denial/Terminate" function is selected, in the event that the A-File has not been received and no supervisory review has been done on the application. The system shall not allow the Adjudication Complete save option when the "Denial/Terminate function is selected, in the event that there is an arrest record and no supervisory review has been done on the application. The system shall not allow the "Adjudication Complete" save option when the "Denial/Terminate" function is selected, in the event there is a N648 attached and no supervisory review has been done on the application. The system shall print two copies of the final denial notice in final format when the "Adjudication Complete" option is chosen upon saving. The system shall generate one copy of the final denial notice for the attorney with a courtesy copy to the applicant, and one for the applicant with a courtesy copy to the attorney if an attorney is attached.

The system shall provide an option to print a record of withdrawal if the "Withdrawal" option is chosen. The system shall provide an option to print a record of termination due to Lack of Prosecution or due to Missed Interview if the "Terminate" option is chosen.

1.1.1.12.8 CONTINUANCE

The system shall display a list of continuance reasons arranged depending on the actions taken by the adjudicator and the status of the application. The system shall allow the adjudicator to select one or more of the following 'Currently Missing Evidence' continuance reasons for an N-400, indicating to whom the evidence applies (e.g. applicant, dependent):

- Photographs

FD258 Fingerprint Card
I551 Alien Registration Card

- Evidence of Exam Passed

The system shall allow the adjudicator to select one or more of the following "Initial Processing Incomplete" continuance reasons for an N-400:

- Resolution of Another Application

Outcome of Background Investigation
Receipt of Arrest Record or Court Disposition
Continuance for Further Information – G325A

- Other (Add notes)

The system shall allow the adjudicator to select one or more of the following "Other" continuance reasons for an N-400:

- Interview Needed due to Missed Interview (No Show)

Need for Question and Answer Session
Need for an Interpreter
Unable to Speak, Read, Write English
Need for N400 Civics/History Re-Exam

- Lack of Knowledge

The system shall provide the capability to select multiple continuance reasons. The system shall alert adjudicator if reasons chosen do not match the current application data or status. The system shall provide the capability for the adjudicator to review and confirm the reasons chosen. The system shall update the application as continued when the adjudicator successfully selects the Continuance function, and shall inform Workflow, which inserts an appropriate Workflow history record. The system will compile a "Continuance" notice based on the reasons chosen . The system shall provide the capability to preview "Continuance" notices. The system shall provide the capability to customize "continuance" notices.

The system shall provide capability to print "Continuance" notices immediately. When the "Adjudication Complete" option is chosen upon saving, the system shall print two copies of the "Continuance" notice in final format. The system shall generate one copy of the continuance

notice for the attorney with a copy to the applicant, and one for the applicant with a copy to the attorney, if an attorney is attached.

1.1.1.12.9 APPEAL DECISION FUNCTION

The system shall provide a GUI interface for the Appeal Decision function. The system shall display a list of appeal decision choices from which the adjudication may choose. The system shall display the appeal decision choice list in a prioritized fashion based on form type. The system shall update the application status appropriately and insert an appropriate appeal decision history record. The system shall inform Workflow of the results of the "Appeal Decision" process.

1.1.1.12.10 RECONCILIATION FUNCTION

The system shall provide a GUI interface for the Reconciliation function. The system shall in the future provide the capability to reconcile the current application to a person already defined in the Oracle database. The system shall in the future provide the capability to create a new person in the Oracle database. The system shall in the future provide the adjudicator with the capability to reconcile any detachments when changing an A-Number. The system shall in the future update CIS with A-Number changes by invoking the Interfaces component.

1.1.1.12.11 INTERVIEW DECISION

The system shall provide a GUI interface for the "Interview Decision" function. The system shall provide the capability to request a new interview for those applications awaiting Interview Decision. The system shall display a list of Interview sites from which to choose if the adjudicator requests a new interview be scheduled. The system shall provide the capability to enter information on specifically requested interview sites within the Interview Decision activity. The system shall provide the capability to make a decision by invoking the Decision Process function for those applications awaiting Interview Decision. The system shall inform Workflow when an interview has been requested or a decision has been made.

1.1.1.12.12 OATH CEREMONY DECISION

The system shall provide a GUI interface for the Oath Ceremony Decision function. The system shall provide the capability to request a new oath ceremony for those applications awaiting Oath Ceremony Decision. The system shall display a list of potential Oath Ceremony sites, based on applicant residential address, from which to choose if the adjudicator requests a new oath ceremony. The system shall provide the capability to enter information on specifically requested oath ceremony sites within the Oath Ceremony Decision activity. The system shall provide the capability to make a decision by invoking the Decision Process function for those applications awaiting Oath Ceremony Decision. The system shall provide the capability to place the application in a Motion to Reopen and Reconsider status, as a result of the Decision Process function. The system shall inform Workflow that an oath ceremony has been requested, that the application has been placed in Motion to Reopen and Reconsider status, or that a decision has been made.

1.1.1.12.13 CASE STATUS INTERFACE

The system shall provide a GUI interface from Adjudication to the Case Status Subsystem. The system shall provide the capability to search for applications using the Case Status subsystem from within Adjudication by specifying search criteria. The system shall provide the capability to open selected applications on the list returned by the Case Status query. The system shall provide the capability to display an application summary through the Case Status subsystem on an application selected from the list returned by the query.

1.1.1.12.14 ADMINISTRATIVE CLOSE-OUT

The system shall provide functionality for an authorized user in the DO to administratively close a case based on an applicant's failure to appear for an N-400 interview. The system shall provide the option to administratively close a case thirty (30) days after the first date the applicant fails to appear for an N-400 interview. The system shall provide the functionality to denote the applicant's failure to appear for an N-400 interview as the reason for administratively closing the case. The system shall provide the functionality for cases to be administratively closed. The system shall provide the functionality for cases to be administratively closed in interactive mode. The system shall generate a notice advising an N-400 applicant when his/her application has been administratively closed. The system shall provide the functionality for an N-400 case to be reopened with the same application identification number within one year of the administrative close date. The system shall capture and store date and time stamp information regarding an applicant's written request to reopen an N-400 case. The system shall generate a notice advising an N-400 applicant when his/her case has been reopened and indicating the next course of action for the applicant (that is, fingerprinting or interview). The system shall calculate new naturalization eligibility criteria for a reopened N-400 case, based on the date it is reopened, using:

- date of physical presence
- dates of travel
- moral character
- validity of fingerprints

The system shall provide the ability to apply standard jurisdiction processing rules to an N-400 case that has been administratively closed. The system shall provide the functionality for an N-400 case to be dismissed one year after the case has been administratively closed, provided the applicant has not submitted a written request for the case to be reopened. The system shall provide an on-line indicator of N-400 cases eligible to be administratively closed. The system shall provide an on-line indicator of N-400 cases eligible to be dismissed.

1.1.1.12.15 CHANGE OF ADDRESS DATA ENTRY

The system shall provide a GUI for the data entry of change of address requests The system shall, when a change of residential address is processed for an applicant, determine if this results in a change of jurisdiction. The system shall warn INS staff entering change of address data when this results in jurisdiction changes, and shall give them the option of backing out the transaction. The system shall automatically assign cases with foreign residential addresses to designated local offices, (CHI, MIA, NYC, or LOS,) depending on the SC processing them.

The system shall reschedule an applicant for fingerprint processing at a different ASC, when an applicant change of address results in a change of ASC jurisdiction, and is processed before a fingerprint card has been received for that applicant. The system shall cancel a fingerprint rescheduling process when a fingerprint card is received at the SC, and the applicant is in the process of being rescheduled due to change of jurisdiction. The system shall reschedule a pending interview to a new INS location when an applicant change of address is processed, only if the INS administrative office changes. The system shall reschedule a pending oath ceremony at a new INS location when an applicant change of address is processed, only if the INS administrative office or the court changes. Whenever a case is rescheduled for fingerprint processing, interview, or oath ceremony, due to change of jurisdiction, the system shall provide a means of canceling the previous appointment. The system shall generate a 'Notice of Fingerprint Rescheduling' to be sent to the applicant and, if applicable, his representative whenever a case is rescheduled for fingerprint processing, interview, or oath ceremony due to change of jurisdiction. The system shall indicate in the initial N-400 receipt notice for cases with foreign residential addresses that, unless the applicant requests otherwise, the interview and oath will be performed at the default location for that SC. The system shall provide authorized SC staff with the ability to reassign the jurisdiction of N-400 applicants with foreign residential addresses, so that they may respond to applicant requests for interviews at locations other than the default. The system shall provide a means of notifying file room staff to ship the applicant's A-file/T-file to the FCO associated with the new jurisdiction whenever a case is rescheduled for interview or oath ceremony due to change of jurisdiction.

Case Management Process Description

Claims Case Management comprises support for two major processing functions – problem resolution and batch update procedures required for several of the evidence tracking tasks

1.1.1.13 Claims Resolution Process Description

An N-400 can be processed only if it is associated with a valid A-Number, all required data are provided, and a residential address is provided. If any of these conditions are not met, the application must be reviewed and the deficiency resolved by authorized SC staff.

1.1.1.14 Batch Status Update Process Description

Case status updates occur at various points in the application processing cycle. When background checks are requested through manual processes (for example, military checks), a means of recording this is required. Similarly, when results of such checks are returned, they must be entered into the system along with results of oath ceremonies. For convenience, these are made available under a single GUI, with the essential function of allowing batch status updates. This GUI groups the various update options under four major functions.

1.1.1.15 Claims Resolution Processing

The system shall prevent scheduling of N-400 interviews if the following data are not provided: last name, date of birth, country of birth, permanent resident date, street number, street name, city, state, county, and ZIP code. The system shall prevent the retrieval of the applicant A-File and subsequent processing, when no A-Number has been provided, until a valid A-Number is

found or assigned. The system shall prevent the retrieval of the applicant's A-File and subsequent processing, when the A-Number with the application has not been encountered in CIS, until a valid A-Number is found or assigned. The system shall prevent the retrieval of the application A-File and subsequent processing, when the A-Number supplied with the application has been found in CIS associated with other personal information (date of birth).

The system shall provide the capability for authorized staff to identify the cases for their location that are awaiting resolution of required data deficiencies and/or problematic A-Numbers. The system shall allow authorized staff to select individual cases awaiting resolution for further research. The system shall allow authorized staff to list the following fields in addition to the A-Number and Application ID:

- Last name
- First name
- Middle name
- Date of birth
- Country of birth
- Permanent resident date
- Street number
- Street name
- City
- State
- County
- ZIP code

The system shall allow authorized staff to list from the application and from CIS, for comparison, along with CIS query date:

- A-Number
- Last name
- First name
- Middle name
- Date of birth
- Country of birth
- Permanent resident date
- Address fields

The system shall allow authorized staff to correct data in the application when they are satisfied that it is in error. The system shall allow authorized staff to indicate that data deficiencies or CIS discrepancies have been resolved.

1.1.1.15.1 PROBLEM RESOLUTION PROCESSING – I-881

The system shall hold an I-881 case for A-Number resolution, in the event that the CIS response indicates that the A-Number was not found. The system shall hold an I-881 case for A-Number resolution, in the event that the personal information in the application does not match that returned by the CIS system for the A-Number provided. The system shall provide a means for SCstaff to identify and review I-881 cases with apparently invalid A-Numbers. The system shall

allow the SCstaff to indicate the manner in which each discrepancy or deficiency in I-881 A-Number information is resolved. The system shall allow the SC staff to assign a new A-Number to an I-881 when it is determined that the applicant does not already have one.

1.1.1.16 Batch Status Update Process Description

Case status updates occur at various points in the application processing cycle. When background checks are requested through manual processes (for example, military checks), a means of recording this is required. Similarly, when results of such checks are returned, they must be entered into the system along with results of oath ceremonies. For convenience, these are made available under a single GUI, with the essential function of allowing batch status updates. This GUI groups the various update options under four major functions.

1.1.1.16.1 Batch Status Update Processing

The system shall provide a GUI for the "Batch Update" sub-function under the "Batch Status Update" function. The system shall provide a GUI for the "Close Out Case" sub-function under the "Batch Status Update" function. The system shall provide a GUI for the, "No Show" subfunction under the "Batch Status Update" function. The system shall provide a GUI for the, "Certificate Withheld" sub-function under the "Batch Status Update" function.

1.1.1.16.2 Close Out Case Processing

The system shall provide the capability to perform an administrative close out as a sub-function of Close Out Case. The system shall provide the capability to perform a judicial close out as a sub-function of Close Out Case. The system shall provide the capability of selecting an Oath Ceremony for close out by specifying its date, location, room and time (Oath Ceremony). The system shall update the appropriate status in the appropriate databases for a closed-out ceremony. The system shall allow selection of cases for close out update by entering either the A-Number or the Application ID. The system shall maintain information on naturalization date to be used to update the CIS following "Close Out Case" for naturalized cases.

1.1.1.16.3 No Show Processing

The system shall provide the capability to record oath ceremony no-shows under "No-Show". The system shall provide the capability to record interview no-shows under No-Show. . The system shall allow the user to enter cases to record no-show status by A-Number or by Application ID. The system shall display the Application ID, form number, last name, first name and date of birth of each individual to be marked as no-show.

1.1.1.16.4 Certificate Withheld Processing

The system shall provide the ability to enter a case status of "Oath Administered – Certificate Withheld" under the "Certificate Withheld" function. The system shall provide the ability to enter a case status of "Oath Not Administered - Certificate Withheld" under the "Certificate Withheld" function . The system shall allow the user to enter the A-Number, the Certificate number, or the Application ID for the cases to be updated with Certificate Withheld statuses.

1.1.1.16.5 Batch Update Processing

The system shall provide the following major functions under Batch Update: Fingerprint/Agency Checks Requested, Fingerprint/Agency Checks Received, Evidence Received, Case Management, and Information Received.

1.1.1.16.6 BATCH UPDATE PROCESSING

The system shall provide the ability to perform a "Fingerprint/Agency Checks Requested" function under "Batch Update" processing. The system shall provide the ability to perform a "Fingerprint/Agency Checks Received" function under "Batch Update" processing. The system shall provide the ability to perform an "Evidence Received" function under "Batch Update" processing. The system shall provide the ability to perform a "Case Management" function under "Batch Update" processing. The system shall provide the ability to perform an "Information Received" function under "Batch Update" processing.

1.1.1.16.7 FINGERPRINT/AGENCY CHECKS REQUESTED FUNCTION

The system shall provide the capability to update status in the "FBI Fingerprint Check Requested" option under the "Fingerprint/Agency Checks Requested" function. The system shall provide the capability to update status in "Military Check Requested" option under the "Fingerprint/Agency Checks Requested" function. The system shall provide the capability to initiate a G325B check.

1.1.1.16.8 FINGERPRINT/AGENCY CHECKS RECEIVED FUNCTION

The system shall provide the capability to update case status as "FBI Fingerprint Check Received". The system shall provide the capability to update case status as "Military Check Received". The system shall provide the capability to update case status as "G325B Check Received". The system shall provide the capability to update case status as "FBI G-325A Name Check Received".

1.1.1.16.9 EVIDENCE RECEIVED FUNCTION

The system shall allow the user to record that a form N-426 has been submitted by the applicant. The system shall allow the user to record that a FD-258 fingerprint card has been received for the applicant.

1.1.1.16.10 CASE MANAGEMENT FUNCTION

The system shall provide the capability to update that a rap sheet has been placed in the A-File. The system shall provide the capability to indicate that information has been received from the applicant concerning a previous motion to reopen decision. The system shall provide the capability to update case status in the "Request to Reschedule Interview Received" option under the "Information Received" function. The system shall provide the capability to update the case with "Requested Interview No Show" information. The system shall provide the capability to indicate that the Naturalization Certificate has been issued. The system shall provide the capability to indicate that a "Reverify Grant" has taken place successfully. The system shall require an override prior to reverifying a decision to grant naturalization to an N-400 applicant (thus allowing oath ceremony scheduling,) if an override has been required prior to interview. The system shall prevent reverification through the Batch Status Update subsystem of a decision to approve an N-400 application by the same user who issued the approval. The system shall

allow the user to review fee waiver requests. The system shall allow the user to record that a request to reopen the decision has been received. In the future the system shall provide the functionality for cases to be administratively closed in batch mode.

1.1.1.16.11 INFORMATION RECEIVED FUNCTION

The system shall allow the user to record that a request for withdrawal of an application has been received.

1.1.1.16.12 INTERFACE FUNCTIONS

The system shall record the FBI cards task as begun or completed in Workflow by invoking the Workflow component. The system shall record the military forms task as begun or completed in Workflow by invoking the Workflow component. The system shall record the FBI G-325A Name Check task as begun or completed in Workflow by invoking the Workflow component. The system shall inform Workflow of the end condition of case close out. The system shall provide a means of expediting and delaying (changing priority) an application in Workflow by invoking the Workflow component.

1.1.1.16.13 CHANGE OF ADDRESS DATA ENTRY

The system shall provide a GUI for the data entry of change of address requests The system shall, when a change of residential address is processed for an applicant, determine if this results in a change of jurisdiction. The system shall warn INS staff entering change of address data when this results in jurisdiction changes, and shall give them the option of backing out the transaction. The system shall automatically assign cases with foreign residential addresses to designated local offices, (CHI, MIA, NYC, or LOS,) depending on the SC processing them.

The system shall reschedule an applicant for fingerprint processing at a different ASC, when an applicant change of address results in a change of ASC jurisdiction, and is processed before a fingerprint card has been received for that applicant. The system shall cancel a fingerprint rescheduling process when a fingerprint card is received at the SC, and the applicant is in the process of being rescheduled due to change of jurisdiction. The system shall reschedule a pending interview to a new INS location when an applicant change of address is processed, only if the INS administrative office changes. The system shall reschedule a pending oath ceremony at a new INS location when an applicant change of address is processed, only if the INS administrative office or the court changes. Whenever a case is rescheduled for fingerprint processing, interview, or oath ceremony, due to change of jurisdiction, the system shall provide a means of canceling the previous appointment. The system shall generate a 'Notice of Fingerprint Rescheduling' to be sent to the applicant and, if applicable, his representative whenever a case is rescheduled for fingerprint processing, interview, or oath ceremony due to change of jurisdiction. The system shall indicate in the initial N-400 receipt notice for cases with foreign residential addresses that, unless the applicant requests otherwise, the interview and oath will be performed at the default location for that SC. The system shall provide authorized SC staff with the ability to reassign the jurisdiction of N-400 applicants with foreign residential addresses, so that they may respond to applicant requests for interviews at locations other than the default. The system shall provide a means of notifying file room staff to ship the applicant's A-file/T-file to the FCO

associated with the new jurisdiction whenever a case is rescheduled for interview or oath ceremony due to change of jurisdiction.

Scheduler Process Description

Scheduling is a central function of the benefits processing system. The scheduler will normally be invoked in N-400 processing to assign appointments at three points: during initial processing, when a fingerprint processing appointment must be made at an ASC; following completion of initial processing at the service center, when an interview must be scheduled at a local office; and following approval, when an oath ceremony must be scheduled. In addition, any case may require the capability to schedule reinterviews or Question and Answer (Q&A) sessions, to respond to applicant requests for cancellation, to deschedule if other circumstances demand it, to reschedule. Users must be able to indicate when the scheduled events have been completed, or when no-shows occur, so that the case can proceed to subsequent Workflow steps.

To automate the scheduling process, the user must be provided with a means of specifying local profile parameters that control the assignment of staff and locations for scheduled events. The scheduler, running in batch mode, can then refer to these in assigning appointments for the individual applicants. Interactive scheduling capabilities must also be provided so that adjudicators can respond appropriately to the special needs of each case. Group management functions are required to accommodate groups of applicants that it would be beneficial to schedule in contiguous appointment slots, such as members of a single family. Once an event has been scheduled, the system must ensure that an appropriate notice is generated for mailing to the applicant. Operational and management reports are also required to assist adjudicators and file room staff in completing the interviews and oath ceremonies, and in identifying cases that need special attention.

1.1.1.17 Scheduler Processing

The system shall provide a GUI for the Scheduler function. The system shall provide the capability to schedule cases for interviews. The system shall provide the capability to schedule cases for oath ceremonies. The system shall provide the capability to schedule cases for fingerprint processing. The system shall schedule fingerprint sessions based on a prioritization scheme. The system shall require an adjudicator to use the "Cancel" or "Deschedule" function once an applicant is scheduled if the goal is to prevent the applicant from appearing for an interview. The system shall display a warning message to prevent an applicant that has exceeded a predetermined number of missed scheduler events from being scheduled.

The system shall prevent interview and oath ceremony scheduling of naturalization cases with expired fingerprints. The system shall prevent oath ceremony scheduling when the fingerprint results will have expired by the oath ceremony date. The system shall provide the ability to distinguish rescheduled appointments for fingerprint processing, so that the originating systems can track them. The system shall in the future reschedule applicants and petitioners for fingerprint processing at the ASC when the original appointment results in the applicant or petitioner fingerprint cards (FD-258 form) being returned to the INS as unclassifiable. The system shall allow an applicant to be scheduled for interview when the fingerprint card has been

returned twice as unclassifiable. The system shall reschedule an applicant for fingerprint processing when his/her change of address results in a jurisdiction change, if the fingerprint card for that applicant has not already been received. The system shall cancel a fingerprint rescheduling process initiated due to change of jurisdiction if a fingerprint card for that applicant is received at the SC. The system shall reschedule a pending interview when a change of address is received only if the INS administrative office changes. The system shall reschedule a pending oath ceremony when a change of address is received only if the INS administrative office or the court changes. The system shall provide a means of canceling previously scheduled appointments whenever a case is rescheduled for fingerprint processing, interview, or oath ceremony, due to change of jurisdiction. The system shall provide the functionality for a reopened N-400 case to be interactively or batch scheduled for fingerprints in the event the applicant's fingerprints have expired.

1.1.1.17.1 SCHEDULER PROFILE SETUP FUNCTION

The system shall provide the capability to maintain Number of Officers per Section under the Interview Office profiles. The system shall provide the capability to maintain Scheduling Sites Under an Office under the Interview Office profiles. The system shall provide the capability to maintain Interview Locations Under a Scheduling Site under the Interview Office profiles. The system shall provide the capability to maintain rooms for an interview location under the Interview Office profiles. The system shall provide the capability to maintain Sections for a Room. The system shall provide the capability to maintain Section Profile for a Room. The system shall provide the capability to maintain Service Type Profile under the Scheduling Site profiles. The system shall provide the capability to maintain Section Exception Profile. The system shall provide the capability to maintain oath ceremony or Fingerprint sites under an Office profile associated with oath ceremonies or fingerprinting. The system shall provide the capability to maintain Facilities Under a Site profile associated with Oath Ceremonies. The system shall provide the capability to maintain Rooms for a Facility associated with Oath Ceremonies. The system shall provide the capability to maintain Facility – Room profiles. The system shall provide the capability to maintain the Gate profile under a room. The system shall provide the capability to maintain Exception profiles associated with Oath Ceremonies.

The system shall automatically schedule N-400 interviews at specified default locations when processing cases with foreign residential addresses:

A. in Chicago (CHI) for cases receipted at Nebraska Service Center (NSC),
B. in Miami (MIA) for cases receipted at Texas Service Center (TSC),
C. in New York City (NYC) for cases receipted at Vermont Service Center (VSC),
D. in Los Angeles (LOS) for cases receipted at California Service Center (CSC).

1.1.1.17.2 BATCH SCHEDULING FUNCTION

The system shall provide automated scheduling of the pool of applicants ready for scheduling. The system shall provide the capability to initiate batch scheduling of individuals for examinations (interviews). The system shall provide the capability to initiate batch scheduling of individuals for reexaminations. The system shall provide the capability to initiate batch scheduling of individuals for a Q&A session. The system shall provide the capability to initiate batch scheduling of individuals for oath ceremonies. The system shall provide the capability to

initiate batch scheduling of individuals for fingerprint processing. The system shall provide the capability to create time pools for interviews. The system shall provide the capability to create time pools for Q&A sessions. The system shall provide the capability to create slots for oath ceremonies. The system shall provide the capability to add time slots for interviews for additional future days. The system shall provide the capability to add time slots for Q&A sessions for additional future days.. The system shall provide the capability to add time slots for Oath Ceremonies for additional future events. The system shall provide the capability to remove slots from the time pool for interview as individuals are scheduled. The system shall provide the capability to remove slots from the time pool for Q&A sessions as individuals are scheduled. The system shall provide the capability to remove slots from the time pool for oath ceremonies as individuals are scheduled. The system shall provide the capability to create simple queues for interviews via the interactive place-in-queue function. The system shall provide the capability to create simple queues for Q&A Sessions via the interactive place-in-queue function. The system shall provide the capability to create simple queues for oath ceremonies via the interactive place-in-queue function. The system shall in the future prevent the batch scheduler from scheduling an applicant who has exceeded a predetermined number of missed scheduler events. The system shall schedule applicants for fingerprinting using ASC scheduling profiles and application data. The batch Scheduler shall provide confirmation when an applicant has been successfully scheduled for fingerprinting. The batch scheduler shall schedule on a revolving basis (that is, each request remains in a to be scheduled state until an ASC or ASC slot becomes available). The system shall control fingerprint scheduling with an ASC scheduling profile dictating how far in advance an applicant may be scheduled. The system shall provide the capability to create simple queues for reexaminations via interactive place-in-queue function.

The system shall in the future provide the capability to schedule groups (Family, CBO, Ad-Hoc, Attorney) for interviews. The system shall in the future provide the capability to apply user-defined rules (group, scheduling, allocation, location redirection, and site group rules) to interview scheduling.

The system shall provide automated scheduling from a pool of applicants ready for oath ceremony scheduling. The system shall in the future provide the capability to schedule groups (Family, CBO, and Ad Hoc) for oath ceremonies. The system shall in the future provide the capability to apply user-defined rules (group, scheduling, allocation, location redirection, and site group rules) to oath ceremony scheduling.

1.1.1.17.3 SCHEDULING PRIORITIZATION FUNCTION

The system shall schedule applicants and/or petitioners without regard to the ASC capacity or any other ASC concerns (by sending fingerprint appointment notices,) when the "Reason Fingerprinted" indicates any of the following form types:

- I-881
- I-589
- I-600
- I-600A
- I-817

- I-821

The system shall assign specific fingerprint scheduler appointments for applicants and/or petitioners at each ASC when the "Reason Fingerprinted", based on the documented criteria, indicates any of the following reasons in the order shown (this shall be repeated for applicants and petitioners not scheduled after one pass until all slots are filled or all appointment request are satisfied):

- I-485: Schedule all I-485s for any given schedule processing period up to but not exceeding 30% of the available fingerprint appointment slots for that processing period.
- N-400 Expired Prints: Schedule all N-400 Expired Prints for any given schedule processing period up to but not exceeding 50% of the available fingerprint appointment slots for that processing period.
- Rescheduled Prints For Any Form: Schedule all cases requiring reprinting for any given schedule processing period up to but not exceeding 15% of the available fingerprint appointment slots for that processing period.
- Any Other Form Type: Schedule all other form types for any given schedule processing period up to but not exceeding 5% of the available fingerprint appointment slots for that processing period.
- N-400 Non-expired Prints: Schedule all N-400s for any given schedule processing period using any remaining fingerprint appointment slots.

The system shall retain in the fingerprint scheduling queue, for consideration during the next processing period, all applicants and petitioners still requiring fingerprint scheduler appointments after all available fingerprint appointment slots have been filled for a given ASC. The system shall assign all fingerprint scheduler appointments for applicants and petitioners with the same "Reason Fingerprinted" based on the oldest "Received/Clock-In Date". No other algorithms or calculations shall apply.

1.1.1.17.4 INTERACTIVE INTERVIEW SCHEDULING FUNCTION

The system shall allow users to schedule selected applicants interactively for interviews. The system shall allow users to schedule selected applicants interactively for re-interviews. The system shall allow users to schedule selected applicants interactively for Q&A sessions. The system shall allow users to select cases for interactive scheduling for interview, reinterview, or Q&A by application identifier, A-Number, or group identifier. The system shall allow users to display other members of the same group, and select multiple eligible members of the group for interactive scheduling or interviews, reinterviews or Q&A sessions. The system shall allow users to select service type, location, room, date, and time to schedule the selected applicants. The system shall in the future provide the capability to apply rules (group rules, scheduling rules, allocation rules, location redirection, and site group rules) in scheduling groups for the next available interview, reinterview, or Q&A session. The system shall in the future provide a scheduling function within adjudications allowing the adjudicator to enter a specific date and time when interactively scheduling an interview, reinterview or Q&A session for an individual. The system shall display a warning message in the event that the date and time the adjudicator specifies for an individual is not available, and give the adjudicator the option of entering another

time slot or assigning applicants for the desired spot. The system shall warn the user if the applicant's fingerprints have expired.

The system shall provide the ability for a reopened N-400 case to be interactively scheduled for interview.

1.1.1.17.5 INTERACTIVE OATH CEREMONY SCHEDULING FUNCTION

The system shall allow users to schedule selected applicants for oath ceremonies interactively. The system shall allow users to select cases for interactive oath ceremony scheduling by application identifier, A-Number, or group identifier. The system shall allow users to display other members of the same group, and select multiple eligible members of the group for interactive oath ceremony scheduling. The system shall allow users to select service type, location, room, date, and time to schedule the selected applicants. The system shall in the future provide the capability to apply rules (group rules, scheduling rules, allocation rules, location redirection, and site group rules) in scheduling groups for the next available oath ceremony.

1.1.1.17.6 INTERACTIVE FINGERPRINT SCHEDULING FUNCTION

The system shall allow users to schedule selected applicants for fingerprint processing interactively. The system shall allow users to select cases for interactive fingerprint scheduling by application identifier, A-Number, or group identifier. The system shall allow users to display other members of the same group, and select multiple eligible members of the group for interactive fingerprint scheduling. The system shall allow users to select service type, location, room, date, and time to schedule the selected applicants. The system shall in the future provide the capability to apply rules (group rules, scheduling rules, allocation rules, location redirection, and site group rules) in scheduling groups for the next available fingerprint appointment slots.

1.1.1.17.7 INTERACTIVE REMOVAL FROM BATCH SCHEDULE QUEUE FUNCTION

The system shall allow users to remove selected applicants from the batch interview schedule queue. The system shall allow users to select cases for interactive removal from the batch interview schedule queue by application identifier, A-Number, or group identifier. The system shall allow users to display other members of the same group, and select multiple eligible members of the group for removal from the batch interview schedule queue.

The system shall allow users to remove selected applicants from the batch oath ceremony schedule queue. The system shall allow users to select cases for interactive removal from the batch oath ceremony schedule queue by application identifier, A-Number, or group identifier. The system shall allow users to display other members of the same group, and select multiple eligible members of the group for removal from the batch oath ceremony schedule queue.

The system shall allow users to remove selected applicants from the batch fingerprint schedule queue. The system shall allow users to select cases for interactive removal from the batch fingerprint schedule queue by application identifier, A-Number, or group identifier. The system shall allow users to display other members of the same group, and select multiple eligible members of the group for removal from the batch fingerprint schedule queue.

1.1.1.17.8 INTERACTIVE PLACE IN BATCH SCHEDULE QUEUE FUNCTION

The system shall allow users to place selected applicants in the batch interview schedule queue interactively. The system shall allow users to select cases for placement in the batch interview schedule queue by entering application identifier, A-Number, or group identifier. The system shall allow users to display other members of the same group, and select multiple eligible members of the group for placement in the batch interview schedule queue. In a future release, the system shall have the capability to form a group with the selected members and place those members in the batch interview schedule queue, in accordance with location redirection rules, site group rules, initial search for the applicants, and reschedule delay date.

The system shall allow users to place selected applicants in the batch oath ceremony schedule queue interactively. The system shall allow users to select cases for placement in the batch oath ceremony schedule queue by entering application identifier, A-Number, or group identifier. The system shall allow users to display other members of the same group, and select multiple eligible members of the group for placement in the batch oath ceremony schedule queue. The system shall in a future release provide the capability to group selected individuals and place them in the batch oath ceremony schedule queue, in accordance with location redirection rules, site group rules, initial search for the applicants, and reschedule delay date.

The system shall allow users to place selected applicants in the batch fingerprint schedule queue interactively. The system shall allow users to select cases for placement in the batch fingerprint schedule queue by entering application identifier, A-Number, or group identifier. The system shall allow users to display other members of the same group, and select multiple eligible members of the group for placement in the batch fingerprint schedule queue. The system shall in a future release provide the capability to form a group with the selected members and place them in the batch fingerprint schedule queue, in accordance with location redirection rules, site group rules, initial search for the applicants, and reschedule delay date.

1.1.1.17.9 INTERACTIVE CANCELLATION FUNCTION

The system shall allow authorized adjudicators to cancel an individual applicant's appointment for examination (interview). The system shall allow authorized adjudicators to cancel an individual applicant's appointment for reexamination. The system shall allow authorized adjudicators to cancel an individual applicant's appointment for Q&A. The system shall allow authorized adjudicators to cancel an individual applicant's appointment for oath ceremony. The system shall allow users to select cases for interactive cancellation by application identifier, A-Number, or group identifier. The system shall allow users to display other members of the same group, and select multiple eligible members of the group for interactive cancellation. The system shall in the future provide the capability to form a group with selected members and reschedule them, placing them in the selected batch schedule queues based on application information and user-specified rules and parameters (location redirection rules, site groups, group rules, allocation rules, reschedule delay date). The system shall in the future provide the capability to perform cancellations from the adjudication component. The system shall automatically maintain a count of the number of times the interview was canceled. The system shall provide the capability to prevent an applicant from being scheduled who has exceeded a predetermined number of missed scheduler events, as tracked in the canceled interview counter (for example, by a warning message displayed by the interactive scheduler). The system shall

remove the applicant from the queue for the scheduled event (examination, reexamination, Q&A, or oath ceremony) when the appointment is canceled. The system shall in the future allow the adjudicator to request an "Acknowledgment of Cancellation" Notice for the applicant from within the scheduler component.

1.1.1.17.10 INTERACTIVE DESCHEDULING FUNCTION

The system shall allow authorized users to deschedule an individual applicant's appointment for examination (interview). The system shall allow authorized users to deschedule an individual applicant's appointment for reexamination. The system shall allow authorized users to deschedule an individual applicant's appointment for Q&A. The system shall allow authorized users to deschedule an individual applicant's appointment for oath ceremony. The system shall allow authorized users to deschedule an individual applicant's appointment for fingerprinting processing.The system shall remove the applicant from the queue for the scheduled event (examination, reexamination, Q&A, or oath ceremony) when the appointment is descheduled. The system shall allow users to select cases for interactive descheduling by application identifier, A-Number, or group identifier. The system shall allow users to display other members of the same group, and select multiple eligible members of the group for interactive descheduling. The system shall in the future provide the capability to form a group with selected members and reschedule them, placing them in the selected batch schedule queues based on application information and user-specified rules and parameters (location redirection rules, site groups, group rules, allocation rules, reschedule delay date). The system shall in the future provide the capability to deschedule from the adjudication component. The system shall in the future allow the adjudicator to request a deschedule notice for the applicant from within the scheduler component. The system shall in the future allow the adjudicator to request descheduling of an applicant.

1.1.1.17.11 INTERACTIVE RECORDING OF INTERVIEW CONDUCTED FUNCTION

The system shall provide the capability to record interactively that an interview has been conducted for a selected application. The system shall allow users to select cases to record interview completion by application identifier, A-Number, or group identifier. The system shall allow users to display other members of the same group, and select multiple eligible members of the group for recording interview completion. The system shall in the future provide the capability to form a group with selected members.

1.1.1.17.12 INTERACTIVE RECORDING OF OATH CEREMONY CONDUCTED FUNCTION

The system shall provide the capability to record interactively that an oath ceremony has been conducted for a selected application. The system shall allow users to select cases to record oath ceremony completion by application identifier, A-Number, or group identifier. The system shall allow users to display other members of the same group, and select multiple eligible members of the group for recording oath ceremony completion. The system shall in the future provide the capability to form a group with selected members.

1.1.1.17.13 INTERACTIVE RECORDING OF FINGERPRINT PROCESSING CONDUCTED FUNCTION

The system shall provide the capability to record interactively that fingerprint processing has been conducted for a selected application. The system shall allow users to select cases to record fingerprint process completion by application identifier, A-Number, or group identifier. The system shall allow users to display other members of the same group, and select multiple eligible members of the group for recording a fingerprint process completion. The system shall in the future provide the capability to form a group with selected members.

1.1.1.17.14 INTERACTIVE RECORDING OF NO SHOW FUNCTION

The system shall provide the capability to record that a selected applicant did not appear for a scheduled interview or oath ceremony (that is, the applicant was a no-show). The system shall allow users to select cases to record no-show status by application identifier, A-Number, or group identifier. The system shall allow users to display other members of the same group, and select multiple eligible members of the group for recording no-show status. The system shall in the future provide the capability to form a group with selected members. The system shall in the future provide the capability to form a group with selected members and reschedule them, placing them in the selected batch schedule queues based on application information and user-specified rules and parameters (location redirection rules, site groups, group rules, allocation rules, reschedule delay date). The system shall maintain a count of the number of events for which the applicant was a "no-show". The system shall provide the capability to prevent an applicant from being scheduled who has exceeded a predetermined number of missed scheduler events, as tracked in the "no-show" counter. The system shall provide the capability to perform an initial search under group management functions using the application identifier, A-Number, group identifier, last name, first name, group type, group name and location. The system shall in the future provide the capability for authorized staff to perform queries by group name.

1.1.1.17.15 GROUP MANAGEMENT FUNCTION

The system shall provide the capability to create a new group. The system shall provide the capability to add members to an existing group. The system shall provide the capability to regroup members of existing groups, by splitting and joining them. The system shall provide the capability to update group detail information. The system shall provide the capability to manage group names and group symbols. The system shall in the future provide the capability to set up group rules. The system shall in the future provide a group set function. The system shall provide the capability to perform an initial search under group management operations using the following criteria:

- Application identifier
- A-Number
- Group identifier
- Last name
- First name
- Group type
- Group name
- Location

The system shall in the future provide the capability for authorized staff to perform queries by group name.

1.1.1.17.16 SCHEDULER INTERFACE FUNCTION

The system shall receive a queue of applications to the Scheduler system through Workflow management software when all the required processing and documents are available, thus creating pools of applicants for scheduling events. The system shall trigger requests to the Notices component to generate the appropriate notices and documents once the scheduler component has scheduled the case for an event.

The system shall provide the capability to request the following notices through the Notices component:

- Interview Notices
- Interview Cancellation/Descheduling Notices
- Interview Rescheduling Notices
- Oath Ceremony Notices

The system shall in the future provide the capability to print the following notices at the local office:

- Interview Notices
- Interview Rescheduling Notices

The system shall in the future provide the capability to generate the following scheduling reports by invoking the reporting function from within the scheduler component:

- Daily Itinerary for INS Facilities
- Examination Pick List
- Interview Schedule by Location and Examiner
- Interview Schedule by Attorney
- Available Slots for each examiner
- Ready to Schedule Queue for Examinations
- Cases Past Interview Date with No Action
- Cancel/No-Show Report
- Oath Ceremony Schedule by Reporting Location
- Available Oath Ceremony Slots
- Ready to Schedule Queue for Oath Ceremonies
- Scheduling Report by Section
- Scheduling Report by Form Type

Certificate Generation Process Description

Several naturalization processes require the production of certificates. If an N400 application is approved, a Certificate of Naturalization must be printed before the applicant is sworn, so that it may be presented at the oath ceremony. These secure documents must be produced under controlled conditions. Consequently, certificate production must be subject to a quality assurance procedure, and unusable documents must be explicitly voided and destroyed. They will usually be mass printed at an authorized office, and shipped to the location with jurisdiction over oath ceremony.

1.1.1.18 Certificate Generation Processing

The system shall provide the capability to process a batch of certificates in ascending or descending order.

1.1.1.18.1 Print and Reprint Function

The system shall provide the capability to mass print certificates at authorized offices through batch jobs. The system shall provide the capability to individually print certificates at authorized offices in real-time. The system shall in the future provide a process for recovering from printing errors. The system shall provide the capability to sort the applicant file before printing a batch of certificates in either ascending or descending order, on one or more of the following fields: A-Number, Applicant last name, Application identifier, Reporting location.

The system shall provide the capability of overriding and changing a default sort order specified in a ceremony location profile for any Oath Ceremony batch print job before printing. The system shall provide the capability to sort by additional sort orders. The system shall provide the capability to reprint on demand a plain paper copy of the certificate, as originally printed. The system shall in the future provide the capability to process the certification of citizenship (A and AA types), the replacement Certificate of Citizenship, and the replacement Certificate of Naturalization. The system shall provide the capability to select 8 by 10 or 8.5 by 11 certificate formats during print time.

1.1.1.18.2 Manual Correction Function

The system shall in the future provide the capability to log a manually corrected certificate.

1.1.1.18.3 Quality Assurance Function

The system shall provide a Quality Assurance (QA) screen to force users to verify accurate production of the certificates upon completion of the batch or individual print. The system shall record the user ID, date, time, and result of certificate production from the QA screen for audit purposes.

1.1.1.18.4 Void Log Function

The system shall provide the capability to void certificates in CLAIMS 4. The system shall provide the capability to view a Void Log for voided certificates.

1.1.1.18.5 Destroy Log Function

The system shall provide the capability to view a Destruction Log for destroyed certificates.

1.1.1.18.6 TRANSFER FUNCTION

The system shall provide the capability to track the transfer of certificate batches between offices by allowing SC/DO users to record online the sending of certificate batches. The system shall in the future provide the capability to track the transfer of certificates or batches of certificates between offices by allowing SC/DO users to record the receipt of certificates or batches of certificates. The system shall provide the capability to print a shipping manifest with certificate numbers and corresponding batches that are transferred between offices.

1.1.1.18.7 TRACKING AND REPORTING FUNCTION

The system shall provide a query function to view certificate history by A-Number, Certificate Number, and application identifier. The system shall in the future provide the capability to query CLAIMS 4 by using the global find function and other additional criteria to view certificate history. The system shall in the future provide the capability to request the following daily and monthly reports from within the Document Production function: the Number of Certificates Prepared, the Number of Certificates Voided, and the Number of Certificates Destroyed.

1.1.1.18.8 IMAGE PROCESSING FUNCTION

The system shall in the future provide the capability to print the applicant's photograph image and the commissioner's signature image onto Certificates.

1.1.1.18.9 INTEGRATED WORKFLOW FUNCTION

The system shall provide the capability to control printing of Certificates through Workflow. The system shall in the future provide the capability to control the QA, Void, Destroy and other Certificate functions, to be identified, through Workflow.

1.1.1.18.10 SECURITY FUNCTION

The system shall in the future provide the capability to allow only authorized users to perform a subset of Document Production functions.

1.1.1.18.11 ARCHIVAL FUNCTION

The system shall in the future provide the capability to archive Document Production related data.

Notices Process Description

Notices must be produced at several points in the processing of benefits applications. An applicant, at a minimum, must be notified when applications have been received, when a fingerprint appointment has been made, when an interview has been scheduled, and when an oath ceremony has been scheduled. In addition, there may be a need to generate special notices, such as those for invalid payments or bounced checks, cancellations, deschedules and reschedules of interviews, oath ceremonies, decisions, and memos. Most routine notices will be mass printed in batch mode at the SCs, although capability to produce notices regularly required in adjudication or scheduling will be provided to local offices in the future. Notices creation functions will use templates and standard message text wherever possible to ensure uniformity and minimize the

amount of user intervention required. Utilities will be provided to allow the retrieval and review of messages that have been produced for monitoring notice production and recovery.

1.1.1.19 Notice Creation Processing

The system shall provide the capability to produce N-400 Receipt Notices. The system shall generate a receipt notice informing the primary person of the group balance. The system shall generate a receipt notice informing the other members of the group, who are not primary, that a group balance will be refunded to the primary person. The system shall generate receipt notices for N400 applicants with foreign residential addresses indicating that, unless otherwise requested, the interview and oath ceremony will be performed at the default locations for that SC. The system shall provide the capability to produce Suspense Notices. The system shall provide the capability to produce Exception Notices.

The system shall provide the capability to produce Invalid Payment Notices. The system shall provide the capability to produce Underpayment Notices. The system shall provide the capability to produce Bounced Check Notices. The system shall provide the capability to produce Overpayment notices.

The system shall provide the capability to produce Interview Notices. The system shall provide the capability to produce Re-interview Notices. The system shall provide the capability to produce Interview Cancellation Notices. The system shall provide the capability to produce Interview De-scheduling Notices. The system shall provide the capability to produce Continuance Notices. The system shall provide the capability to produce Intent-to-Deny Notices. The system shall provide the capability to produce Oath Ceremony Notices. The system shall provide the capability to produce Oath Ceremony Cancellation Notices. The system shall provide the capability to produce Oath Ceremony De-scheduling Notices.
The system shall provide the capability to produce Memos. The system shall provide the capability to produce Interview No-show Notices. The system shall provide the capability to produce Oath Ceremony No-show Notices. The system shall provide the capability to produce Intent-to-Revoke Notices. The system shall provide the capability to produce Request for Evidence Notices. The system shall provide the capability to produce Withdrawal Acknowledgment Notices. The system shall provide the capability to produce Approval Notices. The system shall provide the ability to produce "Administrative Close" Notices. The system shall provide the ability to produce notices when cases have been reopened.

The system shall produce FD-258 Fingerprint schedule notices directing applicants to appear on an appointed date and time, at an ASC, Designated Law Enforcement Agency (DLEA) or Mobile Station (Temporary Outreach Station). The system shall provide the capability to produce FD-258 Fingerprint re-scheduling notices directing applicants to an ASC on the first occasion when their fingerprint cards have been returned as unclassifiable. The system shall provide the capability to produce a notice of rescheduling due to jurisdiction change. The system shall produce FD-258 Fingerprint schedule notices directing applicants to appear on an appointed time and date, at an ASC, DLEA or Mobile Station, and including an explanatory memorandum , when they have been rescheduled due to expiration of their fingerprints. The system shall produce FD-258 Fingerprint schedule notices directing applicants to appear within a proscribed

period, at an ASC, DLEA or Mobile Station, when they are being fingerprinted for a RAPS application. The system shall assign a specific date and hourly slot for routine FD-258 fingerprint schedule notices directing the applicant to a specific ASC, DLEA or Mobile Station, and shall designate the same hour slot for any makeup appointment.

The system shall produce applicant and representative notices with a 2D bar code containing FD-258 biographic (masthead) data. The system shall provide the ability for SC locations to produce OMR markings on notices to support automated mail handling operations, in conformity with local requirements. The system shall print notices for scheduled events (such as N-400 interviews, oath ceremonies) in advance of the event, with lead times specified by the local office in its office profile. The system shall produce duplicate copies of applicant notices with representative mailing address if a representative exists for the applicant. The system shall create and maintain notice templates. The system shall provide the capability to reproduce notices.

1.1.1.19.1.1 Notice Creation Processing – Form I-881

The system shall generate a Receipt notice to each I-881 applicant indicating the fee amount receipted, on a standard INS Form I-797C, 'Notice of Action'.

1.1.1.19.2 Batch Print Processing

The system shall provide the capability to mass print the following N-400 form notice types in batch at the SC:

- Receipt
- Suspense
- Exception
- Invalid Payment
- Underpayment
- Bounced Check
- Interview
- Re-interview
- Cancel Interview
- Deschedule Interview
- Oath Ceremony
- Cancel Oath Ceremony
- Deschedule Oath Ceremony
- Data Suspense
- FBI Suspense
- Withdrawal Acknowledgment
- No Show Interview
- No Show Oath Ceremony
- Internal A-File

The system shall provide the capability to reprint all or part of a batch to recover from printer errors. The system shall provide an error recovery function to restart a batch job from the last notice printed. The system shall provide the capability to print notices in ZIP code-sorted order to minimize mailing costs. The system shall provide the capability to print notices by notice type

or location. The system shall provide a notice monitor to indicate the print status of notices that have been generated. The system shall provide a display of the notices being created as the batch notices print job executes with a progress indicator. The system shall move printed notice records to another table.

1.1.1.19.2.1 Batch Notices – I-881

The system shall provide the capability to mass print Receipt Notices for Form I-881 submissions in batch at the Service Center.

1.1.1.19.3 Local Print Processing

The system shall provide the capability to individually print notices by authorized users to print locally. The system shall in the future provide an interface to the N-400 Adjudication function to customize the following notice types and print them locally:

- Continuance
- Intent-to-Deny
- Denial
- Request for Evidence
- Intent-to- Revoke
- Motion-to-Reopen
- Motion-to-Reconsider
- Approval

The system shall in the future provide an interface to the Scheduling function to print the following N-400 form notice types locally:

- Interview
- Reinterview
- Cancel Interview
- Deschedule Interview
- No Show Interview
- Oath Ceremony
- Cancel Oath ceremony
- Deschedule Oath Ceremony
- No Show Oath Ceremony

1.1.1.19.4 Print Format Processing

The system shall provide the capability to produce notices using standardized templates/text. The system shall provide the capability to produce notices using a word processor for customized text. The system shall provide the capability to produce notices using a combination of standardized and customized text. The system shall provide the capability to produce notices addressed to the applicant. The system shall in the future provide the capability to print notices addressed to other additional authorized parties such as the CBO representative and attorney/voluntary agency (VOLAG). The system shall provide the capability to add a bar code of the applicant's application identifier to all printed notices.

1.1.1.19.5 NONSTANDARD TEMPLATE PROCESSING

The system shall in the future provide the capability for any office to use its own notice templates, with OIRM permission, to support local requirements.

1.1.1.19.6 UTILITY PROCESSING

The system shall in the future provide the capability to route designated notices to a review process prior to printing and distribution. The system shall provide the capability to preview local print notices before printing. The system shall provide the capability to view and reprint notices that have been previously printed from the same location. The system shall in the future provide the capability to view and reprint notices that have been previously printed from any location. The system shall provide the capability to specify a printer other than the default office printer for the production of notices.

1.1.1.19.7 TRACKING AND REPORTING PROCESSING

The system shall provide the capability to maintain for future display or print, an electronic copy of all notice types that have been previously printed. The system shall allow the user to display notices awaiting production. The system shall provide a daily production report of total notices printed by notice type, form type, destination (batch or local), and office.

1.1.1.19.8 SECURITY PROCESSING

The system shall provide notice template level security to authorize or restrict users to specific notice templates. The system shall provide notice function security to authorize or restrict users to specific notice functions.

1.1.1.19.9 ARCHIVAL PROCESSING

The system shall in the future provide the capability to archive Notice Production-related data.

Reporting Process Description

The system will provide the capability to process a comprehensive number of reports ranging from online to hard copy depending on requirements. Reports will be provided to support a variety of business process functions, including mailroom and finance, adjudications, scheduling, certificate production, notice production, file room operations, as well as management functions.

1.1.1.20 Reporting Processing

The system shall in the future provide access to the Reporting function from the screens of any of the main processing areas. The system shall provide the capability to produce reports online or in hard copy. The system shall provide for report storage on disk. The system shall provide menu-driven standardized reports with optional selection criteria, including location, date and sort. The system shall provide the capability to build and save queries on standardized reports that use other selection criteria (not including location, date, and sort). The system shall in the future support the generation of ad hoc reports with flexibility in the designation of fields for selection and sorting. The system shall provide the ability to sort reports on multiple fields. The system shall provide the ability to sort reports that include A-Numbers, by A-Number or by terminal digit according to local site specifications. The system shall produce a manifest with a

2-D bar-code for all cases scheduled at an ASC for a week. The system shall provide the ability to reprint application labels, displaying name and application ID prominently to minimize the risk of keying error. The system shall provide the capability to select a printer, other than the office default, using standard paper for report printing. The system shall provide report level security to authorize or restrict users to specific reports using Report Access Groups.

1.1.1.20.1 CERTIFICATE TRACKING REPORTING FUNCTION

The system shall provide the following reports to support the Certificate Tracking function:

- Certificates Prepared
- Voided/Destroyed Certificates
- Cases Without Certificate Numbers
- Certificate Accountability Report
- Certificate Issuance Report
- Number of Certificates Prepared

1.1.1.21 Adjudication Reporting Processing

The system shall provide the following reports to support the adjudication function:

- Applicant Current Status Report
- Applicants Naturalized by the Court
- Applicant Status Report
- Cases on Hold
- Cases Pending
- Cases Without A-Numbers
- Continued Cases
- Expired Requests for Additional Information

1.1.1.22 File Room Operation Reporting Function

The system shall provide the following reports to support the File Room Operation function:

- Daily RAFACS Report (C4) of A-Files Received
- A-File Movement to CLAIMS 4 Responsible Parties
- CIS File Transfer Request Report
- CLAIMS 4 A-File Request Status Report
- T-files Created
- File Consolidation Report
- File Consolidation and Shipment Report
- File Movement and Shipment Report
- OF-11 Requests
- Ship A-File (Transfer-out) Report
- Ship T-File (Transfer-out) Report
- Examination/Case Review Pick List
- CIS Name/DOB/COB Change Audit Report
- User Audit Trail
- A-File Activity Report

- Service Center Report of Local Offices Needing A-Files
- Service Center Report of Local Offices Needing A-Files (Other Jurisdiction)
- Service Center Report of Local Offices Needing A-Files (Own Jurisdiction)

1.1.1.23 Finance Reporting Function

The system shall provide the following reports in support of the Finance function:

- Bank Transmittal Sheet
- Bounced Check Report
- Detail Audited Cash Box Report
- Detail Audited Cash Box Report For Supervisors
- Detail Cash Box Report
- Detail Cash Box Report For Supervisors
- Detail Fee Register
- Detail Register Transaction Report
- Detail Register Transaction Report For Supervisors
- Office Fee Register By Payment Type
- Open Payment Report
- Refund Due Report
- Refund Paid Report
- Summary Active Cash Box Report
- Summary Active Cash Box Report For Supervisors
- Summary Audited Cash Box Report
- Summary Audited Cash Box Report For Supervisors
- Summary Cash Box Report
- Summary Cash Box Report For Supervisors

1.1.1.24 Mailroom Reporting Function

The system shall provide the following reports in support of the Mailroom function:

- Daily Mailroom Remittance Reconciliation Report
- Daily Mailroom Remittance Reconciliation Report For Supervisors
- Mailroom Remittance Reconciliation Report
- Mailroom Remittance Reconciliation Report For Supervisors
- Mailroom Remittance/Application Reconciliation Report For Supervisors
- Unprocessed Applications
- Unprocessed Payments.

1.1.1.25 Management Reporting Function

The system shall provide the following reports in support of the Management function:

- Access Authorization List
- Cases Pending Aging Report
- Cases Pending Summary Report
- CIS/CLAIMS Mismatch Report

- CLAIMS 4 User List
- Data Entry Production Report
- Data Entry Production Report 1
- FD-258 Manifest
- Location Relationships
- New N-400 Cases
- Notices In Error State
- Notices Print Production Report
- Notices Ready To Create
- Notices Ready To Print
- Workflow Status
- Workflow statistical summary data (future)
- Workflow process-related metrics (future)
- Workflow volume information (future)
- RNACS Interface Audit Report (future)
- Workflow Current Activity Report
- Workflow Current Activity Report for Service Center
- Receipting System FBI (FD-258) Response Override Report
- Cases Granted – Awaiting Override
- N-400 Administrative Close-Outs Aging Report
- G325A FBI Name Check Aging Report
- FD-258 Re-fingerprinting No-Show Report

1.1.1.26 Scheduling Exam (Interview) Reporting Function

The system shall provide the following reports in support of the Scheduling Exam function:

- Available Appointment Slots For Examiners
- Available Appointment Slots
- Cancel/No Show
- Cases With Interview Past Due
- Daily Itinerary For INS Facilities
- Daily Schedule Per Examiner
- Demographic Report By Interview Date
- Demographic Report By Mail Date
- Examiner Appointment Slots Booked Statistics
- Interview Schedule By Attorney
- Interview Schedule By Examiner
- Interview Schedule By Location and Examiner
- Interview Sections Booked Statistics
- List of Assigned Examiners
- Pick List By Interview And Schedule Date
- Ready To Schedule Queue For Interview
- Scheduler Status By Section
- Scheduler Status By Form Type (future)

1.1.1.27 Scheduling Oath Ceremony Function

The system shall provide the following reports in support of the Scheduling Oath Ceremony function:

- Card Accountability By Oath Ceremony Location
- Cases With Ceremony Past Due
- Completed Oath Ceremony Report
- Daily Schedule By Oath Ceremony Facility Room
- Oath Ceremony By Applicant
- Oath Ceremony Cases With No Certificate Numbers
- Oath Ceremony Data Validation Report
- Oath Ceremony Demographic Report
- Oath Ceremony Court Lists (Forms N646/N647)
- Oath Ceremony Schedule By Reporting Location
- Ready To Schedule Queue For Oath Ceremony By Interview And Receipt Date
- Ready To Schedule Queue For Oath Ceremonies
- Available Oath Ceremony Slots
- Oath Ceremony No Shows
- Court list documenting the applicants scheduled for a particular naturalization ceremony

1.1.1.28 Scheduling Fingerprints

The system shall provide a report of "Unscheduled Fingerprint Appointment Requests" for each ASC in support of the Schedule Fingerprints function.

1.1.1.29 G22 Function

The system shall provide the G22 Place Pipeline and G22 Place reports in support of the G22 function

System Maintenance Process Description

The system must provide a means for authorized SC or DO staff to view and maintain the information in CLAIMS tables on INS Offices and other locations, user profiles, number pools for certificates, Application IDs and Payment IDs. It must provide the capability to view and maintain the data in the various CLAIMS look-up tables referenced during application processing and the capability to view the data in the INS standard look-up tables that are maintained by INS headquarters.

1.1.1.30 System Maintenance Processing

When users are given access to CLAIMS 4, their privileges within the system are determined by what participant role they are assigned. The Workflow participant roles option is used to define the role a user will take within an office. For example, a small site may need to provide a user with access to all the CLAIMS 4 functions. In this case, the site would create a participant role that includes all the possible Workflow types. A larger site may have a specific set of roles designated for different classes of users. Such a site will create a Workflow participant type for each class of user. Users are assigned participant roles.

1.1.1.30.1 OFFICE PROFILE FUNCTION

The system shall provide means for authorized SC or DO staff to view and maintain the information in CLAIMS tables on INS Offices and other locations, user profiles, number pools for certificates, application IDs and payment IDs. The system shall provide the capability to view and maintain the data in the various CLAIMS look-up tables referenced during application processing, and the capability to view the data in the INS standard look-up tables that are maintained by INS headquarters. The system shall provide the capability to configure and maintain information on INS Offices/Locations/Sites/Courts. The system shall maintain an office profile for each office to accurately characterize the resources available in the office to perform specific functions. The system shall provide the capability to add DOs to the system. The system shall provide the capability to add Sub-offices to the system. The system shall provide the capability to add Satellite Offices to the system. The system shall provide the capability to update DO profiles. The system shall provide the capability to update Sub-office profiles. The system shall provide the capability to update Satellite Office profiles. The system shall provide the capability to delete DOs from the system. The system shall provide the capability to delete Sub-offices from the system. The system shall provide the capability to delete Satellite Offices from the system. The system shall provide the capability to view DO profiles. The system shall provide the capability to view Sub-office profiles. The system shall provide the capability to view Satellite Office profiles. The system shall provide the capability to maintain location profiles for each INS or court location that associate the applicants' places of residence with INS locations and courts, where examinations or oath ceremonies can be held. The system shall determine the INS locations for an applicant's examination or Oath Ceremony based upon the relationship between the applicant's ZIP code and INS administrative location, unless overridden by a specific request. The system shall maintain the ZIP code-to-service type relationship at the national level. The system shall allow authorized users to add temporary sites locally for specific events. The system shall prevent saving changes until all of the ZIP codes have been reassigned if the user intends to delete a site or to remove ZIP codes from the system. The system shall allow authorized users to add Locations to the system. The system shall allow authorized users to update Location profiles. The system shall allow authorized users to delete Locations from the system. The system shall allow authorized users to view Location profiles. The system shall maintain a site profile for each site where interviews or Oath Ceremonies are performed. The system shall allow authorized users to add Sites to the system. The system shall allow authorized users to update Site profiles. The system shall allow authorized users to delete Sites from the system. The system shall allow authorized users to view Site profiles. The system shall maintain Court profiles that define essential information for each court within an office jurisdiction. The system shall allow authorized users to add Court profiles to the system. The system shall allow authorized users to update Court profiles. The system shall allow authorized users to delete Court profiles from the system. The system shall allow authorized users to view Court profiles. The system shall provide the capability to create and maintain Officer Contact Information (for example, Title, Telephone Number, and Name). The system shall store the INS Customer Service telephone number that is printed on notices in the database. The system shall create and maintain ASC profiles for: address, associated INS office, etc. The system shall maintain ZIP code ranges handled by each ASC location.

1.1.1.30.2 USER PROFILE FUNCTION

The system shall provide the capability to maintain information on CLAIMS 4 users. The system shall provide the capability to maintain access authorization profiles for each category of user (participant type code). The system shall provide the capability to determine and define which features a user is permitted to use based on the Access Authorization profile by mapping the user to a set of roles. The system shall provide the capability to add new CLAIMS 4 users to the system. The system shall provide the capability to update User profiles. The system shall provide the capability to delete users. The system shall provide the capability to view CLAIMS 4 user information. The system shall provide the capability to request a report of all the users that are located at a given site, sorted by user identifier and name, with columns for User-ID, Last Name, First Name, Middle Name Sub Location Code, Report Access Group, Start Date; and End Date. The system shall provide the capability to maintain a Report Access Groups profile for each site (Report Access Group Code). The system shall provide the capability to determine and define what reports a user is permitted to generate based on the Report Access Group profile that maps the user to a set of reports. The system shall provide the capability to create Report Access Group codes and assign at least one report to each of them such that association of the code with a user identifier enables printing of the report. The system shall provide the capability to create and maintain Participant Type roles, that when associated with a user, allow him or her to perform all activities associated with that role (for example, an Adjudication role would enable the assigned user the capability to perform Interviews with the Q&A session). The system shall provide the capability to assign multiple roles to a user. The system shall assign roles to a participant and allow display of all activities for the selected role. The system shall provide the capability to enter multiple A-Number blocks during the same session. The system shall provide the capability to restrict users to a specific group of authorized users who have the authority to add, update, delete, or view information in the CLAIMS 4 database. The system shall provide a GUI to assist authorized users to perform each specific task.

1.1.1.30.3 FINGERPRINT SCHEDULER PROFILE

The system shall allow the authorized scheduler administrator to change the percentage values and apply specific percentages to forms not listed in the current fingerprint prioritization scheme.

1.1.1.30.4 CERTIFICATE NUMBER MAINTENANCE FUNCTION

The system shall provide the means to maintain a Certificate Number pool. The system shall provide authorized users the capability to add, update, void, or view Certificate information. The system shall set the date on which the last document's status code is assigned.

1.1.1.30.5 APPLICATION ID AND PAYMENT ID MAINTENANCE FUNCTION

The system shall provide authorized users the capability to view the last Application ID. The system shall provide authorized users the capability to add the last Application ID. The system shall provide authorized users the capability to update the last Application ID. The system shall provide authorized users the capability to delete the last Application ID.

The system shall provide authorized users the capability to view the last Payment ID. The system shall provide authorized users the capability to add the last Payment ID. The system shall provide authorized users the capability to update the last Payment ID. The system shall provide authorized users the capability to delete last Payment ID.

1.1.1.30.6 FORM MAINTENANCE FUNCTION

The system shall allow authorized users the capability to view local profile information on INS forms. The system shall allow authorized users the capability to add local profile information on INS forms. The system shall allow authorized users the capability to update local profile information on INS forms. The system shall allow authorized users the capability to delete local profile information on INS forms. The system shall maintain information for each location to control the processing of each form type that it supports. The system shall allow the following values to be maintained for each form in the local forms profile table:

- Counts for A-Numbers
- Counts for Temporary A-Numbers
- Government Agency FBI identification number (if applicable)
- Minimum processing days
- Maximum processing days
- Automatically queue to batch or alert clerk
- Number of readable labels to produce
- Number of bar-code labels to produce
- Number of address labels to produce
- Check evidence in processing or bypass
- Number of A-Number labels to produce
- Number of Temporary file labels to produce

1.1.1.30.7 TABLE LOOKUP FUNCTION

The system shall provide the capability to maintain all application Lookup tables. The system shall allow authorized users to view a Lookup table. The system shall allow authorized users to add records to a Lookup table. The system shall allow authorized users to update records in a Lookup table. The system shall allow authorized users to delete records from a Lookup table. The system shall allow authorized users to perform searches in a Lookup table. The system shall allow authorized users to sort data in a Lookup table. The system shall provide the capability to view data in Standard tables with read-only access. The system shall provide the capability to perform searches in Standard tables. The system shall provide the capability to sort data in Standard tables. The system shall provide the capability to validate user Role or Report Group for authorization when providing access to lookup tables and descriptions.

External Interface Description

External interfaces are required at various points in N-400 processing. RNACS is the central repository of information on Naturalization applications and must be updated as new applications are receipted and at critical points in their processing. CIS is the central repository of information on individuals with A-Numbers. As new naturalizations are processed, the A-Numbers supplied must be verified against the information contained in this database. Because it is essential that the CIS system be kept current, it must be updated when name change is recorded and when an applicant is naturalized. RAFACS is the file management system in use at INS Service Centers and most local offices. RAFACS must be updated as new naturalization cases are receipted to track the application folders. The interface with RAFACS also checks to

see if the A-File is present at the processing site. If not, the files are retrieved through CIS transfer requests and cases are held until the files arrive on-site.

The system must also communicate with the FD-258 tracking system to confirm that the requirement for providing a valid fingerprint card for a FBI check has been satisfied before a case can be scheduled for interview. Additionally, a G-325A FBI name check is submitted on tape for each N-400 applicant. To support the capability for applicant information requests, IVRS and web access systems must be updated. In the future, the system will be enhanced to take advantage of PAMS, a central repository of attorney information.

1.1.1.31 External Interface Processing

The system shall provide the capability to access multiple systems for resolution of required data discrepancies in the Service Center. The system shall in the future provide the capability to accommodate multiple system access during adjudication in DO. The system shall in the future provide the capability to hot key to a concurrent online session in another system to support real-time inquiries against CIS during Adjudication in DO.

1.1.1.31.1 INTERFACE WITH RNACS MAINFRAME

The system shall provide a means of updating RNACS with data on N-470, N-565, N-600, and N-643 forms to enable RNACS to handle all subsequent processing. The system shall provide a means of updating RNACS with N-400 data sufficient to identify duplicate application filings. The system shall provide a means for identifying groups in RNACS. The system shall provide a means to update RNACS with case status at the following points in the processing cycle:

- Initial data entry (following validation of A-Number)

Completion of background checks in initial processing
Examination scheduling
Approval for oath ceremony (following Reverification of Grant)
Oath ceremony scheduling
Issuance of naturalization certificate
Denial

- Administrative close-out of case

The system shall in the future provide a means of querying RNACS to determine whether a given A-Number is associated with a prior application. The system shall provide a means to facilitate the transfer of applications from one office to another by using the RNACS mainframe interface.

1.1.1.31.2 INTERFACE WITH CIS

The system shall automatically check the CIS to determine whether the A-Number associated with each naturalization application exists in the CIS. The system shall validate the A-Number and date of birth against the existing information in the CIS. The system shall in the future provide the capability to access and update the CIS online. The system shall in the future provide a CIS online lookup capability to facilitate efforts to supply missing A-Numbers during Adjudication. The system shall update the CIS with the Certificate Numbers and the dates of naturalization every evening for applications closed out that day. The system shall in the future update CIS with any other subsequent status changes, such as denaturalization and/or

expatriation. The system shall provide a means of updating name changes in case history data in the CIS.

1.1.1.31.3 INTERFACE WITH RAFACS/CIS

The system shall provide a means of updating RAFACS as application folders are created. The system shall in the future check CIS automatically to determine the location of A-Files for all applications entered that day that have not had receipt of the A-File acknowledged. The system shall in the future initiate a file transfer request if the A-File is not in the office where the application is entered. The system shall in the future generate a pick list and route it to the office's printer if the A-File is already in the office. The system shall in the future initiate the A-File location check through an interface to the Workflow function. The system shall in the future invoke the interface to request transfers of applications from the SC to local offices, in preparation for interviews. The system shall generate a pick list. The system shall provide for continued use of RAFACS to track the physical files locally. The system shall in the future track progress of critical file-handling processes through RAFACS interface with Workflow.

1.1.1.31.4 INTERFACE WITH PAMS

The system shall in the future provide capability to access and update attorney information held in the PAMS. The system shall in the future create the local attorney file using valid PAMS data for the pilot office as well as the local attorney files. The system shall in the future support queries for attorney information during application receipting and adjudication including Attorney State License numbers and an attorney listing for a given office.

1.1.1.31.5 INTERFACE WITH FD-258 FINGERPRINT CARD TRACKING SYSTEM

The system shall extract information from the FD-258 Fingerprint Card Tracking System and update CLAIMS 4 with status information. The system shall in the future support the electronic submission of FD-258 fingerprint and biographic data to the FBI via an interface with IDENT. The system shall provide the ability to re-schedule applicants/petitioners for fingerprint processing whose FD-258 cards are returned from the FBI as unclassifiable. The system shall generate re-scheduled fingerprint appointment requests containing a code (request type identifier) distinguishing it from the initial scheduling request. The system shall enforce a limit of one on the automatic generation of re-scheduling requests for applicants/petitioners whose FD-258s have been returned as unclassifiable. The system shall, upon receiving a second unclassifiable response from the FBI for an N-400 applicant/petitioner, release the case to the next processing step as assigned by INS established business rules.

1.1.1.31.6 INTERFACE WITH FBI NAME CHECK SYSTEM

The system shall provide the capability to generate requests for G-325A FBI Name/Date of Birth checks for each N-400 applicant. The system shall transmit the request to the mainframe or other enterprise platform for shipment to the FBI. The system shall capture the date and time when each G-325A Name/Date of Birth check request was issued. The system shall not allow a naturalization case to be scheduled for examination until results of an FBI name check have been received, or until 45 days have elapsed from the time the request was sent to the FBI. The system shall identify each G-325A Name/Date of Birth check request using a unique 10-character Customer Identification Number. The system

shall record the status of the G-325A Name/Date of Birth check, associated with the application distinguishing cases that are awaiting submission of the name check, responses from the FBI, or that have been satisfied by the FBI.

The system shall provide an interface capable of reading the magnetic tape returned by the FBI in response to the G-325A Name/Date of Birth check request. The system shall, in the event of an FBI response to a G325A name check request, read the error records downloaded by the mainframe or other enterprise platform, and record an 'error' response for the relevant applications, and the error message(s), if available. The system shall, in the event of an FBI response to a G325A name check request, read the no-hit records downloaded by the mainframe or other enterprise platform, and record a 'no-hit' response for the relevant applications. The system shall, in the event of an FBI response to a G325A name check request, read the "indices popular" records downloaded by the mainframe or other enterprise platform, and record an "indices popular" response for the relevant applications. The system shall process the file of G325A error responses downloaded from the mainframe or other enterprise system. The system shall alert the adjudicator when an applicant's name-search has returned an "indices popular" processing response (a hit) indication, so that he/she can check the A-File for the proper disposition of the rap sheet. The system shall in the future provide the capability to transmit requests for G-325A FBI Name/Date of Birth checks for N-400 applicants electronically (rather than by tape) to the FBI.

1.1.1.31.7 INTERFACE WITH IVRS

The system shall provide basic application status information (including statuses of received, received - fee waived, received - fee in suspense, fee suspense action, etc.) to the IVRS on a regular periodic basis to allow applicants to obtain application status telephonically. The system shall in the future provide all standard application status codes/information to the IVRS on a real-time basis to allow applicants to obtain application status telephonically.

1.1.1.31.8 INTERFACE WITH FINANCIAL SYSTEM

The system shall in the future generate a transaction file for the INS payment processing system with information on overpayments.

1.1.1.31.9 INTERFACE WITH RAPS – FORM I-881

The system shall transfer an I-881 case to RAPS, by uploading a data file, if

- the applicant has provided the minimum fee required, including the filing fee for the I-881 form and the fingerprint processing fee
- the required photographs have been submitted
- CIS A-Number verification or A-Number resolution is successful.

The system shall include the following fields in the interface file:

- A-Number (9-byte character field; required)
- Last Name (30-byte character field; required)
- First Name (23-byte character field)

- Middle Name (15-byte character field)
- Address: C/O (30-byte character field)
- Address: Street 1 (30-byte character field; required)
- Address: Street 2 (30-byte character field)
- City (16-byte character field; required)
- State (2-byte character field; required)
- ZIP (9-byte numeric field; required)
- Sex (1-byte character field, valid values 'M' or 'F'; required)
- DOB (8-byte date field, format CCYYMMDD; required)
- COB (5-byte character field, valid values as in CCTB; required)
- Nationality (5-byte character field, valid values as in NCTB; required)
- Date of Entry (8-byte date field, format CCYYMMDD; required)
- Status at Entry (3-byte character field, valid values as in NIMM and ESCT; required)
- Place of Entry (5-byte character field, valid values as in PORT; required)
- Eligibility Indicator (4 1-byte character fields, valid values 'a', 'b', 'c', 'd' ; required)
- Sponsor A-Number (8-byte character field; required if eligibility indicator = 'd')
- Sponsor Relationship (1-byte character field; valid values 'P' for parent, 'S' for spouse; required if eligibility indicator = 'd')
- Check status (1-byte character field, with values indicating that the check was returned, or that the hold has been lifted)
- Attorney ID (9-byte PAMS code, 3 alpha geographic code followed by 6 numeric)
- New A-File (1-byte character field, valid values 'Y' for newly assigned A-file, 'N' for pre-existing A-file; required)
- Application ID (13-byte character field; 3 characters indicating the Service Center entering the case followed by '*', and a 9-digit number; required)
- Application Receipt Date (8-byte date field, CCYYMMDD; required)
- Upload Date (8-byte date field, CCYYMMDD; required)

The system shall be capable of processing a confirmation file from RAPS with a record for each uploaded case that includes:

- Upload Result (1-byte character field, values 'C' for correct or 'E' for error; required)
- Application ID (13-byte character field; 3 characters indicating the SC entering the case followed by '*', and a 9-digit number; required)
- A-Number (9-byte character field; required)
- Upload Date (8-byte date field, CCYYMMDD; required)
- Multiple error messages consisting of:
  - Error Field (2-byte numeric field ID)
  - Error Code (1-byte character field)

The system shall notify RAPS if an I-881 applicant's bounced check has not been corrected 30 days after applicant's initial filing. The system shall notify RAPS when an I-881 applicant whose check has bounced has provided the required fee (including the bounced check notice,) or when the standard grace period for doing so has elapsed.

Workflow Management Process Description

The system must have the capability to ensure Workflow processes through the necessary managed configuration is properly implemented.

1.1.1.32 Workflow Management Processing

Workflow ensures that the system processes are configured to meet work-related requirements in a uniform manner with full tracking and accountability.

1.1.1.32.1 CONTROL AND PROCESS FUNCTION

The system shall control and direct the processing of applications through the update of activity states that subsequently initiate or allow other activities. The system shall validate whether the user has the proper role and/or authority to perform the activity requested. The system shall ensure that users can only perform activities on cases assigned to them or to their role. The system shall ensure that activities are processed in the correct chronological and business requirement order. The system shall have the capability to control case processing based on user-initiated activities or events. The system shall have the capability to control case processing based on system-initiated or time-controlled activities or events. The system shall provide a list of all the recent cases that have been submitted to the Workflow Management System at a given site, showing for each case: process name, process identifier, status, start time, and end time. The system shall provide a list of all the current activities that have been performed on a selected case, showing: activity name, status, expected start and expiration time, and user identifier of the person that completed the activity. The user can select a case from the list of cases displayed or can enter a specific case in a text box on the GUI. The system shall provide a historical list of activities performed on a selected case, showing: activity identifier, activity name, start time, and user identifier of the person who completed the activity. The system shall provide the end conditions that resulted from processing a selected activity. The system shall produce a graphic representation of the case processing (Workflow Activity Monitor) that shows the state of all the activities performed on the case. The graphic representing an activity changes colors based on the status of the activity. The system shall update the activity and case status information upon user request. The Workflow Management system shall clean up scheduler tables after a scheduled event has expired. A scheduled event is defined as an applicant's appointment created by the automated CLAIMS 4 scheduler.

The system shall provide the capability to zoom-in on the N-400 Data Entry to Scheduling tab within the Workflow Activity Monitor, providing a detailed view of the form with vertical and horizontal scroll bars. The system shall provide a Workflow management tool to view and modify the Workflow status of a case. The system shall provide the capability to complete an expired activity and push the process to the next logical step. The system shall provide the capability to evaluate the need for the insertion of expired activities. The system shall provide the capability to track ad hoc or unexpected activities that are not process driven. The system shall provide the capability to establish expected start time and expiration time for time sensitive activities.

The system shall provide the capability to perform parallel activities on a case when necessary. The system shall provide the capability to suspend case processing based on business rules. The system shall provide the capability to perform exclusive processing on a case for specified activities.

1.1.1.32.2 METRICS AND STATISTICS FUNCTION

The system shall provide accurate time stamps and audit trail (case history) of all activities performed for a single case. The system shall indicate where an application is located in the process at any given time. The system shall in the future maintain composite statistics of the time spent performing activities. The system shall in the future maintain composite statistics of the time spent between activities waiting for a task to be performed. The system shall maintain production statistics that satisfy the requirements of G-22 accounting.

Case Status Process Description

The system will provide a GUI for the Case Status subsystem with the capability to perform a series of processes that includes displaying list format and criteria searches, as required.

1.1.1.33 Case Status Processing

The system shall provide a GUI for the Case Status subsystem. The system shall provide the capability to enter search criteria to locate an application or list of applications. The system shall display in list format those applications that satisfy the specified search criteria. The system shall, if only one application satisfies the criteria, automatically display its Workflow history, status, and RAFACS A-File location. The system shall provide the capability, when more than one application satisfies the search criteria, to select an application from the displayed list and view its Workflow history, status, RAFACS A-File location, and any scheduled event.
The system shall display the following information for each selected case on the main form:

- Name
- Application ID
- Alien Number
- Form Number
- Last Name
- First Name
- Date of Birth
- Country of Birth
- Mailing Address
- Case Location
- Mailroom Date Received
- CIS Match Info
- Payment ID
- Payment Status
- Fee
- Workflow Status
- Workflow History

If no applications satisfy the query, the system shall display a message indicating this to the user. The system shall accept search criteria that include but are not limited to the following:

- Application ID
- A-Number
- Form Number
- First Name
- Last Name
- Social Security Number
- Date of Birth
- Country of Birth
- Mailing Address
- Attorney's Last Name
- Attorney's First Name
- Attorney Legal ID
- Attorney State License Number
- Attorney VOLAG number
- Application location
- Port of Entry
- Date of Entry range
- Date of Birth range
- Payment ID
- Certificate Number

The system shall provide the capability to invoke case status display from other modules or components of the system, including adjudication, batch status update, and scheduler. The system shall provide the capability to view the Scheduling, Fingerprint, Attorney, and Payment Details sub-forms.

The system shall display a Scheduler screen within the Case Status subsystem that shows, for interviews and oath ceremonies:

- Interview Location Address
- Interview Room and Section Number
- Interview Date and Time
- Ceremony Location Address
- Ceremony Room and Gate Number
- Ceremony Date
- Ceremony Gate Time and Start Time
- Ceremony Type
- Certificate History

The system shall display a Fingerprint screen within the Case Status subsystem that shows:

- CIDN

FBI Control Number
FBI Response
FBI Response Date

Adjudicator ID (for overrides)
Data Entry ID
Modified FBI Response
Date Modified
Modified by Adjudicator ID
Modified by Data Entry ID

The system shall display a Attorney screen within the Case Status subsystem that shows:

- Attorney's Last Name
- Attorney's First Name
- Attorney Legal ID
- Attorney State License Number
- Attorney VOLAG Number
- Attorney Mailing Address
- Attorney Phone Number
- Type of Appearance

The system shall display a Payment screen within the Case Status subsystem that shows:

- Workflow status
- Workflow History
- Applicants with the same Payment ID
- Remittances

The system shall provide the capability to print the case status as well as various labels.

DETAILED DATA REQUIREMENTS

This section describes the data requirements for the naturalization reengineering functional processes in Section 2. All data elements that are part of the input, processing, and output parts of the functional process requirements are depicted in the Logical Data Model (LDM) and logical data relationships. The logical data relationships conform to the INS Enterprise Data Model.

Logical Data Relationships

This section describes the appropriate relationships among the entities by using graphics and text. The Entity Relationship Diagrams are included for illustrating logical-data relationships and can be found in Attachment B, Entity Relationship Diagrams.

RECORDS MANAGEMENT REQUIREMENTS

The system will keep closed cases online for 18 months and archive all old cases (more than 18 months old) including denials. Currently, denials remain on the system indefinitely. The system will allow for the transfer of cases.

USER PERFORMANCE REQUIREMENTS

The project was designed and developed to effectively support the reengineered naturalization business process. As such, it adhered to user performance requirements in the areas of timeliness and testability, as discussed below.

Timeliness

The project supported the need for timely access to accurate data. Specifically, it addressed data currency and system responsiveness and availability, as stated in the paragraphs below.

Data Currency

Data were current at both the SC and DO sites. This enabled the shared use of the centralized Oracle database for storage of all character-based case data.

System Responsiveness

System response time for retrieval of electronic images will not exceed 15 seconds or 5 seconds for character-based text data 95 percent of the time.

System Availability

The goal for system availability is 24 hours a day, 7 days a week. This availability will be constrained by normal system maintenance requirements to ensure optimal performance and maximum data recovery.

Testability

The design and architecture was highly modular in order to support ease of testing and modification. In addition, Attachment A, Requirements Traceability Matrix, provides a set of measurable requirements that will greatly facilitate the creation and implementation of a comprehensive system test plan.

Requirements Traceability Matrix

Attachment A maps the essential components of the FRD to the development phases.

SYSTEM PERFORMANCE REQUIREMENTS

CLAIMS 4 was designed to handle several key performance requirements ranging from sizing and capacity to response, reliability, and system growth.

System Sizing and Capacity Requirements

The reengineered NATS pilot supported 350 to 1,000 applications per day. Sizing calculations were based on 1,000 applications per day. The Release 1 pilot system was operational for several months and evolved into CLAIMS 4. The capacity requirements to support this pilot will be provided in the Hardware/Software Configuration and Estimate deliverable.

System Response Requirements

The NATS pilot accommodated a response time of no more than 15 seconds 95 percent of the time to retrieve and display electronic images and no more than 5 seconds response time 95 percent of the time for character-based text data.

Reliability Requirements

The goal of system availability is 24 hours a day, 7 days a week. This availability will be adjusted to accommodate system maintenance time necessary to ensure optimal system performance and maximum data recovery.

System Growth Requirements

The pilot was sized to accommodate up to 1,000 naturalization applications per day. During the course of this pilot, demand was not expected to grow. However, because the system was a pilot for a future national system, it was designed and developed to accommodate a national demand within the confines of the development schedule. CLAIMS 4 continues the process.

SECURITY REQUIREMENTS

CLAIMS 4 was designed and developed to support all relevant INS computer and telecommunications security regulations as documented. Specifically, the design will be based on the need to secure naturalization data to prevent both internal and external fraudulent activity. This will be accomplished by designing user ID and password protections on all functions requiring higher levels of authorization for the performance of certain functions and subfunctions and by providing audit trails for all system actions.

QUALITY ASSURANCE

In order to support the reengineered naturalization business process and to provide the basis for the development of a fully integrated benefits management system, CLAIMS 4 adhered to the following quality factors:

- **Correctness**—All specified functions within CLAIMS 4 were implemented and the performance of the software met specified criteria.
- **Efficiency**—The system was designed and developed to work as efficiently as possible.
- **Expandability**—The software's functionality was expandable to facilitate the incorporation of new functionality in subsequent releases.
- **Integrity**—The software and database were designed to enforce the performance of appropriate data updates.
- **Manageability**—Administrative aspects of software modification were facilitated by tools, such as configuration-control systems and source-code libraries.
- **Usability**—CLAIMS 4 was made user friendly through the use of a GUI.
- **Reliability**—CLAIMS 4 was designed and developed to prevent inaccurate results, slow response, and system failures.
- **Reusability**—Portions of the software were usable for other applications, and in particular, with the fully integrated benefits management system to be developed in the future.

SECURITY INTEGRITY CONTROLS

The granting of naturalization provides the qualified recipient with the full rights of U. S. citizenship. The illegal acquisition of naturalized status undermines the INS and negatively affects national interest.

Data processing systems use information for which the loss, misuse, unauthorized modification of, or unauthorized access to, could affect the national interest, the conduct of Federal programs, or the privacy to which individuals are entitled under Section 552a, Title 5, U. S. Code.

It was imperative effective audit and control processes were developed for the CLAIMS 4 system. The requirements listed below provided the basis for that development.

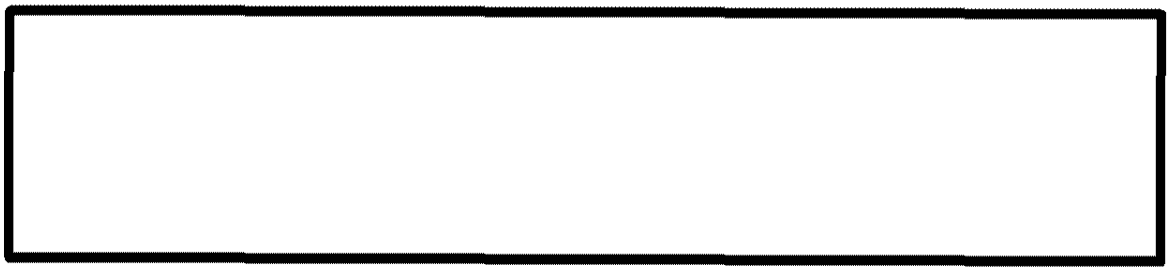
Requirements

This portion outlines the audit and control processes developed for the CLAIMS 4 system. This process will be refined and adjusted as warranted.

User Identification and Authentication

Only authorized personnel should have access to the system. The system shall control and limit user access based on the identification and authentication of the user via password and user ID.

(b)(2)



Discretionary Access Control

Access to the system objects (files, directories, printers, or other devices) will be restricted. This will be implemented by access control lists. The system will keep a file of System Administrators, Supervisors, and Certified Adjudication Officers and use the information in this file to determine whether a user is authorized to access the administrative, supervisor, or Adjudication and Reporting functions.

Software and data can only be modified by authorized individuals. There will be controls to prevent unauthorized modification of an individual's case and case history.

Transaction Auditing

Transaction auditing is the production of a set of chronological records that provides evidence of system activity. CLAIMS 4 system used audit trail records to reconstruct, review, and examine

transactions from data entry to case close out, in an effort to detect, identify, and combat fraudulent and dishonest transactions. All transactions made against an application for a naturalization benefit were subject to monitoring and review.

Audit trail records were additionally designed to assist in the investigation of system malfunctions or compromise of data. In such an event, the audit trails helped to restore and reconstruct any data that may have been compromised.

Networks and Telecommunications

Realizing that CLAIMS 4 was developed to operate on a combination of the local area network (LAN) and wide area network (WAN) protocols, three areas of requirements were addressed:

- **Communications Integrity**—The system was designed in a way that supports data integrity throughout the communications network, while supporting multiple points of access, sharing of data, and avoiding the potential dangers of simultaneous updates.
- **Compromise Protection**—The system ensured that sensitive information transmitted over facilities beyond INS control was protected.
- **Encryption**—If a network is used to transmit sensitive data, encryption of data is recommended.

Software Protection

All software present on a system must be licensed by a vendor or a manufacturer. A virus detection software package is recommended for all PCs. An anti-virus program should be memory resident so that it can detect potential viruses from floppies or tapes.

Critical Data Items

The following data items should have limited access or review of access:

- Name
- Address
- Date of Birth
- A-Number
- Certificate Number

Criticality, Risk, and Personal Security Clearance Levels

This is to be determined.

Control, Reporting, and Retention Period Requirements

Specific requirements for the system to handle control, reporting and retention such as archival and traceability are being determined.

Archive Strategy

The archive strategy will involve the transfer of records from the active database to an inactive database. This will provide quicker database access, data recovery, and database backup. The rules for the transfer will reflect the guidelines presented by COSCO. These rules are structured so that the case is archived if a specified amount of time has passed after a given action is recorded in the person's history file. All personnel records will remain as a stub, with minimal data on the active database.

The system will also provide a means for retrieving the case from the inactive file and moving it back to the active file. Applications are archived when they have been closed for more than 18 months.

Traceability of Original Input Documents

All input documents are to be added to the A-File and can be retrieved via the physical A-File in the usual manner.

Identification of Standard INS Codes

This is to be determined.

TRAINING

Training was provided to facilitate the user's transition to the CLAIMS 4. Training curriculum and materials were directed toward the following job functions:

- Clerical
- Supervisor
- Adjudicator
- ADP Support

Training focused on new aspects of the system, including naturalization management, Adjudication processing screens, new Scheduling functionality, hot key access to other systems, and Certificate Production. Courses and training materials will be developed as well as user reference manuals. As a part of implementation planning, training requirements were fully documented and training plans developed.

APPENDIX A—ACRONYMS

A-File	alien file
A-Number	alien number
AAO	Administrative Appeals Office
ADP	Automated Data Personnel
API	Application Programming Interface
ASC	Application Support Center
BSU	Batch Status Update
CBO	community-based organization
CCO	County Control Office
CIDN	Contributor Identification Number
CIS	Central Index System
CLAIMS	Computer-Linked Application Information Management System
CLAIMS 3/MRD	FBI Fingerprint
CM	Configuration Management
CM	Case Management
CR	CLAIMS Resolution
DLL	dynamic link library
DO	District Office
DOJ	Department of Justice
EIM	External Interface Module
FBI	Federal Bureau of Investigation
FCO	File Control Office
FD-258	Request for FBI Background Check
FD-258 EE	Enterprise-wide Fingerprint Card Tracking System
FRD	functional requirements document
GUI	graphical user interface
G-325B	Biographic Information form
HQ	Headquarters
ID	Identification
IDMS	Integrated Database Management System
INS	Immigration and Naturalization Service
ITP	Information Technology Partnership
LAN	local area network
LDM	logical data model
MDI	Multi-Document Interface
MS	Microsoft Corporation
NACS	Naturalization Automated Casework System
NATS	Naturalization System
N-400	Application for Naturalization
N-426	Request for Certification of Military or Naval Service
OC	Oath Ceremony
ODBC	Open Database Connectivity
OIRM	INS Office of Information Resources Management
OLE	Object Linking and Embedding

OMG	Open System Management Group
OOD	Object Oriented Design
ORI	organization identification
PICS	Personal Identification Control System
POE	Port of Entry
QA	Quality Assurance
Q&A	Question and Answer
RAD	Rapid Application Development
RAFACS	Receipt and Alien-File Accountability and Control System
RAPS	Refugee Asylum and Parole System
RDBMS	Relational Database Management System
RDO	Remote Data Object
RNACS	Reengineered Naturalization Automated Casework System
RTM	Requirements Traceability Matrix
SC	Service Center
SDLC	Systems Development Life Cycle
SID	Scheduler Information Database
SNA	System Network Architecture
SQL	Structured Query Language
T&E	Test and Evaluation
T-number	Temporary Number
TBD	To Be Determined
TCP/IP	Transmission Control Protocol/Internet Protocol
TIP	Technology Infrastructure Project
UML	Unified Modeling Language
US	United States
VOLAG	voluntary agency
WAN	wide area network

ATTACHMENT A—REQUIREMENTS TRACEABILITY MATRIX

Requirement Number	Requirement Description	Currently Available		Notes
	Mailroom, Receipting, and Data Entry Process Description			
	Receipting and Data Entry Processing			
100.000.000.00100	The system shall provide a GUI.	4.0.0		
	Mailroom Processing			
100.100.000.00100	The system shall allow the application to be started in the mailroom.	4.0.0		
100.100.000.00200	The system shall provide a user interface to enter the batch date and time of the mail.	4.0.0		
100.100.000.00300	The system shall allow the user to enter the number of applications and remittances received, using defaults of one for each.	4.0.0		
100.100.000.00400	The system shall generate a new and unique application identification (ID) for each application entered.	4.0.0		
100.100.000.00500	The system shall provide the capability to associate a single payment with multiple applications.	4.0.0		
100.100.000.00600	The system shall print the application ID onto a bar-code label, along with the Mailroom date and application ID in readable form.	4.0.0		
100.100.000.00700	The system shall generate a unique Payment ID for each payment. (If the number of remittances included in an application packet is zero (underpayment), it will not create a payment identifier.)	4.0.0		
100.100.000.00900	The system shall automatically capture the applicant identifier, along with the current date and time, and the delivery date and time for the mail batch, and store this information for Workflow metrics.			
100.100.000.01000	The system shall allow a user to void an application (by updating the status to Mailroom Void), provided the application has not already proceeded to data entry.	4.0.0		
	Payment Data Entry Function			
100.200.000.00100	The system shall provide the capability for a qualified user to select payment entry and to fill out the remittance details.	4.0.0		
100.200.000.00200	The system shall support required fields as identified by the Immigration and Naturalization Service (INS).	4.0.0		

Requirement Number	Requirement Description	Currently Available		Notes
100.200.000.00300	The system shall identify a check or money order that is not signed, that is not payable to the INS, that is not in U.S. currency, or where values do not match.	4.0.0		
100.200.000.00400	The system shall provide stale date logic (not more than 6 months for check and no more than 2 years for money order.)	4.0.0		
100.200.000.00500	The system shall provide post date logic enforcing the restriction that the date of a check must be less than or equal to the date of data entry.	4.0.0		
100.200.000.00600	The system shall provide a mechanism to enter a payment by check, money order, or a combination of the two (credit cards will be acceptable in a future release).	4.0.0		
100.200.000.00700	The system shall accept a payment consisting of multiple remittances, such as two checks and a money order.	4.0.0		
100.200.000.00800	The system shall record a sequence number on the database along with the payment ID to allow for a single payment with multiple remittances.	4.0.0		
100.200.000.00900	The system shall print the payment ID and sequence number on the check to identify to the system if it is returned from the bank.	4.0.0		
100.200.000.01000	The system shall use the payment ID and sequence number on the check to identify the check to the system if it is returned from the bank.	4.0.0		
100.200.000.01100	The system shall display the payment and the cumulative amount paid as remittances are entered and added to the payment.	4.0.0		
100.200.000.01200	The system shall allow the user to indicate that a fee waiver has been requested by the applicant.	4.0.0		
100.200.000.01300	The system shall route the application to a supervisor when a fee waiver has been requested.	4.0.0		
100.200.000.01400	The system shall insert a blank entry into the remittance table to indicate a missing remittance, where fewer remittances were entered than those accepted in the mailroom (indicating a possible error in mailroom keying.)	4.0.0		
	Application Data Entry Function			
100.300.000.00100	The system shall allow N-400 data to be entered.	4.0.0		
100.300.000.00200	The system shall allow data entry to begin after entering an application ID if the initial data entry has not occurred.	4.0.0		

Requirement Number	Requirement Description	Currently Available		Notes
100.300.000.00300	The system shall display the form with any data already entered after entry of an application ID, if the data entry has occurred.	4.0.0		
100.300.000.00400	The system shall prevent the user from entering a new form or from updating a previously entered form if the application or case is not considered available for data entry.	4.0.0		
100.300.000.00500	The system shall issue a warning and prevent updates to the data if the case has already been sent to the district office (DO) for adjudication.	4.0.0		
100.300.000.00600	The system shall capture data from forms as entered by data entry personnel.	4.0.0		
100.300.000.00700	The system shall check validity and referential integrity, as appropriate, for data entered on an application.	4.0.0		
100.300.000.00800	The system shall require the applicant name and a mailing address before the application can be accepted.	4.0.0		
100.300.000.00900	The system shall require alien number (A-Number), date of birth (DOB), and country of birth (COB) information before the application can be fully processed.	4.0.0		
100.300.000.01000	The system shall retrieve attorney data automatically from the Computer-Linked Application Information Management System (CLAIMS) 4 attorney tables after the attorney ID is entered and G-28 form is attached.	4.0.0		
100.300.000.01100	The system shall accept or suspend an application depending upon the business rules applied during data entry.	4.0.0		
100.300.000.01200	The system shall require entry or selection of a valid form type from a pull-down menu for a new application.	4.0.0		
100.300.000.01300	The system shall require entry or selection of a valid form type and date of revision from a pull-down menu for a new application.			Future
100.300.000.01400	The system shall display data entry fields in the sequence as listed on the application, depending upon the form type.	4.0.0		
100.300.000.01500	The system shall provide the capability to capture the basis under which an applicant is applying for citizenship (N-400).	4.0.0		

Requirement Number	Requirement Description	Currently Available		Notes
100.300.000.01600	The system shall provide the following basis of eligibility options for the N-400: • I have been a permanent resident for at least 5 years • I have been a permanent resident for at least 3 years, during which I was married to a U. S. citizen • I am applying on the basis of qualifying military service • I am a permanent resident child of U. S. citizen parents • Other	4.0.0		
100.300.000.01700	The system shall display a longer list of reasons from which the user may select a basis for filing, if Other is selected. • Section 316 (B), INA Absence Due to Employment Abroad • Section 317, INA Temporary Absence Due to Religious Duties • Section 319 (B), INA Absence Due to Spouse's Employment Abroad • Section 319 (D), INA Surviving Spouse of Service-Employed Citizen • Section 324, INA Lost Citizenship Through Marriage to an Alien • Section 325, INA Owes Permanent Allegiance to the United States • Section 326, INA Citizen of Philippines • Section 327, INA Lost Citizenship Through Foreign Military Duty • Section 330, INA Service on a U.S. Vessel	4.0.0		
100.300.000.01800	The system shall generate an evidence check-off screen, depending on the form type and basis of eligibility.	4.0.0		

Requirement Number	Requirement Description	Currently Available	Notes	
100.300.000.01900	The system shall provide an Other button, that when checked, produces a text box in which the user may describe any additional evidence that was supplied.	4.0.0		
100.300.000.02000	The system shall determine if the minimum evidence required has been supplied and warns the user that Workflow will suspend the application if it is missing.	4.0.0		
100.300.000.02100	The system shall allow the user to mark evidence as received or deselect evidence by marking each item or all items on the list.	4.0.0		
100.300.000.02400	The system shall warn the user if the application has not been marked as signed by the applicant.	4.0.0		
100.300.000.02500	The system shall warn the user that the application will be suspended when required data are missing from an application.	4.0.0		
100.300.000.02600	The system shall allow a user to update applicant information prior to fee reconciliation.	4.0.0		
100.300.000.02700	The system shall calculate fees as the forms are entered using a fee table (that uses the form type as the basis for calculating the fee).	4.0.0		
100.300.000.02800	The system shall prompt the user to select fees receipted elsewhere, fee waiver requested, or payment missed, if the total remittances recorded in the mailroom was zero.	4.0.0		
100.300.000.02900	The system shall capture data from each form once the data are validated.	4.0.0		
100.300.000.03000	The system shall extract data from each form for upload into the Reengineered Naturalization Automated Casework System (RNACS) mainframe system.	4.0.0		
100.300.000.03100	The system shall initiate, through the use of Workflow, a Central Index System (CIS) interface to validate data between the CIS mainframe system and the application.	4.0.0		
100.300.000.03200	The system shall process returns from CIS validation and refer mismatches to Workflow for further resolution.	4.0.0		
100.300.000.03300	The system shall initiate, through the use of Workflow, an RNACS interface to update the RNACS mainframe system with data on N-400 filings.	4.0.0		

Requirement Number	Requirement Description	Currently Available		Notes
100.300.000.03400	The system shall accept the application ID as wanded in or entered from the bar code on the application jacket.	4.0.0		
100.300.000.03500	The system shall allow the user to search for an application when the application ID is not known.	4.0.0		
100.300.000.03600	The system shall trigger the appropriate notices after data entry: Receipt, Receipt with Suspense, or Receipt with Exception.	4.0.0		
100.300.000.03700	The system shall trigger the batch production of receipt notices for accepted applications.	4.0.0		
100.300.000.03800	The system shall trigger the batch production of suspend notices when the evidence is deficient.	4.0.0		
	Application Data Entry Function – I-881			
100.300.I881.00100	The system shall allow data entry of information from I-881 forms including the following: From Part One • A-Number Last name First name Middle name Address: C/O Address Street 1 Address Street 2 City State ZIP Code Sex DOB COB • Nationality From Part Two • Eligibility indicator (Application Type)—up to four	5.0.0		

Requirement Number	Requirement Description	Currently Available		Notes
	– Type A—Guatemalan or Salvadoran ABC – Type B—Guatemalan or Salvadoran asylum applicant on or before April 1, 1990 – Type C—FSB applicant – Type D—Spouse, child, unmarried son, or unmarried daughter of a primary I-881 applicant If Application Type D is selected Spouse or parent A-Number Relationship (spouse or parent) Whether spouse or parent applied with the INS or Executive Office of Immigration Review (EOIR) Per annotation at eligibility review • Attorney ID			
100.300.I881.00200	The system shall require during data entry of I-881 forms, the A-Number, relationship, and filing location (INS or EOIR) of the primary applicant in the event that Application Type D is selected.	5.0.0		
100.300.I881.00300	The system shall warn the user during data entry of I-881 forms that the case will be subject to immediate dismissal, if Application Type D and filing location EOIR have been selected, but only if no other Application Type (A, B, or C) has been selected.	5.0.0		
100.300.I881.00400	The system shall hold an I-881 application for dismissal in the event that Application Type D and filing location EOIR have been selected, and these fields have not been modified following the warning message.	5.0.0		
100.300.I881.00500	The system shall generate a two-dimensional (2-D) bar code representation of the data elements required during data entry of an I-881 form.	5.0.0		

Requirement Number	Requirement Description	Currently Available	Notes	
100.300.I881.00600	The system shall provide the capability of entering data from an I-881 form into the system by scanning data from a 2-D bar code, as well as by manual keying.	5.0.0		
100.300.I881.00700	The system shall provide a means of indicating if the required supporting evidence has been submitted with the application.	5.0.0		
100.300.I881.00800	The system shall interface with CIS to verify the A-Number entered from the I-881 form.	5.0.0		
	Group Manipulation			
100.400.000.00100	The system shall allow applications to be entered as belonging to groups (such as a family or community-based organization [CBO]).	4.0.0		
100.400.000.00200	The system shall provide a table of CBO information to avoid rekeying the details each time a given CBO is encountered.	4.0.0		
100.400.000.00300	The system shall assign a unique group ID to applicant groups.	4.0.0		
100.400.000.00400	The system shall provide the capability to add applicant groups from the system at any time during the data entry process.	4.0.0		
100.400.000.00500	The system shall provide the capability to change applicant groups from the system at any time during the data entry process.			
100.400.000.00600	The system shall provide the capability to dissolve applicant groups from the system at any time during the data entry process.			
100.400.000.00700	The system shall provide the capability to make groups active or inactive at any time during the data entry process.	4.0.0		
100.400.000.00800	The system shall mark subsequent applications as belonging or not belonging to the current group.	4.0.0		
100.400.000.00900	The system shall link all the current group IDs with the corresponding application records.	4.0.0		
100.400.000.01000	The system shall provide the capability to display members of groups.	4.0.0		
100.400.000.01100	The system shall provide the capability to add to or delete from groups interactively.	4.0.0		
100.400.000.01200	The system shall provide the ability for the user to identify a group primary person for receipt notification in the case of one payment representing more than one applicant.	4.0.0		

Requirement Number	Requirement Description	Currently Available		Notes
100.400.000.01300	The system shall determine the primary person by age, using the DOB indicated on the application, in the event the user does not identify a group primary person for multiapplication payments.	4.0.0		
	Bounced Check Recording Function			
100.500.000.00100	The system shall provide the mechanism for recording a bounced check when notification is received from the bank.	4.0.0		
100.500.000.00200	The system shall in the future accept electronic transmission from banks of bounced check data.			Future
100.500.000.00300	The system shall mark the application(s) associated with the affected payment ID, and put them in Suspend state, when a bounced check is recorded.	4.0.0		
100.500.000.00400	The system shall trigger a notice to the applicants about the bounced check through the Notices subsystem when an application is suspended because of a bounced check.	4.0.0		
	Bounced Check Correction Function			
100.600.000.001001	The system shall provide a mechanism for recording a corrective payment for a bounced check.	4.0.0		
100.600.000.00200	The system shall accept corrective payment for a bounced check only by money order.	4.0.0		
100.600.000.00300	The system shall update the appropriate application with the payment correction information and remove the Suspend status from the application.	4.0.0		
	Interface Functions			
100.700.000.00100	The system shall initiate external background checks and update the Workflow software and CLAIMS 4 status accordingly.	4.0.0		
100.700.000.00200	The system shall allow unlimited days for Federal Bureau of Investigation (FBI) background checks.	4.0.0		
100.700.000.00300	The system shall record the FD-258 FBI card data as processed in support of the transmittal process to the FBI and update the Workflow software.	4.0.0		
100.700.000.00400	The system shall provide the capability to record the FD-258 FBI responses as received and update the Workflow and CLAIMS 4 status.	4.0.0		

Requirement Number	Requirement Description	Currently Available		Notes
100.700.000.00500	The system shall update the CLAIMS 4 database with the correct codes to indicate that the fingerprints were processed.	4.0.0		
100.700.000.00510	The system shall not allow a case to be scheduled until a response has been received from the FBI for the FD-258 fingerprint check.	4.0.0		
100.700.000.00520	The system shall automatically request rescheduling of fingerprint processing the first time an unclassifiable response is received.	4.0.1		
100.700.000.00530	The system shall allow cases that have returned two consecutive unclassifiable FD-258 responses to proceed to interview.	4.0.1		
100.700.000.00540	The system shall hold cases that have yielded an "immediate reject" response from the FD-258 check for further investigation.	4.0.1		
100.700.000.00600	The system shall extract data required by the FBI for the G-325A name/DOB check and update the CLAIMS 4 database to indicate that this process has completed.	4.0.0		
100.700.000.00700	The system shall provide the capability to record the G-325A name/DOB check responses as received and update the Workflow software.	4.0.0		
100.700.000.00800	The system shall provide for updating the CLAIMS 4 database with the correct codes to indicate that the G-325A was processed.	4.0.0		
100.700.000.00900	The system shall automatically upload data for the posting of newly entered N-400 forms to RNACS.	4.0.0		
100.700.000.01000	The system shall include a flag in the data uploaded to the RNACS mainframe system to prevent further processing by that system.	4.0.0		
100.700.000.01100	The system shall provide for a batch update to the attorney information table in Private Attorney Maintenance System (PAMS).			Future
100.700.000.01200	The system shall provide a table of attorney information to avoid rekeying the attorney address each time a given attorney is encountered.	4.0.0		
100.700.000.01300	The system shall update CLAIMS 4 attorney tables with attorney IDs and other attorney data as reflected in other systems on a periodic basis.			Future
100.700.000.01400	The system shall provide the capability to record military forms as provided and update the Workflow software.	4.0.0		

Requirement Number	Requirement Description	Currently Available		Notes
100.700.000.01500	The system shall create a request for the alien file (A-File) using the RAFACS and CIS interfaces, when the A-File is not located at the receipting service center (SC).			Future
100.700.000.01600	The system shall update automatically when the A-File has been received into the local Receipt and Alien-File Accountability and Control System (RAFACS). RAFACS will handle requests to retrieve archived A-Files from the Federal Records Center, if this should be necessary.			Future
100.700.000.01700	The system shall accept standard formatted records from external systems for scheduling.	4.0.0		
100.700.000.01800	The system shall notify the originating system of case acceptance.	4.0.0		
100.700.000.01900	The system shall notify the originating system of case scheduling.	4.0.0		
100.700.000.02000	The system shall notify the Scheduler Information Database (SID) mainframe system of case acceptance.	4.0.0		
100.700.000.02100	The system shall notify the SID mainframe system of case scheduling.	4.0.0		
	ZIP Code Mapping Function			
100.800.000.00100	The system shall incorporate the proper ZIP code, city, and state information.	4.0.0		
100.800.000.00200	The system shall populate the City and State fields when the user enters the five-digit or full nine-digit ZIP code from the application.	4.0.0		
100.800.000.00300	The system shall provide a batch cycle to add the plus 4 to the ZIP code when the five-digit ZIP code is entered.			Future
100.800.000.00400	The system shall provide a batch cycle if no ZIP code is provided and attempt to add all nine digits to the record.			Future
100.800.000.00500	The system shall generate an error report for those records that could not be successfully converted to ZIP-plus 4 format.			Future
100.800.000.00600	The system shall set Workflow to return the application to data entry for rekeying where the ZIP code or Case Control Office (CCO) cannot be determined without the ZIP code (five or nine digits).			Future
100.800.000.00700	The system shall determine the nine-digit extended ZIP code automatically in all cases.			Future

Requirement Number	Requirement Description	Currently Available		Notes
100.800.000.00800	The system shall determine which counties are required to determine court jurisdictions and whose boundaries often do not correspond exactly to five-digit ZIP codes from the ZIP-plus 4 fields.			Future
	Data Entry Exit Functions			
100.900.000.00100	The system shall determine the adjudication location once the initial data entry is completed for N-400 applications.	4.0.0		
100.900.000.00200	The system shall determine the adjudication location for suspended N-400 applications more than 87 days old.	4.0.0		
100.900.000.00300	The system shall print a new bar-code label indicating previous and new adjudication locations when applicable.			Future
100.900.000.00400	The system shall determine the adjudication location based on the applicant's residential address.	4.0.0		
100.900.000.00500	The system shall use the existing CCO table on the RNACS mainframe production system as the basis to determine the office where the application is adjudicated.	4.0.0		
100.900.000.00600	The system shall forward all completed N-400s and suspended N-400s older than 87 days to the scheduler once the A-File is received in RAFACS and the background checks are returned or the period for due diligence has elapsed for uncompleted events.	4.0.0		
	Data Entry Tracking and Reporting Function			
100.1000.000.00100	The system shall allow data to be entered as they are provided by applicants.	4.0.0		
100.1000.000.00200	The system shall update application status automatically, where applicable, when additional evidence or data are provided.	4.0.0		
100.1000.000.00300	The system shall trigger Workflow, where applicable, to take a case out of suspense when the data and evidence requirements are met.	4.0.0		
100.1000.000.00400	The system shall provide an audit trail of all changes made to data.	4.0.0		
100.1000.000.00500	The system shall provide a batch status update to indicate completion of steps to Workflow, CLAIMS 4 Oracle database, and other systems as required.	4.0.0		

Requirement Number	Requirement Description	Currently Available		Notes
	Finance			
	Finance Processing			
200.000.000.00100	The system shall provide a GUI for reconciling and auditing financial receipts.	4.0.0		
200.000.000.00200	The system shall provide a user interface for Paymerge processing to determine whether proper fees have been paid for each application.	4.0.0		
	Cash Box Processing			
200.100.000.00100	The system shall provide for the data entry of the bank deposit records.	4.0.0		
200.100.000.00200	The system shall create a cash box, cash box ID, and a link to the user ID.	4.0.0		
200.100.000.00300	The system shall allow the user to "close" a cash box, calculating the total number of remittances in the cash box, and the total dollar amount of these remittances.	4.0.0		
200.100.000.00400	The system shall allow the same user to reconcile a cash box.	4.0.0		
200.100.000.00500	The system shall display the user's cash box information online, for a given date or by status (Closed or Rejected).	4.0.0		
200.100.000.00600	The system shall allow a qualified user to audit cash boxes that are ready for auditing (for example, cash boxes in Reconcile status).	4.0.0		
200.100.000.00700	The system shall allow an authorized user the option of either accepting or rejecting a cash box during cash box audit.	4.0.0		
200.100.000.00800	The system shall allow the user to update any remittances when the cash box associated with them has not been audited successfully.	4.0.0		
200.100.000.00900	The system shall allow the user to add remittances to a payment prior to auditing a cash box.	4.0.0		
200.100.000.01000	The system shall allow an authorized user to assume accountability for a cash box from a financial clerk who is currently unavailable and to return the cash box to an authorized user for auditing.	4.0.0		
	Paymerge Processing			
200.200.000.00100	The system shall suspend cases following data entry until the required fee has been received.	4.0.0		

Requirement Number	Requirement Description	Currently Available		Notes
200.200.000.00200	The system shall check applications that have completed data entry against payments that have passed an audit (whether with single or multiple remittances) to determine if minimum fee requirements have been met.	4.0.0		
200.200.000.00300	The system shall remove the suspense state from a case when fee requirements have been met (including overpayments).	4.0.0		
200.200.000.00400	The system shall queue a case for refund processing when an overpayment has been received.	4.0.0		
200.200.000.00500	The system shall retain a case in suspense if Paymerge determines that the fee requirements have not been met.	4.0.0		
200.200.000.00600	The system shall provide the ability to allow a grace period when fees are changed, during which either old or new fee rates will be honored.	4.0.1		
200.200.000.00700	The system shall provide the capability for an authorized user to override N-400 case suspensions for failure to remit fingerprint fees when research has indicated that the fee was legitimately "receipted elsewhere."	5.0.0		
	Paymerge Processing – Form I-881			
200.200.I881.00100	The system shall allow receipting of fees remitted with I-881 forms. The fee shall be $215 for an individual application, along with a fingerprint processing fee of $25 for applicants more than 14 years old.	5.0.0		
200.200.I881.00200	The system shall allow grouping of individual I-881 applications submitted by members of the same family for payment control purposes. Family members who may be grouped for purposes of calculating the family cap are as follows: • Spouse Unmarried son • Unmarried daughter	5.0.0		
200.200.I881.00300	The system shall enforce a fee cap of $430 for two or more I-881 applications submitted in the same envelope as part of a family group, along with a $25 fingerprint processing fee for each individual more than 14 years old.	5.0.0		

Requirement Number	Requirement Description	Currently Available		Notes
	Pay Group Processing			
200.300.000.00100	The system shall determine a "lead applicant" when processing groups of applications covered by a single payment, for refund, and underpayment processing.	4.0.1		
	Pay Group Processing – Form I-881			
200.300.I881.00100	The system shall generate a receipt notice informing the applicant of overpayment, and standard refund processing rules will be enforced, if the I-881 applicant fees are in excess of the fee amount required for filing an I-881.	5.0.0		
200.300.I881.00200	The system shall enforce standard INS rules for handling underpayments, if I-881 applicant fees are less than the amount required for filing an I-881.	5.0.0		
200.300.I881.00300	The system shall enforce standard INS rules for bounced check processing, when an I-881 applicant's check bounces.	5.0.0		
	Adjudication			
	Adjudication Processing			
300.000.000.00100	The system shall allow only qualified users identified by the permissions table to execute functions of the CLAIMS 4 Adjudication subsystem.	4.0.0		
300.000.000.00200	The system shall display a table-driven list of Adjudication activities as defined in Workflow for which the user has permission.	4.0.0		
300.000.000.00300	For non-ad hoc Adjudication activities, the system shall allow the user to view the applications in the Workflow queue awaiting the selected activity, displaying application identifier, expected start date, status, and assigned user identifier.	4.0.0		
300.000.000.00400	For Decision and Supervisory Review activities, the system shall allow the user to view the Workflow queue by Office or by assigned adjudicator.	4.0.0		
300.000.000.00500	The system shall allow the user to select an application activity from the queue as displayed for a given Decision or Supervisory Review activity.	4.0.0		
300.000.000.00600	The system shall allow the user to enter an application identifier without preselecting the activity on which to work.	4.0.0		

Requirement Number	Requirement Description	Currently Available		Notes
300.000.000.00700	If no activity is preselected, the system shall display the activity for which the application is waiting and the choice of activities for which the application can be opened.	4.0.0		
300.000.000.00800	If the application is being processed by another user (as determined by Workflow), the system shall allow the user only to open the application in read-only mode.	4.0.0		
300.000.000.00900	The system shall allow the user to open the application for one activity or work on another while the application continues without retrieving the application data again.	4.0.0		
300.000.000.01000	The system shall allow the user to move smoothly from one adjudication activity to the next as established in the Workflow process informing Workflow of the progress.	4.0.0		
300.000.000.01100	If the activity has been assigned to a particular adjudicator, the system shall warn the user that the case has been assigned to that adjudicator.	4.0.0		
300.000.000.01200	The system shall provide an indication when an FBI (FD-258) response override has occurred.	5.0.0		
300.000.000.01300	The system shall allow authorized personnel to override the FBI (FD-258) response.	5.0.0		
300.000.000.01400	The receipting system shall prompt the authorized user to enter an explanation each time the FBI (FD-258) response is overridden.	5.0.0		
300.000.000.01500	The values for the FBI (FD-258) override explanations shall be as follows: • The applicant was identified in the national FD-258 database. The FBI control number from the national FD-258 database to verify this finding is (########). (a 10-character text box to note the FBI control number) • Other (a text box of up to 80 characters for noting the explanation)	5.0.0		
	Case Review Function			
300.100.000.00100	The system shall provide a GUI for the Case Review function.	4.0.0		

Requirement Number	Requirement Description	Currently Available		Notes
300.100.000.00200	The system shall allow the adjudicator to view all application data included on the submitted form as data entered at the SC.	4.0.0		
300.100.000.00300	The system shall allow the adjudicator to update any application data included on the submitted form, subject to validation rules as established by the INS.	4.0.0		
300.100.000.00400	The system shall display and indicate evidence that is considered to be "required" per submitted form.	4.0.0		
300.100.000.00500	The system shall provide the capability to display background check status as appropriate to the specific type of background check.	4.0.0		
300.100.000.00600	The system shall provide the capability to display and indicate status of evidence as Not Received, Received, Waived, or Requested.	4.0.0		
300.100.000.00700	The system shall provide the capability to display and indicate status of background checks as Not Received, Received, Waived, or Requested.	4.0.0		
300.100.000.00800	The system shall highlight the missing data required for certificate production.	4.0.0		
300.100.000.00900	The system shall indicate "suspicious" data when eligibility questions and answers are displayed, by showing expected answers per submitted data along with applicant answers.	4.0.0		
300.100.000.01000	The system shall provide the capability to view all submitted applications associated with a specific applicant.	4.0.0		
300.100.000.01100	The system shall provide the capability to view all submitted applications that have last and first names similar to the specific applicant.	4.0.0		
300.100.000.01200	The system shall provide the capability to work on more than one application at a time.	4.0.0		
300.100.000.01300	The system shall provide the capability to indicate suspicious applications when all applications associated with the applicant are displayed.			Future
300.100.000.01400	The system shall provide the means to conduct a postadjudication case review after the A-File is received.	4.0.0		
300.100.000.01500	The system shall provide the capability for the adjudicator to invoke the Scheduler subsystem to schedule a question and answer (Q&A) session.	4.0.0		

Requirement Number	Requirement Description	Currently Available		Notes
300.100.000.01600	The system shall update CIS when the adjudicator modifies data by invoking the Interfaces component.	4.0.0		
300.100.000.01700	The system shall provide the adjudicator with the capability to request a new certificate by invoking the Certificate Generation subsystem when a name or A-Number is changed after a naturalization certificate has been printed.	4.0.0		
300.100.000.01800	The system shall inform Workflow of any data change activity within the Adjudication Case Review function.	4.0.0		
300.100.000.01900	The Workflow subsystem shall record data change activities within the Adjudication Case Review function as "history."	4.0.0		
300.100.000.02000	The system shall reflect changes in the current residential address on both the Address tab and the Residential tab regardless of where the change was entered.	4.0.0		
300.100.000.02100	The system shall update the list of evidence as data changes are made.	4.0.0		
300.100.000.02200	The system shall display required evidence by form type and evidence.	4.0.0		
300.100.000.02300	The system shall allow the adjudicator to request evidence for a person other than the applicant.	4.0.0		
300.100.000.02400	The system shall assume that the individual for whom evidence is being requested is the last person specified.	4.0.0		
300.100.000.02500	The system shall alert the adjudicator when he or she requests the same type of evidence twice for the same person.	4.0.0		
300.100.000.02600	The system shall allow the adjudicator to refresh the evidence list after updates so that the display order is maintained.	4.0.0		
300.100.000.02700	The system shall allow the adjudicator to view either only those evidences for which there is status or all types of evidences.	4.0.0		
300.100.000.02800	The system shall allow the adjudicator to update the status of the A-File by checking RAFACS online through the Interfaces subsystem.			Future
300.100.000.02900	The system shall allow the adjudicator to indicate his or her preference to have the RAFACS check of the A-File done automatically or upon request.			Future
300.100.000.03000	The system shall allow the adjudicator to display the application history and current Workflow activities.	4.0.0		

Requirement Number	Requirement Description	Currently Available		Notes
300.100.000.03050	The system shall allow the adjudicator to display local RAFACS A-File location.			Future
300.100.000.03100	The system shall allow the adjudicator to display the national RAFACS A-File location.			Future
300.100.000.03200	The system shall allow the adjudicator to indicate preference to have the RAFACS A-File location be included in the history display.			Future
	Examination Function			
300.200.000.00100	The system shall provide a GUI for the Examinations process.	4.0.0		
300.200.000.00200	The system shall provide the capability to display and update examination results.	4.0.0		
300.200.000.00300	The system shall provide the capability for the adjudicator to enter information on examinations results conducted by certified testing organizations.	4.0.0		
300.200.000.00400	The system shall provide the capability for the adjudicator to identify the authorized tester and to indicate the adjudicator's evaluation of the accuracy of the tester's rating of the applicant's proficiency.	4.0.0		
300.200.000.00500	The system shall provide the capability to generate a random N-400 exam from the INS master list for use by the examiner.	4.0.0		
300.200.000.00600	The system shall allow the adjudicator to regenerate an entire N-400 exam, but not to delete any particular examination question.	4.0.0		
300.200.000.00700	The system shall display correct answers for those questions that have well-known answers and do not rely on the location where the applicant resides or where the examination is given.	4.0.0		
300.200.000.00710	The system shall highlight in red the eligibility questions that did not match the expected answer.	5.2.0		
300.200.000.00800	The system shall allow the adjudicator to resolve discrepancies in the system's answer evaluation, if necessary.	4.0.0		
300.200.000.00900	The system shall calculate N-400 civics/history examination scores based on the answers entered by the adjudicator and on his or her resolution of any discrepancies.	4.0.0		

Requirement Number	Requirement Description	Currently Available		Notes
300.200.000.00910	The system shall provide the ability for the adjudicator to save the examination given to each N-400 applicant, including the questions asked an the answers given.	5.0.0		
300.200.000.01000	The system shall provide the capability to enter the civics/history exam requirements as "waived" on the evidence list, warning the adjudicator if the N-648 evidence is not indicated as received.	4.0.0		
300.200.000.01100	The system shall provide the capability for the adjudicator to invoke the Scheduler subsystem to schedule a reexamination during the interview process.			Future
300.200.000.01200	The system shall inform Workflow of any data change activity within the Adjudication Examination function.	4.0.0		
300.200.000.01300	The Workflow subsystem shall record data change activities within the Adjudication Examination function as "history."	4.0.0		
300.200.000.01400	The system shall allow the adjudicator to view a list of all prior examinations with their associated results for the specific application.	4.0.0		
300.200.000.01500	The system shall allow the adjudicator to select from the list of prior examinations and view the specific details of the exam.	4.0.0		
	Supervisory Review Adjudication Function			
300.300.000.00100	The system shall provide the capability to hold a Secondary Adjudication for applications for which a Supervisory Review was requested.	4.0.0		
300.300.000.00200	The system shall allow the supervisor to confirm the decision to deny or remand this decision.	4.0.0		
300.300.000.00300	When confirming, the system shall allow the supervisor to send the decision back to the original adjudicator, send to another reviewer, place the decision on hold for later processing, or make the decision final.	4.0.0		
300.300.000.00400	When remanding, the system shall allow the supervisor to send the decision back to the original adjudicator, send to another reviewer, or make a new decision.	4.0.0		
300.300.000.00500	The system shall allow the supervisor to update any application data included on the submitted form, subject to validation rules as established by the INS.	4.0.0		

Requirement Number	Requirement Description	Currently Available		Notes
300.300.000.00600	The system shall allow the supervisor to view a list of all prior decisions with their associated results for the specific application.	4.0.0		
300.300.000.00700	The system shall allow the supervisor to select from the list of prior decisions and view specific details of the decision.	4.0.0		
300.300.000.00800	The system shall allow the supervisor to wand in batches of application decisions after review and after reverification.			Future
	Decision Process Function			
300.400.000.00100	The system shall provide a GUI interface for the Decision process.	4.0.0		
300.400.000.00200	The system shall provide the capability to approve, continue with intent to deny, deny/terminate, or continue the application.	4.0.0		
300.400.000.00300	The system shall inform Workflow of the results of the Decision process.	4.0.0		
300.400.000.00400	The system shall allow the adjudicator to place the decision on hold for later processing, to send for supervisory review, or to make the decision final.	4.0.0		
300.400.000.00500	If the adjudicator does not make a decision, the system shall only allow the "Data Change" save option, in which case the decision activity is canceled and a Case Review activity is inserted as complete with data changes.	4.0.0		
300.400.000.00600	The system shall allow an adjudication clerk to enter the decision data postdecision for an adjudicator.	4.0.0		
300.400.000.00700	The system shall allow the adjudicator to indicate the complexity of the application.	4.0.0		
300.400.000.00800	The system shall provide the capability for the adjudicator to add, review, and update comments about the decision.	4.0.0		
300.400.000.00900	The system shall display data that are considered to be "required."	4.0.0		
300.400.000.01000	The system shall display the "Review Cycle" history of the decision.	4.0.0		
300.400.000.01100	The system shall allow the adjudicator to update any application data included on the submitted form, subject to validation rules as established by the INS.	4.0.0		
300.400.000.01200	The system shall allow the adjudicator to view a list of all prior decisions with their associated results for the specific application.	4.0.0		

Requirement Number	Requirement Description	Currently Available	Notes	
300.400.000.01300	The system shall allow the adjudicator to select from the list of prior decisions and view the specific details of the decision.	4.0.0		
300.400.000.01400	If an attorney is associated with the application, the system shall require the adjudicator to indicate or waive his or her presence at the interview.	4.0.0		
300.400.000.01500	If the attorney's presence at the interview is waived, the system shall print a hard copy of the waiver for the applicant to sign.			
300.400.000.01600	The system shall provide a menu option to print an attorney waiver after the interview.	4.0.0		
	Approval			
300.500.000.00100	The system shall prevent the adjudicator from approving an application when any required data are missing or when there are discrepancies considered to be critical that need to be resolved (as specified by INS form type.)	4.0.0		
300.500.000.00200	In the event that the A-File has not been received and no supervisory review has been done on the application, the system shall not allow the Adjudication Complete save option.	4.0.0		
300.500.000.00210	The system shall prevent the adjudicator from granting naturalization when an N-400 applicant's G-325A name search has returned an "indices popular" response (a "hit"), so that he or she must check the A-File for the proper disposition of the candidate rap sheet(s).	5.0.0		
300.500.000.00220	The system shall provide the capability for the adjudicator to release a block on granting of naturalization that is because of a hit on the G-325A FBI name check, when he or she has determined that this does not constitute grounds for denial.	5.0.0		
300.500.000.00230	The system shall require the adjudicator, when releasing a block on naturalization because of G-325A FBI name check results, to indicate the reason for the override as one of the following: • A—"Results not related to applicant" B—"Results reviewed – no derogatory evidence determined" • C—"Other," with a text box for entering specific details	5.0.0		

Requirement Number	Requirement Description	Currently Available		Notes
300.500.000.00240	The system shall prevent the adjudicator from granting naturalization when the G325A FBI name check has been requested and no response has been received from the FBI, unless 45 full days have elapsed since the date the request was sent.	5.0.0		
300.500.000.00300	The system shall update the application as approved and inform Workflow of the result when the adjudicator successfully approves the application.	4.0.0		
300.500.000.00400	The system shall provide the capability for the applicant to request a judicial or administrative oath ceremony (list only).	4.0.0		
300.500.000.00500	The system shall display information indicating if a judicial or administrative oath ceremony is possible based on the Office Profile.	4.0.0		
300.500.000.00600	In the event that there is an arrest record and no supervisory review has been done on the application, the system shall not allow the Adjudication Complete save option.	4.0.0		
300.500.000.00700	In the event that there is an N648 attached and no supervisory review has been done on the application, the system shall not allow the Adjudication Complete save option.	4.0.0		
300.500.000.00800	The system shall alert the adjudicator when there are discrepancies that are considered important, but not critical (as specified by INS per form type) when the approval function is chosen.	4.0.0		
300.500.000.00900	Based on form type and approval choice selected, the system shall display a list of notice paragraphs from which the adjudicator may choose. (No approval paragraphs are necessary for N-400 forms.)	4.0.0		
300.500.000.01000	The system shall display a list of approval choices as specified by the INS.	4.0.0		
300.500.000.01100	The system shall display the approval choice list in a prioritized fashion based on form type.	4.0.0		
300.500.000.01200	The system shall ensure that every decision to grant naturalization to an N-400 applicant is subject to a Grant Verification procedure before the applicant is scheduled for an oath ceremony.	5.0.0		
300.500.000.01300	The system shall prevent interactive reverification (through the Adjudication subsystem) of a decision to approve an N-400 application by the same user who issued the approval.	5.0.0		

Requirement Number	Requirement Description	Currently Available	Notes	
	Continuance With Intent to Deny			
300.600.000.00100	The system shall display a list of valid reasons for continuing with the intent to deny, which can be adjusted in response to changes in applicable laws and regulations.	4.0.0		
300.600.000.00200	The system shall provide capability to select multiple reasons for continuance with intent to deny.	4.0.0		
300.600.000.00300	The system shall alert the adjudicator if a reason is chosen that does not match the current application data or status.	4.0.0		
300.600.000.00400	The system shall allow the adjudicator to enter the specific other reason, if Other (specify) is chosen, in the Notes area.	4.0.0		
300.600.000.00500	The system shall provide the capability for the adjudicator to review and confirm the reasons chosen.	4.0.0		
300.600.000.00600	The system shall update the application as "continued with intent to deny" and inform Workflow, when the adjudicator successfully selects the Continue With Intent to Deny function.	4.0.0		
300.600.000.00700	The system shall display a list of Continue With Intent to Deny notice paragraphs, based on form type, from which the adjudicator may choose.	4.0.0		
300.600.000.00800	The system shall provide the capability to preview the paragraph template before final selection during the notice selection process.	4.0.0		
300.600.000.00900	The system shall provide the capability to customize Continue With Intent to Deny notices.	4.0.0		
300.600.000.01000	The system shall provide the capability to print a Continue With Intent to Deny notice immediately.	4.0.0		
300.600.000.01100	The system shall print two copies of the final Continue With Intent to Deny notice in final format upon saving, when the Adjudication Complete option is chosen.	4.0.0		
300.600.000.01200	If an attorney is attached, the system shall generate one copy of the final Continue With Intent to Deny notice for the attorney with a cc to the applicant, and one for the applicant with a cc to the attorney.	4.0.0		

Requirement Number	Requirement Description	Currently Available		Notes
	Denial/Termination			
300.700.000.00100	The system shall display a prioritized list of denial/termination choices, based on form type.	4.0.0		
300.700.000.00200	The system shall display a list of valid reasons for denial/termination that can be adjusted in response to changes in applicable laws and regulations.	4.0.0		
300.700.000.00300	The system shall provide the capability to select multiple denial reasons.	4.0.0		
300.700.000.00400	The system shall alert the adjudicator when the reason chosen does not match the current application data or status.	4.0.0		
300.700.000.00500	The system shall allow the adjudicator to enter the specific other reason, if Other (specify) is chosen, in the Notes area.	4.0.0		
300.700.000.00600	The system shall provide the capability for the adjudicator to review and confirm the reasons chosen.	4.0.0		
300.700.000.00700	The system shall update the application as denied/terminated when the adjudicator selects the Denial/Termination function, and shall inform Workflow, which inserts an appropriate Workflow history record.	4.0.0		
300.700.000.00800	The system shall display a list of Denial/Termination notice paragraphs from which the adjudicator may choose, based on form type.	4.0.0		
300.700.000.00900	The system shall provide the capability to preview the denial/terminate paragraph template before final selection during the notice selection process.	4.0.0		
300.700.000.01000	The system shall provide the capability to customize Denial/Termination notices.	4.0.0		
300.700.000.01100	The system shall provide capability to print a Denial notice immediately.	4.0.0		
300.700.000.01200	The system shall not allow the Adjudication Complete save option when the Denial/Terminate function is selected, in the event that the A-File has not been received and no supervisory review has been done on the application.	4.0.0		
300.700.000.01300	The system shall not allow the Adjudication Complete save option when the Denial/Terminate function is selected, in the event that there is an arrest record and no supervisory review has been done on the application.	4.0.0		

Requirement Number	Requirement Description	Currently Available		Notes
300.700.000.01400	The system shall not allow the Adjudication Complete save option when the Denial/Terminate function is selected, in the event that there is a N-648 attached and no supervisory review has been done on the application.	4.0.0		
300.700.000.01500	The system shall print two copies of the Final Denial notice in final format, when the Adjudication Complete option is chosen upon saving.	4.0.0		
300.700.000.01600	The system shall generate one copy of the Final Denial notice for the applicant with a copy to the applicant's file, and one for the attorney if an attorney is attached to the case.	4.0.0		
300.700.000.01700	The system shall provide an option to print a record of withdrawal if the Withdrawal option is chosen.	4.0.0		
300.700.000.01800	The system shall provide an option to print a Record of Termination Because of Lack of Prosecution or Record of Termination Because of Missed Interview if the Terminate option is chosen.	4.0.0		
	Continuance			
300.800.000.00100	The system shall display a list of continuance reasons arranged depending on the actions taken by the adjudicator and the status of the application.	4.0.0		
300.800.000.00200	The system shall allow the adjudicator to select one or more of the following Currently Missing Evidence continuance reasons for an N-400, indicating to whom the evidence applies (for example, applicant or dependent): • Photographs FD-258 Fingerprint Card I-551 Alien Registration Card (ARC) • Evidence of Exam Passed	4.0.0		

Requirement Number	Requirement Description	Currently Available		Notes
300.800.000.00300	The system shall allow the adjudicator to select one or more of the following "Initial Processing Incomplete" continuance reasons for an N-400: • Resolution of Another Application Outcome of Background Investigation Receipt of Arrest Record or Court Disposition Continuance for Further Information—G325A • Other (Add notes)	4.0.0 (5.0.0)		
300.800.000.00400	The system shall allow the adjudicator to select one or more of the following Other continuance reasons for an N-400: • Interview Needed Due to Missed Interview (No Show) Need for Question and Answer Session Need for an Interpreter Unable to Speak, Read, Write English Need for N-400 Civics/History Reexam • Lack of Knowledge	4.0.0		
300.800.000.00500	The system shall provide the capability to select multiple continuance reasons.	4.0.0		
300.800.000.00600	The system shall alert the adjudicator if the continuance reasons chosen by the adjudicator do not match the current application data or status.	4.0.0		
300.800.000.00700	The system shall provide the capability for the adjudicator to review and confirm the reasons chosen.	4.0.0		
300.800.000.00800	The system shall update the application as continued when the adjudicator successfully selects the Continuance function, and shall inform Workflow, which inserts an appropriate Workflow history record.	4.0.0		
300.800.000.00900	The system shall compile a Continuance notice, based on the reasons chosen by the adjudicator.	4.0.0		
300.800.000.00950	The system shall allow the adjudicator to print an N-14 continuance notice missing evidence is indicated, whether or not a reexam is required.	5.2.0		

Requirement Number	Requirement Description	Currently Available		Notes
300.800.000.01000	The system shall provide the capability to preview Continuance notices.	4.0.0		
300.800.000.01100	The system shall provide the capability to customize Continuance notices.	4.0.0		
300.800.000.01200	The system shall provide capability to print Continuance notices immediately.	4.0.0		
300.800.000.01300	The system shall print two copies of the Continuance notice in final format, when the Adjudication Complete option is chosen upon saving.	4.0.0		
300.800.000.01400	The system shall generate one copy of the Continuance notice for the attorney with a copy to the applicant, and one for the applicant with a copy to the attorney, if an attorney is attached to the case.	4.0.0		
	Service Center Denials and Motion to Reopen			
300.850.000.00100	The system shall provide a means for the SCs to deny a case on the basis of abandonment for one or more of the following reasons: • Failure to appear for fingerprinting Failure by an applicant residing abroad to submit fingerprints Failure to submit the correct fee for fingerprinting Nonpayment of the fee for fingerprinting • Undeliverable requests for appearance to be fingerprinted	5.2.0		
300.850.000.00200	The system shall generate a notice advising the applicant that his or her case has been denied on the basis of abandonment for the following reasons: • Failure to appear for fingerprinting Failure by an applicant residing abroad to submit fingerprints Failure to submit the correct fee for fingerprinting Nonpayment of the fee for fingerprinting • Undeliverable requests for appearance to be fingerprinted	5.2.0		

Requirement Number	Requirement Description	Currently Available		Notes
300.850.000.00300	The system shall generate a notice advising the applicant that the case has been reopened based on either of the following: • Service's Motion to Reopen • Applicant's Motion to Reopen	5.2.0		
300.850.000.00400	The system shall allow a case that has been denied on the basis of abandonment to be reopened with the Service's Motion to Reopen.	5.2.0		
300.850.000.00500	The system shall allow an application that has been denied on the basis of abandonment to be reopened with an applicant's written request for Motion to Reopen within 30 days of the denial of the application. (The District or Service Director has the discretion to waive the 30-day rule for the Motion to Reopen.)	5.2.0		
300.850.000.00600	The system shall provide capability to generate a report indicating which cases are eligible for SC Denial on the basis of abandonment.	5.2.0		
300.850.000.00700	The system shall provide for future levying of a filing fee for a motion to reopen.	5.2.0		
	Appeal Decision Function			
300.900.000.00100	The system shall provide a GUI interface for the Appeal Decision function.			Future
300.900.000.00200	The system shall display a list of appeal decision choices from which the adjudicator may choose.			Future
300.900.000.00300	The system shall display an Appeal Decision Choice list in a prioritized fashion based on form type.			Future
300.900.000.00400	The system shall update the application status appropriately when the adjudicator completes the Appeal Decision function, and shall insert an appropriate appeal decision history record.			Future
300.900.000.00500	The system shall inform Workflow of the results of the Appeal Decision function.			Future
	Reconciliation Function			
300.1000.000.00100	The system shall provide a GUI interface for the Reconciliation function.			Future
300.1000.000.00200	The system shall provide the capability to reconcile the current application to a person already defined in the Oracle database.			Future

Requirement Number	Requirement Description	Currently Available		Notes
300.1000.000.00300	The system shall provide the capability to create a new person in the Oracle database.			Future
300.1000.000.00400	The system shall provide the adjudicator with the capability to reconcile any detachments when changing an A-Number.			Future
300.1000.000.00500	The system shall update CIS with A-Number changes by invoking the Interfaces component.			Future
	Interview Decision			
300.1200.000.00100	The system shall provide a GUI for the Interview Decision function.	4.0.0		
300.1200.000.00200	The system shall provide the capability to request a new interview for those applications awaiting Interview Decision.	4.0.0		
300.1200.000.00300	The system shall display a list of Interview sites from which to choose if an adjudicator requests that a new interview be scheduled.	4.0.0		
300.1200.000.00400	The system shall provide the capability to enter information on specifically requested interview sites within the Interview decision activity.	4.0.0		
300.1200.000.00500	The system shall provide the capability to make a decision by invoking the Decision Process function for those applications awaiting Interview Decision.	4.0.0		
300.1200.000.00600	The system shall inform Workflow when an interview has been requested or a decision has been made.	4.0.0		
	Oath Ceremony Decision			
300.1300.000.00100	The system shall provide a GUI interface for the Oath Ceremony Decision function.	4.0.0		
300.1300.000.00200	The system shall provide the capability to request a new oath ceremony for those applications awaiting Oath Ceremony Decision.	4.0.0		
300.1300.000.00300	The system shall display a list of potential oath ceremony sites, based on applicant residential address, from which to choose if the adjudicator requests a new oath ceremony.	4.0.0		
300.1300.000.00400	The system shall provide the capability to enter information on specifically requested oath ceremony sites within the Oath Ceremony Decision activity.	4.0.0		

Requirement Number	Requirement Description	Currently Available		Notes
300.1300.000.00500	The system shall provide the capability to make a decision by invoking the Decision Process function for those applications awaiting Oath Ceremony Decision.	4.0.0		
300.1300.000.00600	The system shall provide the capability to place the application in a Motion to Reopen and Reconsider status, as a result of the Decision Process function.	4.0.0		
300.1300.000.00700	The system shall inform Workflow that an oath ceremony has been requested, or that the application has been placed in Motion to Reopen and Reconsider status, or that a decision has been made.	4.0.0		
	Adjudications—Generating NQP Forms			
300.1350.000.00100	The system shall provide the ability to view NQP form templates in conjunction with the interview during the Adjudication process, including the following: • Record of Sworn Statement (Fingerprints) Record of Sworn Statement (Missing ARC) • Record of Sworn Statement (temporary file [T-File])	5.2.0		
300.1350.000.00200	The system shall provide the ability to print any NQP form interactively without customizing.	5.2.0		
300.1350.000.00300	The system shall provide the ability to customize the following: • Record of Sworn Statement (Fingerprints) Record of Sworn Statement (Missing ARC) • Record of Sworn Statement (T-File)	5.2.0		

Requirement Number	Requirement Description	Currently Available		Notes
300.1350.000.00400	The system shall prepopulate the following data from N-400 application to the Certificate Preparation Sheet and Oath Declaration: • A-Number Name DOB Sex Height Marital status • Country of former nationality	5.2.0		
300.1350.000.00500	The system shall prepopulate the following data from N-400 application to the Petition for Name Change: • Name Address Country of nationality DOB • ARC number	5.2.0		
300.1350.000.00600	The system shall prepopulate the NQP forms with the current date.	5.2.0		
300.1350.000.00700	The system shall provide the ability to enter data into fields to the form that are not prepopulated for the following: • Record of Sworn Statement (Fingerprints) Record of Sworn Statement (Missing ARC) • Record of Sworn Statement (T-File)	5.2.0		
300.1350.000.00800	The system shall provide the ability to edit prepopulated data not taken from the N-400 application for Record of Sworn Statement (Fingerprints), Record of Sworn Statement (Missing ARC), and record of Sworn Statement (T-File).	5.2.0		
300.1350.000.00900	The system shall provide the ability to select an option to print the NQP forms interactively.	5.2.0		

Requirement Number	Requirement Description	Currently Available		Notes
	Case Status Interface			
300.1400.000.00100	The system shall provide a GUI interface from Adjudications to the Case Status subsystem.	4.0.0		
300.1400.000.00200	The system shall provide the capability to search for applications using the Case Status subsystem from within Adjudications by specifying search criteria.	4.0.0		
300.1400.000.00300	The system shall provide the capability to open selected applications on the list returned by the Case Status query.	4.0.0		
300.1400.000.00400	The system shall provide the capability to display an application summary through the Case Status subsystem on an application selected from the list returned by the query.	4.0.0		
	Administrative Close-Out			
300.1500.000.00100	The system shall provide functionality for an authorized user in the district office to administratively close a case based on an applicant's failure to appear for an N-400 interview.	5.0.0		
300.1500.000.00200	The system shall provide the option to administratively close a case 30 days after the first date the applicant fails to appear for an N-400 interview.	5.0.0		
300.1500.000.00300	The system shall provide the functionality to denote the applicant's failure to appear for an N-400 interview as the reason for administratively closing the case.	5.0.0		
300.1500.000.00400	The system shall provide the functionality for cases to be administratively closed.	5.0.0		
300.1500.000.00500	The system shall provide the functionality for cases to be administratively closed in Interactive mode.	5.0.0		
300.1500.000.00600	The system shall generate a notice advising an N-400 applicant when his or her application has been administratively closed.	5.0.0		
300.1500.000.00700	The system shall provide the functionality for an N-400 case to be reopened with the same application ID number within 1 year of the administrative close date.	5.0.0		
300.1500.000.00800	The system shall capture and store date and time stamp information regarding an applicant's written request to reopen an N-400 case.	5.0.0		

Requirement Number	Requirement Description	Currently Available		Notes
300.1500.000.00900	The system shall generate a notice advising an N-400 applicant when his or her case has been reopened and indicating the next course of action for the applicant; that is, fingerprinting or interview.	5.0.0		
300.1500.000.01000	The system shall calculate new naturalization eligibility criteria for a reopened N-400 case, based on the date it is reopened, using the following: • Date of physical presence Dates of travel Moral character • Validity of fingerprints	5.0.0		
300.1500.000.01100	The system shall provide the ability to apply standard jurisdiction processing rules to an N-400 case that has been administratively closed.	5.0.0		
300.1500.000.01200	The system shall provide the functionality for an N-400 case to be dismissed 1 year after the case has been administratively closed, provided the applicant has not submitted a written request for the case to be reopened.	5.0.0		
300.1500.000.01300	The system shall provide an online indicator of N-400 cases eligible to be administratively closed.	5.0.0		
300.1500.000.01400	The system shall provide an online indicator of N-400 cases eligible to be dismissed.	5.0.0		
	Change of Address Data Entry Function			
300.1600.000.00100	The system shall provide a GUI for the data entry of change of address requests.	4.0.0		
300.1600.000.00200	The system shall, when a change of residential address is processed for an applicant, determine if this results in a change of jurisdiction.	4.0.0		
300.1600.000.00300	The system shall warn INS staff entering change of address data when this results in jurisdiction changes, and shall give them the option of backing out the transaction.	4.0.0		

Requirement Number	Requirement Description	Currently Available		Notes
300.1600.000.00400	The system shall automatically assign cases with foreign residential addresses to designated local offices (Chicago [CHI], Miami [MIA], New York City [NYC], or Los Angeles [LOS]), depending on the SC that is processing them.	4.0.0		
300.1600.000.00500	The system shall reschedule an applicant for fingerprint processing at a different Application Support Center (ASC), when an applicant's change of address results in a change of ASC jurisdiction, and is processed before a fingerprint card has been received for that applicant.	5.0.0		
300.1600.000.00600	The system shall cancel a fingerprint rescheduling process when a fingerprint card is received at the SC, and the applicant is in the process of being rescheduled due to change of jurisdiction.	5.0.0		
300.1600.000.00700	The system shall reschedule a pending interview to a new INS location when an applicant's change of address is processed, only if the INS administrative office changes.	5.0.0		
300.1600.000.00800	The system shall reschedule a pending oath ceremony at a new INS location when an applicant's change of address is processed, only if the INS administrative office or the court changes.	5.0.0		
300.1600.000.00900	Whenever a case is rescheduled for fingerprint processing, interview, or oath ceremony, due to change of jurisdiction, the system shall provide a means of canceling the previous appointment.	5.0.0		
300.1600.000.01000	The system shall generate a Notice of Fingerprint Rescheduling to be sent to the applicant and, if applicable, his or her representative whenever a case is rescheduled for fingerprint processing, interview, or oath ceremony due to change of jurisdiction.	5.0.0		
300.1600.000.01100	The system shall indicate in the initial N-400 receipt notice for cases with foreign residential addresses that, unless the applicant requests otherwise, the interview and oath will be performed at the default location for that SC.	5.0.0		
300.1600.000.01200	The system shall provide authorized SC staff with the ability to reassign the jurisdiction of N-400 applicants with foreign residential addresses, so that they may respond to applicant requests for interviews at locations other than the default.	5.0.0		

Requirement Number	Requirement Description	Currently Available		Notes
300.1600.000.01300	The system shall provide a means of notifying file room staff to ship the applicant's A-File/T-File to the File Control Office (FCO) associated with the new jurisdiction whenever a case is rescheduled for interview or oath ceremony due to change of jurisdiction.	5.0.0		
	Batch Status Update			
	CLAIMS Resolution Processing			
400.100.000.00100	The system shall prevent scheduling of N-400 interviews if the following data are not provided: • Last name DOB COB Permanent resident date Street number City State County • ZIP code	4.0.0		
400.100.000.00800	The system shall allow authorized staff to list from the application and from CIS, for comparison, along with CIS query date the following: • A-Number Last name First name Middle name DOB Permanent resident date • Address fields	4.0.0		
400.100.00000900	The system shall allow authorized staff to correct data in the application when they are satisfied that they are in error.	4.0.0		

Requirement Number	Requirement Description	Currently Available		Notes
400.100.000.01000	The system shall allow authorized staff to indicate that data deficiencies or CIS discrepancies have been resolved.	4.0.0		
	Problem Resolution Processing—I-881			
400.100.I881.00100	The system shall hold an I-881 case for A-Number resolution, in the event that the CIS response indicates that the A-Number was not found.	5.0.0		
400.100.I881.00200	The system shall hold an I-881 case for A-Number resolution, in the event that the personal information in the application does not match that returned by CIS for the A-Number provided.	5.0.0		
400.100.I881.00300	The system shall provide a means for SC staff to identify and review I-881 cases with apparently invalid A-Numbers.	5.0.0		
400.100.I881.00400	The system shall allow the SC staff to indicate the manner in which each discrepancy or deficiency in I-881 A-Number information is resolved.	5.0.0		
400.100.I881.00500	The system shall allow the SC staff to assign a new A-Number to an I-881 when it is determined that the applicant does not already have one.	5.0.0		
	Batch Status Update Processing			
400.200.000.00100	The system shall provide a GUI for the Batch Update subfunction under the Batch Status Update function.	4.0.0		
400.200.000.00200	The system shall provide a GUI for the Close Out Case subfunction under the Batch Status Update function.	4.0.0		
400.200.000.00300	The system shall provide a GUI for the No Show subfunction under the Batch Status Update function.	4.0.0		
400.200.000.00400	The system shall provide a GUI for the Certificate Withheld subfunction under the Batch Status Update function.	4.0.0		
	Close Out Case Processing			
400.300.000.00100	The system shall provide the capability to perform an administrative close out as a subfunction under Close Out Case.	4.0.0		
400.300.000.00200	The system shall provide the capability to perform a judicial close out as a subfunction under Close Out Case.	4.0.0		
400.300.000.00300	The system shall provide the capability of selecting an oath ceremony for close out by specifying its date, location, room, and time.	4.0.0		

Requirement Number	Requirement Description	Currently Available		Notes
400.300.000.00400	The system shall update the appropriate statuses in the appropriate databases for a closed-out ceremony.	4.0.0		
400.300.000.00500	The system shall allow selection of cases for close out update by entering either the A-Number or the application ID.	4.0.0		
400.300.000.00600	The system shall maintain information on naturalization date to be used to update the CIS following Close Out Case for naturalized cases.	4.0.0		
	No-Show Processing			
400.400.000.00100	The system shall provide the capability to record oath ceremony no-shows under No-Show.	4.0.0		
400.400.000.00200	The system shall provide the capability to record interview no-shows under No-Show.	4.0.0		
400.400.000.00300	The system shall allow the user to enter cases to record no-show status by A-Number or by application ID.	4.0.0		
400.400.000.00400	The system shall display the application ID, form number, last name, first name, and DOB of each individual to be marked as no-show.	4.0.0		
	Certificate Withheld Processing			
400.500.000.00100	The system shall provide the ability to enter a case status of Oath Administered—Certificate Withheld under the Certificate Withheld function.	4.0.0		
400.500.000.00200	The system shall provide the ability to enter a case status of Oath Not Administered—Certificate Withheld under the Certificate Withheld function.	4.0.0		
400.500.000.00300	The system shall allow the user to enter the A-Number, the certificate number, or the application ID to select cases to be updated with Certificate Withheld statuses.	4.0.0		
	Batch Update Processing			
400.600.000.00100	The system shall provide the ability to perform a Fingerprint/Agency Checks Requested function under Batch Update processing.	4.0.0		
400.600.000.00200	The system shall provide the ability to perform a Fingerprint/Agency Checks Received function under Batch Update processing.	4.0.0		

Requirement Number	Requirement Description	Currently Available		Notes
400.600.000.00300	The system shall provide the ability to perform an Evidence Received function under Batch Update processing.	4.0.0		
400.600.000.00400	The system shall provide the ability to perform a Case Management function under Batch Update processing.	4.0.0		
400.600.000.00500	The system shall provide the ability to perform an Information Received function under Batch Update processing.	4.0.0		
	Fingerprint/Agency Checks Requested Function			
400.700.000.00100	The system shall provide the capability to update status in the FBI Fingerprint Check Requested option under the Fingerprint/Agency Checks Requested function.	4.0.0		
400.700.000.00200	The system shall provide the capability to update status in the Military Check Requested option under the Fingerprint/Agency Checks Requested function.	4.0.0		
400.700.000.00300	The system shall provide the capability to initiate a G-325B name check by the FBI.	4.0.0		
	Fingerprint/Agency Checks Received Function			
400.800.000.00100	The system shall provide the capability to update case status as FBI Fingerprint Check Received.	4.0.0		
400.800.000.00200	The system shall provide the capability to update case status as Military Check Received.	4.0.0		
400.800.000.00300	The system shall provide the capability to update case status as G-325B Check Received.	4.0.0		
400.800.000.00400	The system shall provide the capability to update case status as FBI G-325A Name Check Received.	4.0.0		
	Evidence Received Function			
400.900.000.00100	The system shall allow the user to record that a form N-426 has been submitted by the applicant.	4.0.0		
400.900.000.00200	The system shall allow the user to record that an FD-258 fingerprint card has been received for the applicant.	4.0.0		

Requirement Number	Requirement Description	Currently Available		Notes
	Case Management Function			
400.1000.000.00100	The system shall provide the capability to indicate that a rap sheet has been placed in the A-File.	4.0.0		
400.1000.000.00200	The system shall provide the capability to indicate that information has been received from the applicant concerning a previous motion to reopen decision.	4.0.0		
400.1000.000.00300	The system shall provide the capability to update case status in the Request to Reschedule Interview Received option under the Information Received function.	4.0.0		
400.1000.000.00400	The system shall provide the capability to update the case with Requested Interview No Show information.	4.0.0		
400.1000.000.00500	The system shall provide the capability to indicate that a naturalization certificate has been issued.	4.0.0		
400.1000.000.00600	The system shall provide the capability to indicate that a Reverify Grant has taken place successfully.	4.0.0		
400.1000.000.00610	The system shall require an override prior to reverifying a decision to grant naturalization to an N-400 applicant (thus allowing oath ceremony scheduling) if an override has been required prior to interview.	4.0.1		
400.1000.000.00620	The system shall prevent reverification through the Batch Status Update subsystem of a decision to approve an N-400 application by the same user who issued the approval.	4.0.1		
400.1000.000.00700	The system shall allow the user to review fee waiver requests.	4.0.0		
400.1000.000.00800	The system shall allow the user to record that a request to reopen the decision has been received.	4.0.0		
400.1000.000.00900	The system shall provide the functionality for cases to be administratively closed in batch mode.			Future
	Information Received Function			
400.1100.000.00100	The system shall allow the user to record that a request for withdrawal of an application has been received.	4.0.0		

Requirement Number	Requirement Description	Currently Available	Notes	
	Interface Functions			
400.1200.000.00100	The system shall record the FBI cards task as begun or completed in Workflow by invoking the Workflow component.	4.0.0		
400.1200.000.00200	The system shall record the military forms task as begun or completed in Workflow by invoking the Workflow component.	4.0.0		
400.1200.000.00300	The system shall record the FBI G-325A Name Check task as begun or completed in Workflow by invoking the Workflow component.	4.0.0		
400.1200.000.00400	The system shall inform Workflow of the end condition of case close out.	4.0.0		
400.1200.000.00500	The system shall provide a means of expediting and delaying (changing priority) an application in Workflow by invoking the Workflow component.	4.0.0		
	Change of Address Data Entry Function			
400.1300.000.00100	The system shall provide a GUI for the data entry of change of address requests.	4.0.0		
400.1300.000.00200	The system shall, when a change of residential address is processed for an applicant, determine if this results in a change of jurisdiction.	4.0.0		
400.1300.000.00300	The system shall warn INS staff entering change of address data when this results in jurisdiction changes, and shall give them the option of backing out the transaction.	4.0.0		
400.1300.000.00400	The system shall automatically assign cases with foreign residential addresses to designated local offices (CHI, MIA, NYC, or LOS), depending on the SC that is processing them.	4.0.0		
400.1300.000.00500	The system shall reschedule an applicant for fingerprint processing at a different ASC, when an applicant's change of address results in a change of ASC jurisdiction, and is processed before a fingerprint card has been received for that applicant.	5.0.0		
400.1300.000.00600	The system shall cancel a fingerprint rescheduling process when a fingerprint card is received at the SC, and the applicant is in the process of being rescheduled due to change of jurisdiction.	5.0.0		

Requirement Number	Requirement Description	Currently Available		Notes
400.1300.000.00700	The system shall reschedule a pending interview to a new INS location when an applicant's change of address is processed, only if the INS administrative office changes.	5.0.0		
400.1300.000.00800	The system shall reschedule a pending oath ceremony at a new INS location when an applicant's change of address is processed, only if the INS administrative office or the court changes.	5.0.0		
400.13600.000.00900	Whenever a case is rescheduled for fingerprint processing, interview, or oath ceremony, due to change of jurisdiction, the system shall provide a means of canceling the previous appointment.	5.0.0		
400.1300.000.01000	The system shall generate a Notice of Fingerprint Rescheduling to be sent to the applicant and, if applicable, his or her representative whenever a case is rescheduled for fingerprint processing, interview, or oath ceremony due to change of jurisdiction.	5.0.0		
400.1300.000.01100	The system shall indicate in the initial N-400 receipt notice for cases with foreign residential addresses that, unless the applicant requests otherwise, the interview and oath will be performed at the default location for that SC.	5.0.0		
400.1300.000.01200	The system shall provide authorized SC staff with the ability to reassign the jurisdiction of N-400 applicants with foreign residential addresses, so that they may respond to applicant requests for interviews at locations other than the default.	5.0.0		
400.1300.000.01300	The system shall provide a means of notifying file room staff to ship the applicant's A-File/T-File to the FCO associated with the new jurisdiction whenever a case is rescheduled for interview or oath ceremony due to change of jurisdiction.	5.0.0		
	Initial Address Edit			
400.1400.000.00100	The system shall provide the ability to verify that residential and mailing addresses associated with N-400, I-881, and other benefits application forms conform to U.S. Postal Service (USPS) guidelines, as specified in USPS Postal Addressing Standards, Publication 28 (November 1997).	5.2.0		

Requirement Number	Requirement Description	Currently Available	Notes	
400.1400.000.00200	The system shall provide the ability to verify that addresses of representatives of applicants for INS benefits conform to USPS guidelines, as specified in USPS Postal Addressing Standards, Publication 28 (November 1997).	5.2.0		
400.1400.000.00300	The system shall provide the ability to verify that all domestic addresses, residential or mailing, for INS benefits applicants or their representatives are consistent in terms of city, state, county, and ZIP code.	5.2.0		
400.1400.000.00400	The system shall provide the ability to verify that the residential ZIP code of each domestic N-400 applicant is associated with a fingerprint scheduling location before the case is allowed to proceed.	5.2.0		
400.1400.000.00500	The system shall provide the ability to verify that the residential ZIP code of each domestic N-400 applicant is associated with an examination scheduling location before the case is allowed to proceed.	5.2.0		
400.1400.000.00600	The system shall provide the ability to verify that the residential ZIP code of each domestic N-400 applicant is associated with an oath ceremony scheduling location before the case is allowed to proceed.	5.2.0		
400.1400.000.00700	The system shall apply the address verification rules immediately following data entry; that is, at time of CIS Matching/Data Verification step.	5.2.0		
400.1400.000.00800	The system shall provide a GUI that displays problem cases and provides means by which address fields can be corrected.	5.2.0		

Requirement Number	Requirement Description	Currently Available		Notes
400.1400.000.00900	The system shall display in the GUI, at a minimum, the following data elements: • Name – Last – First – Middle – Suffix (not currently in the GUI; need to confirm) (If an applicant) A-Number (If an applicant) application ID(s) (If an attorney or VOLAG) representative or VOLAG name Address – In care of – Firm name (if a representative address) – Building-room – Street number – Street name – City – State – ZIP code – County – Postal code (if applicable) – Country code (If an applicant) representative name • (If an applicant) representative ID	5.2.0		
400.1400.000.01000	The system shall allow the user to select cases for GUI display by application ID.	5.2.0		

Requirement Number	Requirement Description	Currently Available		Notes
	Scheduling			
	Scheduler Function Processing			
500.000.000.00100	The system shall provide a GUI for the Scheduler function.	4.0.0		
500.000.000.00200	The system shall provide the capability to schedule cases for interviews.	4.0.0		
500.000.000.00210	The system shall provide the capability to schedule cases for oath ceremonies.	4.0.0		
500.000.000.00220	The system shall provide the capability to schedule cases for fingerprint processing.	4.0.0		
500.000.000.00300	The system shall require an adjudicator to use the cancel or deschedule function once an applicant is scheduled if the goal is to prevent the applicant from appearing for an interview.	4.0.0		
500.000.000.00400	The system shall display a warning message to prevent an applicant from being scheduled who has exceeded a predetermined number of missed scheduled events.	4.0.0		
500.000.000.00500	The system shall prevent interview scheduling and oath ceremony scheduling of naturalization cases with expired fingerprints.	4.0.0		
500.000.000.00600	The system shall prevent oath ceremony scheduling when the fingerprint results will have expired by the oath ceremony date.	4.0.0		
500.000.000.00700	The system shall in the future schedule fingerprint sessions based on a prioritization scheme.	5.0.0		
500.000.000.00750	The system shall provide the ability to distinguish rescheduled appointments for fingerprint processing, so that the originating system can track them.	5.0.0		
500.000.000.00800	The system shall in the future reschedule applicants and petitioners for fingerprint processing at the ASC when the original appointment results in the applicant or petitioner fingerprint cards (form FD-258) being returned to the INS as unclassifiable.			Future
500.000.000.00900	The system shall allow an applicant to be scheduled for interview when the fingerprint card has been returned twice as unclassifiable.	4.0.0		

Requirement Number	Requirement Description	Currently Available		Notes
500.000.000.01000	The system shall reschedule an applicant for fingerprint processing when his or her change of address results in a jurisdiction change, if the fingerprint card for that applicant has not already been received.	4.0.0		
500.000.000.01100	The system shall cancel a fingerprint rescheduling process initiated due to change of jurisdiction if a fingerprint card for that applicant is received at the SC.	4.0.0		
500.000.000.01200	The system shall reschedule a pending interview when a change of address is received only if the INS administrative office changes.	4.0.0		
500.000.000.01300	The system shall reschedule a pending oath ceremony when a change of address is received only if the INS administrative office or the court changes.	4.0.0		
500.000.000.01400	The system shall provide a means of canceling previously scheduled appointments whenever a case is rescheduled for fingerprint processing, interview, or oath ceremony, due to change of jurisdiction.	4.0.0		
500.000.000.01500	The system shall provide the functionality for a reopened N-400 case to be interactively or batch scheduled for fingerprints in the event the applicant's fingerprints have expired.	5.0.0		
	Scheduler Profile Setup Function			
500.100.000.00100	The system shall provide the capability to maintain Number of Officers per Section under the Interview Office profiles.	4.0.0		
500.100.000.00200	The system shall provide the capability to maintain Scheduling Sites Under an Office under the Interview Office profiles.	4.0.0		
500.100.000.00300	The system shall provide the capability to maintain Interview Locations Under a Scheduling Site under the Interview Office profiles.	4.0.0		
500.100.000.00400	The system shall provide the capability to maintain rooms for an Interview location under the Interview Office profiles.	4.0.0		
500.100.000.00500	The system shall provide the capability to maintain Sections for a Room.	4.0.0		
500.100.000.00600	The system shall provide the capability to maintain Section Profile for a Room.	4.0.0		
500.100.000.00700	The system shall provide the capability to maintain Service Type Profile under the Scheduling Site profiles.	4.0.0		

Requirement Number	Requirement Description	Currently Available		Notes
500.100.000.00800	The system shall provide the capability to maintain Section Exception Profile.	4.0.0		
500.100.000.00900	The system shall provide the capability to maintain Oath Ceremony or Fingerprint Sites Under an Office profile associated with Oath Ceremonies or Fingerprinting.	4.0.0		
500.100.000.01000	The system shall provide the capability to maintain Facilities Under a Site profile associated with Oath Ceremonies.	4.0.0		
500.100.000.01100	The system shall provide the capability to maintain Rooms for a Facility profile associated with Oath Ceremonies.	4.0.0		
500.100.000.01200	The system shall provide the capability to maintain Facility—Room profiles.	4.0.0		
500.100.000.01300	The system shall provide the capability to maintain the Gate profile under a room.	4.0.0		
500.100.000.01400	The system shall provide the capability to maintain Exception profiles associated with Oath Ceremonies.	4.0.0		
500.100.000.01500	The system shall automatically schedule N-400 interviews at the following specified default locations when processing cases with foreign residential addresses: • CHI for cases receipted at the Nebraska Service Center MIA for cases receipted at the Texas Service Center NYC for cases receipted at the Vermont Service Center • LOS for cases receipted at the California Service Center	5.0.0		
	Batch Scheduling Function			
500.200.000.00100	The system shall provide automated scheduling of the pool of applicants ready for scheduling.	4.0.0		
500.200.000.00200	The system shall provide the capability to initiate batch scheduling of individuals for examinations (interviews.)	4.0.0		
500.200.000.00300	The system shall provide the capability to initiate batch scheduling of individuals for reexaminations.	4.0.0		

Requirement Number	Requirement Description	Currently Available		Notes
500.200.000.00400	The system shall provide the capability to initiate batch scheduling of individuals for Q&A sessions.	4.0.0		
500.200.000.00500	The system shall provide the capability to initiate batch scheduling of individuals for oath ceremonies.	4.0.0		
500.200.000.00600	The system shall provide the capability to initiate batch scheduling of individuals for fingerprint processing.	4.0.0		
500.200.000.00700	The system shall provide the capability to create time pools for Interviews.	4.0.0		
500.200.000.00800	The system shall provide the capability to create time pools for Q&A Sessions.	4.0.0		
500.200.000.00900	The system shall provide the capability to create Slots for Oath Ceremonies.	4.0.0		
500.200.000.01000	The system shall provide the capability to add the Time Slots for Interviews for additional future days.	4.0.0		
500.200.000.01100	The system shall provide the capability to add the Time Slots for Q&A Sessions for additional future days.	4.0.0		
500.200.000.01200	The system shall provide the capability to add the Time Slots for Oath Ceremonies for additional future events.	4.0.0		
500.200.000.01300	The system shall provide the capability to remove slots from the time pool for interviews as individuals are scheduled.	4.0.0		
500.200.000.01400	The system shall provide the capability to remove slots from the time pool for Q&A sessions as individuals are scheduled.	4.0.0		
500.200.000.01500	The system shall provide the capability to remove slots from the time pool for oath ceremonies as individuals are scheduled.	4.0.0		
500.200.000.01600	The system shall provide the capability to create Simple Queues for Interviews via Interactive Place-In-Queue function.	4.0.0		
500.200.000.01700	The system shall provide the capability to create Simple Queues for Q&A Sessions via Interactive Place-In-Queue function.	4.0.0		
500.200.000.01800	The system shall provide the capability to create Simple Queues for Oath Ceremonies via Interactive Place-In-Queue function.	4.0.0		

Requirement Number	Requirement Description	Currently Available		Notes
500.200.000.01900	The system shall in the future prevent the batch scheduler from scheduling an applicant who has exceeded a predetermined number of missed scheduler events.			Future
500.200.000.02000	The system shall schedule applicants for fingerprinting using ASC scheduling profiles and application data.	4.0.0		
500.200.000.02100	The batch scheduler shall provide confirmation when an applicant has been successfully scheduled for fingerprinting.	4.0.0		
500.200.000.02200	The batch scheduler shall schedule on a revolving basis (that is, each request remains in a to-be-scheduled state until an ASC or ASC slot becomes available.)	4.0.0		
500.200.000.02300	The system shall control fingerprint scheduling with an ASC Scheduling profile dictating how far in advance an applicant may be scheduled.	4.0.0		
500.200.000.02400	The system shall provide the capability to create simple queues for reexaminations via the interactive place-in-queue function.	4.0.0		
500.200.000.02500	The system shall in the future provide the capability to schedule groups (Family, CBO, Ad Hoc, Attorney) for interviews.			Future
500.200.000.02600	The system shall in the future provide the capability to apply user-defined rules (group rules, scheduling rules, allocation rules, location redirection, and site group rules) to interview scheduling.			Future
500.200.000.02700	The system shall provide automated scheduling from a pool of applicants ready for oath ceremony scheduling.	4.0.0		
500.200.000.02800	The system shall in the future provide the capability information to schedule groups (Family, CBO, Ad Hoc) for oath ceremonies.			Future
500.200.000.02900	The system shall in the future provide the capability to apply user-defined rules (group rules, scheduling rules, allocation rules, location redirection, and site group rules) to oath ceremony scheduling.			Future

Requirement Number	Requirement Description	Currently Available		Notes
	Scheduling Prioritization Function			
500.210.000.00100	The system shall schedule applicants and/or petitioners without regard to the ASC capacity or any other ASC concerns (by sending fingerprint appointment notices,) when the Reason Fingerprinted indicates any of the following form types: • I-881 I-589 I-600 I-600A I-817 • I-821	5.0.0		

Requirement Number	Requirement Description	Currently Available		Notes
500.210.000.00200	The system shall assign specific fingerprint scheduler appointments for applicants and/or petitioners at each ASC when the Reason Fingerprinted, based on the documented criteria, indicates any of the following reasons in the order shown (this shall be repeated for applicants and petitioners not scheduled after one pass until all slots are filled or all appointment request are satisfied): • **I-485**—Schedule all I-485s for any given schedule processing period up to but not exceeding 30 percent of the available fingerprint appointment slots for that processing period. • **N-400 Expired Prints**—Schedule all N-400 Expired Prints for any given schedule processing period up to but not exceeding 50 percent of the available fingerprint appointment slots for that processing period. • **Rescheduled Prints for Any Form**—Schedule all cases requiring reprinting for any given schedule processing period up to but not exceeding 15 percent of the available fingerprint appointment slots for that processing period. • **Any Other Form Type**—Schedule all other form types for any given schedule processing period up to but not exceeding 5 percent of the available fingerprint appointment slots for that processing period. • **N-400 Nonexpired Prints**—Schedule all N-400s for any given schedule processing period using any remaining fingerprint appointment slots.	5.0.0		
500.210.000.00300	The system shall retain in the fingerprint scheduling queue, for consideration during the next processing period, all applicants and petitioners still requiring fingerprint scheduler appointments after all available fingerprint appointment slots have been filled for a given ASC.	5.0.0		

Requirement Number	Requirement Description	Currently Available		Notes
500.210.000.00400	The system shall assign all fingerprint scheduler appointments for applicants and petitioners with the same Reason Fingerprinted based on the oldest Received/Clock-In Date. No other algorithms or calculations shall apply.	5.0.0		
	Interactive Interview Scheduling Function			
500.300.000.00100	The system shall allow users to schedule selected applicants interactively for interviews.	4.0.0		
500.300.000.00200	The system shall allow users to schedule selected applicants interactively for reinterviews.	4.0.0		
500.300.000.00300	The system shall allow users to schedule selected applicants interactively for Q&A sessions.	4.0.0		
500.300.000.00400	The system shall allow users to select cases for interactive scheduling for interview, reinterview, or Q&A by application ID, A-Number, or group ID.	4.0.0		
500.300.000.00500	The system shall allow users to display other members of the same group and select multiple eligible members of the group for interactive scheduling or interviews, reinterviews or Q&A sessions.	4.0.0		
500.300.000.00600	The system shall allow users to select service type, location, room, date and time to schedule the selected applicants.	4.0.0		
500.300.000.00700	The system shall in the future provide the capability to apply rules (group, scheduling, allocation, location redirection, and site group rules) in scheduling groups for the next available interview, reinterview, or Q&A session.			Future
500.300.000.00800	The system shall in the future provide a scheduling function within adjudications allowing the adjudicator to enter a specific date and time when interactively scheduling an interview, reinterview, or Q&A session for an individual.			Future
500.300.000.00900	The system shall display a warning message in the event that the date and time the adjudicator specifies for an individual is not available and give the adjudicator the option of entering another time slot or assigning applicants for the desired spot.	4.0.0		
500.300.000.01000	The system shall warn the user if the applicants fingerprints have expired.	4.0.1		

Requirement Number	Requirement Description	Currently Available		Notes
500.300.000.01100	The system shall provide the ability for a reopened N-400 case to be interactively scheduled for interview.	5.0.0		
	Interactive Oath Ceremony Scheduling Function			
500.400.000.00100	The system shall allow user to schedule selected applicants for oath ceremonies interactively.	4.0.0		
500.400.000.00200	The system shall allow users to select cases for interactive oath ceremony scheduling by application ID, A-Number, or group ID.	4.0.0		
500.400.000.00300	The system shall allow users to display other member of the same group and select multiple eligible members of the group for interactive oath ceremony scheduling.	4.0.0		
500.400.000.00400	The system shall allow users to select service type, location, room, gate, date, and time to schedule the selected applicants.	4.0.0		
500.400.000.00500	The system shall in the future provide the capability to apply rules (group rules, scheduling rules, allocation rules, location redirection, and site group rules) in scheduling groups for the next available oath ceremony.			Future
	Interactive Fingerprint Scheduling Function			
500.500.000.00100	The system shall allow user to schedule selected applicants for fingerprint processing interactively.	4.0.0		
500.500.000.00200	The system shall allow users to select cases for interactive fingerprint scheduling by application ID, A-Number, or group ID.	4.0.0		
500.500.000.00300	The system shall allow users to display other members of the same group and select multiple eligible members of the group for interactive fingerprint scheduling.	4.0.0		
500.500.000.00400	The system shall allow users to select service type, location, room, date, and time to schedule the selected applicants.	4.0.0		
500.500.000.00500	The system shall in the future provide the capability to apply rules (group rules, scheduling rules, allocation rules, location redirection, and site group rules) in scheduling groups for the next available fingerprint appointment slots.			Future

Requirement Number	Requirement Description	Currently Available		Notes
	Interactive Removal From Batch Schedule Queue Function			
500.600.000.00100	The system shall allow users to remove selected applicants from the batch interview schedule queue.	4.0.0		
500.600.000.00200	The system shall allow users to select cases for interactive removal from the batch interview schedule queue by application ID, A-Number, or group ID.	4.0.0		
500.600.000.00300	The system shall allow users to display other members of the same group and select multiple eligible members of the group for removal from the batch interview schedule queue.	4.0.0		
500.600.000.00400	The system shall allow users to remove selected applicants from the batch oath ceremony schedule queue.	4.0.0		
500.600.000.00500	The system shall allow users to select cases for interactive removal from the batch oath ceremony schedule queue by application ID, A-Number, or group ID.	4.0.0		
500.600.000.00600	The system shall all users to display other members of the same group and select multiple eligible members of the group for removal from the batch oath ceremony schedule queue.	4.0.0		
500.600.000.00700	The system shall allow users to remove selected applicants from the batch fingerprint schedule queue.	4.0.0		
500.600.000.00800	The system shall allow users to select cases for interactive removal from the batch fingerprint schedule queue by application ID, A-Number, or group ID.	4.0.0		
500.600.000.00900	The system shall allow users to display other members of the same group and select multiple eligible members of the group for removal from the batch fingerprint schedule queue.	4.0.0		
	Interactive Place in Batch Schedule Queue Function			
500.700.000.00100	The system shall allow users to place selected applicants in the batch interview schedule queue interactively.	4.0.0		
500.700.000.00200	The system shall allow users to select cases for placement in the batch interview schedule queue by entering application ID, A-Number, or group ID.	4.0.0		

Requirement Number	Requirement Description	Currently Available		Notes
500.700.000.00300	The system shall allow users to display other members of the same group and select multiple eligible members of the group for placement in the batch interview schedule queue.	4.0.0		
500.700.000.00400	The system shall in a future release provide the capability to form a group with the selected members and place the selected members in the batch interview schedule queue, in accordance with location redirection rules, site group rules, initial search for the applicants, and reschedule delay date.			Future
500.700.000.00500	The system shall allow users to place selected applicants in the batch oath ceremony schedule queue interactively.	4.0.0		
500.700.000.00600	The system shall allow users to select cases for placement in the batch oath ceremony schedule queue by entering application ID, A-Number, or group ID.	4.0.0		
500.700.000.00700	The system shall allow users to display other members of the same group and select multiple eligible members of the group for placement in the batch oath ceremony schedule queue.	4.0.0		
500.700.000.00800	The system shall in the future provide the capability to group selected individuals and place them in the batch oath ceremony schedule queue, in accordance with location redirection rules, site group rules, initial search, and reschedule delay date.			Future
500.700.000.00900	The system shall allow users to place selected applicants in the batch fingerprint schedule queue interactively.	4.0.0		
500.700.000.01000	The system shall allow users to select cases for placement in the batch fingerprint schedule queue by entering application ID, A-Number, or group ID.	4.0.0		
500.700.000.01100	The system shall allow users to display other members of the same group and select multiple eligible members of the group for placement in the batch fingerprint schedule queue.	4.0.0		
500.700.000.01200	The system shall in the future provide the capability to form a group with selected members and place them in the batch fingerprint queue, in accordance with redirection rules, site group rules, initial search for applicants, and reschedule delay date.			Future

Requirement Number	Requirement Description	Currently Available		Notes
	Interactive Cancellation Function			
500.800.000.00100	The system shall allow authorized adjudicators to cancel an individual applicant's appointment for examination (interview).	4.0.0		
500.800.000.00200	The system shall allow authorized adjudicators to cancel an individual applicant's appointment for reexamination.	4.0.0		
500.800.000.00300	The system shall allow authorized adjudicators to cancel an individual applicant's appointment for Q&A.	4.0.0		
500.800.000.00400	The system shall allow authorized adjudicators to cancel an individual applicant's appointment for oath ceremony.	4.0.0		
500.800.000.00500	The system shall allow users to select cases for interactive cancellation by application ID, A-Number, or group ID.	4.0.0		
500.800.000.00600	The system shall allow users to display other members of the same group and select multiple eligible members of the group for interactive cancellation.	4.0.0		
500.800.000.00700	The system shall in the future provide the capability to form a group with selected members and reschedule them, placing them in the selected batch schedule queues based on application information and user-specified rules and parameters (location redirection rules, site group rules, group rules, allocation rules, or rescheduling delay date rules).			Future
500.800.000.00800	The system shall in the future provide the capability to perform cancellations from the adjudications component.			Future
500.800.000.00900	The system shall automatically maintain a count of the number of times the interview was canceled.	4.0.0		
500.800.000.01000	The system shall provide the capability to prevent an applicant from being scheduled who has exceeded a predetermined number of missed scheduler events, as tracked in the canceled interview counter.	4.0.0		
500.800.000.01100	The system shall remove the applicant from the queue for the scheduled event (examination, reexamination, Q&A, or oath ceremony) when the appointment is canceled.	4.0.0		

Requirement Number	Requirement Description	Currently Available		Notes
500.800.000.01200	The system shall in the future allow the adjudicator to request an acknowledgment of cancellation notice for the applicant from within the scheduler component.			Future
	Interactive Descheduling Function			
500.900.000.00100	The system shall allow authorized users to deschedule an individual applicant's appointment for examination (interview.)	4.0.0		
500.900.000.00200	The system shall allow authorized users to deschedule an individual applicant's appointment for reexamination.	4.0.0		
500.900.000.00300	The system shall allow authorized users to deschedule an individual applicant's appointment for Q&A.	4.0.0		
500.900.000.00400	The system shall allow authorized users to deschedule an individual applicant's appointment for oath ceremony.	4.0.0		
500.900.000.00500	The system shall allow authorized users to deschedule an individual applicant's appointment for fingerprinting processing.	4.0.0		
500.900.000.00600	The system shall remove the applicant from the queue for the scheduled event (examination, reexamination, Q&A, or oath ceremony) when the appointment is descheduled.	4.0.0		
500.900.000.00700	The system shall allow users to select cases for interactive descheduling by application ID, A-Number, or group ID.	4.0.0		
500.900.000.00800	The system shall allow users to display other members of the same group and select multiple eligible members of the group for interactive descheduling.	4.0.0		
500.900.000.00900	The system shall in the future provide the capability to form a group with selected members and reschedule them, placing them in the selected batch schedule queues based on application information and user-specified rules and parameters (location redirection rules, site group rules, group rules, allocation rules, or rescheduling delay date rules).			Future
500.900.000.01000	The system shall in the future provide the capability to deschedule from the adjudications component.			Future
500.900.000.01100	The system shall in the future allow the adjudicator to request a deschedule notice for the applicant from within the scheduler component.			Future

Requirement Number	Requirement Description	Currently Available		Notes
500.900.000.01200	The system shall in the future allow the adjudicator to request descheduling of an applicant.			Future
	Interactive Recording of Interview Conducted Function			
500.1000.000.00100	The system shall provide the capability to record interactively that an interview has been conducted for a selected application.	4.0.0		
500.1000.000.00200	The system shall allow users to select cases to record interview completion by application ID, A-Number, or group ID.	4.0.0		
500.1000.000.00300	The system shall allow users to display other members of the same group and select multiple eligible members of the group for recording interview completion.	4.0.0		
500.1000.000.00400	The system shall in the future provide the capability to form a group with selected members.			Future
	Interactive Recording of Oath Ceremony Conducted Function			
500.1100.000.00100	The system shall provide the capability to record interactively that an oath ceremony has been conducted for a selected application.	4.0.0		
500.1100.000.00200	The system shall allow users to select cases to record oath ceremony completion by application ID, A-Number, or group ID.	4.0.0		
500.1100.000.00300	The system shall allow users to display other members of the same group and select multiple eligible members of the group for recording oath ceremony completion.	4.0.0		
500.1100.000.00400	The system shall in the future provide the capability to form a group with selected members.			Future
	Interactive Recording of Fingerprint Processing Conducted Function			
500.1200.000.00100	The system shall provide the capability to record interactively that fingerprint processing has been conducted for a selected application.	4.0.0		
500.1200.000.00200	The system shall allow users to select cases to record fingerprint processing completion by application ID, A-Number, or group ID.	4.0.0		
500.1200.000.00300	The system shall allow users to display other members of the same group and select multiple eligible members of the group for recording fingerprint processing completion.	4.0.0		

Requirement Number	Requirement Description	Currently Available		Notes
500.1200.000.00400	The system shall in the future provide the capability to form a group with selected members.			Future
	Interactive Recording of No-Show Function			
500.1300.000.00100	The system shall provide the capability to record that a selected applicant did not appear for a scheduled interview or oath ceremony.	4.0.0		
500.1300.000.00200	The system shall allow users to select cases to record no-show status by application ID, A-Number, or group ID.	4.0.0		
500.1300.000.00300	The system shall allow users to display other members of the same group and select multiple eligible members of the group for recording no-show status.	4.0.0		
500.1300.000.00400	The system shall in the future provide the capability to form a group with selected members.			Future
500.1300.000.00500	The system shall in the future provide the capability to form a group with selected members and reschedule them, placing them in the selected batch schedule queues based on application information and user-specified rules and parameters.			Future
500.1300.000.00600	The system shall maintain a count of the number of events for which the applicant was a no-show.	4.0.0		
500.1300.000.00700	The system shall provide the capability to prevent an applicant from being scheduled who has exceeded a predetermined number of missed scheduler events, as tracked in the no-show counter.	4.0.0		

Requirement Number	Requirement Description	Currently Available		Notes
500.1300.000.00800	The system shall provide the capability to perform an initial search under group management functions using the following criteria: • Application ID A-Number Group ID Last name First name Group type Group name • Location	4.0.0		
500.1300.000.00900	The system shall provide the capability for authorized staff to perform queries by group name.			Future
	Group Management			
500.1400.000.00100	The system shall provide the capability to create a new group.	4.0.0		
500.1400.000.00200	The system shall provide the capability to add members to a group.	4.0.0		
500.1400.000.00300	The system shall provide the capability to regroup members of existing groups by splitting and joining them.	4.0.0		
500.1400.000.00400	The system shall provide the capability to update group detail information.	4.0.0		
500.1400.000.00500	The system shall provide the capability to manage group names and group symbols.	4.0.0		
500.1400.000.00600	The system shall provide the capability to set up group rules.			Future
500.1400.000.00700	The system shall in the future provide a group set function.			Future

Requirement Number	Requirement Description	Currently Available	Notes	
500.1400.000.00800	The system shall provide the capability to perform an initial search under group management operations using the following criteria: • Application ID A-Number Group ID Last name First name Group type Group name • Location	4.0.0		
500.1400.000.00900	The system shall in the future provide the capability for authorized staff to perform queries by group name.			Future
	Scheduler Interface Function			
500.1500.000.00100	The system shall queue an applicant in the Scheduler system through Workflow management software when all the required processing and documents are available, thus creating pools of applicants for scheduling events.	4.0.0		
500.1500.000.00200	The system shall trigger a request to the Notices component to generate the appropriate notices and documents once the case has been scheduled for an event.	4.0.0		
500.1500.000.00300	The system shall provide the capability to request Interview Notices through the Notices component.	4.0.0		
500.1500.000.00400	The system shall provide the capability to request Interview Cancellation/Descheduling Notices through the Notices component.	4.0.0		
500.1500.000.00500	The system shall provide the capability to request Interview Rescheduling Notices through the Notices component.	4.0.0		
500.1500.000.00600	The system shall provide the capability to request Oath Ceremony Notices through the Notices component.	4.0.0		
500.1500.000.00700	The system shall provide the capability to print Interview Notices at the local office.	4.0.0		

Requirement Number	Requirement Description	Currently Available		Notes
500.1500.000.00800	The system shall provide the capability to print Interview Rescheduling Notices at the local office.	4.0.0		
500.1500.000.00900	The system shall in the future provide the capability to generate Daily Itineraries for INS Facilities by invoking the reporting function from within the scheduler component.			Future
500.1500.000.01000	The system shall in the future provide the capability to generate Examination Pick List reports by invoking the reporting function from within the scheduler component.			Future
500.1500.000.01100	The system shall in the future provide the capability to generate Interview Schedules by Location and Examiner by invoking the reporting function from within the scheduler component.			Future
500.1500.000.01200	The system shall in the future provide the capability to generate Interview schedules by attorney by invoking the reporting function from within the scheduler component.			Future
500.1500.000.01300	The system shall in the future provide the capability to generate reports of available slots for each examiner by invoking the reporting function from within the scheduler component.			Future
500.1500.000.01400	The system shall in the future provide the capability to generate reports of the ready-to-schedule queue for examinations by invoking the reporting function from within the scheduler component.			Future
500.1500.000.01500	The system shall in the future provide the capability to generate reports of cases past interview date with no action by invoking the reporting function from within the scheduler component.			Future
500.1500.000.01600	The system shall in the future provide the capability to generate Cancel/No-show reports by invoking the reporting function from within the scheduler component.			Future
500.1500.000.01700	The system shall in the future provide the capability to generate oath ceremony schedules by reporting location by invoking the reporting function from within the scheduler component.			Future

Requirement Number	Requirement Description	Currently Available		Notes
500.1500.000.01800	The system shall in the future provide the capability to generate reports of available oath ceremony slots by invoking the reporting function from within the scheduler component.			Future
500.1500.000.01900	The system shall in the future provide the capability to generate reports of the ready-to-schedule queue for oath ceremonies by invoking the reporting function from within the scheduler component.			Future
500.1500.000.02000	The system shall in the future provide the capability to generate scheduling reports by section by invoking the reporting function from within the scheduler component.			Future
500.1500.000.02100	The system shall in the future provide the capability to generate scheduling reports by form type by invoking the reporting function from within the scheduler component.			Future
	Certificate Generation			
	Certificate Generation Processing			
600.000.000.00100	The system shall provide the capability to process a batch of certificates in ascending or descending order.	4.0.0		
	Print and Reprint Function			
600.100.000.00100	The system shall provide the capability to mass print certificates at authorized offices through batch jobs.	4.0.0		
600.100.000.00200	The system shall provide the capability to individually print certificates at authorized offices in real time.	4.0.0		
600.100.000.00300	The system shall in the future provide a recovery process for printing errors.			Future
600.100.000.00400	The system shall provide the capability to sort the applicant file before printing a batch of certificates, in either ascending or descending order on one or more of the following fields: • A-Number Applicant last name Application ID • Reporting location	4.0.0		

Requirement Number	Requirement Description	Currently Available		Notes
600.100.000.00500	The system shall provide the capability of overriding and changing a default sort order specified in a ceremony location profile for any oath ceremony batch print job before printing.			Future
600.100.000.00600	The system shall provide the capability to sort by additional sort orders.			Future
600.100.000.00700	The system shall provide the capability to reprint on demand a plain paper copy of the certificate, as originally printed.	4.0.0		
600.100.000.00800	The system shall in the future provide the capability to process the certification of citizenship (A and AA types), the replacement Certificate of Citizenship and the replacement Certificate of Naturalization.			Future
600.100.000.00900	The system shall provide the capability to select 8x10 or 8.5x11 certificate formats during print time.	4.0.0		
	Manual Correction Function			
600.200.000.00100	The system shall provide the capability to log a manually corrected certificate.			Future
	Quality Assurance Function			
600.300.000.00100	The system shall provide a Quality Assurance (QA) screen to force users to verify accurate production of the certificates upon completion of the batch or individual print.	4.0.0		
600.300.000.00200	The system shall record the user ID, date, time, and result of certificate production from the QA screen for audit purposes.	4.0.0		
	Void Log Function			
600.400.000.00100	The system shall provide the capability to void certificates in CLAIMS 4.	4.0.0		
600.400.000.00200	The system shall provide the capability to view a Void Log for voided certificates.	4.0.0		
	Destroy Log Function			
600.500.000.00100	The system shall provide the capability to view a Destruction Log for destroyed certificates.	4.0.0		

Requirement Number	Requirement Description	Currently Available		Notes
	Transfer Function			
600.600.000.00100	The system shall provide the capability to track the transfer of certificate batches between offices by allowing SC/DO users to record the online sending of certificate batches.	4.0.0		
600.600.000.00200	The system shall in the future provide the capability to track the transfer of certificates or batches of certificates between offices by allowing SC/DO users to record the receipt of certificates or batches of certificates.			Future
600.600.000.00300	The system shall provide the capability to print a shipping manifest with certificate numbers and corresponding batches that are transferred between offices.	4.0.0		
	Tracking and Reporting Function			
600.700.000.00100	The system shall provide a query function to view certificate history by A-Number, certificate number, and application ID.	4.0.0		
600.700.000.00200	The system shall in the future provide the capability to query CLAIMS 4 by using the global find function and other additional criteria to view certificate history.			Future
600.700.000.00300	The system shall in the future provide the capability to request the following daily and monthly reports from within the Document Production function: • Number of Certificates Prepared Number of Certificates Voided • Number of Certificates Destroyed			Future
	Image Processing Function			
600.800.000.00100	The system shall in the future provide the capability to print the applicant's photograph image and the commissioner's signature image onto certificates.			Future
	Integrated Workflow Function			
600.900.000.00100	The system shall in the future provide the capability to control printing of certificates through Workflow.			Future

Requirement Number	Requirement Description	Currently Available		Notes
600.900.000.00200	The system shall provide the capability to control the QA, Void, Destroy, and other Certificate functions, to be identified, through Workflow.			Future
	Security Function			
600.1000.000.00100	The system shall in the future provide the capability to allow only authorized users to perform a subset of Document Production functions.			Future
	Archival Function			
600.1100.000.00100	The system shall in the future provide the capability to archive Document Production related data.			Future
	Notices			
	Notice Creation Processing			
700.000.000.00100	The system shall provide the capability to produce N-400 Receipt Notices	4.0.0		
700.000.000.00110	The system shall generate a receipt notice informing the primary person of the group balance.	4.0.0		
700.000.000.00120	The system shall generate a receipt notice informing the other members of the group, who are not primary, that a group balance will be refunded to the primary person.	4.0.0		
700.000.000.00130	The system shall generate receipt notices for N-400 applicants with foreign residential addresses indicating that, unless otherwise requested, the interview and oath ceremony will be performed at the default locations for that SC.	4.0.0		
700.000.000.00200	The system shall provide the capability to produce Suspense Notices.	4.0.0		
700.000.000.00300	The system shall provide the capability to produce Exception Notices.	4.0.0		
700.000.000.00400	The system shall provide the capability to produce Invalid Payment Notices.	4.0.0		
700.000.000.00500	The system shall provide the capability to produce Underpayment Notices.	4.0.0		
700.000.000.00600	The system shall provide the capability to produce Bounced Check Notices.	4.0.0		
700.000.000.00650	The system shall provide the capability to produce Overpayment Notices.	4.0.0		
700.000.000.00700	The system shall provide the capability to produce Interview Notices.	4.0.0		
700.000.000.00800	The system shall provide the capability to produce Reinterview Notices.	4.0.0		

Requirement Number	Requirement Description	Currently Available		Notes
700.000.000.00900	The system shall provide the capability to produce Interview Cancellation Notices.	4.0.0		
700.000.000.01000	The system shall provide the capability to produce Interview Descheduling Notices.	4.0.0		
700.000.000.01100	The system shall provide the capability to produce Continuance Notices.	4.0.0		
700.000.000.01200	The system shall provide the capability to produce Intent-to-Deny Notices.	4.0.0		
700.000.000.01300	The system shall provide the capability to produce Oath Ceremony Notices.	4.0.0		
700.000.000.01400	The system shall provide the capability to produce Oath Ceremony Cancellation Notices.	4.0.0		
700.000.000.01500	The system shall provide the capability to produce Oath Ceremony Descheduling Notices.	4.0.0		
700.000.000.01600	The system shall provide the capability to produce Memos.	4.0.0		
700.000.000.01700	The system shall provide the capability to produce Interview No-show Notices.	4.0.0		
700.000.000.01800	The system shall provide the capability to produce Oath Ceremony No-show Notices.	4.0.0		
700.000.000.01900	The system shall provide the capability to produce Intent-to-Revoke Notices.	4.0.0		
700.000.000.02000	The system shall provide the capability to produce Request for Evidence Notices.	4.0.0		
700.000.000.02100	The system shall provide the capability to produce Withdrawal Acknowledgment Notices.	4.0.0		
700.000.000.02200	The system shall provide the capability to produce Approval Notices.			Future
700.000.000.02210	The system shall provide the ability to produce Administrative Close Notices.	5.0.0		
700.000.000.02220	The system shall provide the ability to produce notices when cases have been reopened.	5.0.0		

Requirement Number	Requirement Description	Currently Available		Notes
700.000.000.02300	The system shall produce FD-258 Fingerprint schedule notices directing applicants to the appear on an appointed date and time, at an ASC, Designated Law Enforcement Agency (DLEA) or Mobile Station (Temporary Outreach Station).	4.0.0		
700.000.000.02310	The system shall provide the capability to produce FD-258 Fingerprint rescheduling notices directing applicants to an ASC on the first occasion when their fingerprint cards have been returned as unclassifiable.	4.0.0		
700.000.000.02320	The system shall provide the capability to produce a notice of rescheduling due to jurisdiction change.	4.0.0		
700.000.000.02330	The system shall produce FD-258 Fingerprint schedule notices directing applicants to appear on an appointed time and date, at an ASC, DLEA, or Mobile Station, and including an explanatory memorandum, when they have been rescheduled due to expiration of their fingerprints.	4.0.1		
700.000.000.02340	The system shall produce FD-258 Fingerprint schedule notices directing applicants to the appear within a proscribed period, at an ASC, DLEA or Mobile Station, when they are being fingerprinted for a Refugee, Asylum, and Parole System (RAPS) application..	4.0.1		
700.000.000.02350	The system shall assign a specific date and hourly slot for routine FD-258 fingerprint schedule notices directing the applicant to a specific ASC, DLEA, or Mobile Station, and shall designate the same hour slot for any makeup appointment.	5.0.0		
700.000.000.02400	The system shall produce applicant and representative notices with a 2-D bar-code containing FD-258 biographic (masthead) data.	4.0.0		
700.000.000.02410	The system shall provide the ability for SC locations to produce OMR markings on notices to support automated mail handling operations, in conformity with local requirements.	4.0.0		
700.000.000.02500	The system shall print notices for scheduled events (for example, N400 interviews or oath ceremonies) in advance of the event, with lead times specified by the local office in its office profile.	4.0.0		
700.000.000.02600	The system shall produce duplicate copies of applicant notices with representative mailing address if a representative exists for the applicant.	4.0.0		

Requirement Number	Requirement Description	Currently Available		Notes
700.000.000.02700	The system shall provide the ability to create and maintain notice templates.	4.0.0		
700.000.000.02800	The system shall provide the capability to reproduce notices.	4.0.0		
	Notice Creation Processing—Form I-881			
700.000.1881.00100	The system shall generate a receipt notice to each I-881 applicant indicating the fee amount receipted (on a standard INS Form I-797C, Notice of Action).	5.0.0		
	Batch Print Processing			
700.100.000.00100	The system shall provide the capability to mass print Receipt Notices at the SCs.	4.0.0		
700.100.000.00200	The system shall provide the capability to mass print Suspense Notices at the SCs.	4.0.0		
700.100.000.00300	The system shall provide the capability to mass print Exception Notices at the SCs.	4.0.0		
700.100.000.00400	The system shall provide the capability to mass print Invalid Payment Notices at the SCs.	4.0.0		
700.100.000.00500	The system shall provide the capability to mass print Underpayment Notices at the SCs.	4.0.0		
700.100.000.00600	The system shall provide the capability to mass print Bounced Check Notices at the SCs.	4.0.0		
700.100.000.00700	The system shall provide the capability to mass print Interview Notices at the SCs.	4.0.0		
700.100.000.00800	The system shall provide the capability to mass print Reinterview Notices at the SCs.	4.0.0		
700.100.000.00900	The system shall provide the capability to mass print Interview Cancellation Notices at the SCs.	4.0.0		
700.100.000.01000	The system shall provide the capability to mass print Interview Descheduling Notices at the SCs.	4.0.0		
700.100.000.01100	The system shall provide the capability to mass print Oath Ceremony Notices at the SCs.	4.0.0		

Requirement Number	Requirement Description	Currently Available		Notes
700.100.000.01200	The system shall provide the capability to mass print Oath Ceremony Cancellation Notices at the SCs.	4.0.0		
700.100.000.01300	The system shall provide the capability to mass print Oath Ceremony Descheduling Notices at the SCs.	4.0.0		
700.100.000.01400	The system shall provide the capability to produce Data Suspense Notices.	4.0.0		
700.100.000.01500	The system shall provide the capability to produce FBI Suspense Notices.	4.0.0		
700.100.000.01600	The system shall provide the capability to produce Withdrawal Acknowledgment Notices.	4.0.0		
700.100.000.01700	The system shall provide the capability to produce Interview No-Show Notices.	4.0.0		
700.100.000.01800	The system shall provide the capability to produce Oath Ceremony No-Show Notices.	4.0.0		
700.100.000.01900	The system shall provide the capability to produce Internal A-File Notices.	4.0.0		
700.100.000.02000	Provide the capability to reprint all or part of a batch to recover from printer errors.	4.0.0		
700.100.000.02100	Provides an error recovery function to restart a batch job from the last notice printed.	4.0.0		
700.100.000.02200	Provides the capability to print notices in ZIP code-sorted order to minimize mailing costs.	4.0.0		
700.100.000.02300	Provides the capability to print notices by notice type or location.	4.0.0		
700.100.000.02400	The system shall provide a notice monitor to indicate the print status of notices.	4.0.0		
700.100.000.02500	Provides a display of the notices being created as the batch notices print job executes, with a progress indicator.	4.0.0		
700.100.000.02600	The system shall move printed notice records to another table.	4.0.0		
	Batch Notices—I-881			
700.100.I881.00100	The system shall provide the capability to mass print Receipt Notices for Form I-881 submissions in batch at the SC.	5.0.0		

Requirement Number	Requirement Description	Currently Available		Notes
	Local Print Processing			
700.200.000.00100	Provides the capability to individually print notices by authorized users to print locally.	4.0.0		
700.200.000.00200	The system shall provide an interface to the N-400 Adjudication function to customize Approval Notices and print them locally.			Future
700.200.000.00300	The system shall provide an interface to the N-400 Adjudication function to customize Continuance Notices and print them locally.			Future
700.200.000.00400	The system shall provide an interface to the N-400 Adjudication function to customize Intent-to-Deny Notices and print them locally.			Future
700.200.000.00500	The system shall provide an interface to the N-400 Adjudication function to customize Denial Notices and print them locally.			Future
700.200.000.00600	The system shall provide an interface to the N-400 Adjudication function to customize Request for Evidence Notices and print them locally.			Future
700.200.000.00700	The system shall provide an interface to the N-400 Adjudication function to customize Intent-to-Revoke Notices and print them locally.			Future
700.200.000.00800	The system shall provide an interface to the N-400 Adjudication function to customize Motion to Reopen Notices and print them locally.			Future
700.200.000.00900	The system shall provide an interface to the N-400 Adjudication function to customize Motion to Reconsider Notices and print them locally.			Future
700.200.000.01000	The system shall provide an interface to the Scheduling function to print Interview Notices locally.			Future
700.200.000.01100	The system shall provide an interface to the Scheduling function to print Reinterview Notices locally.			Future
700.200.000.01200	The system shall provide an interface to the Scheduling function to print Interview Cancellation Notices locally.			Future
700.200.000.01300	The system shall provide an interface to the Scheduling function to print Interview Descheduling Notices locally.			Future
700.200.000.01400	The system shall provide an interface to the Scheduling function to print Interview No-Show Notices locally.			Future
700.200.000.01500	The system shall provide an interface to the Scheduling function to print Oath Ceremony Notices locally.			Future

Requirement Number	Requirement Description	Currently Available		Notes
700.200.000.01600	The system shall provide an interface to the Scheduling function to print Oath Ceremony Cancellation Notices locally.			Future
700.200.000.01700	The system shall provide an interface to the Scheduling function to print Oath Ceremony Descheduling Notices locally.			Future
700.200.000.01800	The system shall provide an interface to the Scheduling function to print Oath Ceremony No-Show Notices locally.			Future
	Print Format Processing			
700.300.000.00100	The system shall provide the capability to produce notices using standardized templates/text.	4.0.0		
700.300.000.00200	The system shall provide the capability to produce notices using a word processor for customized text.	4.0.0		
700.300.000.00300	The system shall provide the capability to produce notices using a combination of standardized and customized text.	4.0.0		
700.300.000.00400	The system shall provide the capability to produce notices addressed to the applicant.	4.0.0		
700.300.000.00450	The system shall produce addresses on notices to applicants and petitioners that conform to USPS guidelines.	4.0.1		
700.300.000.00500	The system shall in the future provide the capability to print notices addressed to other additional authorized parties, such as the CBO representative and attorney/VOLAG.			Future
700.300.000.00600	The system shall provide the capability to add a bar code of the applicant's application ID to all printed notices.	4.0.0		
	Nonstandard Template Processing			
700.400.000.00100	The system shall provide the capability for any office to use its own notice templates, with Office of Information Resources Management permission, to support local requirements.			Future
	Utility Processing			
700.500.000.00100	The system shall provide the capability to route designated notices to a review process prior to printing and distribution.			Future
700.500.000.00200	The system shall provide the capability to preview local print notices before printing.	4.0.0		

Requirement Number	Requirement Description	Currently Available		Notes
700.500.000.00300	The system shall provide the capability to view and reprint notices that have been previously printed, from the same location.	4.0.0		
700.500.000.00400	The system shall in the future provide the capability to view and reprint notices that have been previously printed from any location.			Future
700.500.000.00500	The system shall provide the ability to specify a printer other than the default office printer for the production of notices.	4.0.0		
	Tracking and Reporting Processing			
700.600.000.00100	The system shall provide the capability to maintain, for future display or print, an electronic copy of all notice types that have been previously printed.	4.0.0		
700.600.000.00200	The system shall allow the user to display notices awaiting production.	4.0.0		
700.600.000.00300	The system shall provide a daily production reports of total notices printed by notice type, form type, destination (batch or local), and office.	4.0.0		
	Security Processing			
700.700.000.00100	The system shall provide notice template level security to authorize or restrict users to specific notice templates.	4.0.0		
700.700.000.00200	The system shall provide notice function security to authorize or restrict users to specific notice functions.	4.0.0		
	Archival Processing			
700.800.000.00100	The system shall in the future provide the capability to archive Notice Production-related data.			Future
	Reporting			
	Reporting Processing			
800.000.000.00100	The system shall provide access to the Reporting function from the screens of any of the main processing areas.			Future
800.000.000.00200	The system shall provide capability to produce reports online or in hard copy.	4.0.0		
800.000.000.00300	The system shall provide for report storage on disk.	4.0.0		
800.000.000.00400	The system shall provide menu-driven standardized reports with optional selection criteria, including location, date, and sort.	4.0.0		

Requirement Number	Requirement Description	Currently Available		Notes
800.000.000.00500	The system shall provide the capability to build and save queries on standardized reports that use other selection criteria (not including location, date, and sort).	4.0.0		
800.000.000.00600	The system shall support the generation of ad hoc reports with flexibility in the designation of fields for selection and sorting.			Future
800.000.000.00610	The system shall provide the ability to sort reports on multiple fields.	4.0.0		
800.000.000.00620	The system shall provide the ability to sort reports that include A-Numbers, by A-Number or by terminal digit according to local site specifications.	4.0.0		
800.000.000.00700	The system shall produce weekly manifests with a 2-D bar code for all cases scheduled at ASCs during the week.	4.0.0		
800.000.000.00710	The system shall provide the ability to reprint application labels, displaying name and application ID prominently to minimize the risk of keying error.	4.0.0		
800.000.000.00800	The system shall provide the capability to select a printer, other than the office default, using standard paper for report printing.	4.0.0		
800.000.000.00900	The system shall provide report level security to authorize or restrict users to specific reports, using Report Access Groups.	4.0.0		
	Certificate Tracking Reporting Function			
800.100.000.00100	The system shall provide a Certificates Prepared report to support the Certificate Tracking function.	4.0.0		
800.100.000.00200	The system shall provide a Certificates Voided/Destroyed report to support the Certificate Tracking function.	4.0.0		
800.100.000.00300	The system shall provide a report of Cases Without Certificate Numbers to support the Certificate Tracking function.	4.0.0		
800.100.000.00400	The system shall provide a Certificate Accountability report to support the Certificate Tracking function.	4.0.0		
800.100.000.00500	The system shall provide a Certificate Issuance report to support the Certificate Tracking function.	4.0.0		
800.100.000.00700	The system shall provide a report of the Number of Certificates Prepared to support the Certificate Tracking function.	4.0.0		

Requirement Number	Requirement Description	Currently Available		Notes
	Adjudication Reporting Processing			
800.200.000.00100	The system shall provide a report of Applicant Current Status to support the adjudication function.	4.0.0		
800.200.000.00200	The system shall provide a report of Applicants Naturalized by the Court to support the adjudication function.	4.0.0		
800.200.000.00300	The system shall provide an Applicant Status report to support the adjudication function.	4.0.0		
800.200.000.00400	The system shall provide a Cases on Hold report to support the adjudication function.	4.0.0		
800.200.000.00500	The system shall provide report of Cases Pending to support the adjudication function.	4.0.0		
800.200.000.00600	The system shall provide a report of Cases Without A-Numbers to support the adjudication function.	4.0.0		
800.200.000.00700	The system shall provide a report of Continued Cases to support the adjudication function.	4.0.0		
800.200.000.00800	The system shall provide a report of Expired Requests for Additional Information to support the adjudication function.	4.0.0		
	File Room Operation Reporting Function			
800.300.000.00100	The system shall provide a Daily RAFACS Report (C4) of A-Files Received to support the file room operation function.			Future
800.300.000.00200	The system shall provide the following report to support the file room operation function. a report of A-File movement to CLAIMS4 Responsible Parties.			Future
800.300.000.00300	The system shall provide a CIS File Transfer Request Report to support the file room operation function.			Future
800.300.000.00400	The system shall provide a CLAIMS 4 A-File Request Status Report to support the file room operation function.			Future
800.300.000.00500	The system shall provide a report of T-Files Created to support the file room operation function.			Future
800.300.000.00600	The system shall provide a File Consolidation Report to support the file room operation function.			Future

Requirement Number	Requirement Description	Currently Available		Notes
800.300.000.00700	The system shall provide a File Consolidation and Shipment Report to support the file room operation function.			Future
800.300.000.00800	The system shall provide a File Movement and Shipment Report to support the file room operation function.			Future
800.300.000.00900	The system shall provide a report of OF-11 Requests to support the file room operation function.			Future
800.300.000.01000	The system shall provide a Ship A-File (Transfer Out) report to support the file room operation function.			Future
800.300.000.01100	The system shall provide a Ship T-File (Transfer Out) report to support the file room operation function.			Future
800.300.000.01200	The system shall provide an Examination/Case Review Pick List to support the file room operation function.	4.0.0		
800.300.000.01300	The system shall provide a CIS Name/DOB/COB Change Audit Report to support the file room operation function.			Future
800.300.000.01400	The system shall provide a User Audit Trail report to support the file room operation function.			Future
800.300.000.01500	The system shall provide an A-File Activity Report to support the file room operation function.			Future
800.300.000.01600	The system shall provide a report for the SC identifying, for a specified date, all local offices with scheduled cases requiring that SC to ship A-Files.	4.0.0		
800.300.000.01700	The system shall provide a report for the SC identifying, for a specified date, local offices not associated with that SC, that have scheduled cases requiring that SC to ship A-Files.	4.0.0		
800.300.000.01800	The system shall provide a report for the SC identifying, for a specified date, local offices associated with that SC, that have scheduled cases requiring that SC to ship A-Files.	4.0.0		
	Finance Reporting Function			
800.400.000.00100	The system shall provide a Bank Transmittal Sheet in support of the Finance function, allowing selection of audited cash boxes to be included.	4.0.0		

Requirement Number	Requirement Description	Currently Available		Notes
800.400.000.00200	The system shall provide a Bounced Check Report in support of the Finance function.	4.0.0		
800.400.000.00300	The system shall provide a Detail Audited Cash Box Report in support of the Finance function.	4.0.0		
800.400.000.00400	The system shall provide a Detail Audited Cash Box Report for Supervisors in support of the Finance function.	4.0.0		
800.400.000.00500	The system shall provide a Detail Cash Box Report in support of the Finance function.	4.0.0		
800.400.000.00600	The system shall provide a Detail Cash Box Report for Supervisors in support of the Finance function.	4.0.0		
800.400.000.00700	The system shall provide a Detail Fee Register in support of the Finance function.	4.0.0		
800.400.000.00800	The system shall provide a Detail Register Transaction Report in support of the Finance function.	4.0.0		
800.400.000.00900	The system shall provide a Detail Register Transaction Report for Supervisors in support of the Finance function.	4.0.0		
800.400.000.01000	The system shall provide an Office Fee Register by Payment Type in support of the Finance function.	4.0.0		
800.400.000.01100	The system shall provide an Open Payment Report in support of the Finance function.	4.0.0		
800.400.000.01200	The system shall provide a Refund Due Report in support of the Finance function.	4.0.0		
800.400.000.01300	The system shall provide a Refund Paid Report in support of the Finance function.	4.0.0		
800.400.000.01400	The system shall provide a Summary Active Cash Box Report in support of the Finance function.	4.0.0		
800.400.000.01500	The system shall provide a Summary Active Cash Box. Report for Supervisors in support of the Finance function.	4.0.0		
800.400.000.01600	The system shall provide a Summary Audited Cash Box Report in support of the Finance function.	4.0.0		

Requirement Number	Requirement Description	Currently Available		Notes
800.400.000.01700	The system shall provide a Summary Audited Cash Box Report for Supervisors in support of the Finance function.	4.0.0		
800.400.000.01800	The system shall provide a Summary Cash Box Report in support of the Finance function.	4.0.0		
800.400.000.01900	The system shall provide a Summary Cash Box Report for Supervisors in support of the Finance function.	4.0.0		
	Mailroom Reporting Function			
800.500.000.00100	The system shall provide a Daily Mailroom Remittance Reconciliation Report in support of the Mailroom function.	4.0.0		
800.500.000.00200	The system shall provide a Daily Mailroom Remittance Reconciliation Report for Supervisors in support of the Mailroom function.	4.0.0		
800.500.000.00300	The system shall provide a Mailroom Remittance Reconciliation Report in support of the Mailroom function.	4.0.0		
800.500.000.00400	The system shall provide a Mailroom Remittance Reconciliation Report for Supervisors in support of the Mailroom function.	4.0.0		
800.500.000.00500	The system shall provide a Mailroom Remittance/Application Reconciliation Report for Supervisors in support of the Mailroom function.	4.0.0		
800.500.000.00600	The system shall provide a report of Unprocessed Applications in support of the Mailroom function.	4.0.0		
800.500.000.00700	The system shall provide a report of Unprocessed Payments in support of the Mailroom function.	4.0.0		
	Management Reporting Function			
800.600.000.00100	The system shall provide an Access Authorization List in support of the Management function.	4.0.0		
800.600.000.00200	The system shall provide a Cases Pending Aging Report in support of the Management function.	4.0.0		
800.600.000.00300	The system shall provide a Cases Pending Summary Report in support of the Management function.	4.0.0		
800.600.000.00400	The system shall provide a CIS/CLAIMS Mismatch Report in support of the Management function.	4.0.0		

Requirement Number	Requirement Description	Currently Available		Notes
800.600.000.00500	The system shall provide a CLAIMS 4 User List in support of the Management function.	4.0.0		
800.600.000.00600	The system shall provide a Data Entry Production Report in support of the Management function.	4.0.0		
800.600.000.00700	The system shall provide a Data Entry Production Report in support of the Management function.	4.0.0		
800.600.000.00800	The system shall provide an FD-258 Manifest in support of the Management function.	4.0.0		
800.600.000.00900	The system shall provide a report of Location Relationships in support of the Management function.	4.0.0		
800.600.000.01000	The system shall provide a report of New N-400 Cases in support of the Management function.	4.0.0		
800.600.000.01100	The system shall provide a report of Notices In Error State in support of the Management function.	4.0.0		
800.600.000.01200	The system shall provide a report of Notices Print Production in support of the Management function.	4.0.0		
800.600.000.01300	The system shall provide a report of Notices Ready To Create in support of the Management function.	4.0.0		
800.600.000.01400	The system shall provide a report of Notices Ready to Print in support of the Management function.	4.0.0		
800.600.000.01500	The system shall provide a report of Workflow Status in support of the Management function.	4.0.0		
800.600.000.01600	The system shall provide supervisory staff with the option of querying for statistical summary data, as a way of identifying bottlenecks in the process.			Future
800.600.000.01700	The system shall extract process-related information captured by the Workflow function for reports on Workflow metrics.			Future
800.600.000.01800	The system shall report information about the volumes involved for all tasks in the process.			Future
800.600.000.01900	The system shall provide RNACS Interface Audit reports.			Future
800.600.000.02000	The system shall provide a Workflow Current Activity Report in support of the Management function.	4.0.1		

Requirement Number	Requirement Description	Currently Available		Notes
800.600.000.02100	The system shall provide a Workflow Current Activity Report for Service Center in support of the Management function.	4.0.1		
800.600.000.02200	The system shall provide a Receipting System FBI Response Override report to monitor the FBI (FD-258) response overrides.	5.0.0		
800.600.000.02300	The receipting system shall provide a Cases Granted—Awaiting Override report to report on N-400 cases that have been granted, but that are pending an FBI (FD-258) response override before they can proceed to oath ceremony.	5.0.0		
800.600.000.02400	The system shall generate on demand an aging report on N-400 cases which have been administratively closed.	5.0.0		
800.600.000.02500	The system shall generate a G-325A FBI Name Check Aging Report to inform the INS of those applicants/petitioners that have not received an FBI response.	5.0.0		
800.600.000.02600	The system shall generate on demand an Address Errors Detail Report displaying, in those cases that have encountered address errors in the initial address edit: • Last name First name Middle name A-Number Mailroom-received date Error number • Error text	5.2.0		
	EXAM (Interview) Scheduler Reporting Function			
800.700.000.00100	The system shall provide a report of Available Appointment Slots for Examiners in support of the Scheduling Exam function.	4.0.0		
800.700.000.00200	The system shall provide a report of Available Appointment Slots in support of the Scheduling Exam function.	4.0.0		
800.700.000.00300	The system shall provide a Cancel/No Show Report in support of the Scheduling Exam function.	4.0.0		

Requirement Number	Requirement Description	Currently Available		Notes
800.700.000.00400	The system shall provide a report of Cases With Interview Past Due in support of the Scheduling Exam function.	4.0.0		
800.700.000.00500	The system shall provide a Daily Itinerary for INS Facilities in support of the Scheduling Exam function.	4.0.0		
800.700.000.00600	The system shall provide a Daily Schedule for Examiner in support of the Scheduling Exam function.	4.0.0		
800.700.000.00700	The system shall provide a Demographic Report by Interview Date in support of the Scheduling Exam function.	4.0.0		
800.700.000.00800	The system shall provide a Demographic Report by Mail Date in support of the Scheduling Exam function.	4.0.0		
800.700.000.00900	The system shall provide a report of Examiner Appointment Slots Booked Statistics in support of the Scheduling Exam function.	4.0.0		
800.700.000.01000	The system shall provide an Interview Schedule by Attorney in support of the Scheduling Exam function.	4.0.0		
800.700.000.01100	The system shall provide an Interview Schedule by Examiner in support of the Scheduling Exam function.	4.0.0		
800.700.000.01200	The system shall provide an Interview Schedule by Location and Examiner in support of the Scheduling Exam function.	4.0.0		
800.700.000.01300	The system shall provide a report of Interview Sections Booked Statistics in support of the Scheduling Exam function.	4.0.0		
800.700.000.01400	The system shall provide a List of Assigned Examiners in support of the Scheduling Exam function.	4.0.0		
800.700.000.01500	The system shall provide a Pick List by Interview and Schedule Date (including FBI control number) in support of the Scheduling Exam function.	4.0.0		
800.700.000.01600	The system shall provide a report of the Ready to Schedule Queue for Interview in support of the Scheduling Exam function.	4.0.0		
800.700.000.01700	The system shall provide a report of Scheduler Status by Section in support of the Scheduling Exam function.	4.0.0		
800.700.000.01800	The system shall provide a report of Scheduler Status by Form Type in support of the Scheduling Exam function.			Future

Requirement Number	Requirement Description	Currently Available		Notes
	Oath Ceremony Scheduler Reporting Function			
800.800.000.00100	The system shall provide a report of Card Accountability by Oath Ceremony Location in support of the Scheduling Oath Ceremony function.	4.0.0		
800.800.000.00200	The system shall provide a report of Cases With Ceremony Past Due in support of the Scheduling Oath Ceremony function.	4.0.0		
800.800.000.00300	The system shall provide a Completed Oath Ceremony Report in support of the Scheduling Oath Ceremony function.	4.0.0		
800.800.000.00400	The system shall provide a Daily Schedule by Oath Ceremony Facility Room in support of the Scheduling Oath Ceremony function.	4.0.0		
800.800.000.00500	The system shall provide a report of Oath Ceremony by Applicant in support of the Scheduling Oath Ceremony function.	4.0.0		
800.800.000.00600	The system shall provide a report of Oath Ceremony Cases With No Certificate Numbers in support of the Scheduling Oath Ceremony function.	4.0.0		
800.800.000.00700	The system shall provide an Oath Ceremony Data Validation Report in support of the Scheduling Oath Ceremony function.	4.0.0		
800.800.000.00800	The system shall provide an Oath Ceremony Demographic Report in support of the Scheduling Oath Ceremony function.	4.0.0		
800.800.000.00900	The system shall provide Court Lists for Oath Ceremonies (Forms N-646/N-647) in support of the Scheduling Oath Ceremony function.	4.0.0		
800.800.000.01000	The system shall provide an Oath Ceremony Schedule by Reporting Location in support of the Scheduling Oath Ceremony function.	4.0.0		
800.800.000.01200	The system shall provide a list of the Ready to Schedule Queue for Oath Ceremony by Interview and Receipt Date in support of the Scheduling Oath Ceremony function.	4.0.0		
800.800.000.01300	The system shall provide a list of the Ready to Schedule Queue for Oath Ceremonies in support of the Scheduling Oath Ceremony function.	4.0.0		
800.800.000.01400	The system shall provide a report of Available Oath Ceremony Slots in support of the Scheduling Oath Ceremony function.	4.0.0		
800.800.000.01500	The system shall provide a report of Oath Ceremony No Shows in support of the Scheduling Oath Ceremony function.	4.0.0		

Requirement Number	Requirement Description	Currently Available		Notes
	Fingerprint Scheduler Reporting Function			
800.810.000.00100	The system shall provide a report for each ASC that has Unscheduled Fingerprint Appointment Requests showing the following: • Received date (sort order: oldest first) Reason fingerprinted Originating system Originating system record identifier A-Number or Social Security number (SSN) • Name (last, first, and middle)	5.0.0		
800.810.000.00200	The system shall generate a report listing applicants/petitioners whose FD-258 cards have not been received in the SC within 97 days of the first date scheduled to appear for refingerprinting.	5.0.0		
	G-22 Reporting Function			
800.900.000.00100	The system shall provide the G-22 Place Pipeline report in support of the G-22 function.	4.0.0		
800.900.000.00200	The system shall provide the G-22 Place report in support of the G-22 function.	4.0.0		
	System Maintenance			
	System Maintenance Function Processing			
900.000.000.00100	The system shall provide means for authorized SC or DO staff to view and maintain the information in CLAIMS tables on INS Offices and other locations, user profiles, number pools for certificates, application IDs, and payment IDs.	4.0.0		
900.000.000.00200	The system shall provide the capability to view and maintain the data in the various CLAIMS look-up tables referenced during application processing, and the capability to view the data in the INS standard look-up tables that are maintained by INS Headquarters.	4.0.0		
	Office Profile Function			
900.100.000.00100	The system shall provide the capability to configure and maintain information on INS Offices/Locations/Sites/Courts.	4.0.0		

Requirement Number	Requirement Description	Currently Available		Notes
900.100.000.00200	The system shall maintain an office profile for each office to accurately characterize the resources available in the office to perform specific functions.	4.0.0		
900.100.000.00300	The system shall provide the capability to add DOs to the system.	4.0.0		
900.100.000.00400	The system shall provide the capability to add suboffices to the system.	4.0.0		
900.100.000.00500	The system shall provide the capability to add satellite offices to the system.	4.0.0		
900.100.000.00600	The system shall provide the capability to update DO profiles.	4.0.0		
900.100.000.00700	The system shall provide the capability to update suboffice profiles.	4.0.0		
900.100.000.00800	The system shall provide the capability to update satellite office profiles.	4.0.0		
900.100.000.00900	The system shall provide the capability to delete DOs from the system.	4.0.0		
900.100.000.01000	The system shall provide the capability to delete suboffices from the system.	4.0.0		
900.100.000.01100	The system shall provide the capability to delete satellite offices from the system.	4.0.0		
900.100.000.01200	The system shall provide the capability to view DO profiles.	4.0.0		
900.100.000.01300	The system shall provide the capability to view suboffice profiles.	4.0.0		
900.100.000.01400	The system shall provide the capability to view satellite office profiles.	4.0.0		
900.100.000.01500	The system shall maintain a location profile for each INS or court location containing information to associate the applicant's place of residence with INS locations and courts where an applicant may have an examination or oath ceremony.	4.0.0		
900.100.000.01600	The system shall determine the INS locations for an examination or oath ceremony for an applicant based upon the relationship between an applicant's ZIP code and the INS administrative location, unless overridden by a specific request.	4.0.0		
900.100.000.01700	The system shall maintain the ZIP code to service type relationship at the national level.	4.0.0		
900.100.000.01800	The system shall allow authorized users to add temporary sites locally for specific events.	4.0.0		

Requirement Number	Requirement Description	Currently Available		Notes
900.100.000.01900	The system shall prevent saving changes until all the ZIP codes have been reassigned if the user intends to delete a site or to remove ZIP codes from the system.	4.0.0		
900.100.000.02000	The system shall allow authorized users to add a location to the system.	4.0.0		
900.100.000.02100	The system shall allow authorized users to update location profiles.	4.0.0		
900.100.000.02200	The system shall allow authorized users to delete a location from the system.	4.0.0		
900.100.000.02300	The system shall allow authorized users to view location profiles.	4.0.0		
900.100.000.02400	The system shall maintain a site profile for each site where interviews or Oath Ceremonies are performed.	4.0.0		
900.100.000.02500	The system shall allow authorized users to add sites to the system.	4.0.0		
900.100.000.02600	The system shall allow authorized users to update site profiles.	4.0.0		
900.100.000.02700	The system shall allow authorized users to delete sites from the system.	4.0.0		
900.100.000.02800	The system shall allow authorized users to view site profiles.	4.0.0		
900.100.000.02900	The system shall maintain court profiles, which shall define the contained essential information for each court within an office jurisdiction.	4.0.0		
900.100.000.03000	The system shall allow authorized users to add court profiles to the system.	4.0.0		
900.100.000.03100	The system shall allow authorized users to update court profiles.	4.0.0		
900.100.000.03200	The system shall allow authorized users to delete court profiles from the system.	4.0.0		
900.100.000.03300	The system shall allow authorized users to view court profiles.			
900.100.000.03400	The system shall provide the capability to create and maintain officer contact information (for example, title, telephone number and name).	4.0.0		
900.100.000.03500	The system shall store the required INS customer service telephone number on the printed notices in the database.	4.0.0		
900.100.000.03600	The system shall provide the ability to create and maintain ASC profiles for the following: address, associated INS Office, etc.	4.0.0		
900.100.000.03700	The system shall maintain ZIP code ranges handled by each ASC location.	4.0.0		

Requirement Number	Requirement Description	Currently Available		Notes
	User Profile Function			
900.200.000.00100	The system shall provide the capability to maintain information on CLAIMS 4 users.	4.0.0		
900.200.000.00200	The system shall provide the capability to maintain the access authorization profile for each category of user (participant type code).	4.0.0		
900.200.000.00300	The system shall provide the capability to determine and define which features a user is permitted to use based on the Access Authorization profile, by mapping the user to a set of roles.	4.0.0		
900.200.000.00400	The system shall provide the capability to add a new CLAIMS 4 user to the system.	4.0.0		
900.200.000.00500	The system shall provide the capability to update user profiles.	4.0.0		
900.200.000.00600	The system shall provide the capability to delete a user.	4.0.0		
900.200.000.00700	The system shall provide the capability to view CLAIMS 4 user information.	4.0.0		
900.200.000.00800	The system shall provide the capability to request a report of all the users at a given site, sorted by user ID and name, with columns for the following: user ID, last name, first name, middle name, Sublocation code, report access group, start date, and end date.	4.0.0		
900.200.000.00900	The system shall provide the capability to maintain a Report Access Group profile for each site (Report Access Group code).	4.0.0		
900.200.000.01000	The system shall provide the capability to determine and define the reports a user is permitted to generate based on the Report Access Group profile that maps the user to a set of reports.	4.0.0		
900.200.000.01100	The system shall provide the capability to create Report Access Group codes and assign at least one report to each of them.	4.0.0		
900.200.000.01200	The system shall provide the capability to create and maintain participant type roles that, when associated with a user, allow that user to perform all activities associated with that role.	4.0.0		
900.200.000.01300	The system shall provide the capability to assign multiple roles to a user.			
900.200.000.01400	The system shall assign roles to a participant and allow display of all activities for the selected role.	4.0.0		

Requirement Number	Requirement Description	Currently Available		Notes
900.200.000.01500	The system shall provide the capability to enter multiple A-Number blocks during the same session.	4.0.0		
900.200.000.01600	The system shall provide the capability to restrict users to a specific group of authorized users who have the authority to add, update, delete, or view information in the CLAIMS 4 database.	4.0.0		
900.200.000.01700	The system shall provide a GUI to assist authorized users to perform each specific task.	4.0.0		
	Fingerprint Scheduler Profile			
900.210.000.00100	The system shall allow the authorized scheduler administrator to change the percentage values and apply specific percentages to forms not listed in the current fingerprint prioritization scheme.	5.0.0		
	Certificate Number Maintenance Function			
900.300.000.00100	The system shall provide the means to maintain the Certificate Number pool.	4.0.0		
900.300.000.00200	The system shall provide authorized users the capability to add Certificate pool information.	4.0.0		
900.300.000.00300	The system shall provide authorized users the capability to update Certificate pool information.	4.0.0		
900.300.000.00400	The system shall provide authorized users the capability to void Certificate pool information.	4.0.0		
900.300.000.00500	The system shall provide authorized users the capability to view the Certificate pool information.	4.0.0		
900.300.000.00600	The system shall set the date on which the last document status code is assigned.	4.0.0		
	Application Identifier and Payment Identifier Maintenance Function			
900.400.000.00100	The system shall provide authorized users the capability to view the last application ID.	4.0.0		
900.400.000.00200	The system shall provide authorized users the capability to add last application ID.	4.0.0		
900.400.000.00300	The system shall provide authorized users the capability to update the last application ID.	4.0.0		

Requirement Number	Requirement Description	Currently Available		Notes
900.400.000.00400	The system shall provide authorized users the capability to delete the last application ID.	4.0.0		
900.400.000.00500	The system shall provide authorized users the capability to view the last payment ID.	4.0.0		
900.400.000.00600	The system shall provide authorized users the capability to add the last payment ID.	4.0.0		
900.400.000.00700	The system shall provide authorized users the capability to update the last payment ID.	4.0.0		
900.400.000.00800	The system shall provide authorized users the capability to delete the last payment ID.	4.0.0		
	Form Maintenance Function			
900.500.000.00100	The system shall allow authorized users the capability to view local profile information on INS forms.	4.0.0		
900.500.000.00200	The system shall allow authorized users the capability to add local profile information on INS forms.	4.0.0		
900.500.000.00300	The system shall allow authorized users the capability to update local profile information on INS forms.	4.0.0		
900.500.000.00400	The system shall allow authorized users the capability to delete local profile information on INS forms.	4.0.0		
900.500.000.00500	The system shall maintain information for each location to control the processing of each form type it supports.	4.0.0		
900.500.000.00700	The system shall allow the A-Number counts to be maintained in the local forms profile table for each form.	4.0.0		
900.500.000.00800	The system shall allow the temporary A-Number counts to be maintained in the local forms profile table for each form.	4.0.0		
900.500.000.00900	The system shall allow the Government agency FBI ID numbers to be maintained in the local forms profile table for each form.	4.0.0		
900.500.000.01000	The system shall allow the minimum processing days value to be maintained in the local forms profile table for each form.	4.0.0		
900.500.000.01100	The system shall allow the maximum processing days to be maintained in the local forms profile table for each form.	4.0.0		

Requirement Number	Requirement Description	Currently Available		Notes
900.500.000.01200	The system shall allow the values to be maintained in the local forms profile table for each form indicating whether to automatically queue to batch or to alert a clerk instead.	4.0.0		
900.500.000.01300	The system shall allow the number of readable labels to produce to be maintained in the local forms profile table for each form.	4.0.0		
900.500.000.01400	The system shall allow the numbers of bar-code labels to produce to be maintained in the local forms profile table for each form.	4.0.0		
900.500.000.01500	The system shall allow the number of address labels to produce to be maintained in the local forms profile table for each form.	4.0.0		
900.500.000.01600	The system shall allow the check evidence in processing or bypass value to be maintained in the local forms profile table for each form.	4.0.0		
900.500.000.01700	The system shall allow the number of A-Number labels to produce to be maintained in the local forms profile table for each form.	4.0.0		
900.500.000.01800	The system shall allow the number of T-File labels to be produced to be maintained in the local forms profile table for each form.	4.0.0		
	Table Lookup Function			
900.600.000.00100	The system shall provide the capability to maintain all application look-up tables.	4.0.0		
900.600.000.00200	The system shall allow authorized users to view a look-up table.	4.0.0		
900.600.000.00300	The system shall allow authorized users to add records to a look-up table.	4.0.0		
900.600.000.00400	The system shall allow authorized users to update records in a look-up table.	4.0.0		
900.600.000.00500	The system shall allow authorized users to delete records from a look-up table.	4.0.0		
900.600.000.00600	The system shall allow authorized users to perform search in a look-up table.	4.0.0		
900.600.000.00700	The system shall allow authorized users to sort data in a look-up table.	4.0.0		
900.600.000.00800	The system shall provide the capability to view data in standard tables (read-only access).	4.0.0		

Requirement Number	Requirement Description	Currently Available		Notes
900.600.000.01000	The system shall provide the capability to perform searches in standard tables.	4.0.0		
900.600.000.01100	The system shall provide the capability to sort data in standard tables.	4.0.0		
900.600.000.01200	The system shall provide the capability to validate user Role or Report Group for authorization when providing access to look-up tables and descriptions.	4.0.0		
	External Interface			
	External Interface Function Processing			
1000.100.000.00100	The system shall provide the capability to access multiple systems for resolution of required data discrepancies in the SC.	4.0.0		
1000.100.000.00200	The system shall provide the capability to accommodate multiple system access during adjudication in DO.			Future
1000.100.000.00300	The system shall provide the capability to hot key to a concurrent online session in another system to support real-time inquiries against CIS during adjudication in DO.			Future
	Interface With RNACS Mainframe			
1000.200.000.00100	The system shall provide a means of updating RNACS with data on N-470, N-565, N-600, and N-643 forms to enable RNACS to handle all subsequent processing.			Future
1000.200.000.00200	The system shall provide a means of updating RNACS with N-400 data sufficiently to identify duplicate application filings.	4.0.0		
1000.200.000.00300	The system shall provide a means for identifying groups in RNACS.	4.0.0		

Requirement Number	Requirement Description	Currently Available		Notes
1000.200.000.00400	The system shall provide a means to update RNACS with case status at the following points in the processing cycle: • Initial data entry (following validation of A-Number) Completion of background checks in initial processing Examination scheduling Approval for oath ceremony (following Reverification of Grant) Oath ceremony scheduling Issuance of naturalization certificate Denial Administrative close-out of case • Change of Address case status change	 4.0.0 4.0.0 4.0.0 4.0.0 4.0.0 4.0.0 4.0.0 4.0.0 5.1.0		
1000.200.000.00500	The system shall provide a means of querying RNACS to determine whether a given A-Number is associated with a prior application.			Future
1000.200.000.00600	The system shall provide a means to facilitate the transfer of applications from one office to another by using the RNACS mainframe interface.	4.0.0		
	Interfaces with CIS			
1000.300.000.00100	The system shall automatically check CIS to determine whether the A-Number associated with each naturalization application exists in CIS.	4.0.0		
1000.300.000.00200	The system shall validate the A-Number and DOB against the existing information in CIS.	4.0.0		
1000.300.000.00300	The system shall provide the capability to access and update CIS online.			Future
1000.300.000.00400	The system shall provide the CIS online lookup capability to facilitate efforts to supply missing A-Numbers and at Adjudication.			Future
1000.300.000.00500	The system shall update CIS with the certificate numbers and the dates of naturalization every evening for applications closed out that day.	4.0.0		
1000.300.000.00600	The system shall update CIS with any other subsequent status changes, such as denaturalization and/or expatriation.			Future
1000.300.000.00700	The system shall provide a means of updating name changes in case history data in CIS.	4.0.0		
	Interface With RAFACS/CIS			

Requirement Number	Requirement Description	Currently Available		Notes
1000.400.000.00050	The system shall provide a means of updating RAFACS as application folders are created.	4.0.0		
1000.400.000.00100	The system shall check CIS automatically to determine the location of A-Files for all applications entered that day that have not had receipt of the A-File acknowledged.			Future
1000.400.000.00200	The system shall initiate a file transfer request if the A-File is not in the office where the application is entered.			Future
1000.400.000.00300	The system shall generate a pick list and route it to the office's printer if the A-File is already in the office.			Future
1000.400.000.00400	The system shall initiate the A-File location check through an interface to the Workflow function.			Future
1000.400.000.00500	The system shall invoke the interface to request transfers of applications from the SC to local offices in preparation for interviews.			Future
1000.400.000.00600	The system shall generate a pick list.	4.0.0		
1000.400.000.00700	The system shall provide for a continued use of RAFACS to track the physical files locally.	4.0.0		
1000.400.000.00800	The system shall track progress of critical file-handling processes through RAFACS interface with Workflow.			Future
	Interface With PAMS			
1000.500.000.00100	The system shall provide the capability to access and update attorney information held in PAMS.			Future
1000.500.000.00200	The system shall create a local attorney file using valid PAMS data for the local office, as well as the local attorney files.			Future
1000.500.000.00300	The system shall support queries for attorney information during application receipting and adjudication, including Attorney State License numbers and lists of attorneys for a given office.			Future
	Interface with FD-258 Tracking System			
1000.600.000.00100	The system shall extract information from the tracking system for the FD-258 and update CLAIMS 4 with status information.	4.0.0		
1000.600.000.00200	The system shall support the electronic submission of FD-258 fingerprint and biographical data to the FBI via an interface with IDENT.			Future

Requirement Number	Requirement Description	Currently Available		Notes
1000.600.000.00300	The system shall provide the ability to reschedule applicants/petitioners for fingerprint processing whose FD-258 cards are returned from the FBI as unclassifiable.	5.0.0		
1000.600.000.00400	The system shall generate rescheduled fingerprint appointment requests containing a code (request type identifier) distinguishing it from the initial scheduling request.	5.0.0		
1000.600.000.00500	The system shall enforce a limit of one on the automatic generation of rescheduling requests for applicants/petitioners whose FD-258s have been returned as unclassifiable.	5.0.0		
1000.600.000.00600	The system shall, upon receiving a second unclassifiable response from the FBI for an N-400 applicant/petitioner, release the case to the next processing step as assigned by INS-established business rules.	5.0.0		
	Interface With FBI Name Check System			
1000.700.000.00100	The system shall provide the capability to generate requests for G-325A FBI Name/DOB checks for each N-400 applicant.	4.0.0		
1000.700.000.00110	The system shall transmit the request to the mainframe or other enterprise platform for shipment to the FBI.	5.0.0		
1000.700.000.00200	The system shall capture the date and time when each G-325A Name/DOB check request was issued.	4.0.0		
1000.700.000.00210	The system shall not allow a naturalization case to be scheduled for examination until results of an FBI name check have been received, or until 45 days have elapsed from the time the request was sent to the FBI.	5.0.0		
1000.700.000.00300	The system shall identify each G-325A Name/DOB check request using a unique 10-character customer identification number.	4.0.0		
1000.700.000.00400	The system shall record the status of the G-325A Name/DOB check associated with the application, distinguishing the following cases: • Awaiting submission of the name check Awaiting responses from the FBI • Satisfied by the FBI	4.0.0		

Requirement Number	Requirement Description	Currently Available		Notes
1000.700.000.00500	The system shall provide an interface capable of reading the magnetic tape returned by the FBI in response to the G-325A Name/DOB check request.	4.0.1		
1000.700.000.00600	In the event of an FBI response to a G-325A name check request, the system shall read the error records downloaded by the mainframe or other enterprise platform, and record an error response for the relevant applications, and the error message(s), if available.	4.0.1		
1000.700.000.00700	In the event of an FBI response to a G-325A name check request, the system shall read the no-hit records downloaded by the mainframe or other enterprise platform, and record a no-hit response for the relevant applications.	4.0.1		
1000.700.000.00800	In the event of an FBI response to a G-325A name check request, the system shall read the indices popular records downloaded by the mainframe or other enterprise platform, and record an indices popular response for the relevant applications.	4.0.1		
1000.700.000.00850	The system shall process the file of G-325A error responses downloaded from the mainframe or other enterprise system.	5.0.0		
1000.700.000.00900	The system shall alert the adjudicator when an applicant's name search has returned an indices popular response (a hit) indication, so that he or she can check the A-File for the proper disposition of the rap sheet.	4.0.1		
1000.700.000.01000	The system shall provide the capability to transmit requests for G-325A FBI Name/DOB checks for N-400 applicants electronically (rather than by tape) to the FBI.			Future
	Interface With Integrated Voice Response System (IVRS)			
1000.800.000.00100	The system shall provide basic application status information to the IVRS on a regular periodic basis to allow applicants to obtain application status telephonically.	4.0.0		
1000.800.000.00200	The system shall provide all standard application status codes/information to the IVRS on real-time basis to allow applicants to obtain application status telephonically.			Future

Requirement Number	Requirement Description	Currently Available		Notes
	Interface With Financial System			
1000.900.000.00100	The system shall in the future generate a transaction file for the INS payment processing system with information on overpayments.	4.0.0		
	Interface with RAPS—I-881			
1000.1000.I881.00100	The system shall transfer an I-881 case to RAPS, by uploading a data file, if all the following conditions have been met: • The applicant has provided the minimum fee required, including the filing fee for the I-881 form and the fingerprint processing fee • The required photographs have been submitted • CIS A-Number verification or A-Number resolution is successful	5.0.0		
1000.1000.I881.00200	The system shall include the following fields in the interface file: • A-Number (9-byte character field; required) Last name (30-byte character field; required) First name (23-byte character field) Middle name (15-byte character field) Address: C/O (30-byte character field) Address: Street 1 (30-byte character field; required) Address: Street 2 (30-byte character field) City (16-byte character field; required) State (2-byte character field; required) ZIP (9-byte numeric field; required) Sex (1-byte character field, valid values M or F; required) DOB (8-byte date field, format CCYYMMDD; required) COB (5-byte character field, valid values as in CCTB; required) Nationality (5-byte character field, valid values as in NCTB; required) Date of entry (8-byte date field, format CCYYMMDD; required) Status at entry (3-byte character field, valid values as in NIMM and ESCT; required)	5.0.0		

Requirement Number	Requirement Description	Currently Available		Notes
	Place of entry (5-byte character field, valid values as in PORT; required) Eligibility indicator (four 1-byte character fields, valid values a, b, c, d; required) Sponsor A-Number (8-byte character field; required if eligibility indicator = 'd') • Sponsor relationship (1-byte character field; valid values P for parent, S for spouse; required if eligibility indicator = d) • Check status (1-byte character field, with values indicating that the check was returned, or that the hold has been lifted) • Attorney ID (9-byte PAMS code, 3 alpha geographic code followed by 6 numeric) • New A-File (1-byte character field, valid values Y for newly assigned A-File, N for preexisting A-File; required) • Application ID (13-byte character field; 3 characters indicating the SC entering the case followed by an *, and a 9-digit number; required) • Application receipt date (8-byte date field, CCYYMMDD; required) • Upload date (8-byte date field, CCYYMMDD; required)			
1000.1000.I881.00300	The system shall be capable of processing a confirmation file from RAPS with a record for each uploaded case that includes: • Upload result (1-byte character field, values C for correct or E for error; required) Application ID (13-byte character field; 3 characters indicating the SC entering the case followed by an *, and a 9-digit number; required) A-Number (9-byte character field; required) Upload date (8-byte date field, CCYYMMDD; required) Multiple error messages consisting of the following: – Error field (2-byte numeric field ID) – Error code (1-byte character field)	5.0.0		

Requirement Number	Requirement Description	Currently Available		Notes
1000.1000.I881.00400	The system shall notify RAPS if an I-881 applicant's bounced check has not been corrected 30 days after applicant's initial filing.	5.0.0		
1000.1000.I881.00500	The system shall notify RAPS when an I-881 applicant whose check has bounced has provided the required fee (including the bounced check notice) or when the standard grace period for doing so has elapsed.	5.0.0		
	Interface With Change of Address Module (Telephone Center)			
1000.1100.000.00100	The system shall accept a National Customer Service Center (NCSC) change of address (CoA) request file for processing in the following file format: • ANUMBER 10 bytes, character LNAME 30 bytes, character FNAME 18 bytes, character MNAME 18 bytes, character SUFFIX 3 bytes, character COB 5 bytes, character DOB 10 bytes, date format MM/DD/CCYY FORM 5 bytes, character PHN_MAIN 10 bytes, numeric PHN_SECOND 2 bytes, numeric (not ordinarily used) CSR_VERIFIED 1 byte, character CCO 3 bytes, character CALL_DATE 10 bytes, date format MM/DD/CCYY CALL_TAME 5 bytes, time format hh:mm RADDR1 5 bytes, character RADDR2 20 bytes, character RADDR3 5 bytes, character RCITY 16 bytes, character RSTATE 2 bytes, character RZIP1 5 bytes, numeric RZIP2 4 bytes, numeric RCOUNTRY 16 bytes, character	5.1.0		

Requirement Number	Requirement Description		Currently Available	Notes	
	RADDRFLAG	1 byte, character			
	MADDR1	5 bytes, character			
	MADDR2	20 bytes, character			
	MADDR3	5 bytes, character			
	MADDR4	30 bytes, character			
	MCITY	16 bytes, character			
	MSTATE	2 bytes, character			
	MZIP1	5 bytes, numeric			
	MZIP2	4 bytes, numeric			

Requirement Number	Requirement Description	Currently Available		Notes
1000.1100.000.00200	The system shall generate a detail summary file for the INS HQ Exception Broker team in the file format outlined in Attachment B, as follows: A-Number (part of record key) 10 bytes, character CoA request date (part of record key) 10 bytes, date format MM/DD/CCYY CoA request call time (part of record key) 5 bytes, time format HH:MM Applicant last name 30 bytes, character Applicant first name 18 bytes, character DOB 10 bytes, date format MM/DD/CCYY Attorney last name 30 bytes, character Attorney first name 18 bytes, character Attorney middle initial 1 byte, character Attorney firm name 50 bytes, character Attorney address street name 40 bytes, character Attorney address street address 2 40 bytes, character Attorney address city 16 bytes, character Attorney address state 2 bytes, character Attorney Address ZIP code 5 bytes, character Attorney Address ZIP code extension 4 bytes, character Exception code 3 bytes, character • Date processed 10 bytes, date format M/DD/CCYY	5.1.0		
1000.1100.000.00300	The system shall only update cases for which it receives a verified flag.	5.1.0		
1000.1100.000.00400	The system shall update records in which a combination of the A-Number, last name and first name match the record in the CoA request file. If there is no match on the A-Number/name combination, the system shall attempt to match and update the record using the A-Number combined with the DOB from the CoA request file.	5.1.0		

Requirement Number	Requirement Description	Currently Available		Notes
1000.1100.000.00500	The system shall update all verified CoA request file records for which it finds a matching record regardless of whether the case is a CLAIMS 4 or RNACS case.	5.1.0		
1000.1100.000.00600	The system shall update verified, matching CoA requests provided the CoA request does not result in a change of jurisdiction when the case is scheduled or in the queue for scheduling for fingerprint, interview, or oath. A jurisdiction change occurs when the new residential ZIP code matches a CCO that differs from the applicant's currently assigned CCO.	5.1.0		
1000.1100.000.00700	The system shall update verified, matching CoA requests provided the applicant is not a member of a Super group or CBO group.	5.1.0		
1000.1100.000.00800	The system shall update verified, matching CoA requests when a case is in a closed state, but will set an exception code in the detail summary file to reflect the case status (Administratively Closed, Deny Closed, or Grant Closed).	5.1.0		
1000.1100.000.00900	The system shall check an updated record for the presence of a G-28. If a G-28 is present, the system shall copy the corresponding attorney address into the detail summary file.	5.1.0		

Requirement Number	Requirement Description	Currently Available		Notes
1000.1100.000.01000	The system shall apply the appropriate exception code to records in the detail summary file to indicate data and update exceptions and/or errors. Valid exception codes are as follows: • N00—Case Not Found U00—Update Applied C00—CLAIMS 4 Case (Ignored) (RNACS Only) A00—Admin Closed – but Update Applied D00—Deny Closed – but Update Applied G00—Grant Closed – but Update Applied R01—Rejected – Scheduled for Interview (Different Jurisdiction) R02—Rejected – Scheduled for Oath (Different Jurisdiction R03—Rejected – Scheduled for Fingerprints (Different Jurisdiction) R04—Rejected – Member of Super Group R05—Rejected – County Not Found R06—Rejected – ZIP code Not Found R07—Rejected – Invalid ZIP Code R08—Rejected – Invalid State Code R09—Rejected – Missing Data – City R10—Rejected – Missing Data – Street R11—Rejected – City, State, ZIP combination not valid F01—Verification Passed – Awaiting Update (Internal CoA Tracking only) F02—Failed Verification – RNACS Unavailable (Internal CoA Tracking only) • F03—Failed Verification – Not Found in RNACS (Internal CoA Tracking only)	5.1.0		
1000.1100.000.01100	The system shall post a date/time stamp in each record indicating that a CoA has been posted.	5.1.0		

Requirement Number	Requirement Description	Currently Available		Notes
1000.1100.000.01300	The system shall generate a transaction summary file for NCSC containing the record count received from NCSC and record count updated as a result of the CoA request file.	5.1.0		
1000.1100.000.01400	The system shall maintain a history record indicating when a CoA was applied to a case.	5.1.0		
	Interface With Complete File Review module			
1000.1200.000.00100	The system shall communicate to the Complete File Review Intranet application which cases are ready for review according to the following criteria: • An FBI response has been received • The applicant's A-File has been received (or due diligence has been exercised in searching for it) • The G-325 name check response has been received	5.2.0		
1000.1200.000.00200	The system shall communicate which cases are ready for review to Complete File Review application prior to the scheduling of these cases for initial interview.	5.2.0		
1000.1200.000.00300	The system shall provide read-only access to the following information in CLAIMS 4.0 about cases that are ready for Complete File Review: • Office (in which the applicant will be interviewed) 3 bytes, character SC 3 bytes, character A-Number 10 bytes, character Application ID 13 bytes, character A-File or qualifying T-File 1 byte, character Male or female 1 byte, character Is there an N-648 1 byte, character FBI response 1 byte, character FBI response date 8 bytes, date format MM/DD/YY Eligibility 1 byte, character DOB 8 bytes, date format MM/DD/YY	5.2.0		

Requirement Number	Requirement Description	Currently Available		Notes
	Legal permanent resident date 8 bytes, date format MM/DD/YY File receipt date (mailroom stamp) 8 bytes, date format MM/DD/YY Is copy of green card (or Form I-90 present) 1 byte, character Part 7, Question 15B marked "yes" 1 byte, character Two photographs 1 byte, character G-28 filed with the application 1 byte, character Attorney name 66 bytes, character Attorney address 1 34 bytes, character Attorney address 2 78 bytes, character Attorney city 28 bytes, character Attorney state 2 bytes, character Attorney postal code 9 bytes, character Name (of applicant) 69 bytes, character Address 1 44 bytes, character Address 2 34 bytes, character City 28 bytes, character State 2 bytes, character Postal code 9 bytes, character			
1000.1200.000.00400	The system shall in the future prevent cases from being scheduled for initial interview once they are ready for Complete File Review, until the review has been successfully completed.			Future
	Workflow Management			
	Control and Process Function			
1100.100.000.00100	The system shall control and direct the processing of applications through the update of activity states that subsequently initiate or allow other activities.	4.0.0		
1100.100.000.00200	The system shall validate whether the user has the proper role and/or authority to perform the activity requested.	4.0.0		
1100.100.000.00300	The system shall ensure that users can only perform activities on cases assigned to them or to their role.	4.0.0		

Requirement Number	Requirement Description	Currently Available		Notes
1100.100.000.00400	The system shall ensure that activities are processed in the correct chronological and business requirement order.	4.0.0		
1100.100.000.00500	The system shall have the capability to control case processing based on a user-initiated activity or event.	4.0.0		
1100.100.000.00600	The system shall have the capability to control case processing based on a system-initiated or a time-controlled activity or event.	4.0.0		
1100.100.000.00700	The system shall provide a list of all recent cases submitted to the Workflow Management System at a given site, showing the following: • Process name Process identifier Status Start time • End time for each case	4.0.0		
1100.100.000.00800	The system shall provide a list of all activities performed on a case (selected using a list or text box) displaying the following: • Activity name Status Expected start time Expected expiration time • User ID of the person completing the activity	4.0.0		
1100.100.000.00900	The system shall provide a historical list of activities performed on a selected case, displaying the following for each activity: • Activity identifier Activity name Start time • User ID of the person who completed the activity	4.0.0		
1100.100.000.01000	The system shall provide the end conditions that resulted from processing a selected activity.	4.0.0		

Requirement Number	Requirement Description	Currently Available		Notes
1100.100.000.01100	The system shall produce a graphical representation of the status of case processing (a Workflow activity monitor) that shows the state of all activities performed on the case.	4.0.0		
1100.100.000.01200	The system shall update the activity and case status of the Workflow activity monitor information upon user request.	4.0.0		
1100.100.000.01300	The Workflow management system shall clean up scheduler tables after a scheduled event has expired. A scheduled event is defined as an applicant appointment created by the automated CLAIMS 4 scheduler.	4.0.0		
1100.100.000.01400	The system shall provide the capability to zoom in on an N-400 Data Entry to Scheduling tab within the Workflow activity monitor that provides a detailed view of a Workflow process flowchart graphic with vertical and horizontal scroll bars.	4.0.0		
1100.100.000.01500	The system shall provide a Workflow management tool to view and modify the Workflow status of a case.	4.0.0		
1100.100.000.01600	The system shall provide the capability to complete an expired activity and push the process to the next logical step.	4.0.0		
1100.100.000.01700	The system shall provide the capability to evaluate the need for the insertion of expired activities.	4.0.0		
1100.100.000.01800	The system shall provide the capability to track ad hoc or unexpected activities that are not process driven.	4.0.0		
1100.100.000.01900	The system shall provide the capability to establish expected start time and expiration time for time-sensitive activities.	4.0.0		
1100.100.000.02000	The system shall provide the capability to perform parallel activities on a case when necessary.	4.0.0		
1100.100.000.02100	The system shall provide the capability to suspend case processing based on business rules.	4.0.0		
1100.100.000.02200	The system shall provide the capability to perform exclusive processing on a case for specified activities.	4.0.0		
	Metrics and Statistics Function			
1100.200.000.00100	The system shall provide accurate time stamps and audit trail (case history) of all activities performed for a single case.	4.0.0		

Requirement Number	Requirement Description	Currently Available		Notes
1100.200.000.00200	The system shall indicate where an application is located in the process at any given time.	4.0.0		
1100.200.000.00300	The system shall maintain composite statistics of the time spent performing activities.			Future
1100.200.000.00400	The system shall maintain composite statistics of the time spent between activities waiting for a task to be performed.			Future
1100.200.000.00500	The system shall maintain production statistics that satisfy the requirements of G-22 accounting.	4.0.0		
	Case Status			
	Case Status Processing			
1200.100.000.00100	The system shall provide a GUI for the Case Status subsystem.	4.0.0		
1200.100.000.00200	The system shall provide the capability to enter search criteria to locate one or more applications.	4.0.0		
1200.100.000.00300	The system shall display in list format those applications that satisfy specified search criteria.	4.0.0		
1200.100.000.00400	The system shall, if only one application satisfies the search criteria, automatically display the following: • Workflow history Status • RAFACS A-File location	4.0.0		
1200.100.000.00500	The system shall provide the capability, when more than one application satisfies the search criteria, of selecting an application from a displayed list and viewing the following: • Workflow history Status RAFACS A-File location • Any scheduled event	4.0.0		

Requirement Number	Requirement Description	Currently Available		Notes
1200.100.000.00600	The system shall display the following for each selected case: • Name Application ID A-Number Form number Last name First name DOB COB Mailing address Case location Mailroom date received CIS match information Payment ID Payment status Fee Workflow status • Workflow history	4.0.0		
1200.100.000.00700	If no applications satisfy the query, the system shall display an appropriate message.	4.0.0		

Requirement Number	Requirement Description	Currently Available		Notes
1200.100.000.00800	The system shall accept search criteria that include but are not limited to the following: • Application ID A-Number Form number First name Last name SSN DOB COB Mailing address Attorney's last name Attorney's first name Attorney legal ID Attorney state license number Attorney VOLAG number Application location Port of entry Date of entry range DOB range Payment ID • Certificate number	4.0.0		
1200.100.000.00900	The system shall provide the capability to invoke case status display from other modules or components of the system, including: • Adjudication Batch Status Update • Scheduler	4.0.0		

Requirement Number	Requirement Description	Currently Available		Notes
1200.100.000.01000	The system shall provide the capability to view the following subforms: • Scheduling Fingerprint Attorney • Payment details	4.0.0		
1200.100.000.01100	The system shall display a Scheduling screen within the Case Status subsystem that shows the following, for interviews and oath ceremonies: • Interview location address Interview room and section number Interview date and time Ceremony location address Ceremony room and gate number Ceremony date Ceremony gate time and start time Ceremony type • Certificate history	4.0.0		

Requirement Number	Requirement Description	Currently Available		Notes
1200.100.000.01200	The system shall display a Fingerprint screen within the Case Status subsystem that shows the following: • Last name First name Middle name Aliases (up to three) Contributor identification number A-Number SSN FBI number Local originating agency identification (ORI) Regional ORI Eye color Hair color Height Weight Sex Place of birth DOB • Race			

Requirement Number	Requirement Description	Currently Available		Notes
1200.100.000.01300	The system shall display an Attorney screen within the Case Status subsystem that shows the following: • Attorney's last name Attorney's first name Attorney legal ID Attorney state license number Attorney VOLAG number Attorney mailing address Attorney phone number • Type of appearance	4.0.0		
1200.100.000.01400	The system shall display a Payment screen within the Case Status subsystem that shows the following: • Workflow status Workflow history Applicants with the same payment ID • Remittances	4.0.0		
1200.100.000.01500	The system shall provide the capability to print out the case status as well as various labels.	4.0.0		

A Deliverable to the
U.S. Immigration & Naturalization Service

User Manual

CLAIMS 4.0 District Office User Manual

Project No. K00PP015S00 (G519): CLAIMS 4 Development Support

Subtask 7: Documentation Support

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TABLE OF CONTENTS

1. INTRODUCTION 1–1
1.1 Purpose and Scope 1–1
1.2 Organization 1–1
1.3 Points of Contact 1–1
1.4 Project References 1–1
1.5 Primary Business Functions 1–2
1.6 Glossary 1–2

2. SYSTEM CAPABILITIES 2–1
2.1 Purpose 2–1
2.2 General Description 2–1
2.3 Privacy Act Considerations 2–2

3. DESCRIPTION OF SYSTEM FUNCTIONS 3–1
3.1 Scheduling 3–1
3.1.1 Detailed Description of Scheduling 3–1
3.1.2 Prerequisites for Scheduling 3–1
3.1.3 Results of Scheduling 3–1
3.2 Adjudications 3–1
3.2.1 Detailed Description of Adjudications 3–1
3.2.2 Prerequisites for Adjudications 3–2
3.2.3 Results of Adjudications 3–2
3.3 Reporting 3–2
3.3.1 Detailed Description of Reporting 3–2
3.3.2 Prerequisites for Reporting 3–3
3.3.3 Results of Reporting 3–3
3.4 Document Production 3–3
3.4.1 Detailed Description of Document Production 3–3
3.4.2 Prerequisites for Document Production 3–3
3.4.3 Results of Document Production 3–3

3.5 Case Management 3–3
3.5.1 Detailed Description of Case Management 3–3
3.5.2 Prerequisites for Case Management 3–4
3.5.3 Results of Case Management 3–4
3.6 Case Status 3–4
3.6.1 Detailed Description of Case Status 3–4
3.6.2 Prerequisites for Case Status 3–5
3.6.3 Results of Case Status 3–5
3.7 System Maintenance 3–5
3.7.1 Detailed Description of System Maintenance 3–5
3.7.2 Prerequisites for System Maintenance 3–5
3.7.3 Results of System Maintenance 3–5
3.8 Workflow Admin. 3–6
3.8.1 Detailed Description of Workflow Admin. 3–6
3.8.2 Prerequisites for Workflow Admin. 3–6
3.8.3 Results of Workflow Admin. 3–6

4. OPERATING INSTRUCTIONS 4–1
4.1 Launching CLAIMS 4.0 4–1
4.2 Using CLAIMS 4.0 4–2
4.2.1 Menu Commands 4–2
4.2.2 Navigation 4–2
4.2.3 Ellipsis Buttons 4–3
4.3 System Settings and Password 4–3
4.4 Entering an Application ID 4–5
4.5 Exit/Restart CLAIMS 4.0 4–5

5. ERROR HANDLING 5–1

6. CLAIMS 4.0 ONLINE HELP 6–1
6.1 Using Context-Sensitive Help 6–1
6.2 Accessing Help Using the Contents Topic List 6–1
6.3 Searching or Finding Help Topics 6–1

6.4 Using Help Index 6–2
6.5 Using the CLAIMS 4.0 Help Navigator 6–2
6.6 Using the Glossary 6–2

7. SCHEDULING 7–1
7.1 Administrator 7–1
7.1.1 Interview Location Profile 7–2
7.1.2 Interview Service Type Profile 7–6
7.1.3 Interview Section Profile 7–8
7.1.4 Oath Ceremony/Fingerprint Location Profile 7–14
7.1.5 Oath Ceremony/Fingerprint Facility 7–18
7.1.6 Oath Ceremony Examiner Profile 7–23
7.1.7 Assign Examiner to Oath Ceremony 7–26
7.2 Schedule 7–27
7.2.1 Schedule Interview 7–28
7.2.2 Schedule Oath Ceremony 7–31
7.2.3 Schedule Fingerprint 7–34
7.2.4 Place in Queue 7–37
7.2.5 Remove From Queue 7–39
7.2.6 Reschedule 7–41
7.2.7 Cancel Based on Request 7–44
7.2.8 Interview/Oath Ceremony/Fingerprint Conducted 7–46
7.2.9 Record No-Show 7–49
7.3 Utilities 7–51
7.3.1 Group Rules 7–51
7.3.2 Schedule Rules 7–53
7.3.3 Color Code 7–55
7.3.4 Manage Oath Ceremony/Fingerprint Slots 7–56
7.3.5 Batch Scheduler 7–59
7.4 Information 7–62
7.4.1 Status Inquiry 7–63
7.4.2 Interview/Oath Ceremony Query 7–65
7.4.3 View Error Log 7–66

8. ADJUDICATIONS 8–1
8.1 Preview/Open 8–3
8.1.1 N400 8–6
8.1.2 Address 8–6
8.1.3 Attorney (Att'y) 8–8
8.1.4 Evidence/Background 8–9
8.1.5 Relatives 8–12
8.1.6 Marriages 8–14
8.1.7 Employment 8–15
8.1.8 Other Names 8–17
8.1.9 Eligibility 8–18
8.1.10 Organization Memberships 8–20
8.1.11 Absences From the United States 8–21
8.1.12 Residential History 8–22
8.1.13 Fingerprints 8–24
8.1.14 325 8–27
8.2 Save Options 8–30
8.3 Exam 8–31
8.3.1 INS Location Testing 8–31
8.3.2 Test Center Test Results 8–34
8.4 Decisions 8–35
8.4.1 Approve 8–36
8.4.2 Continue 8–38
8.4.3 Continue With Intent to Deny 8–41
8.4.4 Deny/Withdrawal/Admin. Close 8–43
8.4.5 Denial Due to Abandonment 8–46
8.4.6 Service and Applicant Motions to Reopen and Reconsider 8–50
8.4.7 Decision Concerning Interview/Oath Ceremony 8–51
8.4.8 Supervisor Review 8–54
8.4.9 Reverify Grant 8–55
8.4.10 Undo Decision 8–55
8.5 Application List 8–57
8.6 Name Change Petition 8–58
8.7 Application History 8–59

8.8 Prior Exam Results 8–60
8.9 Prior Decision Results 8–61
8.10 Notices 8–62
8.11 Find/Case Status 8–63
8.12 Preferences 8–64

9. REPORTING 9–1
9.1 Initiating a Report Query 9–1
9.2 Report Functions 9–3
9.3 Using the Report Viewer Screen 9–4
9.4 Using the Batch Option 9–6

10. DOCUMENT PRODUCTION 10–1
10.1 Request/Print Batch Certificates 10–1
10.1.1 Batch Print Requests 10–2
10.1.2 Certificate Print Server 10–5
10.1.3 Print Single Certificates 10–8
10.1.4 Reprint Certificates 10–9
10.2 QA Check 10–10
10.3 Void/Destroy Certificates 10–12
10.4 View Certificate History 10–13
10.5 Void/Destroy Report (View Function Only) 10–14
10.6 Transfer Documents 10–15

11. CASE MANAGEMENT 11–1
11.1 CLAIMS Resolution 11–1
11.2 Batch Status Update 11–4
11.2.1 Batch Update 11–5
11.2.2 Close Out Case 11–7
11.2.3 No-Show 11–8
11.2.4 Certificate Withheld 11–9
11.3 Change of Address Request 11–10
11.4 FBI Fingerprint Result 11–11

12. CASE STATUS 12–1
12.1 Search 12–1
12.2 Print Labels/Print Case Status 12–6

13. SYSTEM MAINTENANCE 13–1
13.1 Profiles Menu 13–1
13.1.1 Select a Location 13–2
13.1.2 Location Profile 13–4
13.1.3 Services 13–9
13.1.4 Workflow Participant Roles 13–13
13.1.5 Report Access Groups 13–15
13.1.6 User Profile Record 13–18
13.1.7 Application ID, Payment ID, A-Number 13–22
13.1.8 Certificate Numbers 13–25
13.1.9 Forms 13–28
13.2 Tables 13–31
13.3 Status 13–37
13.4 Window and File 13–39
13.4.1 Arranging the Desktop 13–40

14. WORKFLOW ADMIN. 14–1
14.1 Process Information 14–1
14.2 Pending Activities 14–3
14.3 Process History 14–4

APPENDIX A—GLOSSARY AND ACRONYMS

APPENDIX B—REPORT DESCRIPTIONS

EXHIBITS

Exhibit 2–1: CLAIMS 4.0 District Office Modules 2–1
Exhibit 4–1: CLAIMS 4.0 Main Menu 4–1
Exhibit 4–2: Security Menu 4–3
Exhibit 4–3: System Settings 4–4
Exhibit 4–4: System Settings With Value Selected 4–4
Exhibit 4–5: Change Password 4–5
Exhibit 5–1: Unfinished Activities 5–1
Exhibit 7–1: Scheduling Button 7–1
Exhibit 7–2: Administrator Menu Options 7–1
Exhibit 7–3: Administrator Menu Options—Interview Profile, Interview Location 7–2
Exhibit 7–4: Interview Location Profile 7–3
Exhibit 7–5: Site Profile 7–4
Exhibit 7–6: Location Profile 7–5
Exhibit 7–7: Room Profile 7–6
Exhibit 7–8: Administrator Menu Options—Interview Profile, Interview Service Type 7–7
Exhibit 7–9: Interview Service Type Profile 7–7
Exhibit 7–10: Administrator Menu Options—Interview Profile, Interview Section 7–9
Exhibit 7–11: Interview Section Profile 7–9
Exhibit 7–12: Assign Service Type 7–11
Exhibit 7–13: Interview Section Exception Profile 7–12
Exhibit 7–14: Administrator Menu Options—Oath Ceremony Profile, Oath Ceremony/Fingerprint Location 7–14
Exhibit 7–15: Oath Ceremony/Fingerprint Location Profile 7–14
Exhibit 7–16: Site Profile 7–15
Exhibit 7–17: Facility Profile 7–16
Exhibit 7–18: Room Profile 7–17
Exhibit 7–19: Reporting Gate Profile 7–17
Exhibit 7–20: Administrator Menu Options—Oath Ceremony Profile, Oath Ceremony/Fingerprint Facility 7–18
Exhibit 7–21: Oath Ceremony/Fingerprint Facility Profile 7–18
Exhibit 7–22: Oath Ceremony Reporting Gate Profile 7–20
Exhibit 7–23: Oath Ceremony Room/Fingerprint Facility Exception 7–21

Exhibit 7–24: Gate Profile Exception 7–22
Exhibit 7–25: Administrator Menu Options—Oath Ceremony Profile, Oath Ceremony Examiner 7–24
Exhibit 7–26: Oath Ceremony Examiner Profile 7–24
Exhibit 7–27: Examiner Exceptions 7–25
Exhibit 7–28: Administrator Menu Options—Oath Ceremony Profile, Assign Examiner to Oath Ceremony 7–26
Exhibit 7–29: Assign Examiner to Oath Ceremony 7–26
Exhibit 7–30: Schedule Menu Icons 7–27
Exhibit 7–31: Schedule Menu Options—Schedule Interview 7–29
Exhibit 7–32: Prompt 7–29
Exhibit 7–33: Schedule Interview 7–30
Exhibit 7–34: Schedule Menu Options—Schedule Oath Ceremony 7–32
Exhibit 7–35: Prompt 7–32
Exhibit 7–36: Schedule Oath Ceremony 7–33
Exhibit 7–37: Schedule Menu Options—Schedule Fingerprint 7–34
Exhibit 7–38: Prompt 7–35
Exhibit 7–39: Schedule Fingerprint 7–36
Exhibit 7–40: Schedule Menu Options—Place in Queue 7–37
Exhibit 7–41: Prompt 7–38
Exhibit 7–42: Place in Queue 7–38
Exhibit 7–43: Schedule Menu Options—Remove From Queue 7–39
Exhibit 7–44: Prompt 7–40
Exhibit 7–45: Remove From Queue 7–40
Exhibit 7–46: Schedule Menu Options—Reschedule 7–42
Exhibit 7–47: Prompt 7–42
Exhibit 7–48: Reschedule 7–43
Exhibit 7–49: Schedule Menu Options—Cancel Based on Request 7–44
Exhibit 7–50: Prompt 7–45
Exhibit 7–51: Cancel Schedule 7–45
Exhibit 7–52: Schedule Menu Options—Interview, Oath Ceremony, or Fingerprint Conducted 7–47
Exhibit 7–53: Prompt 7–47
Exhibit 7–54: Interview/Oath Ceremony/Fingerprint Conducted 7–48

Exhibit 7–55: Oath Ceremony Status Options 7–48
Exhibit 7–56: Schedule Menu Options—Oath Ceremony Conducted 7–49
Exhibit 7–57: Prompt 7–50
Exhibit 7–58: Record No Show 7–50
Exhibit 7–59: Utilities Menu Options—Rule Setup, Group Rules 7–52
Exhibit 7–60: Group Rules 7–52
Exhibit 7–61: Utilities Menu Options—Rule Setup, Schedule Rules 7–53
Exhibit 7–62: Scheduling Rules 7–54
Exhibit 7–63: Utilities Menu Options—Color Code 7–55
Exhibit 7–64: Color Codes 7–55
Exhibit 7–65: Utilities Menu Options—Manage Oath Ceremony/Fingerprint Slots 7–57
Exhibit 7–66: Manage Oath Ceremony/Fingerprint Slots 7–57
Exhibit 7–67: Confirmation Message 7–58
Exhibit 7–68: Confirmation Message 7–58
Exhibit 7–69: Confirmation Message 7–59
Exhibit 7–70: Confirmation Message 7–59
Exhibit 7–71: Batch Schedule 7–60
Exhibit 7–72: Show Batch Schedule Data 7–61
Exhibit 7–73: Batch Interview 7–61
Exhibit 7–74: Batch Oath Ceremony 7–62
Exhibit 7–75: Information Menu Options—Status Inquiry 7–63
Exhibit 7–76: Prompt 7–63
Exhibit 7–77: Status Inquiry 7–64
Exhibit 7–78: Scheduled Service Information 7–64
Exhibit 7–79: Scheduling History 7–65
Exhibit 7–80: Information Menu Options—Interview/Oath Ceremony Query 7–65
Exhibit 7–81: Interview/Oath Ceremony Query 7–66
Exhibit 7–82: Information Menu Options—View Error Log 7–67
Exhibit 7–83: View Error Log 7–67
Exhibit 8–1: Adjudications Button 8–1
Exhibit 8–2: Adjudications Module Options 8–1
Exhibit 8–3: Preview/Open 8–3
Exhibit 8–4: Application ID 8–5
Exhibit 8–5: Warning Message 8–5

Exhibit 8–6: N400 Information 8–6
Exhibit 8–7: Address Information 8–7
Exhibit 8–8: Attorney Information 8–9
Exhibit 8–9: Evidence/Background Information 8–10
Exhibit 8–10: Possible Evidence List 8–11
Exhibit 8–11: Error Message 8–12
Exhibit 8–12: Evids/Bkgds Screen Tabs 8–12
Exhibit 8–13: Relative Information 8–13
Exhibit 8–14: Edit Relative Information 8–13
Exhibit 8–15: Marriage Information 8–14
Exhibit 8–16: Edit Marital Information 8–15
Exhibit 8–17: Employer Information 8–16
Exhibit 8–18: Edit Employment Information 8–16
Exhibit 8–19: Other Names Information 8–17
Exhibit 8–20: Edit Alias Name Information 8–18
Exhibit 8–21: Eligibility Information 8–18
Exhibit 8–22: Selective Service Details 8–19
Exhibit 8–23: Arrest Information Details 8–20
Exhibit 8–24: Organization Information 8–20
Exhibit 8–25: Absences From the United States Information 8–21
Exhibit 8–26: Absence Reasons 8–22
Exhibit 8–27: Residential History Information 8–23
Exhibit 8–28: Edit Residential Address 8–23
Exhibit 8–29: Fingerprint Information 8–24
Exhibit 8–30: Edit Fingerprint Information 8–24
Exhibit 8–31: Modify Fingerprint 8–25
Exhibit 8–32: Edit Fingerprint Information 8–26
Exhibit 8–33: Save Options for Ordering New Fingerprints 8–26
Exhibit 8–34: 325 Information 8–27
Exhibit 8–35: Edit 325 Information 8–28
Exhibit 8–36: Modify 325 8–28
Exhibit 8–37: Edit 325 Information With Modification Fields 8–29
Exhibit 8–38: Save Options for Adjudications 8–30
Exhibit 8–39: Warning Message 8–31

Exhibit 8–40: Test Results 8–32
Exhibit 8–41: Test Center Test Results 8–34
Exhibit 8–42: Approval Choices 8–36
Exhibit 8–43: Adjudicator's Decision Notes 8–37
Exhibit 8–44: Decision Review Results 8–37
Exhibit 8–45: Oath Ceremonies 8–37
Exhibit 8–46: Continue Reasons 8–39
Exhibit 8–47: Adjudicator's Decision Notes Tab 8–40
Exhibit 8–48: Decision Review Results Tab 8–40
Exhibit 8–49: Continue With Intent to Deny Choices 8–41
Exhibit 8–50: Adjudicator's Decision Notes Tab 8–42
Exhibit 8–51: Decision Review Results Tab 8–42
Exhibit 8–52: Deny/Withdrawal/Admin. Close Choices 8–43
Exhibit 8–53: Sample Denial Due to Abandonment Warning Screen 8–44
Exhibit 8–54: Record of Administrative Close Options 8–44
Exhibit 8–55: Adjudicator's Decision Notes Tab 8–45
Exhibit 8–56: Decision Review Results Tab 8–45
Exhibit 8–57: Denial Choices 8–46
Exhibit 8–58: Denial Due to Abandonment General Warning 8–47
Exhibit 8–59: Payment Menu Option 8–48
Exhibit 8–60: Payment Menu Option 8–48
Exhibit 8–61: Confirmation Message 8–49
Exhibit 8–62: Failure to Appear for Fingerprinting Warning 8–49
Exhibit 8–63: Service Motion to Reopen and Reconsider 8–50
Exhibit 8–64: Adjudicator's Decision Notes Tab 8–51
Exhibit 8–65: Application ID 8–52
Exhibit 8–66: Interview Decision 8–52
Exhibit 8–67: Oath Decision 8–53
Exhibit 8–68: Save Options for Reverify Grant 8–55
Exhibit 8–69: Case Review Screen With Undo Decision Icon 8–56
Exhibit 8–70: Save Options for Undo Prior (Last) Decision 8–56
Exhibit 8–71: Application History 8–57
Exhibit 8–72: Application List 8–57
Exhibit 8–73: Case Status 8–58

Exhibit 8–74: Name Change Petition 8–59
Exhibit 8–75: Application History 8–60
Exhibit 8–76: Prior Test Results List 8–60
Exhibit 8–77: Prior Adjudication Results List 8–61
Exhibit 8–78: Notices Options for Decision Notice 8–62
Exhibit 8–79: Case Status Inquiry 8–64
Exhibit 8–80: Options Menu Options—Preferences 8–65
Exhibit 9–1: Reporting Button 9–1
Exhibit 9–2: CLAIMS Reports 9–1
Exhibit 9–3: CLAIMS Tracking Report Query Builder 9–2
Exhibit 9–4: Select Your Search Options 9–2
Exhibit 9–5: Report Function Options 9–3
Exhibit 9–6: Report Viewer 9–4
Exhibit 9–7: Export 9–5
Exhibit 9–8: Reporting 9–6
Exhibit 10–1: Document Production Button 10–1
Exhibit 10–2: Document Production Module Options 10–1
Exhibit 10–3: Certificate Printing and Setup 10–2
Exhibit 10–4: Work Order for Batch Printing 10–3
Exhibit 10–5: Modify Sorting 10–3
Exhibit 10–6: Special Printing Instructions 10–4
Exhibit 10–7: Certificate Size 10–5
Exhibit 10–8: NATS Print Server 10–6
Exhibit 10–9: Batch Setup 10–7
Exhibit 10–10: Batch Print 10–7
Exhibit 10–11: Single Print 10–8
Exhibit 10–12: NATS Print Server 10–9
Exhibit 10–13: Certificate Reprint 10–10
Exhibit 10–14: Quality Assurance 10–11
Exhibit 10–15: Document Validation 10–11
Exhibit 10–16: Void/Destroy Certificate 10–13
Exhibit 10–17: Search History Menu 10–14
Exhibit 10–18: Certificate History 10–14
Exhibit 10–19: Document Production Reporting 10–15

Exhibit 10–20: Document Production Transfer 10–16
Exhibit 11–1: Case Management Button 11–1
Exhibit 11–2: Case Management Module Options 11–1
Exhibit 11–3: View Activity Queue 11–2
Exhibit 11–4: CLAIMS/CIS A-Number Resolution 11–3
Exhibit 11–5: CLAIMS/CIS Data Field Comparison 11–4
Exhibit 11–6: Batch Status Update 11–5
Exhibit 11–7: Directory Structure 11–6
Exhibit 11–8: Batch Status Update Error Log 11–7
Exhibit 11–9: Close Out Case 11–7
Exhibit 11–10: No-Show 11–8
Exhibit 11–11: Certificate Withheld 11–9
Exhibit 11–12: Change of Address 11–10
Exhibit 11–13: Address Change Petition 11–11
Exhibit 11–14: FBI Fingerprint Result 11–12
Exhibit 11–15: FBI Result—Adding New 11–12
Exhibit 12–1: Case Status Button 12–1
Exhibit 12–2: Case Status Module Options 12–1
Exhibit 12–3: Case Status Inquiry 12–2
Exhibit 12–4: Case Search 12–3
Exhibit 12–5: Case Status 12–3
Exhibit 12–6: Interview Schedule 12–4
Exhibit 12–7: Attorney Information 12–4
Exhibit 12–8: FBI Result 12–5
Exhibit 12–9: Pay Details 12–5
Exhibit 12–10: Label Printing 12–6
Exhibit 12–11: Case Status Printing Prompt 12–7
Exhibit 12–12: Select a Printer Prompt 12–7
Exhibit 13–1: System Maintenance Button 13–1
Exhibit 13–2: Location Profiles 13–2
Exhibit 13–3: Location Search Options 13–3
Exhibit 13–4: Location Look-Up List 13–4
Exhibit 13–5: Location Profile 13–5
Exhibit 13–6: Nature of Services 13–6

Exhibit 13–7: Location Address 13–6
Exhibit 13–8: Other Information 13–7
Exhibit 13–9: Branch Locations 13–7
Exhibit 13–10: Function Buttons 13–9
Exhibit 13–11: List of Service Locations 13–10
Exhibit 13–12: Service Location Maintenance 13–11
Exhibit 13–13: Participant Type Codes List 13–13
Exhibit 13–14: Participant Roles 13–14
Exhibit 13–15: Report Access Group Code for a Site 13–16
Exhibit 13–16: Report Data Profile—New Record 13–16
Exhibit 13–17: Report Data Profile—Edit/Delete Record 13–17
Exhibit 13–18: User Profile List 13–19
Exhibit 13–19: User Profile Record 13–20
Exhibit 13–20: Number Pool Profile Menu 13–22
Exhibit 13–21: APP_ID Maintenance 13–22
Exhibit 13–22: PAYMENT_ID Maintenance 13–23
Exhibit 13–23: EAD's A_NUMBER Maintenance 13–24
Exhibit 13–24: Naturalization Certificate Number Maintenance 13–26
Exhibit 13–25: List of Naturalization Certificate Numbers for the Location 13–26
Exhibit 13–26: List of INS Forms 13–28
Exhibit 13–27: INS Form Data—By Location 13–29
Exhibit 13–28: Table List 13–31
Exhibit 13–29: Table List With Selected Table 13–32
Exhibit 13–30: Table Look-Up Scan 13–33
Exhibit 13–31: Insert a New Record 13–34
Exhibit 13–32: Update a Record 13–35
Exhibit 13–33: Workflow Case Status—By Case 13–37
Exhibit 13–34: Workflow Case Status—Activity History 13–38
Exhibit 13–35: Workflow Activity Monitor 13–39
Exhibit 14–1: Workflow Admin. Button 14–1
Exhibit 14–2: Workflow Process Instance—Process Info 14–2
Exhibit 14–3: Workflow Process Instance—Pending Activities 14–3
Exhibit 14–4: Workflow Process Instance—Process History 14–4

INTRODUCTION

The Immigration and Naturalization Service (INS) developed the Computer-Linked Application Information Management System (CLAIMS) Version 4.0 to assist in the processing of applications related to naturalization or attaining U.S. citizenship. Designed to meet the sharp increase in naturalization applications over the past few years, CLAIMS 4.0—a reengineering of prior computerized naturalization systems—provides a more efficient and effective process for handling these cases. CLAIMS 4.0 makes use of newer and more efficient technology based on a graphical user interface (GUI). CLAIMS 4.0 enables the INS to process cases more efficiently by tracking each case through all aspects of the naturalization and citizenship process, from application submission to close out.

Purpose and Scope

This user manual provides an overview of CLAIMS 4.0 and its workflow process. It provides general information regarding CLAIMS 4.0, as well as detailed instruction on how to use the eight CLAIMS 4.0 functions available in INS district offices (DOs), suboffices, and satellite offices. A detailed description of the naturalization process using CLAIMS 4.0 is also provided. This manual also serves as a reference guide to the system functionality of CLAIMS 4.0 to aid INS representatives responsible for handling naturalization cases.

Organization

This user manual is divided into 14 sections. Section 1, Introduction, presents an overview of the CLAIMS 4.0 project, lists points of contact and reference documents, and describes primary business functions. Section 2, System Capabilities, describes the capabilities of CLAIMS 4.0. Section 3, Description of System Functions, provides a detailed description of each CLAIMS 4.0 function. The following sections contain step-by-step instructions for operating within CLAIMS 4.0: Section 4, Operation Procedures; Section 5, Error Handling; Section 6, CLAIMS 4.0 Online Help; Section 7, Scheduling; Section 8, Adjudications; Section 9, Reporting; Section 10, Document Production; Section 11, Case Management; Section 12, Case Status; Section 13, System Maintenance; and Section 14, Workflow Admin.

1.1 Points of Contact

(b)(6)
(b)(6)

The primary point of contact at the INS is [redacted] Deputy Director Benefit Systems Division, [redacted]

1.2 Project References

The following references were used to create the CLAIMS 4.0 User Manual:

- Systems Development Life Cycle Manual Version 3.0, March 31, 1998 (CFY00.90024-00.F*0)

- Functional Requirements Document for CLAIMS 4, April 12, 2000 (NCY00.10000-00.DC1-EDS)

1.3 Primary Business Functions

The CLAIMS 4.0 reengineering project will eventually replace the Redesigned Naturalization Automated Casework System to more effectively support the naturalization process. The capabilities supported by CLAIMS 4.0 include MailRoom Entry, Data Entry, Finance, Scheduling, Case Management, Adjudications, Reporting, Document Production, Case Status, System Maintenance, and Workflow Admin. functions.

Glossary

Appendix A, Glossary and Acronyms, provide a list of the terms and acronyms used in this document. Appendix B, Reports, contains a list of reports accessible through the Reporting module of CLAIMS 4.0, together with a brief description of each report.

SYSTEM CAPABILITIES

CLAIMS 4.0 tracks cases and assists in processing applications for naturalization and citizenship. The system is capable of tracking a case from the time it enters the mailroom until the naturalization certificate is printed and given to the applicant and the case is closed out.

1.4 Purpose

CLAIMS 4.0 provides the INS with an efficient and effective automated system to help with tracking and processing naturalization and citizenship applications. The INS, in accordance with U.S. naturalization law, adjudicates these applications. CLAIMS 4.0 serves as a repository of case data used at the local level to manage the naturalization caseload. CLAIMS 4.0 also provides statistics and composite profiles of naturalization activities at the national level.

1.5 General Description

CLAIMS 4.0 is divided into 12 modules. Exhibit 2–1, CLAIMS 4.0 District Office Modules, lists the functions for the eight modules used in the DO.

Exhibit 2–1: CLAIMS 4.0 District Office Modules

Module	Functions
Scheduling	The Scheduling module is used to schedule applicants for interviews, oath ceremonies (OCs), and fingerprinting; to set up interview, OC, and fingerprint locations; and to create examiner profiles. It is also used to view information related to scheduling.
Adjudications	The Adjudications module is used to assist district adjudication officers in the interview process. Application information can be reviewed and updated using this module. Adjudication decisions can also be recorded.
Reporting	The Reporting module is used to generate and print reports related to CLAIMS 4.0. A report query can be initiated to generate reports based on selected criteria. Reports can be requested according to functional areas available to the current user. Each area contains several types of reports, each with unique query criteria selection fields.
Document Production	The Document Production module is used to print, transfer, and view naturalization certificates. It is also used to view certificate history.
Case Management	The Case Management module is used to resolve data discrepancies between CLAIMS 4.0 and the Central Index System (CIS), to update case and address information, and to add Federal Bureau of Investigation (FBI) fingerprint information for an individual case or a group of cases.
Case Status	The Case Status module enables users to view case information. This module displays all past workflow activities through which a case has progressed as well as the current status of the case.

Exhibit 2–1: CLAIMS 4.0 District Office Modules (continued)

Module	Functions
System Maintenance	The System Maintenance module enables system administrators (SAs) to assign individual user privileges and determine local maintenance settings.
Workflow Admin.	The Workflow Admin. Module enables a SA to monitor and reset activities for a case.

1.6 Privacy Act Considerations

The CLAIMS 4.0 automated data processing (ADP) system captures and processes non-U.S. citizen data that are sensitive-but-unclassified information about individuals. You must access CLAIMS 4.0 with user identification (ID) and a unique password. This information is covered by the Privacy Act and, therefore, must be protected against disclosure and tampering. The criminal penalties are as follows:

- Any officer or employee of an agency, who by virtue of employment or official position, has possession of, or access to, agency records which contain individually identifiable information, the disclosure of which is prohibited by U.S. Code Section 552a or by rules or regulations established thereunder, and who knowing that disclosure of the specific material is so prohibited, willfully discloses the material in any manner to any person or agency not entitled to receive it, shall be guilty of a misdemeanor and fined not more than $5,000.
- Any officer or employee of any agency who willfully maintains a system of records without meeting the requirement to publish a notice in the Federal Register regarding the existence and character of the system of records, shall be guilty of a misdemeanor and fined not more than $5,000.
- Any person who knowingly and willfully requests or obtains any record concerning an individual from an agency under false pretenses shall be guilty of a misdemeanor and fined not more than $5,000.

DESCRIPTION OF SYSTEM FUNCTIONS

The subsequent sections describe the functions of each module in CLAIMS 4.0.

Scheduling

Detailed Description of Scheduling

You can perform the following activities in the Scheduling module:

- Set up interview and OC location profiles

Create examiner profiles
Schedule applicants for interviews, OCs, and fingerprinting
Manage OC and fingerprint slots
Record interview and OC no-shows

- Record interview or OC status (that is, conducted, rescheduled, or canceled)

Prerequisites for Scheduling

The following prerequisites are necessary to perform activities in the Scheduling module:

- Scheduling locations must be set up in the System Administration module.
- Examiner IDs must be assigned in the System Administration module.
- ZIP code ranges and default service locations must be defined in the System Administration module.

Results of Scheduling

The following results occur upon completion of the Scheduling module:

- Interview and OC locations are identified.
- Scheduling profiles are created.
- Examiner profiles are created.
- Examiners are assigned to OCs.
- Scheduling slots for interviews, OCs, and fingerprinting are created, based on information entered in scheduling profiles.
- Applicants are scheduled for an interview, OC, or fingerprinting.

Adjudications

Detailed Description of Adjudications

You can perform the following activities in the Adjudications module:

- Review and update application information

Create and administer a naturalization test and enter test results
Record a decision
Create standard or customized notices
View additional application information
Request new interview or OC be schedule
Request a new fingerprint appointment be scheduled
Override fingerprint results
Enter fingerprint and FBI name check results
Record applicant and service motions to reopen
Grant or dismiss applicant motions to reopen
Undo previous decisions
Record supervisory reviews

- Verify a previously granted application

Prerequisites for Adjudications

You must have the appropriate authorization to access Adjudications.

Results of Adjudications

The following results can occur upon completion of the Adjudications module:

- The application may be granted, continued, or denied.
- Aside from application decisions, the Adjudications module may also be used to accomplish the following:
  - Record data updates (address changes)
  - Review applications (whether to reschedule for another interview if several have been missed, or whether to reschedule for oath if several are missed)
  - Create fingerprint updates and overrides
  - Commence motions to reopen
  - Undo decisions
- A notice is generated to inform the applicant of a decision to continue or deny (depending upon your selection).

- If the application is granted, the case may be available for OC scheduling and certificate production

Reporting

Detailed Description of Reporting

The following CLAIMS 4.0 reports can be generated in the Reporting module:

- Standardized

Management
Workflow

- Ad hoc

Prerequisites for Reporting

The following prerequisites are necessary to generate reports in the Reporting module:

- A printer must be available and defined to your configuration.

You must have the appropriate authorization to run a specific report.

- You must enter the criteria upon which the report is to be based.

Results of Reporting

CLAIMS 4.0 reports are printed to the default printer upon completing the Reporting module.

Document Production

Detailed Description of Document Production

You can perform the following activities in the Document Production module:

- Print naturalization certificates (singly or in batches)

Quality review certificate information to verify that certificates were printed accurately
Void and destroy certificates that did not print correctly
View a list of voided or destroyed certificates

- Transfer certificates from one site to another

1.6.1 Prerequisites for Document Production

The following prerequisites are necessary to print naturalization certificates:

- A printer must be available and defined to your configuration.

You must have the appropriate authorization to access Document Production.
The applicant must have been granted citizenship through the interview process.
- The applicant must have been scheduled for an OC.

1.6.2 Results of Document Production

The following results occur upon completion of the Document Production module:

- Naturalization certificates are printed (singly or in batches).

Certificate information is quality reviewed.

Case Management

Detailed Description of Case Management

You can perform the following activities in the Case Management module:

- Update a case or cases with the most current information or action
- Close a case or group of cases by performing either an OC Close Out or an Administrative Close Out
- Record no-shows for interviews or OCs
- Record that naturalization certificates have been withheld from one or more applicants
- Record a change of address for an individual case
- Record fingerprint results for an individual case

1.6.3 Prerequisites for Case Management

A case must complete the Mailroom and Data Entry processes before the activities in the Case Management module can be performed.

1.6.4 Results of Case Management

The following results occur upon completion of the Case Management module:

- All information received on cases is updated.
- All actions performed on cases are recorded.
- All no-shows are recorded.
- All cases that needed to be closed out are closed out using one of the following types of close-out procedures:
  - OC
  - Administrative

- All certificates withheld are recorded.
- The mailing and/or residential address is updated for a case.
- Fingerprint results are updated for a case.

Case Status

1.6.5 Detailed Description of Case Status

In the Case Status module, you can search for case information located in CLAIMS 4.0 using the following search options:

- Search by personal information
- Search by mailing address
- Search by attorney
- Search by other information
- View a case status and history
- View scheduled appointments, attorney information, fingerprint results, and payment information for a case

1.6.6 Prerequisites for Case Status

A case must complete the Mailroom and Data Entry functions before the activities in the Case Status module can be performed.

1.6.7 Results of Case Status

The following results occur upon completion of the Case Status module:

- Searches for cases using one or more types of search criteria are performed.
- Case status and history screens are viewed.
- Scheduled appointments, attorney information, fingerprint results, and payment information for a case are viewed.

System Maintenance

1.6.8 Detailed Description of System Maintenance

You can perform the following activities in the System Maintenance module:

- Set up a location profile (that is, general information, address, nature of services, jurisdiction information, and branch sites)
- Identify the services offered at the location
- Assign certificate numbers and alien numbers (A-Numbers) to be used by the location
- Set up user access privileges to CLAIMS 4.0
- View the workflow process of an application and identify where the selected application is within the process
- View the history of an application
- Set up user profiles
- Set up default operational procedures for processing INS forms
- View and browse database tables (editing or deleting tables requires specific access privileges)
- Form community-based organization (CBO) groups

1.6.9 Prerequisites for System Maintenance

You must have SA access privileges to perform activities in the System Maintenance module.

1.6.10 Results of System Maintenance

The following results occur upon completion of the System Maintenance module:

- A location for service is set up.

User profiles and access privileges are assigned.
An application's history and status within the workflow process are viewed.

- Database tables (edited or deleted tables if access privileges allow) are viewed.

Workflow Admin.

1.6.11 Detailed Description of Workflow Admin.

You can perform the following activities in the Workflow Admin. Module:

- View the current workflow processing status of an application or a payment

View all the workflow activities that a case is awaiting or that are currently active
Reset an activity status to inactive, suspended, canceled, or error
View merging points (special internal workflow activities)

- View a history of all states of all workflow activities for a case

1.6.12 Prerequisites for Workflow Admin.

You must have SA access privileges to perform activities in the Workflow Admin. Module.

1.6.13 Results of Workflow Admin.

The following results occur upon completion of the Workflow Admin. Module:

- Current workflow status of an application or payment is viewed.

The workflow activities that are currently active or that a case is waiting are reviewed.
An activity is reset to inactive, suspended, canceled, or error.
Merging points are viewed.

- A history of all states of all workflow activities for a case is viewed.

OPERATING INSTRUCTIONS

The procedures for CLAIMS 4.0 include the following basic operations:

- Logging on to CLAIMS 4.0
- Using the menus and toolbars
- Using the mouse and keyboard to navigate within CLAIMS 4.0
- Terminating and restarting operations

Launching CLAIMS 4.0

If your computer is powered down, perform the following steps:

1. Turn on the computer.
2. Log on to the local area network.

To launch and log on to CLAIMS 4.0, perform the following steps:

1. Double click on the CLAIMS 4.0 icon displayed on the desktop: 

.
2. Enter the appropriate user ID, and press `T`.
3. Enter the password, and click 

. The CLAIMS 4.0 main menu screen (Exhibit 4–1, CLAIMS 4.0 Main Menu) appears.
4. Click the appropriate button to enter the desired module of CLAIMS 4.0.

Exhibit 4–1: CLAIMS 4.0 Main Menu



Using CLAIMS 4.0

CLAIMS 4.0 incorporates many Windows 95 features that make system navigation easy. Each module of CLAIMS 4.0 has a menu bar that contains command options. The command options can be selected by using the mouse or the keyboard. The CLAIMS 4.0 screens also have toolbars that access many of the system's functions.

For detailed user/operator instructions, see Sections 6 through 14.

Menu Commands

All program windows have a menu bar on which user commands can be found. Although this manual deals primarily with using toolbar buttons to perform commands, the same commands can also be executed by using the menu bar. The menu bar is located below the title bar of the active window and above the toolbar buttons. The names of available commands appear on the menu bar. To access commands from the menu bar using the mouse, follow these guidelines:

- Click on the name of the menu to be opened. A drop-down command menu appears.
- Click on the appropriate command. Some commands lead to submenus. If a submenu appears, click on the desired command within that submenu.

To access commands from the menu bar using the keyboard, follow these guidelines:

- Press and hold Alt. Press the key that corresponds with the underlined letter in a menu bar item to display the drop-down menu.
- Continue by pressing Alt again and the underlined letter of the desired command, or use t and b on the keyboard to move up and down that menu's commands. When the desired option is highlighted, press R
- To exit a drop-down menu without selecting a command, press Esc, or move the cursor away from the drop-down menu.

Navigation

All functions within each CLAIMS 4.0 module can be accessed from the toolbar using the mouse or with shortcut keys using the keyboard. The left mouse button is the primary button used when navigating with the mouse and is used for most point-and-click commands.

To navigate using the mouse, follow the following guidelines:

- To place text in a field, move the cursor to the desired field, and click in the field.
- To activate a button, move the cursor to the desired button, and click the button.
- To access a pull-down list, click the downward pointing arrow m, and select the desired option.

To navigate using the keyboard, follow the following guidelines:

- To activate a button, press Tab until the button is framed by a dotted outline and press R.
- To move forward from screen to screen, press and hold Ctrl and press Tab.
- To move forward from field to field, press Tab.
- To move backward from field to field, press and hold Shift and press Tab.
- To access a pull-down list (identified by a to the right of a field), use or the keyboard to move through the list until the desired option is highlighted and press Tab.
- To check a box, tab to the field and press the space bar.

Ellipsis Buttons

Some of the fields in CLAIMS 4.0 are linked to tables that contain a list of valid entries for that field. When the cursor is in such a field, an (ellipsis) button appears. To access a window that displays a list of entries, click or press @. When the window appears, click the desired entry and click OK. The entry is placed in the appropriate field.

System Settings and Password

The Security option on the menu bar of the CLAIMS 4.0 switchboard allows you to modify system settings and change passwords (Exhibit 4–2, Security Menu).

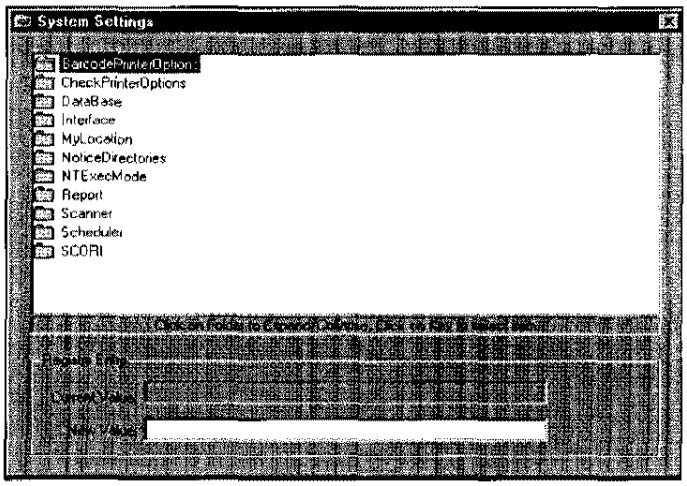
Exhibit 4–2: Security Menu



To change system settings for CLAIMS 4.0, perform the following steps (**Note:** Only SAs should change system settings. Please consult your SA before modifying any of these values.):

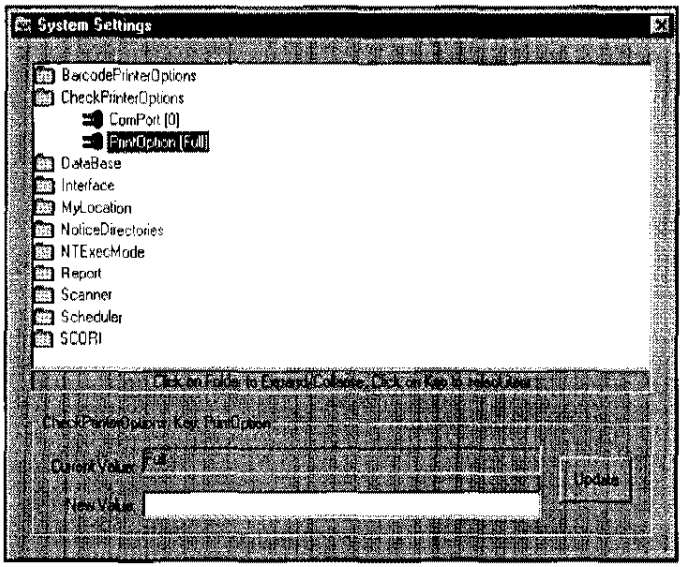
1. Select System Settings from the Security menu. The System Settings screen opens (Exhibit 4–3, System Settings).

Exhibit 4–3: System Settings



2. Click on a folder to see the specific settings that can be modified (Exhibit 4–4, System Settings With Value Selected).

Exhibit 4–4: System Settings With Value Selected



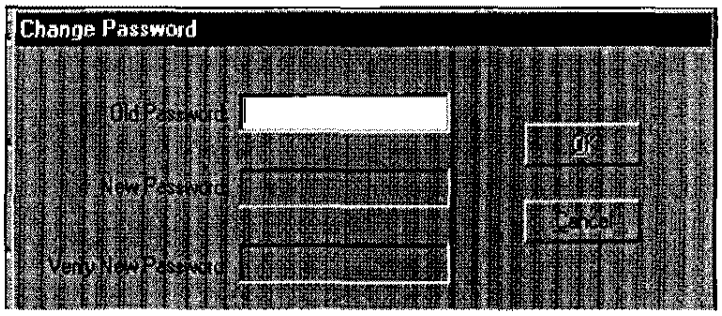
3. Each key represents a system setting that can be changed. Click on a key to modify the setting. When a key is selected, its setting appears in the Current Value field (Exhibit 4–4).

4. To change the setting, type a new value in the New Value field and click Update.
5. After making all necessary changes, click the ☒ control button to close the system-setting window and return to the main menu.

Perform the following steps to change CLAIMS 4.0 password:

1. Select Change Password from the Security menu (Exhibit 4–5, Change Password).

Exhibit 4–5: Change Password



2. Enter the current password in the Old Password field and press T.
3. Enter the new password in the New Password field and press T.
4. Enter the new password again in the Verify New Password field.
5. Click OK.
6. Click Cancel at any time to exit the Change Password screen and return to the CLAIMS 4.0 main menu screen.

Entering an Application ID

Whenever a process requires entering the application ID, the nine-digit number can be entered into the system manually, or the bar code, which contains the application ID, can be scanned.

Exit/Restart CLAIMS 4.0

To exit from the application using the menu bar, select Exit from the File menu; or, click the ☒ in the right side of the title bar.

To restart the application, refer to Section 4.1, Launching CLAIMS 4.0.

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ERROR HANDLING

If a system failure or error occurs while performing an activity in CLAIMS 4.0, perform the following steps:

1. Log off, and then log on to CLAIMS 4.0. Access the module where the system failure or error occurred. The Unfinished Activities window (Exhibit 5–1, Unfinished Activities) appears.

Exhibit 5–1: Unfinished Activities



   a. To reset all activities, click  .

   b. To reset a specific activity, perform the following steps:

      - Click on the activity in the list.
      - Click  .

   c. To close the screen, click  .

2. Repeat the steps that were being performed when the system failure or error occurred. If the error occurs again, go to Step 3.
3. Report the problem to the SA. If the SA cannot help or is unavailable, go to Step 4.
4. (b)(2) Report the problem to the CLAIMS 4.0 Help Desk at [redacted] After business hours, (b)(2) call an emergency pager number [redacted]

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CLAIMS 4.0 ONLINE HELP

Online help is available at all times in CLAIMS 4.0. The subsequent sections outline the several methods available to access the Help module in CLAIMS 4.0. All available Help topics are identified as hotspots (green, underlined text). To access a topic, click on a hotspot. Information about the topic appears. If the topic is broad, a list of subtopics appears. To view the Help topics in order, click the >> button to view the next topic, or click the << button to view the previous topic. Click  to view previously viewed topics in the order reviewed.

Using Context-Sensitive Help

Context-sensitive help provides information about fields and buttons throughout CLAIMS 4.0. To access context-sensitive help, place the cursor over a field or button, and press 1. Information about the use and function of the field or button appears.

Accessing Help Using the Contents Topic List

The Help Contents Topic list is an index list of topics available within the current module. Clicking on a topic hotspot displays a pop-up window containing the related information. The following are the three ways to access a Help Contents Topic list:

- Click the  (Help) button in the toolbar of any module, if available.
  Select Contents from the Help menu.
- From within a Help topic, click the Help Topics button at the top of the topic window.

Once in the Help Contents Topic list, click a topic hotspot to view a related topic. Information about the topic or, if the topic is broad, a list of subtopic hotspots appears. Continue to click on hotspot topics until the required information is found.

Searching or Finding Help Topics

The Help Find search tool uses an alphabetical list of topics available in the Help system for the current module. The two methods to perform a search are as follows:

- Select Search for Help on... from the Help menu.
- Click on the Find tab from the Index window.

The Find window, which provides an in-depth list of terms and topics covered in the Help system for this module, appears. To use the Find window, enter the term or phrase in the first field in the window. A list containing the topics most closely matching the entry appears. Click on the desired topic. A list containing all available topics and related topics appears. Select a topic by clicking on it. Then click  to view the related topic.

Using Help Index

The Help Index tool uses a more extensive list of terms than is available in the Find tool. The list of terms may include abbreviations or terms similar in wording (for example, A-Number and alien number).

To access the Index tool, select Index from the Help menu. The Index window listing terms and topics covered in the Help system for this module appears. To use the Index window, enter in the field provided the term or phrase you are looking for. The list below automatically scrolls to the topic most closely matching the entry. Click Display to view the related information.

If a list of topics appears in the Index window, click on the desired topic, and click Display. Information for the selected topic appears.

Using the CLAIMS 4.0 Help Navigator

The Help Navigator provides a graphical map of the main Help system for CLAIMS 4.0. The map identifies the topic currently being viewed and provides access to other topics within the Help system.

To use the navigator, access the Contents topic, and click on the CLAIMS hotspot. Once in the CLAIMS Help system, click on the CLAIMS Navigator hotspot or icon to view the map. Use the map buttons or the hotspots in the Help topic to view the desired topic. To close the Help Navigator, click Close at the top of the map window.

Using the Glossary

The glossary is a component of the main Help system. The glossary contains definitions of non-system terminology and acronyms related to INS naturalization processes.

To use the glossary, access the Contents topic, and click Glossary at the top of the Help topic window. A list of terms and acronyms appears. Click on the desired hotspot to view information on the term chosen. The glossary is available from the Contents topic and all topics under the

CLAIMS hotspot in the Contents topic. To return to the previous topic viewed, click Back at the top of the topic window. Continue clicking Back until the desired topic appears.

Please discard this page after printing. It is merely used for pagination.

SCHEDULING

The Scheduling module is used to schedule applicants for interviews, OCs, and fingerprinting; to set up interview, OC, and fingerprint locations; and to create examiner profiles. It is also used to view information related to scheduling. To enter the Scheduling module, click the Scheduling button (Exhibit 7–1, Scheduling Button) in the CLAIMS 4.0 Main Menu screen.

Exhibit 7–1: Scheduling Button



The Scheduler menu bar contains the following options:

- **Administrator**—Used to set up interview, OC, and fingerprint locations; enables scheduling sites to indicate the types of services they offer and the timeframe in which they offer them. Individual examiners' profiles are also set using this option. These profiles determine when examiners are available to attend OCs.
- **Schedule**—Used to schedule applicants for interviews and OCs; record no-shows for interviews and OCs; record that an interview has been conducted, rescheduled, or canceled; and record that an OC has been conducted
- **Utilities**—Used to view scheduling rules and color codes, to manage OC and fingerprint slots, and to run the Batch Scheduler
- **Information**—Used to view applicant and scheduling information and error records
- **Help**—Provides online help for CLAIMS 4.0; for further information see Section 6

Administrator

The Administrator option is used to set up profiles for a scheduling site. Exhibit 7–2, Administrator Menu Options, list the options available in the Administrator menu.

Exhibit 7–2: Administrator Menu Options

Title	Icon	Description
Interview Location		Used to set up and define scheduling preferences for a scheduling site and for the interview locations and rooms within that site's servicing area
Interview Service Type		Used to define the types of interview services offered by a scheduling site

Exhibit 7–2: Administrator Menu Options (continued)

Title	Icon	Description
Interview Section		Used to create interview sections and determine weekly schedules for each section. A section can be defined according to room, examiner, service type, or any other criterion a scheduling site chooses.
Oath Ceremony Location Fingerprint		Used to set up the site facility, room, and gate profiles for an OC location.
Oath Ceremony Facility Fingerprint		Used to set OC capacity, record the days and times in which a room is available for OCs, and determine the number of adjudicators that are needed for each ceremony
Oath Ceremony Examiner		Used to define the days and times in which an examiner is available for OCs
Assign Examiner to Oath Ceremony		Used to assign an available examiner to an OC; available examiners are determined by the examiner's profile

Interview Location Profile

The Interview Location Profile option is used to enter or modify scheduling preference information for a scheduling site and for each interview location and room within the site's servicing area. To set up or modify location profile, perform the following steps (**Note:** A separate location profile must be set up for each location within a site's servicing area.):

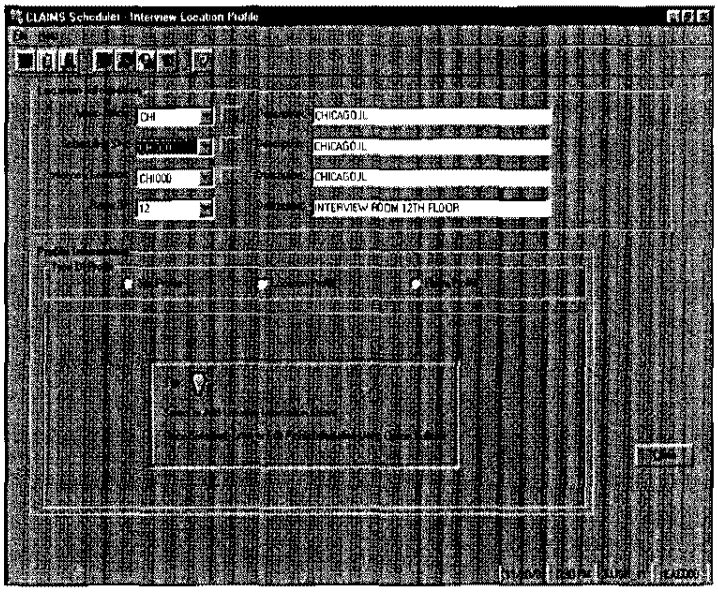
1. Use one of the following methods to access the Interview Location Profile screen (Exhibit 7–4, Interview Location Profile):

   - From any of the administrator screens, click the  (Interview Location) toolbar button.
   - From the Scheduler menu bar, select an option in the Administrator menu (Exhibit 7–3, Administrator Menu Options—Interview Profile, Interview Location).

Exhibit 7–3: Administrator Menu Options—Interview Profile, Interview Location

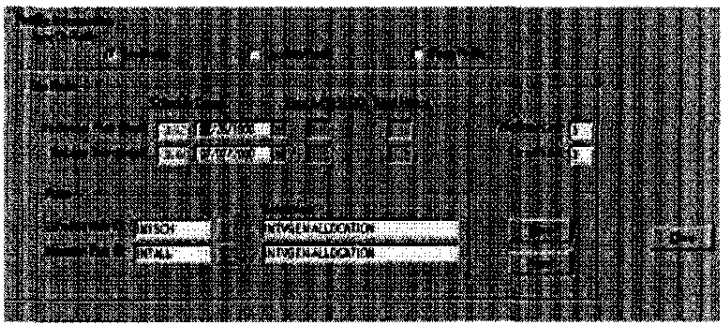


Exhibit 7–4: Interview Location Profile



2. Enter the appropriate codes in the Location Information section. To select the code from a list of previously entered codes, click . To select the code from a list of available codes displayed in a window, click .
   - **Admin. Office**—Code used to identify the location of the INS administrative office that has jurisdiction over the scheduling site
   - **Scheduling Site**—Code used to identify the office responsible for setting up schedules
   - **Interview Location**—Code used to identify a location where interviews will take place
   - **Room ID**—Code used to identify a room where interviews will take place (determined by the user)
   - **Description (Room ID)**—Brief description of the interview room
3. Click Site Profile to display the Site Profile section (Exhibit 7–5, Site Profile).

Exhibit 7–5: Site Profile



a. Enter the appropriate information in the following fields:

- **No Sooner Than (Days) Schedule Cases**—Minimum number of days that need to pass before cases can be scheduled (that is, date the current schedule becomes effective); to select a date from a calendar, click
- **Send A-File to DO**—Minimum number of days that must pass before alien files (A-Files) for scheduled cases are sent to the DO
- **Send Notice**—Minimum number of days that must pass before interview notices are sent
- **No Show Limit**—Maximum number of no-shows an applicant is allowed before CLAIMS 4.0 will no longer reschedule the case without user intervention
- **No Later Than (Days) Schedule Cases**—Maximum number of days that can pass before cases can no longer be scheduled (that is, date the current schedule expires); to select a date from a calendar, click
- **Send A-File to DO**—Maximum number of days that can pass before A-Files for scheduled cases are sent to the DO
- **Send Notices**—Maximum number of days that can pass before interview notices are sent
- **Cancel Limit**—Maximum number of cancellations an applicant is allowed before CLAIMS 4.0 will no longer reschedule the case without user intervention
- **Schedule Rule ID**—Code used to identify a scheduling rule; to select from a list of schedule rule IDs, click
- **Allocation Rule ID**—Code used to identify an allocation rule; to select from a list of allocation rules, click

b. To save the site profile information, click Save. When the Scheduler message box appears, click OK.

c. To reset the site profile to its original state, click Reset.

4. Click Location Profile to display the Location Profile section (Exhibit 7–6, Location Profile).

   Note: A separate location profile must be set for every interview location within a scheduling site's servicing area.

Exhibit 7–6: Location Profile



a. In the Effective Date field, enter the date the location becomes available. To select a date from a calendar, click . To select a date from the Existing Profile Effective Dates window, click ....

b. If the location is not available during the current scheduling period, click Interview Location Not Available, and go to Step d.

c. Enter the room allocation rule ID in the Room Allocation ID field. To select a rule ID from the Location Allocation Rule Information window, click ....

d. To save the location profile, click Save. When the Scheduler message box appears, click OK.

e. To reset the site profile to its original state, click Reset.

5. Click Room Profile to display the Room Profile section (Exhibit 7–7, Room Profile).

   Note: A separate room profile must be set for every interview room within a scheduling site's servicing area.

Exhibit 7–7: Room Profile



a. In the Effective Date field, enter the date the room becomes available. To select a date from a calendar, click . To select a date from the Existing Profile Effective Dates window, click .

b. If the room is not available during the current scheduling period, click Room Not Available, and go to Step d.

c. Enter the room allocation rule ID in the Room Section Allocation Rule ID field. To select a rule ID from the Location Allocation Rule ID information window, click .

d. If there is no limit to the number of examiners within the room, click No Examiner Restriction.

e. If there is a restriction on the number of examiners allowed in the room simultaneously, click the Concurrent Examiner Capacity radio button, and enter the number of examiners that the room can hold.

f. To save the room profile, click Save. When the Scheduler message box appears, click OK.

g. To reset the room profile to its original state, click Reset.

6. To return to the Scheduler main menu screen, click Close.

Interview Service Type Profile

The Interview Service Type Profile option is used to define and modify the types of services offered at interview locations within a scheduling site's servicing area. To set up the services available at a scheduling site, perform the following steps:

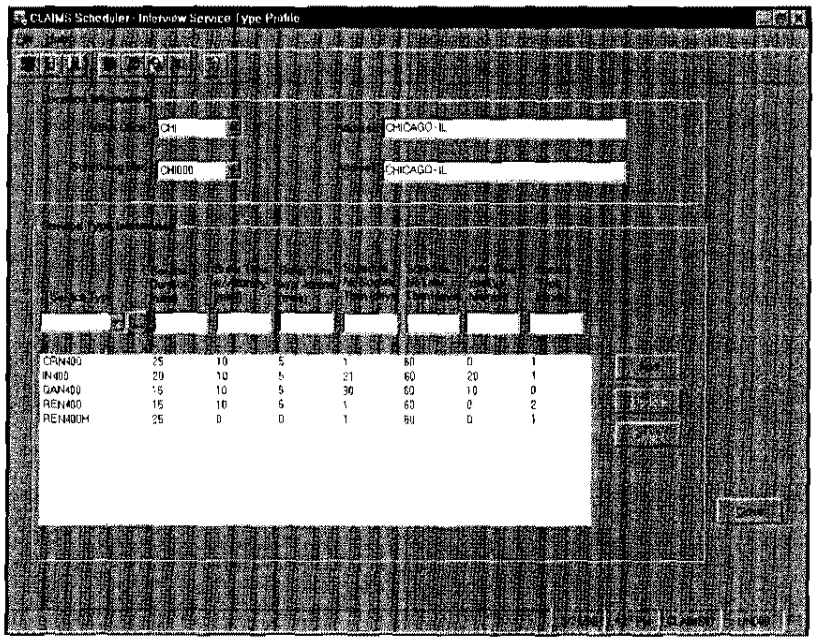
1. Use one of the following methods to access the Interview Service Type Profile screen (Exhibit 7–9, Interview Service Type Profile):

   - From any of the Administrator screens, click .
   - From the Scheduler menu bar, select an option in the Administrator menu (Exhibit 7–8, Administrator Menu Options—Interview Profile, Interview Service Type).

Exhibit 7–8: Administrator Menu Options—Interview Profile, Interview Service Type



Exhibit 7-9: Interview Service Type Profile



2. In the Admin. Office field, type the administrative office code. To select from a list of previously selected codes, click .
3. In the Scheduling Site field, enter the site code. To select from a list of previously selected codes, click .
4. Enter the appropriate information in the Service Type Information section.
   - **Service Type**—Code used to identify the type of service. To select from a list of previously entered codes, click . To select a code from the Service Types Available window, click , or press @.
   - **Service Duration (mins)**—Number of minutes required to provide the service
   - **Buffer Time w/Attorney (mins)**—Number of minutes between interviews that an examiner needs if an attorney is present
   - **Buffer Time w/o Attorney (mins)**—Number of minutes between interviews that an examiner needs if no attorney is present
   - **Schedule No Sooner Than (days)**—Minimum number of days that must pass before cases are scheduled for the service
   - **Schedule No Later Than (days)**—Maximum number of days that can pass before a cases are no longer scheduled for the service

- **Add Time Per Grp Member**—Number of additional minutes needed for a service for each additional group member
- **Service Type Priority**—Numerical ranking describing the scheduling priority of the service type in relation to other service types

5. To add the new service type profile, click Add.
6. To update an existing service type profile, perform the following steps:
   a. Click on the service type to be updated.
   b. Modify the appropriate fields.
   c. Click Update to save the changes.
7. To delete a service type profile, perform the following steps:
   a. Click on the service type to be deleted.
   b. Click Delete. When the Scheduler message box appears, click Yes.
8. To return to the Scheduler main menu screen, click Done.

Interview Section Profile

The Interview Section Profile option is used to create interview sections and determine weekly schedules for each section. A section can be defined according to room, examiner, service type, or any other criterion a scheduling site chooses. To create an Interview Section Profile, perform the following steps:

1. Use one of the following methods to access the Interview Section Profile screen (Exhibit 7–11, Interview Section Profile):
   - From any of the Administrator screens, click  .
   - From the Scheduler menu bar, select an option in the Administrator menu (Exhibit 7–10, Administrator Menu Options—Interview Profile, Interview Section).

Exhibit 7–10: Administrator Menu Options—Interview Profile, Interview Section



Exhibit 7–11: Interview Section Profile



2. Enter the appropriate codes in the Site Information section. Click to select from a list of previously entered codes.
   - **Administrative Office**—Code used to identify the location of the INS administrative office that has jurisdiction over the scheduling site
   - **Scheduling Site**—Code used to identify the office responsible for setting up schedules
   - **Interview Location**—Code used to identify a location where interviews will take place
   - **Room ID**—Code used to identify a room where interviews will take place (determined by the user)
3. Enter the appropriate information in the Section Information section.
   - **Section ID**—Code used to identify a section to select an ID from a list of previously entered section IDs, click .
   - **Description**—Brief description of the section
   - **Applicant to Examiner Allocation Rule ID**—Rule that determines how applicants will be assigned to examiners; to select a rule ID from the Interview Allocation Rules window, click , or press @.

   a. To add the section, click Add.

   b. To update the section information, click Save.

   c. To delete a section, click Delete.
4. Enter the appropriate information in the Section Profile section.

   a. In the Effective Date field, type the date the section profile is effective. To select the date from a calendar, click . To select a date from the Existing Profile Start Dates window, click .

   b. The section profile is set up on a biweekly basis. Click Week1 to set up the profile for Week 1, or click Week2 to set up the profile for Week 2.

Note: Weeks 1 and 2 alternate throughout the effective scheduling period, as determined by the parameters entered into the Site Profile. CLAIMS 4.0 maintains a master calendar that determines which calendar weeks are designated Week 1 and which are designated Week 2.

c. In the Day of the Week field, enter the day of the week. Click on a day from the box below the field, or click  to select the day from a calendar.

d. Enter or modify the following fields:

Note: All time entries must be in military format (for example, 13:00). Scheduling notices will not be sent for those time periods designated as breaks.

- **Interview Start Time**—Time interviews begin for the day
- **Interview End Time**—Time interviews end for the day
- **1st Break Start Time**—Time the first break is scheduled to begin
- **1st Break End Time**—Time the first break is scheduled to end
- **2nd Break Start Time**—Time the second break is scheduled to begin
- **2nd Break End Time**—Time the second break is scheduled to end
- **3rd Break Start Time**—Time the third break is scheduled to begin
- **3rd Break End Time**—Time the third break is scheduled to end
- **No. of Examiners**—Number of examiners scheduled to perform interviews on the day scheduled

e. Click  . Repeat Steps 4c through 4e for each day of the week interview profiles are to be set up for the specified section.

f. To copy schedule times to another day, perform the following steps:

- Click on the day in the list that contains the schedule times to be copied.
- In the Day of Week field, select the day to which the schedule should be copied.
- Click  .

g. To delete a day from the section profile, perform the following steps:

- Click on the day in the list.
- Click  .

h. To copy a Week 1 schedule to Week 2, perform the following steps:

- After completing the schedule for Week 1, click  .
- Click  in the Effective Date field. A dialog box appears.
- Click  to copy the schedule from Week 1 to Week 2.

- Click OK.

i. When the section profile is complete, click Save.

5. To assign services to an interview section, perform the following steps:

a. Click Assign Services to access the Assign Service Type screen (Exhibit 7–12, Assign Service Type).

Exhibit 7–12: Assign Service Type



Note: The site information carries over automatically from the Interview Section Profile screen. A different site can be selected at this point if desired.

b. Click in the Section ID field to select the section ID from a list.

c. To add a service type, perform the following steps:

- Select a service type from the Available Services list.
- Click Add >>. The service type selected is added to the Assigned Services list.

d. To remove a service type, perform the following steps:

- Select a service type from the Assigned Services list.
- Click << Remove. The service type selected is returned to the Available Services list.

e. When all the services have been added, click Save. When the Scheduler message box appears, click OK to return to the Interview Section Profile screen.

6. To define days in which the section schedule differs from the standard schedule, perform the following steps:

a. Click Section Exceptions to access the Interview Section Exception Profile screen (Exhibit 7–13, Interview Section Exception Profile).

Exhibit 7–13: Interview Section Exception Profile



Note: The site information automatically carries over from the Interview Section Profile screen. A different site can be selected at this point if desired.

b. Click in the Section ID field to select the section ID from a list.

c. In the Exception Date field, type the date, or click  to select the date from a calendar.

d. If the section is unavailable for the date, click  . Enter the exception date and reason in the appropriate fields, and go to Step f.

e. If the section is available, enter schedule for that day in the following fields:

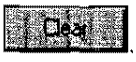
Note: All time entries must be in military format (for example, 13:00). Scheduling notices will not be sent for those time periods designated as breaks.

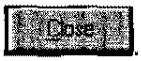
- **Interview Start Time**—Time interviews begin for the day
- **Interview End Time**—Time interviews end for the day
- **1st Break Start Time**—Time the first break is scheduled to begin
- **1st Break End Time**—Time the first break is scheduled to end
- **2nd Break Start Time**—Time the second break is scheduled to begin
- **2nd Break End Time**—Time the second break is scheduled to end
- **3rd Break Start Time**—Time the third break is scheduled to begin
- **3rd Break End Time**—Time the third break is scheduled to end
- **No. of Examiners**—Number of examiners scheduled to perform interviews on the day scheduled
- **Exception Reason**—Reason the schedule differs from the normal schedule

f. To save the exception profile, click  . When the Scheduler message box appears, click  .

g. To delete an exception profile, perform the following steps:

- Click on the profile in the list.
- Click  . When the Scheduler message box appears, click  to confirm deletion of the exception.

h. To clear all fields in the Exception Information section, click  .

i. To return to the Interview Section Profile screen, click  .

Oath Ceremony/Fingerprint Location Profile

The Oath Ceremony/Fingerprint Location Profile option is used to define OC and fingerprint locations (including facilities, room numbers, and reporting gates), set schedules for each location, specify the kinds of services each location provides, and assign examiners to OCs. To set up an OC/fingerprint location, perform the following steps:

1. Use one of the following methods to access the Oath Ceremony Location Profile screen (Exhibit 7–15, Oath Ceremony/Fingerprint Location Profile):

   - From any of the Administrator screens, click  .
   - From the Scheduler menu bar, select an option in the Administrator menu (Exhibit 7–14, Administrator Menu Options—Oath Ceremony Profile, Oath Ceremony/Fingerprint Location).

Exhibit 7–14: Administrator Menu Options—Oath Ceremony Profile, Oath Ceremony/Fingerprint Location

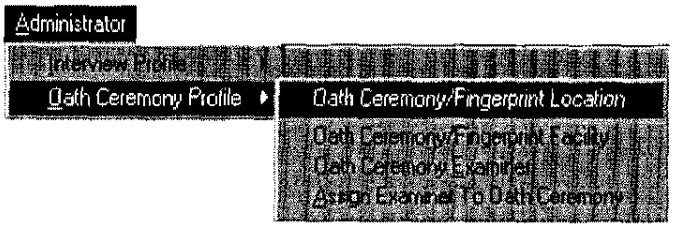


Exhibit 7–15: Oath Ceremony/Fingerprint Location Profile



2. Enter the appropriate codes in the Oath Ceremony Location Information section. To select the code from a list of previously entered codes, click . To select the code from a list of available codes displayed in a window, click .
   - **Admin. Office**—Code used to identify the location of the INS administrative office that has jurisdiction over the scheduling site
   - **Site**—Code used to identify the office responsible for setting up schedules
   - **Service Facility**—Code used to identify a location where OCs take place
   - **Room Number**—Number used to identify an OC room
   - **Reporting Gate**—Code or number used to identify the reporting gate
3. Click Site Profile to display the Site Profile section (Exhibit 7–16, Site Profile).

Exhibit 7–16: Site Profile



   a. Enter the appropriate information in the following fields:
      - **Schedule Case No Sooner Than (Days)**—Minimum number of days that must pass before eligible cases are scheduled for OCs (that is, date the current schedule becomes effective)
      - **Schedule Case No Later Than (Days)**—Maximum number of days that can pass before cases are no longer scheduled for OCs (that is, date the current schedule expires); to select a day from a calendar, click
      - **Cancel Limit**—Maximum number of cancellations an applicant is allowed before CLAIMS 4.0 will no longer reschedule the case without user intervention
      - **No Show Limit**—Maximum number of no-shows an applicant is allowed before CLAIMS 4.0 will no longer reschedule the case without user intervention
      - **Warn if Attendance Is Below (Percent)**—Lowest attendance percentage allowed before a warning message is logged
      - **Within (Days)**—Number of days prior to the OC that the low attendance warning message is logged
      - **Or Above (Percent at Any Time)**—Highest attendance percentage allowed before a warning message is logged
      - **Schedule Rule ID**—Number used to identify a scheduling rule; click to select from a list
      - **Allocation Rule ID**—Number used to identify an allocation rule; click to select from a list

b. To save the site profile, click Save. When the Scheduler message box appears, click OK.

c. To reset the site profile information to its original state, click Reset.

4. Click Facility Profile to display the Facility Profile section (Exhibit 7–17, Facility Profile).

Note: A separate facility profile must be set for every OC facility within a scheduling site's servicing area.

Exhibit 7–17: Facility Profile



a. Enter a rule in the Room Allocation Rule ID field. To select a rule from a list in the Location Allocation Rule window, click ....

b. To save the site profile, click Save. When the Scheduler message box appears, click OK.

c. To reset the site profile information to its original state, click Reset.

5. Click Room Profile to display the Room Profile section (Exhibit 7–18, Room Profile).

Note: A separate room profile must be set for every OC room within a scheduling site's servicing area.

Exhibit 7–18: Room Profile



a. In the Gate Allocation Rule ID field, enter the code that identifies the applicable allocation rule. To select the rule from a list in the Location Allocation Rule window, click ....

b. Enter the appropriate information in the following fields:

- **Default Adv Start Time (Min)**—Number of minutes applicants are scheduled to begin arriving before the start of OCs
- **Default Stagger Time (Min)**—Number of minutes arrival times for OCs are staggered

c. To save the room profile, click Save. When the CLAIMS Scheduler message appears, click OK.

d. To reset the room profile information to its original state, click Reset.

6. Click Gate Profile to display the Reporting Gate Profile section (Exhibit 7–19, Reporting Gate Profile).

Note: A separate gate profile must be set for every reporting gate within a scheduling site's servicing area. At least one gate profile must be set for every oath facility.

Exhibit 7–19: Reporting Gate Profile



a. Click ... in the Gate Color Code field to select the color code from a list.

b. To save the reporting gate profile, click Save. When the CLAIMS Scheduler message box appears, click OK.

c. To reset the reporting gate profile information to its original state, click Reset.

Oath Ceremony/Fingerprint Facility

The Oath Ceremony/Fingerprint Facility option is used to add, edit, and view OC dates, times, and slots. Offices can also use this option to assign reporting gates to specific OC start times and set exceptions to OC schedules. To set up or modify an OC room profile, perform the following steps:

1. Use one of the following methods to access the Oath Ceremony/Fingerprint Facility Profile screen (Exhibit 7–21, Oath Ceremony/Fingerprint Facility Profile):

   - From any of the Administrator screens, click  .
   - From the Scheduler menu bar, select an option in the Administrator menu (Exhibit 7–20, Administrator Menu Options—Oath Ceremony Profile, Oath Ceremony/Fingerprint Facility).

Exhibit 7–20: Administrator Menu Options—Oath Ceremony Profile, Oath Ceremony/Fingerprint Facility

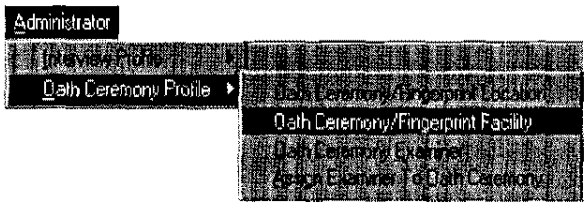
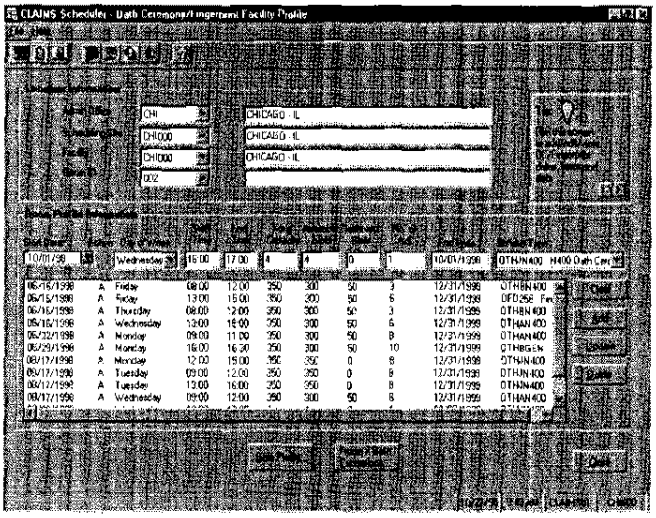


Exhibit 7–21: Oath Ceremony/Fingerprint Facility Profile



2. Enter the appropriate codes in the Location Information section. To select the code from a list of previously entered codes, click ▣.
   - **Admin. Office**—Code used to identify the location of the INS administrative office that has jurisdiction over the scheduling site
   - **Scheduling Site**—Code used to identify the office responsible for setting up schedules
   - **Facility**—Code used to identify a location where OCs take place
   - **Room ID**—Number used to identify an OC room
3. To create an OC, enter the appropriate information in the Room Profile Information section. An "A" in the Active column denotes profiles with created slots. To select the date/day of week from a calendar, click ▣.
   - **Start Date**—Date the OC becomes available
   - **Day of Week**—Day of the week OC will take place, or click on the day of the week in the box below the field

     Note: All time entries must be in military format (for example, 13:00).
   - **Start Time**—Time OC begins
   - **End Time**—Time OC ends
   - **Total Capacity**—Total number of slots for the OC
   - **Available Slots**—Number of unreserved slots
   - **Reserved Slots**—Number of slots reserved for particular groups of applicants
   - **No. of Adj.**—Number of adjudicators scheduled to participate in the OC
   - **End Date**—Date the OC is no longer available
   - **Service Type**—Type of OC to be performed, or click ▣ to select from a list.

   a. To add a new OC, click Add. Then, repeat Steps 3 and 3a.

   b. A message asking "Do you want to create slots at this time" will appear. Click Yes or No.

   c. To update the OC information, click Update.

   d. To delete an OC, click Delete.

   e. To clear the information from the fields, click Clear.
4. To enter or modify gate profile information, perform the following steps:

a. Click 

to access the Oath Ceremony Reporting Gate Profile screen (Exhibit 7–22, Oath Ceremony Reporting Gate Profile).

Exhibit 7–22: Oath Ceremony Reporting Gate Profile



Note: The Location Information section automatically fills with the information from the Oath Ceremony/Fingerprint Facility screen. A different location can be selected at this point if desired.

b. Enter the appropriate information in the Oath Ceremony Date/Time section. To select the date from a calendar or the time from a list, click ▣.

- **Room Profile Start Date**—Date the OC becomes available
- **Day of Week**—Day of the week for which the OC is scheduled
- **Ceremony Start Time**—Time of day the OC starts

c. Enter the appropriate information in the Reporting Information Gate section. If there is an existing reporting gate profile, the information appears after the Reporting Gate is entered. At least one reporting gate must be set up for every OC facility.

- **Reporting Gate**—Code that represents the reporting gate, click ▣ to select from a list
- **Not Available**—Click in the box to indicate that this gate is not available.
- **Gate Starting Reporting Time**—Time of day applicants should start reporting at the gate
- **Stagger Time**—Number of minutes between reporting times
- **High Threshold**—Maximum number of people that can be assigned to report to the gate at the same time

d. To edit an existing profile, click on the gate in the list. Tab to the appropriate field, and enter the change.

e. To save the reporting gate information, click Save.

f. To remove a gate, select the gate from the list, and click Remove.

g. To return to the Oath Ceremony/Fingerprint Facility screen, click Close.

5. To enter or modify room/gate exceptions, perform the following steps:

a. Click Room / Date Exceptions... to access the Oath Ceremony/Fingerprint Facility Exception screen (Exhibit 7–23, Oath Ceremony Room/Fingerprint Facility Exception).

Exhibit 7–23: Oath Ceremony Room/Fingerprint Facility Exception



Note: The site information automatically carries over from the Oath Ceremony/Fingerprint Facility screen. A different site can be selected at this point if desired.

b. In the Exception Date field, type the date, or click to select the date from a calendar.

c. If the room is unavailable for the date, tab to the Not Available field, and press the s or click in the Not Available box.

If the room is available, enter the schedule for that day in the following fields:

Note: All time entries must be in military format (for example, 13:00).

- **Start Time**—Time OC begins
- **End Time**—Time OC ends
- **Total Capacity**—Total number of slots for the OC
- **Available Slots**—Number of unreserved slots
- **Reserved Slots**—Number of slots reserved for particular groups of applicants
- **No. of Adj.**—Number of adjudicators scheduled to participate in the OC
- **Service Type**—Type of OC to be performed, click to select from a list.
- **Exception Reason**—Reason the schedule differs from the normal schedule

d. To add the exception profile, click Add. When the Scheduler message box appears, click OK.

e. To change an exception profile, perform the following steps:

- Click on the profile in the list.
- Make all necessary changes.
- Click Update. When the Scheduler message box appears, click OK.

f. To delete an exception profile, perform the following steps:

- Click on the profile in the list.
- Click Delete, and then click Yes in the confirmation box to confirm the deletion. When the Scheduler message box appears, click OK.

g. To clear the input fields, click Clear.

6. To enter or modify gate exceptions, perform the following steps:

a. Click on an exception date.

b. Click 

to access the Gate Profile Exception box (Exhibit 7–24, Gate Profile Exception).

Exhibit 7–24: Gate Profile Exception



c. Click on the appropriate reporting gate code from the list of available gates.

d. If the gate is unavailable for the date, tab to the Not Available field, and press s, or click in the Not Available box.

e. If the gate is available, enter the appropriate information in the following fields:

Note: All time entries must be in military format (for example, 13:00).

- **Adv. Start Time**—Time of day applicants should start reporting at the gate
- **Stagger Time (mins)**—Number of minutes between reporting times
- **High Threshold**—Maximum number of people that can be assigned to report to the gate at the same time

f. Click Update. When the Scheduler message box appears, click OK.

g. To clear the input fields, click Clear.

h. To return to the Oath Ceremony Room Profile Exception screen without saving the exception, click Cancel.

i. To save the exception and return to the Oath Ceremony Room Profile Exception screen, click Create.

7. To return to the Oath Ceremony Room Profile screen, click Close.

Oath Ceremony Examiner Profile

The Oath Ceremony Examiner Profile option is used to indicate days and times examiners are available to attend OCs. Examiner profiles can be added to a site, updated, or deleted using this screen. To set up or modify an OC examiner profile, perform the following steps:

1. Use one of the following methods to access the Oath Ceremony Examiner Profile screen (Exhibit 7–26, Oath Ceremony Examiner Profile):

- From any of the Administrator screens, click  .
- From the Scheduler menu bar, select an option in the Administrator menu (Exhibit 7–25, Administrator Menu Options—Oath Ceremony Profile, Oath Ceremony Examiner).

Exhibit 7–25: Administrator Menu Options—Oath Ceremony Profile, Oath Ceremony Examiner

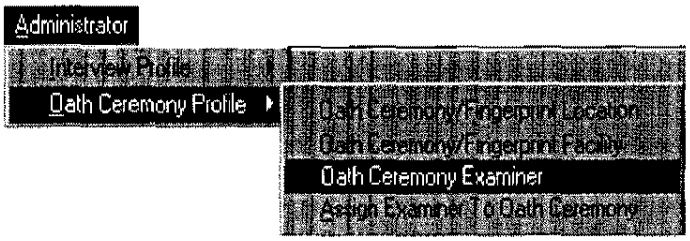


Exhibit 7–26: Oath Ceremony Examiner Profile



2. Enter the appropriate codes in the Site Information section. To select the code from a list of previously entered codes, click ▼.
   - **Admin. Office**—Code used to identify the location of the INS administrative office that has jurisdiction over the scheduling site
   - **Scheduling Site**—Code used to identify the office responsible for setting up schedules
3. Enter the appropriate information in the following fields:
   - **Examiner ID**—Code used to identify the examiner; to select the code from a list of previously entered codes, click ▼.
   - **Start Date**—Date the examiner's profile starts; to select the date from a calendar, click ▼; to select an existing profile, click ▼.
   - **End Date**—Date the examiner's profile ends to select the date from a calendar, click ▼.
4. Schedules are set up on a biweekly basis. Click ⊙ Week1 to set up the profile for Week 1, or click ⊙ Week2 to set up the profile for Week 2.
5. For each day of the week the examiner is available, perform the following steps:
   a. Enter the appropriate information in the following fields:
      - **Day of Week**—Day of the week the examiner is available to be scheduled, or click on the day of the week from the box below the field to select the date from a calendar, click ▼.
      - **Start Time**—Time of day examiner becomes available to be scheduled (in military format, for example, 13:00)
      - **End Time**—Time of day examiner is no longer available to be scheduled (in military format, for example, 13:00)

b. To add the day to the profile, click Update.

c. To remove a day from the profile, select the day from the list, and click Remove.

6. To enter/edit an exception to an examiner's availability dates, perform the following steps:

a. Click Exceptions to access the Examiner Exceptions window (Exhibit 7–27, Examiner Exceptions).

Exhibit 7–27: Examiner Exceptions



b. Enter the date of the exception in the Exception Scheduled Date field. To select the date from a calendar, click . To select an existing profile, click .

c. Enter the start and end times in the appropriate fields:

- To add a date/time, click Update.
- To remove a date/time, click Remove.
- To add additional exception dates, repeat Steps b and c.

7. To return to the Scheduler main menu screen, click Cancel.

Assign Examiner to Oath Ceremony

The Assign Examiner to Oath Ceremony option is used to assign available examiners to a specific OC. Examiners can be either added to or removed from an OC assignment using this screen. To assign an examiner to an OC, perform the following steps:

1. Use one of the following methods to access the Assign Examiner to Oath Ceremony screen (Exhibit 7–29, Assign Examiner to Oath Ceremony):

- From any of the Administrator screens, click .
- From the Scheduler menu bar, select the following options in the Administrator menu (Exhibit 7–28, Administrator Menu Options—Oath Ceremony Profile, Assign Examiner to Oath Ceremony).

Exhibit 7–28: Administrator Menu Options—Oath Ceremony Profile, Assign Examiner to Oath Ceremony

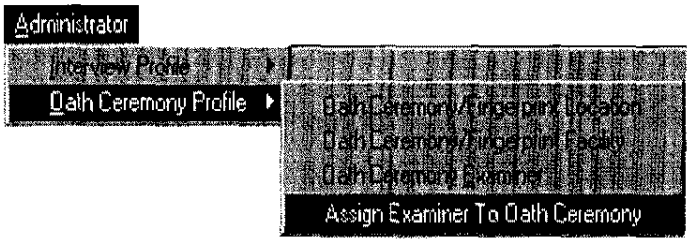
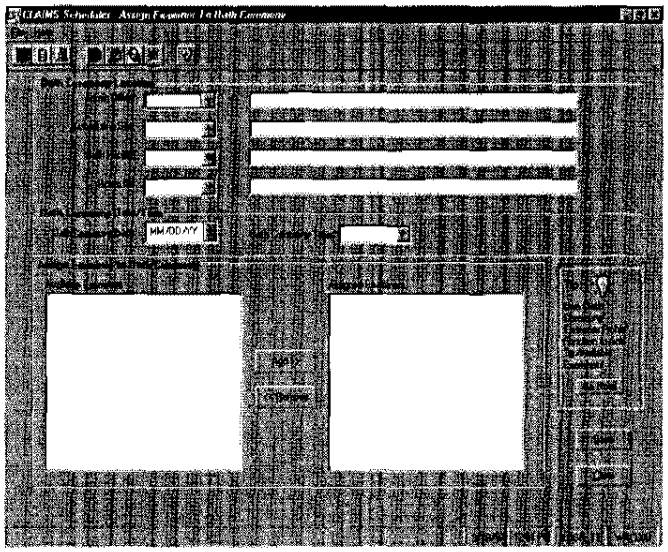


Exhibit 7–29: Assign Examiner to Oath Ceremony



2. Enter the appropriate codes in the Oath Ceremony Location section. To select the code from a list of previously entered codes, click .
   - **Admin. Office**—Code used to identify the location of the INS administrative office that has jurisdiction over the scheduling site
   - **Scheduling Site**—Code used to identify the office responsible for setting up schedules
   - **Oath Facility**—Code used to identify a location where OCs take place
   - **Room ID**—Number used to identify an OC room
3. Click in the Oath Ceremony Date field to select an OC date from a calendar.
4. Click in the Oath Ceremony Time field to select an OC time.
5. To assign an examiner, perform the following steps:
   a. Select an examiner from the Available Examiners list.
   b. Click Add >>. The examiner selected is added to the Assigned Examiners list.
6. To remove an examiner, perform the following steps:

a. Select an examiner from the Assigned Examiners list.

b. Click << Remove. The examiner selected is returned to the Available Examiners list.

7. When all the examiners are assigned, click Save. When the Scheduler message box appears, click OK.

8. To return to the Scheduler main menu screen, click Close.

Schedule

The Schedule option is used to schedule individuals for interviews, OCs, and fingerprinting. Cases can be scheduled manually (interactive scheduling) or placed into a scheduling queue to allow the system to schedule them for the next available time slot (batch scheduling). Exhibit 7–30, Schedule Menu Icons, lists the options available from the Schedule menu.

Exhibit 7–30: Schedule Menu Icons

Title	Icon	Description
Schedule Interview		Used to schedule an applicant interactively for an interview
Schedule Oath Ceremony		Used to schedule an applicant interactively for an OC

Exhibit 7–30: Schedule Menu Icons (continued)

Title	Icon	Description
Schedule Fingerprint		Used to schedule an applicant interactively for fingerprinting
Place in Queue		Used to place applicants into a scheduling queue for automatic scheduling
Remove From Queue		Used to remove applicants from the scheduling queue
Reschedule		Used to remove applicants from an interview, OC, or fingerprint schedule at the request of the INS
Cancel Schedule		Used to cancel an interview at the request of the applicant
Interview Conducted		Used to record that an applicant attended the scheduled interview
Oath Ceremony Conducted		Used to record that an applicant attended a scheduled OC
Fingerprint Conducted		Used to record that an applicant attended a scheduled fingerprint appointment
Record No-Show		Used to record that an applicant did not attend a scheduled interview or OC and did not contact INS to cancel the appointment

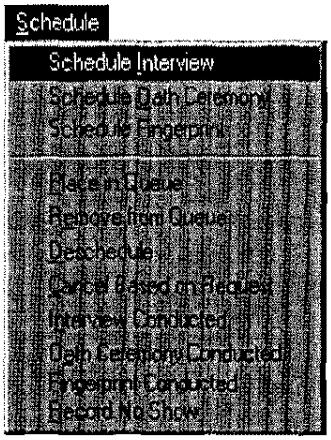
Schedule Interview

The Schedule Interview option allows you to schedule applicants interactively for interviews. You can also view applicant information using this option. To schedule an applicant interactively for an interview, perform the following steps:

1. Use one of the following methods to access the Schedule Interview screen (Exhibit 7–33, Schedule Interview):

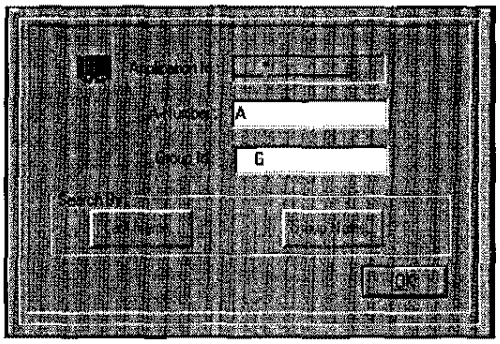
   - From any of the Schedule screens, click  .
   - From the Scheduler menu bar, select the Schedule Interview option in the Schedule menu (Exhibit 7–31, Schedule Menu Options—Schedule Interview).

Exhibit 7–31: Schedule Menu Options—Schedule Interview



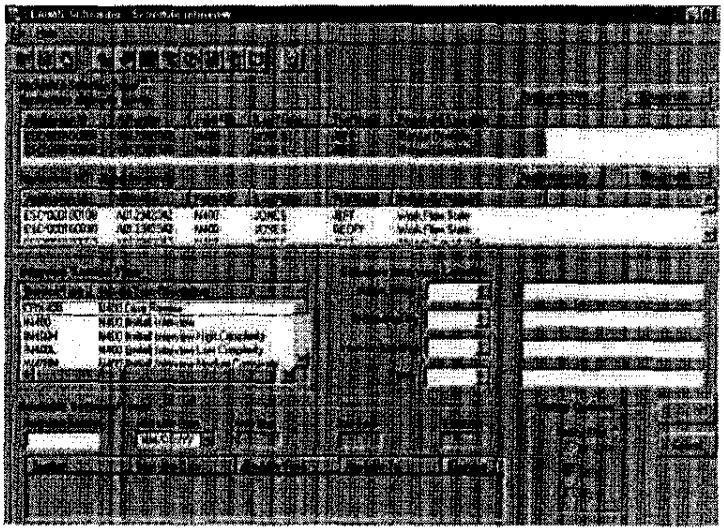
2. When the prompt appears (Exhibit 7–32, Prompt), enter a valid application ID, A-Number, or group ID.

Exhibit 7–32: Prompt



3. Click OK. The Schedule Interview screen (Exhibit 7–33) appears.

Exhibit 7–33: Schedule Interview



4. Verify that the application ID appears in the Applications Eligible for Activity section.
5. To view application or group information, perform the following steps:
   a. Select an applicant from either list in the Application Selection Panel section by clicking on the desired item.
   b. Click Application Info. to access the Case Status screen (Exhibit 12–3, Case Status Inquiry), or click Group Info. to display a list of group members for selection.
   c. To return to the Schedule Interview screen, click Return.
6. Click on a service type in the Interview Service Type section. To scroll through the list, click either ▼ or ▲ in the scroll bar.
7. Enter the appropriate codes in the Schedule Interview Location section. To select the codes from a list, click ▼.
   - **Admin. Office**—Code used to identify the location of the INS administrative office that has jurisdiction over the scheduling site
   - **Scheduling Site**—Code used to identify the office responsible for setting up schedules
   - **Interview Location**—Code used to identify a location where interviews will take place
   - **Room**—Code used to identify a room where interviews will take place (determined by the user)
8. Enter the appropriate information in the Available Sections/Times section, or select a slot by clicking on the item in the list below the fields.

- **Interview Section**—Code used to identify the interview section
- **Interview Date**—Date the interview is to be scheduled; Click to select the date from a calendar.
- **Intv Start**—Time the interview is scheduled to start (military format, for example, 13:00)
- **Intv End**—Time the interview is scheduled to end (military format, for example, 13:00)
- **Examiner**—Identification number of the examiner assigned to the interview

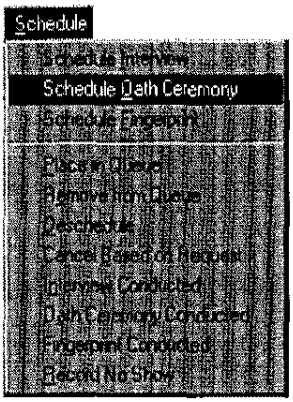
9. Click one of the following radio buttons in the Notice Options section to indicate the means through which the scheduling notice should be printed:
   - On-Line to print an individual notice from a local printer
   - Batch to print a notice through the batch printing process
   - None to print no notice
10. Click Schedule to process.
    a. When the Scheduler confirmation message box appears, click Yes.
    b. When the Results of Activity window appears, click Close.
    c. To return to the Scheduler main menu screen, click Close.

Schedule Oath Ceremony

The Schedule Oath Ceremony option allows you to schedule applicants interactively for OCs. To schedule an applicant interactively for an OC, perform the following steps:

1. Use one of the following methods to access the Schedule Oath Ceremony screen (Exhibit 7–36, Schedule Oath Ceremony):
   - From any of the Schedule screens, click .
   - From the Scheduler menu bar, select the Schedule Oath Ceremony option in the Schedule menu (Exhibit 7–34, Schedule Menu Options—Schedule Oath Ceremony).

Exhibit 7–34: Schedule Menu Options—Schedule Oath Ceremony



2. When the prompt appears (Exhibit 7–35, Prompt), enter a valid application ID in the Value field.

Exhibit 7–35: Prompt



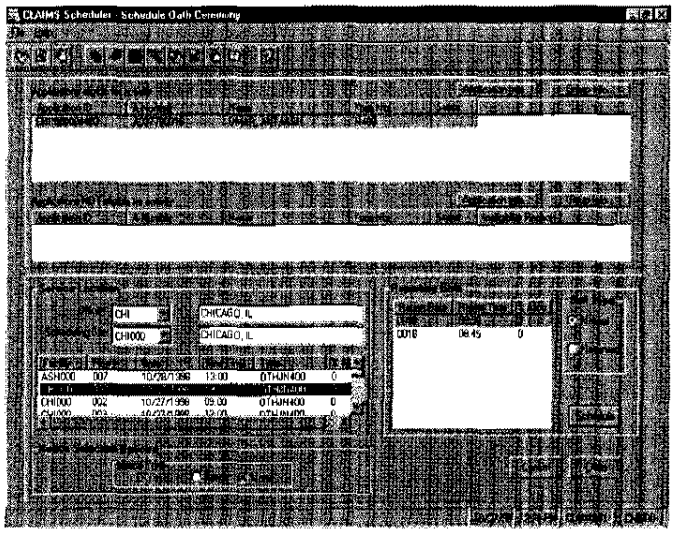
3. To schedule an OC by other than the application ID, enter the appropriate information in the following fields:
   - **Select Applications where...**—Click to specify the type of ID, as follows:
     - Application ID
     - A-Number
     - Group ID
   - **Is...**—Click to specify whether an ID number equal to or similar to a given number is to be selected.
   - **Value**—Identification number (for example, A-Number, Group ID)

   a. Click Enter.

   b. To add additional criteria to the query, click Or, and enter additional information.
      - To clear the input fields, click Clear.
      - To delete the query, click Cancel.

4. Click OK. The Schedule Oath Ceremony screen (Exhibit 7–36, Schedule Oath Ceremony) appears.

Exhibit 7–36: Schedule Oath Ceremony



5. Verify that the application ID appears in the Applications Eligible for Activity section.
6. To view application or group information, perform the following steps:
   a. Select an applicant from either list in the top section of the screen by clicking on the desired item.
   b. Click Application Info. to access the Case Status screen (Exhibit 12–3), or click Group Info. to display a list of group members for selection.
   c. Click Return to return to the Schedule Oath Ceremony screen.
7. Enter the appropriate codes in the Service Location section. To select the codes from a list, click .
   - **Office**—Code used to identify the location of the INS administrative office that has jurisdiction over the scheduling site
   - **Scheduling Site**—Code used to identify the office responsible for setting up schedules
8. Select the appropriate information from the Reporting Gate section.
   - **Report Gate**—Gate where the applicant should report for the OC
   - **Report Time**—Time when the applicant should report for the OC
   - **% Alloc**—Percentage of applicants attending the OC who are assigned to the reporting gate
9. Click the desired radio button in the Slot Type section to indicate the type of slot:
   - Normal

- Reserved

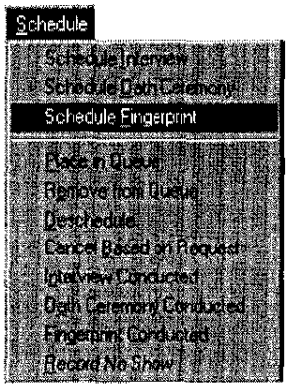
10. Click the desired radio button in the Notice Selection Options section to indicate the means through which the scheduling notice should be printed:
    - On-Line to print an individual notice from a local printer
    - Batch to print a notice through the batch printing process
    - None to print no notice
11. Click Schedule to process. When the Results of Activity window appears, click Close.
12. Click Close to return to the Scheduler main menu screen.

Schedule Fingerprint

The Schedule Fingerprint option allows you to schedule applicants interactively for fingerprints. To schedule applicants interactively for fingerprints, perform the following steps:

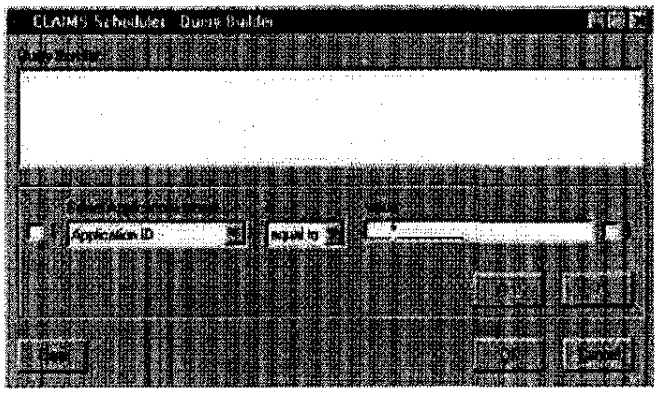
1. Use one of the following methods to access the Schedule Fingerprint screen (Exhibit 7–39, Schedule Fingerprint):
    - From any of the Schedule screens, click
    - From the Scheduler menu bar, select the Schedule Fingerprint option in the Schedule menu (Exhibit 7–37, Schedule Menu Options—Schedule Fingerprint).

Exhibit 7–37: Schedule Menu Options—Schedule Fingerprint



2. When the prompt appears (Exhibit 7–38, Prompt), enter a valid application ID in the Value field.

Exhibit 7–38: Prompt



3. To schedule fingerprinting by other than the application ID, enter the appropriate information in the following fields:

   - **Select Applications where...**—Click ▼ to specify the type of ID:

   – Application ID
     – A-Number
     – Group ID

   - **Is...**—Click ▼ to specify whether an ID number equal to or similar to a given number is to be selected.
   - **Value**—Identification number (for example, A-Number, Group ID)

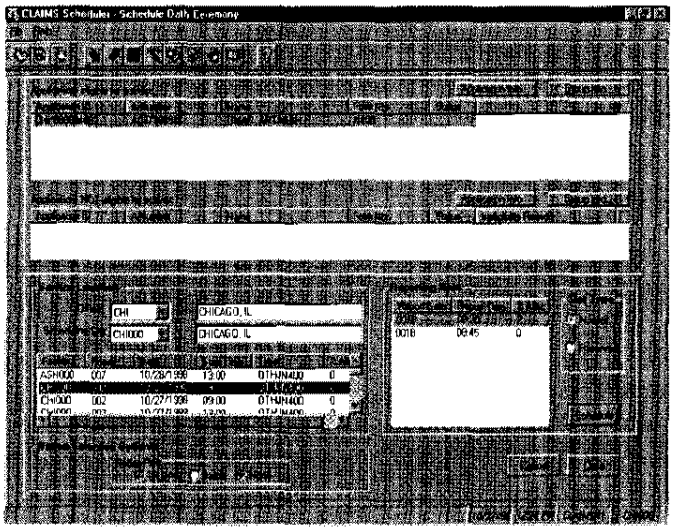
   a. Click Enter.

   b. To add additional criteria to the query, click Or, and enter additional information.

      - To clear the input fields, click Clear.
      - To delete the query, click Cancel.

4. Click OK. The Schedule Fingerprint screen (Exhibit 7–39) appears.

Exhibit 7–39: Schedule Fingerprint



5. Verify that the application ID appears in the Applications Eligible for Activity section.
6. To view application or group information, perform the following steps:
   a. Select an applicant from either list in the top section of the screen by clicking on the desired item.
   b. Click Application Info to access the Case Status screen (Exhibit 12–3), or click Group Info to display a list of group members for selection.
   c. Click Return to return to the Schedule Fingerprint screen.
7. Enter the appropriate codes in the Service Location section. To select the codes from a list, click ▼.
   - **Office**—Code used to identify the location of the INS administrative office that has jurisdiction over the scheduling site
   - **Scheduling Site**—Code used to identify the office responsible for setting up schedules
8. Select the appropriate information from the Reporting Gate section.
   - **Report Gate**—Gate where the applicant should report for the OC
   - **Report Time**—Time when the applicant should report for the OC
   - **% Alloc**—Percentage of applicants attending the OC who are assigned to the reporting gate
9. Click the desired radio button in the Slot Type section to indicate the type of slot:
   - Normal

- Reserved

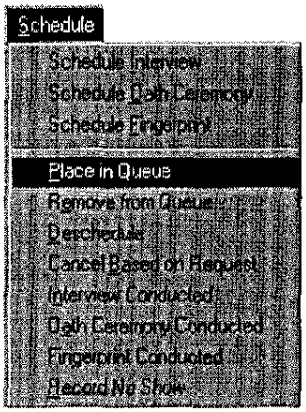
10. Click the desired radio button in the Notice Selection Options section to indicate the means through which the scheduling notice should be printed:
    - Dir-Ind to print an individual notice from a local printer
    - Batch to print a notice through the batch printing process
    - None to print no notice
11. Click Schedule to process. When the Results of Activity window appears, click Close.
12. Click Close to return to the Scheduler main menu screen.

Place in Queue

The Place in Queue option is used to place cases in a scheduling queue for the next available interview, OC, or fingerprint time slot. Cases placed in the scheduling queue are scheduled by the batch scheduling process. To place an individual in the scheduling queue, perform the following steps:

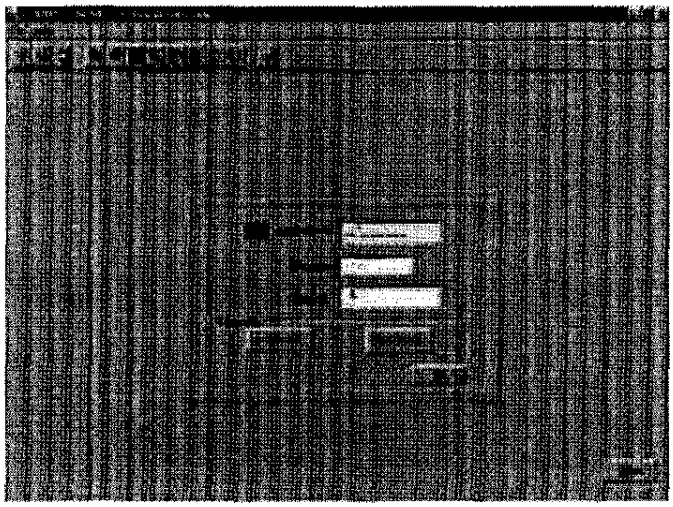
1. Use one of the following methods to access the Place in Queue screen (Exhibit 7–42, Place in Queue):
    - From any of the Schedule screens, click .
    - From the Scheduler menu bar, select the Place in Queue option in the Schedule menu (Exhibit 7–40, Schedule Menu Options—Place in Queue).

Exhibit 7–40: Schedule Menu Options—Place in Queue



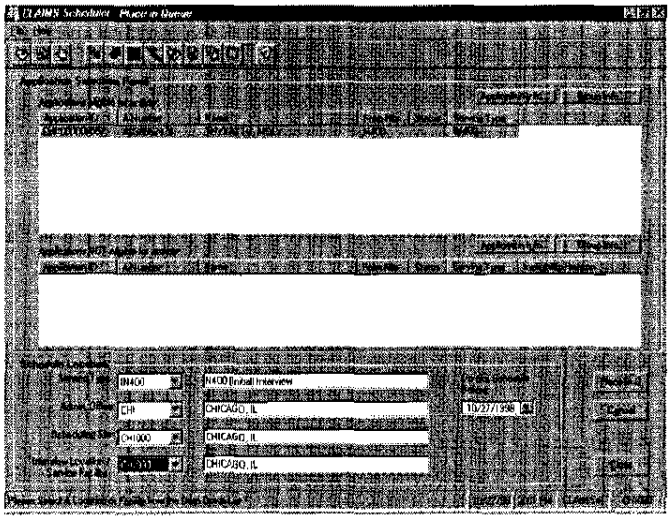
2. When the prompt (Exhibit 7–41, Prompt) appears, enter a valid application ID, A-Number, or group ID.

Exhibit 7–41: Prompt



3. Click OK. The Place in Queue screen (Exhibit 7–42) appears.

Exhibit 7–42: Place in Queue



4. Verify that the application ID appears in the Applications Eligible for Activity section.
5. To view application or group information, perform the following steps:
   a. Select an application ID by clicking on the desired item from either list in the Application Selection Panel.
   b. Click Application Info... to access the Case Status screen (Exhibit 12–3), or click Group Info... to display a list of group members for selection.

c. Click Return to return to the Place in Queue screen.

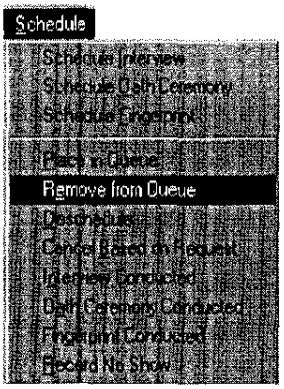
6. Enter the appropriate codes in the Schedule Location section. To select the code from a list of previously entered codes, click .
   - **Service Type**—Code used to describe the type of interview, OC, or fingerprinting for which the applicant is being scheduled
   - **Admin. Office**—Code used to identify the location of the INS administrative office that has jurisdiction over the scheduling site
   - **Scheduling Site**—Code used to identify the office responsible for setting up schedules
   - **Interview Location/Service Facility**—Code used to identify the interview location, OC facility, or fingerprint facility
7. In the Do Not Schedule Before field, enter the earliest date the application can be scheduled for an interview, fingerprint appointment, or OC. To select the date from a calendar, click .
8. Click Place in Q to process. When the confirmation window appears, click OK.
9. Click Close to return to the Scheduler main menu screen.

Remove From Queue

The Remove From Scheduling Queue option is used to remove cases from the scheduling queue. This can be done only before the batch scheduler has been run and the applicant scheduled. To remove an individual from the scheduling queue, perform the following steps:

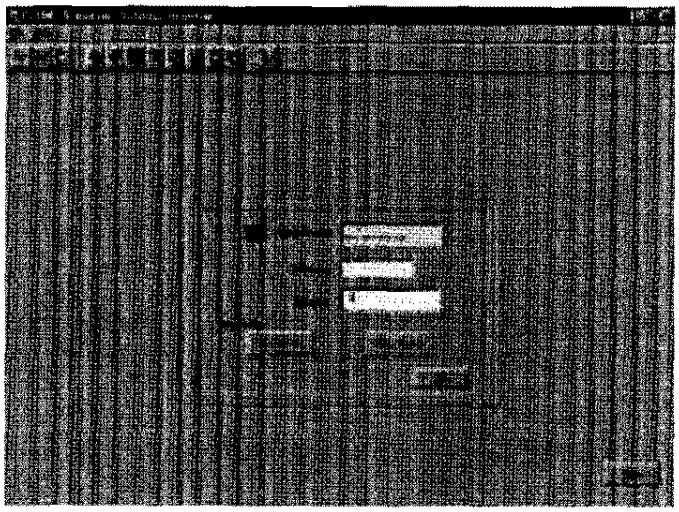
1. Use one of the following methods to access the Remove From Queue screen (Exhibit 7–45, Remove From Queue):
   - From any of the Schedule screens, click .
   - From the Scheduler menu bar, select the Remove From Queue option in the Schedule menu (Exhibit 7–43, Schedule Menu Options—Remove From Queue).

Exhibit 7–43: Schedule Menu Options—Remove From Queue


Schedule
Remove from Queue

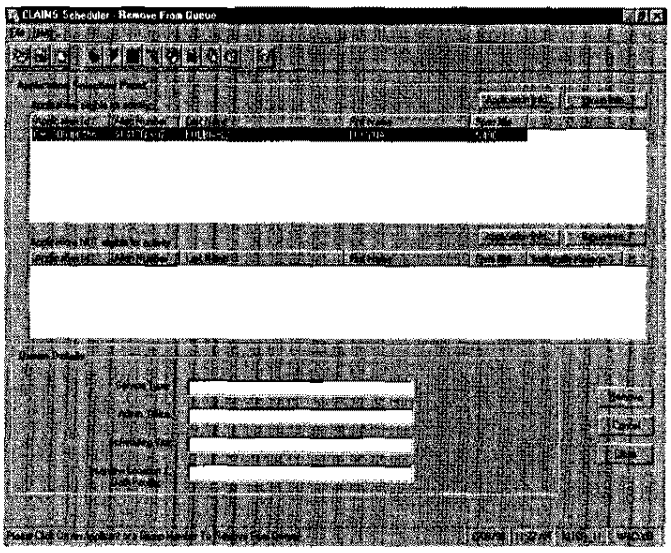
2. When the prompt appears (Exhibit 7–44, Prompt), enter a valid application ID, A-Number, or group ID.

Exhibit 7–44: Prompt



3. Click  . The Remove From Queue screen (Exhibit 7–45) appears.

Exhibit 7–45: Remove From Queue



4. Verify that the application ID to be removed appears in the Application Selection Panel section.
5. To view application or group information, perform the following steps:

a. Select an application ID by clicking on the desired item from either list in the Application Selection Panel section.

b. Click Application Info. to access the Case Status screen (Exhibit 12–3), or click Group Info. to display a list of group members for selection.

c. Click Return to return to the Remove From Queue screen.

6. Enter the appropriate codes in the Queue Details section. To select the code from a list of previously entered codes, click ▼.

   - **Service Type**—Code used to describe the type of interview, OC, or fingerprinting for which the applicant is being scheduled
   - **Admin. Office**—Code used to identify the location of the INS administrative office that has jurisdiction over the scheduling site
   - **Scheduling Site**—Code used to identify the office responsible for setting up schedules
   - **Interview Location/Oath Facility**—Code used to identify the interview location, OC facility, or fingerprint facility

7. Click Remove to process.

   a. When the Scheduler message box appears, click Yes.

   b. When the confirmation window appears, click OK.

8. Click Close to return to the Scheduler main menu screen.

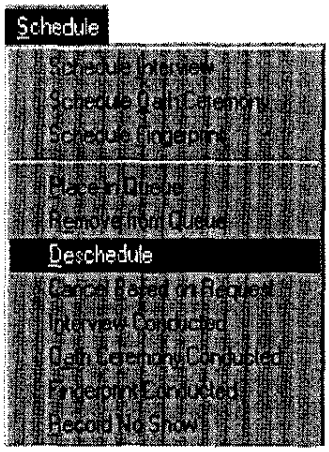
Reschedule

The Reschedule option is used to remove applicants from an interview, fingerprinting, or OC schedule at the INS' request. Rescheduled appointments are not tallied against an applicant's cancellation limit. To cancel an interview at the INS' request, perform the following steps:

1. Use one of the following methods to access the Reschedule screen (Exhibit 7–48, Reschedule):

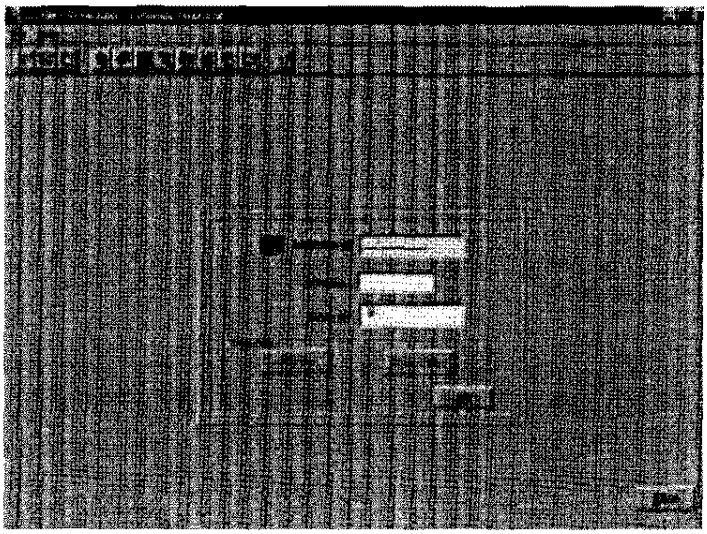
   - From any of the Scheduler screens, click ■.
   - From the Scheduler menu bar, select the Reschedule option in the Schedule menu (Exhibit 7–46, Schedule Menu Options—Reschedule).

Exhibit 7–46: Schedule Menu Options—Reschedule



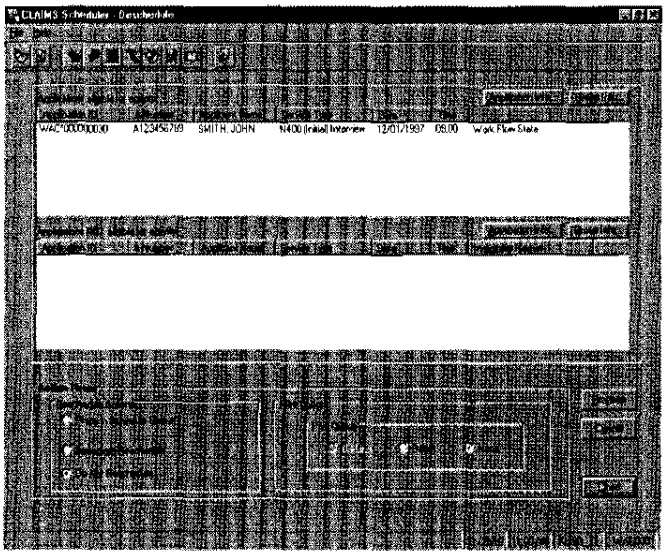
2. When the prompt appears (Exhibit 7–47, Prompt), enter a valid application ID, A-Number, or group ID.

Exhibit 7–47: Prompt



3. Click OK. The Reschedule screen (Exhibit 7–48) appears.

Exhibit 7–48: Reschedule



4. Verify that the application ID to be rescheduled appears in the Applications Eligible for Activity list.
5. To view application or group information, perform the following steps:
   a. Select an application ID by clicking on the desired item from either list in the Application Selection Panel section.
   b. Click Application Info to access the Case Status screen (Exhibit 12–3), or click Group Info to display a list of group members for selection.
   c. Click Return to return to the Reschedule screen.
6. Click the desired radio button in the Reschedule Actions section:
   - Place in Schedule Queue to place the applicant in the queue for batch scheduling
   - Immediate Reschedule to reschedule the applicant interactively
   - Do Not Reschedule to not reschedule the applicant

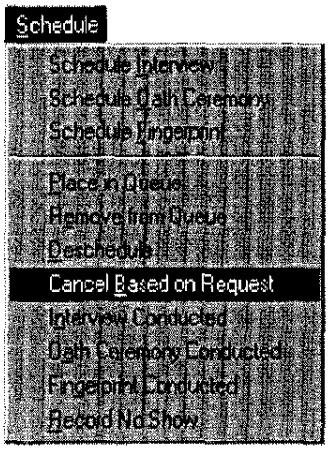
7. Click the desired radio button in the Notice Selection Options section to indicate the means through which the scheduling notice should be printed:
   - On-Line to print an individual notice from a local printer
   - Batch to print a notice through the batch printing process
   - None to print no notice
8. Click Process to process.
   a. When the Scheduler message box appears, click Yes.
   b. When the Results of Activity window appears, click Close.
9. Click Close to return to the Scheduler main menu screen.

Cancel Based on Request

The Cancel Based on Request option is used to cancel an interview at an applicant's request. Appointments canceled at an applicant's request are tallied against the applicant's cancellation limit. To cancel an interview at an applicant's request, perform the following steps:

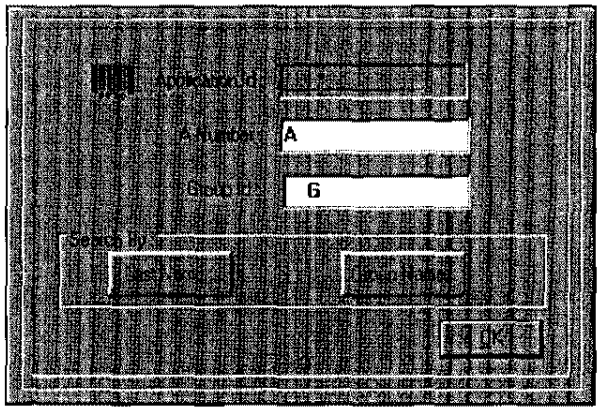
1. Use one of the following methods to access the Cancel Schedule screen (Exhibit 7–51, Cancel Schedule):
   - From any of the Schedule screens, click .
   - From the Scheduler menu bar, select the Cancel Based on Request option in the Schedule menu (Exhibit 7–49, Schedule Menu Options—Cancel Based on Request).

Exhibit 7–49: Schedule Menu Options—Cancel Based on Request



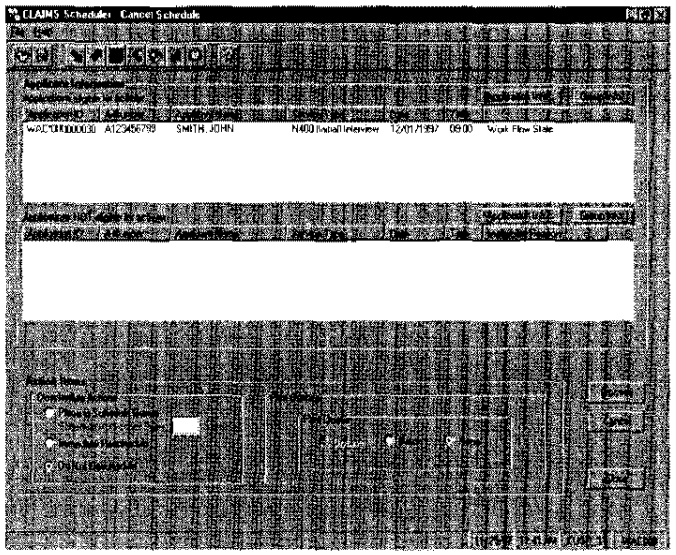
2. When the prompt appears (Exhibit 7–50, Prompt), enter a valid application ID, A-Number, or group ID.

Exhibit 7–50: Prompt



3. Click OK. The Cancel Schedule screen (Exhibit 7–51) appears.

Exhibit 7–51: Cancel Schedule



4. Verify that the application ID to be canceled for interview appears in the Applications eligible for activity list.
5. To view application or group information, perform the following steps:
   a. Select an application ID by clicking on the desired item from either list in the Application Information section.
   b. Click Application Info... to access the Case Status screen (Exhibit 12–3), or click Group Info... to display a list of group members for selection.

c. Click Return to return to the Cancel Schedule screen.

6. Verify that the application ID to be canceled for interview appears in the Applications Eligible for Activity list.
7. Click the desired radio button in the Reschedule Actions section:
   - Place in Schedule Queue to place the applicant in the queue for batch scheduling. When selecting this option, enter the minimum number of days that must pass before the applicant is rescheduled in the Schedule No Sooner Than field.
   - Immediate Reschedule to reschedule the applicant interactively
   - Do Not Reschedule to not reschedule the applicant
8. Click the desired radio button in the Notice Selection Options section to indicate the means through which the scheduling notice should be printed:
   - On-Line to print an individual notice from a local printer
   - Batch to print a notice through the batch printing process
   - None to print no notice
9. Click Process to process.
   a. When the Scheduler message box appears, click Yes.
   b. When the Results of Activity window appears, click Close.
10. Click Close to return to the Scheduler main menu screen.

Interview/Oath Ceremony/Fingerprint Conducted

The Interview/Oath Ceremony/Fingerprint Conducted options are used to record that an interview, OC, or fingerprint appointment was actually conducted. To indicate that an interview/OC/fingerprint was conducted, perform the following steps:

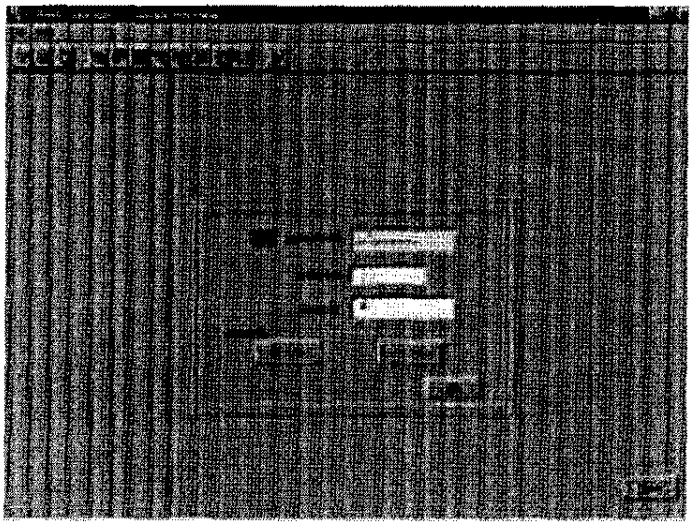
1. Use one of the following methods to access the Interview, Oath Ceremony, or Fingerprint Conducted screens (Exhibit 7–54, Interview/Oath Ceremony/Fingerprint Conducted):
   - From any of the Scheduler screens, click  (Interview Conducted),  (Oath Ceremony Conducted), or  (Fingerprint Conducted).
   - From the Scheduler menu bar, select the Interview, Oath Ceremony, or Fingerprint Conducted option in the Schedule menu (Exhibit 7–52, Schedule Menu Options—Interview, Oath Ceremony, or Fingerprint Conducted).

Exhibit 7–52: Schedule Menu Options—Interview, Oath Ceremony, or Fingerprint Conducted



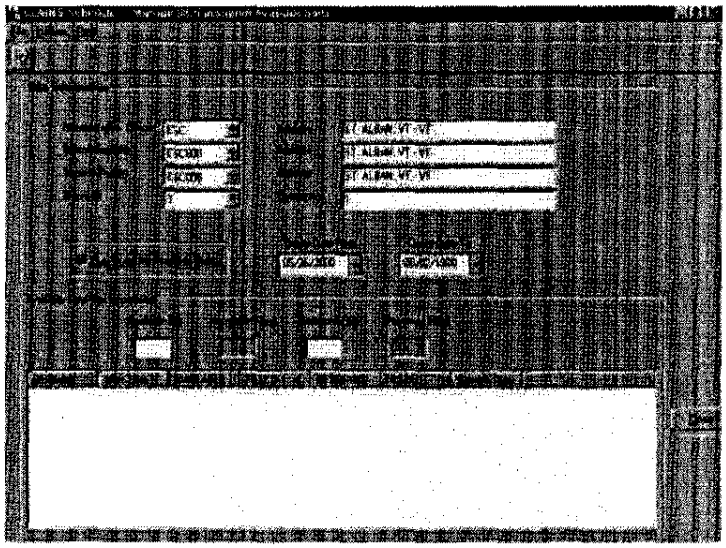
2. When the prompt appears (Exhibit 7–53, Prompt), enter a valid application ID, A-Number, or group ID.

Exhibit 7–53: Prompt



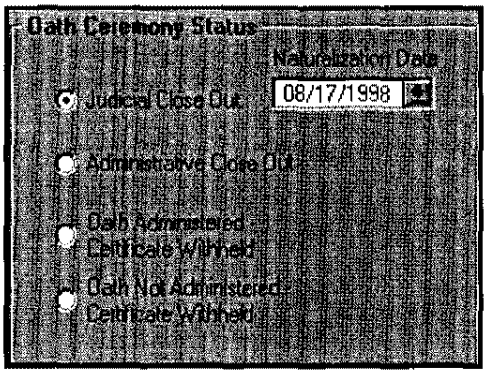
3. Click OK. The Interview, Oath Ceremony, or Fingerprint Conducted screen (Exhibit 7–54) appears.

Exhibit 7–54: Interview/Oath Ceremony/Fingerprint Conducted



4. Verify that the application ID appears in the Application Eligible for Activity section.
5. To view application or group information, perform the following steps:
   a. Select an application ID by clicking on the desired item from either list in the Application Selection Panel section.
   b. Click Application Info... to access the Case Status screen (Exhibit 12–3), or click Group Info... to display a list of group members for selection.
6. To return to the Interview/Oath Ceremony Conducted screen, click Return. If the Oath Ceremony Conducted function is used, an Oath Ceremony Status section appears to the right of the Schedule Information. Select one of the four displayed options (Exhibit 7–55, Oath Ceremony Status Options).

Exhibit 7–55: Oath Ceremony Status Options



- **Judicial Close Out**—Closes out the case when the applicant was naturalized at a judicial OC
- **Administrative Close Out**—Closes out the case when the applicant was naturalized at an administrative OC
- **Oath Administered - Certificate Withheld**—Indicates that the applicant attended the OC and took the oath of allegiance, but did not receive a naturalization certificate
- **Oath Not Administered - Certificate Withheld**—Indicates that the applicant attended the OC, but did not take the oath of allegiance and did not receive a naturalization certificate

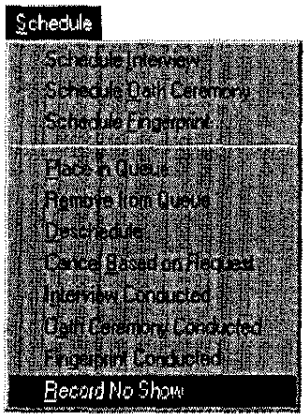
7. Click Process.
   a. When the Scheduler message box appears, click Yes.
   b. When the Results of Activity window appears, click Close.
8. To return to the Scheduler main menu screen, click Done.

Record No-Show

The Record No-Show option is used to record that an applicant did not attend a scheduled interview or OC and did not contact the INS to cancel the appointment. To record an applicant as a no-show, perform the following steps:

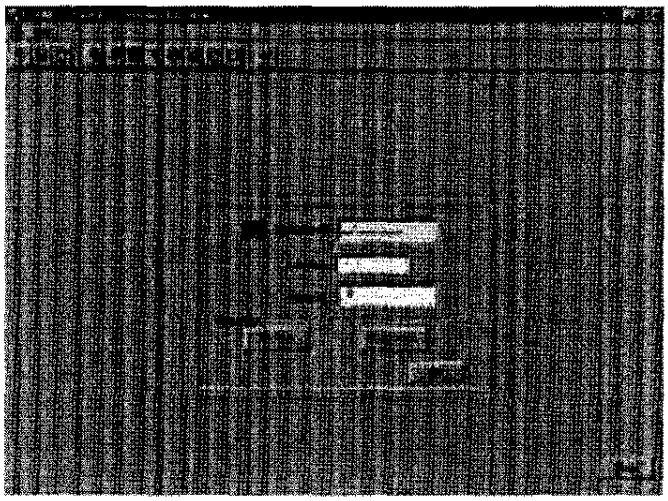
1. Use one of the following methods to access the Record No Show screen (Exhibit 7–58, Record No Show):
   - From any of the Scheduler screens, click .
   - From the Scheduler menu bar, select the Oath Ceremony Conducted option in the Schedule menu (Exhibit 7–56, Schedule Menu Options—Oath Ceremony Conducted).

Exhibit 7–56: Schedule Menu Options—Oath Ceremony Conducted



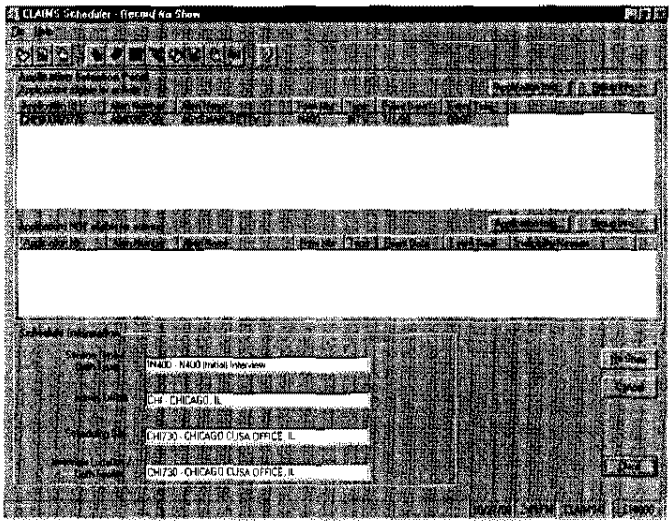
2. When the prompt appears (Exhibit 7–57, Prompt), enter a valid application ID, A-Number, or group ID.

Exhibit 7–57: Prompt



3. Click OK. The Record No Show screen (Exhibit 7–58) appears.

Exhibit 7–58: Record No Show



4. Verify that the application ID appears in the Application Eligible for Activity list.

5. To view application or group information, perform the following steps:
   a. Select an application ID by clicking on the desired item from either list in the Application Selection Panel section.
   b. Click Application Info to access the Case Status screen (Exhibit 12–3), or click Group Info to display a list of group members for selection.
   c. To return to the Record No Show screen, click Return.
6. Click No Show.
   a. When the Scheduler message box appears, click Yes.
   b. When the confirmation window appears, click OK.
7. To return to the Scheduler main menu screen, click Close.

Utilities

The Utilities menu includes the following options:

- **Rule Setup - Group Rules**—Used to view, add, remove, and/or edit rules that apply to groups
- **Rule Setup - Schedule Rules**—Used to view, add, remove, and/or edit rules that apply to scheduling
- **Color Code**—Used to view, add, remove, and/or edit color codes for identifying reporting gates
- **Manage Oath Ceremony/Fingerprint Slots**—Used to view OC and fingerprint slots; also used to manage OC slots and to close OCs nearing capacity to further scheduling
- **Batch Scheduler**—Used to automatically create scheduling slots, place ready to schedule cases into a scheduling queue, and assign appointments to queued cases

Group Rules

Group Rules are used to define how an office processes groups. The Group Rules option is used to view, add, edit, and remove rules. To view, add, edit and/or remove group rules, perform the following steps:

1. From the Scheduler menu bar, select Utilities, Rule Setup, Group Rules (Exhibit 7–59, Utilities Menu Options—Rule Setup, Group Rules) to access the Group Rules screen (Exhibit 7–60, Group Rules).

Exhibit 7–59: Utilities Menu Options—Rule Setup, Group Rules

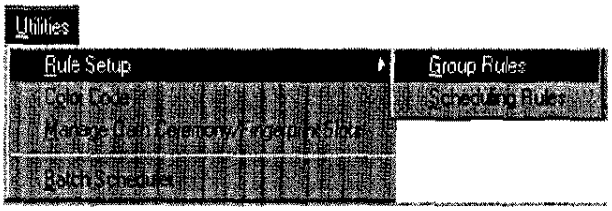
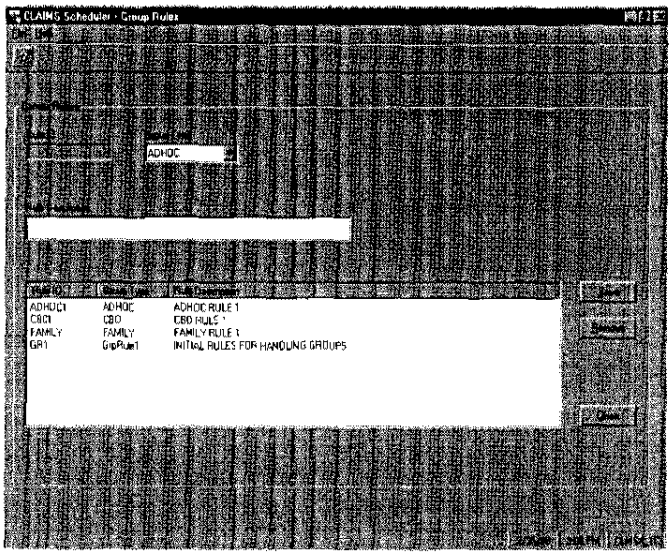


Exhibit 7–60: Group Rules



2. To add a group rule, perform the following steps:
   a. Enter the appropriate information in the following fields:
      - **Rule ID**—Code used to identify a group rule
      - **Group Type**—Code used to identify the type of group to which the rule applies; to select the type from a list, click ▼.
      - **Rule Description**—Description of the rule
   b. Click Save to process.
   c. When the Scheduler message box appears, click OK to acknowledge that the rule has been saved.
3. To edit a group rule, perform the following steps:
   a. Click the desired rule in the list box. The information for that rule appears in the fields above the list.

b. Edit the appropriate fields.

c. Click Save to process.

d. When the Scheduler message box appears, click OK to acknowledge that the rule has been saved.

4. To remove a group rule, perform the following steps:

a. Click on the desired rule in the list box.

b. Click Remove to process.

c. When the Scheduler message box appears, click Yes to remove the rule.

5. To return to the Scheduler main menu screen, click Close.

Schedule Rules

Scheduling rules are used to define the ways that an office schedules cases. Scheduling rules determine how cases are prioritized for scheduling purposes (for example, by mailroom date). Allocation rules determine how locations and slots are to be filled. For example, the sequential option completely fills all the time slots at one location before filling slots at other locations, while the round-robin option evenly distributes cases evenly among all locations. To view, add, edit, and/or remove scheduling rules for a specific scheduling site, perform the following steps:

1. From the Scheduler menu bar, select Utilities, Rule Setup, Schedule Rules (Exhibit 7–61, Utilities Menu Options—Rule Setup, Schedule Rules) to access the Scheduling Rules screen (Exhibit 7–62, Scheduling Rules).

Exhibit 7–61: Utilities Menu Options—Rule Setup, Schedule Rules

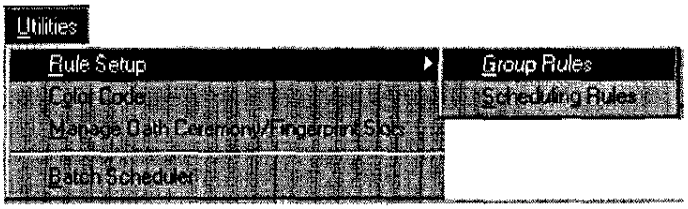


Exhibit 7–62: Scheduling Rules



2. To add a scheduling rule, perform the following steps:
   a. Enter the appropriate information in the following fields:
      - **Schedule Rule ID**—Code used to identify the rule
      - **Service Type**—Code used to identify the type of service (for example, interview or OC); to select a code from a list, click ▼.
      - **Rule Type**—Code used to identify the type of rule; to select the type from a list, click ▼.
      - **Rule Description**—Brief description of the rule
   b. Click Save to process.
   c. When the Scheduler message box appears, click OK to acknowledge that the rule has been saved.
3. To edit a scheduling rule, perform the following steps:
   a. Click on the desired rule in the list box. The information for that rule appears in the fields above the list.
   b. Edit the appropriate fields.
   c. Click Save to process.
   d. When the Scheduler message box appears, click OK to acknowledge that the rule has been saved.

4. To remove a scheduling rule, perform the following steps:
   a. Click on the desired rule in the list box.
   b. Click Remove to process.
   c. When the Scheduler message box appears, click Yes to remove the rule.
5. To return to the Scheduler main menu screen, click Close.

Color Code

Color codes are used to identify reporting gates at OCs. The Color Codes option is used to view, edit, and/or remove a color code. **Note:** Not all locations use this feature.

To view, add, edit, and/or remove gate color codes, perform the following steps:

1. Use the following method to access the Color Codes screen (Exhibit 7–64, Color Codes):
   - From the Scheduler main menu, select Color Code in the Utilities menu (Exhibit 7–63, Utilities Menu Options—Color Code).

Exhibit 7–63: Utilities Menu Options—Color Code

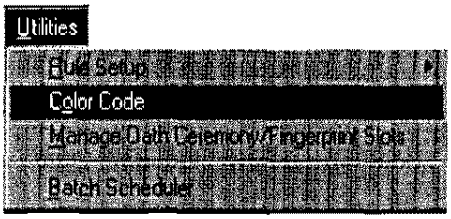
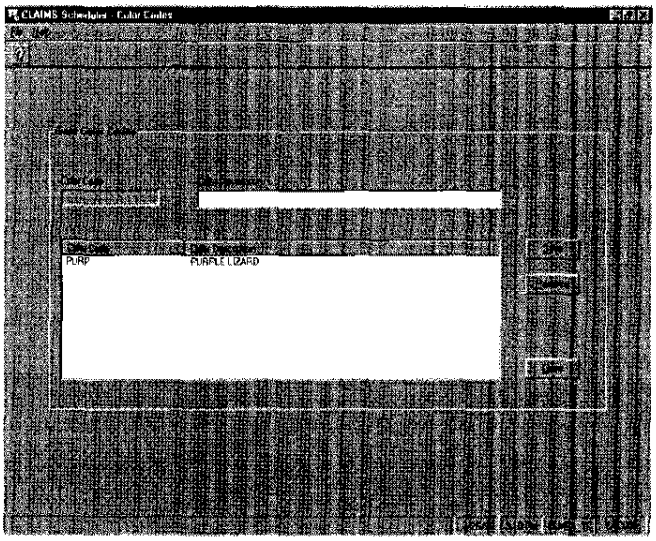


Exhibit 7–64: Color Codes


PURP
PURPLE LIZARD

2. To add a color code, perform the following steps:
   a. Enter the appropriate information in the following fields:
      - **Color Code**—Code used to identify a color
      - **Color Description**—Description of the code or the color assigned to the code
   b. Click Save to process.
   c. When the Scheduler message box appears, click OK to acknowledge that the rule has been saved.
3. To edit a color code, perform the following steps:
   a. Click on the desired code in the list box. The information for that code appears in the fields above the list.
   b. Edit the appropriate fields.
   c. Click Save to process.
   d. When the Scheduler message box appears, click OK to acknowledge that the rule has been saved.
4. To remove a color code, perform the following steps:
   a. Click the color code that needs to be removed.
   b. Click Remove to process.
   c. When the Scheduler message box appears, click Yes to remove the rule.
5. To return to the Scheduler main menu screen, click Close.

Manage Oath Ceremony/Fingerprint Slots

The Manage Oath Ceremony/Fingerprint Slots option is used to view OC and fingerprint slots. The number of available and reserved slots at an OC can be updated, or, if an OC scheduled for near future is nearing capacity, the ceremony can be closed to further applicants. To view available slots, perform the following steps:

1. From the Scheduler main menu, select the Utilities, Manage Oath Ceremony/Fingerprint Slots options (Exhibit 7–65, Utilities Menu Options—Manage Oath Ceremony/Fingerprint Slots) to access the Manage Oath Ceremony/Fingerprint Slots screen (Exhibit 7–66, Manage Oath Ceremony/Fingerprint Slots).

Exhibit 7–65: Utilities Menu Options—Manage Oath Ceremony/Fingerprint Slots

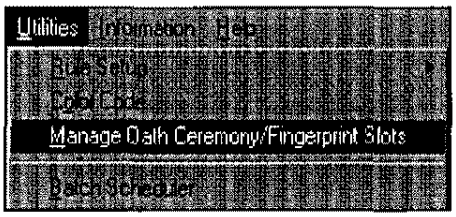
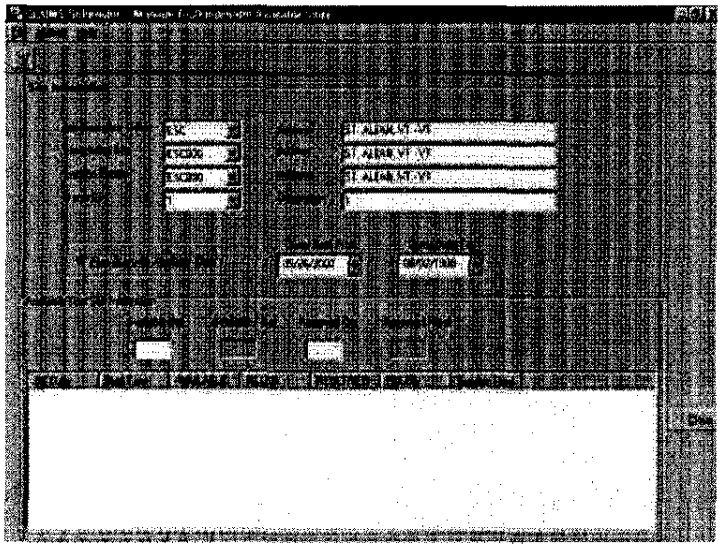


Exhibit 7–66: Manage Oath Ceremony/Fingerprint Slots



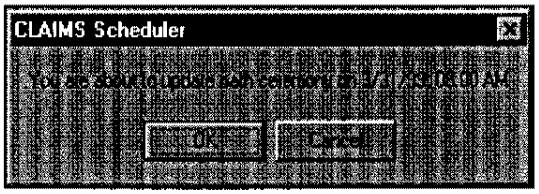
2. Enter the appropriate codes in the Site Information section. To select the code from a list of previously entered codes, click .
   - **Administrative Office**—Code used to identify the location of the INS administrative office that has jurisdiction over the scheduling site
   - **Scheduling Site**—Code used to identify the office responsible for setting up schedules
   - **Service Facility**—Code used to identify the OC or fingerprint facility
   - **Room ID**—Code used to identify the room where the OC or fingerprinting will take place
3. In the Query Date From field, enter the beginning date of the date range to be searched. To select the date from a calendar, click .
4. In the Query Date To field, enter the ending date of the date range to be searched. To select the date from a calendar, click .
5. Click . A list of OC and/or fingerprint dates and times for the specified location and date range appears in the Information section.

6. To view available and reserved OC or fingerprint slots for a particular date and time, double click on the applicable list item. The total number of available slots, the number of filled available slots, the total number of reserved slots, and the number of filled reserved slots appear in the fields above the window.

To change the number of available or reserved slots, perform the following steps:

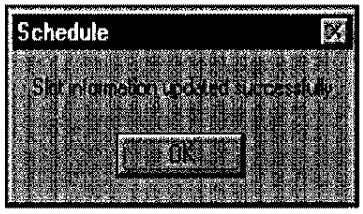
1. Select the desired OC.
2. Enter the new number of slots in the applicable field.
3. Click Update Slots. A confirmation box appears (Exhibit 7–67, Confirmation Message).

Exhibit 7–67: Confirmation Message



4. Click OK. A second confirmation box appears (Exhibit 7–68, Confirmation Message).

Exhibit 7–68: Confirmation Message

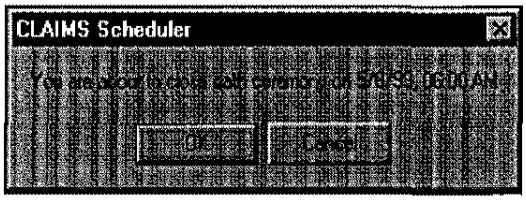


5. Click OK.

To close an OC to further scheduling, perform the following steps:

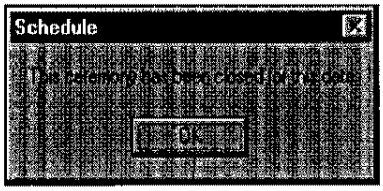
1. Select the desired OC.
2. Enter the new number of slots in the applicable field.
3. Click Close Ceremony. A confirmation box appears (Exhibit 7–69, Confirmation Message).

Exhibit 7–69: Confirmation Message



4. Click OK. A second confirmation box appears (Exhibit 7–70, Confirmation Message).

Exhibit 7–70: Confirmation Message



5. Click OK.

Batch Scheduler

The Batch Schedule option is used to retrieve ready-to-schedule cases from the CLAIMS 4.0 database; create interview, OC, and/or fingerprint slots at a given location; and fill available slots with cases that are ready to schedule. The Place Applications Into Ready to Schedule Queue option on the Batch Scheduler is run by Headquarters for all offices. When this is done, CLAIMS 4.0 finds cases ready to be scheduled and places them into the scheduling queue. Each office must run the Create Available Slots for Application and Assign Appointment for Application options on the Batch Scheduler to create available appointment slots and to place queued cases into those slots. Available section and room slots, appointments, and cases in the ready-to-schedule queue can be viewed using the Show Batch Data menu option on the Batch Schedule screen. To run the Batch Scheduler, perform the following steps:

1. From the Scheduler main menu, select the Utilities, Batch Scheduler options to access the Batch Schedule screen (Exhibit 7–71, Batch Schedule).

Exhibit 7-71: Batch Schedule



2. To select a run profile, click one of the following radio buttons:
   - Selected Location to run a batch from a specified location
   - File to run a batch from a file
   - Table to run a batch from a table
3. To select the type of schedule, click one of the following radio buttons:
   - Interview to run an interview schedule
   - Oath Ceremony to run an OC schedule
   - Fingerprint to run a fingerprint schedule
4. To select the type of batch scheduling action to be performed, click in one of the following check boxes in the Schedule Interview/Oath Ceremony/Fingerprint section:
   - Create Available Slots for Application creates interview or OC slots at a given location
   - Assign Appointment for Application fills interview or OC slots at a given location with cases ready to be scheduled
5. To select a location from a list of available codes, perform the following steps:
   a. Click  . A list of location codes appears in the Locations for Interview/Oath Ceremony Available Slots section.
   b. Click in the box to the left of the desired location code to select.
6. To set a maximum number of cases to process in a batch, click Set Maximum Number to Process and enter the desired number.
7. Click one of the following command buttons to save the data for later processing or run the Batch Scheduler immediately:
   - Save to File saves the data in a file so that the Batch Scheduler can pick it up when running unattended
   - Save to Table saves the data to a database table

- Run Batch runs the specified batch process immediately. When the process is complete, the Batch Interview screen appears (Exhibit 7–73, Batch Interview).

To view batch data, perform the following steps:

1. Select the appropriate option in the Show Batch Schedule Data menu (Exhibit 7–72, Show Batch Schedule Data) to access the desired schedule information. Depending upon the option selected, the Batch Interview screen (Exhibit 7–73) or the Batch Oath Ceremony screen (Exhibit 7–74, Batch Oath Ceremony) appears.

Exhibit 7–72: Show Batch Schedule Data



Exhibit 7–73: Batch Interview

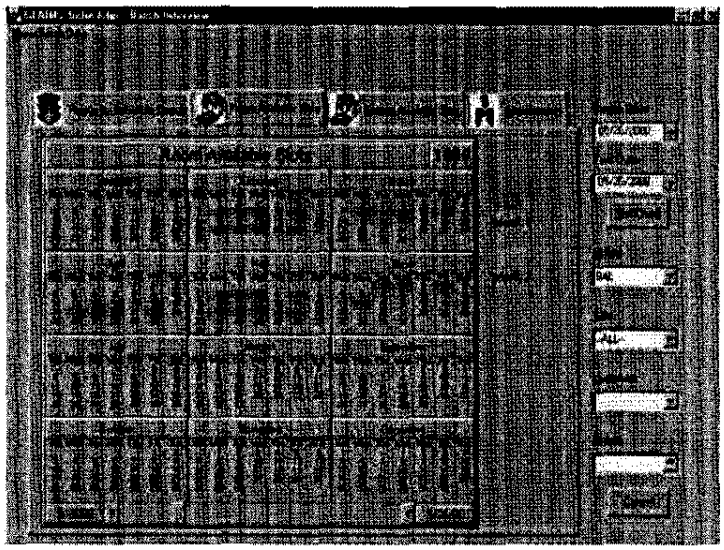
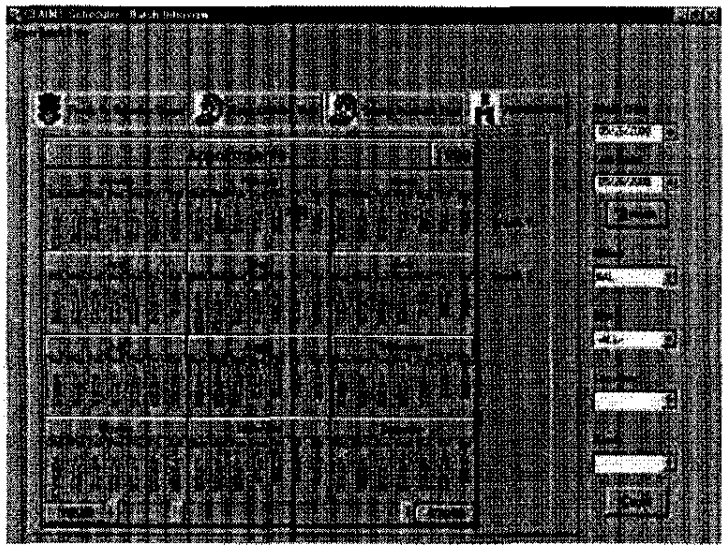


Exhibit 7–74: Batch Oath Ceremony



2. To select a different office, site, location, or room, clicks in each of the appropriate fields.
3. To view the desired information, click on any of the following tabs:
   - **Ready To Schedule Queue**—Displays a list of all cases in the ready-to-schedule queue
   - **Room Available Slots**—Displays the scheduling calendar for the location selected. To view a list of available appointment times, click on a date in the calendar.
   - **Section Available Slots**—(Schedule Interview only) Displays an interview section scheduling calendar. To view a list of available appointment times, click on a date in the calendar.
   - **Gate Reporting Time**—(Schedule Oath Ceremony only) Displays an OC gate scheduling calendar. To view a list of available gate numbers, OC start times, and reporting times, click on a date in the calendar.
   - **Appointments**—Displays a list of cases scheduled for appointments.
4. To return to the Batch Schedule screen, click Cancel.
5. To return to the Scheduler main menu screen, click Exit.

Information

The Information menu is used to perform status inquiries on individual cases and to view scheduling information for individual interview and OC locations. Using this menu, you can also view a list of batch scheduling errors for a selected date. The Utilities menu includes the following options:

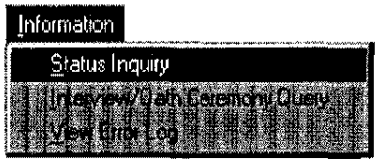
- **Status Inquiry**—Used to perform status inquiries on individual cases
- **Interview/Oath Ceremony Query**—Used to view scheduling information for interviews and OCs for a site
- **View Error Log**—Used to view the errors contained in the log

Status Inquiry

The Status Inquiry option is used to view applicant information, including residential and mailing address, type of form submitted, group information (if applicable); interview/OC location, date, time, and status; a complete scheduling history; and a link to case status. To view applicant information, perform the following steps:

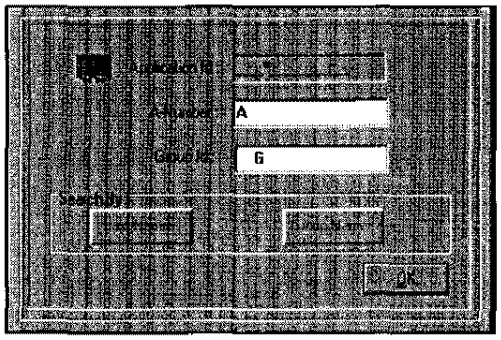
1. From the Scheduler menu bar, select Status Inquiry from the Information menu (Exhibit 7–75, Information Menu Options—Status Inquiry).

Exhibit 7–75: Information Menu Options—Status Inquiry



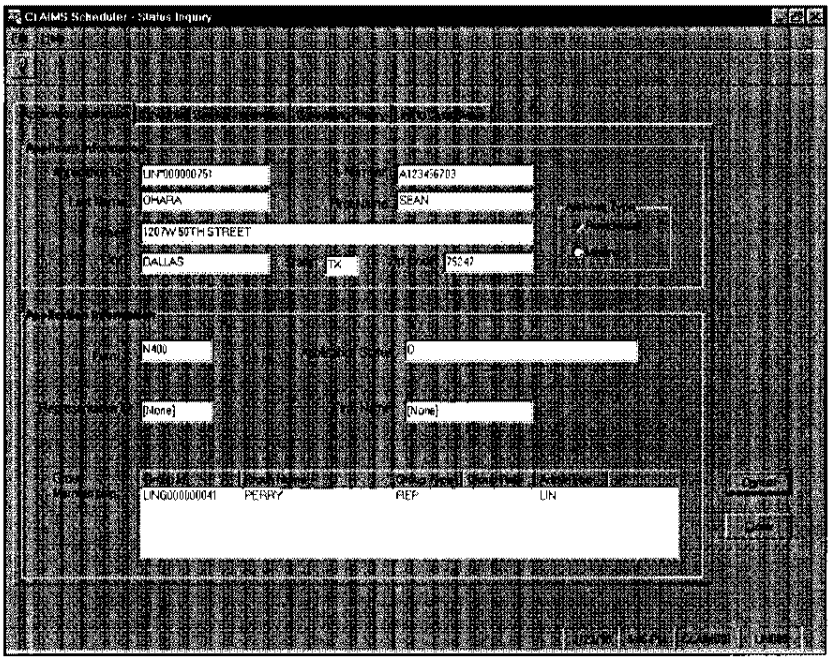
2. When the prompt appears (Exhibit 7–76, Prompt), enter a valid application ID, A-Number, or group ID.

Exhibit 7–76: Prompt



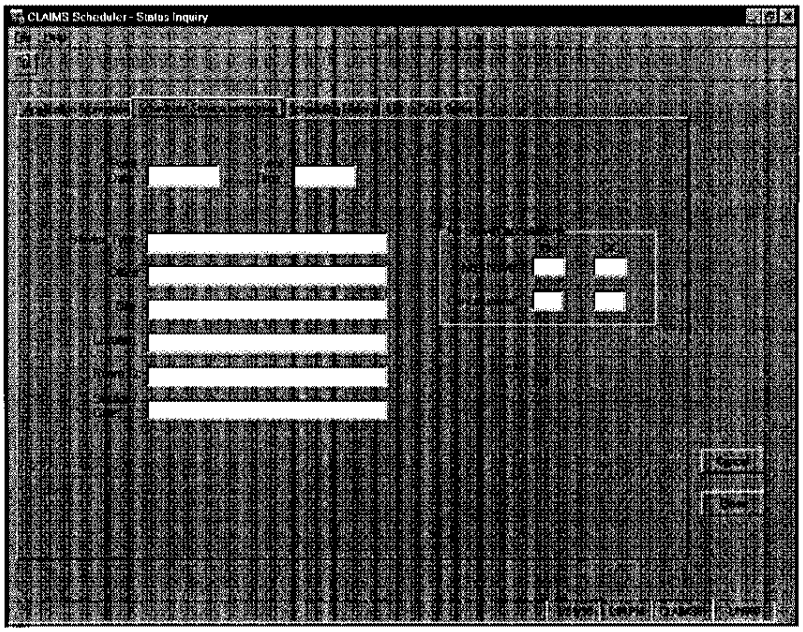
3. Click OK. The Status Inquiry screen (Exhibit 7–77, Status Inquiry) appears.

Exhibit 7–77: Status Inquiry



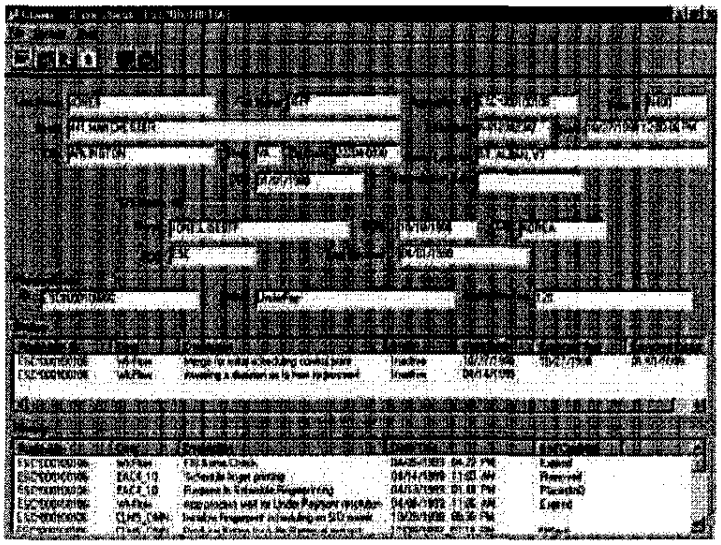
4. In the Address Type field, click the Mailing or Residential radio button to display the applicant's mailing or residential address.
5. Click on the Scheduled Service Information tab to view the location, date, time, and status of any currently scheduled appointment (Exhibit 7–78, Scheduled Service Information).

Exhibit 7–78: Scheduled Service Information


CLAIMS Scheduler - Status Inquiry

6. Click on the Scheduling History tab to view a history of scheduled appointments (Exhibit 7–79, Scheduling History).

Exhibit 7–79: Scheduling History



7. Click on the Link to Case Status tab to view the current case status information for the application. Refer to Section 12 for additional information. (**Note:** The Case Status application may take a minute to load). Select Exit from the File menu to exit from the Case Status application and return to the Scheduler.

8. To return to the Scheduler main menu screen, click 

.

Interview/Oath Ceremony Query

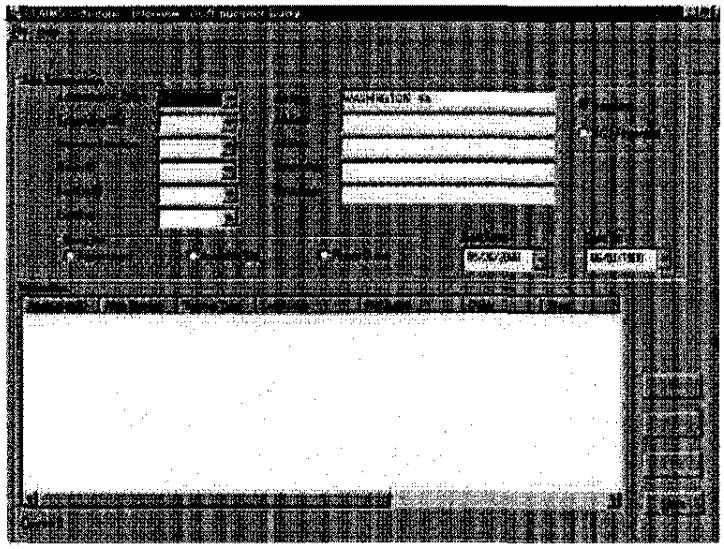
The Interview/Oath Ceremony Query option is used to view scheduling information for interviews and OCs for a site. A query of scheduled cases, available slots, and cases in the ready queue can be performed. To initiate an interview/OC query, perform the following steps:

1. From the Scheduler menu bar, select Interview/Oath Ceremony Query from the Information menu (Exhibit 7–81, Information Menu Options—Interview/Oath Ceremony Query) to access the Interview/Oath Ceremony Query screen (Exhibit 7–81, Interview/Oath Ceremony Query):

Exhibit 7–80: Information Menu Options—Interview/Oath Ceremony Query



Exhibit 7–81: Interview/Oath Ceremony Query



2. To view Interview information, click Interview, or to view OC information, click Oath Ceremony.
3. To select the desired office, site, location, room, section, and examiner from a list, click in each of the appropriate fields.
4. To select a date range from a calendar, click in the appropriate fields.
5. Click one of the following radio buttons to select the type of query:
   - Appointment to view a list of cases currently scheduled for an appointment in a selected location
   - Available Slot to view a list of available appointment times in a selected location
   - Ready Queue to view a list of cases currently in the scheduling queue for a selected location
6. To return to the Scheduler main menu screen, click Close.

View Error Log

Errors that occur during the batch scheduling process are systematically recorded in an error log. The Error Log option is used to view the errors contained in the log. To view error records, perform the following steps:

1. From the Scheduler menu bar, select View Error Log from the Information menu (Exhibit 7–82, Information Menu Options—View Error Log) to access the View Error Log screen (Exhibit 7–83, View Error Log).

Exhibit 7–82: Information Menu Options—View Error Log

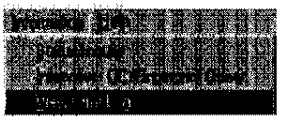
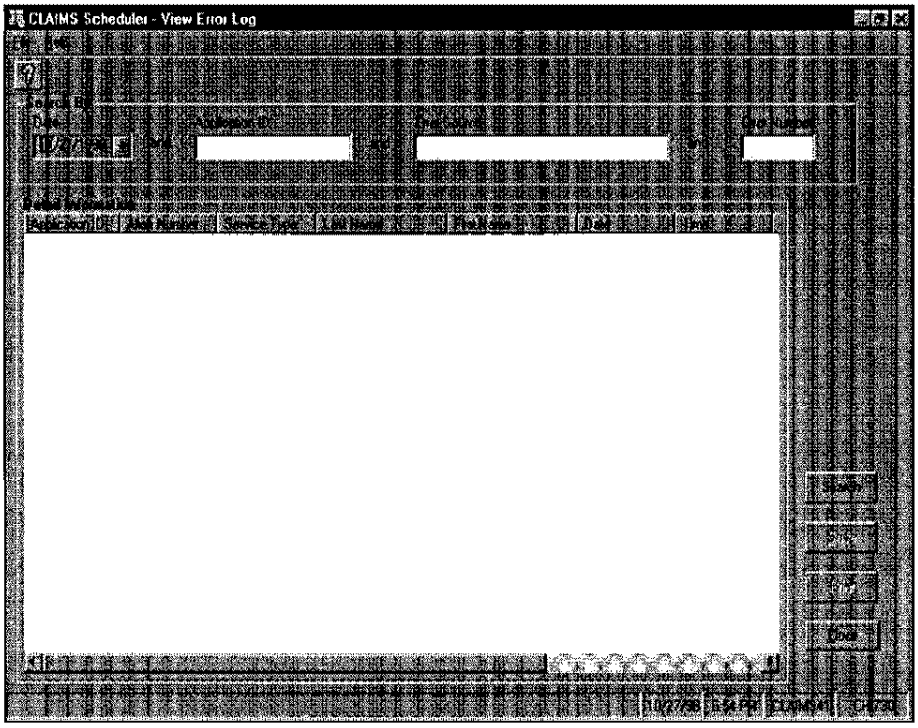


Exhibit 7–83: View Error Log



2. Enter search criteria in any of the following fields:
   - **Date**—Date of the error log
   - **Application ID**—Application ID of the case
   - **Error Source**—Table in which the error was found
   - **Error Number**—Number of the error
3. Click Search to process. Any data matching the search criteria appear in the Detail Information section.
4. To return to the Scheduler main menu screen, click Close.

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Please throw away this page after printing. It is merely used for pagination.

ADJUDICATIONS

The Adjudications module is used to assist district adjudication officers in the interview process. Application information can be reviewed and updated using this module. Adjudication decisions can also be recorded. To enter the Adjudications module, click the Adjudications button (Exhibit 8–1, Adjudications Button) in the CLAIMS 4.0 Main Menu screen.

Exhibit 8–1: Adjudications Button



Exhibit 8–2, Adjudications Module Options, lists the options available in the Adjudications module.

Exhibit 8–2: Adjudications Module Options

Menu Option	Icon	Description
Preview/Open		Used to open an application for case review or adjudication activities and separated into Ad Hoc workflow activities and Pending workflow activities
Save and Reload in Case Review		Used to save data changes and reload the data to continue working on the application
Save and Close		Used to save data changes and close the application
Application History		Used to view the description, status, end result, date, time, and the user responsible for all activities and pending activities performed on a case
Check RAFCAS for A-File Location		Used to access the Receipt Alien-File Accountability and Control System (RAFCAS) to determine the location of the A-File
Application List		Used to review a list of applications submitted under last/first names similar to the application being reviewed or decided
Exam		Used to administer the naturalization test or to enter results of a naturalization test administered by an outside testing organization
Decisions		Approve—Used to grant an individual's application for naturalization
		Continue—Used to continue a case

Exhibit 8–2: Adjudications Module Options (continued)

Menu Option	Icon	Description
		Continue With Intent to Deny—Used to continue a case the adjudicator intends to deny
		Deny/Withdrawal/Admin. Close—Used to deny the petition for which an individual has applied, or to record the withdrawal of the application or an administrative close
		Motion to Reopen and Reconsider—Used to reopen an application and reconsider a prior decision
New Interview/ Oath Ceremony		Decision Concerning Interview/Oath Ceremony—Used to reschedule or enter a decision concerning no-show and cancellation cases
Undo Prior (Last) Decision		Undo Prior (Last) Decision—Used to undo the last decision by the adjudicator made in the event of a change in the status of the case (as long as it has not progressed in the workflow)
Ad-hoc - Denial Due to Abandonment		Denial Due to Abandonment—Used to deny an application due to abandonment
Motion to Reopen and Reconsider		Motion to Reopen and Reconsider—Used to enter a motion to reopen and reconsider
Name Change Petition		Used to enter information for a petition for name change
Print Certificate Prep and Oath Declaration Sheet		Used to print the Certificate Prep and Oath declaration
Notice		Used to view decision notice templates and previously created decision notices, print decision notices, and create customized decision notices
Application Summary		Used to view the details of an applicants case; address, history, status, payment information, attorney information, FBI results, etc. from a list provided in Case Status/Find

Preview/Open

The Preview/Open option is used to access application information. An application can be accessed by entering the application ID, entering an A-Number, or selecting from a list of cases that are awaiting any of the adjudication activities. After accessing an application, you can proceed with any adjudication activity for which the application is waiting or review/update information. To access an applicant's record using an application ID in Application Open Mode - Pending Activities, perform the following steps:

1. Click the  (Preview/Open) toolbar button, or select Preview/Open Application from the File menu to access the Preview/Open screen (Exhibit 8–3, Preview/Open).

Exhibit 8–3: Preview/Open



2. Enter the application ID in the Application ID field.

Optional: If the activity state is known, click in a box in the Application Open Mode – Pending Activities section to open the application for that activity. (The list of choices is determined by user permissions as set up by the SA.) Click View if you wish to view the queue for the requested activity, or, to view a list of application IDs for a specific location, click on  to select an office.

To access an applicant's record using an application ID in Application Open Mode – Ad Hoc Activities, perform the following steps:

1. In the Application Open Mode – Ad Hoc Activities box, click in the box next to your selection.

   Note: The View option is not available with Ad Hoc Activities, however; if a selection is clicked first in the Pending Activities box, you may then click on a box in the Ad Hoc Activities menu, having chosen an applicant ID that will appear in the Applicant ID box.

2. Depending upon your selection, you will be taken to another screen with different selections available based upon the activity chosen.

3. Click  .

   - If an open mode is selected and the case is ready for that activity, the Application ID screen appears (Exhibit 8–4, Application ID).
   - If an open mode is not selected, and the case is ready for an adjudication activity, an Open Choices prompt appears. The status of the case is shown with the option to open for that activity, open for case review, or enter a new application ID.

- If the case is not ready for an adjudication activity, a prompt providing the options to open for case review or to enter another application ID appears.

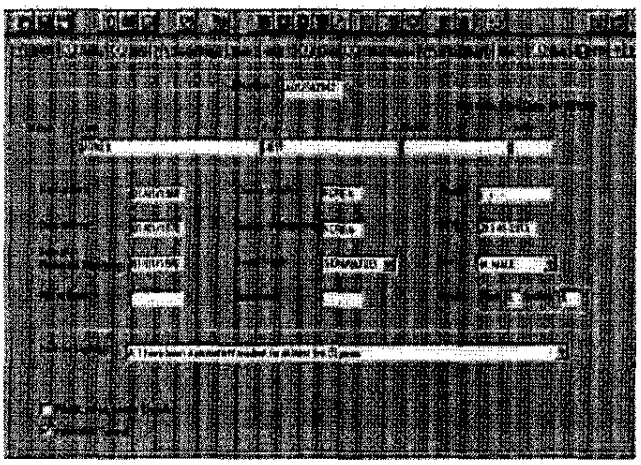
To access an applicant's record using an A-Number, perform the following steps:

1. Click the  (Preview/Open) toolbar button, or select Preview/Open Application from the File menu to access the Preview/Open screen (Exhibit 8–3).
2. Enter the A-Number in the A-Number field.
3. **Optional:** If the activity state is known, click in a box in the Application Open Mode section to open the application for that activity. (The list of choices is determined by user permissions as set up by the SA.)
4. Click  .
   - If the application ID for that A-Number is found, the Application ID screen (Exhibit 8–4) appears.
   - If no match is found, an error message appears.
   - If more than one application is found, a list of applications appears. Double click on the item in the list to access the application.

To select an applicant's record from a list of cases, perform the following steps:

1. Click the  (Preview/Open) toolbar button, or select Preview/Open Application from the File menu to access the Preview/Open screen (Exhibit 8–3).
2. To view a list of cases located in an office other than the one displayed in the For Office field, click  to select from a list of office codes. To view a list for all offices, delete the office code in the For Office field.
3. Select an activity in the Application Open Mode section.
4. Click  to display a list of cases that are ready for the activity in the box on the right side of the screen.
5. To select a case, click on an application ID in the list.
6. Click  . The Application ID screen (Exhibit 8–4) appears.

Exhibit 8–4: Application ID



Note: If you change the A-Number during a session, upon saving you are warned and asked if you wish to proceed (Exhibit 8–5, Warning Message).

Exhibit 8–5: Warning Message



Answering "Yes" will cause the save to continue. Answering "No" will stop the save and return you to whichever screen you were viewing before the save.

The Application ID window comprises 14 tabbed sections. To access a section, click on the corresponding tab. Click the arrows on the right of the tabs if access tabs are not visible on the screen.

Adjudication's options are accessible by either clicking on the applicable toolbar button or selecting from the Options menu. Grayed out toolbar buttons and menu items indicate that the option does not currently apply to that application or that you do not have permission to perform the activity.

This icon on a tab indicates that the corresponding screen contains information and should be reviewed by the adjudicator. Required fields are displayed in red text. If required information is missing when a case is being approved, a window containing a list of missing items appears. The case can be approved only after all the missing information is entered.

This icon on a tab indicates that information is missing or questionable and should be reviewed. When the information is received and updated, the icon is replaced with the icon.

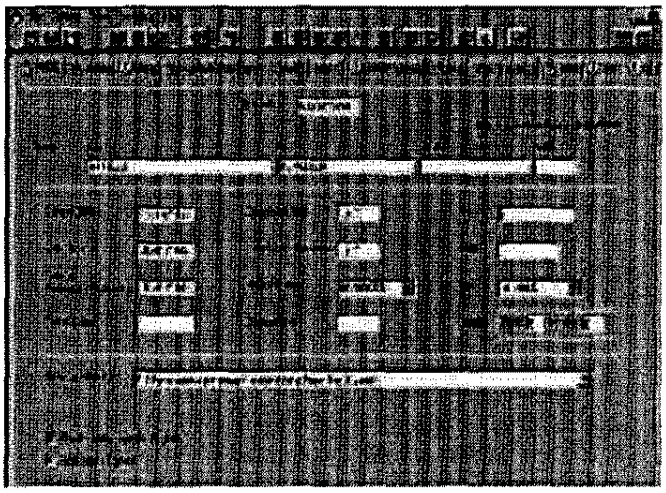
This icon on a tab indicates that the INS is awaiting evidence/background information. When the information is recorded as having been received, the icon is replaced with the icon.

N400

The N400 tab contains the applicant's name, biographical information, and basis for eligibility. Information in this section can be added to, modified, or deleted. To view or update information, perform the following steps:

1. Click on the N400 tab (Exhibit 8–6, N400 Information).

Exhibit 8–6: N400 Information



2. To update or add information, tab to the appropriate field, and enter the correct information. Required fields are displayed in red labels.

   Note: When the cursor is in the Occupation field, an ellipsis button appears. To select an occupation code from a list, click .

Address

The Address tab contains the applicant's current mailing and residential addresses. This section is used to enter a change of address or modify existing information. To view or update information, perform the following steps:

1. Click on the Addrs tab (Exhibit 8–7, Address Information).

Exhibit 8–7: Address Information



2. To replace an existing mailing or residential address with a new address, perform the following steps:

   a. In the Current Mailing Address or Current Residential Address tab of the screen, click  to remove the existing address information.

   b. Enter the appropriate information in the following fields:

   - **C/O**—Full name of the person or organization in care of whom correspondence should be sent
   - **Street #**—Street number of applicant's address
   - **Street Name**—Street name of applicant's address
   - **Apt. #**—Apartment number of applicant's address
   - **City**—See Zip.
   - **State**—See Zip.
   - **Province**—See Zip.
   - **Zip**—ZIP code of applicant's address (U.S. addresses only). Press `tab` and the City/State/County fields automatically fill. If there is more than one match, a pop-up window appears. Double click on the correct city/state/county combination.

   c. If adding a non-U.S. address, enter the appropriate information in the following additional fields:

   - **Province**—Province of applicant's non-U.S. address
   - **Postal Code**—Postal code of applicant's non-U.S. address
   - **Country**—Country code of applicant's non-U.S. address (click  to select code)
   - **Admin. Office of Foreign Address**—Code of the Administrative Office that will handle the application (click  to select code)

     Note: This field appears when a code is entered in the Country field.

   d. To copy the current mailing address to the Current Residential Address section, or vice versa, click in the check box at the bottom of the appropriate section to indicate the addresses are the same.

3. To add a new residential address, perform the following steps:

a. In the Current Residential Address section of the screen, click Add New - Move Old. This removes the existing address information from the Address Information screen and saves it in the Residential History screen.

b. Follow Steps 3c and 3d to add the new address information.

c. In the Residency Start date field, enter the date the applicant began living at the new address.

d. To copy the current residential address to the Current Mailing Address section, click in the check box at the bottom of the Current Residential Address section to indicate the addresses are the same.

4. To modify a current mailing or residential address, perform the following steps:

a. Tab to the fields that need to be changed.

b. Enter the corrected information.

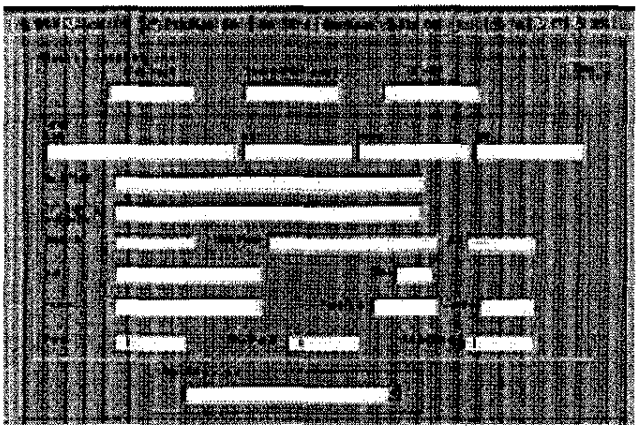
c. To copy the current residential address to the Current Mailing Address section, or vice versa, click in the check box at the bottom of the appropriate section to indicate the addresses are the same.

Attorney (Att'y)

The Attorney tab contains the attorney identification numbers, name, and address information for the applicant's attorney. If a G28 is included in the A-File, this section must be completed. If the attorney is not present during the interview and the applicant is waiving the right to have an attorney present, the applicant must sign an attorney waiver before the adjudicator conducts the interview. To view or update information, perform the following steps:

1. Click on the Att'y tab (Exhibit 8–8, Attorney Information).

Exhibit 8–8: Attorney Information



2. Enter the INS Attorney #, Attorney State License #, or Volunteer Agency (VOLAG) # to initiate a database search. If a match is found, the information is retrieved and displayed.
3. To add attorney information, tab to the appropriate field, and enter the information.
4. To remove attorney information from an application, click Clear.
5. To print an attorney waiver do the following:
   a. Save and reload the application.
   b. Select the Print/Attorney Waiver options from the Options menu.

Evidence/Background

The Evidence/Background tab is used to indicate whether or not required supporting evidence has been received. Additional evidence can also be requested. This section is also used to enter or update the location of the A-File and status of certain background information. To view or update information, perform the following steps:

1. Click on the Evids/Bkgds tab (Exhibit 8–9, Evidence/Background Information). All evidence types that have been assigned a status appear in a list.

Exhibit 8–9: Evidence/Background Information



2. To record items of evidence as received, perform the following steps:
   a. Click on an item in the list. To update all evidence in the list at once, highlight the first line then hold down the mouse key to highlight all selections, and then go to the status option and click on the down arrow.
   b. Click  .
3. To edit evidence status, indicate for whom, and enter notes, perform the following steps:
   a. Click on an item in the list.
   b. Click  . Current information for the selected evidence appears in the Edit Evidence section.
   c. In the Status field, click on the appropriate status from the drop-down list.
   d. Tab to the For Whom field and indicate whether the evidence is for the applicant, spouse, parent, or child. (If this field is left blank, "Applicant" is selected by default.)
   e. Tab to the Notes field. The current date and user ID appear. If applicable, enter comments.
   f. Click  .
4. To request additional evidence, click  . A list of available evidence types appears in the Possible Evidence List window (Exhibit 8–10, Possible Evidence List). To sort the list from A to Z or Z to A, click on the column heading.

   Note: If the applicants information contains an arrest record, then the Evidence screen would reflect that record by listing a requirement for Court Disposition Records and Police/Arrest records as well.

Exhibit 8–10: Possible Evidence List



a. Use one of the following methods to add an item to the evidence list:

- Click on an item in the list and then click  , or double click on the item. The selected item appears in the Edit Evidence: Status, For Whom, and Notes section.
  - In the For Whom field, indicate whether the evidence is for the applicant or for a relative (for example, parent, spouse, or child).
  - Enter any comments in the Notes field.
  - Click  . The Requst'd status appears in the Status column of the Add Evidence section.
- Click on an item in the list. Then click and hold down the right mouse button while dragging the selection to the evidence list. If needed, 'Other Documents' can be added more than once on the evidence screen.

Note: This method bypasses the Edit section. A Requst'd status appears in the Status column, and "Applicant" appears in the For Whom column. Do not use this method if the requested evidence is for someone other than the applicant. To delete nonrequired evidence, perform the following steps:

a. Click on an item in the list.

b. Click  . Required information can be waived, but cannot be deleted.

Note: If you attempt to mark the "Evidence of Exam Passed" in the Evidence List screen by selecting all evidences and then clicking on "Rec'd," an error message (Exhibit 8–11, Error Message) will appear informing you that the test results must first be added.

Exhibit 8–11: Error Message



5. To arrange the evidence list in its original order after updating or adding evidence, select Refresh Evidence List from the View menu.
6. To view or update A-File location information from RAFACS, click  , or select check RAFACS A-File Location from the Options menu. (This option can be set to automatically occur each time the Evids/Bkgds tab is selected.)
7. To update the status of background information, perform the following steps:
   a. Click on the appropriate tab (Exhibit 8–12, Evids/Bkgds Screen Tabs) in the lower section of the Evids/Bkgds screen.

Exhibit 8–12: Evids/Bkgds Screen Tabs



   b. Click  to display a status list. Click on the desired status.
   c. To add comments, click in the box to the right of the status field. The current date and user ID appear.

Relatives

The Relatives tab contains a list with the names of relatives, together with the relationship to the applicant, date of birth (DOB), country of birth (COB), country of citizenship (COC), basis of citizenship, and address information of each relative. This section also contains command buttons for adding, modifying, and deleting information. To view or update information, perform the following steps:

1. Click on the Rels tab (Exhibit 8–13, Relative Information).

Exhibit 8–13: Relative Information



1. To modify information, perform the following steps:
   a. Click on a name in the list.
   b. Click Update. The Edit Relative Information section (Exhibit 8–14, Edit Relative Information) appears below the list box.

Exhibit 8–14: Edit Relative Information



   c. Tab to the appropriate field, and enter the correct information.
   d. Click OK.
2. To add another record, perform the following steps:
   a. Click Add. The Edit Relative Information section appears.
   b. Enter the appropriate information.
   c. Click OK.

3. To delete a record, perform the following steps:
   a. Click on the name in the list.
   b. Click Delete.

Marriages

The Marriages tab contains a list with the names of spouses together with the DOB, COB, COC, basis of citizenship, and address information for each spouse. This information should be entered when eligibility is based on marriage to a U.S. citizen. The Marriage section also contains command buttons for adding, modifying, and deleting records. To view or update information, perform the following steps:

1. Click on the Marr tab (Exhibit 8–15, Marriage Information).

Exhibit 8–15: Marriage Information



2. To modify marital information, perform the following steps:
   a. Click on a name in the list.
   b. Click Update. The Edit Marital Information section (Exhibit 8–16, Edit Marital Information) appears below the list box.

Exhibit 8–16: Edit Marital Information



c. Tab to the appropriate field, and enter the correct information.

d. Click  .

3. To add a spousal record, perform the following steps:

   a. Click  . The Edit Marital Information section appears below the list box.

   b. Enter the appropriate information.

   c. Click  .

4. To delete a spousal record, perform the following steps:

   a. Click on a name in the list.

   b. Click  .

   Note: The number of marriages entered must be the same as the number of spouses entered into the record.

Employment

The Employment tab contains a list with the names and addresses of the applicant's employers together with the applicant's occupation, position, and dates of employment with each employer. This section also contains command buttons for adding, modifying, and deleting records. To view or update information, perform the following steps:

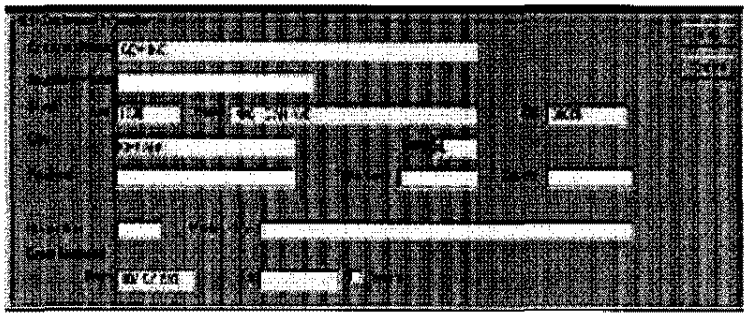
1. Click on the Emp tab (Exhibit 8–17, Employer Information).

Exhibit 8–17: Employer Information



2. To modify employment information, perform the following steps:
   a. Click on a name in the list.
   b. Click Update. An Edit Employment Information section (Exhibit 8–18, Edit Employment Information) appears below the list box.

Exhibit 8–18: Edit Employment Information



   c. Tab to the appropriate field, and enter the correct information.
   d. Click OK.
3. To add a record, perform the following steps:
   a. Click Add. An Edit Employer Information section appears below the list box.
   b. Enter the appropriate information.
   c. Click OK.

4. To delete a record, perform the following steps:
   a. Click on a name in the list.
   b. Click Delete.

Other Names

The Other Names tab displays the applicant's name as it would appear on the naturalization certificate if the certificate were printed, the applicant's name as shown on the alien registration card, and a list of other names used by the applicant. This section also contains command buttons for adding, modifying, and deleting records. To view or update information, perform the following steps:

1. Click on the Other Names tab (Exhibit 8–19, Other Names Information).

Exhibit 8–19: Other Names Information



2. To add or modify information in the Name on Alien Registration Card fields, tab to the appropriate fields and enter the information.
3. To modify the information in the Name as it appears on the Naturalization Certificate section, do one of the following:
   - If the source of the information is indicated by "from Application," click on the N400 tab and make the appropriate changes.
   - If the source of the information is indicated by "from Name Change Petition," click and make the appropriate changes.
4. To add an alias, perform the following steps:
   a. Click Add. An Edit Alias Name Information section appears below the list box.
   b. Enter the appropriate information.
   c. Click OK.
5. To modify an alias, perform the following steps:
   a. Click on a name in the list.
   b. Click Update. An Edit Alias Name Information section (Exhibit 8–20, Edit Alias Name Information) appears below the list box.

Exhibit 8–20: Edit Alias Name Information



c. Tab to the appropriate field, and enter the correct information.

d. Click OK.

6. To delete an alias, perform the following steps:

a. Click on a name in the list.

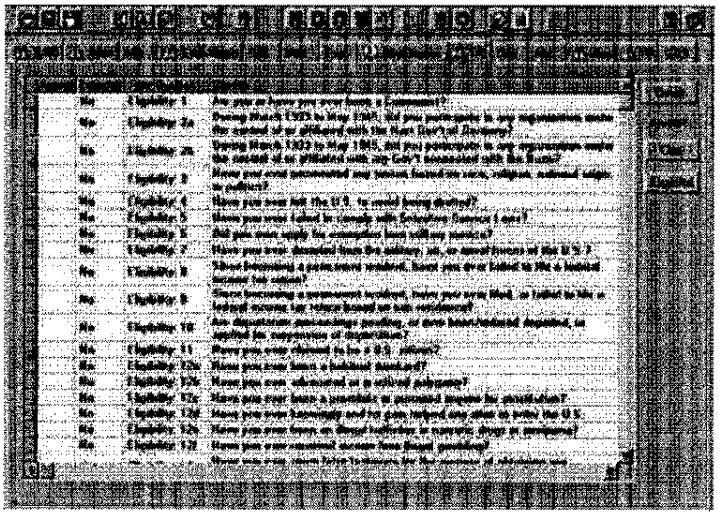
b. Click Delete.

Eligibility

The Eligibility tab displays the loyalty and political inclination questionnaire. This section is also used to enter details of arrests and selective service information. To view or update information, perform the following steps:

1. Click on the Elig tab (Exhibit 8–21, Eligibility Information).

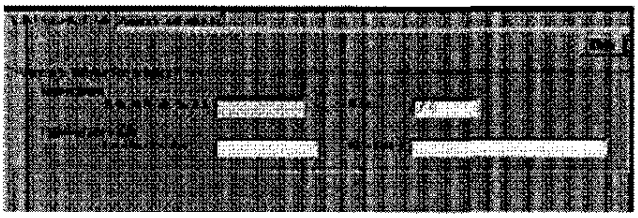
Exhibit 8–21: Eligibility Information



2. Click Expected to record the expected answers to all questions (all items will appear in black).
3. To change an answer, perform the following steps:
   a. Click on the any item in the answer column.
   b. Press any key on the keyboard (including R or **Return**). A drop-down box will appear. If the "N" or "Y" was the key pressed, then the answer will change to "No" or "Yes" appropriately. Arrow keys on the keyboard will toggle between the "No," "Yes," and blank answers in the drop-down box.
   c. When done, press R or **Return** to save the changed answer.
   d. If desired, click Clear to clear all answers.

   Note: The eligibility list indicates discrepancies in the answer given by the applicant and the expected eligibility and allegiance questions by highlighting them in red.
4. To view or enter selective service and arrest information details, perform the following steps:
   a. Click Details. A Details section appears on the screen.
   b. To update or add selective service details, click on the Selective Service Details tab (Exhibit 8–22, Selective Service Details). Click in or tab to the appropriate fields, and enter the information.

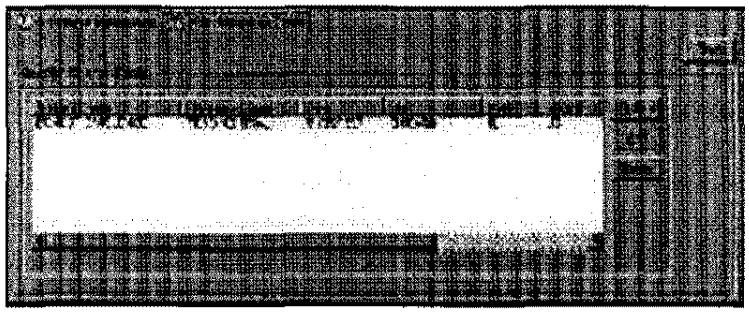
Exhibit 8–22: Selective Service Details



Note: When the date of the Selective Service is after 1978, the Local Board Number and Classification fields are locked and no entry may be made. Only dates prior to 1978 are allowed.

   c. To update or add arrest details, click on the Arrest Information Details tab (Exhibit 8–23, Arrest Information Details).

Exhibit 8–23: Arrest Information Details



- To update information, click on an arrest item in the list. Click Update. An Edit Arrest Details section appears below the list box. Enter the information in the appropriate fields.
- To add information, click Add. An Edit Arrest Details section appears. Enter the information in the appropriate fields.
- To delete information, click on the arrest item in the list. Click Delete.
- To confirm the changes, click OK.
- To close the Details section, click Close.

Organization Memberships

The Organization tab contains a list with the names of organizations, their nature and location, and the period of the applicant's membership. This section also contains command buttons for adding, modifying, and deleting records. To view or update information, perform the following steps:

1. Click on the Orgs tab (Exhibit 8–24, Organization Information).

Exhibit 8–24: Organization Information



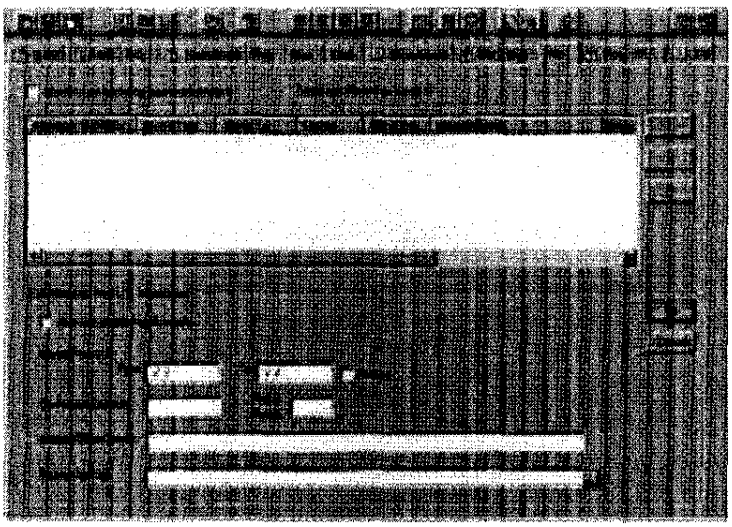
2. To modify a record, perform the following steps:
   a. Click on a name in the list.
   b. Click  . An Edit Organization Information section appears below the list box.
   c. Tab to the appropriate field, and enter the correct information.
   d. Click  .
3. To add a record, perform the following steps:
   a. Click  . An Edit Organization Information section appears below the list box.
   b. Enter the appropriate information.
   c. Click  .
4. To delete a record, perform the following steps:
   a. Click on a name in the list.
   b. Click  .

Absences From the United States

The Absences tab contains a list of dates the applicant was absent from the United States, together with the reason, destination, and port of entry for each absence. This section also contains command buttons for adding, updating, and deleting records. To view or update information, perform the following steps:

1. Click on the Abs tab (Exhibit 8–25, Absences From the United States Information).

Exhibit 8–25: Absences From the United States Information



2. To modify a record, perform the following steps:
   a. Click on a date in the list.
   b. Click Update. An Edit Absences From United States Information section appears below the list box (above) and under Reason for Trip, the following Absence Reason screen appears (Exhibit 8–26, Absence Reasons).

Exhibit 8–26: Absence Reasons



   c. Tab to the appropriate field, and enter the correct information.
   d. Click OK.
3. To add a record, perform the following steps:
   a. Click Add. An Edit Absences From United States Information section appears below the list box.
   b. Enter the appropriate information.
   c. Click OK.
4. To delete a record, perform the following steps:
   a. Click on a date in the list.
   b. Click Delete.

Residential History

The Residential History tab contains a history of the applicant's addresses and the periods of residency. This section is used to enter an address change and modify or delete address information. To view or update information, perform the following steps:

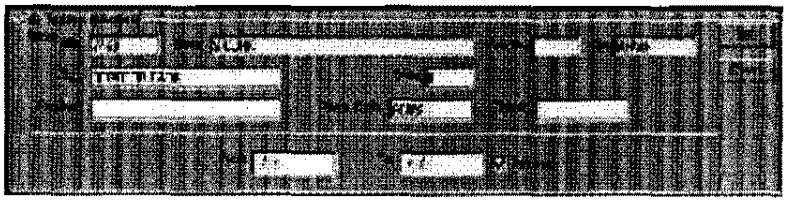
1. Click on the Res Hist tab (Exhibit 8–27, Residential History Information).

Exhibit 8–27: Residential History Information



2. To add a record, perform the following steps:
   a. Click Add. An Edit Residential Address section (Exhibit 8–28, Edit Residential Address) appears below the list box.
   b. Tab to the appropriate fields, and enter the information.
   c. Click OK.

Exhibit 8–28: Edit Residential Address



3. To update a record, perform the following steps:
   a. Click on the item in the list.
   b. Click Update. An Edit Residential Address section appears below the list box.
   c. Tab to the appropriate fields, and enter the correct information.
   d. Click OK.
4. To delete a record, perform the following steps:
   a. Click on the item in the list.
   b. Click Delete.

   Note: If an address is indicated as "Present," any updates are reflected in the Addrs tab, Current Residential Address section.

Fingerprints

The FP tab contains a history of the applicant's fingerprint information, including the current status. This information is displayed in a list with the current record at the top of the list. The Fingerprints section also contains command buttons for adding a new record, modifying or

overriding the current record, ordering new fingerprints or canceling new fingerprint requests, and deleting newly added records. To view or update information, perform the following steps:

1. Click on the FP tab (Exhibit 8–29, Fingerprint Information).

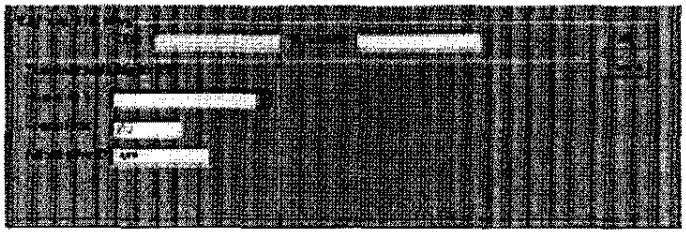
Exhibit 8–29: Fingerprint Information



2. To add a record, perform the following steps:

   a. Click Add FP Resp. An Edit Fingerprint Information section (Exhibit 8–30, Edit Fingerprint Information) appears below the list box.

Exhibit 8–30: Edit Fingerprint Information



   b. In the CIDN field, enter the 10-digit contributor-assigned identification number (CIDN).

   c. In the FBI Control Nbr field, enter the seven-digit FBI control number.

   d. In the Response Code field, enter the response received from the FBI or click ▼ to select the code from a list.

   e. In the Response Date field, enter the date of the response (MM/DD/YYYY).

   f. Click OK.

   Note: After a record has been added and saved, it can be modified but not deleted.

3. To modify the current record, perform the following steps:

   a. Click on the item in the list to be modified.

   b. Click Modify Current. A modify fingerprint section (Exhibit 8–31, Modify Fingerprint) appears below the list box.

Exhibit 8–31: Modify Fingerprint



c. In the Modified Response Code field, enter the modified response or click to select from a list.

d. In the Modified Response Date field, enter the modified date of the response (MM/DD/YYYY).

e. Tab to the Modification Reason field and enter a reason for modifying the fingerprint information, or click to select from a list of suggested reasons.

f. Click OK.

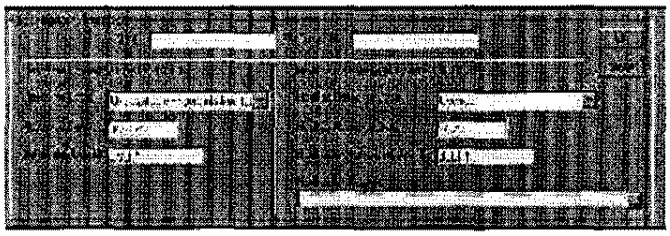
4. To delete a newly added record before saving, perform the following steps:

   a. Click on the item in the list to be deleted.

   b. Click Delete Added.

5. To override a fingerprint response, click Override. The Edit Fingerprint Information section (Exhibit 8–32, Edit Fingerprint Information) appears below the list box.

Exhibit 8–32: Edit Fingerprint Information



a. In the Modified Response Code field, click to select the Override option from a list.

b. In the Modified Response Date field, enter the date the modification is entered.

c. Tab to the Modification Reason to enter a reason for the modification, or click to select from a list.

Note: An override is allowed only in the following cases:

- The response is Ident or Non-Ident and the response has expired.
- The response is Unclassifiable or Immediate Reject and the response is current.

6. To order new fingerprints, click Order New FP's.

a. Click the (Save and Reload in Case Review) or (Save and Close) toolbar button. A Save Options for Ordering New Fingerprints window (Exhibit 8–33, Save Options for Ordering New Fingerprints) is displayed.

Exhibit 8–33: Save Options for Ordering New Fingerprints



b. Click OK to process the order.

7. To cancel an outstanding fingerprint request, click Cancel FP Req.

a. Click the (Save and Reload in Case Review) or (Save and Close) toolbar button. A Save Options for Adjudications window appears.

b. Select the Save Data Changes and Cancel Fingerprint Request radio button.

c. Click OK to process the order.

325

The 325 tab contains information on the results of an applicant's FBI name check, including the current status. This information is displayed in a list with the current record at the top of the list. The 325 section also contains command buttons for adding a new record, modifying or overriding the current record, and deleting newly added records. To view or update 325 information, perform the following steps:

1. Click the 325 tab (Exhibit 8–34, 325 Information).

Exhibit 8–34: 325 Information



2. To determine the status of the current FBI name check, review the information in the 325 Current Status field.
   - **Ordered**—Appears when a name check has been ordered but the request has not yet been sent to the FBI
   - **Pending**—Appears when a name check request has been sent to the FBI and the system is waiting for a response. A 60-day wait period for the response is calculated and displayed in the 325- 60 Day Wait Expiration Date field.
   - **No Record**—Appears when the FBI has responded and reported that no records have been found matching the applicant's name
   - **Third Agency Record Found**—Appears when the FBI has responded and reported that a record has been found matching the applicant's name
   - **Indices Popular**—Appears when the FBI has responded and reported that too many occurrences of the same name have been found for the intended person to be identified
   - **No Response Received - Time Expired**—Appears when the 60-day wait period has expired with no response from the FBI having been received
3. To add a new record, perform the following steps:
   a. Click  . The Edit 325 Information section (Exhibit 8–35, Edit 325 Information) appears below the list box.

Exhibit 8–35: Edit 325 Information



   b. In the CIDN field, enter the 10-digit CIDN.
   c. In the FBI Control Nbr field, enter the seven-digit FBI control number.

d. In the Response Code field, enter the response received from the FBI or click ▼ to select the code from a list.

e. In the Response Date field, enter the date of the response (MM/DD/YYYY).

f. Click OK.

Note: After a record has been added and saved, it can be modified, but not deleted.

4. To delete a newly added record, perform the following steps:

   a. Click on the new record in the list to be deleted.

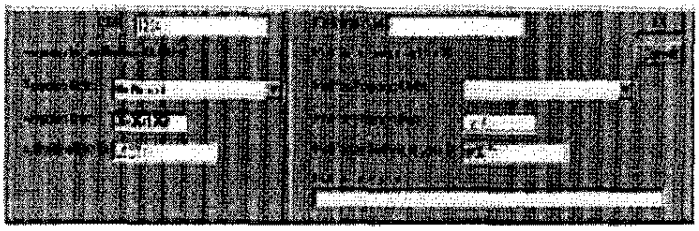
   b. Click Delete Added.

5. To modify a current record, perform the following steps:

   a. Click on the current record in the list. (In cases where more than one record exists, the current record is always displayed at the top of the list.)

   b. Click Modify Current. A modification section (Exhibit 8–36, Modify 325) appears below the list box.

Exhibit 8–36: Modify 325



c. In the Modified Response Code field, enter the modified response or click to select from a list.

d. In the Modified Response Date field, enter the modified date of the response (MM/DD/YYYY).

e. In the Modification Reason field, enter a reason for the modification or click to select from a list of suggested reasons.

f. Click OK. The modified response appears to the right of the original response.

g. To perform further modifications, repeat Steps b through f.

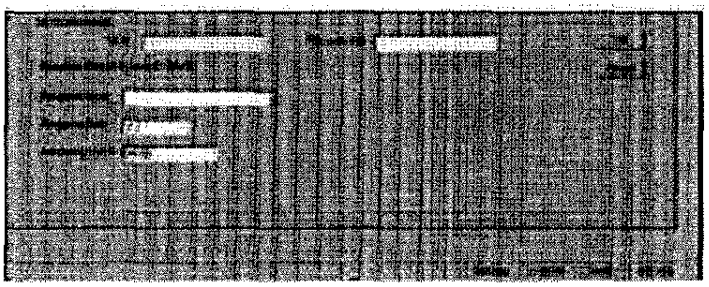
Note: If CLAIMS 4.0 finds a workflow history record indicating that an FBI name check has been completed with a status of Indices Popular, Third Agency Record, or No Record, but finds no corresponding record in the FBI Response table, a record is added to the 325 screen. An "A" in the far right column of the list box indicates that the record has been added by CLAIMS 4.0. In this case, the adjudicator can modify any field in the modification section, including CIDN, FBI Control Number, Response Code, and Response Date.

6. To override an Indices Popular or Third Agency Record Found status, perform the following steps:

a. Click on the record in the list.

b. Click Override. The Edit 325 Information section with Modification Fields (Exhibit 8–37, Edit 325 Information With Modification Fields) appears below the list box.

Exhibit 8–37: Edit 325 Information With Modification Fields



c. In the Modified Response Code field, click to select the Override option from a list.

d. In the Modified Response Date field, enter the modified date of the response (MM/DD/YYYY).

e. In the Modification Reason field, enter a reason for the modification or click to select from a list of suggested reasons.

f. Click OK.

Save Options

Data changes in the Adjudications module can be saved in one of two ways. The Save and reload in Case Review option allows you to save the data while keeping the application open. The Save and Close option allows you to save the data and close the application. To save data changes, perform the following steps:

1. Select one of the following save options to access the Save Options for Adjudications window (Exhibit 8–38, Save Options for Adjudications).
   - Click the  (Save and Reload in Case Review) toolbar button, or select Save from the File menu.
   - Click the  (Save and Close) toolbar button, or select Save and Close from the File menu.

   Note: Different options are shown in the Save Options box, depending upon the selections you made.

Exhibit 8–38: Save Options for Adjudications



2. Click on the applicable radio button to select a save option:
   - **Save Data Changes Only**—If saving data changes before a decision is made on a case, this is the only option available and is selected by default
   - **Save Decision - Place on Hold for Later Processing**—Saves a decision but allows the case to be opened later by the same adjudicator to complete the adjudication process. This option should be used only when the case will be completed the same day.
   - **Save Decision - Send Back to Referring Adjudicator**—Allows a supervisor to save a supervisor review decision and send the case back to the adjudicator to complete the adjudication process
   - **Save Decision - Sent to Supervisor Review**—Saves a decision and forwards the case to a supervisor for review
   - **Save Decision - Adjudication Complete**—Saves a decision and indicates that the adjudication process is complete
   - **Save Data Changes and Order Fingerprints**—If fingerprints are ordered, this option is the only option available and is selected by default.

     Different options are shown depending upon what selections you made.

Note: If you happen to have changed the A-Number during a session, upon saving a warning will appear (Exhibit 8–39, Warning Message) and you will be asked if you wish to proceed. If the answer is no, you are returned to whichever screen you were previously viewing.

Exhibit 8–39: Warning Message



3. If the Interview Conducted field appears, click in the box to place or remove a check mark. A check mark indicates that an interview was conducted.
4. Click OK.

Exam

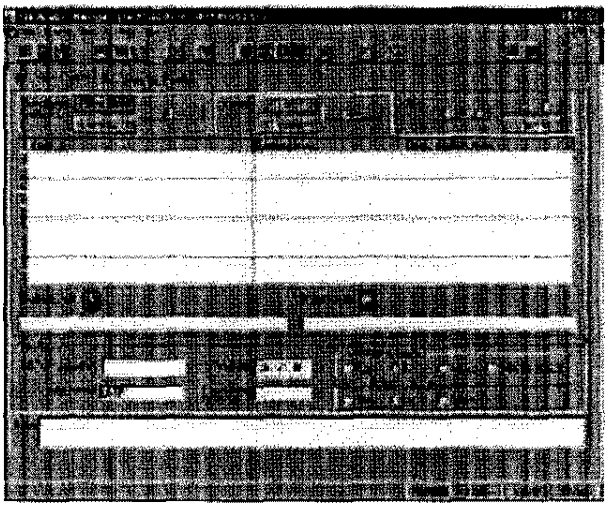
The Exam option allows you to administer the naturalization test to an applicant during the interview process and record the results, or to enter results of tests administered by outside testing organizations. **Note:** When the applicant passes the naturalization test, the status for "Evidence of Exam Passed" is automatically changed to "Received" (Application Information screen, Evid/Bkgd tab). However, if you try to mark the "Evidence of Exam Passed" by selecting all evidences and clicking on "Rec'd," and error message will appear informing you that the test results must first be added.

INS Location Testing

The INS Location Testing option is used to create a Civics/History test and to record whether the applicant's response to each question was correct or incorrect. A reading and writing sample for the English portion of the test can also be created. When CLAIMS 4.0 is used to create and administer the Civics/History test, test results are automatically generated and displayed. Test results can also be entered by you. Copies of tests and test results can be printed. To create and administer a naturalization test, perform the following steps:

1. To open an application, click the (Open Application) toolbar button, or select Open from the File menu. (For more information, refer to Section 8.1, Preview/Open.)
2. Click the (Exam) toolbar button, or select Exam from the Options menu to access the Test Results screen (Exhibit 8–40, Test Results).

Exhibit 8–40: Test Results



3. Click on the INS Location Testing tab.

   Note: Only when the test is created does the Test Results tab become unavailable. If the INS Location Testing tab is clicked accidentally, select Close from the File menu. Clicking the (Exam) button again will then make both the INS Location Testing and Test Center Test Results tabs available.

4. To create a Civics/History test and record responses, perform the following steps:

   a. Click Create Normal or Create 65/20. Randomly selected questions and corresponding answers appear in the box directly below the buttons. To clear all questions from the screen, click Clear.

      Note: The Create 65/20 option is available only when CLAIMS 4.0 determines that the applicant is at least 65 years old and has been a legal resident for at least 20 years.

   b. To print Civics/History questions, click CH Questions.

   c. To record the applicant's responses to the Civics/History test, perform the following steps:

      - To record all answers correct, click All Correct.
      - To record all answers incorrect, click All Incorrect.
      - To record an individual answer correct or incorrect, type "y" in the Correct column to indicate a correct response or "n" to indicate an incorrect response.
      - To record an applicant's response to a question, enter the response to the right of the question in the Applicant Answer column.
      - To clear all responses, click Clear.

5. create the English proficiency test, perform the following steps:

   a. In the Reading Sample section, click  . A randomly selected sentence appears in the field directly below the button. To print the reading sample only, click  . To clear the sample, click  .

   b. In the Writing Sample section, click  . A randomly selected sentence appears in the field directly below the button. To print the writing sample only, click  . To clear the sample, click  .

   Note: You must first click inside the box to have the selection icon appear.

6. To print a copy of the Civics/History test questions, reading sample and writing sample with space for the applicant's answers, click  .

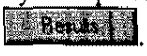
7. To record test results, perform the following steps:

   a. In the Test Results section, verify the INS Testing Location field. If necessary, enter the location code, or click  to select the code from a list.

   b. In the Civic/History Results section, click  , or  to indicate the results of the test. If applicable, click  .

   c. To enter a Civics/History test score, type the score in the Civics/History Score (%) field. (This field will populate automatically if the applicant's responses are recorded.)

   d. In the English Proficiency Results section, click  ,  , or  to indicate the results of the test.

   e. To print Civics/History test questions, reading and writing samples, responses, and overall results, click  .

8. If desired, enter comments in the Adjudicator Notes field.

To save changes/test results, perform the following steps:

1. Select one of the following save options to access the Save Options for Adjudications window.

   - Click the  (Save and Reload) toolbar button, or select Save from the File menu.
   - Click the  (Save and Close) toolbar button, or select Save and Close from the File menu.

2. Click the Save Data Changes and Test Results radio button.

3. If the Interview Conducted field appears, click in the box to place or remove a check mark. A check mark indicates that an interview was conducted.

4. Click OK. The exam screen is saved with all questions, samples, responses, and results. After a test has been saved, it can be accessed at any time. Notes can be added to the Notes field and results can be reprinted, however, the saved test cannot be edited.

Test Center Test Results

The Test Center Test Results option is used to enter test center information and results of tests administered by outside agencies. To enter test results, perform the following steps:

1. To open an application, click the (Preview/Open) toolbar button, or select Open from the File menu. (For more information, refer to Section 8.1.)
2. Click the (Exam) toolbar button, or select Exam from the Options menu to access the Test Results screen.
3. Click on the Test Center Test Results tab (Exhibit 8-41, Test Center Test Results).

   Note: Only when the Test Results section is modified does the INS Location Testing tab become unavailable. If the Test Center Test Results tab is clicked accidentally, select Close from the File menu. Clicking the (Exam) button again will then make both the INS Location Testing and Test Center Test Results tabs available.

Exhibit 8–41: Test Center Test Results



4. Enter the test center code in the Test Center Affiliation field, or click to select the code from a list. The number associated with the test center automatically appears in the Test Center Number field.
5. Enter the name or ID of the test administrator in the Administrator field (optional).
6. In the Test Results section, click Pass or Fail to indicate results of the naturalization test.

7. Enter the appropriate information in the following fields:
   - **Score %**—Percentage scored on the naturalization test (optional)
   - **Test Date**—Date the test was administered
   - **Test Center Rating**—Adjudicator's assessment of the Test Center on a scale of 1 to 5 (optional)
8. In the English Proficiency Results From Interview section, click Pass, Fail, or Waived to indicate the results of the test.
9. Enter any applicable comments in the Adjudicator Notes field.

   Note: If incorrect test results are detected after a decision has been saved as "Adjudication Complete," a new, corrected set of results can be entered with a note explaining the reason for the second set of results. This can occur even if the application is not waiting for any adjudication activities as long as it is not past the Verify Grant process.

To save changes/test results, perform the following steps:

1. Select one of the following save options to access the Save Options for Adjudications window:
   - Click the  (Save and Reload) toolbar button, or select Save from the File menu.
   - Click the  (Save and Close) toolbar button, or select Save and Close from the File menu.
2. Click the Save Data Changes and Test Results radio button.
3. If the Interview Conducted field appears, click in the box to place or remove a check mark. A check mark indicates that an interview was conducted.
4. Click  .

Decisions

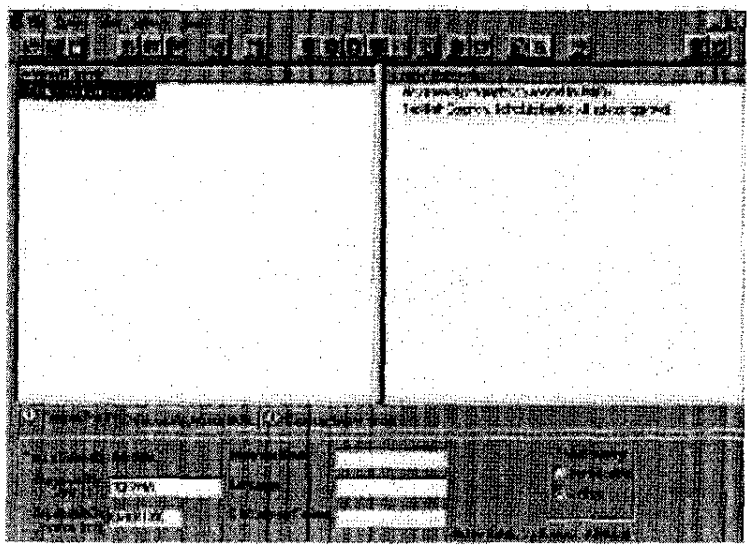
After the applicant's case has been reviewed and updated, an application can be approved, continued, continued with intent to deny, denied, ad hoc denial due to abandonment, withdrawn, or closed administratively. (Test results do not have to be entered into CLAIMS 4.0 before a decision is made; however, passing results must be recorded before a case can be approved.) Decisions can be saved as final, or the application can be placed on hold for later processing or sent to the supervisor for review. You can create a notice at the time of the decision or at a later time. A notice must be created prior to saving a continuation or denial as final. (Refer to Section 8.10, Notices, to create and view customized notices.)

Approve

The Approve option is used to grant citizenship status to the applicant. Adjudicators can also annotate decisions, create and print name change petitions and other forms, request OC locations, and review a history of decision results using this option. A notice is not necessary when an application has been approved. The applicant's notice to appear for the OC indicates an approval. Name change and OC location requests can be entered at any time during the approval process. (Refer to Section 8.6, Name Change Petition, to enter a name change.) To approve an application, perform the following steps:

1. To open an application, click the (Preview/Open) toolbar button, or select Open from the File menu. (For more information, refer to Section 8.1.)
2. Click the (Approve) toolbar button, or select Decide Application, Approve from the Options menu to access the Approval Choices screen (Exhibit 8–42, Approval Choices).

Exhibit 8–42: Approval Choices

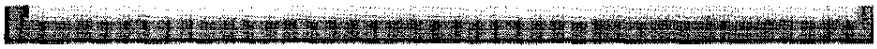


3. Click on the Decision Results folder tab. If applicable, enter the appropriate information in the following fields:
   - **Adjudicated By**—Adjudicator's user ID, if the decision is being entered by someone other than the adjudicator
   - **Adjudicated On**—Adjudication date, if other than the data on which the case was adjudicated
   - **Interpreter Name**—Complete name of the interpreter
   - **Language**—Language interpreted

- **Gov't Agency Review**—Government agency that audits decisions (for example, Administrative Appeals Office [AAO], Courts, Department of Justice [DOJ])

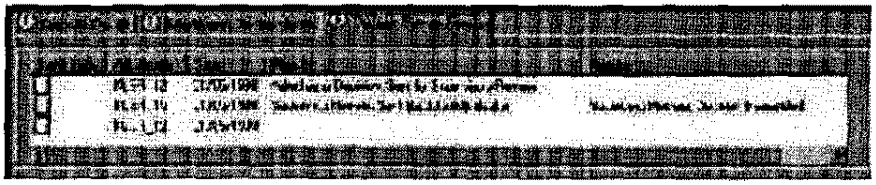
4. In the Oath Ceremony section, click ○ Administrative or ○ Judicial to indicate the type of OC.
5. To enter comments, click on the Adjudicator's Decision Notes tab (Exhibit 8–43, Adjudicator's Decision Notes).

Exhibit 8–43: Adjudicator's Decision Notes



6. To view a history of decision review results, click on the Decision Review Results tab (Exhibit 8–44, Decision Review Results). If the case was previously sent to the supervisor for review, the user ID, date, and results of the review appear. To send the case back to a supervisor or adjudicator for further review, click in the box to the left of the applicable user ID.

Exhibit 8–44: Decision Review Results



To enter an OC location request, perform the following steps:

1. Select the Oath Ceremony Location option from the View menu. A list of OC locations that are within the same ZIP code area as the applicant's current address is shown in the Oath Ceremony window (Exhibit 8–45, Oath Ceremonies).

Exhibit 8–45: Oath Ceremonies



2. To scroll through the list of locations, click  or  in the scroll bar on the right.
3. Click in the box to the left of the requested location.
4. Click  .

To create and print the Certificate Preparation and Oath Declaration form, select the Print/Certificate Prep and Oath Declaration options from the Option menu. Two copies of the document are printed to a local printer.

To create and print a name change petition, see Section 8.3, Name Change Petition. To save the decision, perform the following steps:

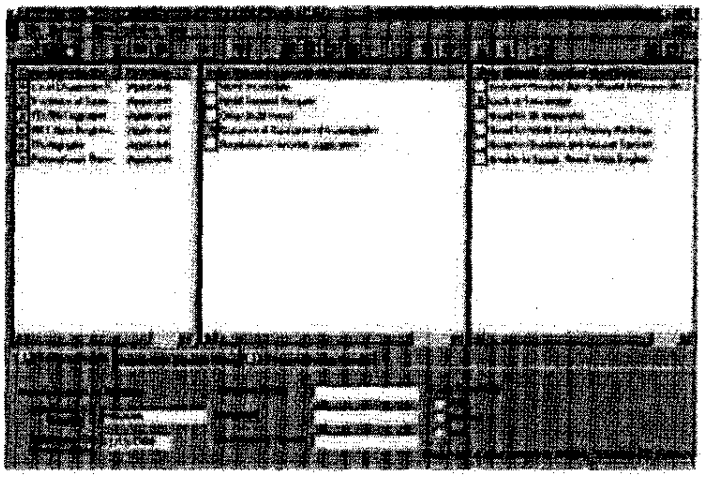
1. Select one of the following save options to access the Save Options for Adjudications window.
   - Click the  (Save and Reload) toolbar button, or select Save from the File menu.
   - Click the  (Save and Close) toolbar button, or select Save and Close from the File menu.
2. Click the applicable Save Decision radio button. (Options are available depending upon the activity being performed.)
3. If the Interview Conducted field appears, click in the box to place or remove a check mark. A check mark indicates that an interview was conducted.
4. Click  .

Continue

The Continue option is used to continue a case when further information, evidence, or action is needed before a decision can be made. Missing evidence and other reasons for continuing the case can be recorded using this option. Adjudicators and their supervisors can also annotate decisions and review a history of decision results. You have the option to create a customized notice or generate a standard notice based on the reasons selected. (Refer to Section 8.10 to create or view customized notices.) To continue an application, perform the following steps:

1. To open an application, click the  (Preview/Open) toolbar button, or select Preview/Open from the File menu. (For more information, refer to Section 8.1.)
2. Click the  (Continue) toolbar button, or select Decide Application, Continue from the Options menu to access the Continue Reasons screen (Exhibit 8–46, Continue Reasons).

Exhibit 8-46: Continue Reasons

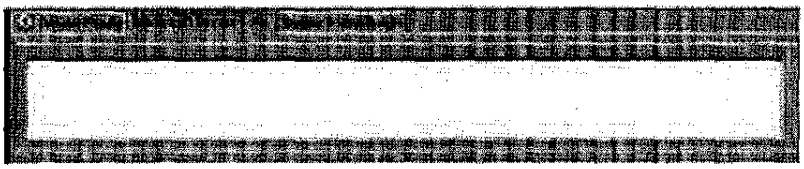


A list of evidence types appears in the Currently Missing Evidence section. If the evidence is missing, the box to the left of the evidence is marked with an "X". If the evidence has been entered as Received, then the box is marked with an "R". If the evidence has been entered as Waived, then the box is marked with a "W".

3. Select a reason for continuing an application in the Initial Processing Incomplete Reasons section and/or the Other Reasons section. To sort the list of reasons from A to Z or Z to A, click on the column header.
   - If the box to the left of a reason is marked with an "X", it may have been automatically selected based on case information.
   - To deselect a previously selected reason, click in the box to remove the "X". If the reason was system selected, a prompt to override the reason appears.
   - If additional reasons apply, click in the box to the left of the desired reasons.
4. Click on the Decision Results tab. If applicable, enter the appropriate information in the following fields:
   - **Adjudicated By**—Adjudicator's user ID, if the decision is being entered by someone other than the adjudicator
   - **Adjudicated On**—Adjudication date, if other than the data on which the case was adjudicated
   - **Interpreter Name**—Complete name of the interpreter
   - **Language**—Language interpreted
   - **Gov't Agency Review**—Government agency that audits decisions (for example, AAO, Courts, DOJ)

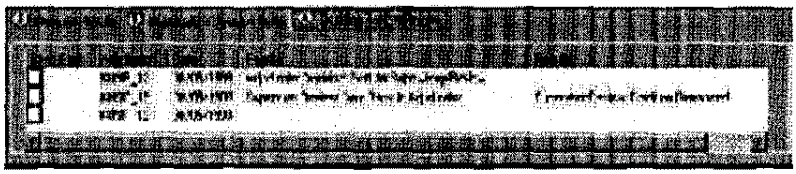
5. To indicate the anticipated level of complexity of a reinterview, click C High, C Medium, or C Low in the Case Complexity section.
6. To enter comments, click on the Adjudicator's Decision Notes tab (Exhibit 8–47, Adjudicator's Decision Notes Tab).

Exhibit 8–47: Adjudicator's Decision Notes Tab



7. To view a history of decision review results, click on the Decision Review Results tab (Exhibit 8–48, Decision Review Results Tab). If the case was previously sent to the supervisor for review, the user ID, date, and results of the review appear. To send an application back to a supervisor or adjudicator for further review, click in the box to the left of the applicable user ID.

Exhibit 8–48: Decision Review Results Tab



8. To create and print a notice, refer to Section 8.10. If a reason is selected in the Other Reasons section, the applicant is rescheduled for an interview or exam and a separate continuance notice is not required.

To save the decision, perform the following steps:

1. Select one of the following save options to access the Save Options for Adjudications window.
   - Click the (Save and Reload) toolbar button, or select Save from the File menu.
   - Click the (Save and Close) toolbar button, or select Save and Close from the File menu.
2. Click the applicable Save Decision radio button. (Options are available depending upon the activity being performed.)
3. If the Interview Conducted field appears, click in the box to place or remove a check mark. A check mark indicates that an interview was conducted.
4. Click OK.

Continue With Intent to Deny

The Continue with Intent to Deny option is used to continue a case that the adjudicator intends to deny. The reasons for continuation can be recorded using this option. Adjudicators and their supervisors can also annotate decisions and review a history of decision results. A customized notice is required for this decision. To continue an application with intent to deny, perform the following steps:

1. To open an application, click the  (Preview/Open) toolbar button, or select Preview/Open from the File menu. (For more information, refer to Section 8.1.)
2. Click the  (Continue With Intent to Deny) toolbar button, or select Decide Application, Continue With Intent to Deny from the Options menu to access the Continue With Intent to Deny Choices screen (Exhibit 8–49, Continue With Intent to Deny Choices).

Exhibit 8–49: Continue With Intent to Deny Choices



3. Select a reason for continuing an application in the Continue With Intent to Deny Reason section. To sort the list of reasons from A to Z or Z to A, click on the column header.
   - If the box to the left of a reason is marked with an "X", it may have been automatically selected based on case information.
   - To deselect a previously selected reason, click in the box to remove the "X". If the reason was system selected, a prompt to override the reason appears.
   - If additional reasons apply, click in the box to the left of the desired reasons.
4. To select a paragraph for the notice, click in the box to the left of the desired paragraph listed in the Continue With Intent to Deny Paragraph Choices section.

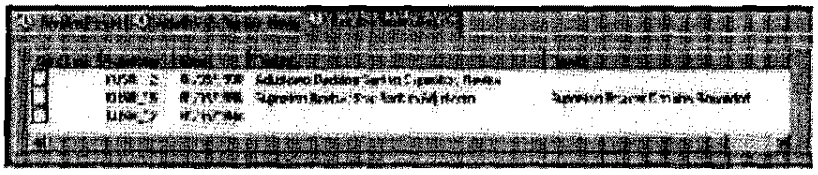
5. Click on the Decision Results folder tab. If applicable, enter the appropriate information in the following fields:
   - **Adjudicated By**—Adjudicator's user ID, if the decision is being entered by someone other than the adjudicator
   - **Adjudicated On**—Adjudication date, if other than the data on which the case was adjudicated
   - **Interpreter Name**—Complete name of the interpreter
   - **Language**—Language interpreted
   - **Gov't Agency Review**—Government agency that audits decisions (for example, AAO, Courts, DOJ)
6. To enter comments, click on the Adjudicator's Decision Notes tab (Exhibit 8–50, Adjudicator's Decision Notes Tab).

Exhibit 8–50: Adjudicator's Decision Notes Tab



7. To view a history of decision review results, click on the Decision Review Results tab (Exhibit 8–51, Decision Review Results Tab. If the case was previously sent to the supervisor for review, the user ID, date, and results of the review appear. To send the case back to a supervisor or adjudicator for further review, click in the box to the left of the applicable user ID.

Exhibit 8–51: Decision Review Results Tab



8. To create and print a customized notice, refer to Section 8.10.

To save changes/decision, perform the following steps:

1. Select one of the following save options to access the Save Options for Adjudications window.
   - Click the  (Save and Reload) toolbar button, or select Save from the File menu.
   - Click the  (Save and Close) toolbar button, or select Save and Close from the File menu.

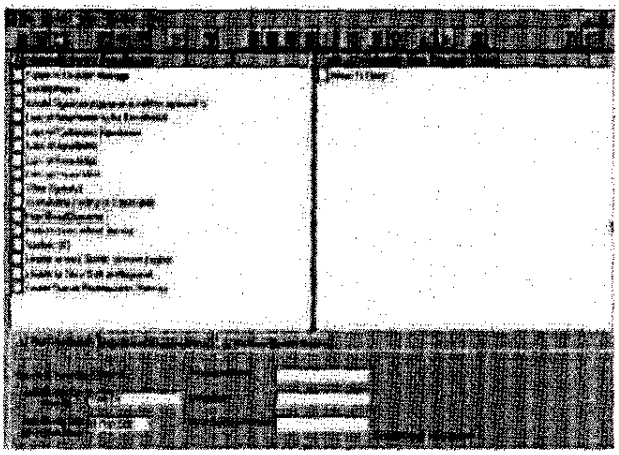
2. Click the applicable Save Decision radio button. (Options are available depending upon the activity being performed.)
3. If the Interview Conducted field appears, click in the box to place or remove a check mark. A check mark indicates that an interview was conducted.
4. Click  .

Deny/Withdrawal/Admin. Close

The Deny/Withdrawal/Admin. Close option is used to deny an individual's application for citizenship or to record that an application has been withdrawn or closed administratively. The reasons for denial or administrative close can be recorded using this option. Adjudicators and their supervisors can also annotate decisions and review a history of decision results. If the application is denied, a customized notice is required. If the applicant consents to withdraw or the application during the interview or if the case is closed administratively, a withdrawal or administrative close record can be printed. To deny or administratively close an application, perform the following steps:

1. To open an application, click the  (Preview/Open) toolbar button, or select Preview/Open from the File menu. (For more information, refer to Section 8.1.)
2. Click the  (Deny/Withdrawal/Admin. Close) toolbar button, or select Decide Application, Deny/Withdrawal/Admin. Close from the Options menu to access the Deny/Withdrawal/Admin. Close Choices screen (Exhibit 8–52, Deny/Withdrawal/Admin. Close Choices).

Exhibit 8–52: Deny/Withdrawal/Admin. Close Choices

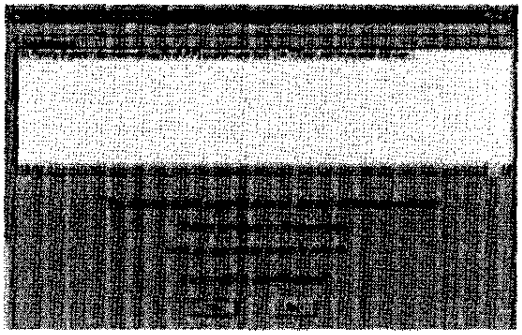


3. Click in the applicable box in the Deny/Withdrawal/Admin. Close Choices section.
4. Click in the applicable box in the Deny/Withdrawal/Admin. Close Reasons section.

- If the application is denied, select a paragraph for the denial notice in the Deny/Withdrawal/Admin. Close Paragraph Choices section. Refer to Section 8.10, to create or print a customized notice.

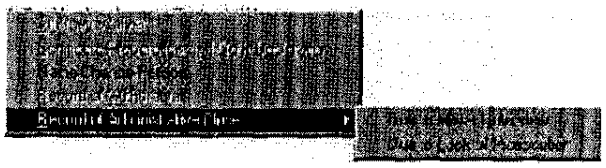
Note: When one of the choices in the Deny/Withdrawal/Admin. Close Paragraph Choices section is selected and the system does not agree that this is a valid choice, a warning screen is displayed (Exhibit 8–53, Sample Denial Due to Abandonment Warning). The warning displayed depends upon the item selected and the status of the application. You may override any objections by clicking on "Yes."

Exhibit 8–53: Sample Denial Due to Abandonment Warning Screen



- If the application is closed administratively, print a record of administrative close. Select Print from the Options menu, and select Record of Administrative Close (Exhibit 8–54, Record of Administrative Close Options). Then, select the reason for the administrative close.

Exhibit 8–54: Record of Administrative Close Options



- If the application is withdrawn, print a withdrawal record. Select Print from the Options menu, and select Record of Withdrawal.

5. Click on the Decision Results folder tab. If applicable, enter the appropriate information in the following fields:

   - **Adjudicated By**—Adjudicator's user ID, if the decision is being entered by someone other than the adjudicator
   - **Adjudicated On**—Adjudication date, if other than the data on which the case was adjudicated

- **Interpreter Name**—Complete name of the interpreter
- **Language**—Language interpreted
- **Gov't Agency Review**—Government agency that audits decisions (for example, AAO, Courts, DOJ)

6. To enter comments, click on the Adjudicator's Decision Notes tab (Exhibit 8–55, Adjudicator's Decision Notes Tab).

Exhibit 8–55: Adjudicator's Decision Notes Tab



7. To view a history of decision review results, click on the Decision Review Results tab (Exhibit 8–56, Decision Review Results Tab). If the case was previously sent to the supervisor for review, the user ID, date, and results of the review appear.

Exhibit 8–56: Decision Review Results Tab



To save changes/decision, perform the following steps:

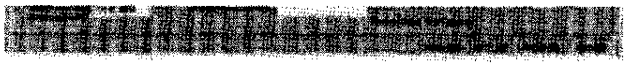
1. Select one of the following save options to access the Save Options for Adjudications window.
   - Click the (Save and Reload) toolbar button, or select Save from the File menu.
   - Click the (Save and Close) toolbar button, or select Save and Close from the File menu.
2. Click the applicable Save Decision radio button. (Options are available depending upon the activity being performed.)
3. If the Interview Conducted field appears, click in the box to place or remove a check mark. A check mark indicates that an interview was conducted.
4. Click OK.

Denial Due to Abandonment

In the event an applicant fails to fulfill specific requirements, the adjudicator may enter an ad hoc decision and deny an application, putting it into suspense. To open an application and enter an Ad Hoc Abandonment decision, perform the following steps:

1. To open an application, click the  (Preview/Open) toolbar button, or select Preview/Open from the File menu. (For more information, refer to Section 8.1.)
2. Click the Denial Due to Abandonment option box in the Application Open Mode - Ad Hoc Activities menu, and click 
3. Select a reason for denying the application in the Denial Due to Abandonment Reasons section (Exhibit 8–57, Denial Choices). To sort the list of reasons from A to Z or Z to A, click on the column header.
   - If the box to the left of a reason is marked with an "X", it may have been automatically selected based on case information.
   - To deselect a previously selected reason, click in the box to remove the "X". If the reason was system selected, a prompt to override the reason appears.
   - If additional reasons apply, click in the box to the left of the desired reasons.

Exhibit 8–57: Denial Choices



4. Select a paragraph in the Abandon Paragraph Choices section.
5. To enter comments, click on the Adjudicator's Decision Notes tab.
6. **Optional:** Click on  to issue a Denial Due to Abandonment notice.

1.6.13.1 Denial Due to Abandonment Warnings

The adjudicator will not be stopped from selecting denial due to abandonment; however, if the system feels it is an inappropriate choice, a warning will appear. At this point, the adjudicator has the option of overriding the system warnings if desired.

A warning may appear in any of the following three circumstances:

1. When denial due to abandonment is selected from the open App id form.
2. When denial due to abandonment is selected from the enabled toolbar button.
3. When the adjudicator clicks on the individual reasons on the decision screen.

Warnings for #3 above will be specific in nature, #1 and #2 will be more general because the system does not know at that time which reason will be chosen (Exhibit 8–58, Denial Due to Abandonment General Warning). To override this general system warning, the adjudicator may simply select "Yes."

Exhibit 8–58: Denial Due to Abandonment General Warning



The following warnings may appear if the conditions listed below occur:

1. Failure to appear for fingerprinting
   Warned if:
   - Good fingerprints found
   - Fingerprints not needed
   - Not found that FBI Evidence is missing
   - Missing FBI Evidence is found, however, 120 days has not elapsed since expected start date
2. Failure by an applicant residing abroad to submit fingerprints
   Warned if:
   - Wait4FPCard not found Pending
   - Wait4fpcard found pending but 87 days has not elapsed
3. Failure to submit the correct fee for fingerprinting
   Warned if:
   - Applicant is part of a group
   - No AppUnderPay found pending
   - AppUnderPay found pending but 87 days has not elapsed since NtInitial completed with NtSent
   - AppUnderPay found pending but discrepant amount is not $25

In the course of reviewing an applicants history, the adjudicator may view the applicant's payment history at any time simply by choosing the View drop-down menu and selecting the Payment option (Exhibit 8–59, Payment Menu Options).

Exhibit 8–59: Payment Menu Option



The following is an example of a Payment History screen (Exhibit 8–60, Payment Menu Option).

Exhibit 8–60: Payment Menu Option



Note: If the fee was receipted elsewhere, instead of the Payment History screen appearing, a message appears (Exhibit 8–61, Confirmation Message).

Exhibit 8–61: Confirmation Message



4. Nonpayment of the fee for fingerprinting
   Warned if:
   - Applicant is part of a group
   - No AppUnderPay found pending
   - AppUnderPay found pending but no record was found that an NtBouncedCheck completed with NtSent
   - AppUnderPay found pending and the NtBouncedCheck was sent, but 17 days has not elapsed since NtBouncedCheck completed with NtSent
5. Undeliverable request for appearance to be fingerprinted
   Warned if:
   - No MissEvFBI found pending

The Failure to Appear for Fingerprinting Warning screen (Exhibit 8–62, Failure to Appear for Fingerprinting Warning) is an example of just one of the specific warning screens covered here that may appear. Please note that the adjudicator may override the given warning, simply by selecting "Yes."

Exhibit 8–62: Failure to Appear for Fingerprinting Warning



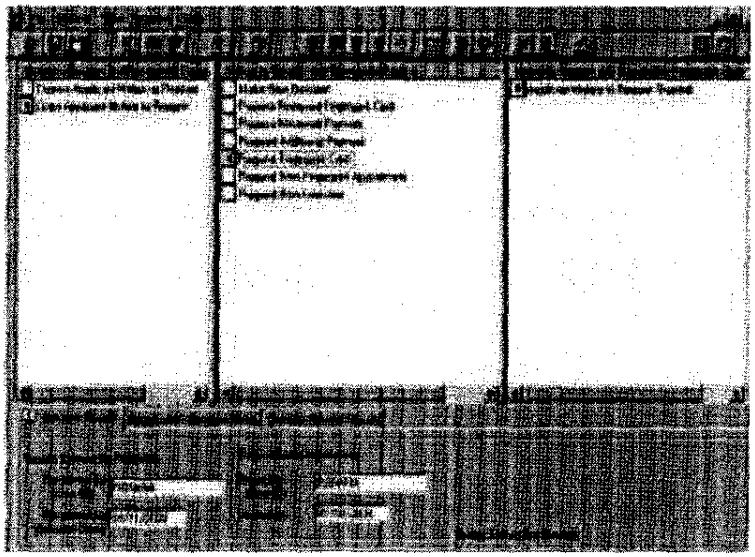
1.6.14 Service and Applicant Motions to Reopen and Reconsider

If the receipt of new information provides cause for denial or granting of an application, the adjudicator may reopen the case and consider the prior decision. The reasons for reopening and considering can be recorded using this option. Adjudicators and their supervisors can also annotate decisions and review a history of decision results. A customized notice is required for this decision. To reopen an application and change a prior decision, perform the following steps:

1. To open an application, click the  (Preview/Open) toolbar button, or select Preview/Open from the File menu. (For more information, refer to Section 8.1.)

2. Click the  (Motion to Reopen) toolbar button, or select Motion to Reopen and Reconsider from the Application Open Mode – Ad Hoc Activities menu to access the Motion to Reopen and Reconsider screen (Exhibit 8–63, Service Motion to Reopen and Reconsider).

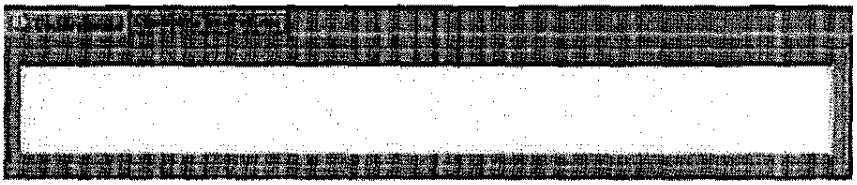
Exhibit 8–63: Service Motion to Reopen and Reconsider



3. Select one of the following reasons for reopening an application in the Motion to Reopen and Reconsider Reasons section: 1) Dismiss Application Motion to Reopen or 2) Grant Applicant Motion to Reopen.
   - If the box to the right of a reason is marked with an "X", it may have been automatically selected based on case information.
   - To deselect a previously selected reason, click in the box to remove the "X". If the reason was system selected, a prompt to override the reason appears.
   - If additional reasons apply, click in the box to the left of the desired reasons.
4. Select a paragraph in the Motion to Reopen and Reconsider Paragraph Choices section.

5. To view original approval information, click on the Prior Decision Results folder tab under the View menu.
6. To enter comments, click on the Adjudicator's Decision Notes tab (Exhibit 8–64, Adjudicator's Decision Notes Tab).

Exhibit 8–64: Adjudicator's Decision Notes Tab



7. To create and print a customized notice, refer to Section 8.10.

To save the decision, perform the following steps:

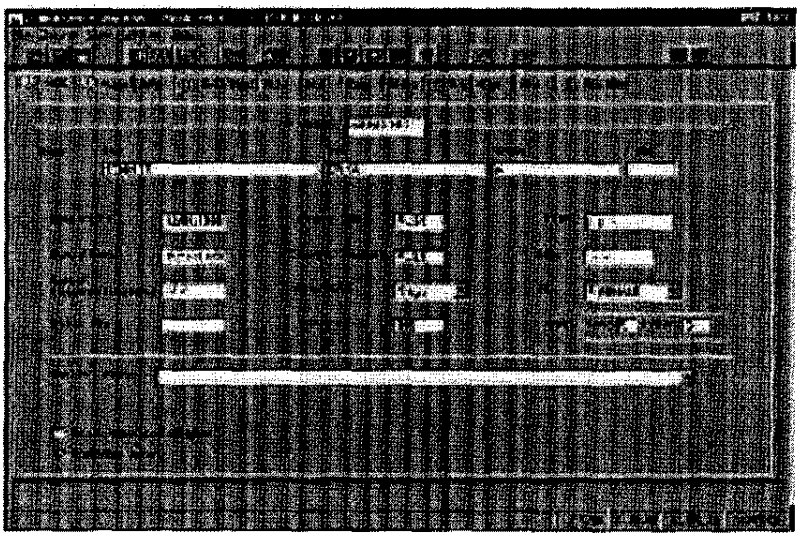
1. Select one of the following save options to access the Save Options for Adjudication's window.
   - Click the (Save and Reload) toolbar button, or select Save from the File menu.
   - Click the (Save and Close) toolbar button, or select Save and Close from the File menu.
2. Click the applicable Save Decision radio button. (Options are available depending upon the activity being performed.)
3. If the Interview Conducted field appears, click in the box to place or remove a check mark. A check mark indicates that an interview was conducted.
4. Click OK.

1.6.15 Decision Concerning Interview/Oath Ceremony

When an applicant has reached the threshold for no-show or cancellation of a scheduled appointment, the adjudicator has the option to reschedule the applicant or enter a decision. These options are available when an application is opened in the Decision Concerning Interview/Oath Ceremony modes. To reschedule or enter a decision concerning an interview or OC, perform the following steps:

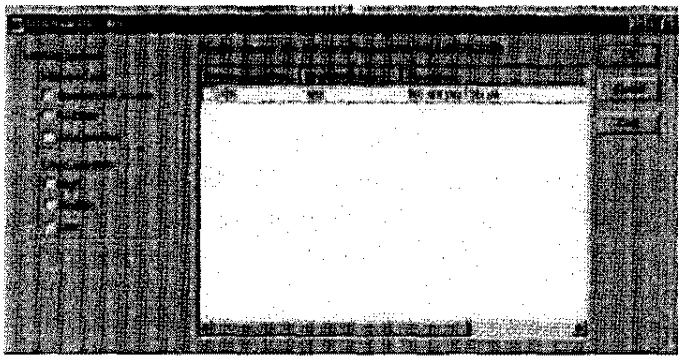
1. To open an application, click the (Preview/Open) toolbar button, or select Preview/Open from the File menu. (For more information, refer to Section 8.1.) The Application ID screen (Exhibit 8–65, Application ID) appears.

Exhibit 8–65: Application ID



2. To view no-show/cancellation information, click  . The Application History screen (Exhibit 8–75) appears. (Refer to Section 8.7, Application History.)
3. To close the case administratively, refer to Section 8.3.4, Deny/Withdrawal/Admin. Close.
4. To request that the applicant be rescheduled for an interview, click the  (New Interview/Oath Ceremony Decision) toolbar button, or select Intv/Oath Ceremony Request from the Options menu. The Interview Decision window (Exhibit 8–66, Interview Decision) appears.

Exhibit 8–66: Interview Decision



a. In the Interview Type box, click  or  to indicate the type of interview.

b. In the Case Complexity box, click High, Medium, or Low to indicate the level of complexity.

c. To request an interview site, click a location in the list of possible sites.

d. Click OK.

e. To save and close, click . When the Save Options for Adjudication's window appears, perform the following steps:

- Verify that the Save Request for New Interview option is selected.
- Click OK.

5. To request that the applicant be rescheduled for an OC, click the (New Interview/Oath Ceremony Decision) toolbar button, or select Intv/Oath Ceremony Request from the Options menu. The Oath Decision window (Exhibit 8–67, Oath Decision) appears.

Exhibit 8–67: Oath Decision



a. In the Oath Decision Type box, click Administrative or Judicial to indicate the type of OC.

b. To request a specific OC, click on the desired ceremony in the list of possible OCs.

c. Click OK.

d. To save and close, click . When the Save Options of Adjudication's window appears, perform the following steps:

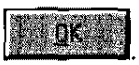
- Verify that the Save Request for New Oath Ceremony option is selected.
- Click OK.

1.6.16 Supervisor Review

The Supervisor Review option allows a supervisor to review decisions sent to supervisor review by adjudicators. After reviewing the decision, the supervisor can choose to (1) confirm the adjudicator's decision and either save the decision as final or, send it back to the referring adjudicator for final disposition, (2) remand the decision and send back to the referring adjudicator for reconsideration, or (3) change the decision and either save the decision as final or send it back to the referring adjudicator for final disposition. To review a decision, perform the following steps:

1. To open an application, click the  (Preview/Open) toolbar button, or select Preview/Open from the File menu. (For more information, refer to Section 8.1.) An Adjudication Decision screen based on the adjudicator's decision appears.
2. To view application information, select Application ID from the Window menu. To return to the decision screen, select Approval Choices (this depends upon the decision entered by the adjudicator) from the Window menu.
3. To view test results, select Prior Exam Results from the View menu. The Prior Test Results List screen (Exhibit 8–76) appears.
4. From the Adjudication Decision screen, click one of the following radio buttons in the Supv Review box (optional):
   - To confirm the adjudicator's decision, click  .
   - To remand the adjudicator's decision, click  .
5. To change the adjudicator's decision, refer to Sections 8.4.1 through 8.4.4 to approve, continue, continue with intent to deny, or deny/terminate.

To save changes/decision, perform the following steps:

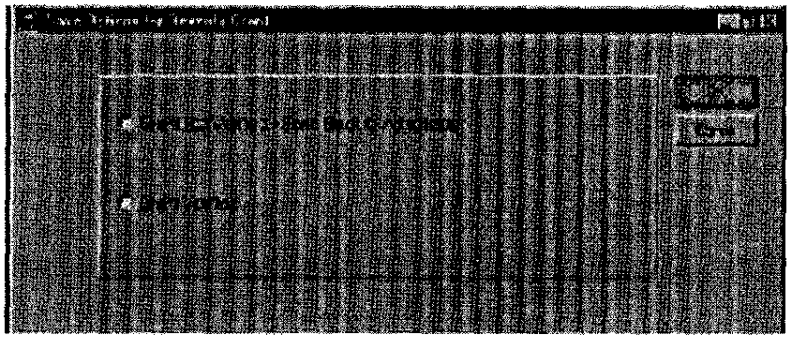
1. Select one of the following save options to access the Save Options for Adjudication's window.
   - Click the  (Save and Reload) toolbar button, or select Save from the File menu.
   - Click the  (Save and Close) toolbar button, or select Save and Close from the File menu.
2. Click the applicable Save Review radio button. (Options are available depending upon the activity being performed.)
3. If the Interview Conducted field appears, click in the box to place or remove a check mark. A check mark indicates that an interview was conducted.
4. Click  .

1.6.17 Reverify Grant

The review process for all approved applications includes reverification of the decision. After an application is opened, the application information can be reviewed, and the approval can either be reverified or not verified and sent back to the adjudicator. To reverify grant, perform the following steps:

1. To open an application, click the (Preview/Open) toolbar button, or select Preview/Open from the File menu. (For more information, refer to Section 8.1.) The Approval Choices screen (Exhibit 8–42) appears.
2. To view application information, select Application ID from the Window menu. To return to the decision screen, select Approval Choices from the Window menu.
3. To view test results, select Prior Exam Results from the View menu. The Prior Test Results List screen (Exhibit 8–76) appears.
4. To indicate verification/non verification, click the (Save and Close) toolbar button, or select Save and Close from the File menu. The Save Options for Reverify Grant window appears (Exhibit 8–68, Save Options for Reverify Grant).

Exhibit 8–68: Save Options for Reverify Grant



a. Click the appropriate radio button.

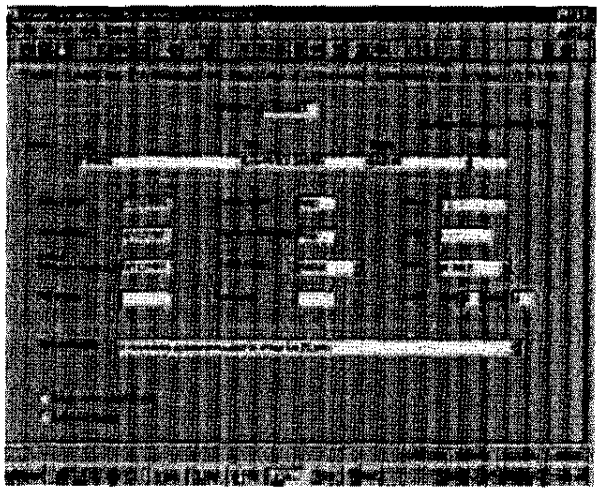
b. Click OK.

1.6.18 Undo Decision

The Undo icon is used to undo the last completed decision by the adjudicator, in the event of a change in the status of the case (as long as it has not progressed in the workflow). You may undo a previously completed decision by bringing up the decided application in Case Review and clicking on the undo decision icon on the main toolbar. To undo a decision, perform the following steps:

1. Preview/Open from the File menu. (For more information, refer to Section 8.1.) The Approval Choices screen (Exhibit 8–42) appears.
2. To view application information, select Application ID from the Window menu and press R. An application that has had a decision made will display the enabled undo button (Exhibit 8–69, Case Review Screen with Undo Decision Icon).

Exhibit 8–69: Case Review Screen With Undo Decision Icon



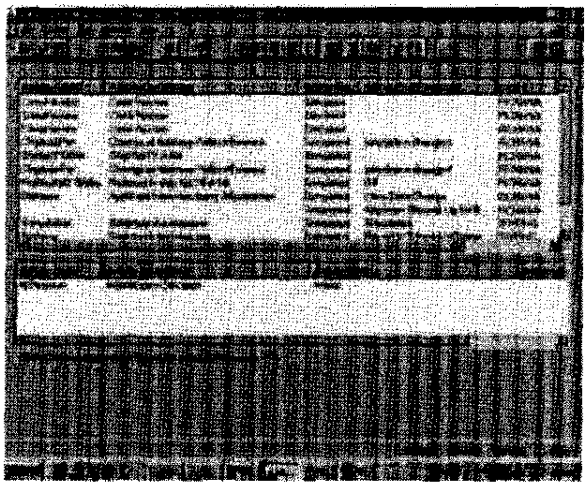
3. To undo a previously completed decision, click on the undo decision icon on the main toolbar.
4. The Save Options for Undo Prior (Last) Decision screen (Exhibit 8–70, Save Options for Undo Prior [Last] Decision) appears.

Exhibit 8–70: Save Options for Undo Prior (Last) Decision



5. You may continue by choosing OK or back out by choosing Cancel.
6. To verify that the decision has been changed, select History from the drop-down menu to view that the activity description correctly reflects the activity. (Exhibit 8–71, Application History). The application should be in an Active mode.

Exhibit 8–71: Application History

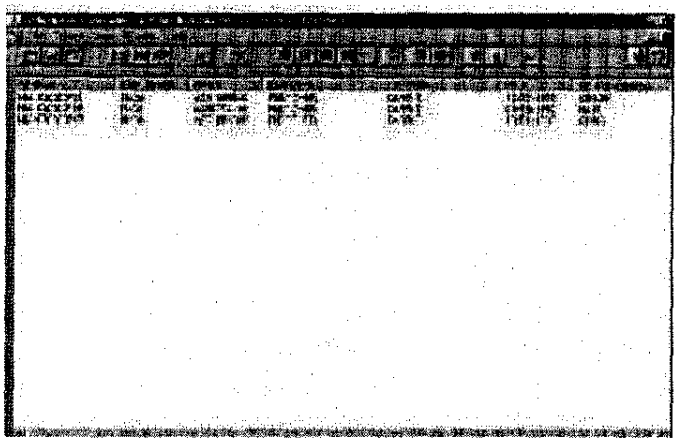


1.7 Application List

The Application List option allows you to view a list of all applications submitted under a first and last name that is similar to the open application. Applications can be opened from the Applicant List in either Case Review or Case Status mode. To view a list of applications, perform the following steps:

1. To open an application, click the (Preview/Open) toolbar button, or select Preview/Open from the File menu. (For more information, refer to Section 8.1.)
2. Click the (Application List) toolbar button, or select Application List from the Options menu to access the Application List screen (Exhibit 8–72, Application List).

Exhibit 8–72: Application List

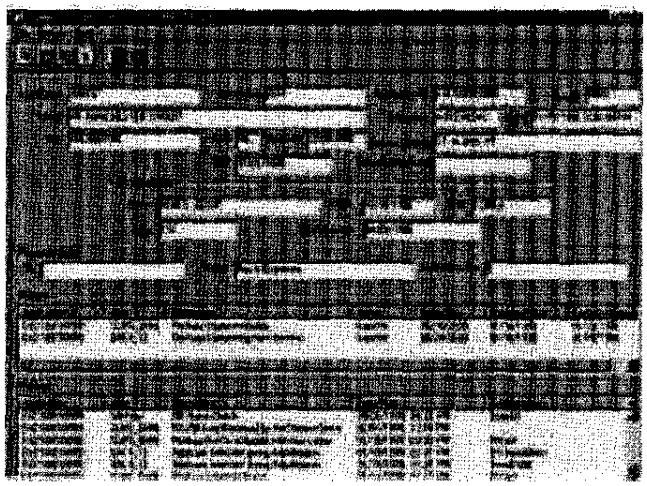


3. To scroll through the Application list, click or in the scroll bar.
4. To change the list sort order (ascending/descending) by column, click on the desired column heading.
5. To open an application for case review, double click on the item in the list, or click once to select and then click the (Preview/Open) toolbar button. The application is opened in case review mode.

To view the case status information for a specific application, perform the following steps:

1. Click on the desired application in the list.
2. Click the (Application Summary) toolbar button, or select Application Summary from the View menu to access the Case Status screen (Exhibit 8–73, Case Status).

Exhibit 8–73: Case Status



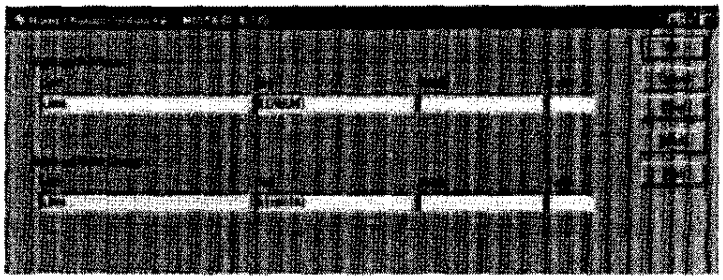
3. To use the Case Status screen, refer to Section 12.

1.8 Name Change Petition

If an applicant petitions for a name change during the interview process, a record of the name change petition can be created and printed using the Name Change Petition option. To enter a name change petition, perform the following steps:

1. To open an application, click the (Preview/Open) toolbar button, or select Preview/Open from the File menu. (For more information, refer to Section 8.1.)
2. Click the (Name Change Petition) toolbar button, or select Name Change Petition from the Options menu to access the Name Change Petition window (Exhibit 8–74, Name Change Petition).

Exhibit 8–74: Name Change Petition



3. In the Applicant Name Change section, enter the applicant's last, first, and middle name change. If applicable, enter a suffix, or click to select from a list.
4. To clear the fields in the Applicant Name Change section, click .
5. To print the Name Change Petition, click .
6. To save and close, click .

1.9 Application History

The Application History option allows you to review all activities that have been performed on a case, the activities for which the case is waiting, the RAFACS location of the case file, and the number of no-shows or cancellations for interviews or OCs. You can view a description of each activity and the status, the condition of the case at the end of the activity, the ID of the user who performed the activity, and the date and time the activity occurred. If the Include RAFACS in History Retrieval Request option is selected in the Options/Preferences menu, the responsible party and section information is included. (For more information, refer to Section 8.12, Preferences.) To view application history, perform the following steps:

1. To open an application, click the (Preview/Open) toolbar button, or select Preview/Open from the File menu. (For more information, refer to Section 8.1.)
2. Click the (Application History) toolbar button, or select Application History from the View menu to access the Application History screen (Exhibit 8–75, Application History).

Exhibit 8–75: Application History



3. To scroll through the History Activity or Current Activity list, click or in the scroll bar.
4. To close, select Close from the File menu.

1.10 Prior Exam Results

The Prior Exam Results option allows you to review a list of exam results for the Civics/History and English Proficiency Tests. The user ID of the test administrator, the test date, and the test center code are provided with each testing result. To view prior exam results, perform the following steps:

1. To open an application, click the (Preview/Open) toolbar button, or select Preview/Open from the File menu. (For more information, refer to Section 8.1.)
2. Select Prior Exam Results from the View menu to access the Prior Test Results List window (Exhibit 8–76, Prior Test Results List).

Exhibit 8–76: Prior Test Results List



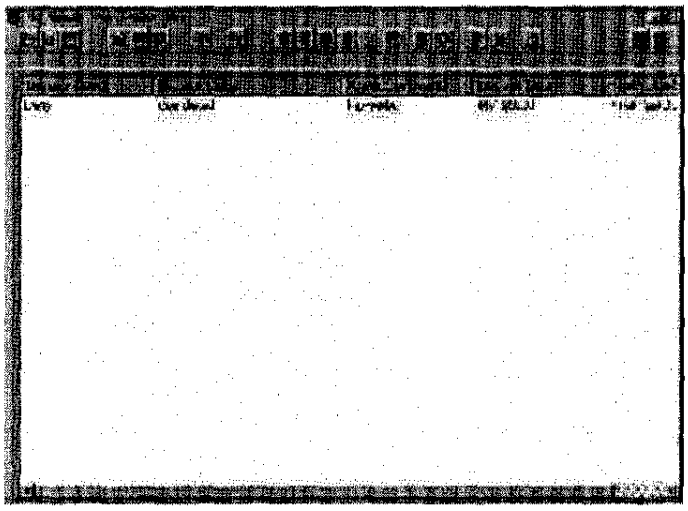
3. To view the details of any test, double click on the desired item in the list. The Test Results screen appears. (For more information, refer to Section 8.3, Exam.)
4. To close, select Close from the File menu.

1.11 Prior Decision Results

The Prior Decision Results option allows you to review a list of all decisions that have been made on an application. In addition to each decision result, you can view its status, its date, the user ID of the adjudicator who made the decision, and the status of the final notice. To view prior decisions, perform the following steps:

1. To open an application, click the  (Preview/Open) toolbar button, or select Preview/Open from the File menu. (For more information, refer to Section 8.1.)
2. Select Prior Decision Results from the View menu to access the Prior Adjudication Results List screen (Exhibit 8–77, Prior Adjudication Results List).

Exhibit 8–77: Prior Adjudication Results List



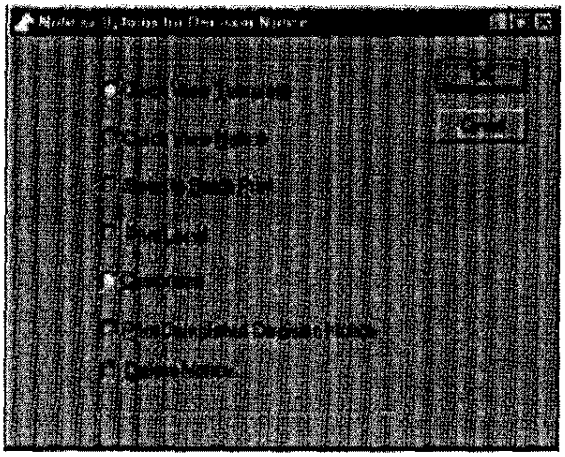
3. To view the details of any decision, click on the desired item in the list. The applicable decision screen appears. (For more information, refer to Section 8.4, Decisions.)
4. To close, select Close from the File menu, or click the  control button.

1.12 Notices

When the adjudicator enters a decision either to deny, continue with intent to deny, or else continue an application, and select the reasons for the decision. The Notices option is enabled. If a decision to deny, decision to continue with intent to deny, or denial due to abandonment decision is entered, a customized notice is required. The Notices option also allows you to view notices and notice templates, print a single notice locally, print final decision notices, and delete a notice. To access notice options, perform the following steps:

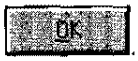
1. Click the  (Notices) toolbar button, or select Notices from the Options menu. The Notices Options for Decision Notice window appears (Exhibit 8–78, Notices Options for Decision Notice).

Exhibit 8–78: Notices Options for Decision Notice



2. Click on the applicable radio button to select a notice option:
   - **Quick View Template**—A template of the notice appears on the screen. Information specific to the current case is not included in the template.
   - **Quick View Notice**—The notice appears on the screen. Information specific to the current case is included in the displayed notice.
   - **Send to Batch Print**—The notice is included in the batch print process.
   - **Print Local**—The notice prints to a local printer.
   - **Customize**—The notice is created and opened in MS Word
   - **Print Completed Decision Notice**—The completed notice prints to a local printer.
   - **Delete Notice**—A previously created notice is deleted.

To create a customized notice, perform the following steps:

1. From the Notices Options for Decision Notice window, click the Customize radio button.
2. Click  . A notice document is created. When the process is complete, the notice is opened in MS Word.
   - To review the document, click  or  in the scroll bar. If necessary, edits can be made using standard Microsoft editing operations.
   - To enter additional comments, scroll to the "Explanations" headings, and type the appropriate text.
   - To print the notice from MS Word select Print from the File menu, or click the  (Print) toolbar button. **Note:** The notice should be mailed to the applicant on the day it is printed.

   Note: Once a customized notice is created, the status will be updated at the bottom of the screen just as with other decision notices.
3. To exit MS Word select Exit from the File menu. The Notice is saved automatically.

To print the final notice at a later time, perform the following steps:

1. Click the  (Open Application) toolbar button, or select Open from the File menu.
2. Enter the application ID, and click the Print Completed Decision Notice activity in the Application Open Mode section.
3. Click the  (Notices) toolbar button, or select Notices from the Options menu. The Notices Options for Decision Notice window appears.
4. Click the Print Completed Decision Notice radio button.
5. Click  . The final notice is printed, and the application is placed into Case Review mode. If the notice being printed is a Dismissal of an Applicant Motion to Reopen, then after printing, the application is closed.

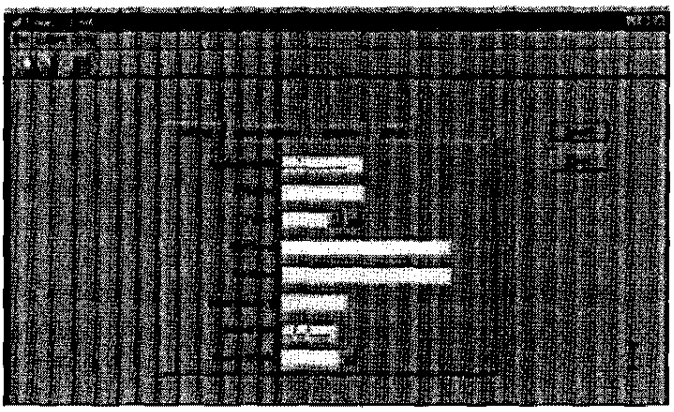
   Note: The notice should be mailed to the applicant the day it is printed.

1.13 Find/Case Status

The Find option is used to search for an application. This option is available from any of the adjudication's screens. To search for an application, perform the following steps:

1. Click the  (Case Status/Find) toolbar button, or select Find from the Options menu to access the Case Status Inquiry screen (Exhibit 8–79, Case Status Inquiry).

Exhibit 8–79: Case Status Inquiry



2. Click the applicable folder tab: Personal, Mailing Address, Attorney, or Other.
3. Enter all available information.
4. Click Search. One of the following search results occurs:
   - **No Match**—The following message appears in a pop-up window: "No history for the application ID."
   - **Multiple Matches**—A list of applications appears in the Application List screen. (Refer to Section 8.4, Application List, for further instructions.)
   - **Exact Match**—The Case Status screen (Exhibit 8–73) appears. (To use the Case Status screen, refer to Section 12.)

To initiate a new search, perform the following steps:

1. Click Clear in the Case Status Inquiry screen to clear all fields.
2. Click on the appropriate folder tab: Personal, Mailing Address, Attorney, or Other.
3. Enter all available information.
4. Click Search.

1.14 Preferences

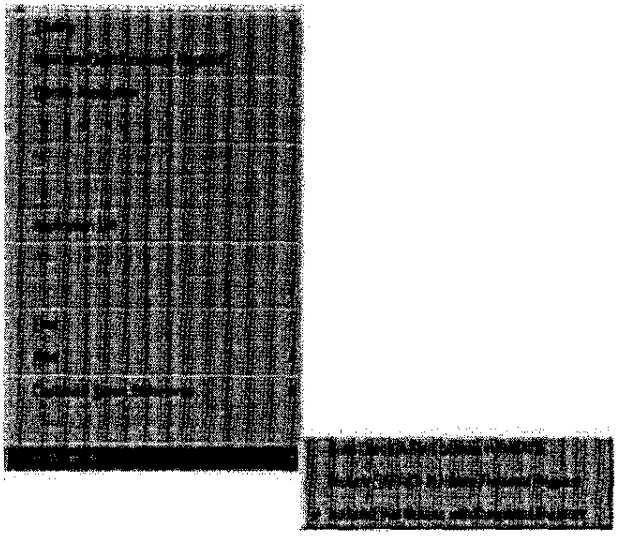
The Preferences option is used to set system defaults for a session. You can elect to have the system automatically check for A-File locations in RAFACS, include RAFACS information in history retrieval, and/or generate final notices when final decisions are recorded. Selecting these defaults delays system response time for the associated function.

Note: If the default is set to automatically include final notices with a final decision, the notice must be mailed the same day the final decision is made. Applicant response time starts from the notice generation date, not the decision date.

To set a default, perform the following steps:

1. To open an application, click the (Preview/Open) toolbar button, or select Preview/Open from the File menu. (For more information, refer to Section 8.1.)
2. Select Preferences from the Options menu (Exhibit 8–80, Options Menu Options—Preferences).

Exhibit 8–80: Options Menu Options—Preferences



3. Click on the desired preference. A check mark indicates the preference is selected. To deselect, click to remove the check mark from the following preferences:
   - **Auto Check A-File Location in RAFACS**—If selected, the system automatically checks RAFACS to retrieve and update A-File location information each time the Evidence/Background tab in the Application ID screen is selected.
   - **Include RAFACS in History Retrieval Request**—If selected, the system automatically includes RAFACS information each time the Application History option is selected.
   - **Include Final Notices with Completed Decision**—If selected, the system automatically generates a final notice each time the Save Decision-Adjudication Complete option is selected.

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REPORTING

The Reporting module is used to generate and print reports related to CLAIMS 4.0. A report query can be initiated to generate reports based on selected criteria. Reports can be requested according to functional areas available to the current user. Each area contains several types of reports, each with unique query criteria selection fields. To enter the Reporting module, click the Reporting button (Exhibit 9–1, Reporting Button) in the CLAIMS 4.0 Main Menu screen.

Exhibit 9–1: Reporting Button



Initiating a Report Query

Before a report can be generated in CLAIMS 4.0, you need to initiate a report query in the CLAIMS Reports screen (Exhibit 9–2, CLAIMS Reports). The report query allows you to define the criteria used to generate the report. To initiate a report query, perform the following steps:

1. Click the  (Main Menu) toolbar button to access the CLAIMS Reports main screen (Exhibit 9–2).

Exhibit 9–2: CLAIMS Reports



2. Click on the appropriate folder in the Functional Area section.
3. Double click on the desired report from the list of available report types in the Reports section. The CLAIMS Tracking Report Query Builder screen (Exhibit 9–3, CLAIMS Tracking Report Query Builder) for that report type appears.

Exhibit 9–3: CLAIMS Tracking Report Query Builder

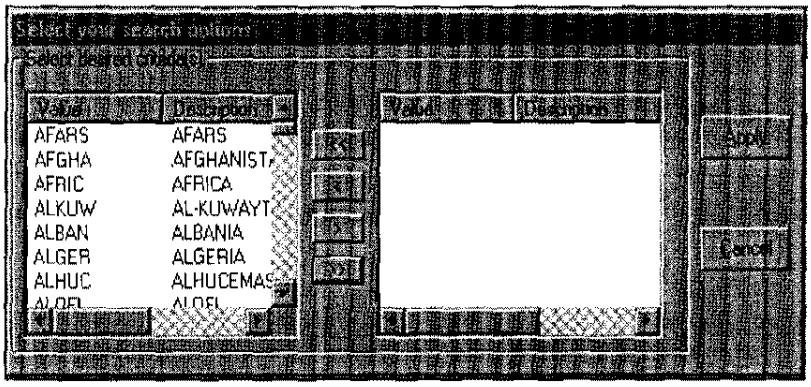


4. In the INS Location section, click  to select a description, location code, or service center location.
5. Click in the appropriate field to select criteria to define the report query.

To create new search criteria, perform the following steps:

1. Click  . The Select Your Search Options screen (Exhibit 9–4, Select Your Search Options) appears.

Exhibit 9–4: Select Your Search Options



2. In the Select Your Search Options window, click on the desired selection.
3. Click [>] to add the selection. Click [>>] to add all the items in the selection list.
4. Click [Apply].

To select the sort order, perform the following steps:

1. To select the order of the sort, use the scroll bars on the Available Sorts list boxes.
2. To add a sort criterion, click on the desired selection.
3. Click [>] to add the selection. Click [>>] to add all the items in the selection list.

To save a report query script, perform the following steps:

1. Select Save Query from the File menu.
2. Enter a name to identify the report query.
3. Click [OK]. When the confirmation box appears, click [Yes].

(Follow the procedures in Section 9.2, Report Functions, to generate reports based on the query criteria you have defined.)

Report Functions

After initiating a report query, report functions (Exhibit 9–5, Report Function Options) can be accessed through the Report Query Builder window.

Exhibit 9–5: Report Function Options

Title	Icon	Description
Count		Used to display the current number of records matching the selected query criteria
View		Used to preview a report matching the selected query criteria

Printer		Used to print a report matching the selected query criteria
Batch		Used to create daily, weekly, or monthly batch reports based on the selected query criteria
Save		Used to save the current selection criteria query (where available)
Delete		Used to delete a query script (where available)
Return		Used to exit the Reporting Query screen

To use the Report functions, perform the following steps:

1. Initiate a report query using the procedure described in Section 9.2.1, Using the Report Viewer Screen.
2. Click on the toolbar button that corresponds with the function you want to perform.

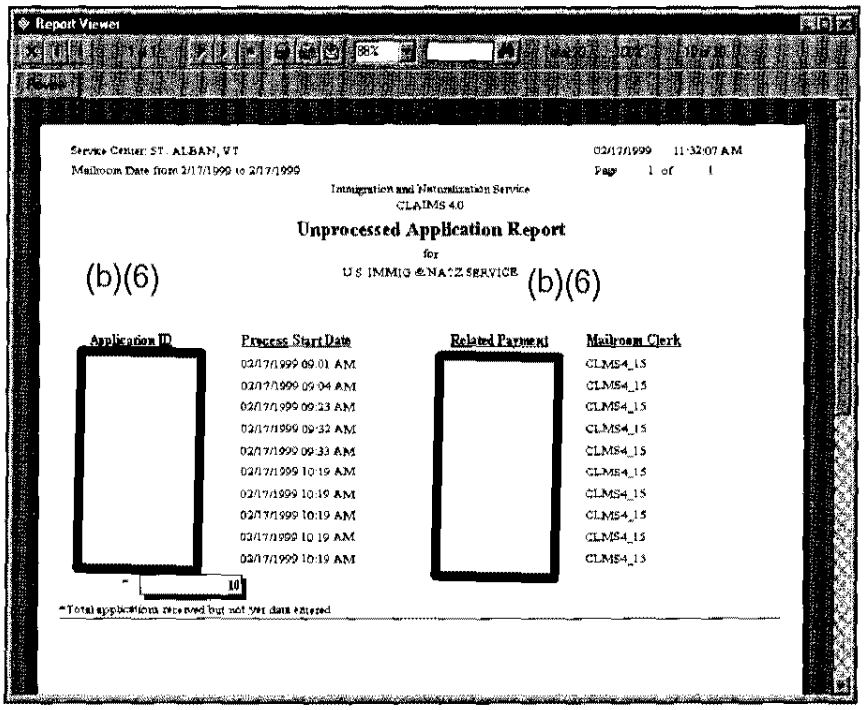
Using the Report Viewer Screen

Perform the following steps to use the Report Viewer screen:

1. Click  to access the Report Viewer screen (Exhibit 9–6, Report Viewer). The toolbar buttons located along the top of the Report Viewer screen can be used to perform the following actions:

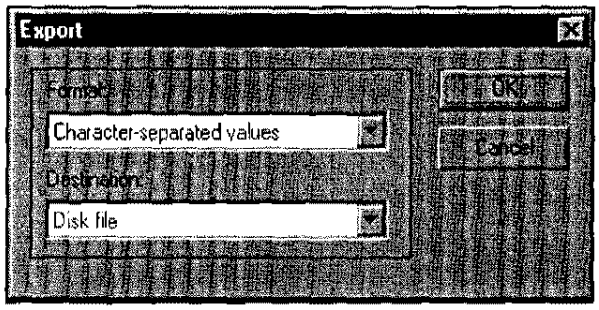
   - Print  —Prints the displayed report
   - Printer Setup  —Creates printer defaults
   - Export  —Exports the displayed report to a disk file or e-mail
   - Find  —Searches for specific text within the displayed report

Exhibit 9–6: Report Viewer



2. If the report is a multiple page report, click the following buttons:
   - to view the first page
   - to view the previous page
   - to view the next page
   - to view the last page
   - or in the scroll bar to scroll through the report
3. To adjust the size of the report on the screen, click in the toolbar and select a size.
4. To search for specific text in the displayed report, enter the text in the field to the left of the (Find) toolbar button. Then click . The first occurrence in the report of the selected text is displayed. (Each click of the button causes the screen to advance to the next occurrence of the selected text.)
5. To export a report, perform the following steps:
   a. Click the (Export) toolbar button. The Export window appears (Exhibit 9–7, Export).

Exhibit 9–7: Export



   b. Click to select an export format.
   c. Click to select a destination. (To save the report as a file and import it into another program, select the Disk File destination.)
   d. Click OK.
   e. If necessary, enter the characters that will be used to separate the records and/or specify whether or not the date and number field formatting should remain the same.
   f. Select a folder in which to save the file and give the file a descriptive name.
   g. Click Save. A status message showing the export progress appears. When export is completed, the Report Screen Viewer appears.
6. To exit the Report Viewer, click the control button in the upper left corner of the screen.

7. To exit the Reporting Query screen, click the  (Return) toolbar button.
8. To exit the Reporting module, select Exit from the File menu, or click the control button in the upper right corner of the screen.

Using the Batch Option

The Batch option allows you to create daily, weekly, or monthly batch reports based on selected query criteria. Rather than printing reports manually each day, you can have scheduled reports printed in your local ADP rooms during off hours. To use the Batch option, perform the following steps:

1. From the CLAIMS Tracking Report Query Builder screen (Exhibit 9–3), click the  (Batch) toolbar button. The Reporting screen (Exhibit 9–8, Reporting) is displayed.

Exhibit 9–8: Reporting



2. Click on a radio button to indicate how often the batch should be run.
3. Click  .

DOCUMENT PRODUCTION

The Document Production module is used to print, transfer, void, destroy, and view naturalization certificates. It is also used to view certificate history. To enter the Document Production module, click the Document Production button (Exhibit 10–1, Document Production Button) in the CLAIMS 4.0 Main Menu screen.

Exhibit 10–1: Document Production Button



Exhibit 10–2, Document Production Module Options, list the options available in the Document Production module.

Exhibit 10–2: Document Production Module Options

Title	Icon	Description
Request/Print Batch Certificates		Used to batch print certificate requests, activate the certificate print server, print single certificates, and reprint certificates
QA Check		Used to view certificates to verify that they were printed accurately
Void/Destroy Certificate		Used to void certificates that did not print correctly
View Certificate History		Used to view the history of a certificate number
Void/Destroy Reports		Used to view a list of voided or destroyed certificates by applicant's name only
Transfer Documents		Used to transfer documents from one site to another

Request/Print Batch Certificates

The following options are available in Request/Print Batch Certificates:

- Batch Print Requests
- Certificate Print Server
- Single Print Certificates

- Reprint Certificates

Batch Print Requests

Batch Print Requests is the first step in the certificate batch printing process. This option is used to select an OC location to place in the print queue. Options for sorting, selecting printing instructions, and selecting certificate size are also available.

Note: Before queuing, be sure that the range of certificate numbers has been assigned to your location. Certificate number pools are assigned by the supervisor or ADP staff using the System Maintenance module.

To send a requested batch of certificates to the certificate print server, perform the following steps:

1. Click the  (Request/Print Batch Certificates) toolbar button to access the Certificate Printing and Setup window (Exhibit 10–3, Certificate Printing and Setup).

Exhibit 10–3: Certificate Printing and Setup

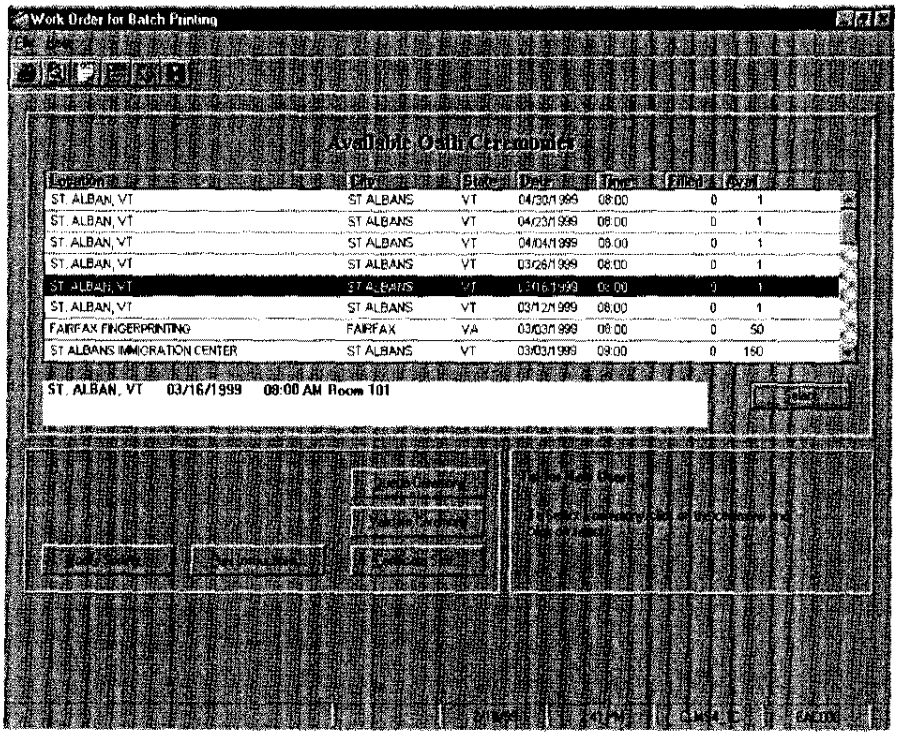


2. Click 

.
3. Click 

. The Work Order for Batch Printing screen (Exhibit 10–4, Work Order for Batch Printing) appears.

Exhibit 10–4: Work Order for Batch Printing



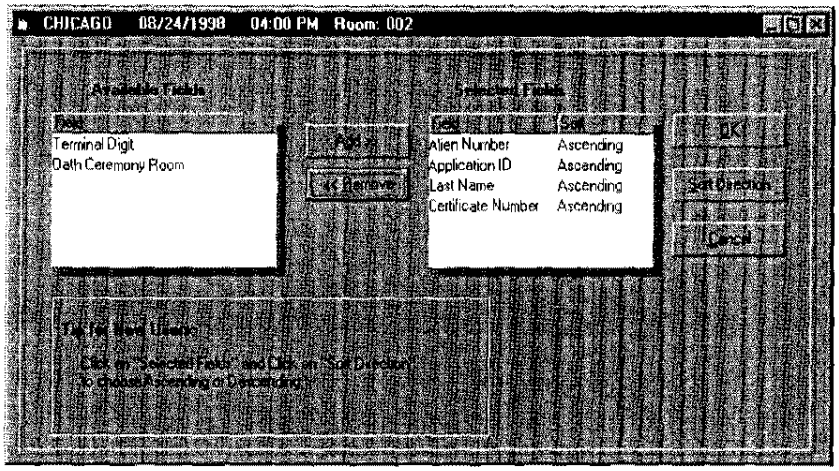
4. To select the OC location, double click on the desired location in the list, or click once, and then click 

.

5. To select the order in which the certificates are printed, click 

. The Modify Sorting window (Exhibit 10–5, Modify Sorting) appears.

Exhibit 10–5: Modify Sorting



a. By default, all fields are displayed in the Available Fields section. To add a sort field, perform the following steps:

- Click in the desired sort field displayed in the Available Fields section.
- Click Add>. Choose as many sort fields as necessary. The selected field is added to the Selected Fields section.

b. To remove a Sort field, perform the following steps:

- Click in the desired sort field in the Selected Fields section.
- Click <<Remove. The selected field is removed from this section and returned to the Available Fields section.

c. To change the direction of the sort from ascending to descending, perform the following steps:

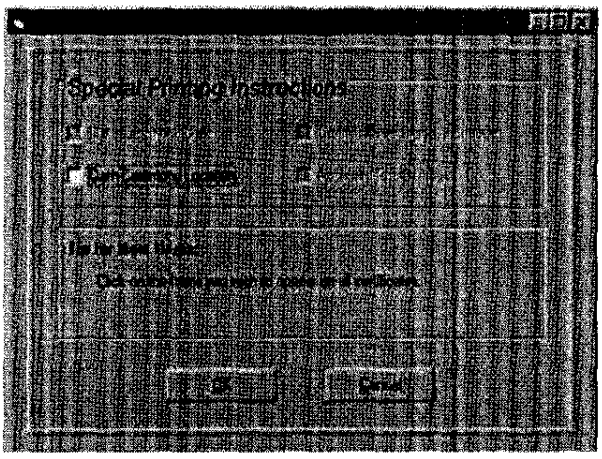
- Click in the desired field displayed in the Selected Fields section.
- Click Sort Direction.

d. Click OK when complete.

6. To modify the printing instructions, perform the following steps:

a. Click Print Instructions to access the special Printing Instructions window (Exhibit 10–6, Special Printing Instructions).

Exhibit 10–6: Special Printing Instructions



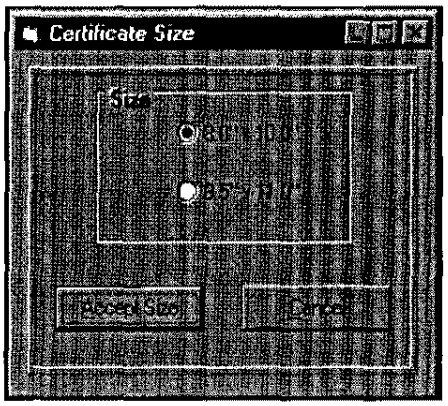
b. Click in a box in the Special Printing Instructions section to select the information that is to be included on the certificate.

c. Click OK.

7. To select the certificate size, perform the following steps:

a. Click Certificate Size. The Certificate Size window (Exhibit 10–7, Certificate Size) appears.

Exhibit 10–7: Certificate Size



b. Click the appropriate radio button. The size 8" x 10" is selected by default.

c. Click Accept Size once a selection is made.

8. To save the print request, click Queue Ceremony. When the Document Production confirmation window appears, click OK.

9. To update certificates with data changes or account for voided certificates, click Validate Ceremony.

10. To return to the Document Production screen, select the Close option from the File menu or click the ☒ control button.

Certificate Print Server

The printer is activated using the Certificate Print Server option. This option is also used to indicate the number of certificates and batches to print and the actual certificate numbers included in a batch. Certificate numbers are automatically assigned to the application IDs in the batch. To activate the print server, perform the following steps:

1. Click the (Request/Print Batch Certificates) toolbar button to access the Certificate Printing and Setup window (Exhibit 10–3).

2. Click 

.

3. Click 

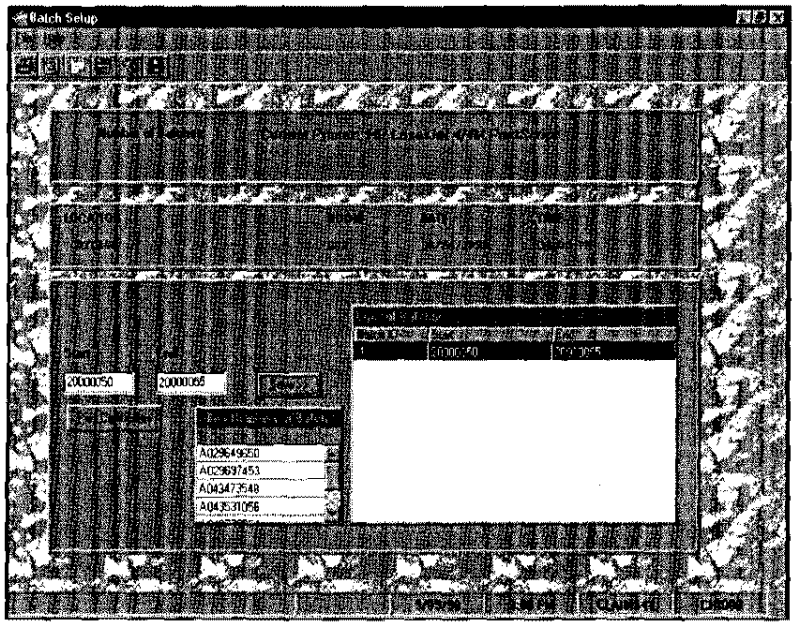
. A list of requested OCs appears in the NATS Print Server screen (Exhibit 10–8, NATS Print Server).

Exhibit 10–8: NATS Print Server



4. To select the OC for which certificates are to be printed, double click on the desired OC, or click once, and then click Select Ceremony. The selection appears below the list.
5. To select the order in which the certificates are printed, click Modify Sorting. The Modify Sorting window (Exhibit 10–5) appears. (Refer to Section 10.1.1, Batch Print Requests, Step 5, for further instructions.)
6. To modify the printing instructions, click Print Instructions. The Special Printing Instructions window appears (Exhibit 10–6). (Refer to Section 10.1.1, Batch Print Request, Step 6, for further instructions.)
7. To print a partial batch, enter the number of certificates to be printed in the Number of Certificates to Print field.
8. To update certificates with data changes and account for voided certificates, click Validate Ceremony.
9. To set up the batch printing configurations, click Batch Print. The Batch Setup window (Exhibit 10–9, Batch Setup) appears.

Exhibit 10–9: Batch Setup

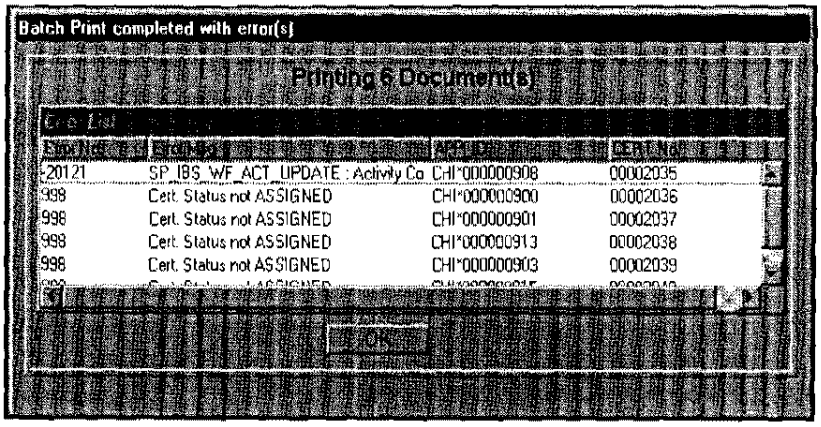


a. Enter the certificate number range beginning with the first certificate number in the Start field and ending with the last in the End field. Both fields are eight-digit fields.

b. Click Save. If the certificate range does not match the original request from the previous screen, an error message appears. If the range matches, the current batch appears in the Current Batches section.

c. To print the certificates, click Print Certificates. The Batch Print window (Exhibit 10–10, Batch Print) appears while the certificates are printing. When the print job is complete, print errors are listed by description, application ID, and certificate number.

Exhibit 10–10: Batch Print


Batch Print completed with error(s)
Printing 6 Document(s)
20121 SP_IBS_WF_ACT_UPDATE : Activity Co CHI*000000908 00002035
998 Cert. Status not ASSIGNED CHI*000000900 00002036
998 Cert. Status not ASSIGNED CHI*000000901 00002037
998 Cert. Status not ASSIGNED CHI*000000913 00002038
998 Cert. Status not ASSIGNED CHI*000000903 00002039
OK

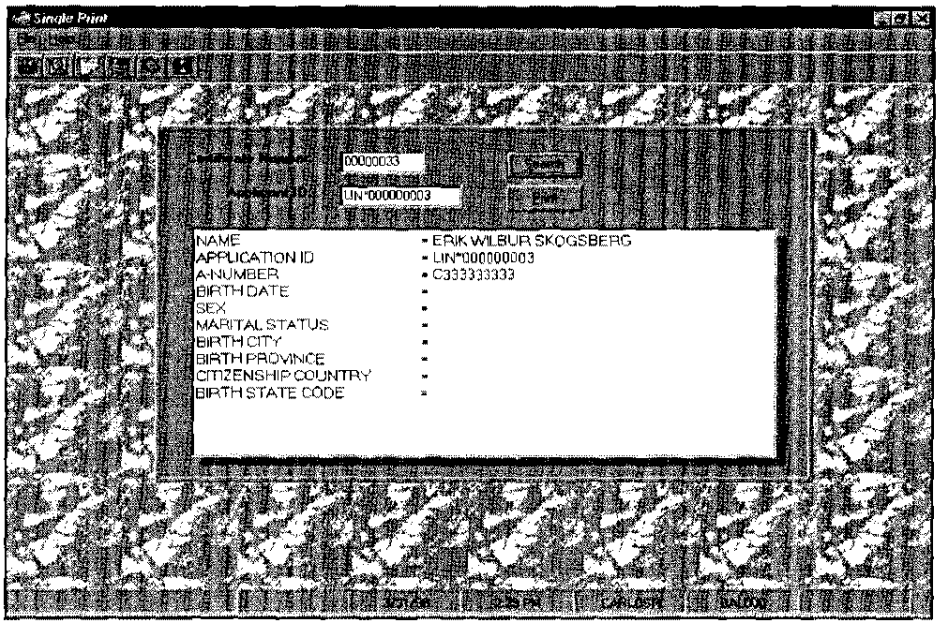
d. Click OK to close the Batch Print window.

Print Single Certificates

The Print Single Certificates option allows you to print a single certificate. The certificate number is entered and assigned to an application ID. To print single certificates, a batch print request must be queued first. To print a single naturalization certificate, perform the following steps:

1. Click the (Request/Print Batch Certificates) toolbar button to access the Certificate Printing and Setup window (Exhibit 10–3).
2. Click Single Print Certificates, and click OK. The Single Print window (Exhibit 10–11, Single Print) appears.

Exhibit 10–11: Single Print



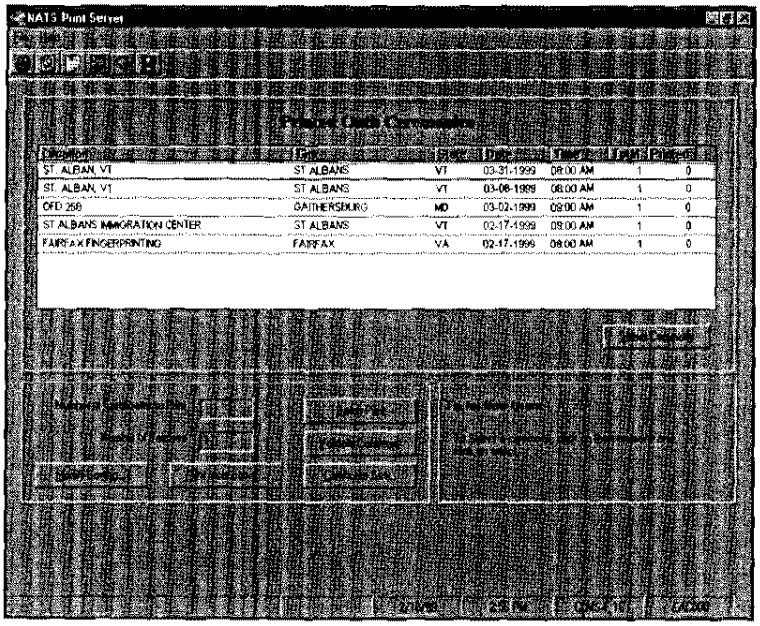
3. Enter the ID of the applicant whose certificate is to be printed.
4. Click Search. The applicant's certificate information appears in the box below the Applicant ID field.
5. Enter the certificate number if the information is correct and a certificate is to be printed.
6. To print the certificate, click Print. When the Batch Print window appears, click OK.

Reprint Certificates

The Reprint Certificates option is used to reprint valid certificates that were printed on the wrong paper. This option also allows you to perform a test print before printing the actual certificate. To reprint certificates, perform the following steps:

1. Click the  (Request/Print Batch Certificates) toolbar button to access the Certificate Printing and Setup window (Exhibit 10–3).
2. Click  .
3. Click  . A list of printed OCs appears in the NATS Print Server screen (Exhibit 10–12, NATS Print Server).

Exhibit 10–12: NATS Print Server

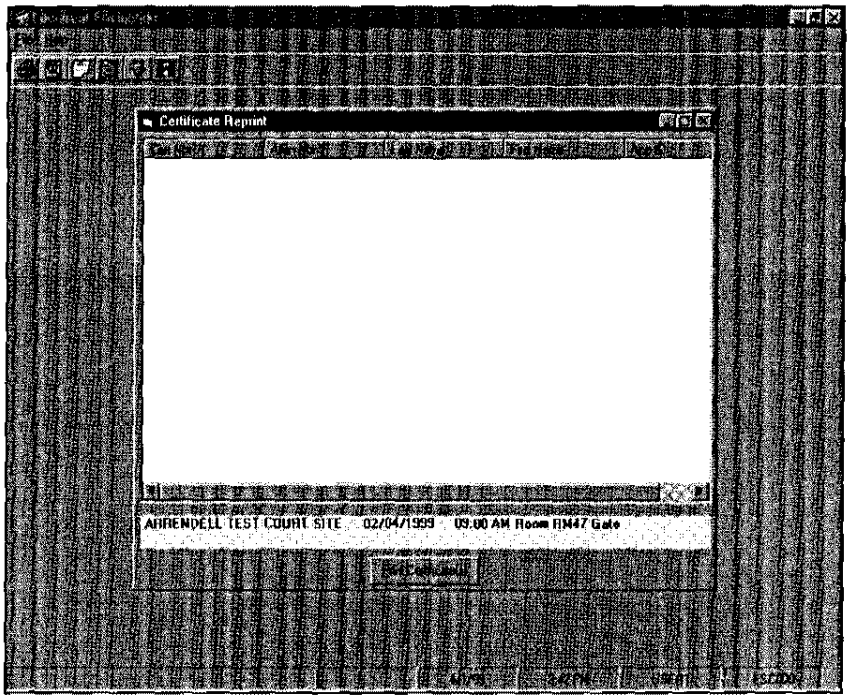


4. To select a ceremony, double click on the desired ceremony, or click once, and then click  . The selection appears below the list.
5. If the number in the Printed column is greater than the number in the Total column, click  to validate the ceremony data.
6. To select the order in which the certificates are printed, click  . The Modify Sorting window (Exhibit 10–5) appears. (Refer to Section 10.1.1, Batch Print Requests, Step 5, for further instructions.)

7. To modify the printing instructions, click Print Instructions. The Special Printing Instructions window (Exhibit 10–6) appears. (Refer to Section 10.1.1, Batch Print Request, Step 6, for further instructions.)

8. To set up the batch printing configurations, click Batch Print. The Certificate Reprint window (Exhibit 10–13, Certificate Reprint) appears.

Exhibit 10–13: Certificate Reprint



9. To print the certificates, click Print Certificate(s). The Batch Print window (Exhibit 10–10) appears while the certificates are printing. When the print job is complete, print errors are listed by description, application ID, and certificate number.

10. Click OK to close the Batch Print window.

QA Check

The Quality Assurance (QA) Check option is used to verify that the batch of certificates printed out correctly. The certificates printed should have the correct certificate numbers attached to the correct names and application IDs if the batch printed correctly. To verify the quality of the document, perform the following steps:

1. Click the  (QA Check) toolbar button to access the Quality Assurance window (Exhibit 10–14, Quality Assurance).

Exhibit 10–14: Quality Assurance



2. Click in the ⊞ box next to a location to display a list of certificate numbers for that location.
3. To view a certificate, double click on the certificate or certificate range to be checked, or click once, and then click Select. A Document Validation (Exhibit 10–15, Document Validation) appears.

Exhibit 10–15: Document Validation



a. Click on a number in the Document List section. The certificate data appear in the section to the left.

b. Click the applicable button. The status appears in the QA status column in the Document List section.

- Click  to indicate Quality Assurance Pass status.
- Click  to indicate Quality Assurance Fail status.
- Click  to indicate that the certificate has been voided but not physically destroyed. When the confirmation windows appear, click  to verify the request, and click  to confirm.
- Click  to indicate that the certificate has been physically destroyed. When the confirmation windows appear, click  to verify the request, and click  to confirm.
- Click  to return to the Document Production screen.

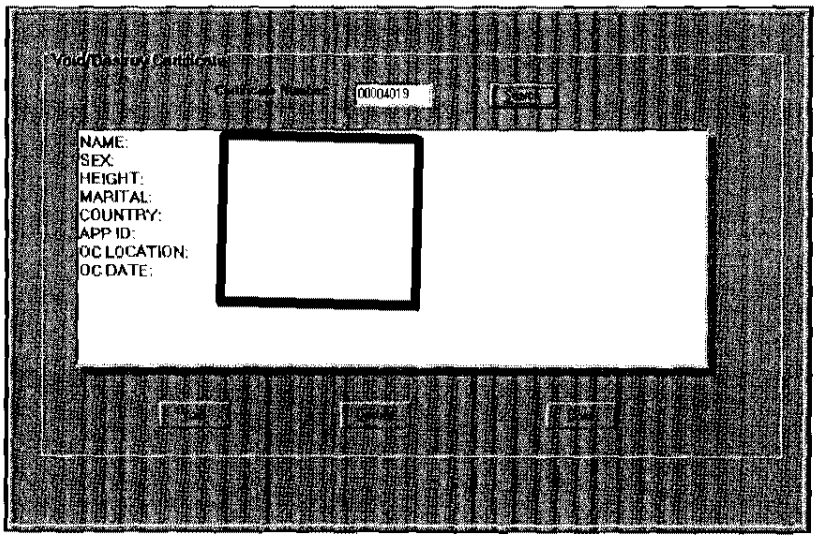
Void/Destroy Certificates

This option is used to void and destroy a certificate. Certificates are voided if an error occurred in the print job, and the certificate printed out incorrectly. After the certificate is voided, it is destroyed. To void/destroy a certificate, perform the following steps:

1. Click the  (Void/Destroy Certificate) toolbar button to access the Void/Destroy Certificate screen (Exhibit 10–16, Void/Destroy Certificate).

Exhibit 10–16: Void/Destroy Certificate

(b)(6)



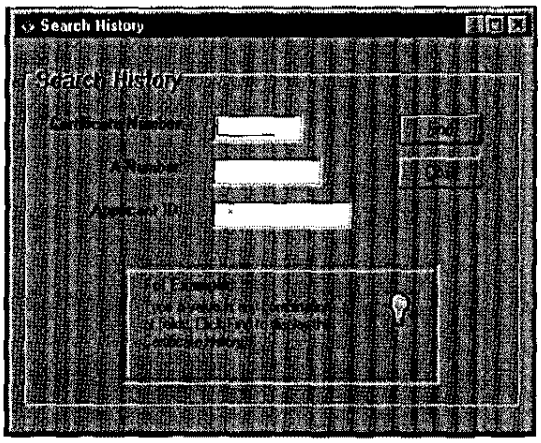
2. In the Certificate Number field, type the certificate number.
3. Click Search. The certificate data appear in the box below the Certificate Number field.
4. If the certificate is to be voided, click Void. When the confirmation windows appear, click OK to verify the request, and click OK to confirm.
5. If the certificate is to be destroyed, click Destroy. The certificate data appear in the box below the Certificate Number field. When the confirmation windows appear, click OK to verify the request, and click OK to confirm.
6. Select Close from the File menu to return to the Document Production screen.

View Certificate History

This option is used to view the history of a certificate number. To view the history of a certificate number, perform the following steps:

1. Click the (View Certificate History) toolbar button to display the Search History Menu screen (Exhibit 10–17, Search History Menu).

Exhibit 10–17: Search History Menu



2. Enter a valid applicant ID, A-Number, or certificate number.
3. Click Find to access the Certificate History screen (Exhibit 10–16, Certificate History).

Exhibit 10–18: Certificate History



4. Select Close from the File menu to return to the Document Production screen.

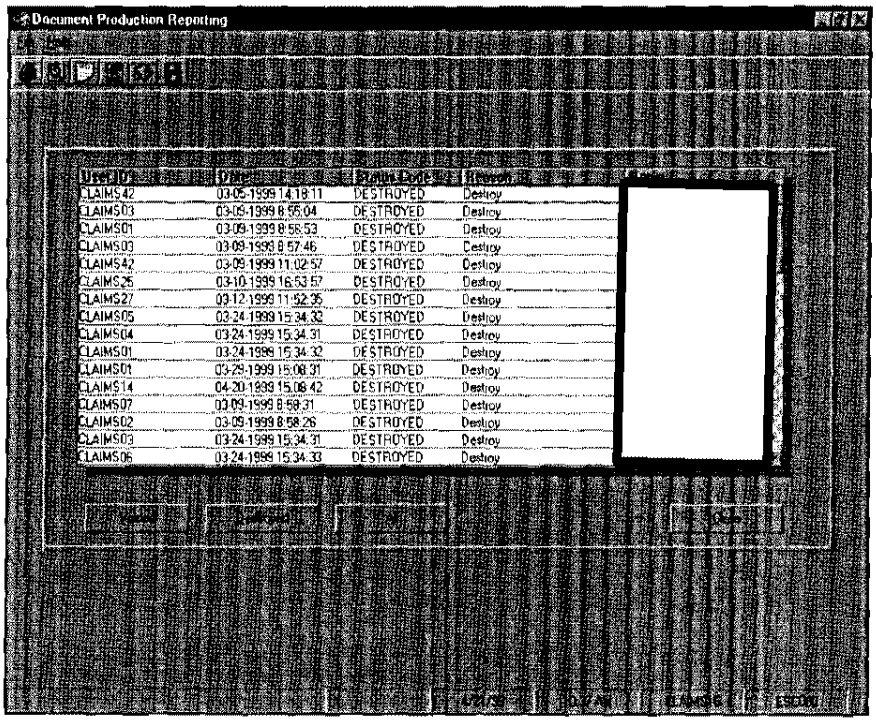
Void/Destroy Report (View Function Only)

This option is used to view a list of all voided or destroyed certificates. To view voided or destroyed reports, perform the following steps:

1. Click the (Void/Destroy Report) toolbar button to access the Document Production Reporting screen (Exhibit 10–19, Document Production Reporting).

Exhibit 10–19: Document Production Reporting

(b)(6)



- Click 

to view only voided certificates.
- Click 

to view only destroyed certificates.
- Click 

to view all certificates.
- To return to the Document Production screen, click 

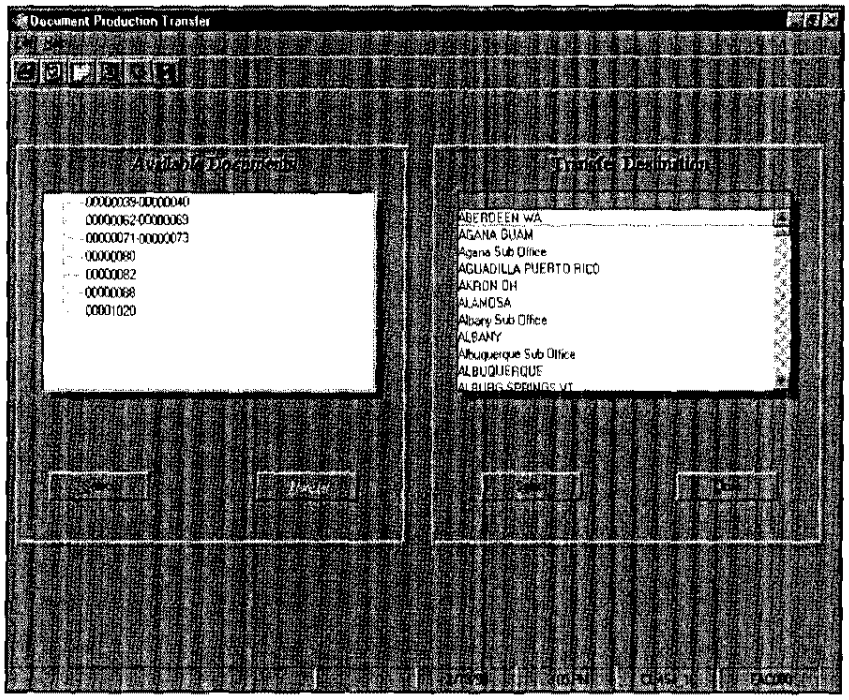
.

Transfer Documents

This option allows you to transfer documents from one site to another. Only certificates owned by your site appear in the list of available documents. To transfer documents from one site to another, perform the following steps:

1. Click the  (Transfer Documents) toolbar button to access the Document Production Transfer window (Exhibit 10–20, Document Production Transfer).

Exhibit 10–20: Document Production Transfer



2. Double click on a certificate number or range of certificate numbers in the Available Documents list, or click once, and then click Select.
3. Double click on an office in the Transfer Destination List, or click once, and then click Select.
4. Click Transfer to transfer. When the confirmation message informing the user that the selected certificate has been transferred appears, click OK.
5. To return to the Document Production screen, click Close.

CASE MANAGEMENT

The Case Management module is used to resolve data discrepancies between CLAIMS 4.0 and CIS, to update case and address information, and to add FBI fingerprint information for an individual case or a group of cases. To enter the Case Management module, click the Case Management button (Exhibit 11–1, Case Management Button) in the CLAIMS 4.0 Main Menu screen.

Exhibit 11–1: Case Management Button



Exhibit 11–2, Case Management Module Options, lists the options available in the Case Management module.

Exhibit 11–2: Case Management Module Options

Title	Icon	Description
Claims Resolution		Used to add missing information to CLAIMS 4.0 and/or resolve mismatched data between CLAIMS 4.0 and CIS
Batch Status Update		Used to update case information for an individual case or a group of cases
Change of Address Request		Used to update address information for an individual case
FBI Fingerprint Result		Used to add FBI fingerprint information for an individual case

CLAIMS Resolution

The CLAIMS Resolution function allows you to resolve data discrepancies between CIS and CLAIMS 4.0 and/or enter missing required data. To open an application, perform the following steps:

1. From the Case Management screen, click the  (CLAIMS Resolution) toolbar button. The CLAIMS Resolution main menu appears (Exhibit 11–3, View Activity Queue).

Exhibit 11–3: View Activity Queue



2. Click the appropriate radio button to indicate the correct form:
   - N-400 to access the N400 - Application for Naturalization
   - I-881 to access the I881 - Application for Suspension of Deportation
3. Select an Activity from the menu.
4. Enter the application ID number and press R. The CLAIMS/CIS A-Number Resolution screen (Exhibit 11–4, CLAIMS/CIS A-Number Resolution) appears. To select an application from a list, perform the following steps:
   a. Click an activity in the Activity box.
      - **CIS/Data Attended Search Processing**—Conduct initial resolution process.
      - **Information Received**—Complete the resolution process based on information provided by the applicant.
   b. Verify the code in the Office field. To view a list of cases in an office other than the one displayed, enter the code, or click ... to select from a list of office codes. To view a list for all offices, delete the office code in the Office field.
   c. Click Click to View. A list of cases that are ready for the activity selected appears in the box on the right side of the screen.
   d. Double click an application ID in the list.
   e. The CLAIMS/CIS A-Number Resolution screen is displayed (Exhibit 11–4).

Exhibit 11–4: CLAIMS/CIS A-Number Resolution



To resolve missing information, perform the following steps:

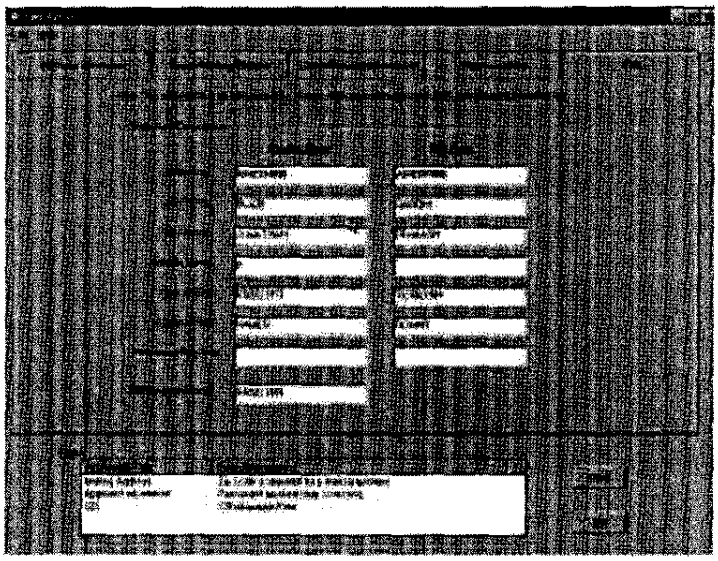
1. A missing or invalid information field is indicated with red labels. An error box will also appear at the bottom of the screen. Tab to those fields, and enter the missing or valid information.
2. Click the Save button after you have made all the necessary corrections.

Note: If the information needed to resolve the case is unavailable the first time, a notice to the applicant is generated (unless the mailing address for the applicant has errors.) The system allows two attempts to resolve missing information.

To resolve mismatched information, perform the following steps:

1. Click on the CIS tab to access the CLAIMS/CIS Data Field Comparison screen (Exhibit 11–5, CLAIMS/CIS Data Field Comparison). Mismatched information appears in fields with red labels.

Exhibit 11–5: CLAIMS/CIS Data Field Comparison



2. Compare and verify information in the fields displayed with red labels.
3. If necessary, go to the corresponding field on the Applicant Information tab to change the mismatched information.
4. Click the Save button to save the case after you have made all the necessary corrections.
5. To exit the application and return to the Case Management main menu select Close from the File menu.

Batch Status Update

The Batch Status Update module is used to update information for an individual case or a group of cases. The following options are available in Batch Status Update:

- **Batch Update**—Used to indicate that information or documents have been received, or that an action has occurred for one or more cases
- **Close Out Case**—Used to record that one or more applicants have been naturalized and their cases closed out
- **No-Show**—Used to indicate that one or more applicants did not show up for an OC or an interview and did not request that the appointment be canceled
- **Certificate Withheld**—Used to record certificates that were printed but not issued to applicants

Batch Update

The Batch Update option is used to indicate that information, such as evidence, has been received or that an action has occurred for a case. To update case information, perform the following steps:

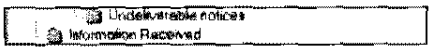
1. From the Case Management screen, click the  (Batch Status Update) toolbar button to access the Batch Status Update screen (Exhibit 11–6, Batch Status Update).

Exhibit 11–6: Batch Status Update



2. Click on the Batch Update tab (Exhibit 11–6). A directory structure appears (Exhibit 11–7, Directory Structure) on the left side of the screen.

Exhibit 11–7: Directory Structure



3. Click the folder that contains the information/action to be updated.

   Note: A ⊞ to the left of a folder indicates additional options are available. Continue to click a folder until the desired option is located.

4. Click the appropriate option. The option appears in the Option Selected field.

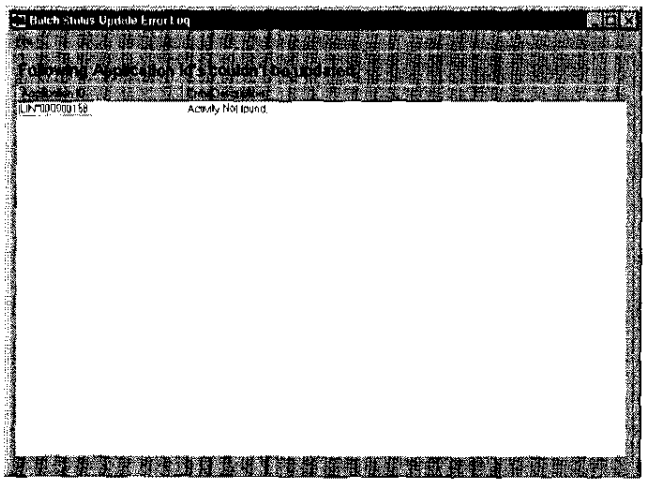
5. Enter the application ID of the case to be updated, and press R. The application ID number appears in the Application ID list.
   or
   In the A-Number field, enter the A-Number of the case to be updated, and press R. A list of cases matching the A-Number appears in an Application Information field at the bottom of the screen. Click on the correct application ID to add it to the Application ID list.

6. To update multiple cases simultaneously, repeat Step 5 until all cases to be updated have been entered.

7. Click OK to update the cases. Check the status bar for the following messages: "Begin Update" and "Update Complete." If errors occur during processing, a list of application IDs that did not update successfully and a description of the errors appears in the Batch Status Update Error Log window after processing has been completed.

   Note: The Batch Status Update Error Log window (Exhibit 11–8, Batch Status Update Error Log) should appear automatically when errors occur. To access the Error Log manually, select Error Log from the File menu. If the Error Log option is grayed out, no processing errors have occurred.

Exhibit 11–8: Batch Status Update Error Log



8. To exit, click the control button, or select Exit from the File menu.

Close Out Case

The Close Out Case option is used to record that one or more applicants have been naturalized and their cases closed out. An Administrative or Judicial close Out can be performed using the Close Out Case option. To close out a cases, perform the following steps:

1. From the Case Management screen, click the (Batch Status Update) toolbar button.
2. Click on the Close Out Case tab (Exhibit 11–9, Close Out Case).

Exhibit 11–9: Close Out Case



3. Click the appropriate radio button, Administrative close out Judicial close out, to indicate the type of closure.
4. Tab to the Naturalization Date field, and enter the date of naturalization (MM/DD/YYYY).
5. Do one of the following to indicate which applications are to be closed:
   - Tab over to the Ceremony Date/Location section, and enter the date and location of an OC. Press R. A list of sublocations appears in the Location Information section. Click the sublocation. A list of application IDs for the selected OC will appear in the Application ID section.

- Enter the application ID to be closed out, and press R. The application ID to be processed appears in the list. To close out multiple cases, repeat until all application IDs to be closed out have been entered.
- In the A-Number field, enter the A-Number of the case to be updated, and press R. A list of cases matching the A-Number appears in the Application Information field. Click on the correct application ID to add it to the Application ID list. To close out multiple cases, repeat until all application IDs to be closed out have been entered.

6. Click OK to close the cases, or click **Clear List** to clear the list.
7. To exit, click the control button, or select Exit from the File menu.

No-Show

The No-Show option is used to indicate that one or more applicants did not appear for an interview or an OC and did not cancel the appointment. To indicate a no-show, perform the following steps:

1. From the Case Management screen, click the (Batch Status Update) toolbar button.
2. Click on the No-Show tab (Exhibit 11–10, No-Show).

Exhibit 11–10: No-Show



3. Click the appropriate radio button,  , to indicate the type of no-show.
4. Enter the application ID of the case that is to be indicated as a no-show, and press R. The application ID number appears in the Application ID list.
5. In the A-Number field, enter the A-Number of the case to be updated, and press R. A list of cases matching the A-Number appears in the Application Information field. Click on the correct application ID to add it to the Application ID list.
6. To update multiple cases simultaneously, repeat Step 4 until all cases to be closed out have been entered.
7. Click  to process or Clear List to clear the list.
8. To exit, click the  control button, or select Exit from the File menu.

Certificate Withheld

The Certificate Withheld option is used to record certificates that were printed but not issued to applicants. To record that an applicant's certificate was withheld, perform the following steps:

1. From the Case Management screen, click the  (Batch Status Update) toolbar button.
2. Click on the Certificate Withheld tab (Exhibit 11-11, Certificate Withheld).

Exhibit 11-11: Certificate Withheld



3. Do one of the following:
   - Enter the application ID of the case for which the certificate is to be withheld, and press R. The application ID number appears in the list.
   - In the Enter A-Number field, enter the A-Number of the case for which the certificate is to be withheld, and press R. A list of cases matching the A-Number appears in the Application Information field. Click on the correct application ID to add it to the Application ID list.
   - In the Enter Certificate Number field, enter the number of the certificate that is to be withheld. The case matching the certificate number is listed in the Application Information field. Click on the application ID to add it to the Application ID list.
4. Click on the appropriate radio button in the Oath Ceremony Status section:
   - Oath Administered, Certificate Withheld to indicate that the oath was administered
   - Oath Not Administered, Certificate Withheld to indicate that the oath was not administered
5. To update multiple cases simultaneously, repeat Step 2 until all cases for which certificates were withheld have been entered.
6. Click OK to process, or click Clear List to clear the list.
7. To exit, click the control button, or select Exit from the File menu.

Change of Address Request

The Change of Address Request function allows you to update an applicant's mailing and/or residential address. To update an address, perform the following steps:

1. From the Case Management screen, click the (Change of Address Request) toolbar button. The Change of Address window (Exhibit 11–12, Change of Address) appears.

Exhibit 11–12: Change of Address



2. Enter the Application ID and click Search. The Address Change Petition screen (Exhibit 11–13, Address Change Petition) appears.

Exhibit 11–13: Address Change Petition



3. Click the appropriate radio button to indicate the type of address change:
   - Resident Change Only to change the residential address only (the Resident Address section appears)
   - Mailing Change Only to change the mailing address only (the Mailing Address section appears)
   - Mailing And Resident Change to change both the residential and mailing addresses (changes can be entered in either address section and both addresses are updated)
4. To clear all fields, click Refresh.
5. Click in the appropriate fields and enter the correct information.
6. To enter changes on both fields, click the Copy button.
7. Click OK.

FBI Fingerprint Result

The FBI Fingerprint Result function allows you to enter FBI fingerprint response codes and dates for an applicant. These results can also be entered into CLAIMS 4.0 automatically through the FD-258 EE interface or by an adjudicator using the Adjudications module. CLAIMS 4.0 maintains a history of responses, which appears in the FBI Fingerprint Card Result History window of the FBI Result—Adding New screen. To add FBI Fingerprint Result information, perform the following steps:

1. From the Case Management screen, click the  (FBI Fingerprint Result) toolbar button. The FBI Fingerprint Result window (Exhibit 11–14, FBI Fingerprint Result) appears.

Exhibit 11–14: FBI Fingerprint Result



2. Enter the application ID.
3. Click Search. The FBI Result—Adding New screen (Exhibit 11–15, FBI Result—Adding New) appears. A list of previously entered responses appears in the FBI Fingerprint Card Result History window. When a list item is selected, any reason for that item's modification entered in the Adjudications module appears in the Reason for Modification field.

Exhibit 11–15: FBI Result—Adding New



4. Enter the following information:
   a. In the Response Code field, enter the response code received from the FBI or click to select the appropriate code from a list.
   b. In the Response Date field, enter the date of the response or click to select the date from a calendar.
   c. Enter the adjudicator's user ID.
5. Click Add to add the information. The information is displayed in the FBI Fingerprint Card Result History window.
6. To modify information before saving, perform the following steps:
   a. In the FBI Fingerprint Card Result History window, click on the information to be modified.
   b. Make necessary changes in the appropriate fields.
   c. Click Update.

   Note: Information can only be modified before it is saved. After information is saved, it cannot be edited.
7. To close the FBI Result—Adding New screen and save changes, click Close.

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CASE STATUS

The Case Status module is used to access the status and history of a case and can be used to search the system to find an application ID using some other search key. A database search must be conducted to retrieve this information. Searches can be based on the applicant's personal information, mailing address, attorney, or other information such as certificate number. When a match is found, the case status and history appear. To enter the Case Status module, click the Case Status button (Exhibit 12–1, Case Status Button) in the CLAIMS 4.0 Main Menu screen.

Exhibit 12–1: Case Status Button



Exhibit 12–2, Case Status Module Options, lists the options available in the Case Status module.

Exhibit 12–2: Case Status Module Options

Title	Icon	Description
New Search		Used to clear the data from a search screen and perform a search on another case
Search		Used to search for information on a case within CLAIMS 4.0

Search

When a case status query is initiated, the system searches the CLAIMS 4.0 database to find a match to the criteria entered. Four categories of search criteria are available. These categories appear as folder tabs on the Case Status Inquiry screen (Exhibit 12–3, Case Status Inquiry):

- **Personal**—Used to search for an application based on the application ID number, A-Number, form number, last name, first name, Social Security number, DOB, or COB
- **Mailing Address**—Used to search for an application based on the applicant's mailing address
- **Attorney**—Used to search for cases based on the attorney assigned to the case
- **Other**—Used to perform a search based on other available information such as owner location code, port of entry, date range of entry, payment ID, certificate number, or DOB range

Searches can be initiated using criteria entered in just one category or in multiple categories.

Exhibit 12–3: Case Status Inquiry



To initiate a search, perform the following steps:

1. Click on the applicable tab: Personal, Mailing Address, Attorney, or Other.
2. Enter search criteria in the appropriate fields.
3. To add search criteria from a second category, repeat Steps 1 and 2.
4. Click Search. One of the following search results occurs:
   - **No Match**—The following message appears in a pop-up window: "No Application IDs found in Workflow for this search."
   - **Exact Match**—The Case Status screen (Exhibit 12–5, Case Status) appears. The Status section shows the most recent activity on the case. The History section shows all activity on the case, with the most recent activity at the top of the list.
   - **Multiple Matches**—If there are multiple matches, the Case Search window appears (Exhibit 12–4, Case Search). Click on the applicable option to continue the search. If the option to modify the search is selected, repeat Steps 1 through 4. If either option to view records is selected, a Search Results box with a list of records appears at the bottom of the Case Status Inquiry screen. Click on the application ID number of the desired case and click Select. The Case Status screen (Exhibit 12–5) appears.

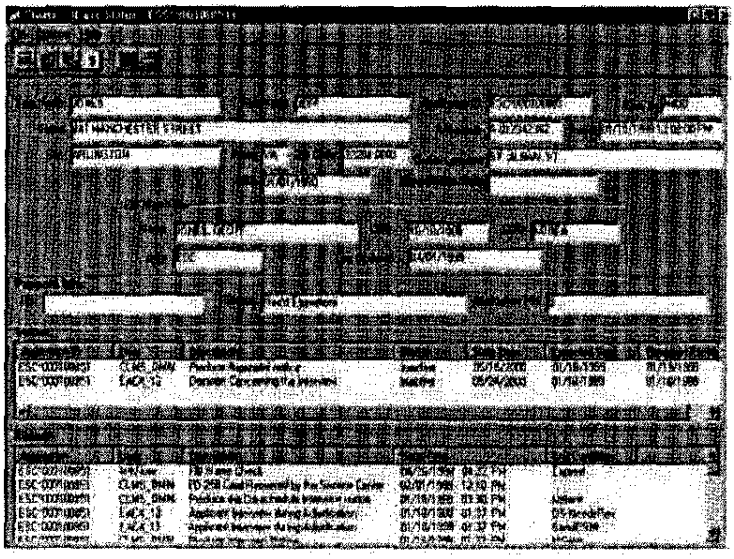
Exhibit 12–4: Case Search



To initiate a new search, perform the following steps:

1. Click  in the Case Status Inquiry screen.
2. Repeat Steps 1 through 4 above.

Exhibit 12–5: Case Status

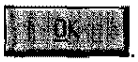


To view case information, perform the following steps:

1. To scroll through the Status or History list, click  or  in the scroll bar.
2. To view scheduled appointments, click the  (Schedule) toolbar button. If there are scheduled appointments, the location, room number, room section, date, and time appear in the Interview Schedule screen (Exhibit 12–6, Interview Schedule).

Exhibit 12–6: Interview Schedule



3. To return to the Case Status screen, click  .

4. To view attorney information, click the  (Attorney) toolbar button. If there is attorney information, the Attorney Information screen (Exhibit 12–7, Attorney Information) appears.

Exhibit 12–7: Attorney Information



5. To return to the Case Status screen, select Close from the File menu.

6. To view FBI fingerprint and name check results, click the  (FBI Result) toolbar button. If fingerprint and/or FBI name check results have been received, the FBI Result screen (Exhibit 12–8, FBI Result) appears.

Exhibit 12–8: FBI Result



7. To return to the Case Status screen, select Close from the File menu.

8. To view payment information, click the  (Payment Details) toolbar button. If there is payment information, the Pay Details screen (Exhibit 12–9, Pay Details) appears.

Exhibit 12–9: Pay Details



9. To return to the Case Status screen, select Close from the File menu.

Print Labels/Print Case Status

If a copy of the case status information is needed, or if additional labels are required for an application ID, they can be printed from the Case Status module. The types of available labels include the following:

- Application ID

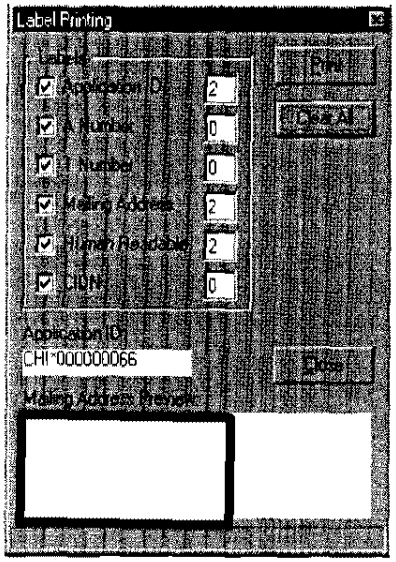
A-Number
T-Number
Mailing address
Human readable

- CIDN

To print a label, perform the following steps:

1. Click the (Print Labels) toolbar button to access the Label Printing window (Exhibit 12–10, Label Printing).

Exhibit 12–10: Label Printing



(b)(6)

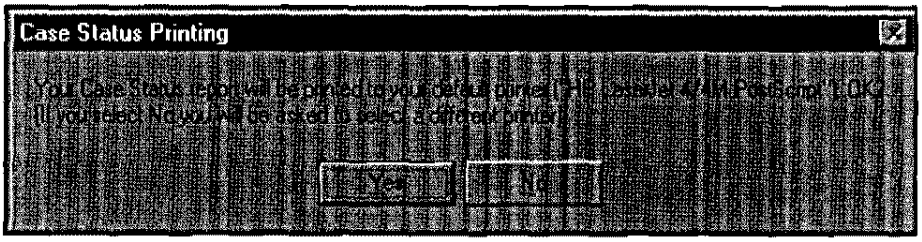
2. Enter the appropriate application ID in the Application ID field. All the label options are selected by default. To deselect a label option, click on the appropriate check box.
3. Click in the amount fields to enter the total number of labels desired for each label option.
4. Click Print to print the labels.
5. Click Clear All to clear all fields.

6. Click  to return to the Case Status Inquiry screen.

To print case status information, perform the following steps:

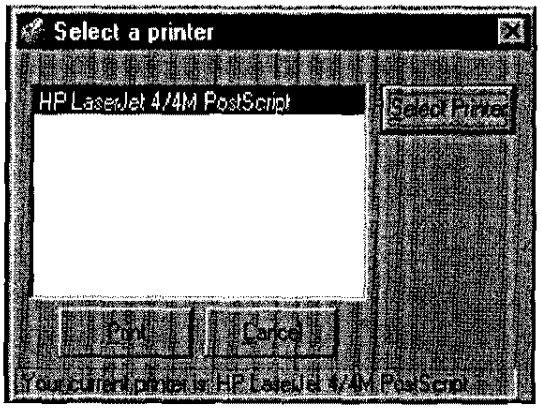
1. From the Case Status window, click the (Print Case Status) toolbar button.
2. When a prompt appears (Exhibit 12–11, Case Status Printing Prompt), click on the appropriate response.

Exhibit 12–11: Case Status Printing Prompt



- If you click Yes, the case status information prints to your default printer.
- If you click No, a prompt appears (Exhibit 12–12, Select a Printer Prompt).

Exhibit 12–12: Select a Printer Prompt



a. Click on a printer in the list, and click Select Printer.

b. Click Print. The case status information prints to the selected printer.

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SYSTEM MAINTENANCE

The System Maintenance module is used to update the CLAIMS 4.0 database, set up new locations, and set up all user functions. Most the options within the System Maintenance module are accessed from the menu bar. To access the System Maintenance module, click the System Maintenance button (Exhibit 13–1, System Maintenance Button) in the CLAIMS 4.0 Main Menu screen.

Exhibit 13–1: System Maintenance Button



The following menus are accessible from the System Maintenance menu bar:

- **File**—This menu contains the Exit option, which is used to return to the CLAIMS 4.0 main menu.
- **Profiles**—This menu contains options that are used to set up a location, set up the services offered at that location, and assign user rights.
- **Tables**—This menu contains options that are used to display look-up tables.
- **Status**—This menu contains the workflow option used to view the status of a case at a location, determine the completed elements of the process, and view a workflow diagram of a case.
- **Window**—This menu allows you to arrange the desktop and open windows.
- **Help**—This menu provides access to Online Help and information about this version of CLAIMS 4.0. (Refer to Section 6 for further instruction.)

Profiles Menu

The Profiles menu is used to define a location and the services to be performed at that location. It is also used to create users, define user permissions, and establish application ID, payment ID, A-Number, and certificate number pools for a location. The following options are available from the Profiles menu:

- Select a Location

Location Profile
Services
Workflow Participant Roles
Report Access Groups
Users
Application ID, Payment ID, A-Number

Certificate Numbers

- Forms

Select a Location

The Select a Location option is the first step to setting up a location profile and the services available at that location. To select a location when the location code is known, perform the following steps:

1. Select the Select a Location menu option from the Profiles menu. The Location Profiles window (Exhibit 13–2, Location Profiles) appears.

Exhibit 13–2: Location Profiles

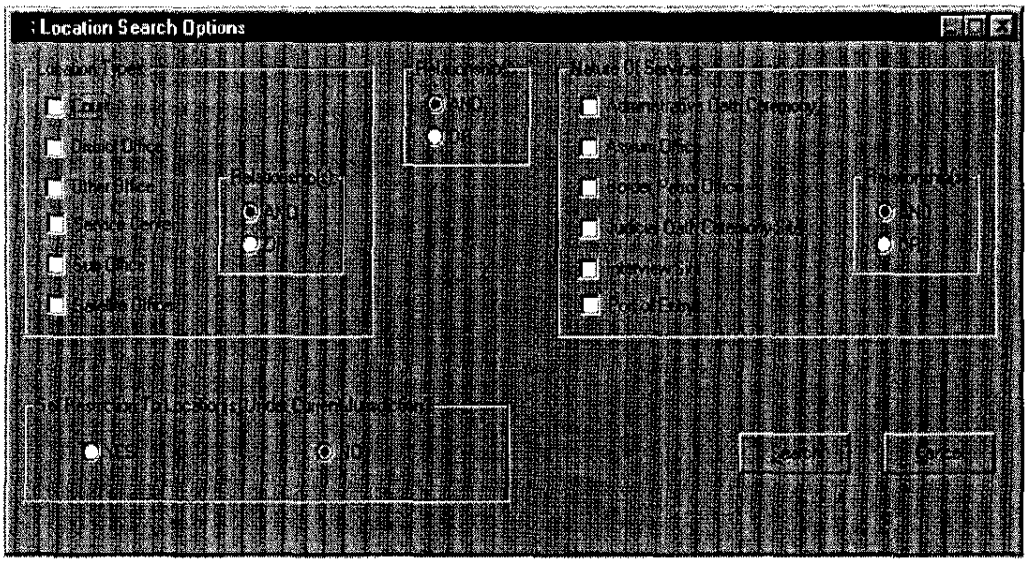


2. Verify the location code. Click Show Info to view the location type and description.
3. If the location code is correct, click OK to select the location.

To select a location when the location code is UNKNOWN, perform the following steps:

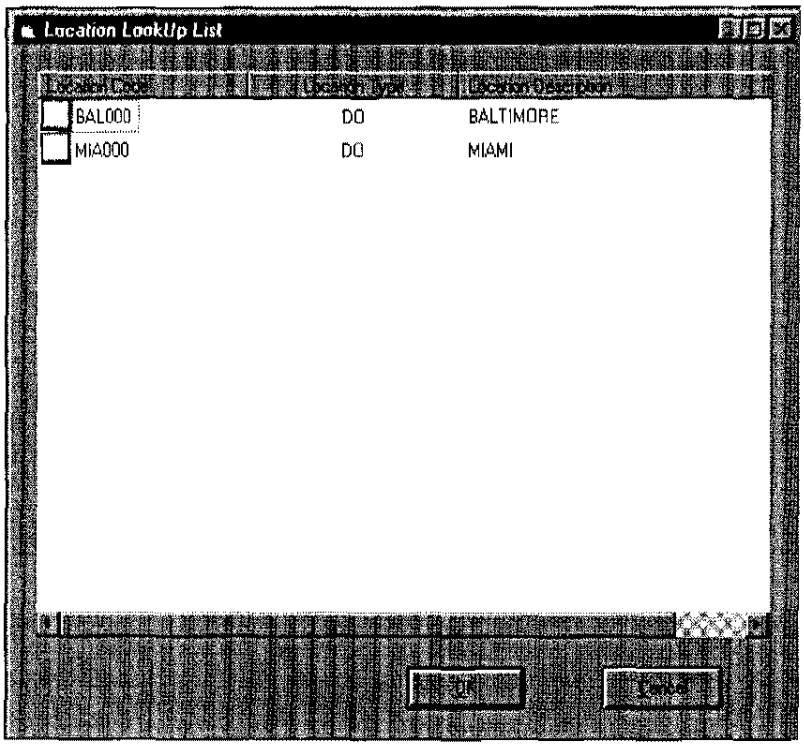
1. Select the Select a Location menu option from the Profile menu. The Location Profiles window (Exhibit 13–2) appears.
2. Click  in the Location field to perform a search. The Location Search Options window (Exhibit 13–3, Location Search Options) appears.

Exhibit 13–3: Location Search Options



3. Select one or all of the following to enter the desired search criteria:
   - **Location Type**—Click the appropriate check box to select the location type. When selecting more than one location type, click the AND radio button if the location is both types. Click the OR radio button if the location type may be one or the other.
   - **Nature of Service**—Click the appropriate check box to select the nature of service. When selecting more than one service, click the AND radio button if the location offers both types. Click the OR radio button if the location may offer one or the other.
   - **Relationship**—If the search is to include criteria selected from both the Location Types and the Nature of Service sections, click the AND radio button. If the search is to include criteria selected from either the Location Types or the Nature of Service sections, click the OR radio button.
   - **Set Restriction To Locations Under Current Jurisdiction?**—Click YES to restrict the search to locations under current jurisdiction; otherwise, click NO.
4. Click Search to perform the search. A list of locations that match the search criteria appears in the Location Look-Up List window (Exhibit 13–4, Location Look-Up List).

Exhibit 13–4: Location Look-Up List



a. To select a location, click on the check box to the left of the location, and click OK. When the Profile Location window appears, verify the code in the Location Code field, and click OK.

b. If the list is empty or does not display the desired location code, click Cancel, and perform Steps 1 through 4 again.

Location Profile

The Location Profile option is used to set up or modify a location's profile. The Location Profile screen is used to enter general information, type of location, location address, jurisdiction information, and branch locations. To set up a location profile, perform the following steps:

1. Select the location for which the profile is to be set up by following the steps described in Section 13.1.1, Select a Location.
2. Select the Location Profile menu option from the Profiles menu to access the Location Profile screen (Exhibit 13–5, Location Profile).

Exhibit 13–5: Location Profile



3. Click on the General Information tab. The location code along with other codes and descriptions that apply to the location appear.
4. Enter the endorsement account number, operating days and times, fingerprint expiration days, estimated interview notice days, and contact officer title, name and phone number in the appropriate fields. Modify the location codes and descriptions, if necessary.
5. Click on the Nature of Services tab (Exhibit 13–6, Nature of Services) to view available services.

Exhibit 13–6: Nature of Services



6. Click in the boxes to indicate the nature of the services provided at the selected location.
7. Click on the Location Address tab (Exhibit 13–7, Location Address).

Exhibit 13–7: Location Address



8. Enter or edit the appropriate information.
9. Click on the Other Information tab (Exhibit 13–8, Other Information).

Exhibit 13–8: Other Information

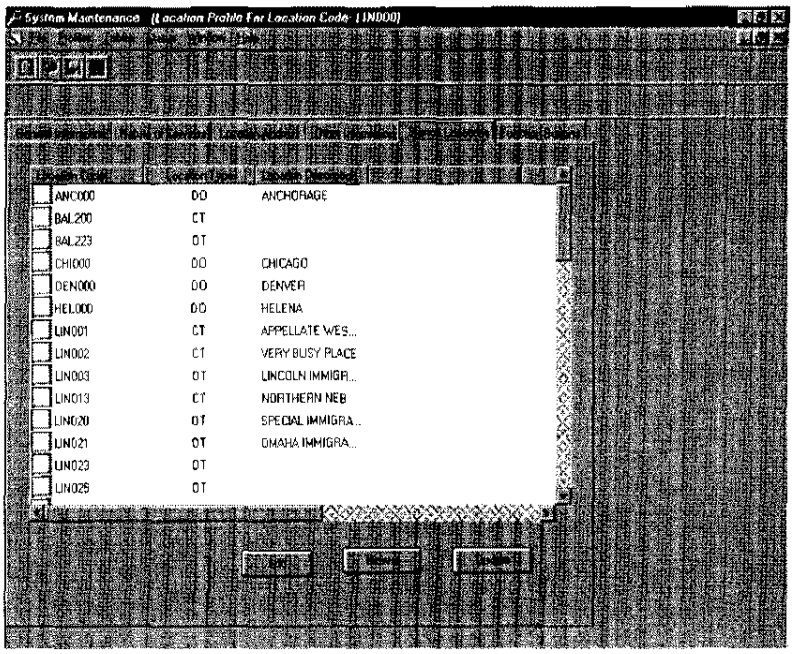


10. Enter or edit the appropriate information.

To add, update, or browse a branch location, perform the following steps:

1. Click on the Branch Locations tab (Exhibit 13–9, Branch Locations). This option allows you to add, update, and browse a branch location.

Exhibit 13–9: Branch Locations

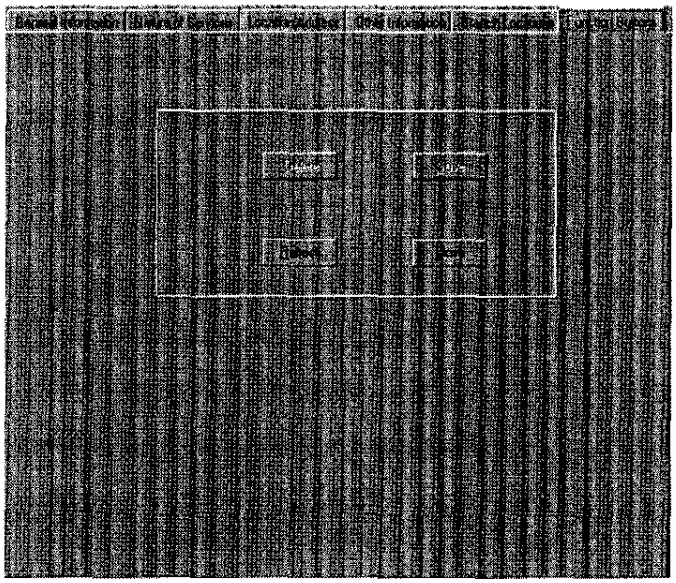


2. To add a new branch location, perform the following steps:
   a. Click Add.
   b. Select the type of location to be added. Click OK.
   c. Follow Steps 3 through 10 in the previous section to enter information about the new branch location.
   d. Click on the Function Buttons tab.
   e. Click Save to save the branch information.
   f. Click Yes to confirm the save, and click OK.
3. To update a branch location, perform the following steps:
   a. Click on the box to the left of the branch to be updated.
   b. Click Update.
   c. Click the tabs to view all current information about the selected branch. Edit the information as necessary (refer to Steps 3 through 10 of the previous section).
   d. Click on the Function Buttons tab.
   e. Click Save to save the branch information.
   f. Click Yes to save updates.
   g. Click OK.
   h. Click Close to return to the Location Profile screen for the primary location.
4. To browse a branch location, perform the following steps:
   a. Click on the box to the left of the branch to be browsed.
   b. Click Browse.
   c. Click the folder tabs to view all current information about the selected branch.
   d. Click on the Function Buttons tab, and click Close to return to the Location Profile screen of the primary location.

To delete, save, refresh, or close a location, perform the following steps:

1. Click on the Branch Locations tab (Exhibit 13–9).
2. Click on the box to the left of the branch to be selected.
3. Click Update.
4. Click on the Function Buttons tab (Exhibit 13–10, Function Buttons).

Exhibit 13–10: Function Buttons



5. Click one of the following buttons:
   - Delete to delete the location
   - Save to save the location information
   - Reset to return the location to its original settings
   - Close to close the Location Profile screen

Services

Before services can be scheduled at a location in the Scheduling module, those services must be defined in System Maintenance. The Services option is used to view and define the service types that the selected location (refer to Section 13.1.1, Select a Location) oversees. Through the Services option, each service is attached to a location referred to as a "service location." When the services option is selected, a list of service locations affiliated with the selected location appears. The following toolbar buttons are available from the List of Services Locations screen (Exhibit 13–11, List of Service Locations):

- **Add**—Adds a new record
- **Edit**—Edits a record
- **Save**—Saves a record
- **Delete**—Deletes a record

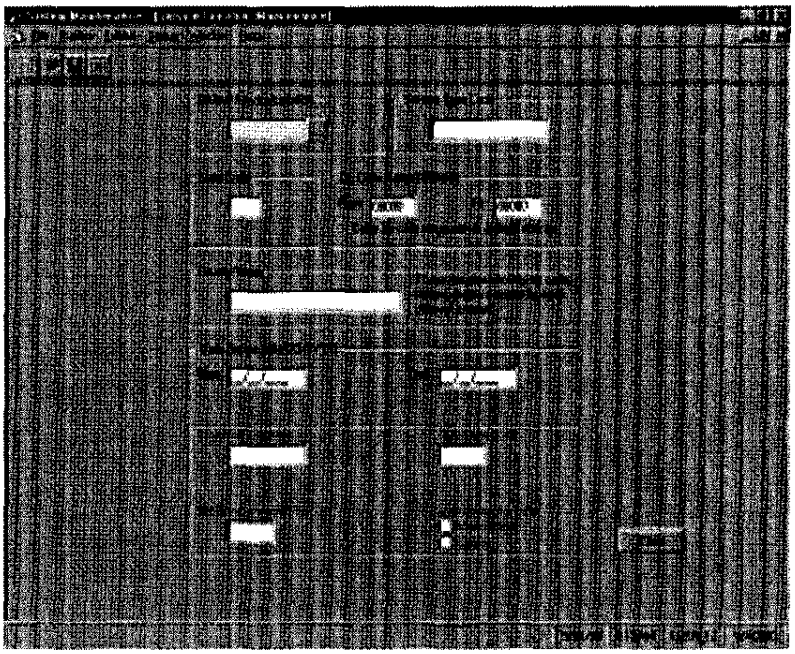
Exhibit 13–11: List of Service Locations



To add a new record, perform the following steps:

1. Select the location for which the service is to be set up by following the steps described in Section 13.1.1.
2. Click on the Services option in the Profiles menu to access the List of Service Locations screen (Exhibit 13–11).
3. Click the  (Add New Record) toolbar button to access the Service Location Maintenance screen (Exhibit 13–12, Service Location Maintenance).

Exhibit 13-12: Service Location Maintenance



4. Enter the appropriate information in the following fields:

- **Default Service Location**—Service location, or click to select from a list of locations.
- **Service Type Code**—Service type code, or click to select from a list of codes.
- **State Code**—State abbreviation; click to select from a list of codes.
- **Zip Code Range From**—Beginning ZIP code for which the service location is responsible; click to perform a search of ZIP codes by county or city.
- **Zip Code Range To**—Ending ZIP code for which the service location is responsible; click to perform a search of ZIP codes by county or city. If this field is left blank, it defaults to the value contained in the ZIP Code Range From field.
- **County Name**—Automatically populated when the ZIP code range is entered; currently, this function does not support cross-county ZIP code ranges. This means that only one county can be included in each ZIP code range. Therefore, a ZIP code range for each county provided a service has to be entered.
- **Start Date Range**—Date (MM/DD/YYYY) the service begins at a location
- **End Date Range**—Date (MM/DD/YYYY) the service ends at a location. If the End Date Range is not provided, the date defaults to 01/01/9999.
- **Temporary Location**—Temporary location

- **Rule Code**--Rule code
- **Site Group Indicator**—Site group indicator code

5. If an OC is to occur at the service location, click the appropriate box in the Oath Ceremony Type field.
6. Click the (Save) toolbar button to save.
7. Click to return to the List of Service Locations window.

   Warning: Clicking the Close button before the Save toolbar button clears the information entered and closes the New Record window without saving.

To edit a service location, perform the following steps:

1. Select the location for which the service is to be edited by following the steps described in Section 13.1.1.
2. Select the Services option in the Profiles menu to display the List of Service Locations screen (Exhibit 13–11).
3. From the Service Locations list, select the service location to be changed by clicking in the box to its left.
4. Click the (Edit) toolbar button to access the Service Location Maintenance window. Current information about the service location appears.
5. Edit the information.
6. Click the (Save) toolbar button to save.
7. To return to the List of Service Locations window, click Close.

   Warning: Clicking the Close button before the Save toolbar button clears the information entered and closes the Edit Record window without saving.

To delete a record, perform the following steps:

1. Select the location for which the service is to be deleted by following the steps described in Section 13.1.1.
2. Select the Services option in the Profiles menu to display the List of Service Locations screen (Exhibit 13–11).
3. Select the service location in the list by clicking in the box to the left of the location.
4. Click the (Edit) toolbar button to access the Service Location Maintenance window. Current information about the service location appears.
5. Click the (Delete) toolbar button. A confirmation box appears. Click Yes to delete the service or No to cancel the deletion.

6. To return to the List of Service Locations window, click OK.
7. To exit the List of Service Locations window, click Close.

Workflow Participant Roles

When you are given access to CLAIMS 4.0, your privileges within the system are determined by what participant role you are assigned. The Workflow Participant Roles option is used to define the role you take within an office. For example, a small site may need to provide you with access to all the CLAIMS 4.0 functions. In this case, the site would create a participant role that includes all the possible workflow types. A larger site may have a specific set of roles designated for different classes of users. Such a site would create a workflow participant type for each class of user. The windows for the Workflow Participant Roles option contain the following toolbar buttons:

- **Add**  —Adds a new record
- **Edit**  —Edits a record
- **Save**  —Saves a record
- **Delete**  —Deletes a record

Select the Workflow Participant Roles option in the Profiles menu to access the Participant Type Codes List screen (Exhibit 13–13, Participant Type Codes List). A list of participant type codes and descriptions appears.

Exhibit 13–13: Participant Type Codes List



To add a new record, perform the following steps:

1. Click the (Add New Record) toolbar button to access the Participant Roles screen (Exhibit 13–14, Participant Roles).

Exhibit 13–14: Participant Roles



2. Enter the appropriate information in the following fields:
   - **Participant Type Code**—Code used to describe the access level
   - **Participant Type Description**—Short description of the access level
3. To assign roles, click in the appropriate boxes to the left of the roles in the Participant Role Code Description section. As roles are selected, the window to the right of the screen displays their corresponding activities.

   Note: At least one role must be selected for a participant roles record to be created.
4. To save the record, click the (Save) toolbar button.
   a. When the confirmation window appears, click to add the new record.
   b. When the message box indicating that the record has been added successfully appears, click . The Participant Type Codes List window appears.

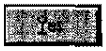
To edit a participant role record, perform the following steps:

1. Click in the box to the left of the code to select the record to be edited (Exhibit 13–13).
2. Click the (Edit) toolbar button to access the Participant Roles screen (Exhibit 13–13).
3. Add or delete roles by clicking in the boxes to left of the role.

   Note: If all the roles are set to "No," the participant roles record that is being edited is deleted.
4. To save the record, click the (Save) toolbar button.
   a. When the confirmation box appears, click to save the changes.
   b. When the message box indicating that the record has been changed successfully appears, click .
5. To return to the Participant Type Codes List window, click .

   Warning: If you click before you click , it will clear the information entered. The information in the Edit Record window will not be saved.

To delete a participant role record, perform the following steps (**Note:** If current users are assigned to the participant role selected, deletion is denied.):

1. Click in the box to the left of the code to select the record to be deleted (Exhibit 13–13).
2. Click the  (Edit) toolbar button to access the Participant Roles screen (Exhibit 13–14).
3. Click the  (Delete) toolbar button.
   a. When the confirmation window appears, click  to delete the user profile.
   b. When the message box indicating that the record has been deleted appears, click  . The Participant Type Codes List screen showing the deletion appears.
4. To exit the Participant Type Codes List screen, click  .

Report Access Groups

The Report Access Groups option is used to add, modify, or delete report access levels. Once a report access group is established, you are assigned to the group within your user profiles. This enables you to access reports affiliated with the report access group. The windows for the Report Access Groups option contain the following toolbar buttons:

- **Add**  —Adds a new record
- **Edit**  —Edits a record
- **Save**  —Saves a record
- **Delete**  —Deletes a record

Select the Report Access Groups in the Profiles menu to access the Report Access Group Code for a Site window (Exhibit 13–15, Report Access Group Code for a Site). A list of report access group codes and descriptions appears.

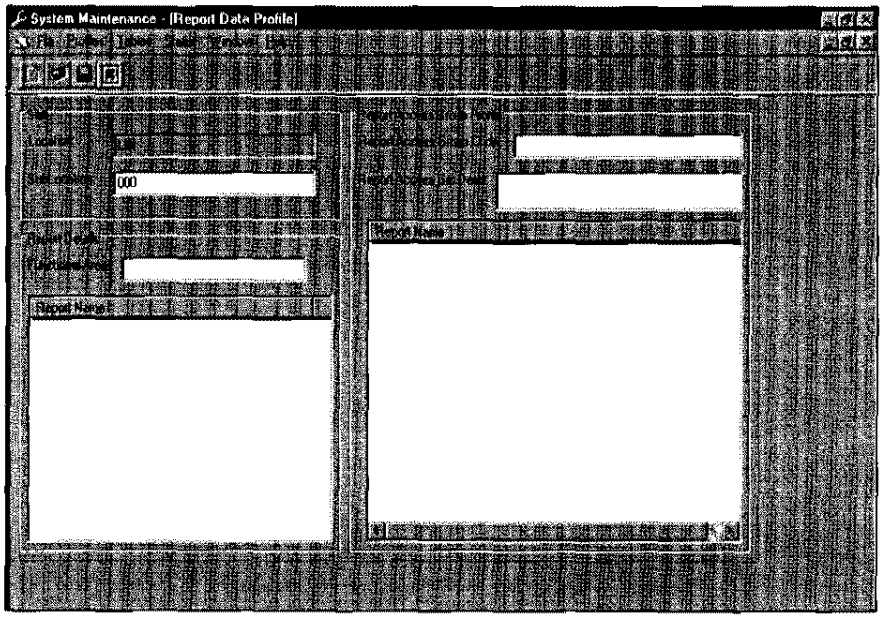
Exhibit 13–15: Report Access Group Code for a Site



To add a report access group code, perform the following steps:

1. Click the (Add) toolbar button to display the Report Data Profile (New Record) window (Exhibit 13–16, Report Data Profile—New Record).

Exhibit 13–16: Report Data Profile—New Record



2. Verify the location and sublocation codes in the Site section are correct. If necessary, click in the appropriate fields, and enter the appropriate information.
3. Enter the appropriate information in the following fields:
   - **Report Access Group Code**—Maximum eight-digit code for the new report access group
   - **Reprt Access Grp Desc**—Short description identifying the new code
4. In the Functional Area field, click . Click on the appropriate functional area, and press J. The report names appear in the Report Name box in the Report Details section below the functional area.

5. Click on the reports to be added to the new report access group. When a report is selected, it appears in the Report Name box of the Report Access Group Profile section. To remove a report from the Report Name box, click on the report and press D.
6. To select reports from an additional functional area, repeat Steps 4 and 5.
7. Click the (Save) toolbar button to save the new record.
8. When the confirmation window appears, click Yes to add the new record. The Report Access Group for a Site screen appears.

To edit a report access group code, perform the following steps:

1. Click in the box to the left of the Location Code to select the record to be edited (Exhibit 13–15).
2. Click the (Edit) toolbar button to access the Report Data Profile (Edit/Delete Record) screen (Exhibit 13–17, Report Data Profile—Edit/Delete Record).

Exhibit 13–17: Report Data Profile—Edit/Delete Record



3. To delete a report from the report access group, click on the report in the Report Name box of the Report Access Group Profile section, and press D.
4. To add reports to the report access group, perform the following steps:
   a. In the Functional Area field, click . Click on the appropriate functional area, and press R. The report names appear in the Report Name box in the Report Details section below the functional area.
   b. Click on the reports to be added to the report access group. When a report is selected, it appears in the Report Name box of the Report Access Group Profile section.
   c. To select reports from an additional functional area, repeat Steps a and b.
5. Click the (Save) toolbar button to save the changes.
6. When the confirmation message appears, click Yes to save the changes. The Report Access Group for a Site screen (Exhibit 13–15) appears.

To delete a report access group code, perform the following steps:

1. On the Report Access Group Code for a Site screen (Exhibit 13–15), click in the box to the left of the Location Code for the record to be deleted.
2. Click the (Edit) toolbar button to display the Report Data Profile (Edit/Delete Record) window (Exhibit 13–17).

3. Click the  (Delete) toolbar button.
   a. When the confirmation message appears, click  to delete the record.
   b. When the message box indicating that the record has been deleted successfully appears, click  . The Report Access Group for a Site screen appears.
4. To exit the Report Access Group Code for a Site screen, click  .

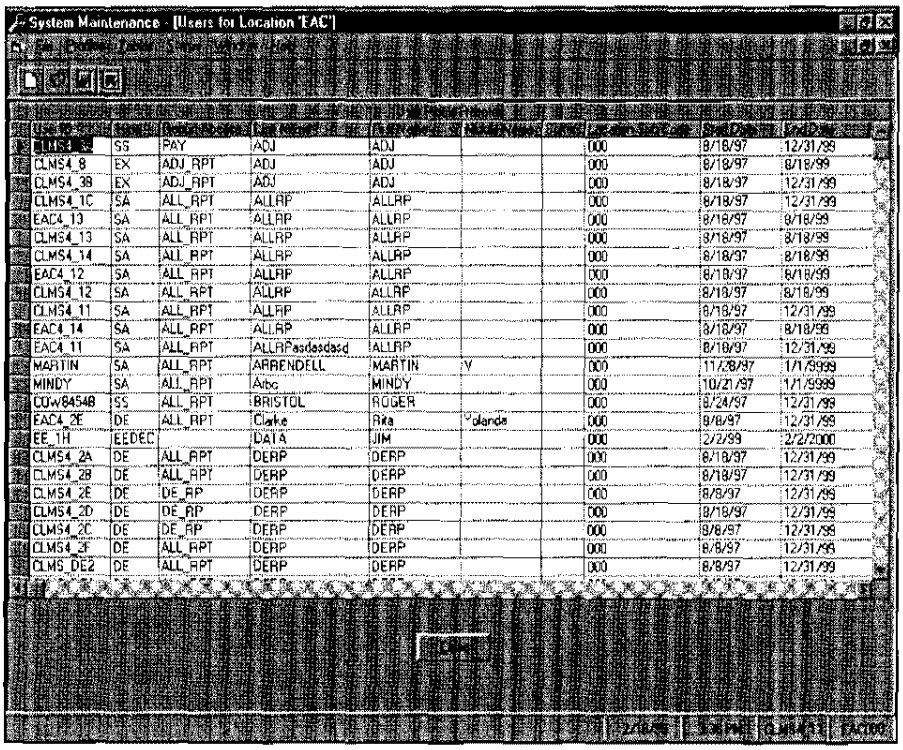
User Profile Record

The User Profile Record option is used to define your access level within CLAIMS 4.0. Access level is determined by assigning you to a Workflow Participant Group and a Report Access Group. The windows for the Users option contain the following toolbar buttons:

- **Add**  —Adds a new record
- **Edit**  —Edits a record
- **Save**  —Saves a record
- **Delete**  —Deletes a record

To list current users at a site, select Users in the Profile menu to access the User Profile List screen (Exhibit 13–18, User Profile List). A list of current users at the selected site by user ID appears.

Exhibit 13–18: User Profile List



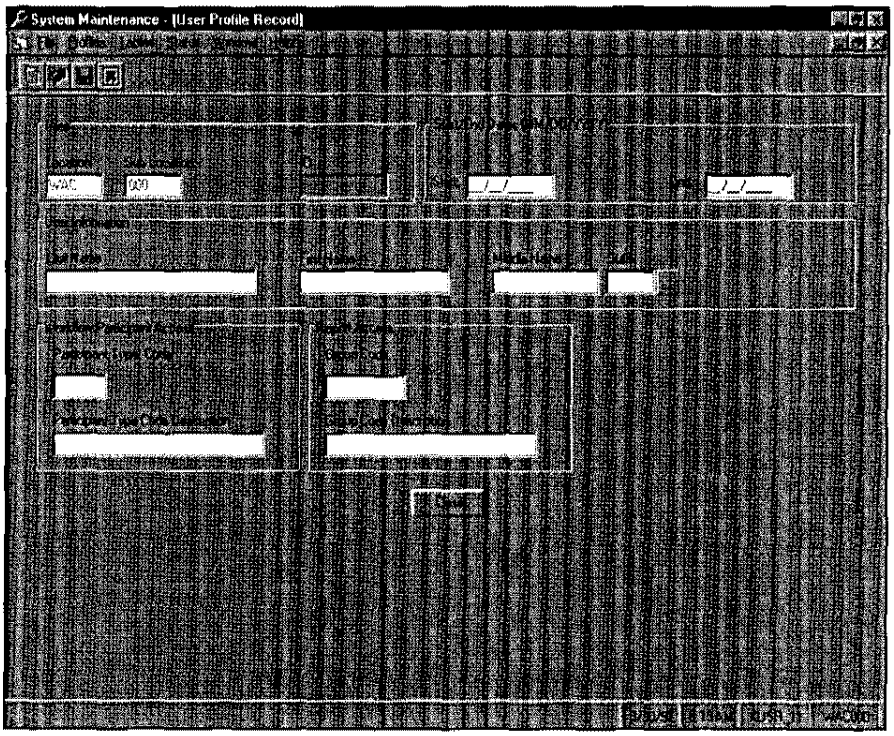
CLMS4_9	SS	PAY	ADJ	ADJ		000	8/18/97	12/31/99
CLMS4_8	EX	ADJ_RPT	ADJ	ADJ		000	8/18/97	8/18/99
CLMS4_3B	EX	ADJ_RPT	ADJ	ADJ		000	8/18/97	12/31/99
CLMS4_1C	SA	ALL_RPT	ALLRP	ALLRP		000	8/18/97	12/31/99
EAC4_13	SA	ALL_RPT	ALLRP	ALLRP		000	8/18/97	8/18/99
CLMS4_13	SA	ALL_RPT	ALLRP	ALLRP		000	8/18/97	8/18/99
CLMS4_14	SA	ALL_RPT	ALLRP	ALLRP		000	8/18/97	8/18/99
EAC4_12	SA	ALL_RPT	ALLRP	ALLRP		000	8/18/97	8/18/99
CLMS4_12	SA	ALL_RPT	ALLRP	ALLRP		000	8/18/97	8/18/99
CLMS4_11	SA	ALL_RPT	ALLRP	ALLRP		000	8/18/97	12/31/99
EAC4_14	SA	ALL_RPT	ALLRP	ALLRP		000	8/18/97	8/18/99
EAC4_11	SA	ALL_RPT	ALLRPasdasdasd	ALLRP		000	8/18/97	12/31/99
MARTIN	SA	ALL_RPT	ARRENDELL	MARTIN	V	000	11/28/97	1/1/9999
MINDY	SA	ALL_RPT	Abc	MINDY		000	10/21/97	1/1/9999
COW84548	SS	ALL_RPT	BRISTOL	ROGER		000	8/24/97	12/31/99
EAC4_2E	DE	ALL_RPT	Clarke	Rita	Yolanda	000	8/8/97	12/31/99
EE_1H	EEDEC		DATA	JIM		000	2/2/99	2/2/2000
CLMS4_2A	DE	ALL_RPT	DERP	DERP		000	8/18/97	12/31/99
CLMS4_2B	DE	ALL_RPT	DERP	DERP		000	8/18/97	12/31/99
CLMS4_2E	DE	DE_RP	DERP	DERP		000	8/8/97	12/31/99
CLMS4_2D	DE	DE_RP	DERP	DERP		000	8/18/97	12/31/99
CLMS4_2C	DE	DE_RP	DERP	DERP		000	8/8/97	12/31/99
CLMS4_2F	DE	ALL_RPT	DERP	DERP		000	8/8/97	12/31/99
CLMS_DE2	DE	ALL_RPT	DERP	DERP		000	8/8/97	12/31/99

To add a user profile record, perform the following steps:

1. Click the (Add) toolbar button to access the User Profile Record window (Exhibit 13–19, User Profile Record).

   Note: You must also be added in Oracle. See the CLAIMS 4.0 Operations and Administration Guide for detailed instruction.

Exhibit 13–19: User Profile Record



2. Enter the appropriate information in the following fields:
   - **ID**—The user's Password Issuance and Control System ID
   - **Start**—Beginning date (MM/DD/YYYY) of the user's profile
   - **End**—Ending date (MM/DD/YYYY) of the user's profile; if the end date range field is not provided, the date defaults to 01/01/9999.
   - **Last Name**—User's last name
   - **First Name**—User's first name
   - **Middle Name**—User's middle name
   - **Suffix**—Suffix used in the user's name; click to select from a list
   - **Participant Type Code**—User's workflow participant access type code; click to select from a list
   - **Participant Type Code Description**—Short description of the user's workflow participant access type code; this field appears automatically when the Participant Type Code is selected
   - **Group Code**—User's report access group code; click to select from a list

- **Group Code Description**—Short description of the user's report access group code; this field appears automatically when the Group Code is selected

3. To save the record, click the (Save) toolbar button.
   a. When the confirmation box appears, click to add the new record.
   b. When the message box indicating that the record has been added successfully appears, click . A blank User Profile Record window appears.
4. Enter the next new user profile, or click to return to the User Profile List window.

   Warning: Clicking before clears the information entered; closing the Add Record window without saving.

To edit a current user profile record, perform the following steps:

1. Click in the box to the left of the user ID to select the user profile to be edited (Exhibit 13–18).
2. Click the (Edit) toolbar button to access the User Profile Record window (Exhibit 13–19).
3. Change necessary information. (Refer to Step 2 of the above section for information on the fields.)
4. To save the changes, click the (Save) toolbar button.
   a. When the confirmation box appears, click to save the changes.
   b. When the message box indicating that the record has been changed successfully appears, click .
5. Click to return to the User Profile List window.

   Warning: Clicking before clears the information entered and closes the Edit Record window without saving.

To delete a current user profile record, perform the following steps:

1. Click in the box to the left of the user ID to select the user profile to be deleted (Exhibit 13–18).
2. Click the (Edit) toolbar button to access the User Profile Record window.
3. Click the (Delete) toolbar button.
   a. When the confirmation window appears, click to delete the user profile.
   b. When the message box indicating the user ID has been deleted successfully appears, click . The User Profile List screen appears.

4. To exit the User Profile List screen, click  .

Application ID, Payment ID, A-Number

The Application ID, Payment ID, Alien Number option is used to view and edit the last application ID, payment ID, and A-Number used in the system and to enter or modify an A-Number ceiling. To view/edit the last application ID, perform the following steps:

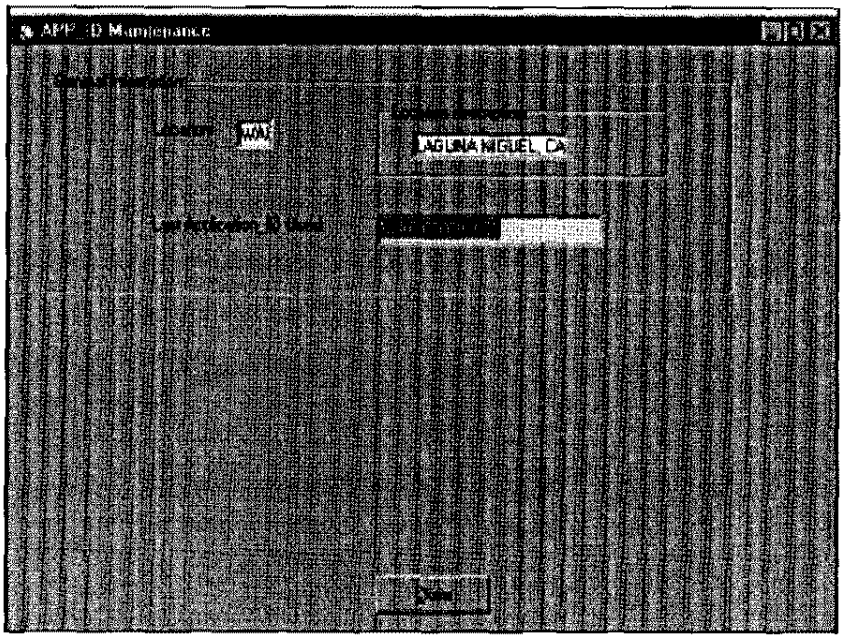
1. Select the Application ID, Payment ID, Alien Number menu option in the Profiles menu to access the Number Pool Profile menu (Exhibit 13–20, Number Pool Profile Menu).

Exhibit 13–20: Number Pool Profile Menu



2. Select the Application ID menu option, and click OK to display the APP_ID Maintenance window (Exhibit 13–21, APP_ID Maintenance).

Exhibit 13–21: APP_ID Maintenance



3. Verify the application ID (the last application ID used at the selected location).
   a. If the number is correct, go to Step 4.
   b. If the number is incorrect, perform one of the following steps:
      - To change the number, enter the correct application ID. Click the (Save) toolbar button. Click Yes to confirm the change. Click OK.
      - To delete the number, click the (Delete) toolbar button. Click Yes to confirm the change. Click OK.

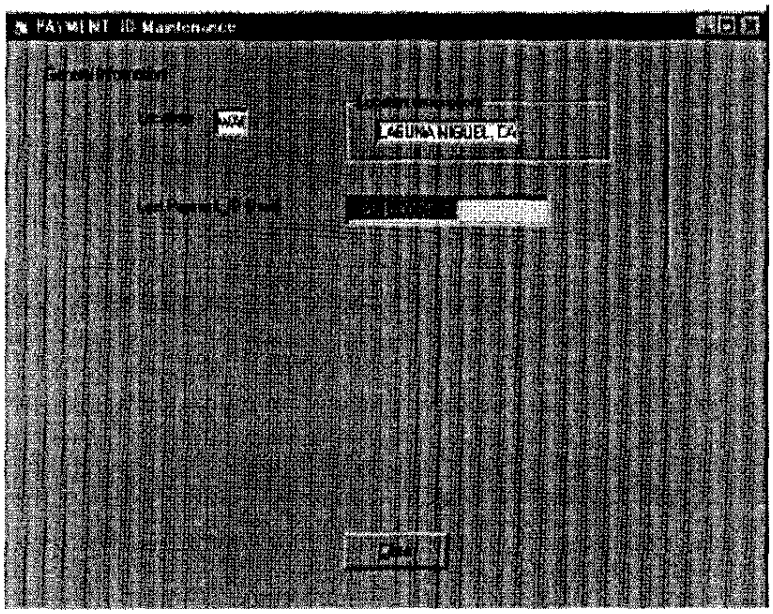
      Warning: Deleting an application ID can disable the MailRoom and Data Entry functions.
4. Click Close to exit.

   Warning: Clicking Close before clears the information entered and closes the Edit Record window without saving.

To view/edit the last payment ID, perform the following steps:

1. Select the Application ID, Payment ID, Alien Number menu option in the Profiles menu to access the Number Pool Profile Menu (Exhibit 13–20).
2. Select the Payment ID menu option, and click OK to display the PAYMENT_ID Maintenance window (Exhibit 13–22, PAYMENT_ID Maintenance).

Exhibit 13–22: PAYMENT_ID Maintenance



3. Verify the payment ID (this field represents the last payment ID used at the site):
   a. If the number is correct, go to Step 4.
   b. If the number is incorrect, perform one of the following steps:
      - To change the number, enter the correct payment ID. Click the (Save) toolbar button. Click to confirm the change. Click .
      - To delete the number, click the (Delete) toolbar button. Click to confirm the change. Click .

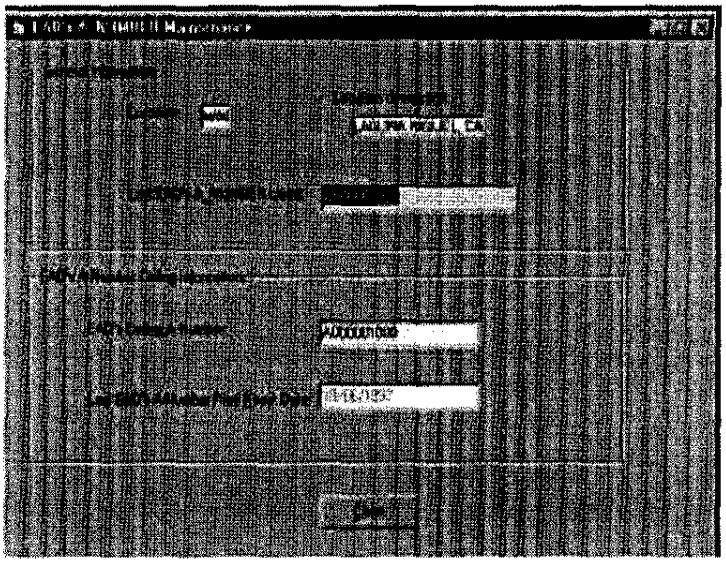
      Warning: Deleting a payment ID can disable the Mailroom and Data Entry functions.
4. Click to exit.

   Warning: Clicking before clears the information entered and closes the current window without saving.

To view/edit the last A-Number, perform the following steps:

1. Select the Application ID, Payment, Alien Number menu option in the Profiles menu to display the Number Pool Profile Menu (Exhibit 13–20).
2. Select the A-Number option, and click to display the Employment Authorization Document's (EAD's) A_NUMBER Maintenance window (Exhibit 13–23, EAD's A_NUMBER Maintenance).

Exhibit 13–23: EAD's A_NUMBER Maintenance



3. Verify the last EAD's A-Number (this number represents the last employment authorization card's A-Number):
   a. If the number is correct, go to Step 4.
   b. If the number is incorrect, perform one of the following steps:
      - To change the number, enter the correct A-Number.
      - To delete the number, click the (Delete) toolbar button. Click Yes to confirm the change. Click OK.
4. Verify the EAD A-Number ceiling (this field represents the highest EAD A-Number to be used):
   a. If the number is correct, go to Step 5.
   b. If the number is incorrect, perform one of the following steps:
      - To change the number, enter the correct A-Number.
      - To delete the number, click the (Delete) toolbar button. Click Yes to confirm the change. Click OK.
5. Click the (Save) toolbar button.
   a. When the confirmation message appears, click Yes to confirm the change.
   b. When the message box indicating that changes were made appears, click OK.
6. Click Close to exit.

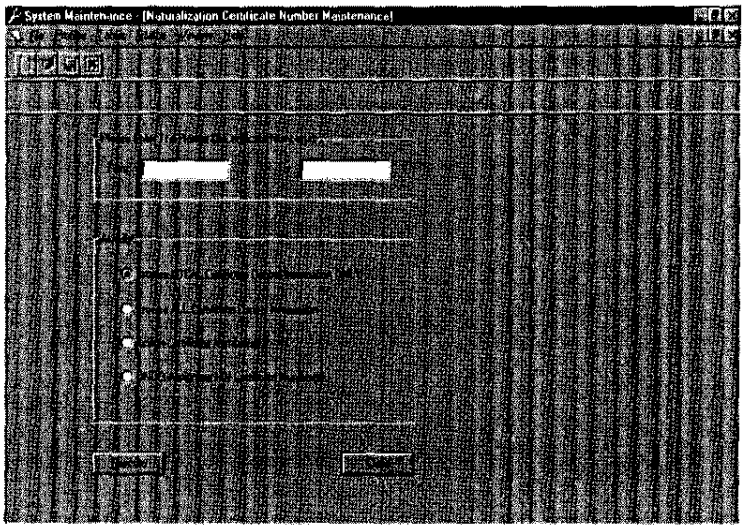
   Warning: Clicking Clear before clears the information entered and closes the current window without saving.

Certificate Numbers

The Certificate Numbers option is used to browse certificate information, both locally and Service-wide. It is also used to assign certificate ranges to a location. To browse local certificate number information, perform the following steps:

1. Select the Certificate Numbers menu option from the Profiles menu to access the Naturalization Certificate Number Maintenance screen (Exhibit 13–24, Naturalization Certificate Number Maintenance).

Exhibit 13–24: Naturalization Certificate Number Maintenance



2. Click the Browse LOCAL Certificate Control Information ONLY radio button.
3. Click Execute. A list of naturalization certificate numbers for the location appears (Exhibit 13–25, List of Naturalization Certificate Numbers for the Location).

Exhibit 13–25: List of Naturalization Certificate Numbers for the Location



4. Click Close to return to the Naturalization Certificate Number Maintenance screen.
5. To view the details of a certificate number entry, click Show Details. To view the history of a certificate number entry, click Show History.
6. To exit the Naturalization Certificate Number Maintenance screen, click Close.

To browse all certificate control information, perform the following steps:

1. Select the Certificate Numbers menu option from the Profiles menu to access the Naturalization Certificate Maintenance screen (Exhibit 13–24).
2. Click the Browse ALL Certificate Control Information radio button.
3. Click Execute. A list of naturalization certificate numbers for the entire service appears (Exhibit 13–25).
4. To view the details of a certificate number entry, click Show Details.

5. To view the history of a certificate number entry, click Show History.
6. To return to the Naturalization Certificate Number Maintenance screen, click Close.

To assign certificate numbers to a site, perform the following steps:

1. Select the Certificate Numbers menu option from the Profiles menu to access the Naturalization Certificate Number Maintenance screen (Exhibit 13–25).
2. Enter the new certificate number range in the From and To fields.
3. Click the Assign Certificate Number(s) radio button.
4. Click Execute to assign the certificate number range.
5. When the confirmation box appears, click Yes to save the changes.
6. When the message box indicating that the record has been changed successfully appears, click OK.
7. To exit the Naturalization Certificate Number Maintenance screen, click Close.

To undo the assignment of certificate numbers, perform the following steps:

1. Select the Certificate Numbers menu option from the Profiles menu to access the Naturalization Certificate Number Maintenance screen (Exhibit 13–25).
2. Enter the certificate number range to be removed in the From and To fields.
3. Click the UNDO Assignment(s) Certificate Number(s) radio button.
4. Click Execute to undo the assignment of the certificate number range.
5. When the confirmation box appears, click Yes to save the changes.
6. When the message box indicating that the record has been changed successfully appears, click OK.
7. To exit the Naturalization Certificate Number Maintenance screen, click Close.

Forms

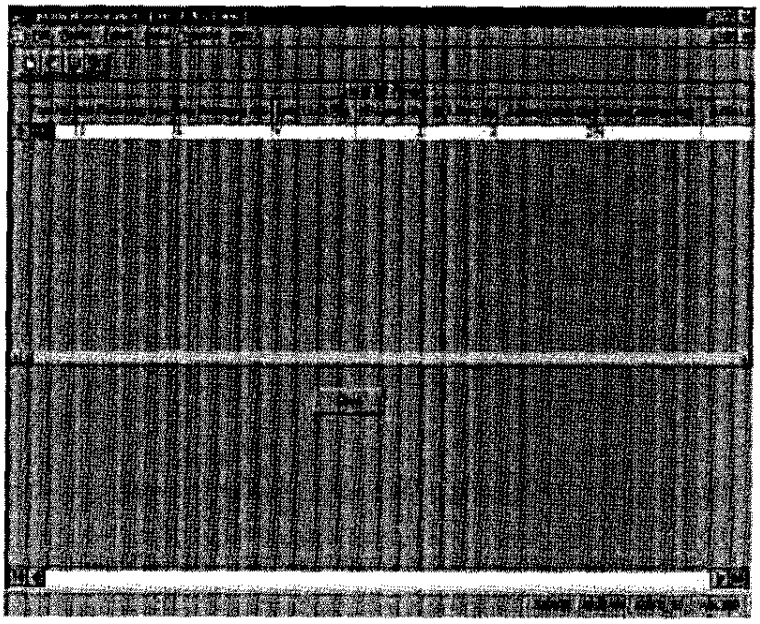
This option is used to add, edit, and delete form processing information for a site. The windows for the Forms option contain the following toolbar buttons:

- **Add**—Adds a new record
- **Edit**—Edits a record

- **Save** —Saves a record
- **Delete** —Deletes a record

Select the Forms option in the Profile menu to access the List of INS Forms screen (Exhibit 13–26, List of INS Forms). A list of current INS forms for the selected location appears.

Exhibit 13–26: List of INS Forms



To add new form information, perform the following steps:

1. Click the (Add) toolbar button to access the INS Form Data—By Location window (Exhibit 13–27, INS Form Data—By Location).

Exhibit 13–27: INS Form Data—By Location



2. Enter the appropriate information in the following fields:
   - **Form Number**—Form code; to select from a list of codes, click .
   - **Form Description**—Short description of the form; this field populates automatically when the form number is entered
   - **Minimum Processing Days**—Minimum number of days required for processing this form
   - **Maximum Processing Days**—Maximum number of days required for processing this form
   - **Human Readable**—Number of human readable labels required for this form
   - **Bar Code Readable**—Number of bar-code readable labels required for this form
   - **Address**—Number of address labels required for this form
   - **A-Number**—A-Number required for this form
   - **Temporary A-Number**—Temporary A-Number required for this form, if applicable
   - **Gov't Agency ID**—Gov't Agency ID number required for this form
3. To identify how Special Requests are to be handled, click on one or both of the following:
   - Send to Clerical check box for data entry
   - Check Evidence check box to have evidence checked
4. Click the (Save) toolbar button.
   a. When the confirmation box appears, click to add the record.
   b. When the message box indicating that the record has been added successfully appears, click .
5. Click . The List of INS Forms screen (Exhibit 13–27) appears showing the new form number.

   Warning: Clicking before clears the information entered and closes the current window without saving.

To edit a form information record, perform the following steps:

1. On the List of INS Forms screen (Exhibit 13–26), click in the box to the left of the Form Number to be edited.

2. Click the (Edit) toolbar button to access the INS Form Data–By Location window (Exhibit 13–27).
3. Edit the information. (Refer to Step 2 of the above section for field information.)
4. Click the (Save) toolbar button.
5. When the confirmation box appears, click to save the changes.
6. When the message box indicating that the record has been changed successfully appears, click .
7. Click . The List of INS Forms screen (Exhibit 13–27) appears, showing the new form number.

   Warning: Clicking before clears the information entered and closes the current window without saving.

To delete a form information record, perform the following steps:

1. On the List of INS Forms screen (Exhibit 13–26), click in the box to the left of the Form Number to select the record to be deleted.
2. Click the (Edit) toolbar button to access the INS Form Data—By Location window (Exhibit 13–28).
3. Click the (Delete) toolbar button.
   a. When the confirmation box appears, click to confirm the deletion.
   b. When the message box indicating that the record has been deleted successfully appears, click . The List of INS Forms window appears. The deleted form no longer appears on the list.
4. To exit from the List of INS Forms screen, click .

Tables

The Tables menu is used to access the CLAIMS 4.0 database list of tables. A table can be opened or closed from the Tables menu. A record can be added, edited, or deleted from an open table. The windows for the Tables option contain the following toolbar buttons:

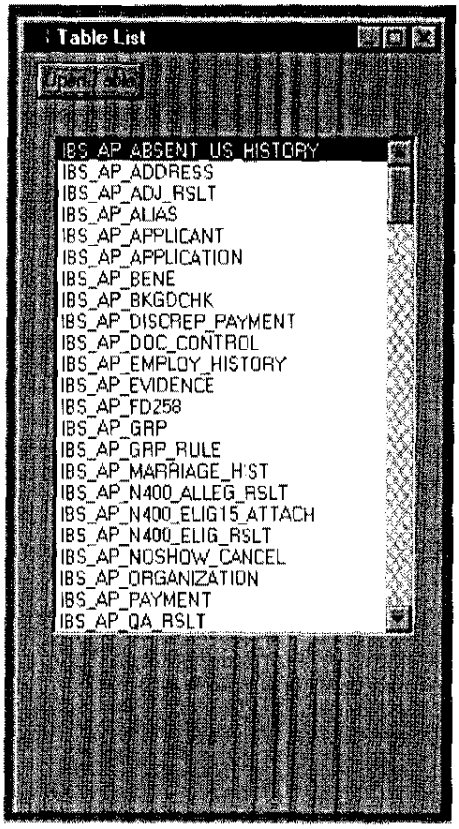
- **Add** —Adds a new record
- **Edit** —Edits a record
- **Save** —Saves a record

- **Delete** —Deletes a record

To open a table, perform the following steps:

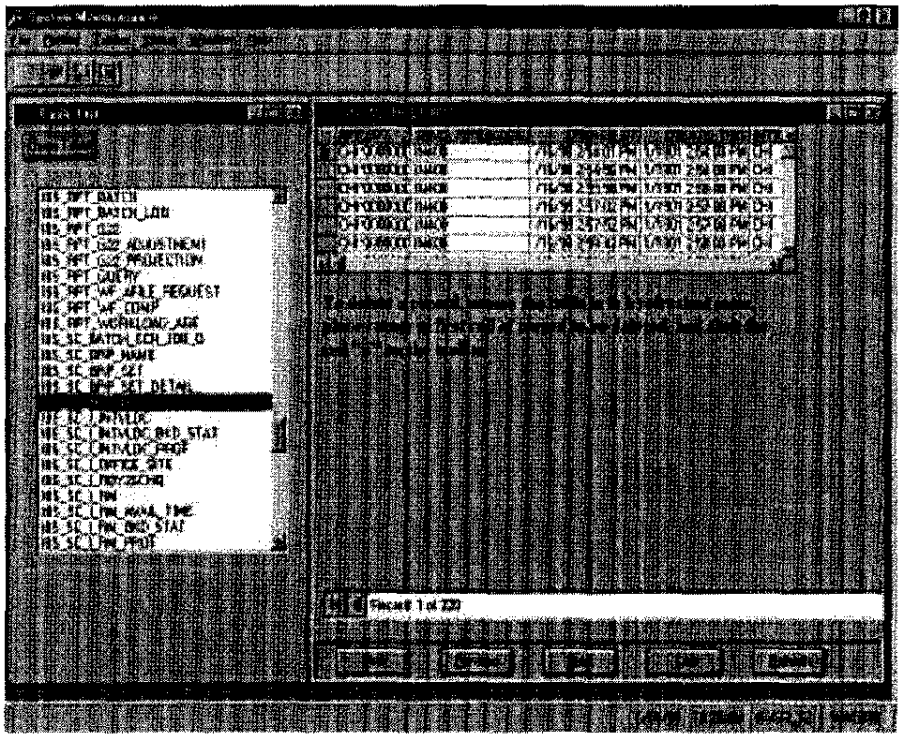
1. Select Open Table List from the Tables menu to access the Table List window (Exhibit 13–28, Table List). This may take 30 seconds or longer.

Exhibit 13–28: Table List



2. Scroll through the list, and click on the table to be opened.
3. Click Open Table to display the selected table. (An example of a selected table window appears in Exhibit 13–29, Table List With Selected Table).

Exhibit 13–29: Table List With Selected Table



4. To navigate through the table, perform one of the following:
   - Click on the scroll bars at the right and bottom of the table to view the contents of the table.
   - Click  to go to the first record.
   - Click  to go to the previous record.
   - Click  to go to the next record.
   - Click  to go to the last record.
   - Click  to rewrite the table and return to the first record.
   - Click  at the bottom of the window to view the first record.
   - Click  to view the previous record.
   - Click  to view the next record.
   - Click  to view the last record.

   Note: The field at the bottom of the selected table window displays the number of the currently selected record in relationship to the total number of records listed.

5. To reduce the number of table records displayed, double click on a column heading in the table. The Table Look-Up Scan dialog box (Exhibit 13–30, Table Look-Up Scan) appears.

Exhibit 13–30: Table Look-Up Scan



a. Click one of the following radio buttons in the Operator section to direct the search:

- Click on the Equal To operator to display all rows in the table containing a value equal to the value in the selected column.
- Click on the Not Equal To operator to display all rows in the table containing a value different than the value in the selected column.
- Click on the Less Than operator to display all rows in the table containing a value lower than the value in the selected column.
- Click on the Greater Than operator to display all rows in the table containing a value greater than the value in the selected column.
- Click on the Less Than or Equal To operator to display all rows in the table containing a value equal to or lower than the value in the selected column.
- Click on the Greater Than or Equal To operator to display all rows in the table containing a value equal to or greater than the value in the selected column.

b. Click OK.

6. To close the selected table window, click the ☒ control button.
7. To close the Table List window, select Close Table List from the Tables menu.

To add a record to an open table, perform the following steps:

Note: Only authorized users can add, update, and delete records from the look-up and profile database tables using this option. All other users may only browse. Only look-up database tables with the prefixes IBS_LK or IBS_LP may be modified.

1. Select Open Table List from the Tables menu to display the Table List window (Exhibit 13–28). This may take 30 seconds or longer.
2. Scroll to a table with a prefix of either IBS_LP or IBS_LK, and click on the table name.
3. Click Open Table to display the selected table.
4. Click the (Add) toolbar button to access the Insert a New Record window (Exhibit 13–31, Insert a New Record).

Exhibit 13–31: Insert a New Record



5. Enter the appropriate information in each field.
6. Click OK to accept the new record or Close to close the Insert a New Record window without saving.
   a. When the confirmation box appears, click Yes to confirm the add.
   b. When the message box indicating that the record has been added successfully appears, click OK.
7. To close the selected table window, click the control button in the upper right corner of the window.
8. To close the Table List window, select Close Table List from the Tables menu.

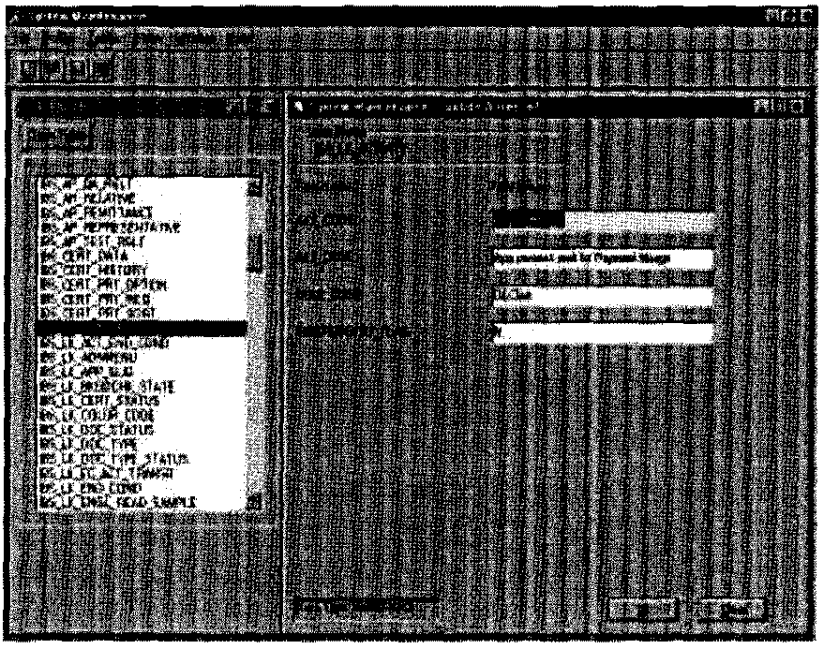
To edit a record in an open table, perform the following steps:

Note: Only authorized users can add, update, and delete records from the look-up and profile database tables using this option. All other users may only browse. Only look-up database tables with the prefixes IBS_LK or IBS_LP may be modified.

1. Select Open Table List from the Tables menu to access the Table List window (Exhibit 13–28). This may take 30 seconds or longer.
2. Scroll to a table with a prefix of either IBS_LP or IBS_LK, and click on the table name.

3. Click Open Table to display the selected table.
4. Click the (Edit) toolbar button to access the Update a Record window (Exhibit 13–32, Update a Record).

Exhibit 13–32: Update a Record



5. Edit the information.
6. Click OK to accept the updated record or Close to close the Update a Record window without saving.
   a. When the confirmation box appears, click Yes to confirm the edit.
   b. When the message box indicating that the record has been updated successfully appears, click OK.
7. To close the selected table window, click the control button.
8. To close the Table List window, select Close Table List from the Tables menu.

To delete a record from an open table, perform the following steps:

Note: Only authorized users can add, update, and delete records from the look-up and profile database tables using this option. All other users may browse only. Only look-up database tables with the prefixes IBS_LK or IBS_LP may be modified.

1. Select Open Table List from the Tables menu to access the Table List window (Exhibit 13–28). This may take 30 seconds or longer.
2. Scroll to a table with a prefix of either IBS_LP or IBS_LK, and click on it.
3. Click  to display the selected table.
4. Click the  (Edit) toolbar button to access the Update a Record window (Exhibit 13–32). Verify that this is the record you want to delete.
5. Click  , and then click the  (Delete) toolbar button.
6. In the Delete Confirmation dialog box, click  to delete the table, or click  to cancel the deletion.

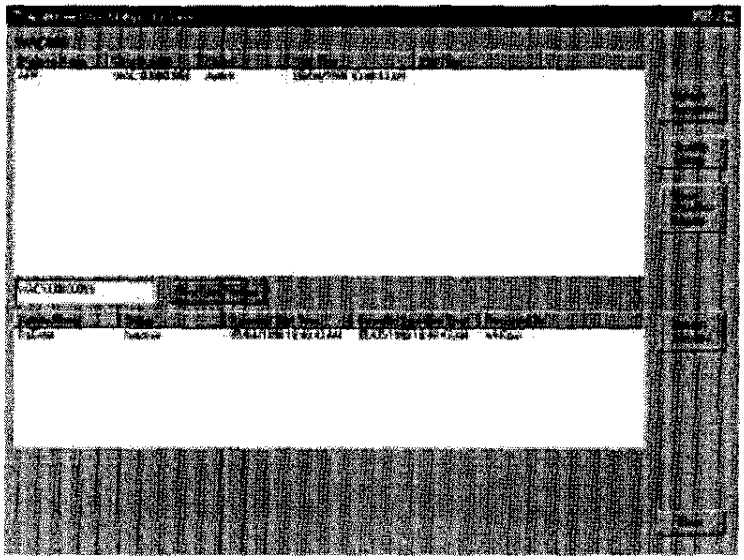
   Note: Table records cannot be deleted if they are in use at the current site.
7. To close the selected table window, click the  control button.
8. To close the Table List window, select Close Table List from the Tables menu.

Status

The Status option is used to view/determine the status of cases in CLAIMS 4.0. When the Workflow Case Status—By Case screen is opened, a table of application IDs in use within the last hour at the selected location appears. The table lists the present status of each case and its start and end times. To determine the status of a case, perform the following steps:

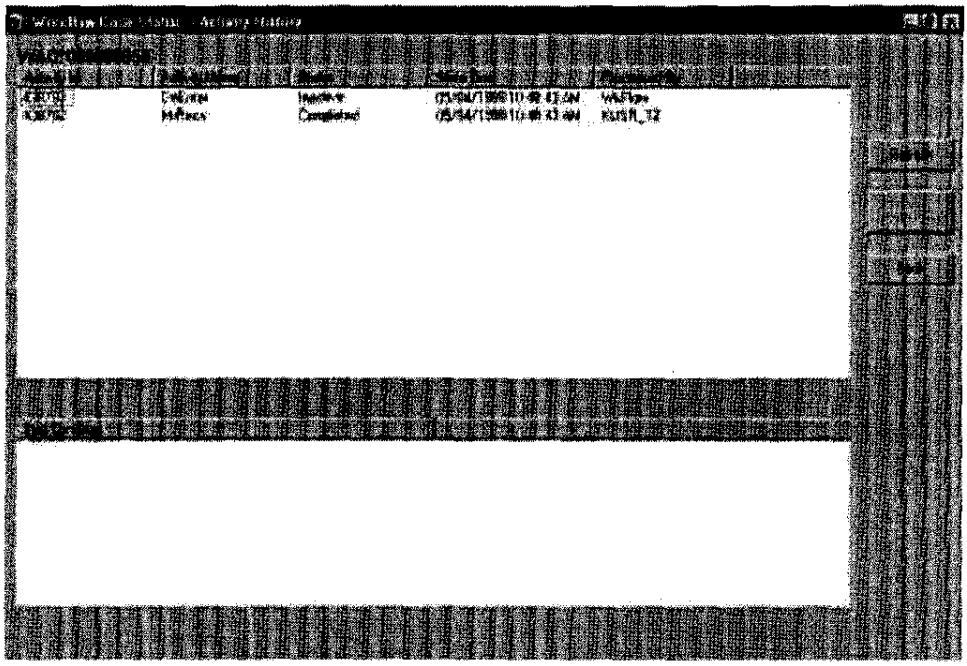
1. Select Workflow from the Status menu to access the Workflow Case Status—By Case screen (Exhibit 13–33, Workflow Case Status—By Case).

Exhibit 13–33: Workflow Case Status—By Case



2. To access a case, perform one of the following:
   - Scroll through the list to the desired case, and double click on the process name.
   - In the field to the left of the Find Case Number button, enter the case number (application ID or payment ID), and click Find Case Number.
3. Click Activity History to view the activity history of the selected case. The Workflow Case Status—Activity History screen appears (Exhibit 13–34, Workflow Case Status—Activity History).

Exhibit 13–34: Workflow Case Status—Activity History



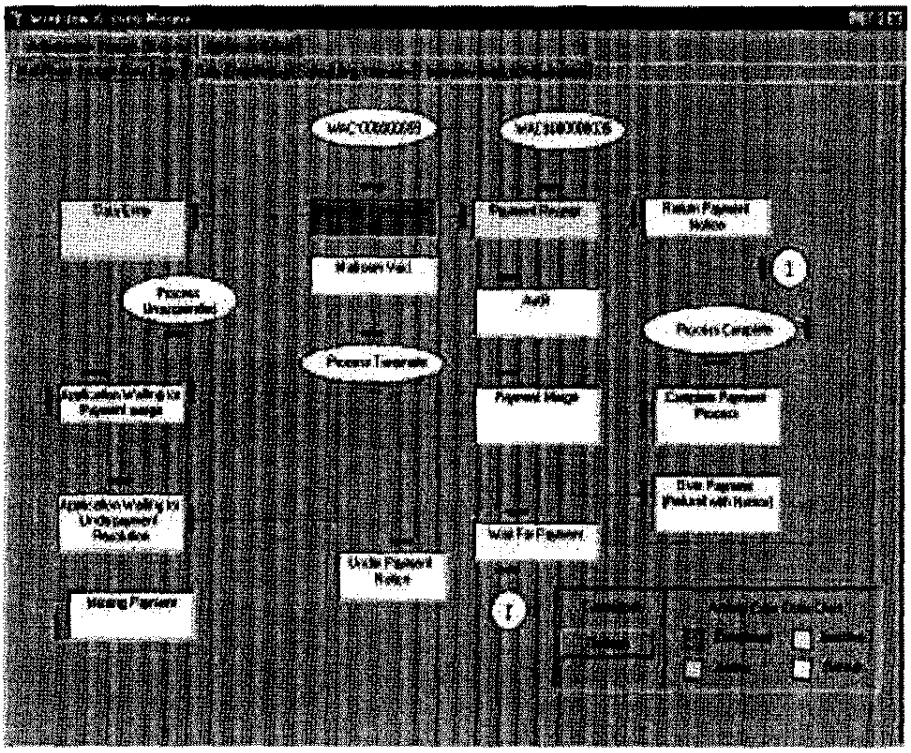
4. Click Refresh to verify that no changes have been made while you have been viewing the activity history.
5. To return to the Workflow Case Status screen, click Back.
6. Click Show Workflow Diagram to view a graphical illustration of the selected case workflow process. Click on the tabs in the Workflow Activity Monitor screen (Exhibit 13–35, Workflow Activity Monitor) to view the following workflow diagrams:

   - MailRoom through Data Entry

   Data Entry through Scheduling Interview
   Interview through Adjudication
   Adjudication through Close-out

   - Ad Hoc Activities

Exhibit 13–35: Workflow Activity Monitor



7. Click Refresh to verify that no changes have been made while you have been viewing the workflow status.
8. To close the Workflow Activity Monitor screen, click the ☒ control button.
9. To exit the Workflow Case Status—By Case screen, click Close.

Window and File

The Window menu is used to arrange the screens and icons within the System Maintenance desktop. The Exit menu option in the File menu is used to return to the CLAIMS 4.0 Main Menu screen.

Arranging the Desktop

To arrange the System Maintenance desktop, perform the following steps:

1. If multiple screens are open, select Tile from the Windows menu to tile them (each screen takes up an equal amount of space on the monitor screen).
2. If multiple screens are open, select Cascade from the Windows menu to cascade them. The cascade windows option displays active screens overlapping, each with a slight offset. To bring a hidden screen to the front of the desktop, click on its title bar.

WORKFLOW ADMIN.

The Workflow Admin. module is restricted for use by an SA only. It is used to view and modify the workflow status of a case. To access the Workflow Admin. module, click the Workflow Admin. button (Exhibit 14–1, Workflow Admin. Button) in the CLAIMS 4.0 Main Menu screen.

Exhibit 14–1: Workflow Admin. Button



The following options are available in the Workflow Admin. module:

- **Process Info**—Used to view the current workflow processing status of an application or a payment
- **Pending Activities**—Used to view workflow activities that a case is awaiting or that are currently active; also enables you to reset an activity status to inactive, suspended, canceled, or error; merging points (special internal workflow activities) can only be viewed but cannot be reset using this option
- **Process History**—Used to view a history of all states of all workflow activities for a case

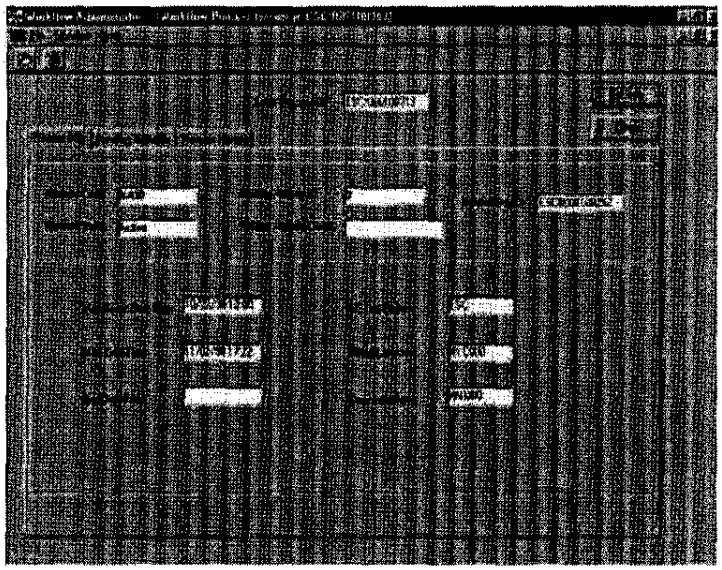
Process Information

The Process Info tab is used to view the current workflow processing status of an application or payment. The information within the screen is read only and cannot be modified. To view process information, perform the following steps:

1. In the Enter Process ID field, enter the ID of the application or payment.
2. Press R, or click 

to retrieve the information for the case.
3. Click on the Process Info tab in the Workflow Process Instance screen (Exhibit 14–2, Workflow Process Instance—Process Info) to view current workflow processing status of the case.

Exhibit 14–2: Workflow Process Instance—Process Info



4. To view the status of another application at any time, click the  (View Process Instance) toolbar button. The current application remains open in the background and can be viewed by selecting its application ID from the Window menu.

5. To view related processes for the open application, click the  (Find related Processes) toolbar button.

6. The fields within the process information screen are as follows:

   - **Process Code**—Process type affiliated with the application ID or payment ID
   - **Process State**—Current workflow process state
   - **Holding Activity ID**—Numeric ID code representing the workflow activity code if the case is pending
   - **Holding Activity Code**—Code representing the workflow activity if the case is pending
   - **Related PayID**—Payment ID affiliated with the case (if any exists)
   - **Mailroom Date Time**—Date and time (MM/DD/YY HH:MM) the case was received in the mailroom
   - **Start Date Time**—Date and time (MM/DD/YY HH:MM) in which the case ID was generated in the mailroom
   - **End Date Time**—Date and time (MM/DD/YY HH:MM) in which the case was closed
   - **SC Loc Code**—Service center responsible for the case

- **Office Location**—Office responsible for the case
- **Case Location**—Office in which the case is located

Pending Activities

The Pending Activities tab is used to view workflow activities that a case is awaiting. This is also used to reset an activity status to inactive, suspended, or error. Merging points (that is, special internal workflow activities) can be viewed but cannot be reset using this option. Resetting workflow is used primarily to correct problems with the workflow activity status. When resetting a workflow activity, always verify the correct activity being reset. This option must be used with **EXTREME CAUTION**.

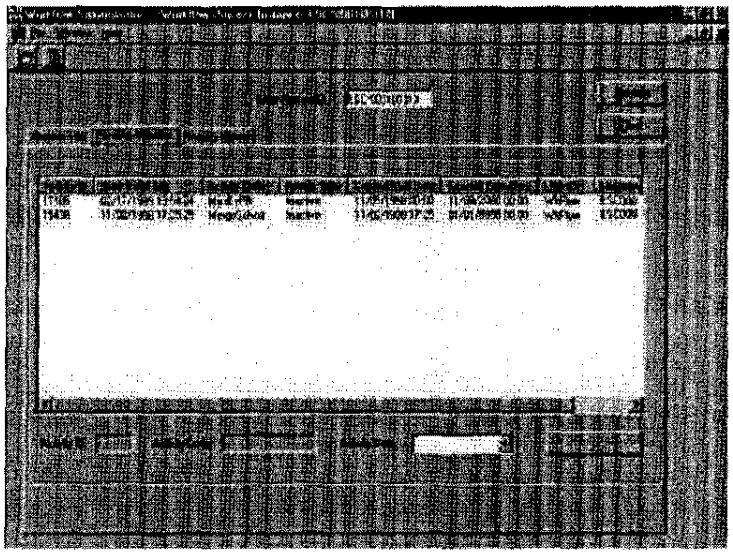
Note: If an activity is in an active status, the activity has been locked by the user.

To view pending activities, perform the following steps:

1. In the Enter Process ID field, enter the ID of the application or payment.
2. Press R, or click 

to retrieve the information for the case.
3. Click on the Pending Activities folder tab in the Workflow Process Instance screen (Exhibit 14–3, Workflow Process Instance—Pending Activities) to view workflow activities that the case is awaiting.

Exhibit 14–3: Workflow Process Instance—Pending Activities



4. To reset the activity state of a process, perform the following steps:
   a. Click on the activity ID to be reset.

b. Click m in the Activity State field, and select the correct activity state. For regular types of workflow activities, the selection in the Activity State field defaults to Inactive. For ad hoc types of workflow activities, the selection in the Activity State field defaults to Canceled.

c. Click Reset Activity State to change the activity state.

5. To change the sort order of the Activity list, click on the column title on which the list is to be sorted.

6. To view the activities of another application at any time, click the (View Process Instance) toolbar button.

7. To view related processes for the open application, click the (Find related Processes) toolbar button.

Process History

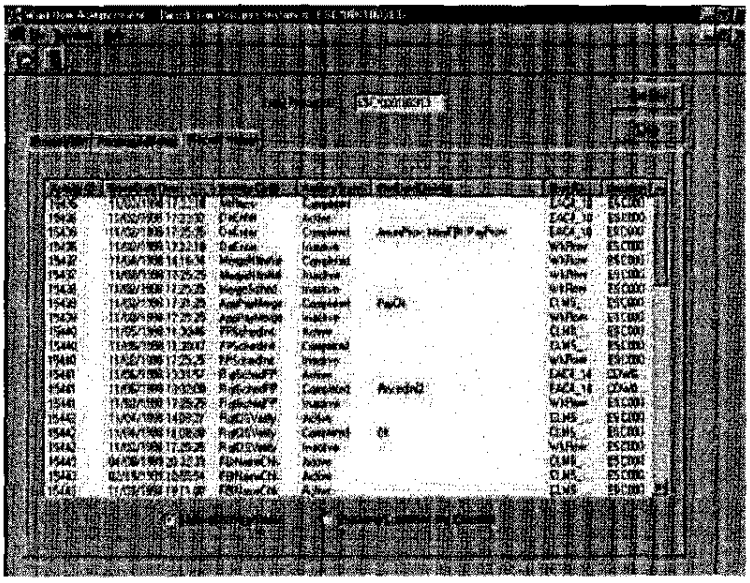
The Process History tab is used to view the history of completed, active, inactive, suspended, and canceled workflow activities for a case. To view process history, perform the following steps:

1. In the Enter Process ID field, enter the ID of the application or payment.

2. Press R, or click Get Info to retrieve the information for the case.

3. Click the Process History tab to view a history of workflow activities for the case in the Workflow Process Instance screen (Exhibit 14–4, Workflow Process Instance—Process History).

Exhibit 14–4: Workflow Process Instance—Process History



4. To view only completed and canceled workflow activities, click the Show only Completed and Canceled radio button.
5. To view all workflow activity, click the Show all Activity States radio button.
6. To change the sort order of the activity list, click on the column title for which the list is to be sorted.
7. To view the history of another application at any time, click the  (View Process Instance) toolbar button.
8. To view related processes for the open application, click the  (Find related Processes) toolbar button.

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APPENDIX A—GLOSSARY AND ACRONYMS

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Glossary

Activity state	Status of an application in CLAIMS 4.0 workflow
Adjudication	Official judgment that is made by the examiner who is processing an application or petition; standard adjudication decisions include approval, denial, or continuing a case
Advance start time	Number of minutes applicants are scheduled to begin arriving before the start of an OC
Administrative close	Termination of a case for a reason other than naturalization or denial
Administrative office	Office that has jurisdiction over the scheduling site
Alien file	Physical file that contains the applicant's application and supporting evidence, as well as any other notes or correspondence relating to the application
Alien Registration Card (1551)	Identification card that an individual receives when he or she initially registers for benefits or status with the INS
Alien number	Number assigned by INS facilities to aliens applying for benefits or status
Allocation rule	Rule that determines the order in which cases will be assigned to locations, rooms, etc. when more than one is available
Application ID	Unique number assigned by CLAIMS 4.0 to each new N400 or I881 application received in the Mailroom; this number can be entered into the system manually or the bar code, which contains the application ID, can be scanned
Available slots	Number of slots not reserved for particular groups of applicants
Bar-code label	Label attached to an A-File that, when scanned by a wand, provides the application ID number of that case
Batch	Two or more applications processed at the same time. Batch processing can be used for scheduling, information or status updates, and certificate printing functions in CLAIMS 4.0.
Batch print server	Option that allows an SA to view the status of a print job and batch printer errors, and to perform record maintenance on the request queue and error table. A search for a notice by application ID can also be done by the Batch Print Server.

Batch scheduler	Scheduling function that automatically creates scheduling slots, places ready to schedule cases into a scheduling queue, and assigns appointments to queued cases when it is run
Cancel at applicant request	Remove a case from a schedule in response to an applicant's request. Canceled cases count against an applicant's cancel limit.
Cancel limit	Number of times an applicant can cancel an appointment before CLAIMS 4.0 will no longer reschedule the case without user intervention
Cascade	Overlapping arrangement of open windows displaying the title bar of each
Cash box	Electronic accounting tool used in the Finance module of CLAIMS 4.0 to keep track of payment transactions. Each Cash Box within CLAIMS 4.0 has a unique identification number.
Central Index System	Centralized record keeping system that gathers and retains information from other INS systems, including CLAIMS 4.0
Certificate number	Unique ID number assigned to a naturalization certificate. The certificate number is preprinted on the certificate and must be entered into CLAIMS 4.0 when a print request is made.
Click	Single tap on a mouse button
Click and drag	Clicking on an object and holding down the left mouse button while moving the mouse to move or copy the selected object to another location
Clipboard (GUI)	Temporary memory used to transfer data from one application to another or to a new location within the same application
Close (GUI)	Clicking on the Close icon in the title bar; closes the current file or window or exits the current application or module
Close Out Case (CLAIMS)	Option within the Batch Status Update module used to close out oath ceremonies and naturalize applicants
Color code	A color used to identify a reporting gate for an OC
Computer-Linked Application Information Management Systems	ADP system that supports the receipt, adjudication, and notification processes of the Examinations program of the INS.
Cursor	Standard pointer used to select and activate a button or object on the screen
Deschedule	Remove a case from a schedule at the request of INS. Descheduled cases do not count against an applicant's cancel limit.
Desktop	Workspace screen area containing programs and icons

Destroy	Make a naturalization certificate unusable by taking an action such as shredding it
Dialog box	Message window containing specific options required to perform a selected command
Disk	Medium on which electronic data can be stored and retrieved
Double click	Two taps on a mouse button in rapid succession; a double click is often used to start a program or to open a folder
Employment authorization document	Document that authorizes an immigrant to seek employment in the United States
Error log	Function within the Batch Status Update module that identifies records that could not be updated and describes the related errors
Evidence	Documentation such as photographs, passports, affidavits, and certificates that support an applicant's application for naturalization. This evidence must be indicated as Received or Not Received in the Data Entry or Adjudications modules of CLAIMS 4.0.
FD-258	Fingerprint card submitted by an applicant and forwarded to the FBI for purposes of a background check
Folder	Graphical representation of a container that stores files; also known as a directory
Folder tabs	Series of screen labels grouped together using a file folder metaphor
Franker	Printer that endorses a check or money order with a payment ID number
G28	Form submitted with an N400 or I881 application that indicates the applicant is represented by an attorney
Graphical user interface	CLAIMS 4.0 operates in the Windows 95 environment. Windows 95 supports a GUI that enables a user to perform CLAIMS 4.0 operations in a user-friendly environment by using icons, menus, and dialog boxes
Group	Two or more individuals whose applications are kept together for scheduling purposes
Group ID	Unique identification number generated by CLAIMS 4.0 and attached to a group when it is created
Group rule	Rule that determines how members of a group are scheduled
Hard drive	Disk inside a computer workstation for storing and retrieving information; often referred to as the C:\drive
History	List of all past workflow activities through which an application has progressed

Icon	Graphical image used to represent an application or a function (for example, save); clicking or double clicking on an icon activates the associated application or performs a function within an application
Insertion point	Vertical flashing line that indicates the point within a text document or field where information can be entered
Interactive scheduling	Scheduling function that allows a user to schedule an individual application into a specific time slot
Interview location	Location at which an interview takes place
I89A Form	Application for an alien registration card
I89B Form	Application to replace an alien registration card due to loss or name change
I881 Form	Form submitted to apply for suspension of deportation or special rule cancellation of removal
Keyword	Word or term used to search for related topics
Lead applicant	The primary contact for payment notices when multiple applications are submitted with a single payment
Maximize	Icon in the title bar used to expand the current window to fill the entire screen
Menu bar	List of choices (for example, files) located in a horizontal line below the title bar in a window
Minimize	Icon in the title bar used to reduce the current window to a button in the Windows task bar without closing the application
N400 Form	Application form submitted for naturalization
N470 Form	Application to preserve an alien's residency in the United States
N565 Form	Application to replace a lost, stolen, or destroyed certificate of citizenship or naturalization
N600 Form	Application for U.S. citizenship
N643 Form	Application for U.S. citizenship for an adopted child
Naturalization certificate	Official document that is presented to an applicant during an OC and that serves as proof of citizenship
No show limit	Number of times an applicant cannot keep an appointment before CLAIMS 4.0 will no longer reschedule the case without user intervention
Notepad	Windows application used to create or edit text files of less than 64K in text-only format

Out box	Function within the Notices module that retains electronic copies of previously created notices
Paint	Windows application used to create, modify, or view pictures (replaces Paintbrush from Windows Version 3.1)
Payments	Function used within the Finance module to enter specific information for each type of payment made for an application
Payment ID	Unique identification number assigned by CLAIMS 4.0 to each payment received by the Mailroom
Point	Position cursor over a screen object
Print label	Mailroom function used to record the receipt of applications and payments; the application ID is generated during this process and printed on a label
Print queue	List of documents pending printing, indicating size, originator, and status of the print job
Profile	A set of information that defines an office's scheduling preferences. Profiles must be set up for each scheduling site, location, room, and section.
Province	Areas of a country situated away from the capital or population center (for example, Canada); if applicable, this information is required on the N400 application
Pull-down list	List displayed when the downward pointing arrow (m) is clicked within a field; also referred to as a drop-down list
Queue ceremony	Place a request to print certificates for an OC onto a print server
Query	A set of criteria that defines and limits the information contained in a report
Query script	Saved set of query criteria that can be retrieved and used to generate an inquiry in the Reporting module
Radio button	Button used to select one of several available options
Reboot	Shut down and restart a computer workstation
Receipt and Alien-File Accountability and Control System	An automated system for tracking the whereabouts of an alien file
Remittance	Payment submitted by an applicant with an application for citizenship or naturalization; payments can be made in the form of cash, checks, money orders, and credit cards
Remittance sequence number	Number assigned to a payment in addition to the payment ID when two or more remittances are submitted for a single application

Report query	Function within the Reporting module that allows a user to generate reports
Reporting gate	Station at which applicants are scheduled to report for an OC. At least one reporting gate must be set up for each oath location
Reserved slots	Number of OC slots set aside for particular groups of applicants
Restore	Icon in the title bar that is used to return the current window to its original size
Right click	Single tap on the right mouse button
Schedule rule	Rule that determines the order in which cases are scheduled to interview and OC slots
Scheduling queue	Waiting list of ready to be scheduled applications. Users can place cases in the scheduling queue with the Place in Queue scheduling function. Cases are also added to the scheduling queue when headquarters runs the Place Applications into Ready to Schedule Queue option on the Batch Scheduler. Cases in the scheduling queue are placed into scheduling slots when the Assign Appointments for Applications option on the Batch Scheduler is run.
Scheduling site	Office responsible for setting up a schedule
Section	A group of examiners, service type, etc. for which a specific interview schedule is set up
Scroll bars	Gray bars located vertically on the right side of a window and horizontally across the bottom of a window that contain arrows at either end for moving the items within a window into view
Shortcut menu	Menu containing the most frequently used commands for a file or folder; accessed by clicking the right mouse button on a specific file or folder
Stagger time	Number of minutes arrival times for an OC are staggered; used to prevent all applicants from arriving at the same time
Start	Button on one side of the task bar that is used to open programs or documents and to restart or shut down the computer
Status	List of current workflow activities for an application. The following status codes are used to indicate workflow status: Active—Indicates that the workflow activity is currently in progress Inactive—Indicates that the workflow activity is pending Completed—Indicates that the workflow activity is finished Canceled—Indicates that the workflow activity was begun but not completed
Submenu	Menu containing specific programs, files, or groups within a main menu; accessed by choosing an item with a right arrow to the side of it

Suffix	Field on the N400 application to distinguish persons who are Sr., Jr., III, IV, etc.
Task bar	Gray section on the bottom edge of the screen containing the Start button, buttons for other applications or modules currently running, a clock, and icons to access other custom accessories
Terminate	Close a case for a reason other than naturalization or denial
Text	Characters, including letters, numbers, and symbols typed into a document
Text file	File containing characters only with no formatting
Tile	Arrangement of all open windows dividing the screen into equal-sized sections
Title bar	Bar across the top of a window indicating the application or file name contained within the window
Toolbar	Bar with buttons that perform the most common tasks in an application with a single click
Tool tips	Pop-up text fields that appear when the cursor is moved over a toolbar button; the text usually relates to the menu item name that performs the same function
Total capacity	Total number of slots at an OC, including both available slots and reserved slots
User ID	Code that identifies a user to the system
Void	Record that a certificate number and its corresponding certificate are invalid
Workflow	Ordered sequence of activities through which an application must progress during the naturalization process. When entered in the User column of the Case Status screen, Workflow indicates that an activity was initiated automatically by the CLAIMS 4.0 system rather than by a particular user.

Acronyms

AAO	Administrative Appeals Office
ADP	automated data processing
A-Number	alien number
CBO	community-based organization
CCO	Case Control Officer
CIS	Central Index System
CLAIMS	Computer-Linked Application Information Management System
COB	country of birth
COC	country of citizenship
CPU	central processing unit
DFS	Designated Fingerprint Service
DOB	date of birth
DOJ	Department of Justice
EAD	employment authorization document
FBI	Federal Bureau of Investigation
FP	fingerprint
GUI	graphical user interface
ID	identification
INS	Immigration and Naturalization Service
KB	kilobyte
LAN	local area network
NACS	Naturalization Automated Casework System
OC	oath ceremony
POE	port of entry
QA	Quality Assurance
RAPS	Refugee Asylum and Parole System
RAFACS	Receipt Alien-File Accountability and Control System
RNACS	Redesigned Naturalization Automated Casework System
RPC	responsible party code
SA	system administrator
SC	service center
SSN	Social Security number
VOLAG	Volunteer Agency

APPENDIX B—REPORT DESCRIPTIONS

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REPORT DESCRIPTIONS

The CLAIMS 4.0 Reporting module allows the user to generate and print several types of reports. The types of reports available to a user are determined by the user's access privileges. The user must initiate a database search based on selected criteria in order to generate a report. Fields available for selecting search criteria vary according to the type of report being generated. The following is a list of all available CLAIMS 4.0 reports and a description of each respective report. The reports are broken into nine categories or functional areas. Each functional area contains a series of reports related to the same topic.

Adjudications

The Adjudications functional area allows adjudicators and supervisors to generate status reports on specific applicants and applications. Reports can be generated to track cases through the application process and list cases that are on hold, pending, or continued status. Statistical reports on cases that do not have A-File numbers and cases where users' requests for additional information have expired can also be produced. Reports in this functional area are generated by INS office location, mail room receipt date, and applicant criteria.

Report	Heading
Applicant Current Status Report	Lists the application ID, A-Number, form number, applicant's name, current status, and country of birth. This report is generated by District Office location, mailroom receipt date, COB, and COC code. It can be sorted by application ID, A-Number, applicant name, application status, COB, COC code, mail room application receipt date, and terminal digit. Includes a total count of applicants listed in the report.
Applicants Naturalized by the Court	Lists the A-Number, application ID, mail room received date, applicant name, and OC date and time. This report is generated by OC scheduling site and OC date range, and can be sorted based upon A-Number, application ID, mail room receipt date, applicant name, and OC date and time.

Report	Heading
Cases Eligible for Denial Due to Failure to Appear for Fingerprinting	Lists the application ID, applicant name, and A-Number of those applications that can be denied because the applicant did not appear for fingerprinting within the allotted time. This report is generated by service center location and can be sorted by application ID, applicant name, and A-Number.
Cases Eligible for Denial Due to Failure to Submit Fingerprint Card	Lists the application ID, applicant name, and A-Number of those applications that can be denied because the applicant residing abroad did not submit a fingerprint card within the allotted time. This report is generated by service center location and can be sorted by application ID, applicant name, and A-Number.
Cases Eligible for Denial Due to Failure to Submit Fingerprint Fee	Lists the application ID, applicant name, and A-Number of those applications that can be denied because the applicant did not submit the fingerprint fee within the allotted time. This report is generated by service center location and can be sorted by application ID, applicant name, and A-Number.
Cases Eligible for Denial Due to Non-Payment of Fingerprint Fee	Lists the application ID, applicant name, and A-Number of those applications that can be denied because of a bounced check that was not resolved within the allotted time. This report is generated by service center location and can be sorted by application ID, applicant name, and A-Number.
Cases Eligible for Denial Due to Undeliverable Notice	Lists the application ID, applicant name, and A-Number of those applications that can be denied because of undeliverable notice. This report is generated by service center location and can be sorted by application ID, applicant name, and A-Number.
Cases on Hold	Lists the application ID, application status, and mail room receipt date with the applicant's name and A-Number. This report is generated by INS location, applicant COB, COC code, marital status, and mailroom receipt date range, and can be sorted by A-Number, application ID, application status, applicant name, and terminal digit

Report	Heading
Cases Without A-File Numbers	This report lists the application ID, form number, applicant name, application status, mail room receipt date, and applicant COB. This report is generated by INS location and mail room receipt date range.
Cases Pending	Lists the A-Number, applicant name, application ID, mail room receipt date, and application status. This report is generated by district office site and mail room receipt date range, and includes a total number of cases pending in that date range. The report can be sorted by A-Number, application ID, applicant name, mail room receipt date, application status, and terminal digit.
Continued Cases	Lists the application ID, A-Number, application status, applicant name, file owner site and subsite code, and relevant CBO. This report is generated based upon interview site, applicant COB and COB, and mail room receipt date range. The report can be sorted by A-Number, applicant name, application ID, application status, file owner site and subsite code, CBO, and terminal digit.
Expired Request For Additional Case Information Report	Lists the application ID, A-Number, applicant name, date the evidence was requested, and the requesting office site code. It provides a total count of expired information requests, identifying cases where the request for additional information is outstanding more than 30 days. This report is generated based upon administrative office site, date, and location of case file.

Certificate Tracking

The Certificate Tracking functional area is used by supervisors and document production staff to generate status and administrative reports concerning naturalization certificate use.

Report	Heading
Cases Without Certificate Numbers	Lists the A-Number, application ID, OC date, OC service type, and applicant name. This report is generated by OC site and date range, and can be sorted by applicant name; OC site, date, and time; service type; application ID; A-Number; mailroom receipt date; and terminal digit.
Certificate Accountability	Lists the certificate number, application ID, A-Number, applicant name, and OC site and date. This report is generated by OC site and date range, and can be sorted by applicant name; OC site, date, and time; A-Number; application ID; and terminal digit.
Certificate Issuance Report	Lists the certificate number, application ID, A-Number, certificate date of issue, applicant's name and certificate status. This report is generated by OC site and certificate date of issue range, and can be sorted by certificate number, certificate date of issue, A-Number, application ID, applicant name, and terminal digit.
Report of Voided Certificates	Lists the certificate number, application ID, and A-Number with the certificate's date of void, voider's user ID, and the reason for the void. The report is generated by OC site and scheduling site, and certificate voided date range, and can be sorted by certificate number, reason for void, A-Number, certificate void date, voider's user ID, and terminal digit.

File Room Operation

Reports in the File Room Operation functional area are used by service center staff to track movement of A-Files between office locations.

Report	Heading
CIS File Transfer Report	Lists the application ID, A-Number, responsible party code (RPC), section code, file destination site, and subsite code. This report is generated by service center location, and can be sorted based upon RPC, application ID, A-Number, and terminal digit.
CLAIMS 4.0 A-File Request Status	Lists the A-File number, A-File site code, application status, application ID, mail room receipt date, RPC, section code, and A-File destination site code. This report is generated by INS site and date range, and can be sorted based upon activity start date, terminal digit, file destiny site code, application ID, application status, and A-Number.
Create a T-File	Lists RPC, application ID, A-Number, date file request generated, and office site code. This report is generated based upon service center site and date, and can be sorted by terminal digit, application ID, RPC, and A-Number.
Daily RAFACS Report of A-Files Received	Lists the application ID and A-Number of A-Files received. This report is generated by INS site and mail room receipt date.
File Consolidation	Lists the application ID, A-Number, RPC, file consolidation date, and file location site code. This report is generated by service center site and date, and can be sorted based upon application ID, A-Number, terminal digit, and RPC.
File Consolidation and Shipment	Lists the application ID, A-Number, RPC, file consolidation date, and destination site code. This report is generated by service center location, and can be sorted based upon application ID, A-Number, terminal digit, and RPC.

Report	Heading
File Movement and Shipment	Lists the application ID, A-Number, RPC, office site code, and destination site code. This report is generated by service center site and date, and can be sorted based upon RPC, application ID, and A-Number.
OF-11 Request	Lists the application ID, A-Number, and RPC. This report is generated by service center site, and can be sorted based upon RPC, terminal digit, A-Number, and application ID.
Ship A-File (Transfer Out)	Lists the application ID, A-Number, RPC, site section code, A-File destination site, and subsite code. This report is generated based upon service center site and date.
Ship T-File (Transfer Out)	Lists the application ID, RPC, transfer date, T-File destination site, and subsite code. This report is generated by service center site and date.

Finance

Reports in the Finance functional area are used by service center staff to view, track, and audit the financial transaction and payment activities that are part of the filing and approval process for naturalization applications. Staff can also use these reports to document and track payments over time by remittance type, and to help resolve financial issues.

Report	Heading
Bill Transmittal Sheet	Lists a breakdown of fees and payments collected by INS site and mail room receipt date. Includes a report section where a daily register of receipts by account number, fees paid, payment collection date, INS INN number, bank adjustment code, and reason for adjustment is shown. Prints a section for the INS officer to record his name, his/her signature, job title and provide a date to verify that funds were transferred and received at a bank depository. This report is generated by auditor ID, cash box ID, user ID, and receipt date.
Bounced Check Report	Lists the payment ID, remittance sequence number, payment receipt date, payment status, and paid amount by payment ID. Includes a total number of remittances and total amount of bounced check payments. This report is generated by service center site, and payment receipt date, and can be sorted by payment ID, payment receipt date, and remittance sequence number.
Detail Audited Cash Box Report	Lists the cash box ID, user ID, cash box status, date cash box was created, cash box audited date, auditor ID and name, date cash box was closed, and cash box user name. Lists the payment IDs, remittance sequence number, date payment received, and paid amount by payment ID for a cash box. Includes a subtotal number of remittances and amount collected for each cash box ID audited, and a total number of remittances and payments received across cash boxes reviewed. This report is generated by service center site and cash box audited date range.

Report	Heading
Detail Audited Cash Box Report for Supervisors	Lists the cash box ID, user ID, cash box status, date cash box was created, cash box audited date, auditor ID and name, date cash box was closed, and cash box user name. Lists the payment IDs, remittance sequence number, date payment received, and paid amount by payment ID for a cash box. Includes a subtotal number of remittances and amount collected for each cash box ID audited and a total number of remittances and payments received across cash boxes reviewed. This report is generated by service center site, auditor name, user name, and audited date range.
Detail Cash Box Report	Lists the cash box ID, user ID, cash box status, date cash box was created, and cash box user name. Lists the payment IDs, remittance sequence numbers, date payment received, and paid amount by payment ID. Includes a subtotal number of remittances and payments received for a cash box ID and a total number of remittances and payments received across cash boxes reviewed. This report is generated by service center site, cash box ID, user ID, and date of cash box report request.
Detail Cash Box Report For Supervisors	Lists the cash box ID, user ID, cash box status, date cash box was created, and cash box user name. Lists the payment IDs, remittance sequence numbers, date payment received, and paid amount by payment ID. Includes a subtotal number of remittances and payments received for a cash box ID and a total number of remittances and payments received across cash boxes reviewed. This report is generated by service center site, cash box ID, user ID, and date of cash box report request, and can be sorted by cash box ID, user ID, and user name.

Report	Heading
Detail Fee Register Report	Lists the user name, payment ID, remittance sequence number, remitter name, remittance type code, remit number, and amount paid by payment ID. Includes a grand total of remittances received and amount paid, however totals do not include unacceptable payments. This report is generated by payment receipt date range, user ID and name, and service center site, and can be sorted by bank number, remitter name, payment ID, and amount paid.
Detail Register Transaction Report	Lists the payment ID, remittance sequence number, remitter name, remit number, and amount paid. Includes a grand total of remittances and amounts paid by remittance type, however totals do not include unacceptable payments. This report is generated by payment receipt date range, cash box user ID, and service center site, and can be sorted by form number, bank number, payment ID, and amount paid.
Detail Register Transaction Report for Supervisors	Lists the payment ID, sequence number, remitter name, remit number, and amount paid for all remittance types at a site. Includes a grand total of remittances and amount paid by remittance type. This report is generated by service center site, user ID and name, and payment receipt date, and can be sorted by payment ID, remitter name, remittance type, bank number, payment receipt date, amount paid, and form number.
Office Fee Register By Payment Type	Lists the number of remittances received, remittance type, and amount paid per remittance. Includes a total number of remittances and amounts paid, and provides a section for verifier, forwarded, and regional finance staff signatures, and to record deposit number and dates. This report is generated by service center site and remittance date range.

Report	Heading
Open Payment Report	Lists payment ID, number of remittances, payment status, and mailroom received date. Calculates total remittances and payments received but not yet data entered and provides notification if payment has been voided. This report is generated by service center site and mail room received date range.
Refund Due Report	Lists the payment ID, payor name and address, single or lead pay group application ID, total payments received, refund owed to payor, overpayment determination date, and date refund notification sent to payment system. This report is generated by INS site and date range.
Refund Paid Report	Lists the payment ID, payor name and address, single or lead pay group application ID, total payments received, refund paid, overpayment determination date, and date refund sent. This report is generated by INS site and date range.
Summary Active Cash Box Report	Lists the cash box ID, user ID, user name, date cash box was created and total number of remittances. Includes a total number of remittances received by cash box. This report is generated by service center site and date.
Summary Active Cash Box Report for Supervisors	Lists the cash box ID, user ID and name, date cash box created, and total number of remittances by cash box. Includes a total number of remittances across cash boxes. This report is generated by service center site, cash box ID, user ID, user name, and date.
Summary Audited Cash Box Report	Lists the cash box ID, user name, user ID, date cash box was created and closed, and total number of remittances and payments by cash box ID, auditor code, and audited date. Includes a total number of remittances and payments across cash boxes. This report is generated by service center site, user ID, and audited date range.

Report	Heading
Summary Audited Cash Box Report for Supervisors	Lists the cash box ID, user name, user ID, date cash box was created and closed, and total number of remittances and payments by cash box ID, audited by code, and audited date. Includes a total number of remittances and payments received across cash boxes. This report is generated by service center site, cash box auditor, user name, and audited date range.
Summary Cash Box Report	Lists the cash box ID, date the cash box was created, user ID and name, cash box status, type of remittance, number of remittances received, and payment amounts by remittance type. Includes a subtotal of remittances and amounts received by cash box ID and a grand total of remittances received and amounts paid across cash boxes. This report is generated by service center site, cash box user ID, and date.
Summary Cash Box Report for Supervisors	Lists the cash box ID, date the cash box was created, user ID and name, cash box status, type of remittance, and number of remittances and payment amounts by remittance type. Includes a subtotal of remittances and amounts received for a cash box ID, and a grand total of remittances received and amounts paid across cash boxes. This report is generated by service center site, cash box user ID, user name, and date.

G22 Reporting

The G22 functional area is used by supervisors to retrieve a summary of report activity with respect to total adjudication and citizenship activity reports 130A through 160. The reports are generated by scope, which can include multiple INS locations and reporting period date ranges. The reports include tracking of officer and clerical hours.

Report	Heading
G-22 Place Pipeline Report	Lists total adjudication and citizenship report titles in the left column and provides report workflow actions across the top, including begin pending, initial receipts, reopened, transfer in and out, service center processing completed, oaths administered and approved, applications denied due to fraud and other, applications returned, NACS adjustment, end pending, and officer and clerical hours. This matrix report is generated by site scope and reporting period.
G-22 Place Report	Lists total adjudication and citizenship report titles in the left column, and provides report workflow actions across the top, including begin pending, initial receipts, reopened, transfer in and out, service center processing completed, oaths administered and approved, applications denied due to fraud and other, applications returned, NACS adjustment, end pending, and officer and clerical hours. This matrix report is generated by site scope and reporting period.

Mailroom

Reports in the Mailroom functional area are used by supervisors and staff at INS service centers to review and track statistics on naturalization application and payment transactions, including unprocessed application and payment processes, on a daily or longer basis. Reports are generated based on INS site and mailroom receipt date range.

Report	Heading
Daily Mailroom Remittance Reconciliation Report	Lists the payment ID, number of remittances, payment status, and mailroom received date by payment ID across participant codes. Includes a subtotal number of remittances processed by a participant, and a grand total of received remittances. This report is generated by INS site, user ID, and mailroom receipt date, and is sorted by user ID and mailroom received date and time.
Daily Mailroom Remittance Reconciliation Report for Supervisors	Lists the payment ID, number of remittances, payment status, and mailroom received date by payment ID. Includes a subtotal number of remittances processed by a participant, and a grand total of received remittances across participants. This report is generated by INS site, user ID, user name, and mailroom received date, and is sorted by user ID.
Mailroom Remittance Reconciliation Report	Lists the user ID, payment ID, number of remittances per payment ID, and mailroom received date. Provides a total number of remittances processed by user ID. This report is generated by INS site and does not include voided payments and their associated remittances.
Mailroom Remittance Reconciliation Report for Supervisors	Lists the user name, user ID, payment ID, number of remittances and mailroom received date. Includes a subtotal number of remittances processed by a staff member, and provides a total number of mailroom received remittances processed. This report is generated by INS site, user ID, and name, and is sorted by user ID. This report does not include voided payments and their associated remittances.

Report	Heading
Mailroom Remittance and Applications Report For Supervisors	Lists the user ID, payment ID, application ID, and mailroom received date. This report is generated by service center site, user ID, and user name, and can be sorted based upon application ID, mailroom date and time, and payment ID.
Unprocessed Application Report	Lists the application ID, process start date, related payment ID, and mailroom clerk ID. Includes a total number of applications received, but, not yet data entered. This report is generated by service center site and mailroom date range.
Unprocessed Payment Report	Lists user name, payment ID, number of remittances by payment ID, process start date, payment status, and mailroom clerk ID. This report is generated by service center site, user ID and name, and mailroom receipt date. Includes a total number of payments received but not yet data entered.

Management Reports

The Management Report functional area is used by supervisors to review and track applicant data mismatches between Claims and CIS, actions on cases pending, and data production and N400 activity statistics.

Report	Heading
Address Errors Detail Report	Lists the application ID, A-Number, applicant name, data entry date, address type, all relevant address fields, error codes, and error descriptions for those applications containing address errors. This report is generated by service center location and can be sorted by application ID and A-Number.
Cases Pending Aging Report	Report is generated by location and date.
Case Pending Summary Report	Report is generated by location and date.
CIS / Claims Mismatch Report	Lists the A-Number, application ID, and compares CIS and CLAIMS database entries by last name, first name, and DOB. This report is generated by INS site and date range.
New N400 Cases	Lists the service center site code, application ID, applicant name, A-Number, payment ID, data entry done by user ID code, and N400 case site code. Includes a total number of new applications received by service center site code and total number of N400 cases. This report is generated by service center site, user ID and name, and data entry date range.
Data Entry Production Report	Lists the form name and type, INS site code and city, and provides a count of cases by site. Includes a total number of cases across sites. This report is generated by service center site, form type, and data entry date range.

Scheduling Exam

The Scheduling Exam functional area is used by supervisors and clerical staff to view and analyze scheduling plans and status, review interview and adjudicator activity, and capture demographic and interview activity statistics related to exam scheduling.

Report	Heading
Available Appointment Slots for Examiners	Lists the Adjudicator ID, interview date, interview start and end times, scheduling site, and subsite code. This report is generated by interview site, date and time, interview scheduling site, and available date range, and can be sorted by Examiner number, interview date, start and end times, and scheduling site and subsite code.
Available Appointment Slots Report	Lists the interview available dates, available room IDs, interview start and end times, and scheduling site and subsite codes. This report is generated by interview site, interview scheduling site, and available date range, and can be sorted by interview scheduling site and subsite code, interview start and end time, available date range and interview room ID.
Cancel/No Show Report	Lists the application ID, applicant name, A-Number, interview service type, interview date and time, and disposal action taken. This report is generated by interview schedule site, interview service type, and interview date range, and can be sorted by interview date, time and room ID; application ID; A-Number; applicant name; interview service type; interview scheduling site and subsite code; and terminal digit.
Cases with Interview Past Due	Lists the application ID, applicant name, A-Number, interview service type, interview time, and interview room ID. This report is generated by interview site and interview dates older than, and can be sorted by applicant name, A-Number, application ID, room ID, interview date and time, interview service type, and terminal digit.

Report	Heading
Daily Itinerary for INS Facilities	Lists the Adjudicator ID, interview time, interview room ID, and interview date. This report is generated by interview site and interview date range, and can be sorted by room ID, interview time, and examiner ID.
Daily Schedule By Examiner	Lists the application ID, adjudicator ID, applicant name, A-Number, interview service type, interview room, room section, and interview start time. This report is generated by interview site and date, applicant COB and COC, and interview site, and can be sorted by interview room ID, applicant name, interview service type, adjudicator ID, A-Number, section ID, and terminal digit.
Demographic Report by Interview Date	Lists the application ID, applicant name, occupation, A-Number, and COB and COC. This report is generated by interview site and date range, and can be sorted by application ID, applicant name, occupation, COB and COC, A-Number, and terminal digit.
Demographic Report by Mail Date	Lists the application ID, applicant name and occupation, A-Number, COB and COC, file owner site, and mailroom received date. This report is generated by interview scheduling site, interview site, and mailroom date range, and can be sorted by file owner site code, and applicant name, COB and COC, occupation, A-Number, and terminal digit.
Examination / Case Review Pick List	Lists the application ID; applicant name; A-Number; interview date and time; examiner ID/section ID/room ID codes; interview schedule date; and FBI control number. This report is generated by interview site and date range, and can be sorted by interview time and date, applicant name, examiner ID, interview scheduled on date, A-Number, application ID, and terminal digit.

Report	Heading
Examiners Appointment Slots Booked Statistics	Lists the adjudicator ID, interview date, interview start and end time, available hours, and percentage of appointment slots available filled. This report is generated by interview site and date range, and can be sorted by interview site and subsite code.
Interview Schedule by Attorney	Lists the attorney name, firm name and address, application ID, A-Number, and interviewer ID code, service type, and room ID. This report is generated by interview scheduling site, service site, and date range, and can be sorted by attorney address, name and phone number; firm name; postal/ZIP codes; state, city and street names; interview date, time, and room ID; application ID; examiner ID; applicant name; A-Number; and terminal digit.
Interview Schedule by Examiner	Lists the application ID, applicant name, A-Number, interview service type; interview date, time and room ID; and adjudicator ID. This report is generated by interview scheduling site, service site, and interview date range, and can be sorted by interview date, time, and room ID; application ID; examiner ID; applicant name; interview service type; A-Number; section ID; and terminal digit.
Interview Schedule by Location and Examiner	Lists the application ID; applicant name; A-Number; interview service type; adjudicator ID; and interview date, time and room ID. This report is generated by interview site and date range, and can be sorted by interview site and subsite code.
Interview Section Booked Statistics	Lists the interview date, room ID, available hours, and the percentage of available interview slots filled. This report is generated by interview scheduling site, service site, and date range, and can be sorted by interview date, time and room ID; interview service type; application ID; A-Number; examiner name; applicant name; and terminal digit.

Report	Heading
List of Assigned Examiners	Lists the application ID; adjudicator ID; applicant name; A-Number; interview service type; and interview date, time, and room ID. This report is generated by interview scheduling site and date range, and sorted by interview date, time and room ID; interview service type; application ID; A-Number; examiner name; applicant name; and terminal digit.

Scheduling Oath Ceremony

The Scheduling Oath Ceremony functional area is used by supervisors and clerical staff to generate scheduling, status, demographic and interview activity reports, and statistics related to OCs.

Report	Heading
Available Oath Ceremony Slots	Lists the OC date, time, and room ID; available and reserved OC slots; and OC scheduling site. This report is generated by district office site, OC site, and OC date range, and can be sorted by available and reserved OC slots, and OC date, time, and room ID.
Cases with Ceremony Past Due	Lists the application ID, applicant name, A-Number, OC date, and room ID. This report is generated by OC site and OC date range, and can be sorted by applicant name, OC date and room ID, A-Number, application ID, and terminal digit.
Daily Schedule by Oath Ceremony Facility Room	Lists the application ID; applicant name; A-Number; entrance gate ID; report time; and OC date, time, and room ID. This report is generated by OC scheduling site, service site, and OC date range, and can be sorted by applicant name; OC report time; date, time, and room ID; A-Number; entrance gate ID; and terminal digit.
Oath Ceremony by Applicant	Lists the application ID; applicant name; A-Number, OC report time; date, time, and room ID; OC scheduling site; and entrance gate ID. This report is generated by OC scheduling site, service site, and OC date range, and can be sorted by application ID; applicant name; OC scheduling site; OC date, report time, and room ID; gate ID; A-Number; and OC subsite code.
Oath Ceremony Cases with No Certificate Numbers	Lists the application ID; applicant name; A-Number; and OC date, time, and room ID. This report is generated by OC site and date range, and can be sorted by OC date, time and room ID; applicant name; A-Number; application ID; and terminal digit.

Report	Heading
Oath Ceremony Data Validation Report	This two column report provides the A-Number, filing site, applicant name, OC site, date and time, and who conducted the OC in the first column. It provides the applicant's DOB, gender, height, marital status, and country of former nationality in the second column. This report includes a total number of applicants scheduled for an OC, and is generated by OC site and date. The report can be sorted by application ID, applicant name, A-Number, and terminal digit. This report module does not offer a preview option at this time.
Oath Ceremony Demographic Report	Lists the application ID and applicant's A-Number, DOB, and COB. Includes a total number of cases listed on the report. This report is generated by OC scheduling site and service site, and by OC date, time, and room ID. It can be sorted by application ID, OC room ID, applicant name, A-Number, occupation, COB, COC, and terminal digit.
Oath Ceremony N646	The N646 identifies the Clerk of the Court, OC date, list number, and page number across the top, and provides the address, date, and time that the applicant is notified to appear for an administered oath of allegiance. Includes the applicant's A-Number and name, and provides a space at the bottom for the signature of the officer certifying OC eligibility.
Oath Ceremony N647	The N647 is the Clerk of Courts Oath of Allegiance and Certificate Accountability form. It identifies the Clerk of Court performing the OC; the OC date; the address at which the OC is held; and the applicant's A-Number, name, and certificate number. It also provides space for the signature of the officer in attendance. There is no preview option available with this report.

Report	Heading
Oath Ceremony Schedule by Reporting Location	Lists the application ID, A-Number, applicant name, OC scheduling site, service site, entrance gate ID, OC location color, and OC room ID. This report is generated by OC site; scheduling site; and OC date and room ID, and can be sorted by facility subsite code, OC subsite code, OC type, OC room ID, entrance gate ID, applicant name, A-Number, application ID, entrance gate color code, and terminal digit.
Ready to Schedule Queue	Lists the application ID, applicant name, A-Number, mailroom receipt date, and date application was placed in OC scheduling queue. This report is generated by OC site and in ready to schedule queue date range, and can be sorted by date application placed in queue, application ID, applicant name, OC room ID, mailroom receipt date, and A-Number.
Ready to Schedule Queue for Oath Ceremony by Interview and Receipt Date	Lists the application ID, applicant name, and A-Number, with OC interview date, receipt date of OC assignment, and room ID. This report is generated by OC site, mailroom receipt date range, and in ready to schedule queue date range, and can be sorted by applicant name, interview date, application ID, A-Number, mailroom receipt date, and terminal digit.
Ready to Schedule Queue Report for Oath Ceremony	Lists the application ID, applicant name, A-Number, and mailroom receipt date. This report is generated by OC site and mail room receipt date range, and can be sorted by application ID, mailroom receipt date, A-Number, applicant name, OC room ID, and terminal digit.

A Deliverable to the
U.S. Immigration & Naturalization Service



User Manual

CLAIMS 4.0 Service Center User Manual

Project No. K00PP015S00 (G519): CLAIMS 4 Development Support

Subtask 7: Documentation Support

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TABLE OF CONTENTS

1. INTRODUCTION 1–1
1.1 Purpose and Scope 1–1
1.2 Organization 1–1
1.3 Points of Contact 1–1
1.4 Project References 1–1
1.5 Primary Business Functions 1–2
1.6 Acronyms and Glossary 1–2

2. SYSTEM CAPABILITIES 2–1
2.1 Purpose of CLAIMS 4.0 2–1
2.2 General Description 2–1
2.3 Privacy Act Considerations 2–2
2.4 Graphical User Interface 2–3

3. DESCRIPTION OF SYSTEM FUNCTIONS 3–1
3.1 Mailroom Entry 3–1
3.1.1 Detailed Description of Mailroom Entry 3–1
3.1.2 Prerequisites for MailRoom Entry 3–1
3.1.3 Results of Mailroom Entry 3–1
3.2 Finance 3–2
3.2.1 Detailed Description of Finance 3–2
3.2.2 Prerequisites for Finance 3–2
3.2.3 Results of Finance 3–2
3.3 Data Entry 3–2
3.3.1 Detailed Description of Data Entry 3–2
3.3.2 Prerequisites for Data Entry 3–3
3.3.3 Results of Data Entry 3–3
3.4 Notices 3–3
3.4.1 Detailed Description of Notices 3–3
3.4.2 Prerequisites for Notices 3–3

3.4.3 Results of Notices 3–3
3.5 Reporting 3–4
3.5.1 Detailed Description of Reporting 3–4
3.5.2 Prerequisites for Reporting 3–4
3.5.3 Results of Reporting 3–4
3.6 Case Management 3–4
3.6.1 Detailed Description of Case Management 3–4
3.6.2 Prerequisites for Case Management 3–4
3.6.3 Results of Case Management 3–4
3.7 Case Status 3–5
3.7.1 Detailed Description of Case Status 3–5
3.7.2 Prerequisites for Case Status 3–5
3.7.3 Results of Case Status 3–5
3.8 System Maintenance 3–6
3.8.1 Detailed Description of System Maintenance 3–6
3.8.2 Prerequisites for System Maintenance 3–6
3.8.3 Results of System Maintenance 3–6
3.9 Workflow Admin. 3–6
3.9.1 Detailed Description of Workflow Admin. 3–6
3.9.2 Prerequisites for Workflow Admin. 3–7
3.9.3 Results of Workflow Admin. 3–7

4. OPERATION PROCEDURES 4–1
4.1 Launching CLAIMS 4.0 4–1
4.2 Using CLAIMS 4.0 4–2
4.2.1 Menu Commands 4–2
4.2.2 Navigation 4–2
4.2.3 Ellipsis Buttons 4–3
4.3 System Settings and Password 4–3
4.4 Entering an Application ID 4–5
4.5 Exit/Restart CLAIMS 4.0 4–5

5. ERROR HANDLING 5–1

6. CLAIMS 4.0 ONLINE HELP 6–1
6.1 Using Context-Sensitive Help 6–1
6.2 Accessing Help Using the Contents Topic List 6–1
6.3 Searching or Finding Help Topics 6–1
6.4 Using Help Index 6–1
6.5 Using the CLAIMS 4.0 Help Navigator 6–2
6.6 Using the Glossary 6–2

7. MAILROOM 7–1
7.1 Print Labels/Transfer Payments 7–2
7.2 Correct Payment 7–4
7.3 Void Application 7–5
7.4 Adjust Date 7–6
7.5 Reprint Labels 7–7
7.6 Test Labels Printer/Test Check Franker 7–8

8. FINANCE 8–1
8.1 Payment 8–2
8.2 Cash Box 8–5
8.2.1 Close Cash Box 8–5
8.2.2 Reconcile Cash Box 8–6
8.2.3 Audit Cash Box 8–8
8.2.4 Transfer Cash Box 8–10
8.3 Bounced Check 8–12
8.4 Invalid Payment Notice 8–12
8.5 Print Labels 8–13
8.6 Test Printer 8–14
8.7 Pay Override 8–15

9. DATA ENTRY 9–1
9.1 N400 Application (Application for Naturalization) 9–1
9.1.1 New Application 9–2
9.1.2 Payment Not Received 9–26

9.1.3 Update Application 9–27
9.1.4 Find 9–28
9.1.5 Group Management 9–29
9.1.6 Print Labels 9–36
9.1.7 Print Attorney Label 9–37
9.1.8 Test Printer 9–37
9.2 I881 Data Entry 9–37
9.2.1 New Application 9–38
9.2.2 Payment Not Received 9–49
9.2.3 Update Application 9–50
9.2.4 Find 9–50
9.2.5 Print Labels 9–51
9.2.6 Print Attorney Label 9–52
9.2.7 Test Printer 9–52

10. REPORTING 10–1
10.1 Initiating a Report Query 10–1
10.2 Report Functions 10–3
10.2.1 Using the Report Viewer Screen 10–4
10.2.2 Using the Batch Option 10–6

11. NOTICES 11–1
11.1 Notices Awaiting Creation 11–1
11.2 Batch Print Server 11–3
11.2.1 Print Notice 11–3
11.2.2 Reprint Notice 11–5
11.2.3 Find Notice 11–6
11.2.4 Database Maintenance 11–7
11.2.5 Configure Printers 11–8
11.3 Current Print Job Status 11–9
11.4 View Notice History 11–11

12. CASE MANAGEMENT 12–1

12.1 CLAIMS Resolution 12–1
12.2 Status Update 12–4
12.2.1 Batch Update 12–5
12.2.2 Close Out Case 12–7
12.2.3 No-Show 12–8
12.2.4 Certificate Withheld 12–9
12.3 Change of Address Request 12–11
12.4 FBI Fingerprint Result 12–12

13. CASE STATUS 13–1
13.1 Search 13–1
13.2 Print Labels/Print Case Status 13–6

14. SYSTEM MAINTENANCE 14–1
14.1 Profiles Menu 14–1
14.1.1 Select a Location 14–2
14.1.2 Location Profile 14–4
14.1.3 Services 14–9
14.1.4 Workflow Participant Roles 14–12
14.1.5 Report Access Groups 14–15
14.1.6 User Profile Record 14–18
14.1.7 Application ID, Payment ID, Alien Number 14–22
14.1.8 Certificate Numbers 14–25
14.1.9 Forms 14–28
14.2 Tables 14–31
14.3 Status 14–36
14.4 Window and File 14–39
14.4.1 Arranging the Desktop 14–39

15. WORKFLOW ADMIN. 15–1
15.1 Process Information 15–1
15.2 Pending Activities 15–3
15.3 Process History 15–4

16. ADJUDICATIONS 16–1
16.1 Preview/Open 16–3
16.1.1 N400 16–6
16.1.2 Address 16–6
16.1.3 Attorney (Att'y) 16–8
16.1.4 Evidence/Background 16–9
16.1.5 Relatives 16–12
16.1.6 Marriages 16–14
16.1.7 Employment 16–15
16.1.8 Other Names 16–17
16.1.9 Eligibility 16–18
16.1.10 Organization Memberships 16–20
16.1.11 Absences From the United States 16–21
16.1.12 Residential History 16–22
16.1.13 Fingerprints 16–24
16.1.14 325 16–27
16.2 Save Options 16–30
16.3 Exam 16–31
16.3.1 INS Location Testing 16–31
16.3.2 Test Center Test Results 16–34
16.4 Decisions 16–35
16.4.1 Approve 16–36
16.4.2 Continue 16–39
16.4.3 Continue With Intent to Deny 16–41
16.4.4 Deny/Withdrawal/Admin. Close 16–43
16.4.5 Denial Due to Abandonment 16–46
16.4.6 Service and Applicant Motions to Reopen and Reconsider 16–51
16.4.7 Decision Concerning Interview/Oath Ceremony 16–52
16.4.8 Supervisor Review 16–55
16.4.9 Reverify Grant 16–56
16.4.10 Undo Decision 16–56
16.5 Application List 16–58
16.6 Name Change Petition 16–59
16.7 Application History 16–60

16.8 Prior Exam Results 16–61
16.9 Prior Decision Results 16–62
16.10 Notices 16–63
16.11 Find/Case Status 16–64
16.12 Preferences 16–65

APPENDIX A—GLOSSARY AND ACRONYMS

APPENDIX B—REPORT DESCRIPTIONS

EXHIBITS

Exhibit 2–1: CLAIMS 4.0 Service Center 2–1
Exhibit 2–2: Operating Environment Functions 2–3
Exhibit 4–1: CLAIMS 4.0 Main Menu 4–1
Exhibit 4–2: Security Menu 4–3
Exhibit 4–3: System Settings 4–4
Exhibit 4–4: System Setting With Value Selected 4–4
Exhibit 4–5: Change Password 4–5
Exhibit 7–1: Mailroom Button 7–1
Exhibit 7–2: Mailroom Module Options 7–1
Exhibit 7–3: Print Labels 7–2
Exhibit 7–4: Confirmation Window 7–3
Exhibit 7–5: Correct Payment 7–4
Exhibit 7–6: Void Application 7–5
Exhibit 7–7: Adjust Date 7–6
Exhibit 7–8: Reprint Label 7–7
Exhibit 7–9: Confirmation Window 7–8
Exhibit 7–10: Confirmation Request 7–8
Exhibit 7–11: Test Check Request 7–9
Exhibit 8–1: Finance Button 8–1
Exhibit 8–2: Finance Module Options 8–1
Exhibit 8–3: Payment 8–2
Exhibit 8–4: Claims Finance Application—Remittance 8–4
Exhibit 8–5: Cash Box Operations—Close 8–6
Exhibit 8–6: Closed Cash Box Confirmation 8–6
Exhibit 8–7: Cash Box Operations—Reconcile 8–7
Exhibit 8–8: Reconcile Cash Box 8–7
Exhibit 8–9: Cash Box Operations—Audit 8–9
Exhibit 8–10: Audit Cash Box 8–9
Exhibit 8–11: Cash Box Operations—Transfer Cash Box 8–10
Exhibit 8–12: Transfer Cash Box 8–11
Exhibit 8–13: Confirmation Message 8–11
Exhibit 8–14: Bounced Check 8–12

Exhibit 8–15: Invalid Payment Notice 8–13
Exhibit 8–16: Print Bar-Code Label 8–14
Exhibit 8–17: Test Printer Message 8–14
Exhibit 8–18: Pay Override 8–15
Exhibit 9–1: Data Entry Button 9–1
Exhibit 9–2: Data Entry Module Options 9–1
Exhibit 9–3: N400 Button 9–2
Exhibit 9–4: N400 Data Entry Options 9–2
Exhibit 9–5: New Application 9–3
Exhibit 9–6: N400—Parts 1 and 2 9–4
Exhibit 9–7: N400—Part 3 9–5
Exhibit 9–8: N400—Part 4A 9–7
Exhibit 9–9: N400—Part 4B 9–8
Exhibit 9–10: N400—Part 5: Current Marriage 9–10
Exhibit 9–11: N400—Part 5: Marriage History 9–11
Exhibit 9–12: N400—Part 6 9–12
Exhibit 9–13: N400—Part 7: Questions 1 to 10 9–14
Exhibit 9–14: N400—Part 7: Questions 11 to 15 9–15
Exhibit 9–15: N400—Part 8: Plus Details of Crime 9–15
Exhibit 9–16: N400—Part 9 9–17
Exhibit 9–17: N400—Part 10 9–18
Exhibit 9–18: N400—Signature 9–20
Exhibit 9–19: G28 Form 9–21
Exhibit 9–20: Attorney Search Results 9–22
Exhibit 9–21: Required/Provided Evidence 9–23
Exhibit 9–22: Other 9–24
Exhibit 9–23: Details 9–25
Exhibit 9–24: N400 Data Entry With Lead Applicant List 9–26
Exhibit 9–25: N400 Data Entry—Warning 9–27
Exhibit 9–26: Update Application 9–28
Exhibit 9–27: Find Application 9–29
Exhibit 9–28: Group Management Options 9–30
Exhibit 9–29: Add Group Definition 9–30
Exhibit 9–30: Add Group Description 9–31

Exhibit 9–31: Group Information 9–32
Exhibit 9–32: Application ID to Add 9–33
Exhibit 9–33: Group ID 9–33
Exhibit 9–34: Group ID 9–34
Exhibit 9–35: Group Selection 9–34
Exhibit 9–36: Group Information 9–35
Exhibit 9–37: Label Printing 9–36
Exhibit 9–38: I881 Button 9–37
Exhibit 9–39: I881 Menu Options 9–37
Exhibit 9–40: I881 Data Entry Options 9–38
Exhibit 9–41: Application ID for I881 9–39
Exhibit 9–42: I881—Part 1 9–39
Exhibit 9–43: I881—Part 2 9–41
Exhibit 9–44: I881—Part 2 With Relative Fields 9–42
Exhibit 9–45: I881—G28 9–43
Exhibit 9–46: Attorney Search Results 9–44
Exhibit 9–47: Required/Provided Evidence 9–45
Exhibit 9–48: Evidence—Other 9–46
Exhibit 9–49: Evidence—Details 9–47
Exhibit 9–50: I881 Data Entry With Applicant List 9–48
Exhibit 9–51: I881 Data Entry Warning 9–49
Exhibit 9–52: Update Application 9–50
Exhibit 9–53: Find Application 9–51
Exhibit 9–54: Label Printing 9–52
Exhibit 10–1: Reporting Button 10–1
Exhibit 10–2: CLAIMS Reports 10–1
Exhibit 10–3: CLAIMS Tracking Report Query Builder 10–2
Exhibit 10–4: Select Your Search Options 10–2
Exhibit 10–5: Report Function Options 10–3
Exhibit 10–6: Report Viewer 10–4
Exhibit 10–7: Export 10–5
Exhibit 10–8: Reporting 10–6
Exhibit 11–1: Notices Button 11–1
Exhibit 11–2: Notices Module Options 11–1

Exhibit 11–3: Notices Awaiting Creation 11–2
Exhibit 11–4: Priority Sets for NT Server 11–2
Exhibit 11–5: Batch Print Server 11–4
Exhibit 11–6: Print New Notices 11–4
Exhibit 11–7: Reprint Notices 11–5
Exhibit 11–8: Find Notice 11–6
Exhibit 11–9: Maintenance 11–7
Exhibit 11–10: Reset Oracle 11–8
Exhibit 11–11: Configure Batch Printers 11–8
Exhibit 11–12: Print Job Status 11–10
Exhibit 11–13: Prompt 11–10
Exhibit 11–14: Prompt 11–11
Exhibit 11–15: View Notice History 11–11
Exhibit 12–1: Case Management Button 12–1
Exhibit 12–2: Case Management Module Options 12–1
Exhibit 12–3: View Activity Queue 12–2
Exhibit 12–4: CLAIMS/CIS A-Number Resolution 12–3
Exhibit 12–5: CLAIMS/CIS Data Field Comparison 12–4
Exhibit 12–6: Batch Status Update 12–5
Exhibit 12–7: Directory Structure 12–6
Exhibit 12–8: Batch Status Update Error Log 12–7
Exhibit 12–9: Close Out Case 12–7
Exhibit 12–10: No-Show 12–9
Exhibit 12–11: Certificate Withheld 12–10
Exhibit 12–12: Change of Address 12–11
Exhibit 12–13: Address Change Petition 12–11
Exhibit 12–14: FBI Fingerprint Result 12–12
Exhibit 12–15: FBI Result—Adding New 12–13
Exhibit 13–1: Case Status Button 13–1
Exhibit 13–2: Case Status Module Options 13–1
Exhibit 13–3: Case Status Inquiry 13–2
Exhibit 13–4: Case Search 13–3
Exhibit 13–5: Case Status 13–3
Exhibit 13–6: Interview Schedule 13–4

Exhibit 13–7: Attorney Information 13–4
Exhibit 13–8: FBI Result 13–5
Exhibit 13–9: Pay Details 13–5
Exhibit 13–10: Label Printing 13–6
Exhibit 13–11: Case Status Printing Prompt 13–7
Exhibit 13–12: Select a Printer Prompt 13–7
Exhibit 14–1: System Maintenance Button 14–1
Exhibit 14–2: Location Profiles 14–2
Exhibit 14–3: Location Search Options 14–3
Exhibit 14–4: Location Look-Up List 14–4
Exhibit 14–5: Location Profile 14–5
Exhibit 14–6: Nature of Services 14–6
Exhibit 14–7: Location Address 14–6
Exhibit 14–8: Other Information 14–7
Exhibit 14–9: Branch Locations 14–7
Exhibit 14–10: Function Buttons 14–9
Exhibit 14–11: List of Service Locations 14–10
Exhibit 14–12: Service Location Maintenance 14–10
Exhibit 14–13: Participant Type Codes List 14–13
Exhibit 14–14: Participant Roles 14–13
Exhibit 14–15: Report Access Group Code for a Site 14–15
Exhibit 14–16: Report Data Profile—New Record 14–16
Exhibit 14–17: Report Data Profile—Edit/Delete Record 14–17
Exhibit 14–18: User Profile List 14–19
Exhibit 14–19: User Profile Record 14–20
Exhibit 14–20: Number Pool Profile Menu 14–22
Exhibit 14–21: APP_ID Maintenance 14–22
Exhibit 14–22: PAYMENT_ID Maintenance 14–23
Exhibit 14–23: EAD's A_NUMBER Maintenance 14–24
Exhibit 14–24: Naturalization Certificate Number Maintenance 14–26
Exhibit 14–25: List of Naturalization Certificate Numbers for the Location 14–26
Exhibit 14–26: List of INS Forms 14–28
Exhibit 14–27: INS Form Data—By Location 14–29
Exhibit 14–28: Table List 14–31

Exhibit 14–29: Table List With Selected Table 14–32
Exhibit 14–30: Table Look-Up Scan 14–33
Exhibit 14–31: Insert a New Record 14–34
Exhibit 14–32: Update a Record 14–35
Exhibit 14–33: Workflow Case Status—By Case 14–37
Exhibit 14–34: Workflow Case Status—Activity History 14–37
Exhibit 14–35: Workflow Activity Monitor 14–38
Exhibit 15–1: Workflow Admin. Button 15–1
Exhibit 15–2: Workflow Process Instance—Process Info 15–2
Exhibit 15–3: Workflow Process Instance—Pending Activities 15–3
Exhibit 15–4: Workflow Process Instance—Process History 15–4
Exhibit 16–1: Adjudications Button 16–1
Exhibit 16–2: Adjudications Module Options 16–1
Exhibit 16–3: Preview/Open 16–3
Exhibit 16–4: Application ID 16–5
Exhibit 16–5: Warning Message 16–5
Exhibit 16–6: N400 Information 16–6
Exhibit 16–7: Address Information 16–7
Exhibit 16–8: Attorney Information 16–9
Exhibit 16–9: Evidence/Background Information 16–10
Exhibit 16–10: Possible Evidence List 16–11
Exhibit 16–11: Error Message 16–12
Exhibit 16–12: Evids/Bkgds Screen Tabs 16–12
Exhibit 16–13: Relative Information 16–13
Exhibit 16–14: Edit Relative Information 16–13
Exhibit 16–15: Marriage Information 16–14
Exhibit 16–16: Edit Marital Information 16–15
Exhibit 16–17: Employer Information 16–16
Exhibit 16–18: Edit Employment Information 16–16
Exhibit 16–19: Other Names Information 16–17
Exhibit 16–20: Edit Alias Name Information 16–18
Exhibit 16–21: Eligibility Information 16–18
Exhibit 16–22: Selective Service Details 16–19
Exhibit 16–23: Arrest Information Details 16–20

Exhibit 16–24: Organization Information 16–20
Exhibit 16–25: Absences From the United States Information 16–21
Exhibit 16–26: Absence Reasons 16–22
Exhibit 16–27: Residential History Information 16–23
Exhibit 16–28: Edit Residential Address 16–23
Exhibit 16–29: Fingerprint Information 16–24
Exhibit 16–30: Edit Fingerprint Information 16–24
Exhibit 16–31: Modify Fingerprint 16–25
Exhibit 16–32: Edit Fingerprint Information 16–26
Exhibit 16–33: Save Options for Ordering New Fingerprints 16–26
Exhibit 16–34: 325 Information 16–27
Exhibit 16–35: Edit 325 Information 16–28
Exhibit 16–36: Modify 325 16–28
Exhibit 16–37: Edit 325 Information With Modification Fields 16–29
Exhibit 16–38: Save Options for Adjudications 16–30
Exhibit 16–39: Warning Message 16–31
Exhibit 16–40: Test Results 16–32
Exhibit 16–41: Test Center Test Results 16–34
Exhibit 16–42: Approval Choices 16–36
Exhibit 16–43: Adjudicator's Decision Notes 16–37
Exhibit 16–44: Decision Review Results 16–37
Exhibit 16–45: Oath Ceremonies 16–38
Exhibit 16–46: Continue Reasons 16–39
Exhibit 16–47: Adjudicator's Decision Notes Tab 16–40
Exhibit 16–48: Decision Review Results Tab 16–40
Exhibit 16–49: Continue With Intent to Deny Choices 16–41
Exhibit 16–50: Adjudicator's Decision Notes Tab 16–42
Exhibit 16–51: Decision Review Results Tab 16–43
Exhibit 16–52: Deny/Withdrawal/Admin. Close Choices 16–44
Exhibit 16–53: Sample Denial Due to Abandonment Warning Screen 16–44
Exhibit 16–54: Record of Administrative Close Options 16–45
Exhibit 16–55: Adjudicator's Decision Notes Tab 16–45
Exhibit 16–56: Decision Review Results Tab 16–46
Exhibit 16–57: Denial Choices 16–47

Exhibit 16–58: Denial Due to Abandonment General Warning 16–48
Exhibit 16–59: Payment Menu Option 16–49
Exhibit 16–60: Payment Menu Option 16–49
Exhibit 16–61: Confirmation Message 16–50
Exhibit 16–62: Failure to Appear for Fingerprinting Warning 16–50
Exhibit 16–63: Service Motion to Reopen and Reconsider 16–51
Exhibit 16–64: Adjudicator's Decision Notes Tab 16–52
Exhibit 16–65: Application ID 16–53
Exhibit 16–66: Interview Decision 16–53
Exhibit 16–67: Oath Decision 16–54
Exhibit 16–68: Save Options to Verify Grant 16–56
Exhibit 16–69: Case Review Screen With Undo Decision Icon 16–57
Exhibit 16–70: Save Options for Undo Prior (Last) Decision 16–57
Exhibit 16–71: Application History 16–58
Exhibit 16–72: Application List 16–58
Exhibit 16–73: Case Status 16–59
Exhibit 16–74: Name Change Petition 16–60
Exhibit 16–75: Application History 16–61
Exhibit 16–76: Prior Test Results List 16–61
Exhibit 16–77: Prior Adjudication Results List 16–62
Exhibit 16–78: Notices Options for Decision Notice 16–63
Exhibit 16–79: Case Status Inquiry 16–65
Exhibit 16–80: Options Menu Options—Preferences 16–66

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INTRODUCTION

The Immigration and Naturalization Service (INS) developed the Computer-Linked Application Information Management System (CLAIMS) Version 4.0 to assist in the processing of applications related to naturalization or attaining U.S. citizenship. Designed to meet the sharp increase in naturalization applications over the past few years, CLAIMS—a reengineering of prior computerized naturalization systems—provides a more efficient and effective process for handling these cases. CLAIMS 4.0 makes use of newer and more efficient technology based on a graphical user interface (GUI). CLAIMS 4.0 enables the INS to process cases more efficiently by tracking each case through all aspects of the naturalization and citizenship process, from application submission to close out.

Purpose and Scope

This user manual provides an overview of CLAIMS 4.0 and its workflow process. It provides general information regarding CLAIMS 4.0 and detailed instruction on how to use CLAIMS 4.0 functions available at the INS service centers (SCs). A detailed description of the naturalization process using CLAIMS 4.0 is also provided. This manual also serves as a reference guide to the system functionality of CLAIMS 4.0 to aid INS representatives responsible for handling naturalization cases.

Organization

This user manual is divided into 16 sections. Section 1, Introduction, presents an overview of the CLAIMS 4.0 project, lists points of contact and reference documents, and describes primary business functions. Section 2, System Capabilities, describes the capabilities of CLAIMS 4.0. Section 3, Description of System Functions, provides a detailed description of each CLAIMS 4.0 function. The following sections contain step-by-step instructions for operating within CLAIMS 4.0: Section 4, Operation Procedures; Section 5, Error Handling; Section 6, CLAIMS 4.0 Online Help; Section 7, MailRoom Entry; Section 8, Finance; Section 9, Data Entry; Section 10, Reporting; Section 11, Notices; Section 12, Case Management; Section 13, Case Status; Section 14, System Maintenance; Section 15, Workflow Admin.; and Section 16, Adjudications.

Points of Contact

(b)(6)
(b)(6)

The primary point of contact is [redacted] Deputy Director Benefit Systems Division, [redacted]

Project References

The following references were used to create this user manual:

- Systems Development Life Cycle Manual, August 25, 1995, Volume II (CRY00.90000-02.F*0)

- Functional Requirements Document for CLAIMS 4, April 12, 2000 (NCY00.10000-00.DC1-EDS)

Primary Business Functions

The CLAIMS 4.0 reengineering project will eventually replace the Reengineered Naturalization Automated Casework System (RNACS) to more effectively support the naturalization process. The capabilities supported by CLAIMS 4.0 include MailRoom Entry, Data Entry, Finance, Scheduling, Case Management, Adjudications, Notices, Reporting, Document Production, Case Status, System Maintenance, and Workflow Admin. functions.

Acronyms and Glossary

Appendix A, Acronyms and Glossary, provides a list of the acronyms and terms used in this document. Appendix B, Report Descriptions, contains a list of reports accessible through the Reporting module of CLAIMS 4.0, together with a brief description of each report.

SYSTEM CAPABILITIES

CLAIMS 4.0 tracks cases and assists in processing applications for naturalization and citizenship. The system is capable of tracking a case from the time it enters the mailroom until the naturalization certificate is printed and given to the applicant and the case is closed out.

Purpose of CLAIMS 4.0

CLAIMS 4.0 provides the INS with an efficient and effective automated system to help with tracking and processing naturalization and citizenship applications. These applications are adjudicated by the INS in accordance with U.S. naturalization law. CLAIMS 4.0 serves as a repository of case data used at the local level to manage the naturalization caseload. CLAIMS 4.0 also provides statistics and composite profiles of naturalization activities at the national level.

General Description

CLAIMS 4.0 is divided into 12 modules. Exhibit 2–1, CLAIMS 4.0 Service Center Modules, lists the functions for the 10 modules used in the SCs.

Exhibit 2–1: CLAIMS 4.0 Service Center

Module	Functions
Mailroom Entry	The Mailroom Entry module of CLAIMS 4.0 allows users at INS SCs to clock in applications, assign each application a system-generated application ID number, and print the application ID number on a bar-code label. This module is also used to clock in, endorse, and assign payment ID numbers to payments included with applications.
Data Entry	The Data Entry module allows the user to enter application information into CLAIMS 4.0. At present, data from the N400 Application for Naturalization and the I881 Application for Suspension of Deportation can be entered. Groupings of applicants can also be created and updated in the Data Entry module.
Finance	The Finance module is used to process payments and perform accounting functions in CLAIMS 4.0. Payments are recorded using the Payment option of the Finance module. The Cash Box option is used to reconcile and audit payment accounts.
Notices	The Notices module is used to print or reprint notices created to inform applicants of scheduled appointments and the status of their applications. This module allows users to view a list of notices that are waiting to be created, to search for a notice by application ID, and to view a list of previously printed notices for an individual application. Users can also view the status of print jobs, reset print jobs, and configure printers using

Module	Functions
	this module.

Exhibit 2–1: CLAIMS 4.0 Service Center (continued)

Module	Functions
Reporting	The Reporting module is used to generate and print reports related to CLAIMS 4.0. A report query can be initiated to generate reports based on selected criteria. Reports can be requested according to functional areas available to the current user. Each area contains several types of reports, each with unique query criteria selection fields.
Case Management	The Case Management module is used to resolve data discrepancies between CLAIMS 4.0 and the Central Index System (CIS), to update case and address information, and to add Federal Bureau of Investigation (FBI) fingerprint information for an individual case or a group of cases.
Case Status	The Case Status module enables users to view case information. This module displays all past workflow activities through which a case has progressed as well as the current status of the case.
System Maintenance	The System Maintenance module enables a system administrator (SA) to assign individual user privileges and determine local maintenance settings.
Workflow Admin.	The Workflow Admin. module enables an SA to monitor and reset activities for a case.

Privacy Act Considerations

The CLAIMS 4.0 automated data processing (ADP) system captures and processes non-U.S. citizen data that are sensitive-but-unclassified information about individuals. You must access CLAIMS 4.0 with a user identification (ID) and a unique password. This information is covered by the Privacy Act and, therefore, must be protected against disclosure and tampering. The criminal penalties are as follows:

- Any officer or employee of an agency, who by virtue of employment or official position, has possession of, or access to, agency records which contain individually identifiable information, the disclosure of which is prohibited by U.S. Code Section 552a or by rules or regulations established thereunder, and who knowing that disclosure of the specific material is so prohibited, willfully discloses the material in any manner to any person or agency not entitled to receive it, shall be guilty of a misdemeanor and fined not more than $5,000.
- Any officer or employee of any agency who willfully maintains a system of records without meeting the requirement to publish a notice in the Federal Register regarding the existence and character of the system of records, shall be guilty of a misdemeanor and fined not more than $5,000.
- Any person who knowingly and willfully requests or obtains any record concerning an individual from an agency under false pretenses shall be guilty of a misdemeanor and fined not more than $5,000.

Graphical User Interface

CLAIMS 4.0 operates in the Windows 95 system environment. Windows 95 supports a GUI that enables you to perform CLAIMS 4.0 operations in a user-friendly environment by using menus, icons, and dialog boxes. It also employs mouse and keyboard commands. Exhibit 2–2, Operating Environment Functions, lists the terms used to describe functions within the Windows 95 operating environment referred to in this manual.

Exhibit 2–2: Operating Environment Functions

Term	Definition
Cascade	Overlapping arrangement of open windows displaying the title bar of each
Click	Single tap on a mouse button
Click and drag	Click on an object and hold down the left mouse button while moving the mouse to move or copy the selected object to another location
Clipboard	Temporary memory used to transfer data from one application to another or within the same application
Close	Click on the Close icon, ■, in the title bar to close either the current file or window or exit the current application or module
Cursor	Standard pointer: Appears when the cursor is over an object or button for launching an application or performing a function "I" beam: Appears when the cursor is over a location where text may be entered Hour glass: May appear when the central processing unit (CPU) is processing or performing a function
Desktop	Workspace screen area containing programs and icons
Dialog box	Message window containing options required to perform a selected command
Disk	Medium on which electronic data can be stored and retrieved
Diskette	Removable or portable medium on which electronic data can be stored and retrieved
Double click	Two taps on a mouse button in rapid succession; often used to start a program or to open a folder
Folder	graphical representation of a container that stores files; also a directory
Folder tab	Top portion of the folder that carries the name of that folder
Hard drive	Disk inside a CPU to which data can be stored or retrieved at a single workstation; often referred to as the C:\ drive
Icon	Graphical image used to represent an application, for example, ■, or a function, for example, ■ (Save). Clicking or double clicking on an icon activates the associated application or performs a function within an application

Exhibit 2–2: Operating Environment Functions (continued)

Term	Definition
Insertion point	Vertical flashing line, "|", to indicate the point within a textual document or a field where the user may enter information
Keyword	Word or term used to search for related topics
Maximize	Click on the Maximize icon, ■, in the title bar to expand the current window to fill the entire screen
Menu bar	Horizontal list of choices located below the title bar in a window
Menu	List of command options for a specific program or application
Minimize	Click on the Minimize icon, ■, in the title bar to reduce the current window to a button in the Windows Taskbar without closing the application
Notepad	Windows application used to create or edit text files of less than 64KB in text-only format
Paint	Windows application used to create, modify, or view pictures (replaces Paintbrush from Windows Version 3.1)
Point	Position cursor over a screen object
Print queue	List of documents pending printing indicating size, originator, and status of the print job
Pull-down list	Field containing a list of items to be selected from by clicking the downward pointing arrow, ■
Radio button	Button used to select only one of several available options, for example, ● ○
Restore	Click on the Restore icon, ■, in the title bar to return the current window to its original size
Right click	Single tap on the right mouse button
Scroll bar	Gray bar that contains arrows at either end for moving the items within a window into view located vertically on the right side of a window or horizontally across the bottom of a window ■
Shortcut menu	Click the right mouse button on a file or folder to display a menu with the most frequently used commands for the file or folder
Start	Button on one side of the taskbar used to open programs or documents and to restart or shut down the computer ■
Submenu	Menu within a main menu; accessed by choosing an item with a right arrow (**Open**›) to the side of it that contains specific programs, files, or groups
Taskbar	Gray section on the bottom edge of the screen containing the Start button, buttons for other applications or modules currently running, a clock, and icons to access other custom accessories ■

Exhibit 2–2: Operating Environment Functions (continued)

Term	Definition
Text	Characters, including letters, numbers, and symbols typed into a document
Text file	File containing characters only with no formatting
Tile	Arrangement of all open windows dividing the screen into equal-sized sections
Title bar	Bar across the top of a window indicating the application or file name contained within the window [redacted] CLAIMS [redacted]
Toolbar	Bar with buttons that perform the most common tasks in an application with a single click [redacted]
Tooltips	Pop-up text field that appears when the cursor is moved over a toolbar button; the text usually relates to the menu item name that performs the same function [redacted] Help Files [redacted]

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DESCRIPTION OF SYSTEM FUNCTIONS

The subsequent sections describe the functions of each CLAIMS 4.0 module used in the SCs.

Mailroom Entry

Detailed Description of Mailroom Entry

Users can perform the following activities in the Mailroom Entry module:

- Acknowledge that an application has been received in the mailroom
- Print labels for identifying physical application files
- Enter and adjust the date and time the application was received
- Generate an application ID, which is used to track the case throughout the naturalization process
- Indicate whether payment was included
- Endorse a payment and generate a payment ID
- Void a label created by mistake
- Reprint a label that printed incorrectly
- Record additional remittances submitted by an applicant in response to a deficient payment notice
- Change the status of new remittances and allow for payment processing

Prerequisites for MailRoom Entry

The following prerequisites are necessary to perform the activities in the Mailroom Entry module:

- The application paperwork must be physically received in the mailroom.
- I881 applications must complete a prescreening process before being entered into CLAIMS 4.0.
- A payment, waiver, or evidence that a payment was received elsewhere, must accompany the application.
- To void or reprint a label, an application ID must be generated.

Results of Mailroom Entry

The following results occur upon completion of the Mailroom Entry module:

- All cases entered are assigned an application ID number.

All cases entered are marked with the correct clock-in date and time.
All cases for which payment has been remitted are assigned a payment ID number.
Any labels that needed to be voided are voided.

- Any labels that needed to be reprinted are reprinted.

Finance

Detailed Description of Finance

Users can perform the following activities in the Finance module:

- Record lists of payments according to payment ID

Reconcile computerized payment lists with tallied lists of checks
Transfer payment accounts to another user
Audit reconciled payment accounts
Record bounced checks
Request Invalid Payment notices
Print cash box labels

- Override CLAIMS 4.0 to accept eligible insufficient payments

Prerequisites for Finance

The following prerequisites are necessary to perform the activities in the Finance module:

- A payment must be received and clocked in the mailroom.

A payment ID must be generated for the payment.

- The payment must be endorsed.

Results of Finance

The following results occur upon completion of the Finance module:

- All payments received with applications are recorded into CLAIMS 4.0 according to payment ID.
- The amounts of payments recorded are reconciled against a tally of actual payments.
- All reconciled accounts are audited and accepted.

Data Entry

Detailed Description of Data Entry

Users can perform the following activities in the Data Entry module:

- Enter an N400 or I881 application

Update an application within 24 hours of initial data entry
View an application history
Create or modify groups of applicants for N400 applications

- Use the Find command to search for and open an application

Prerequisites for Data Entry

The application must complete the Mailroom Entry process before the activities in the Data Entry module can be performed.

Results of Data Entry

The following results occur upon completion of the Data Entry module:

- The application information is entered into CLAIMS 4.0 and saved.
- Users are able to view a case history.
- I881 applications are transferred to the Refugee, Asylum, and Parole System (RAPS) for further processing.

Notices

Detailed Description of Notices

Users can perform the following activities in the Notices module:

- View a list of notices that are waiting to be created

View the notice history of an application

- Print individual notices or batch print notices sorted by type or location

Prerequisites for Notices

The following prerequisites are necessary to perform activities in the Notices module:

- An applicant must be scheduled for fingerprinting, an interview, or an oath ceremony (OC).
- The user must have the appropriate authorization to view or print the notice or to run batch print jobs.
- An action or decision that warrants a notice to be printed and mailed to the applicant must occur and be recorded in CLAIMS 4.0.

Results of Notices

The following results occur upon completion of the Notices module:

- All standard notices are generated.
- All customized notices are created and generated.
- All printed notices are stored electronically.

- All printed notices are addressed to applicants and other designated parties, such as applicants' attorneys or representatives.

Reporting

Detailed Description of Reporting

The following CLAIMS 4.0 reports can be generated in the Reporting module:

- Standardized

Management

Workflow

- Ad hoc

Prerequisites for Reporting

The following prerequisites are necessary to generate reports in the Reporting module:

- A printer must be available and defined to the user's configuration.

The user must have the appropriate authorization to run a specific report.

- The user must enter the criteria upon which the report is to be based.

Results of Reporting

CLAIMS 4.0 reports are printed to the default printer upon completing the Reporting module.

Case Management

Detailed Description of Case Management

Users can perform the following activities in the Case Management module:

- Update a case or cases with the most current information or action
- Close a case or group of cases by performing either an OC Close Out or an Administrative Close Out
- Record no-shows for interviews or OCs
- Record that naturalization certificates have been withheld from one or more applicants
- Record a change of address for an individual case
- Record fingerprint results for an individual case

Prerequisites for Case Management

A case must complete the Mailroom and Data Entry processes before the activities in the Case Management module can be performed.

Results of Case Management

The following results occur upon completion of the Case Management module:

- All information received on cases is updated.
- All actions performed on cases are recorded.
- All no-shows are recorded.
- All cases that needed to be closed out are closed out using one of the following types of close-out procedures:
  - OC
  - Administrative
- All certificates withheld are recorded.
- The mailing and/or residential address is updated for a case.
- Fingerprint results are updated for a case.

Case Status

Detailed Description of Case Status

In the Case Status module, users can search for case information located in CLAIMS 4.0 using the following search options:

- Search by personal information
- Search by mailing address
- Search by attorney
- Search by other information
- View a case status and history
- View scheduled appointments, attorney information, fingerprint results, and payment information for a case

Prerequisites for Case Status

A case must complete the Mailroom and Data Entry functions before the activities in the Case Status module can be performed.

Results of Case Status

The following results occur upon completion of the Case Status module:

- Searches for cases using one or more types of search criteria are performed.
- Case status and history screens are viewed.
- Scheduled appointments, attorney information, fingerprint results, and payment information for a case are viewed.

System Maintenance

Detailed Description of System Maintenance

Users can perform the following activities in the System Maintenance module:

- Set up a location profile (that is, general information, address, nature of services, jurisdiction information, and branch sites)
- Identify the services offered at the location
- Assign certificate numbers and alien numbers (A-Numbers) to be used by the location
- Set up user access privileges to CLAIMS 4.0
- View the workflow process of an application and identify where the selected application is within the process
- View the history of an application
- Set up user profiles
- Set up default operational procedures for processing INS forms
- View and browse database tables (editing or deleting tables requires specific access privileges)
- Form community-based organization (CBO) groups

Prerequisites for System Maintenance

The user must have SA access privileges to perform activities in the System Maintenance module.

Results of System Maintenance

The user will accomplish the following upon completion of the System Maintenance module:

- A location for service is set up.
- User profiles and access privileges are assigned.
- An application's history and status within the workflow process are viewed.
- Database tables (edited or deleted tables if access privileges allow) are viewed.

Workflow Admin.

Detailed Description of Workflow Admin.

Users can perform the following activities in the Workflow Admin. module:

- View the current workflow processing status of an application or a payment
- View all the workflow activities that a case is awaiting or that are currently active
- Reset an activity status to inactive, suspended, canceled, or error
- View merging points (special internal workflow activities)
- View a history of all states of all workflow activities for a case

Prerequisites for Workflow Admin.

The user must have SA access privileges to perform activities in the Workflow Admin. module.

Results of Workflow Admin.

The user will accomplish the following upon completion of the Workflow Admin. module:

- Current workflow status of an application or payment is viewed.

The workflow activities that are currently active or that a case is awaiting are reviewed.
An activity is reset to inactive, suspended, canceled, or error.
Merging points are viewed.

- A history of all states of all workflow activities for a case are viewed.

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OPERATION PROCEDURES

The procedures for CLAIMS 4.0 include the following basic operations:

- Logging on to CLAIMS 4.0
- Using the menus and toolbars
- Using the mouse and keyboard to navigate within CLAIMS 4.0
- Terminating and restarting operations

Launching CLAIMS 4.0

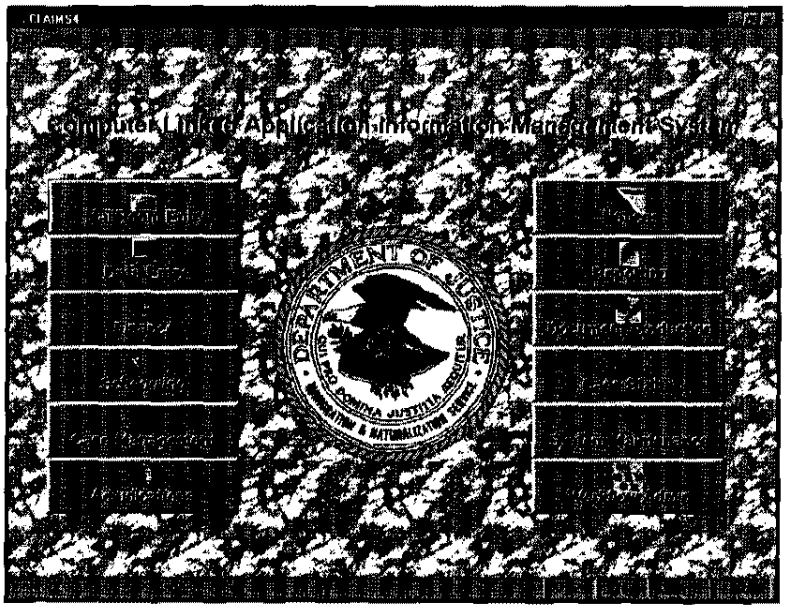
If your computer is powered down, perform the following steps:

1. Turn on the computer.
2. Log on to the local area network (LAN).

To launch and log on to CLAIMS 4.0, perform the following steps:

1. Double click on the CLAIMS 4.0 icon displayed on the desktop:  .
2. Enter the appropriate user ID, and press T.
3. Enter the password, and click [redacted]. The CLAIMS 4.0 main menu screen (Exhibit 4–1, CLAIMS 4.0 Main Menu) appears.
4. Click the appropriate button to enter the desired module of CLAIMS 4.0.

Exhibit 4–1: CLAIMS 4.0 Main Menu


CLAIMS4
Computer Linked Application Information Management System

Using CLAIMS 4.0

CLAIMS 4.0 incorporates many Windows 95 features that make system navigation easy. Each module of CLAIMS 4.0 has a menu bar that contains command options. The command options can be selected by using the mouse or the keyboard. The CLAIMS 4.0 screens also have toolbars that access many of the system's functions.

Menu Commands

All program windows have a menu bar on which user commands can be found. Although this manual deals primarily with using toolbar buttons to perform commands, the same commands can also be executed by using the menu bar. The menu bar is located below the title bar of the active window and above the toolbar buttons. The names of available commands appear on the menu bar.

To access commands from the menu bar using the mouse, follow these guidelines:

- Click on the name of the menu to be opened. A drop-down command menu appears.
- Click on the appropriate command. Some commands lead to submenus. If a submenu appears, click on the desired command within that submenu.

To access commands from the menu bar using the keyboard, follow these guidelines:

- Press and hold A. Press the key that corresponds with the underlined letter in a menu bar item to display the drop-down menu.
- Continue by pressing A again and the underlined letter of the desired command, or use t and b on the keyboard to move up and down that menu's commands. When the desired option is highlighted, press R.
- To exit a drop-down menu without selecting a command, press E, or move the cursor away from the drop-down menu.

Navigation

All functions within each CLAIMS 4.0 module can be accessed from the toolbar using the mouse or with shortcut keys using the keyboard. The left mouse button is the primary button used when navigating with the mouse and is used for most point-and-click commands.

To navigate using the mouse, follow these guidelines:

- To place text in a field, move the cursor to the desired field, and click in the field.
- To activate a button, move the cursor to the desired button, and click the button.
- To access a pull-down list, click the downward pointing arrow m, and select the desired option.

To navigate using the keyboard, follow these guidelines:

- To activate a button, press T until the button is framed by a dotted outline, and press R.
- To move forward from screen to screen, press and hold C, and press T.
- To move forward from field to field, press T.
- To move backward from field to field, press and hold S, and press T.
- To access a pull-down list (identified by a m to the right of a field), use t and b on the keyboard to move through the list until the desired option is highlighted, and press T.
- To check a box, tab to the field, and press the space bar.

Ellipsis Buttons

Some of the fields in CLAIMS 4.0 are linked to tables that contain a list of valid entries for that field. When the cursor is in such a field, an [redacted] (ellipsis) button appears. To access a window that displays a list of entries, click [redacted], or press @. When the window appears, click the desired entry, and click [redacted]. The entry is placed in the appropriate field.

System Settings and Password

The Security option on the menu bar of the CLAIMS 4.0 switchboard allows users to modify system settings and change passwords (Exhibit 4–2, Security Menu).

Exhibit 4–2: Security Menu



Perform the following steps to change system settings for CLAIMS 4.0 (**Note:** Only SAs should change system settings. Please consult your SA before modifying any of these values.):

1. Select System Settings from the Security menu. The System Settings screen opens (Exhibit 4–3, System Settings).

Exhibit 4–3: System Settings



2. Click on a folder to see the specific settings that can be modified. (Exhibit 4–4, System Setting With Value Selected)

Exhibit 4–4: System Setting With Value Selected



3. Each key represents a system setting that can be changed. Click on a key to modify the setting. When a key is selected, its setting appears in the Current Value field (Exhibit 4–4).
4. To change the setting, type a new value in the New Value field and click [redacted].
5. After making all necessary changes, click the [redacted] control button to close the system settings window and return to the main menu.

Perform the following steps to change your CLAIMS 4.0 password:

1. Select Change Password from the Security menu (Exhibit 4–5, Change Password).

Exhibit 4–5: Change Password

[redacted]

2. Enter the current password in the Old Password field and press T.
3. Enter the new password in the New Password field and press T.
4. Enter the new password again in the Verify New Password field.
5. Click [redacted].
6. Click [redacted] at any time to exit the Change Password screen and return to the CLAIMS 4.0 main menu screen.

Entering an Application ID

Whenever a process requires entering the application ID, the nine-digit number either can be entered into the system manually, or the bar code, which contains the application ID, can be scanned.

Exit/Restart CLAIMS 4.0

To exit from the application using the menu bar, select Exit from the File menu. To exit from the application using the command button, click the [redacted] in the right side of the title bar.

To restart the application, refer to Section 4.1, Launching CLAIMS 4.0.

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ERROR HANDLING

Perform the following steps if a system failure or error occurs while performing an activity in CLAIMS 4.0:

1. Log off, and then log on to CLAIMS 4.0. Access the module where the system failure or error occurred. The Unfinished Activities window (Exhibit 5–1, Unfinished Activities) appears.

Exhibit 5–1: Unfinished Activities



   a. To reset all activities, click [redacted].
   b. To reset a specific activity, perform the following steps:
      1) Click on the activity in the list.
      2) Click [redacted].
   c) To close the screen, click [redacted].
2. Repeat the steps that were being performed when the system failure or error occurred. If the error occurs again, go to Step 3.
3. Report the problem to the SA. If the SA cannot help or is unavailable, go to Step 4.
4. Report the problem to the CLAIMS 4.0 help desk at [redacted] After business hours, call an emergency pager number [redacted]

(b)(2)
(b)(2)

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CLAIMS 4.0 ONLINE HELP

Online help is available at all times in CLAIMS 4.0. The subsequent sections outline the several methods available to access the Help module in CLAIMS 4.0. All available Help topics are identified as hotspots (green, underlined text). To access a topic, click on a hotspot. Information about the topic appears. If the topic is broad, a list of subtopics appears. To view the Help topics in order, click the >> button to view the next topic, or click the << button to view the previous topic. Click [redacted] to view previously viewed topics in the order reviewed.

Using Context-Sensitive Help

Context-sensitive help provides information about fields and buttons throughout CLAIMS 4.0. To access context-sensitive help, place the cursor over a field or button, and press 1. Information about the use and function of the field or button appears.

Accessing Help Using the Contents Topic List

The Help Contents Topic list is an index list of topics available within the current module. Clicking on a topic hotspot displays a pop-up window containing the related information. There are three ways to access a Help Contents Topic list, as follows:

- Click the [redacted] (Help) button in the toolbar of any module, if available.

Select Contents from the Help menu.

- From within a Help topic, click the Help Topics button at the top of the topic window.

Once in the Help Contents Topic list, click a topic hotspot to view a related topic. Information about the topic or, if the topic is broad, a list of subtopic hotspots appears. Continue to click on hotspot topics until the required information is found.

Searching or Finding Help Topics

The Help Find search tool uses an alphabetical list of topics available in the Help system for the current module. The two methods to perform a search are as follows:

- Select Search for Help on... from the Help menu.
- Click on the Find tab from the Index window.

The Find window, which provides an in-depth list of terms and topics covered in the Help system for this module, appears. To use the Find window, enter the term or phrase in the first field in the window. A list containing the topics most closely matching the entry appears. Click on the desired topic. A list containing all available topics and related topics appears. Select a topic by clicking on it. Then click [redacted] to view the related topic.

Using Help Index

The Help Index tool uses a more extensive list of terms than is available in the Find tool. The list of terms may include abbreviations or terms similar in wording (for example, A-Number and Alien Number).
To access the Index tool, select Index from the Help menu. The Index window listing terms and topics covered in the Help system for this module appears. To use the Index window, enter in the field provided the term or phrase you are looking for. The list below automatically scrolls to the topic most closely matching the entry. Click [redacted] to view the related information. If a list of topics appears in the Index window, click on the desired topic, and click [redacted]. Information for the selected topic appears.

Using the CLAIMS 4.0 Help Navigator

The Help Navigator provides a graphical map of the main Help system for CLAIMS 4.0. The map identifies the topic currently being viewed and provides access to other topics within the Help system.

To use the navigator, access the Contents topic, and click on the CLAIMS hotspot. Once in the CLAIMS Help system, click on the CLAIMS Navigator hotspot or icon to view the map. Use the map buttons or the hotspots in the Help topic to view the desired topic. To close the Help Navigator, click [redacted] at the top of the map window.

Using the Glossary

The glossary is a component of the main Help system. The glossary contains definitions of nonsystem terminology and acronyms related to INS naturalization processes.

To use the glossary, access the Contents topic, and click [redacted] at the top of the Help topic window. A list of terms and acronyms appears. Click on the desired hotspot to view information on the term chosen. The glossary is available from the Contents topic and all topics under the CLAIMS hotspot in the Contents topic. To return to the previous topic viewed, click [redacted] at the top of the topic window. Continue clicking [redacted] until the desired topic appears.

MAILROOM

The Mailroom module of CLAIMS 4.0 allows users to acknowledge the receipt of applications and payments. When an application is received at an INS SC, it is clocked in, assigned a system-generated application ID number, and a bar-code label is printed. If a payment is included with the application, it is clocked in, endorsed, and assigned a payment ID number. The check or money order is endorsed using a franker that is connected to the computer.

Note: When an incorrect payment is received with an application, do not continue processing. Under current INS policy, the payment and application must be returned to the applicant.

Click the MailRoom Entry button (Exhibit 7–1, Mailroom Button) in the Main Menu screen to enter the Mailroom module.

Exhibit 7–1: Mailroom Button



Exhibit 7–2, Mailroom Module Options, lists the available options in the Mailroom module.

Exhibit 7–2: Mailroom Module Options

Title	Icon	Description
Print Labels/ Transfer Payments		Generates an application ID number and prints a label for an application; when payment is included with the application, this option endorses checks and generates a payment ID
Correct Payment		Adds additional remittances to a deficient payment that was processed previously
Void Application		Voids an application ID when the application ID has not yet been data entered and associated payments have not been processed
Adjust Date		Adjusts the mailroom received date and time
Reprint Labels		Reprints a label when an error occurs
Test Labels Printer		Generates a test label to verify that the bar-code printer is working correctly
Test Check Franker		Allows user to verify that the check franker is working correctly

Print Labels/Transfer Payments

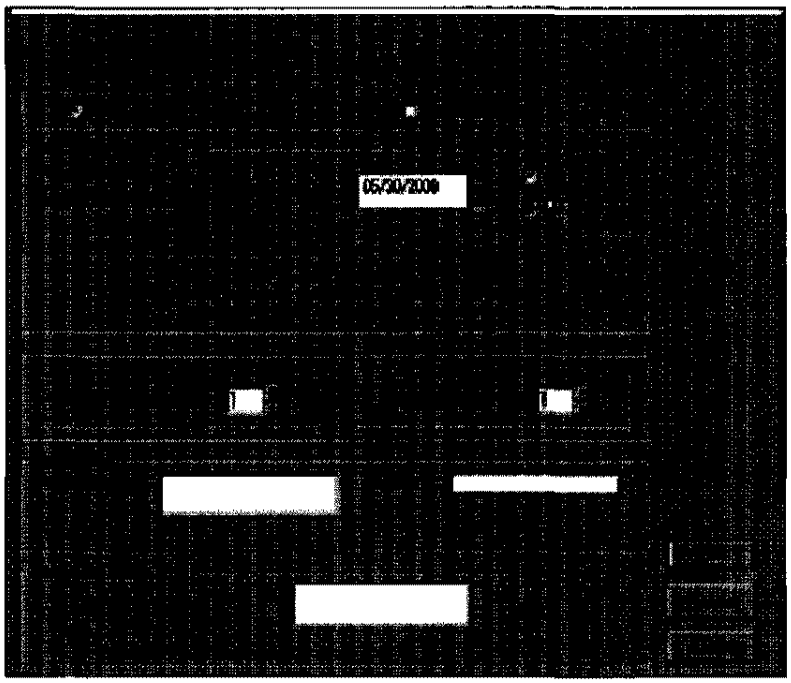
The Print Labels option is used to record the receipt of applications and payments. An application ID is generated during this process and printed on a label. If a payment is included with the application, a payment ID is also generated and the payment ID is printed on the application ID label. A check printer, known as a franker, is used to endorse and print a payment ID on the back of the check/money order.

Note: If the payment ID is not printed correctly during the endorsement process, manually enter the payment ID on the back of the check or money order.

To record the receipt of an application with payment, perform the following steps:

1. Click the  (Print Labels/Transfer Payments) toolbar button to access the Print Labels screen (Exhibit 73, Print Labels).

Exhibit 7–3: Print Labels



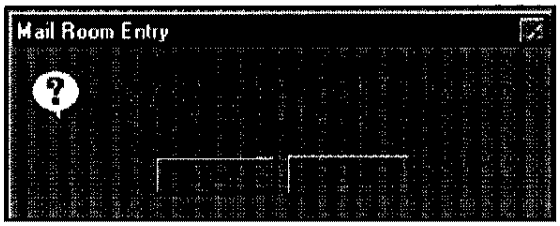
2. Click on the  radio button.
3. In the Mail Deliver Date/AM-PM section, enter the date the application was received in the mailroom or click  to select the date from a calendar.
4. Click on the  or  radio button to indicate the time of day the application was received.

5. Click z or m in the Number of Applications field to indicate the number of applications covered by the payments.
6. Click z or m in the Number of Remittances field to indicate the number of remittances received.
7. Click [redacted]. A system-generated application ID number is printed on a label. The application ID appears in the Application IDs field in the Last Printed section, and a confirmation window appears.
8. If the labels have printed correctly, click [redacted], otherwise click [redacted] to reprint.

   Note: If multiple applications are received with a single payment, a window with a prompt to confirm the print request appears. A separate application ID is generated for each application, and separate labels are printed. Each application ID number generated appears in the Application IDs field in the Last Printed section.
9. Insert the check or money order into the franker, and click [redacted]. The check or money order is endorsed, and a system-generated payment ID is printed on its reverse side. The payment ID appears in the Payment ID field in the Last Printed section.

   Note: If an application with multiple remittances is received, a window with a prompt to confirm the print request appears. A single payment ID is generated, and each remittance is assigned a sequence number. The payment ID is printed on the reverse side of each check or money order, followed by the sequence number in parentheses.
10. To transfer payment IDs for further processing, click [redacted]. The payment IDs appear in the Ready for Transfer section, and a confirmation window (Exhibit 7–4, Confirmation Window) appears.

Exhibit 7–4: Confirmation Window



11. Click [redacted] to confirm the transfer and return to the Print Labels screen.
12. Click [redacted] to return to the Mailroom main menu screen.

To record the receipt of an application only, perform the following steps:

1. Click the [redacted] (Print Labels/Transfer Payments) toolbar button to access the Print Labels screen (Exhibit 73).

2. Click the [redacted] radio button.
3. Enter the receipt date of the applications.
4. Click the [redacted] or [redacted] radio button to indicate the time of day the applications was received.
5. Click z or m in the Number of Applications field to indicate the number of applications received.
6. Click [redacted]. The system-generated application ID number is printed on a label. The application ID appears in the Application IDs field in the Last Printed section.

   Note: If more than one application is being processed, a separate application ID is generated for each, and separate labels are printed. Each application ID number generated is displayed in the Last Printed section of the Print Labels Screen.
7. Click [redacted] to return to the Mailroom main menu screen.

Correct Payment

The Correct Payment option is used to record additional remittances submitted by an applicant in response to a notice that previous payments were deficient. The additional remittance is assigned the same payment ID as the original payment and given a new sequence number.

Note: Data Entry must be completed for an application before a payment correction can be made.

To correct a payment, perform the following steps:

1. Click the [redacted] (Correct Payment) toolbar button to access the Correct Payment window (Exhibit 7–5, Correct Payment).

Exhibit 7–5: Correct Payment

[redacted]

2. Enter the application ID and click [redacted] to add the application ID to a list.
3. To add additional application IDs to the list, repeat Step 2.
4. To remove an application ID from the list, perform the following steps:
   a. Click on one of the application IDs in the list.
   b. Click [redacted].
5. In the Number of Remittances field, click m or z to indicate the number of additional remittances.

6. Click Correct. A prompt appears to insert the checks in the franker.
7. Insert the check into the franker and click OK.
8. Click Cancel to return to the Mailroom main menu screen.

Void Application

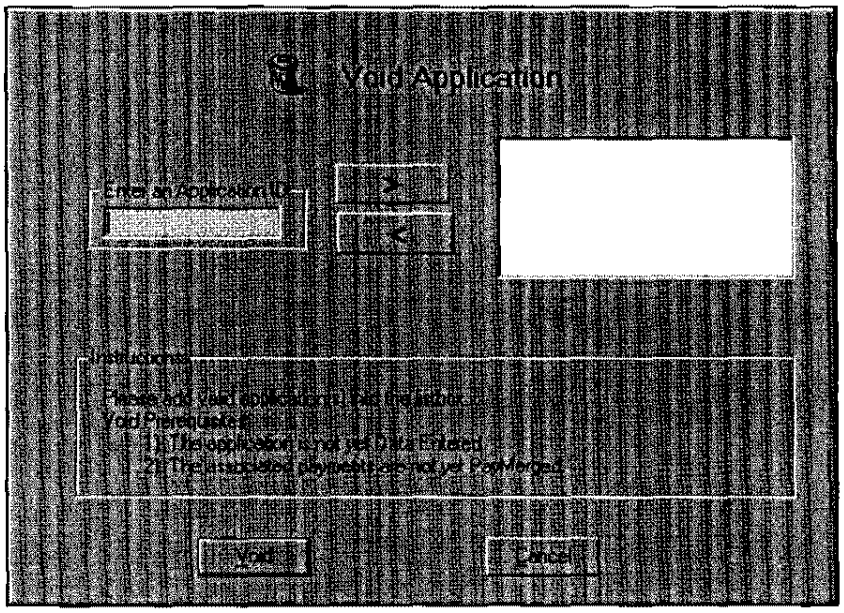
If a mistake was made on a generated label, the label and application ID can be voided using the Void Application option. This option allows multiple application IDs to be voided at one time.

Note: Applications cannot be voided after they have been data entered or after payments associated with them have been pay merged.

To void labels/application IDs, perform the following steps:

1. Click the (Void Application) toolbar button to access the Void Application window (Exhibit 7–6, Void Application).

Exhibit 7–6: Void Application



2. Enter an application ID and click > to add the application ID to the list box.
3. To add additional application IDs to the list, repeat Step 2.
4. To remove an application ID from the list, perform the following steps:
   a. Click on the application ID in the list.
   b. Click <.

5. When the list of applications to be voided is complete, click Void. A confirmation window appears.
6. Click Yes to confirm the void. A second confirmation window appears.
7. Click OK.
8. Click Cancel to return to the Mailroom main menu screen.

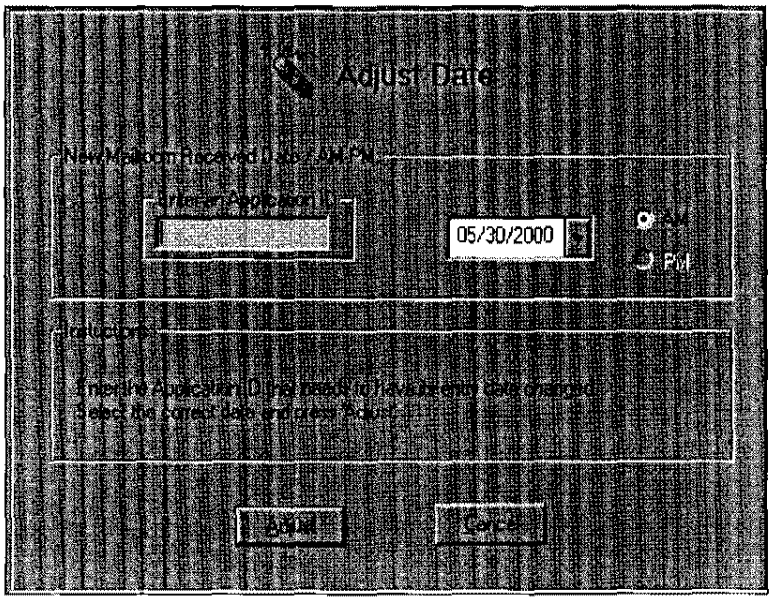
Adjust Date

The Adjust Date option allows users to adjust the application receipt date and time if an application received at an INS location is not clocked in and data entered within the expected time frame, or if the receipt date needs to be moved forward.

To adjust the application receipt date, perform the following steps:

1. Click the (Adjust Date) toolbar button to access the Adjust Date window (Exhibit 7–7, Adjust Date).

Exhibit 7–7: Adjust Date



2. Enter an application ID in the New Mail Delivery Date/AM-PM section.
3. Enter the date the application was received in the mailroom or click to select a date from the calendar.

4. Click on the AM or PM radio button to indicate the time of day the application was received.
5. Click Adjust. The initial application date and time recorded during Mailroom is adjusted and a confirmation window appears.
6. Click Yes to confirm the adjustment. A second confirmation window appears.
7. Click OK.
8. Click Cancel to return to the Mailroom main menu screen.

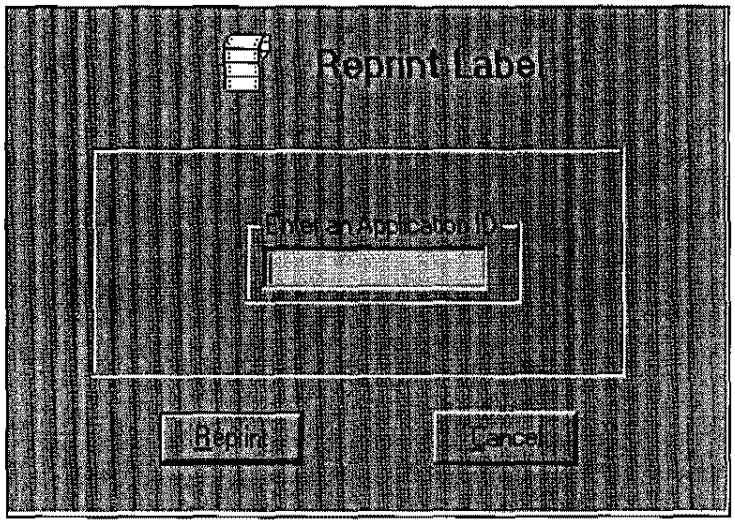
Reprint Labels

If a label prints incorrectly, it can be reprinted using the Reprint Labels option. This option allows only one reprint request to be entered at a time.

To reprint a label, perform the following steps:

1. Click the (Reprint Labels) toolbar button to access the Reprint Label window (Exhibit 7–8, Reprint Label).

Exhibit 7–8: Reprint Label



2. Enter the application ID and click Reprint. A confirmation window (Exhibit 7–9, Confirmation Window) appears stating that the bar-code label has been sent to the printer.

Exhibit 0–9: Confirmation Window



3. Click  to confirm the print request.
4. Click  to return to the Mailroom main menu screen.

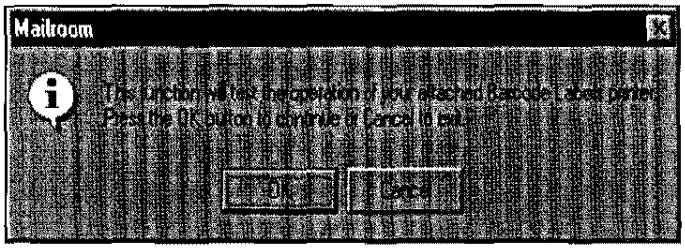
Test Labels Printer/Test Check Franker

The test options are used to verify that the bar-code printer and franker are working correctly. When the Test Labels Printer option is selected, a sample label is generated from the printer. When the Test Check Franker option is selected, a blank piece of paper can be inserted into the check franker to verify that the franker is working correctly.

To test the labels printer, perform the following steps:

1. Click the  (Test Labels Printer) toolbar button. A confirmation request box appears (Exhibit 7–10, Confirmation Request).

Exhibit 7–10: Confirmation Request



2. Click  . A Test Complete confirmation window appears.
3. Click  to return to the Mailroom screen.
4. If a label is not printed, verify that the printer is turned on and that all connections are secure. Return to Step 1. If a label still does not print, call an SA.

To test the check franker, perform the following steps:

1. Click the (Test Check Franker) toolbar button. A confirmation request window appears with a prompt to insert a test check (Exhibit 7–11, Test Check Request)

Exhibit 7–11: Test Check Request



2. Click . A Test Complete confirmation window appears.
3. Click to return to the main screen.
4. If the test check is not franked, verify that the franker is turned on and that all connections are secure. Return to Step 1. If a check still cannot be franked, call an SA.

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FINANCE

After a payment has been received in the Mailroom, clocked in, and assigned a payment ID number, the payment information needs to be entered into CLAIMS 4.0 through the Finance module. Users enter payment amounts into electronic cash boxes identified with their user IDs and locations. After entering all payments into a cash box, a user must reconcile the cash box with the actual payments received. The cash box must then be audited to complete the finance process.

Click the Finance button (Exhibit 8–1, Finance Button) in the CLAIMS 4.0 Main Menu screen to enter the Finance module.

Exhibit 8–1: Finance Button



Exhibit 8–2, Finance Module Options, lists the available options in the Finance module.

Exhibit 8–2: Finance Module Options

Title	Icon	Description
Payment		Used to record payment information
Cash Box		Used to open, close, reconcile, audit, and transfer payment accounts
Bounce Check		Used to indicate a check was returned to the INS from the bank due to insufficient funds
Invalid Payment Notice		Used to request an Invalid Payment Notice be sent to notify the applicant that an invalid payment was received
Print Labels		Prints a cash box bar-code label
Test Printer		Generates a test label to verify that the bar-code printer is working correctly
Pay Override		The Pay Override option is used to accept an insufficient payment.

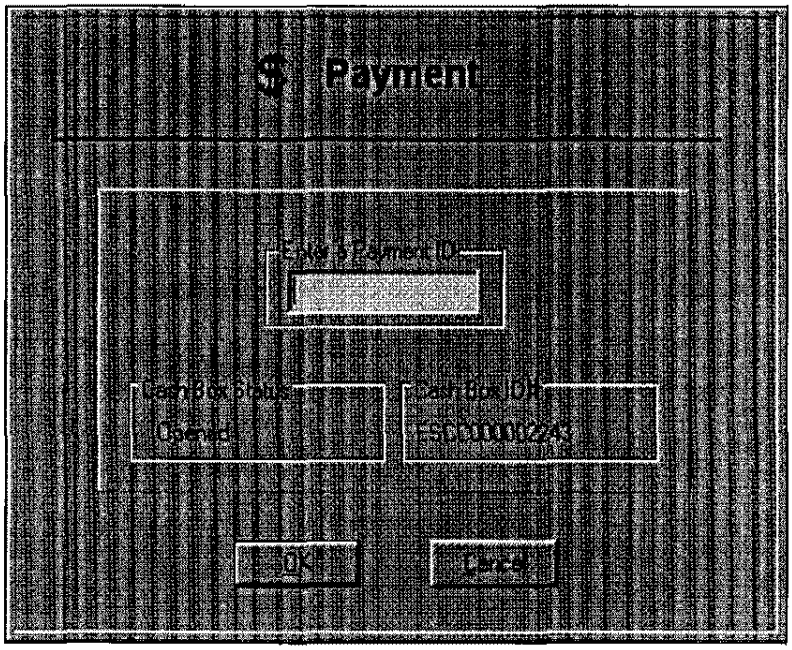
Payment

Four types of payment can be recorded: personal check, cash (not currently functional), money order, and credit card (not currently functional). Specific information for each type of payment is entered into the system from the Payment screen.

To access the Payment screen, perform the following steps:

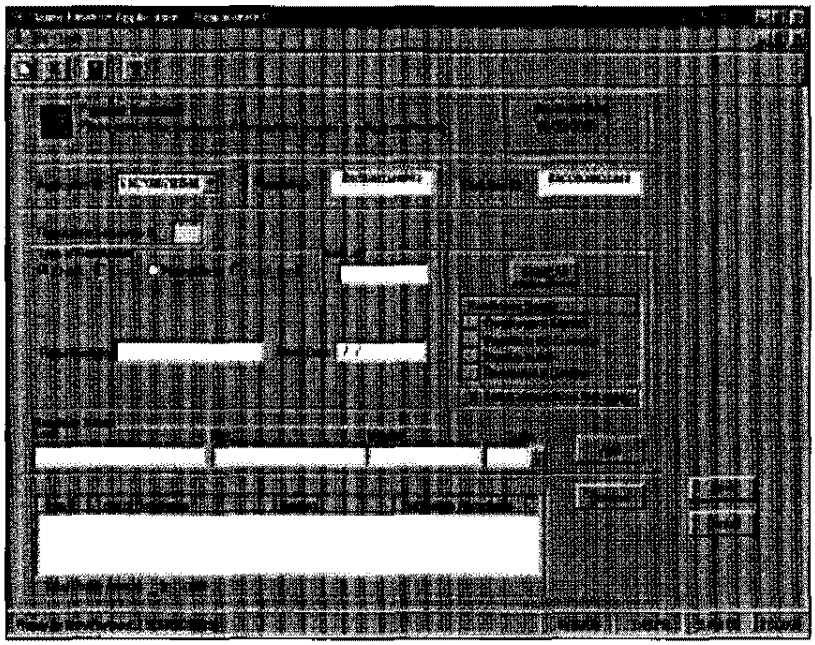
1. Click the (Payment) toolbar button. The Payment screen (Exhibit 8–3, Payment) appears.

Exhibit 8–3: Payment



2. Enter the payment ID (last digits following the zeros).
3. Press R or click OK. The Claims Finance Application—Remittance screen appears (Exhibit 8–4, Claims Finance Application—Remittance).

Exhibit 0–4: Claims Finance Application—Remittance



To record payment information, perform the following steps:

1. Enter the appropriate information in the following required fields:
   - **Remittance Sequence #**—Number assigned to a payment in addition to the payment ID when two or more remittances are submitted for a single application; shown in parentheses after the payment ID on the endorsed remittance
   - **Type of Remittance**—Click on the appropriate radio button to indicate the type of remittance
   - **Amount**—Amount shown on the check or money order
   - **Remitter Name**—The remitter's last, first, and middle names, and any applicable suffix (for example, Jr, Sr, III)
   - If the remittance type is a check, enter the appropriate information in the following additional required fields:
     - **Remit Number**—Number printed on the check
     - **Remit Date**—Date (MM/DD/YYYY) as shown on check or money order
     - **Note:** This date must be within 6 months of the current date or the remittance is rejected.

- If the remittance type is a money order, enter the appropriate information in the following additional required fields:
  - **Type of Money Order**—Click on the appropriate radio button to indicate Commercial, U.S. Postal, or International
  - **MO City**—City where the money order was issued
  - **MO Country**—If the money order type is international, country where the money order was issued
  - **Remit Number**—Number printed on the money order

2. Indicate that the remittance is signed, payable in U.S. currency, payable to the INS, and usable by clicking on the checkbox to the left of each applicable item. Click  if all conditions listed apply.
3. Click  to add remittance information to the list box.
4. To remove a remittance from the list, perform the following steps:
   a. Click on the appropriate remittance to select it.
   b. Click  .
5. If multiple remittances have been submitted under one payment ID, repeat Steps 1 through 3 for each remittance.
6. After all remittances have been added, click  .
7. Click  to clear the data entered and return to the main payment screen.

Cash Box

All payments entered in the Finance module are recorded in electronic cash boxes. The Cash Box function is used as an accounting tool to keep track of payment transactions. Each cash box is assigned a unique ID number and is associated with a specific user and location. When a user accesses the Payment screen, the database is searched for an open cash box associated with that user. If one does not exist, a new cash box is opened automatically. A single cash box can contain up to 1,000 payment transactions. The following operations are available for each cash box:

- Close Cash Box.

Reconcile Cash Box.

Audit Cash Box.

- Transfer Cash Box .

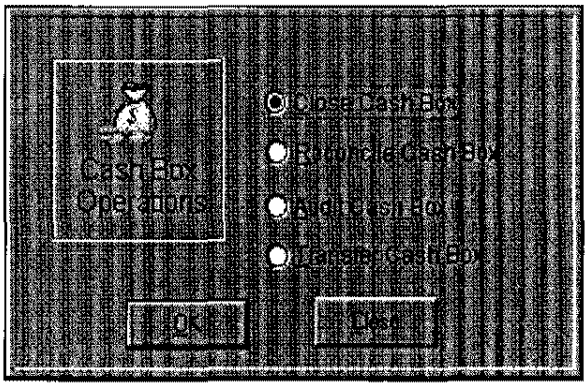
Close Cash Box

The Close Cash Box operation must be performed before a cash box can be reconciled. A cash box remains open until it is closed manually. After a cash box has been closed it cannot be reopened, and its cash box ID cannot be reused.

To close a cash box, perform the following steps:

1. Click the (Cash Box) toolbar button. The Cash Box Operations—Close screen (Exhibit 8–5, Cash Box Operations—Close) appears.

Exhibit 8–5: Cash Box Operations—Close



2. Click the Close Cash Box radio button.
3. Click OK. When the confirmation message (Exhibit 8–6, Closed Cash Box Confirmation) appears, click OK.

Exhibit 8–6: Closed Cash Box Confirmation



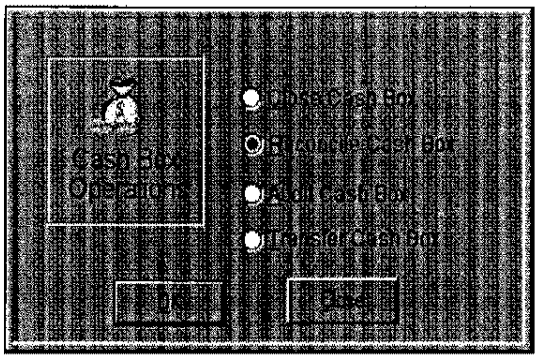
Reconcile Cash Box

When the amount of each remittance, the total number of remittances, and the total dollar amount contained in a cash box matches the total number and amount of the actual payments, that cash box can be reconciled. The Reconcile Cash Box option is used to view and select cash boxes for reconciliation.

To reconcile a cash box, perform the following steps:

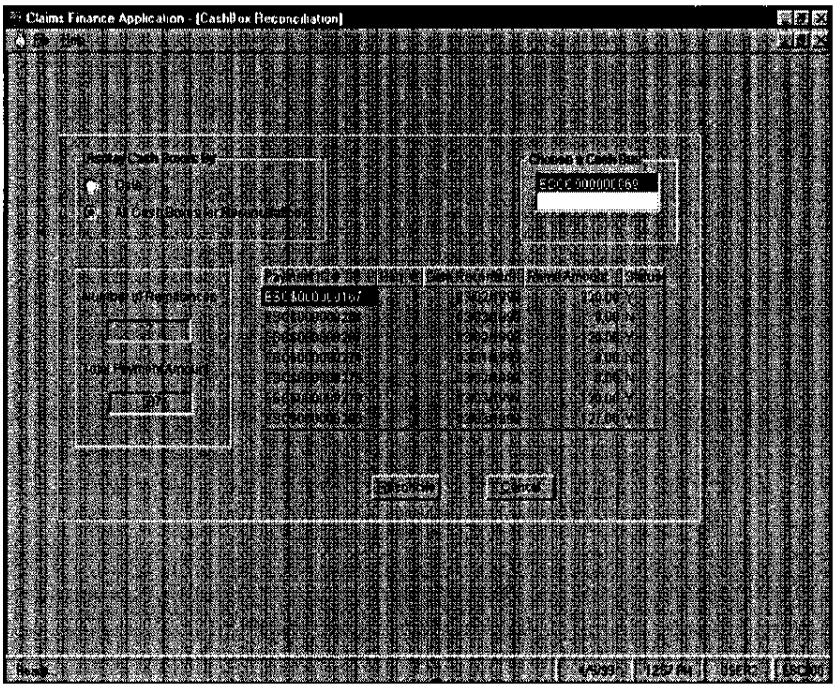
1. Click the (Cash Box) toolbar button. The Cash Box Operations—Reconcile screen (Exhibit 8–7, Cash Box Operations – Reconcile) appears.

Exhibit 8–7: Cash Box Operations—Reconcile



2. Click the Reconcile Cash Box radio button to access the Reconcile Cash Box window (Exhibit 8–8, Reconcile Cash Box).
3. Click OK.

Exhibit 8–8: Reconcile Cash Box



4. Click on the appropriate radio button to display all cash boxes ready for reconciliation or only those associated with a particular date.

- If the Date option is selected, a Select From List box with a list of dates appears. Double click on the desired date. A list of cash boxes to be reconciled associated with that date appears in the Choose a Cash Box list box.
- If the All Cashboxes for Reconciliation option is selected, a list of all cash boxes to be reconciled appears in the Choose a Cash Box list box.

5. Double click on the desired cash box in the Choose a Cash Box list box. A box with a list of payments appears.
6. Verify the amount in the Total Payment Amount field against the total of the tallied payments.
   a. If the totals match, click Reconcile.
   b. If the totals do not match, perform the following steps for each remittance that requires a correction:
      - Scroll through the itemized list of payments, and check each amount against the actual remittance.
      - Note the payment ID and sequence number of the remittances to be corrected.
      - Close the Reconcile Cash Box screen.
      - Close the Cash Box screen.
      - Click the $ (Payment) toolbar button to access the Payment screen (Exhibit 8–1). Enter the payment ID. The sequence number, type, and amount of remittance appears in the lower section of the Payment screen.
      - Double click on the desired sequence number. The remittance information appears in the appropriate fields.
      - Tab to the Amount field, and enter the correct amount.
      - Click Update.
      - Click Save.
7. To reconcile additional cash boxes, repeat Steps 2 through 6. When all cash boxes have been reconciled, the following message appears: "There are no more cash boxes to be reconciled."
8. Click Cancel to exit.

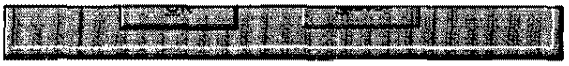
Audit Cash Box

The audit function allows supervisors to view all reconciled cash box accounts within an office and to accept or reject each account. Rejected cash boxes are returned to the initial user to edit and reconcile again. Supervisors cannot audit cash boxes assigned to their own user ID.

To audit a cash box, perform the following steps:

1. Click the  (Cash Box) toolbar button. The Cash Box Operations—Audit screen (Exhibit 0–9, Cash Box Operations—Audit) appears.

Exhibit 0–9: Cash Box Operations—Audit



2. Click the Audit Cash Box radio button to access the Audit Cash Box window (Exhibit 8–10, Audit Cash Box).
3. Click OK.

Exhibit 0–10: Audit Cash Box



4. Click on the appropriate radio button to select whether to display all reconciled cash boxes or only those associated with a particular date or user ID.
   - If the Date or User ID option is selected, a box with a list of dates or user IDs appears. Double click on the desired date or user ID. A list of cash boxes associated with that date or user ID appears.
   - If the All Cashboxes Reconcile Status Only option is selected, a list of cash boxes appears.
5. Double click on the desired cash box. A list of payments contained in the selected cash box appears.
6. If the cash box totals are correct, click the Accept radio button. If the totals are incorrect, click the Reject radio button.
7. When the audit is complete, click Update to note that the cash box has been audited.
8. To audit additional cash boxes, repeat Steps 1 through 6.
9. Click Cancel to exit.

Transfer Cash Box

The Transfer Cash Box option is used by supervisors to assign a cash box to their own user ID when the initial user is not present to close or reconcile the cash box. The supervisor can then close and reconcile that cash box for another supervisor to audit.

To transfer a cash box, perform the following steps:

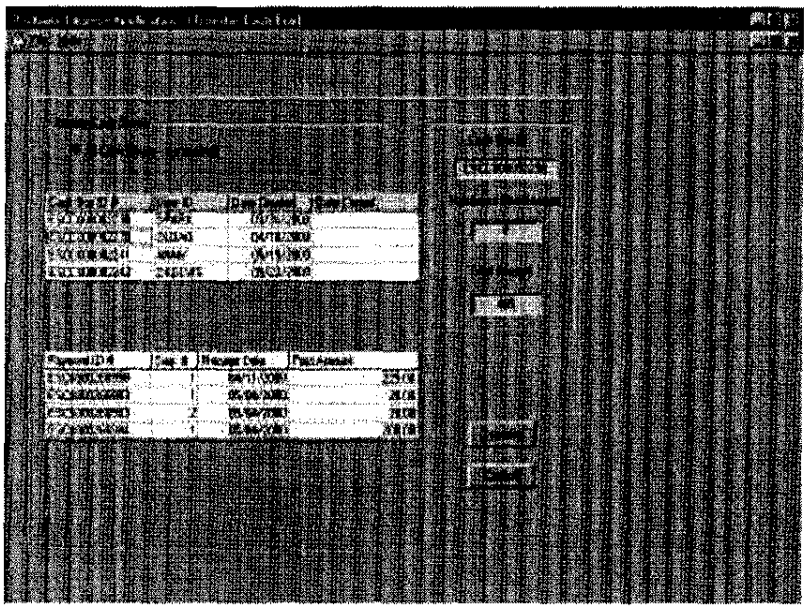
1. Click the (Cash Box) toolbar button. The Cash Box Operations—Transfer Cash Box screen (Exhibit 8–11, Cash Box Operations—Transfer Cash Box) appears.

Exhibit 8–11: Cash Box Operations—Transfer Cash Box



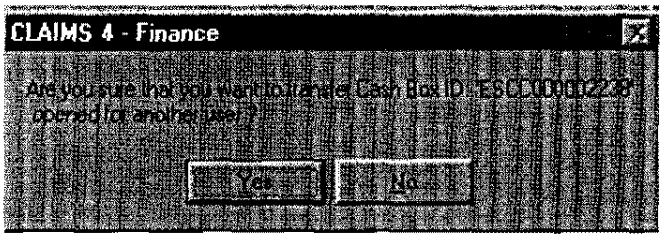
2. Click the  radio button.
3. Click  . The Transfer Cash Box window (Exhibit 8–12, Transfer Cash Box) appears.

Exhibit 8–12: Transfer Cash Box



4. Click the All Cashboxes - Not Audited radio button to display a list of all cash boxes that have not been audited.
5. Double click on the desired cash box. A box listing the payments contained in the selected cash box appears.
6. Click Transfer. When the confirmation window appears, click OK. A confirmation message appears (Exhibit 8–13, Confirmation Message).

Exhibit 8–13: Confirmation Message



7. To transfer additional cash boxes, repeat Steps 1 through 6.
8. Click Cancel to exit.

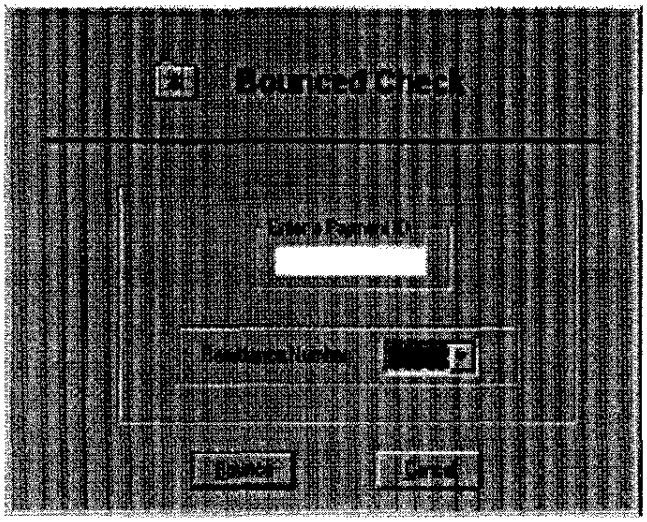
Bounced Check

The Bounced Check option is used to indicate that a remittance has been returned to the INS from the bank due to insufficient funds. The status "bounced check" is associated with the payment ID and sequence number.

To indicate a "bounced check" status, perform the following steps:

1. Click the (Bounced Check) toolbar button to access the Bounced Check window (Exhibit 8–14, Bounced Check).

Exhibit 8–14: Bounced Check



2. Enter the payment ID (located on the back of the check).
3. In the Remittance Number field, enter the sequence number of the remittance or click m to select a number.
4. Click Bounce. A confirmation window appears.
5. Click Yes to confirm operation.
6. Click Cancel to exit.

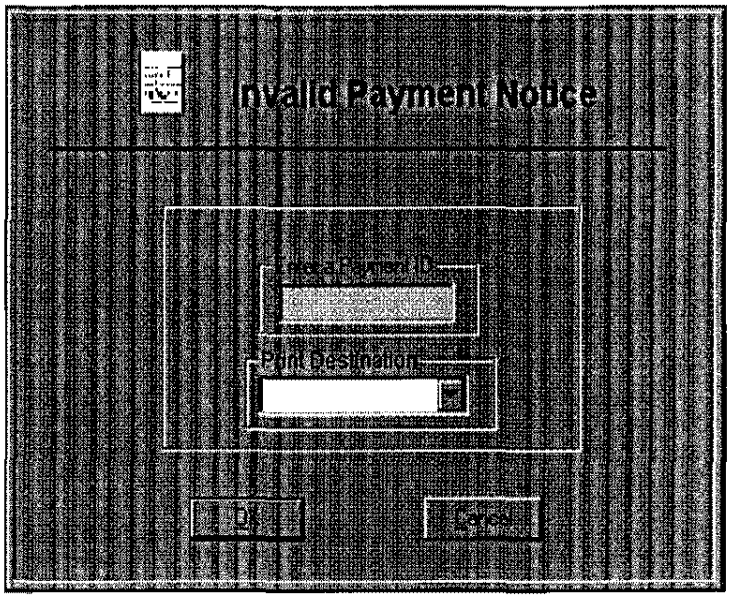
Invalid Payment Notice

If a payment is unusable, the Invalid Payment Notice option is used to request that a notice be sent to inform the applicant. A remittance is considered an invalid payment if it is unsigned, not payable in U.S. currency, not payable to the INS, or dated more than 6 months prior to the mailroom received date.

To request an invalid payment notice, perform the following steps:

1. Click the (Invalid Payment Notice) toolbar button to access the Invalid Payment Notice window (Exhibit 8–15, Invalid Payment Notice).

Exhibit 0–15: Invalid Payment Notice



2. Enter the payment ID.
3. Click m to select the print destination.
4. Click OK to process the request. When the confirmation window appears, click OK.
5. Click Cancel to exit.

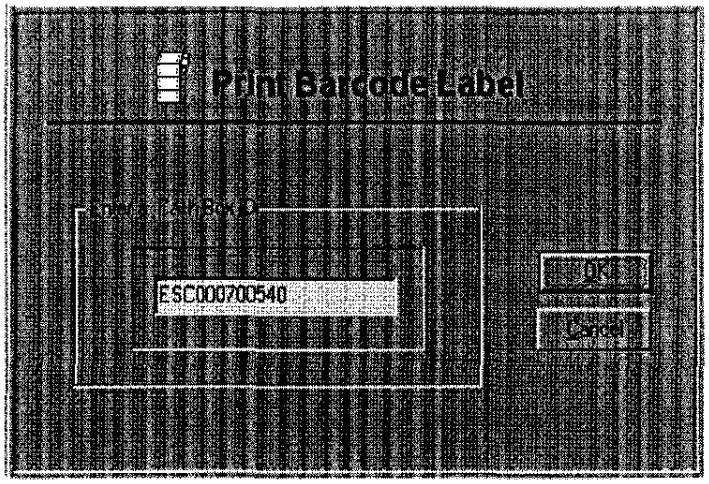
Print Labels

The Print Labels option is used to generate a cash box bar-code label.

To print a cash box bar-code label, perform the following steps:

1. Click the (Print Labels) toolbar button to access the Print Bar-Code Label window (Exhibit 8–16, Print Bar-Code Label).

Exhibit 8–16: Print Bar-Code Label



2. Verify the cash box ID displayed in the Cash Box ID field.
3. Click OK. When the confirmation window appears, click OK.
4. Click Cancel to exit.

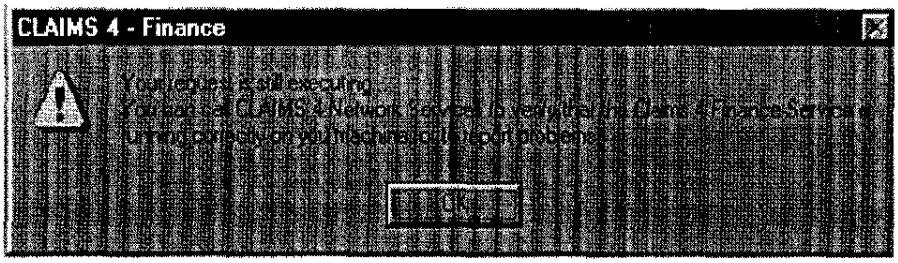
Test Printer

The Test Printer option is used to verify that the bar-code printer is working correctly. When this option is selected, a sample label is generated from the printer.

To test the bar-code printer, perform the following steps:

1. Click the (Test Printer) toolbar button. A sample label is generated from the bar-code printer.
2. If a label does not generate, verify that the printer is turned on and all connections are secure. Then return to Step 1. If a label is still not generated, call an SA.
3. If there is a delay, a message may appear (Exhibit 8–17, Test Printer Message).

Exhibit 8–17: Test Printer Message


CLAIMS 4 - Finance
OK

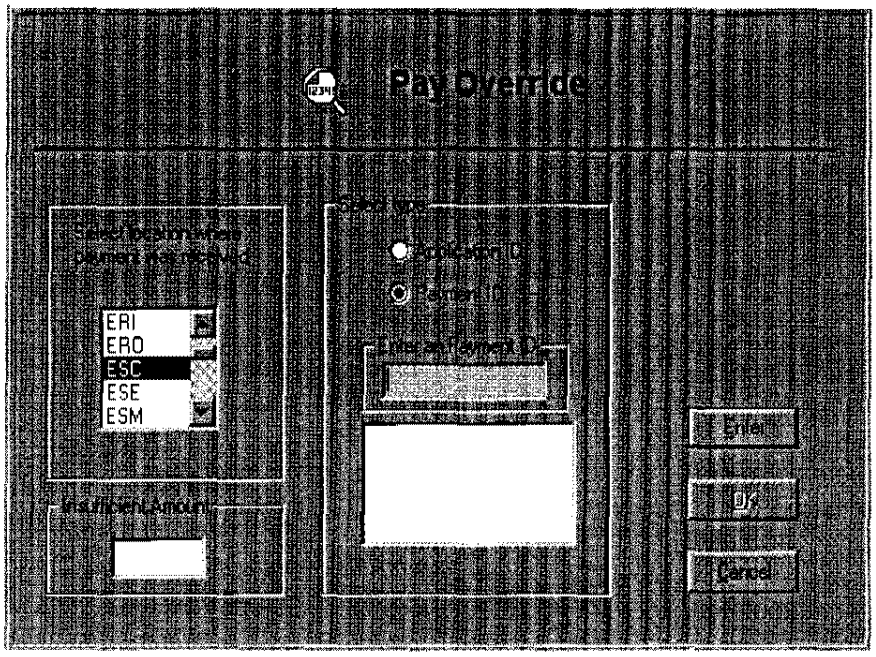
Pay Override

The Pay Override option is used to accept an eligible insufficient payment.

To indicate a "pay override" status, perform the following steps:

1. Click the (Pay Override) toolbar button to access the Pay Override window (Exhibit 8–18, Pay Override).

Exhibit 0–18: Pay Override



2. In the Select Location Where Payment Was Received field, use the arrow keys to scroll through the list of location codes. Double click on the location code of the site where the payment was received.
3. In the Select Type section, click Application ID or Payment ID to indicate the type of identification number to be entered.
4. Enter the application ID or payment ID in the field below the Select Type radio buttons.
5. Click Enter. The amount of the insufficient payment appears in the Insufficient Amount field. The user is prompted to accept the amount.
6. Click OK to accept the amount and complete the override. If the payment is not eligible, a window appears stating that the Process Pay Override option is not available.
7. Click Cancel to exit.

DATA ENTRY

After an application has been received in the Mailroom, clocked in, and assigned an application ID number, application information needs to be entered into CLAIMS 4.0. In addition, evidence and attorney information (G28) must be entered when applicable. This process is accomplished in the Data Entry module.

Also included in the Data Entry module is the Group function. The Group function is used to create and define groups. Groups are defined by type, such as family or organization, and are created for scheduling purposes. After a group has been created, group information and status can be changed, group members can be removed, or entire groups dissolved.

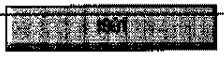
Click the Data Entry button (Exhibit 9–1, Data Entry Button) in the CLAIMS 4.0 main menu screen to enter the Data Entry module.

Exhibit 9–1: Data Entry Button



Exhibit 9–2, Data Entry Module Options, lists the screens to which the Data Entry main menu provides access.

Exhibit 9–2: Data Entry Module Options

Title	Icon	Description
N400 Data Entry		Used to enter information from the N400 Application for Naturalization
I881 Data Entry		Used to enter information from the I881 Application for Suspension of Deportation

N400 Application (Application for Naturalization)

The N400 Data Entry screen is divided into 10 parts that correspond to the sections of the N400 application. There are also sections for entering evidence, attorney (G28), and lead applicant information. Data must be entered into all required sections before the information can be saved.

Note: INS does not currently require data from all sections of the N400 application to be entered into CLAIMS 4.0. Those sections not required are grayed out on the screen.

Click the N400 button (Exhibit 9–3, N400 Button) in the Data Entry main menu screen to enter the N400 Data Entry screen.

Exhibit 9–3: N400 Button



Exhibit 9–4, N400 Data Entry Options, lists the available options in the N400 Data Entry screen.

Exhibit 9–4: N400 Data Entry Options

Title	Icon	Description
New		Used to enter new application information
Update		Used to update information for an existing application
Find		Used to search for an existing application using personal, mailing, attorney, or other information
Groups		Used to create, define, and maintain groups for scheduling purposes

New Application

The New Application function provides access to a series of screens used for entering information from the N400 Application into CLAIMS 4.0. The following options are available for data entry:

Save Used to save current application information

Scan 2-D Bar Code Used to scan information from a 2-D bar code into N400 Data Entry screens

Print Labels Used to print human and/or machine-readable labels, including address and application ID labels

Print Attorney Label Used to print labels for an applicant's attorney

Test Label Printer Used to print a test label on the label printer

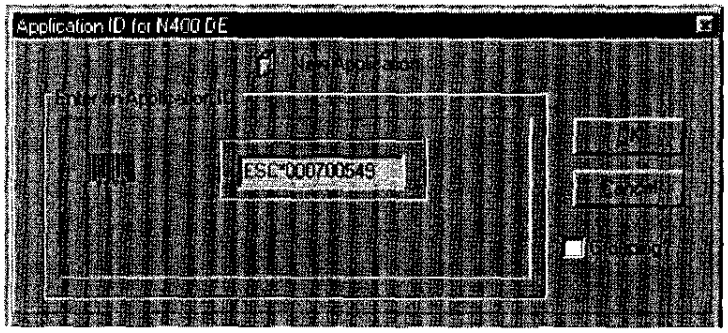
Cancel Used to close the current application without saving changes

Refresh Used to clear all information from the current screen

To access the N400 Data Entry screen, perform the following steps:

1. From the Data Entry main menu screen, click the (New) toolbar button. The New Application window (Exhibit 9–5, New Application) appears.

Exhibit 9–5: New Application



2. Enter the application ID.
3. To group the applicant with other applicants for scheduling purposes, click the Grouping? check box. Procedures for grouping are described in Section 9.1.4, Groups.
4. Click OK. The N400—Parts1, 2 section appears (Exhibit 9–6, N400—Parts 1 and 2).

1.1.1.1 N400 Parts 1 and 2

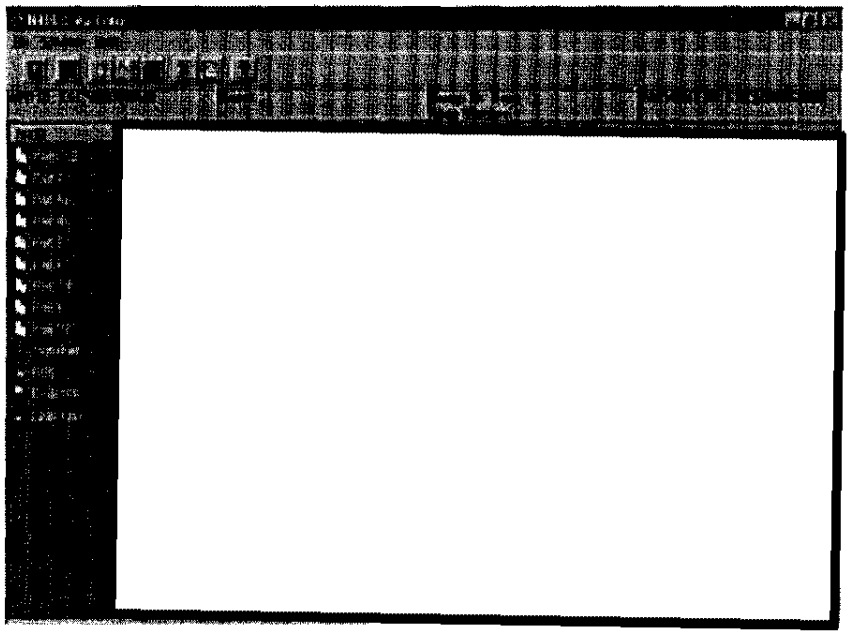
N400 data entry begins with Parts 1, 2 (Exhibit 9–6). Part 1 includes the applicant's name, mailing address, date of birth (DOB), country of birth (COB), and Social Security number (SSN). Part 2 includes the applicant's basis for eligibility.

To complete N400 Parts 1 and 2, perform the following steps:

1. If necessary, click the Parts 1,2 icon located at the left side of the screen.

Exhibit 9–6: N400—Parts 1 and 2

(b)(6)



2. Enter the appropriate information in the following fields:
   - **Alien Number**—A, followed by applicant's nine-digit A-Number
   - **Last Name**—Last name of applicant
   - **First Name**—First name of applicant
   - **Middle Name**—Full middle name of applicant (if applicable)
   - **Suffix**—Suffix (Jr., Sr., etc.) used in applicant's name, or click to select from a list of suffixes
   - **C/O**—Full name of any person or organization in care of whom correspondence should be sent
   - **Street #**—Street number of applicant's mailing address
   - **Street Name**—Street name of applicant's mailing address
   - **Apt. #**—Apartment number of applicant's mailing address
   - **Zip**—ZIP code of applicant's mailing address. Press T and the City/State/County fields automatically fill. If there is more than one match, a pop-up window appears. Double click on the correct city/state/county combination.
   - **Province**—Province of applicant's mailing address (if non-U.S. address)
   - **Postal Code**—Postal code of applicant's mailing address (if non-U.S. address)
   - **Country**—Country code (click to select code)

3. If applicable, click the Residence Address is same as the Mailing Address check box.
4. Enter the appropriate information in the following fields:
   - **DOB**—Date (MM/DD/YYYY) applicant was born (click to select the date from a calendar)
   - **SSN**—Social Security number of applicant
   - **COB**—Country of applicant's birth (click to select appropriate code)
5. Click in the Basis for Eligibility field to select the basis on which the applicant is claiming eligibility for naturalization.

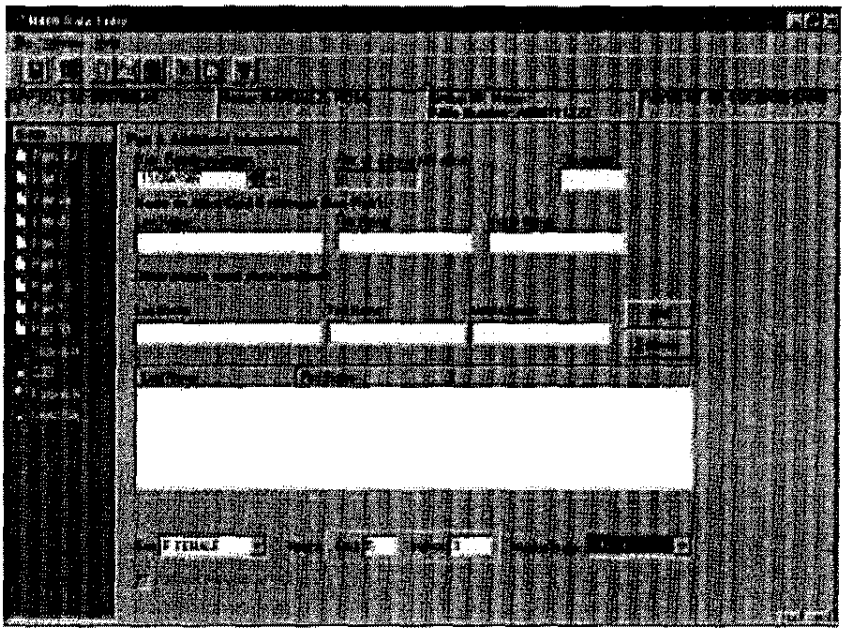
1.1.1.2 N400 Part 3

N400—Part 3 (Exhibit 9–7) includes the applicant's U.S. residency information, country of citizenship (COC), other names the applicant has used, and personal statistics.

To complete N400 Part 3, perform the following steps:

1. Click the Part 3 icon located on the left side of the screen.

Exhibit 9–7: N400—Part 3



2. Enter the appropriate information in the following fields:
   - **Date Residency Began**—Date (MM/DD/YYYY) applicant's residency began (click to select the date from a calendar)

- **Port of Entry or INS Office**—POE or INS office code (click to select appropriate code)
- **Citizenship**—Applicant's COC (click to select appropriate code)

3. If the applicant's name on the alien registration card (ARC) is different from the information entered in Part 1 of the application, enter the last, first and middle as shown on the ARC.
4. If applicable, enter the appropriate information in the following fields of the Other names used since resident section:
   - **Last Name**—Other last name used by applicant since becoming a resident of the United States
   - **First Name**—Other first name used by applicant since becoming a resident of the United States
   - **Middle Name**—Other middle name used by applicant since becoming a resident of the United States (if applicable)

   a. Click Add to add the name to the list box.
   b. To add additional names to the list, repeat Steps 4 and 4a.
   c. To remove a name from the list, perform the following steps:

      Click on the appropriate name to select it.
      Click Remove.

   d. To edit applicant information, perform the following steps:
      - Double click on the name in the list.

      Click on the appropriate field, and edit the information.
      - Click Update.

5. Enter the applicant's personal statistics in the following fields:
   - **Sex**—M (male) or F (female) U (unknown) to indicate applicant's sex (click to select applicable gender from a list)
   - **Height: Feet/Inches**—Height of applicant in feet (one-digit numeric) and inches (two-digit numeric)
   - **Marital Status**—M (married), S (separated or single), D (divorced), or W (widowed) to indicate applicant's marital status (click to select applicable marital status from a list)

1.1.1.3 N400 Part 4A

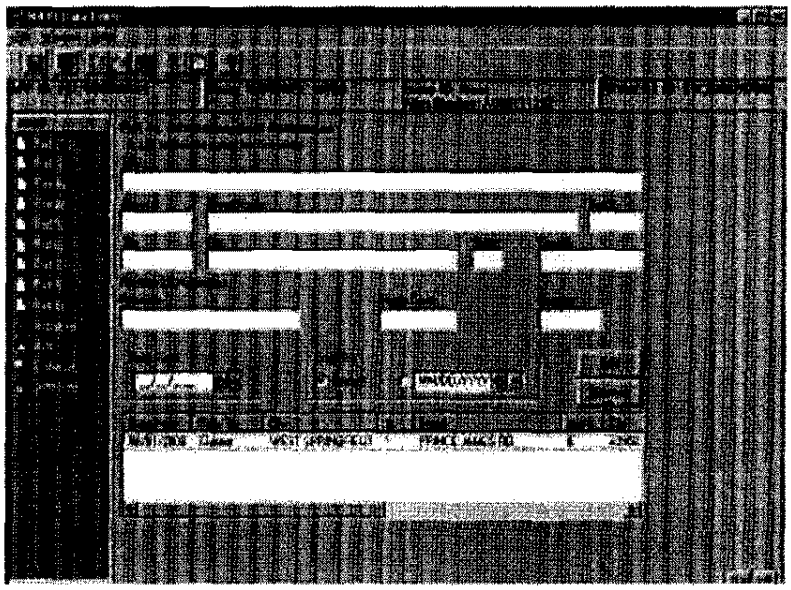
The N400—Part 4A (Exhibit 9–8) includes the applicant's residential addresses for the past 5 years. If the box in Part 1, 2 was checked to indicate that the mailing address and current residence address are the same, the address information entered in Part 1 automatically fills in the current address fields.

To add an address in Part 4A, perform the following steps:

1. Click the 

icon located at the left side of the screen.

Exhibit 9–8: N400—Part 4A



2. Enter the appropriate information in the following fields:
   - **C/O**—Full name of any person or organization in care of whom correspondence should be sent
   - **Street Number**—Street number of applicant's residence
   - **Street Name**—Street name of applicant's residence
   - **Apt #**—Apartment number of applicant's residence (if applicable)
   - **Zip**—ZIP code of applicant's residence. Press T, and the City/State/County fields automatically fill. If there is more than one match, a pop-up window appears. Double click on the correct city/state/county combination
   - **Province**—Province name of applicant's residence (if non-U.S. address)
   - **Postal Code**—Postal code of applicant's residence (if non-U.S. address)
   - **Country**—Country code of applicant's residence (if non-U.S. address) (click ▼ to select appropriate code from a list)
   - **Date From**—Date (MM/DD/YYYY) applicant's residency at this address began (click ▼ to select the date from a calendar)
   - **Date To**—Date (MM/DD/YYYY) applicant's residency at this address ended (click ▼ to select the date from a calendar) If the applicant still resides at the address, click the Current radio button.
3. Click Add to add the address to the list box.

a. To add additional residences to the list, repeat Steps 3 and 4.
b. To remove an address from the list, perform the following steps:
   - Click on the appropriate address to select it.
   - Click Remove.
c. To edit address information, perform the following steps:
   - Double click on the address in the list.
   - Click on the appropriate field, and edit the information.
   - Click Update.

1.1.1.4 N400 Part 4B

N400—Part 4B (Exhibit 9–9) lists the applicant's employment history for the past 5 years. (Data entry is not currently required in this section.)

To complete N400 Part 4B, perform the following steps:

1. Click the Part 4b icon located at the left side of the screen.

Exhibit 9–9: N400—Part 4B



2. Enter the employment information in the following fields:
   - **Employer**—Name of employer
   - **Street #**—Street number of employer's business
   - **Street Name**—Street name of employer's business
   - **Room/Bldg**—Building or suite number of employer's business
   - **Zip**—ZIP code of employer's business. Press T, and the City/State/County fields automatically fill. If there is more than one match, a pop-up window appears. Double click on the correct city/state/county combination.
   - **Province**—Province of employer's business (if applicable)
   - **Postal Code**—Postal code of employer's business (if applicable)
   - **Country**—Country code of employer's business mailing address, or click ... to select appropriate country from a list
   - **Occupation or Position Job Code**—Click ... to view a list of codes. Highlight appropriate code, and click OK.
   - **Unlisted/Job Details**—If a code does not exist for applicant's occupation, or additional details are necessary to clarify applicant's position, enter the information.

- **Date Employed From**—Date (MM/DD/YYYY) applicant's employment began (click to select the date from a calendar)
- **Date Employed To**—Date (MM/DD/YYYY) applicant's employment ended (click to select the date from a calendar)

3. Click Add to add the employment information to the list box.
   a. To add additional employers to the list, repeat Steps 2 and 3.
   b. To remove an employer from the list, perform the following steps:
      - Click on the employer to select it.
      - Click Remove.
   c. To edit employment information, perform the following steps:
      - Double click on the employer in the list.

      Click in the appropriate field, and edit the information.
      - Click Update.

1.1.1.5 N400 Part 5

N400—Part 5 includes information about the applicant's current spouse and previous marriages. (Data entry is not currently required in this section.)

To enter current marital information, perform the following steps:

1. Click the Part 5 icon located at the left side of the screen.
2. If necessary, click the Current Marriage tab (Exhibit 9–10).

Exhibit 9–10: N400—Part 5: Current Marriage



3. Enter the appropriate information in the following fields:
   - **Last Name**—Last name of applicant's current spouse
   - **First Name**—First name of applicant's current spouse
   - **Middle Name**—Middle name of applicant's current spouse
   - **A-Number**—A, followed by current spouse's nine-digit A-Number (if applicable)
   - **Immigration Status**—Immigration status (code) of current spouse (click to select appropriate code)
   - **Citizenship**—COC of current spouse (click to select appropriate code)
   - **Date of Marriage**—Date (MM/DD/YYYY) marriage to current spouse took place (click to select the date from a calendar)
   - **Date of Birth**—Date (MM/DD/YYYY) current spouse was born (click to select the date from a calendar)

To enter previous marital information, perform the following steps:

1. Click the Marriage History tab (Exhibit 9–11).

Exhibit 9–11: N400—Part 5: Marriage History



2. Enter the appropriate information in the following fields:
   - **Last Name**—Last name of previous spouse
   - **First Name**—First name of previous spouse
   - **Middle Name**—Middle name (if applicable) of previous spouse
   - **Date of Marriage**—Date (MM/DD/YYYY) of marriage (click to select the date from a calendar)
   - **Date Marriage Ended**—Date (MM/DD/YYYY) marriage ended (click to select the date from a calendar)
   - **How Marriage Ended**—Reason marriage ended
3. Click Add to add the marriage to the list box.
   a. To add additional marriages to the list, repeat Step 2 and 3.
   b. To remove a previous spouse from the list, perform the following steps:
      - Click on the appropriate name to select it.
      - Click Remove.
   c. To edit information for a previous spouse, perform the following steps:
      - Double click on the name in the list.

      Click on the appropriate field, and edit the information.
      - Click Update.

Click the Spouse Employment History tab to enter spouse employment history information, perform the following steps. (This function is not yet available.)

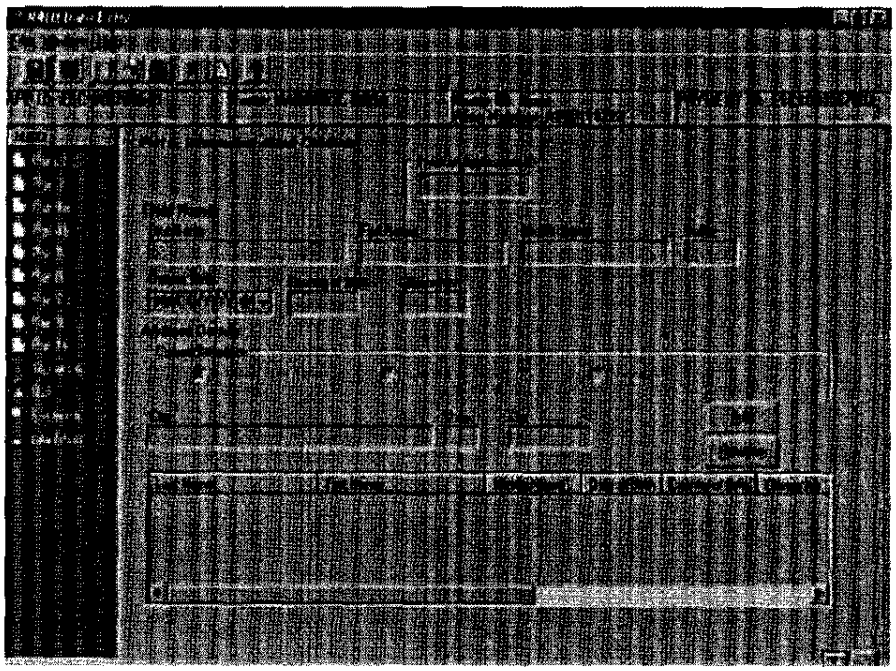
1.1.1.6 N400 Part 6

The N400—Part 6 (Exhibit 9–12) lists information about the applicant's children, including the residence and immigration status of each child. (Data entry is not currently required in this section.)

To complete the N400 Part 6, perform the following steps:

1. Click the Part 6 icon located at the left side of the screen.

Exhibit 9–12: N400—Part 6



2. If the applicant has children, enter the appropriate information in the following fields:
   - **Application ID**—A, followed by child's nine-digit A-Number
   - **Last Name**—Last name of child
   - **First Name**—First name of child
   - **Middle Name**—Middle name of child
   - **Suffix**—Enter Jr., Sr., II, III, etc.
   - **Date of Birth**—DOB (MM/DD/YYYY) of child (click to select the date from a calendar)

- **Country of Birth**—Country where child was born (click to select appropriate code from a list)
- **Country of Citizenship**—COC of child (click to select appropriate code from a list)

3. To indicate current status, click the appropriate radio button:



4. If the Address Listed Below radio button is selected, enter the address information in the following fields:
   - **City**—City where child resides (click to select appropriate code from a list)
   - **State**—State where child resides (click to select appropriate code from a list)
   - **Zip**—ZIP code where child resides (or click to select appropriate code from a list)
5. Click  to add the information to the list.
   a. To add additional children to the list, repeat steps 2 through 5.
   b. To remove a child from the list, perform the following steps:
      - Click on the appropriate name to select it.
      - Click  .
   c. To edit information for a child, perform the following steps:
      - Double click on the name in the list.

      Click in the appropriate field and edit the information.
      - Click  .

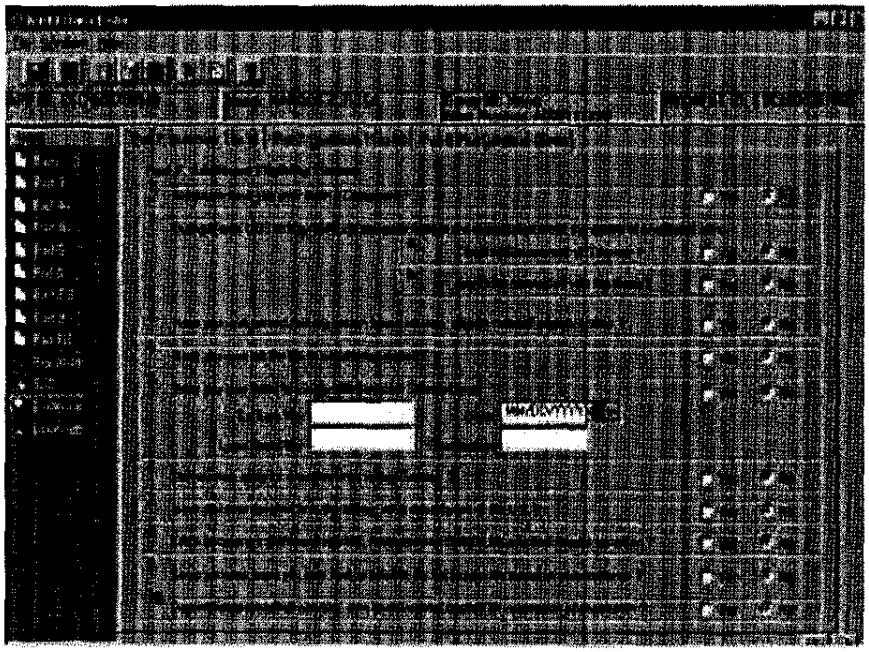
1.1.1.7 N400 Part 7, 8

N400—Part 7, 8 screen lists answers to the eligibility questionnaire. This screen is divided into three folder-tabbed sections. Part 7: Questions 1 to 10 and Part 7: Questions 11 to 15 deal with the applicant's past. Part 8: Plus Details of Crime lists questions that deal with the applicant's allegiance to the United States. This section also allows the user to enter details of any crimes the applicant has committed.

To complete eligibility Questions 1 through 10, perform the following steps:

1. Click the  icon located at the left side of the screen.
2. If necessary, click the Part 7: Questions 1 to 10 tab (Exhibit 9–13).

Exhibit 9–13: N400—Part 7: Questions 1 to 10

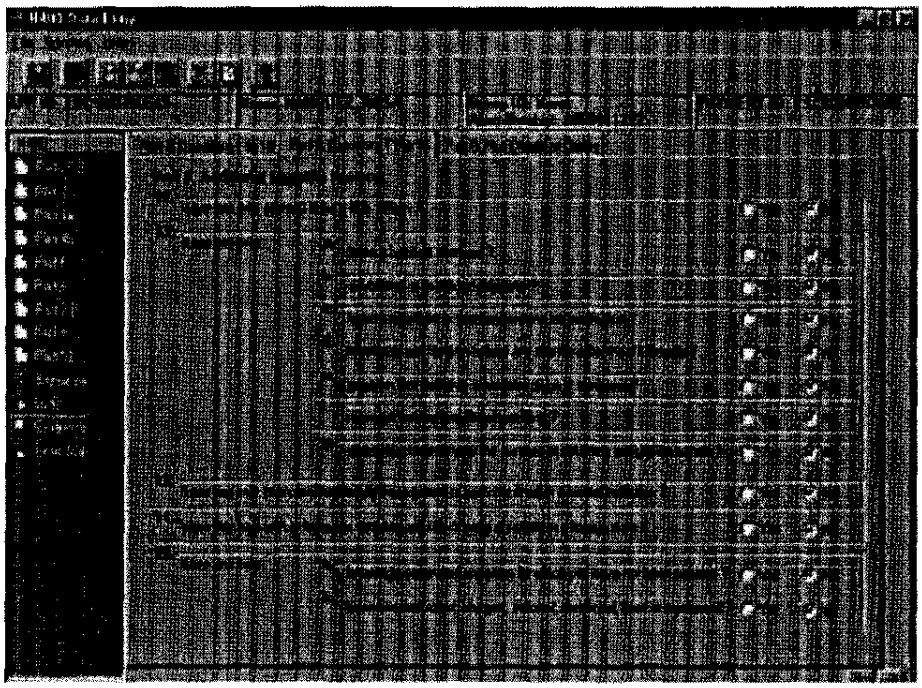


3. Verify with the applicant's response on the N400 application and, if necessary, click the Yes or No radio button to change the response.
4. If the applicant is subject to selective service requirements, enter the appropriate information in the following fields:
   - **Sel Serv Nbr**—Selective Service number
   - **Date**—Date (MM/DD/YYYY) of Selective Service registration (click to select the date from a calendar)
   - **Local Board Nbr**—Local board number
   - **Classification**—Selective Service classification

To complete eligibility questions 11 to 15, perform the following steps:

1. Click the Part 7: Questions 11 to 15 tab (Exhibit 9–14).
2. Verify with the applicant's response on the N400 application and, if necessary, click the Yes or No radio button to change the response.

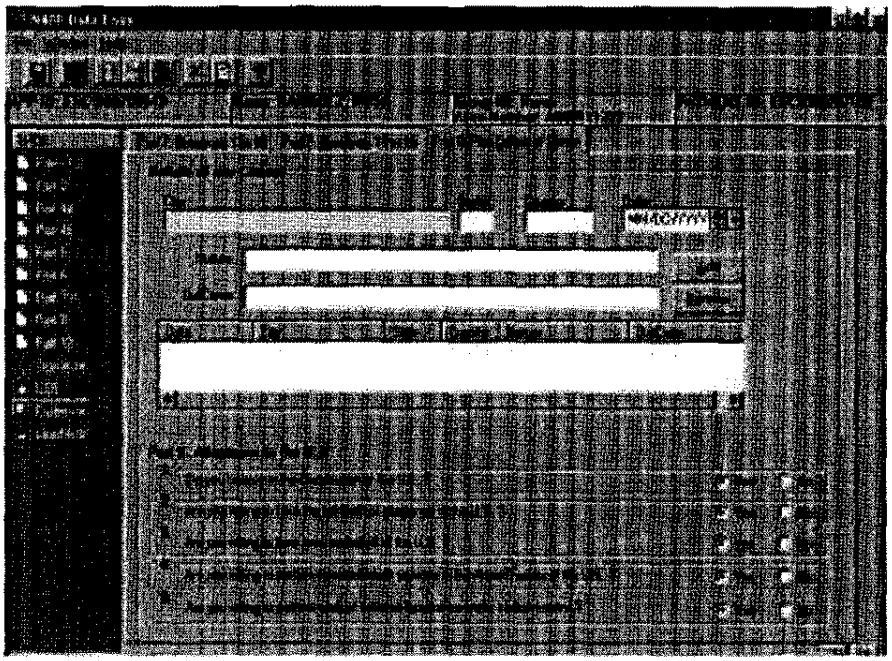
Exhibit 9–14: N400—Part 7: Questions 11 to 15



To complete Part 8, Plus Details of Crimes, perform the following steps:

1. Click the Part 8, Plus Details of Crime tab (Exhibit 9–15).

Exhibit 9–15: N400—Part 8: Plus Details of Crime



2. If the answer to either question 15a or 15b (Part 7) is YES, enter the crime detail information in the following fields:
   - **City**—City where offense took place
   - **State**—State where offense took place, or click ... to select appropriate code from a list
   - **Country**—Country where offense took place, or click ... to select appropriate code from a list
   - **Date**—Date (MM/DD/YYYY) of offense
   - **Nature**—Nature of offense
   - **Outcome**—Outcome or disposition of case
3. Click Add to add the information to the list box.
4. To add additional crimes to the list, repeat steps 2 and 3.
5. To remove a crime detail from the list, perform the following steps:
   a. Click on the appropriate detail to select it.
   b. Click Remove.
6. To edit crime detail information, perform the following steps:
   a. Double click on a detail in the list. The information displays in the fields and the Add button changes to Update.
   b. Click on the appropriate field, and edit the information.
   c. Click Update.
7. Questions 1 through 5 default to YES. Verify with the applicant's response on the N400 application and, if necessary, click the No radio button to change the response.

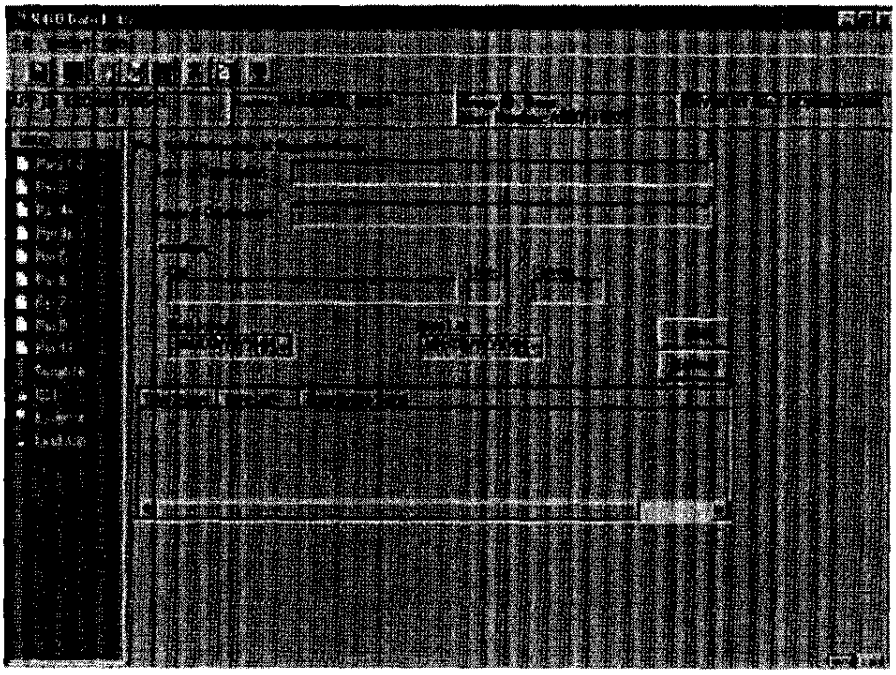
1.1.1.8 N400 Part 9

N400—Part 9 (Exhibit 9-16, N400—Part 9) lists information about organizations with which the applicant has been affiliated. (Data entry is not currently required in this section.)

To complete Part 9, perform the following steps:

1. Click the Part 9 icon located at the left side of the screen.

Exhibit 9–16: N400—Part 9



2. Enter the organization information in the following fields:
   - **Name of Organization**—Name of organization
   - **Nature of the Organization**—Nature of organization
   - **City**—City where organization is located
   - **State**—State where organization is located
   - **Country**—Country where organization is located (click to select the applicable code from a list)
   - **Date Joined**—Date (MM/DD/YYYY) applicant joined organization (click to select the date from a calendar)
   - **Date Left**—Date (MM/DD/YYYY) applicant quit organization (click to select the date from a calendar)
3. Click Add to add the information to the list.
4. To add additional organizations to the list, repeat steps 2 and 3.
5. To remove an organization from the list, perform the following steps:
   a. Click on the appropriate organization to select it.
   b. Click Remove.

6. To edit organization information, perform the following steps:
   a. Double click on an organization in the list. The information displays in the fields and the Add button changes to Update.
   b. Click on the appropriate field, and edit the information.
   c. Click  .

1.1.1.9 N400 Part 10

N400—Part 10 (Exhibit 9–17, N400—Part 10) lists information about the applicant's parents, including residence and immigration status. If box "C" in Part 2 (Basis for Eligibility) of the N400 was checked, Part 10 must be completed. Otherwise proceed to the Signature information (Section 9.1.1.10). (Data entry is not currently required in this section.)

To complete Part 10, perform the following steps:

1. Click the  icon located at the left side of the screen.

Exhibit 9–17: N400—Part 10



2. Click on the appropriate radio button to indicate whether none, one, or both of the applicant's parents are U.S. citizens.
3. Enter the information about one U.S. citizen parent in the following fields:
   - **Last Name**—Last name of parent
   - **First Name**—First name of parent
   - **Middle Name**—Middle name of parent (if applicable)
   - **Suffix**—Jr., Sr., II, III, etc.
   - **C/O**—The name of any person or organization in care of whom correspondence should be sent
   - **Street Number**—Street number of parent's residence
   - **Street Name**—Street name of parent's residence
   - **Apt #**—Apartment number of parent's residence (if applicable)
   - **Zip**—ZIP code of parent's address. Press T. The City/State/County fields automatically fill. If there is more than one match, a pop-up window appears. Double click on the correct city/state/county combination.
   - **Province**—Province of parent's residence (if non-U.S. address)

- **Postal Code**—Postal code of parent's residence (if non-U.S. address)
- **Country**—Country where parent resides (if non-U.S. address) (click ... to select appropriate code from a list)

4. To indicate the basis for citizenship, click the appropriate radio button: ○ Birth ○ Naturalized.
5. If the Naturalized radio button is selected, enter the certificate number in the Certificate Number field.
6. To indicate the parent's or guardian's relationship to applicant, click the appropriate radio button: ○ Natural Parent ○ Adoptive ○ Legitimated.
7. Enter the date the applicant was adopted or legitimated.
8. To indicate whether or not this parent has legal custody over the applicant, click the appropriate radio button: ○ Yes ○ No.

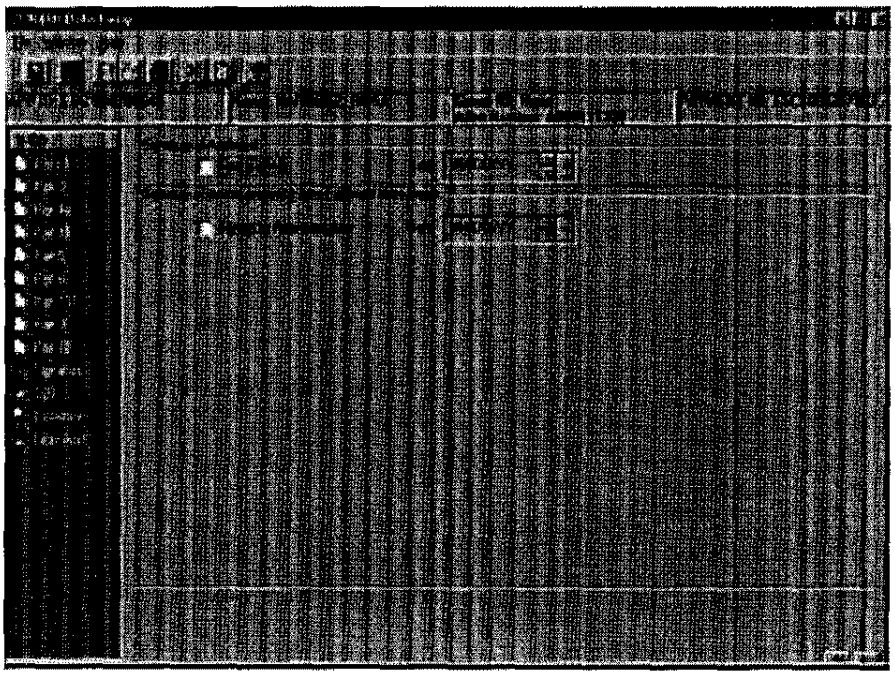
1.1.1.10 N400 Signature

The N400—Signature (Exhibit 9–18) section records that the form has been signed by the applicant and/or by the representative who may have prepared the form on the applicant's behalf.

To complete the N400 Signature, perform the following steps:

1. Click the Signature icon at the left side of the screen.

Exhibit 9–18: N400—Signature



2. To indicate the applicant signed the form, click the Form Signed check box.
3. If available, enter the date (MM/DD/YYYY) the application was signed.
4. To indicate that someone other than the applicant prepared the form, click the Signed by Representative check box.
5. Enter the Date (MM/DD/YYYY) the representative signed the form.

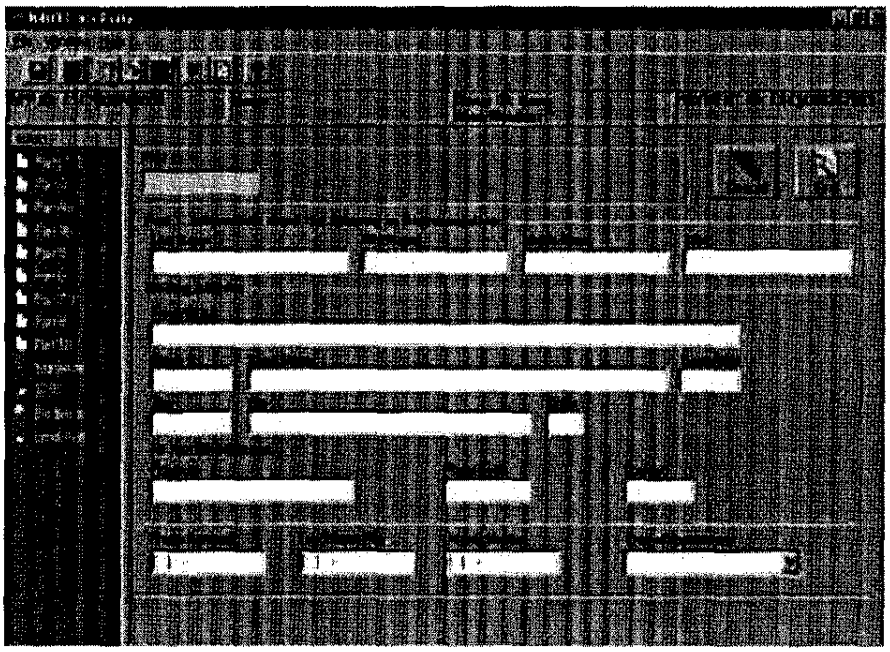
1.1.1.11 G28

The G28 Form screen (Exhibit 9–19, G28 Form) is used to enter attorney/representative information. If the applicant provides this information, all mailings to the applicant are also sent to the attorney or representative.

To enter Attorney/Representative information, perform the following steps:

1. Click the G28 icon on the left side of the screen. The G28 Form screen appears (Exhibit 9–19).

Exhibit 9–19: G28 Form



2. To search the database for attorney information:
   a. Tab to any of the following fields and enter the applicable information: PAM ID, Last Name, City, State, Zip, or Firm/VOLAG. (A combination of fields will narrow the search.)
   b. Click  .
      - If the attorney number is listed in the Private Attorney Maintenance System (PAMS) database, the attorney information appears.
      - If more than one attorney matches the attorney number, an Attorney Search Results list appears (Exhibit 9–20, Attorney Search Results). Select an attorney from the list and click  .

Exhibit 9–20: Attorney Search Results



If the database does not contain attorney information, enter the appropriate information from the G-28 form in the following fields:

- **Last Name**—Last name of the attorney
- **First Name**—First name of the attorney
- **Middle Name**—Middle name of the attorney (if applicable)
- **Firm/VOLAG**—Name of firm or volunteer agency representing applicant
- **Street #**—Street number of firm's mailing address
- **Street Name**—Street name of firm's mailing address
- **Room/Bldg**—Room number or name of building
- **Zip**—ZIP code of firm's mailing address Press T, and the city/state/county fields automatically fill. If there is more than one match, double click on the correct combination in the pop-up window.
- **Province**—Province name of firm's address (if applicable)
- **Postal Code**—Postal code of firm's address (if applicable))
- **Country**—Country code of firm's address (if applicable), or click  to select appropriate code from a list
- **Phone Number**—Attorney's phone number
- **Fax/Beeper Nbr**—Attorney's fax or beeper number (if applicable)
- **Mobile Number**—Attorney's cell phone number (if applicable)
- **Type of Appearance**—Code for legal representative, or click  and select from a list of codes.

c. To clear all fields, click  .

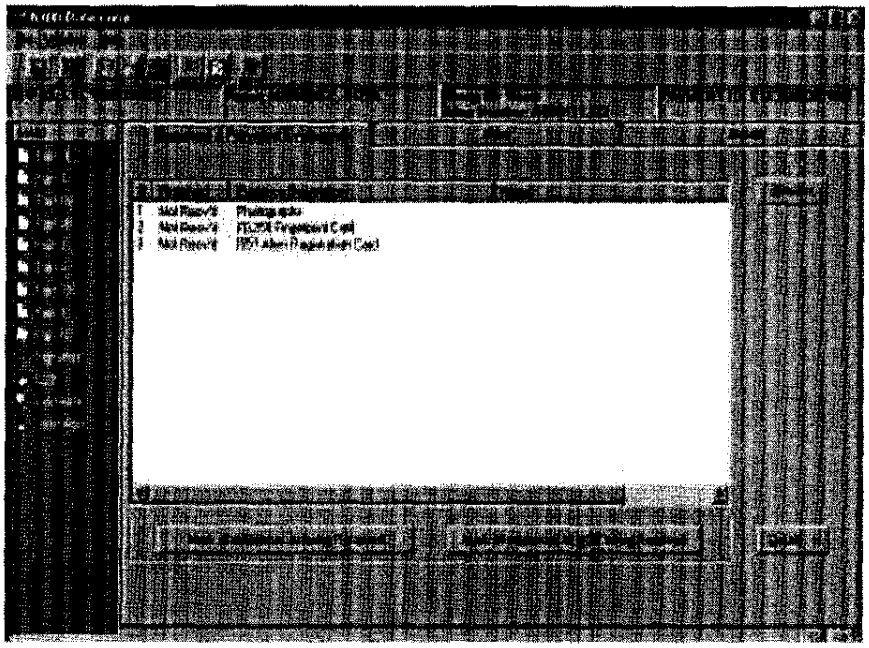
1.1.1.12 Evidence

The Evidence screens are used to record the receipt of required and other evidence, and to record notes about evidence. All supporting evidence submitted with the application must be recorded as received in CLAIMS 4.0.

To record evidence as having been received, perform the following steps:

1. Click the Evidence icon at the left side of the screen. A list of required evidence displays in the Required/Provided Evidence screen (Exhibit 9–21, Required/Provided Evidence).

Exhibit 9–21: Required/Provided Evidence



2. To indicate that all evidence types have been received, click the Mark all evidenced as being Received button located along the bottom of the screen.
3. To indicate that a specific evidence type has been received, double click on the evidence type.

To add additional evidence, perform the following steps:

1. Click on the Other tab (Exhibit 9–22, Other).

Exhibit 9–22: Other

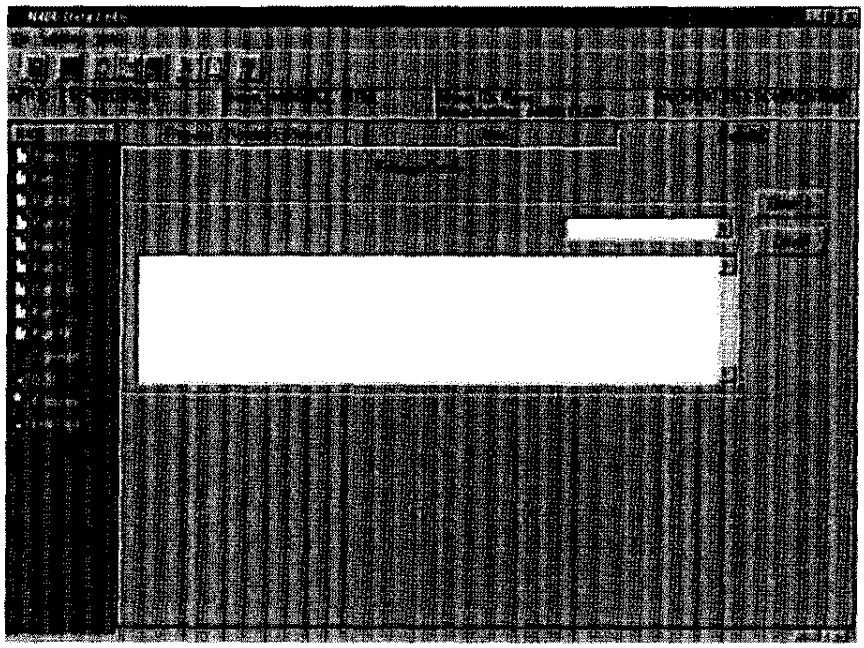


2. Click on the evidence type to be added.
3. Click [redacted].

To add evidence details, perform the following steps:

1. In the Required Provided/Evidence or Other screen, click on the evidence for which details are to be provided.
2. Click on the Details tab (Exhibit 9–23, Details).

Exhibit 9–23: Details



3. Click to select Received or Not Received as the status.
4. Click in the field below the name of the evidence and type any applicable comments.
5. Click Done > to save the information or Cancel to clear the information.

1.1.1.13 Lead Applicant

When multiple applications are submitted with a single payment, the Lead Applicant screen is used to record a primary contact person for payment notices.

To designate a lead applicant, perform the following steps:

1. Click the Lead App icon at the left side of the screen. (**Note:** This icon displays only when payment is received.) A list of all applicants in the payment group is displayed in the N400 Data Entry screen (Exhibit 9–24, N400 Data Entry With Lead Applicant List):

Exhibit 9–24: N400 Data Entry With Lead Applicant List



2. Click on the application ID of the applicant to be designated lead applicant. This applicant will receive any underpayment or refund notices generated for the payment group.

   Note: If no lead applicant is selected, the oldest applicant in the group is selected as lead applicant by default. In the example above, there is only one applicant.

1.1.1.14 Saving the Data

After all required sections of the Data Entry for N400 screen have been completed, the information must be saved.

To save the N400 application information, click the (Save) toolbar button, or select Save from the File menu. **Note:** If data are missing from required fields, a message box displays a list of the fields in which data must still be entered.

To close without saving, Click the (Cancel) toolbar button.

Payment Not Received

When a payment is not received in the mailroom, no payment ID is generated. It is necessary to indicate why the payment was not received before continuing to enter a case. There are three reasons why a payment would not be received in the mailroom:

- A fee waive was requested

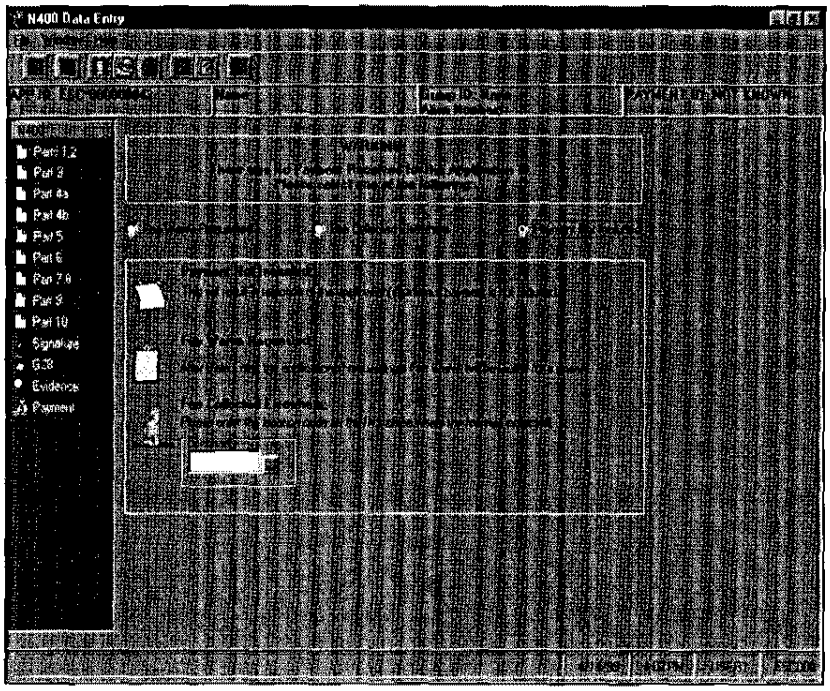
The fee was collected elsewhere

- The payment was not included

To indicate why a payment was not received, perform the following steps:

1. Click the Payment icon located at the left side of the screen. (**Note**: This icon displays only when payment is not received.) The N400 Data Entry—Warning screen appears (Exhibit 9–25, N400 Data Entry—Warning).

Exhibit 9–25: N400 Data Entry—Warning



2. Click on the appropriate radio button to indicate the reason for the payment not being received: Fee Waiver Requested | Fee Collected Elsewhere | Payment Not Included

3. If payment was received at another location, enter the three-digit code of the site that collected the fee, or click ... to select the location from a list.

Update Application

Application information can be edited the same day by the same user who entered the information into the system. The procedures for entering a new application (Section 9.1, New Application) apply to updating an application.

To update an application, perform the following steps:

1. Click the (Update) toolbar button to access the Update Application window (Exhibit 9–26, Update Application).

Exhibit 9–26: Update Application



2. Enter the application ID and click  . The corresponding application displays.
3. Click on the appropriate icons at the left side of the screen to access the parts of the application that need to be updated.
4. Make the necessary changes. To clear all information from a screen, click the  (Refresh) toolbar button.
5. Click the  (Save) toolbar button to save the information. To close the N400 Data Entry screen without saving changes, click the  (Cancel) toolbar button.

Find

The Find function allows users to search for an existing application using personal, mailing, attorney, or other information.

To open an existing application, perform the following steps:

1. In the N400 Data Entry screen, click the  (Find) toolbar button. The Find Application screen displays (Exhibit 9–27, Find Application).

Exhibit 9–27: Find Application



2. Click on the applicable tab: Personal, Mailing Address, Attorney, or Other.
3. Enter search criteria in the appropriate fields.
4. To add search criteria from a second category, repeat Steps 1 and 2.
5. Click Search. The Search Results window appears.
   a. If multiple matches are listed, click on the application to be opened.
   b. Click OK. The corresponding application ID populates the Application ID window.
6. Click OK. Depending on the workflow state, the corresponding application is opened in either update or review mode.

Group Management

The Group Management function is used to create and define groups. Groups are defined by type, such as family or organization, and are created for scheduling purposes. When a group is created, a group ID is generated, and members are added to the group by application ID. A group can be defined at the initial startup of the data entry process or after the application information for each group member has been entered into the system. After a group has been created, group information and status can be changed, group members can be removed, or entire groups can be dissolved.

To access the Group Management function, do one of the following:

- In the N400 Data Entry main menu screen, click the (Groups) toolbar button.
- In the New Application window, click the Grouping? checkbox.

Exhibit 9–28, Group Management Options, lists the available options in the Group Management main menu window.

Exhibit 9–28: Group Management Options

Title	Icon	Description
Add Group Definition		Used to define a group and add group members
Groups Maintenance		Used to change group information and status, remove group members, and dissolve groups
Return to Data Entry		Used to exit the Groups function and return to the Data Entry screen.

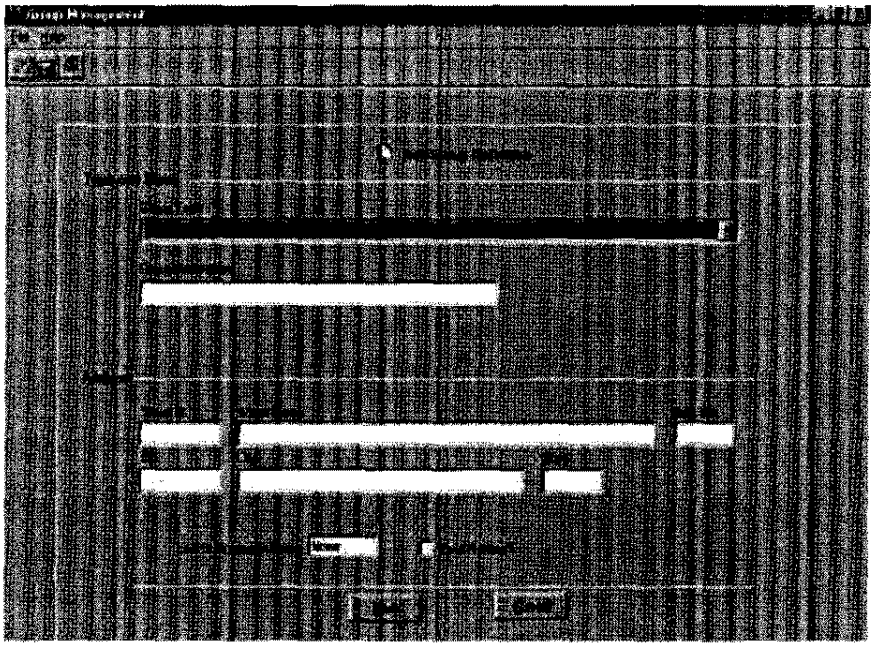
1.1.1.15 Add Group Definition

The Add Group Definition option is used to define a group and add group members. Information used to define a group is entered in the Add Group Definition screen (Exhibit 9–29, Add Group Definition), and members are added to a group in the Group Information screen (Exhibit 9–30, Add Group Description).

To define a group and add group members, perform the following steps:

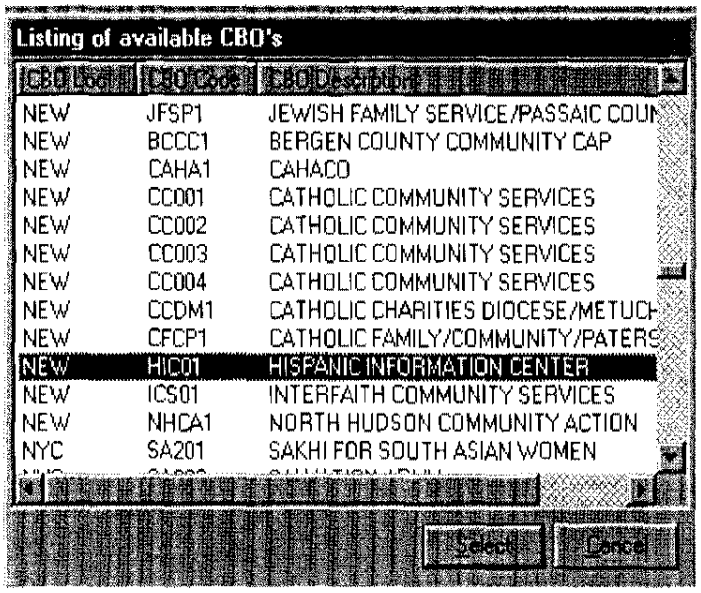
1. Click the  (Add Group Definition) toolbar button. The Add Group Definitions screen displays (Exhibit 9–29).

Exhibit 9–29: Add Group Definition



2. Enter a type in the Group Type field or click to select one of the following group types:
   - CBO group
   - Family groups or groups of related applications
3. If the group type is a CBO, a list of available CBO descriptions appears in a pop-up window. To select a description, perform the following steps:
   a. Click on a description.
   b. Click Select. The appropriate fields are automatically populated with the group description, CBO description, CBO location, CBO code, and address information.

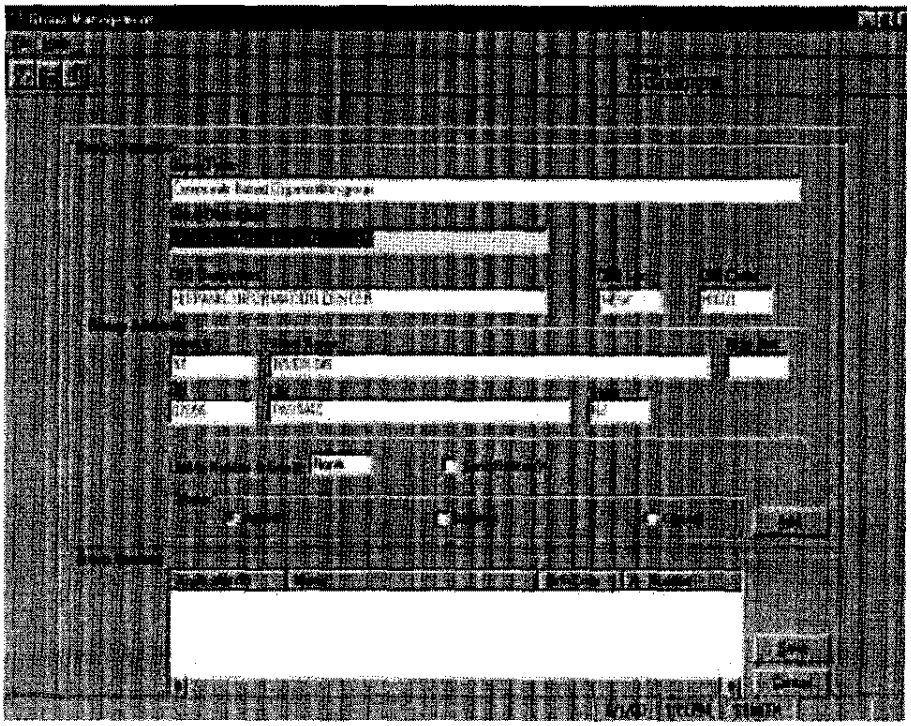
Exhibit 9–30: Add Group Description



4. If the group type is a family group or group of related applications, perform the following steps:
   a. Enter a description of the group in the Group Description field.
   b. Enter the group address information in the following fields:
      - **Street #**—Street number of group mailing address
      - **Street Name**—Street name of group mailing address
      - **Bldg. Rm**—Building or room used in group mailing address
      - **Zip**—ZIP code of group's mailing address. Press T, and the city/state/county fields automatically fill. If there is more than one match, a pop-up window displays. Double click on the correct city/state/county combination.
5. Enter the maximum number of group members in the Limit to Number in Group field.

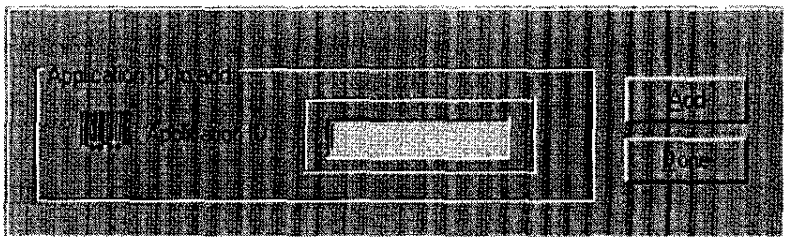
6. If applicable, click the Send Notices? check box. If the box is checked, a To field displays. Click the to the right of the field to select one of the following notice recipient options:
   - **Both**—Sends notices to both individual group members and group address
   - **Individuals only**—Sends notices to individual group members but not to the group address
   - **Group only**—Sends notices to the group address but not to individual group members
7. Click Next. The information entered in the Add Group Definition screen appears in the Group Information screen (Exhibit 9–31, Group Information).

Exhibit 9–31: Group Information



8. Verify the information in the Group Information section.
9. To change the group status , click on the appropriate radio button: Active Inactive Closed.
10. Click Add. The Application ID to Add window (Exhibit 9–32, Application ID to Add) appears.

Exhibit 9–32: Application ID to Add



a. Enter the application ID of the applicant you want to add to the group.

b. Click Add. To add additional members, repeat Steps 9a and 9b until all group members are added to the group.

c. When all group members are added, click Done. The Group Information screen appears.

11. Verify the names listed in the Group Members box of the Group Information screen.

a. To remove a group member, perform the following steps:

- Click on the name in the Group Members box.
- Click Remove.

b. To save the information, click Save.

1.1.1.16 Group Maintenance

The Group Maintenance function is used to change a group's name and address information and status, dissolve a group, or remove members. If the group ID is unknown, a search can be initiated to display a list of groups by group type and/or status.

To access group information when Group ID is known, perform the following steps:

1. Click the (Group Maintenance) toolbar button from the Group Management screen. The Group ID box (Exhibit 9–33, Group ID) appears.

Exhibit 9–33: Group ID

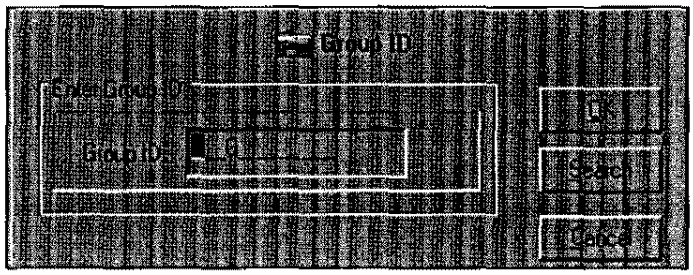


2. Enter the group ID and click OK. The Group Information screen (Exhibit 9–31) appears.

To access group information when Group ID is unknown, perform the following steps:

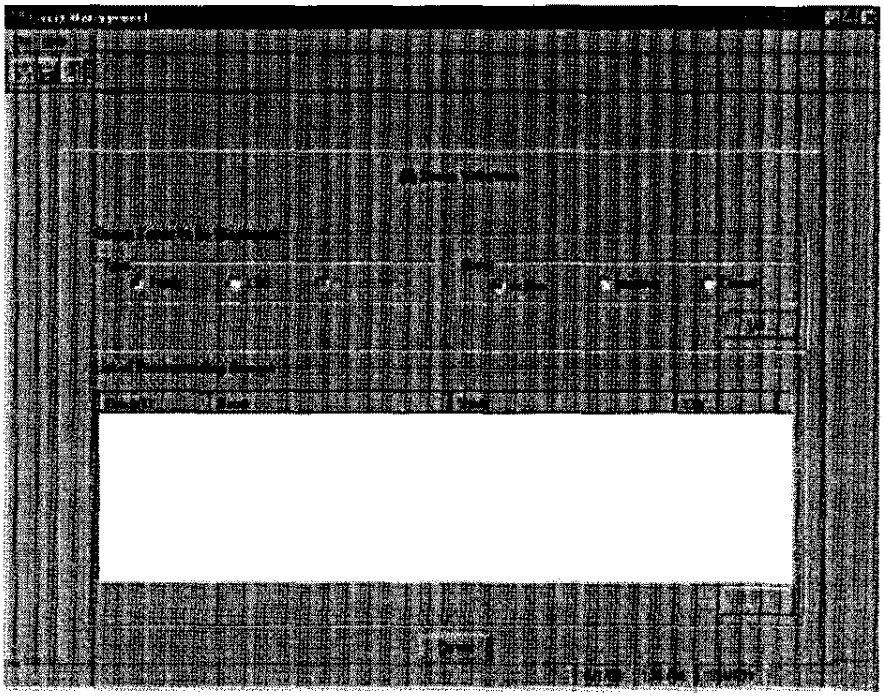
1. Click the (Group Maintenance) toolbar button. The Group ID box (Exhibit 9–34, Group ID) appears.

Exhibit 9–34: Group ID



2. Click to access the Group Selection screen (Exhibit 9–35, Group Selection).

Exhibit 9–35: Group Selection

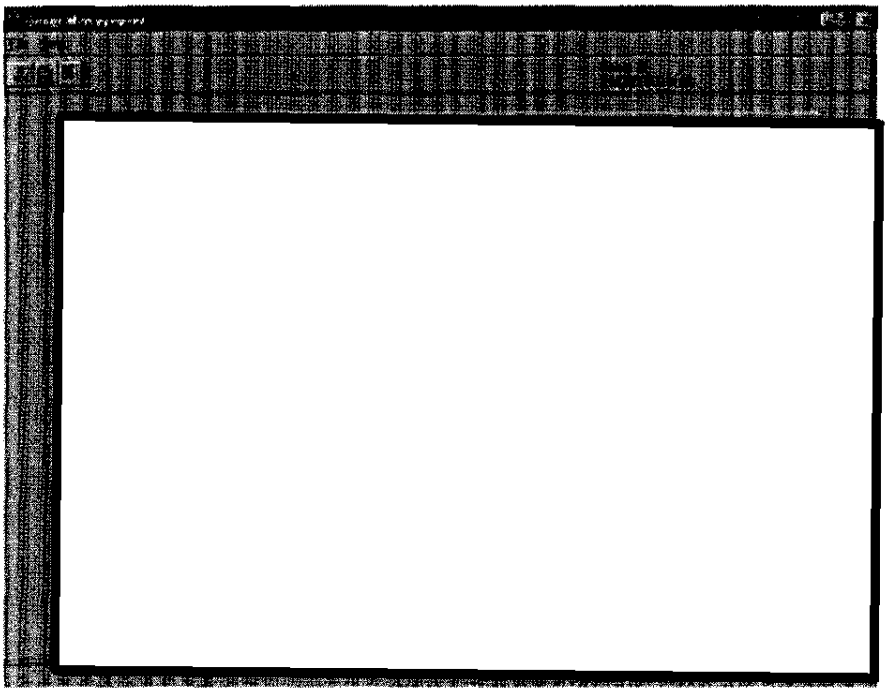


3. Click on the appropriate radio button to select a Group Type: .
4. Click on the appropriate radio button to select a Status: .
5. Click . A list of corresponding groups appears in the List of Corresponding Groups window.

6. Double click on the desired group ID in the list, or click once on an ID and then click Show. The Group Information screen (Exhibit 9–36, Group Information) appears.

Exhibit 9–36: Group Information

(b)(6)



To edit group information, perform the following steps:

1. If necessary, edit the name and address information.
2. To change the status, click on the appropriate radio button: Active Inactive Closed.
3. To remove a group member, perform the following steps:
   a. Click on the name in the Group Members box.
   b. Click Remove.
4. To dissolve a group, click Dissolve.
5. To save the edits and return to the Group ID box, click Save.
6. To close without saving and return to the Group Management screen, click Cancel.
7. To exit the Groups function, click the (Return to Data Entry) toolbar button or select Return to Data Entry from the File menu.

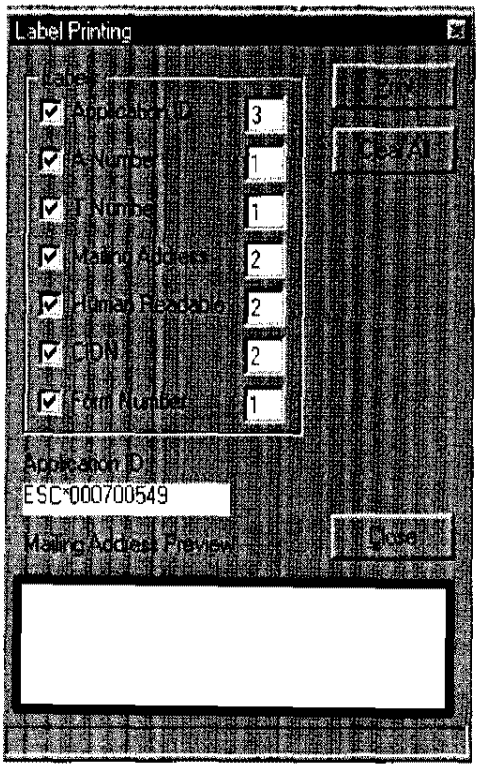
Print Labels

The Print Labels option is used to print human and/or machine-readable labels, including address and application ID labels.

To print labels, perform the following steps:

1. Click on the (Print Labels) toolbar button. A Label Printing window (Exhibit 9-37, Label Printing) appears.

Exhibit 9-37: Label Printing



(b)(6)

2. Click in the applicable checkboxes to select or deselect the types of labels to be printed. To clear all checkmarks, click Clear All.
3. Enter the number of each type of label to be printed in the appropriate field.
4. Click Print.
5. To exit the Label Printing window without printing, click Close.

Print Attorney Label

The Print Attorney Label option allows the user to print an attorney address label.

To print an attorney address label, click the  (Print Attorney label) toolbar button. A single standard attorney address label prints on the label printer.

Test Printer

The Test Printer option is used to verify that the bar-code printer is working correctly. When this option is selected, a sample label is generated from the printer.

To test the bar-code printer, perform the following steps:

1. Click the  (Test Printer) toolbar button. A sample label is generated from the bar-code printer.
2. If a label is not generated, verify that the printer is turned on and all connections are secure. Then repeat Step 1. If a label is still not generated, call an SA.

I881 Data Entry

The Data Entry for the I881 module comprises five parts that correspond to the parts of the I881 form an applicant submits to the INS to request suspension of deportation. The module includes sections for entering biographical data, evidence, and attorney information (G28), and for identifying the lead applicant of a family or group. Data must be entered in all required sections before the information can be saved.

Click the I881 button (Exhibit 9–38, I881 Button) in the Data Entry main menu screen to access the I881 Data Entry screen.

Exhibit 9–38: I881 Button

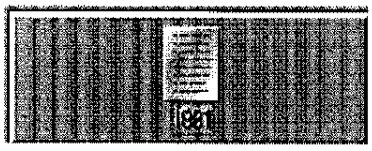


Exhibit 9–39, I881 Menu Options, lists the options available on the I881 Data Entry screen.

Exhibit 9–39: I881 Menu Options

Title	Icon	Description

New		Used to enter new application information

Exhibit 9–39: I881 Menu Options (continued)

Title	Icon	Description
Update		Used to update information for an existing application
Find		Used to search for and open a second application without closing the first; searches can be conducted based on personal, mailing, attorney, or other information

New Application

The New Application function is used to enter information from the I881 application into CLAIMS 4.0. Exhibit 9–40, I881 Data Entry Options, lists the available options for data entry.

Exhibit 9–40: I881 Data Entry Options

Title	Icon	Description
Save		Used to save current application information
Print		Used by CBOs to print copies of data-entered I881 applications
View		Used to preview copies of data-entered I881 applications
Scan 2-D Bar Code		Used to scan information from a 2-D bar code into I881 Data Entry screens
Print Labels		Used to print human and/or machine-readable labels, including address and application ID labels
Print Attorney Label		Used to print labels for an applicant's attorney
Test Label Printer		Used to print a test label on the label printer
Cancel		Used to close the current application without saving changes
Refresh		Used to clear all information from the current screen

To access the Data Entry for I881 screen, perform the following steps:

1. Click the  (New Application) toolbar button. The Application ID for I881 screen (Exhibit 9–41, Application ID for I881) appears.

Exhibit 9–41: Application ID for I881



2. Enter the application ID.
3. Click  . The I88I Part 1 screen appears (Exhibit 9–42, I881—Part 1).

1.1.1.17 I881 Data Entry Part 1

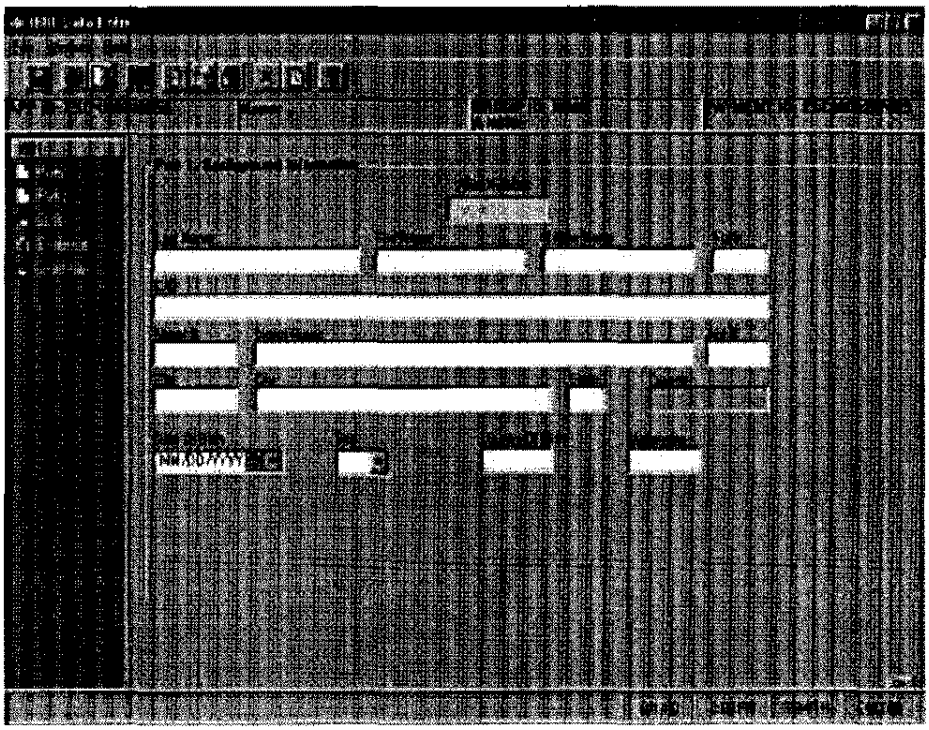
I881—Part 1 includes the applicant's name, mailing address, biographical information, date and place of first entry into the United States, and current status.

To complete I881 Part 1, perform the following steps:

1. If necessary, click the 

icon on the left side of the screen.

Exhibit 9–42: I881—Part 1



1. Enter the appropriate information in the following fields:
   - **Alien Number**—A, followed by applicant's nine-digit A-Number
   - **Last Name**—Last name of the applicant
   - **First Name**—First name of the applicant
   - **Middle Name**—Full middle name of the applicant (if applicable)
   - **Suffix**—Suffix (Jr., Sr., etc.) used in applicant's name, or click to select from a list of suffixes
   - **C/O**—Full name of the person or organization in care of whom correspondence should be sent (if applicable)
   - **Street #**—Street number of applicant's mailing address
   - **Street Name**—Street name of applicant's mailing address
   - **Apt. #**—Apartment number of applicant's mailing address
   - **Zip**—ZIP code of applicant's mailing address. Press T and the City/State/County fields automatically fill. If there is more than one match, double click on the correct combination in the pop-up window.
   - **Date of Birth**—Applicant's DOB (MM/DD/YYYY) (click to select the date from a calendar)
   - **Sex**—M (male) or F (female) U (unknown) to indicate applicant's sex, or click to select appropriate sex
   - **Country of Birth**—Applicant's COB (click to select code)
   - **Nationality**—Applicant's nationality (click to select code)
   - **Date**—Date the applicant last entered the United States (MM/DD/YYY) (click to select the date from a calendar)
   - **Place**—Port of entry where the applicant last entered the United States (click to select code)
   - **Date Authorized Stay Expires**—Expiration date of authorized stay (MM/DD/YYY) (click to select the date from a calendar)
   - **Status**—Legal basis on which the applicant last entered the country (click to select the status from a list)

1.1.1.18 I881 Part 2

I881—Part 2 (Exhibit 9–43, I881—Part 2) includes information about the type of application the applicant has submitted. Application types include the following:

- Guatemalan or Salvadoran ABC

Guatemalan or Salvadoran asylum applicant on or before April 1, 1990

FSB Applicant

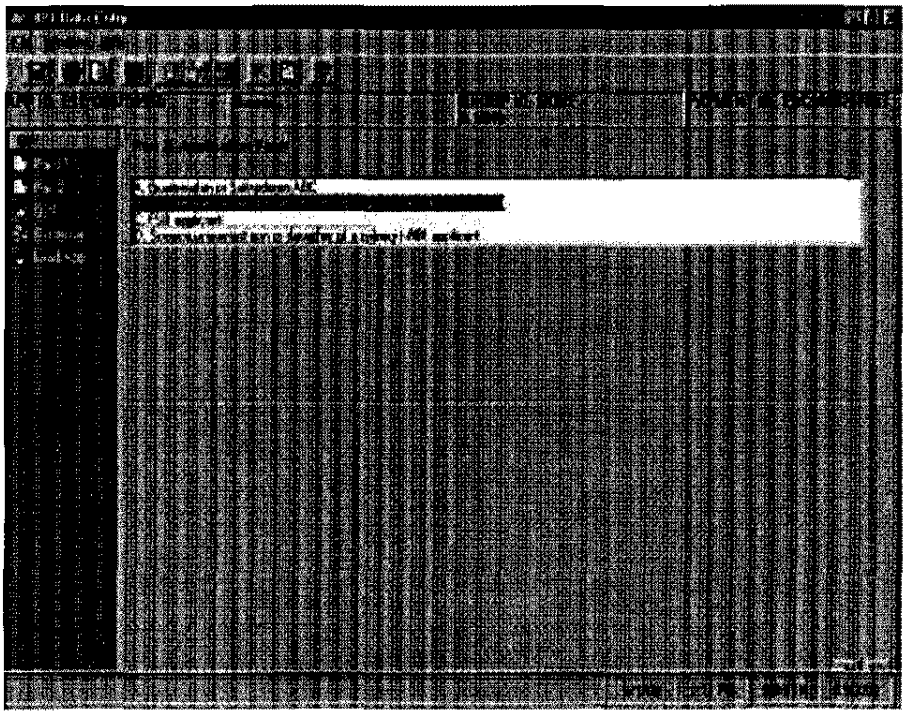
- Spouse or unmarried son or daughter of a primary I881 applicant

One or more application types can be selected for each applicant.

To complete I881 Part 2, perform the following steps:

1. Click the Part 2 icon located on the left side of the screen.

Exhibit 9–43: I881—Part 2



2. Select the appropriate application types from the application type list.
3. If Option D is selected, additional fields display (Exhibit 9–44, I881—Part 2 With Relative Fields).

Exhibit 9–44: I881—Part 2 With Relative Fields



4. To record relative information about the applicant, perform the following steps:
   a. Click in the Relationship to Primary Applicant field to select the appropriate relationship description
   b. Enter the A-Number of the Primary Applicant if available, or click on an application ID from the list provided in the lower part of the screen.
   c. Click in the Primary Applicant Filing Location field to indicate whether the primary applicant applied at an INS location or at an Executive Office of Immigration Review location.
   d. To clear the information entered about the applicant's relative, click the (Refresh) toolbar button.

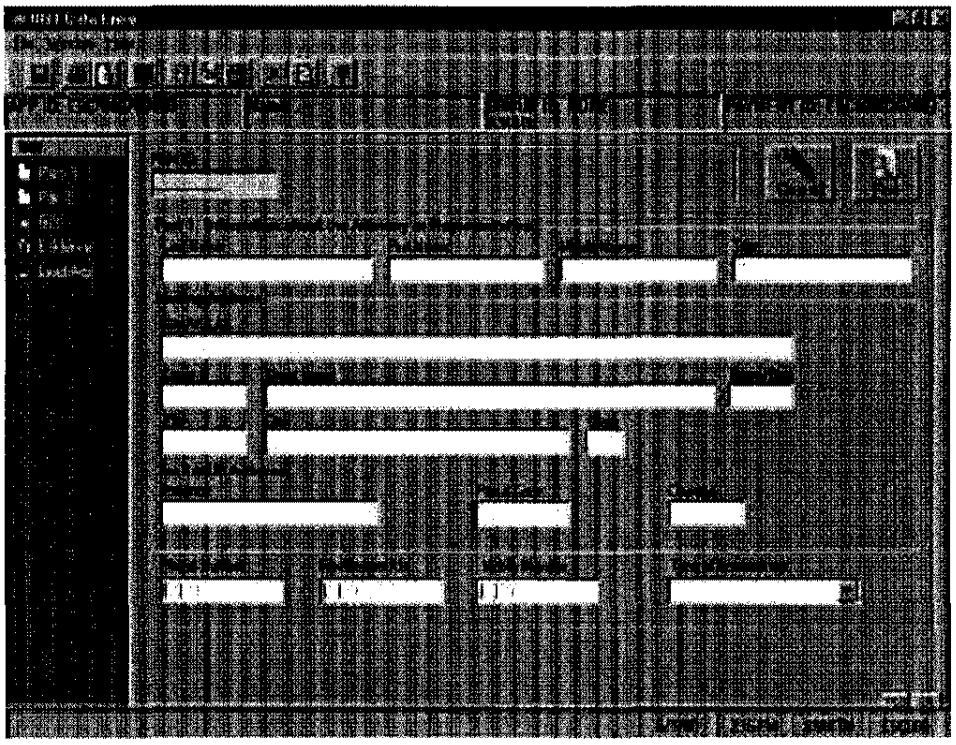
1.1.1.19 I881—G-28

The I881—G28 screen is used to enter attorney/representative information. If the applicant provides this information, all mailings to the applicant are also sent to the attorney or representative.

To enter Attorney/Representative information, perform the following steps:

1. Click the G28 icon on the left side of the screen. The I881—G28 screen appears (Exhibit 9–45, I881—G28).

Exhibit 9–45: I881—G28



2. To search the database for attorney information, perform the following steps:
   a. Tab to any of the following fields and enter the applicable information: PAM ID, Last Name, City, State, Zip, or Firm/VOLAG. (A combination of fields will narrow the search.)
   b. Click  .
      - If the attorney number is listed in PAMS database, the attorney information appears.
      - If more than one attorney matches the attorney number, an Attorney Search Results list appears (Exhibit 9–46, Attorney Search Results). Select an attorney from the list and click  .

Exhibit 9–46: Attorney Search Results



- If the database does not contain attorney information, enter the appropriate information from the G-28 form in the following fields:
  - **Last Name**—Last name of the attorney
  - **First Name**—First name of the attorney
  - **Middle Name**—Middle name of the attorney (if applicable)
  - **Firm/VOLAG**—Name of firm or volunteer agency representing applicant
  - **Street #**—Street number of firm's mailing address
  - **Street Name**—Street name of firm's mailing address
  - **Room/Bldg**—Room number or name of building
  - **Zip**—ZIP code of firm's mailing address. Press `T`, and the City/State/County fields automatically fill. If there is more than one match, double click on the correct combination in the pop-up window.
  - **Province**—Province name of firm's address (if applicable)
  - **Postal Code**—Postal code of firm's address (if applicable)
  - **Country**—Country code of firm's address (if applicable), or click  to select appropriate code from a list
  - **Phone Number**—Attorney's phone number
  - **Fax/Beeper Nbr**—Attorney's fax or beeper number (if applicable)
  - **Mobile Number**—Attorney's cell phone number (if applicable)
  - **Type of Appearance**—Code for legal representative, or click  and select from a list of codes

c. To clear all fields, click  .

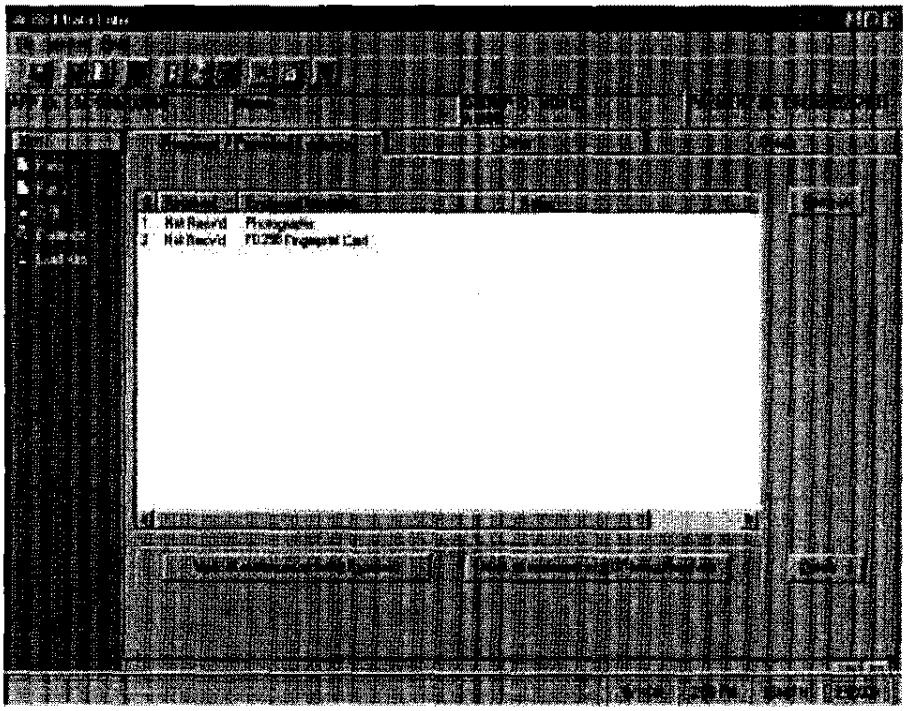
1.1.1.20 Evidence

The Evidence screens are used to record the receipt of required and other evidence, and to enter notes about evidence. All evidence submitted with an I881 form must be recorded as received in CLAIMS 4.0.

To record evidence as received, perform the following steps.

1. Click the Evidence icon at the left side of the screen A list of required evidence appears in the Required/Provided Evidence screen (Exhibit 9–47, Required/Provided Evidence).

Exhibit 9–47: Required/Provided Evidence

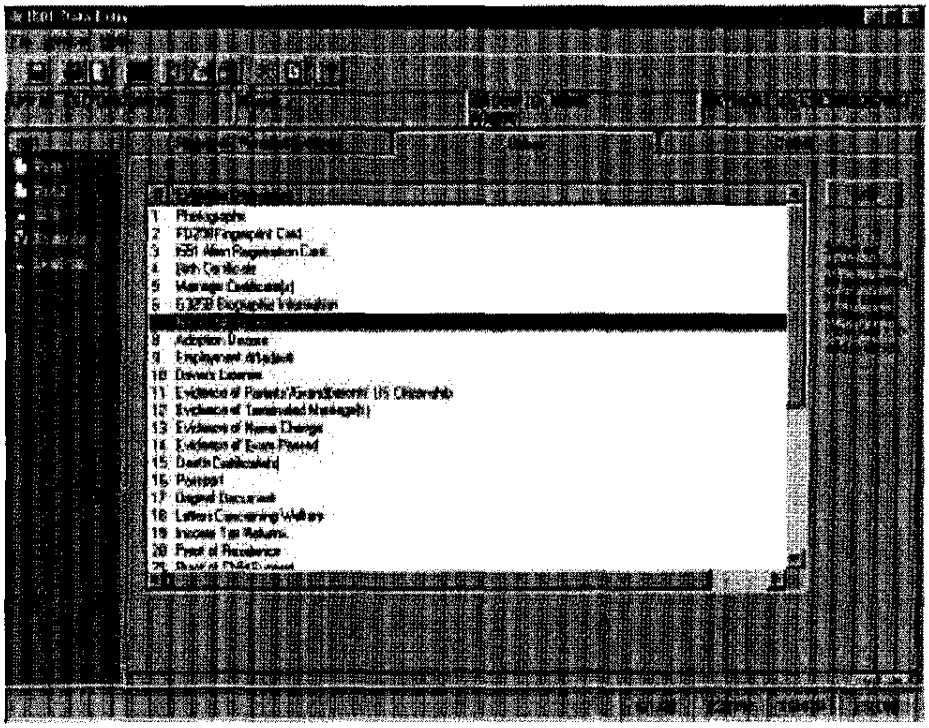


2. To indicate that all evidence types have been received, click the Mark all evidences as being Received button located along the bottom of the screen.
3. To indicate that a specific evidence type has been received, double click on the evidence type.

To add additional evidence, perform the following steps:

1. Click on the Other tab (Exhibit 9–48, Evidence—Other).

Exhibit 9–48: Evidence—Other

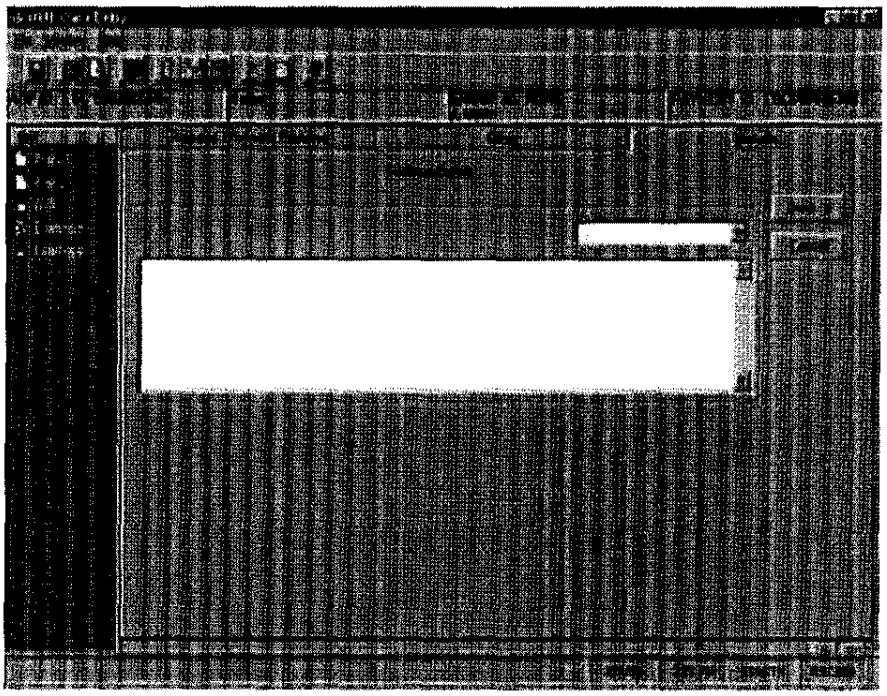


2. Click on the evidence type to be added.
3. Click  .

To add evidence details, perform the following steps:

1. In the Required Provided/Evidence or Other screen, click on the evidence for which details are to be provided.
2. Click on the Details tab (Exhibit 9–49, Evidence—Details).

Exhibit 9–49: Evidence—Details



3. Click ▣ to select Received or Not Received as the status.
4. Click in the field below the name of the evidence and type any applicable comments.
5. Click Done > to save the information or Cancel to clear the information

1.1.1.21 Lead Applicant

When multiple applications are submitted with a single payment, the Lead Applicant screen is used to record a primary contact person for payment notices.

To designate a lead applicant, perform the following steps:

1. Click the Lead App icon at the left side of the screen. **(Note:** This icon appears only when payment is received.) A list of all applicants in the payment group is displayed in the I881 Data Entry screen (Exhibit 9–50, I881 Data Entry With Applicant List).

Exhibit 9–50: I881 Data Entry With Applicant List



2. Click on the application ID of the applicant to be designated lead applicant. This applicant will receive any underpayment or refund notices generated for the payment group.

   Note: If no lead applicant is selected, the oldest applicant in the group is selected as lead applicant by default.

1.1.1.22 Saving the Data

After all required sections of the Data Entry for I881 screen have been completed, the information must be saved. After Mailroom Entry, Data Entry, and Finance functions have been completed, the application is transferred to RAPS to complete processing.

To save the information, Click the (Save) toolbar button, or select Save from the File menu.
Note: If data are missing from required fields, a series of message boxes display the fields in which data must still be entered.

To close without saving, click the (Cancel) toolbar button.

Payment Not Received

When a payment is not received in the mailroom, no payment ID is generated. It is necessary to indicate why the payment was not received before continuing to enter a case. There are three reasons why a payment would not be received in the mailroom:

- A fee waive was requested.

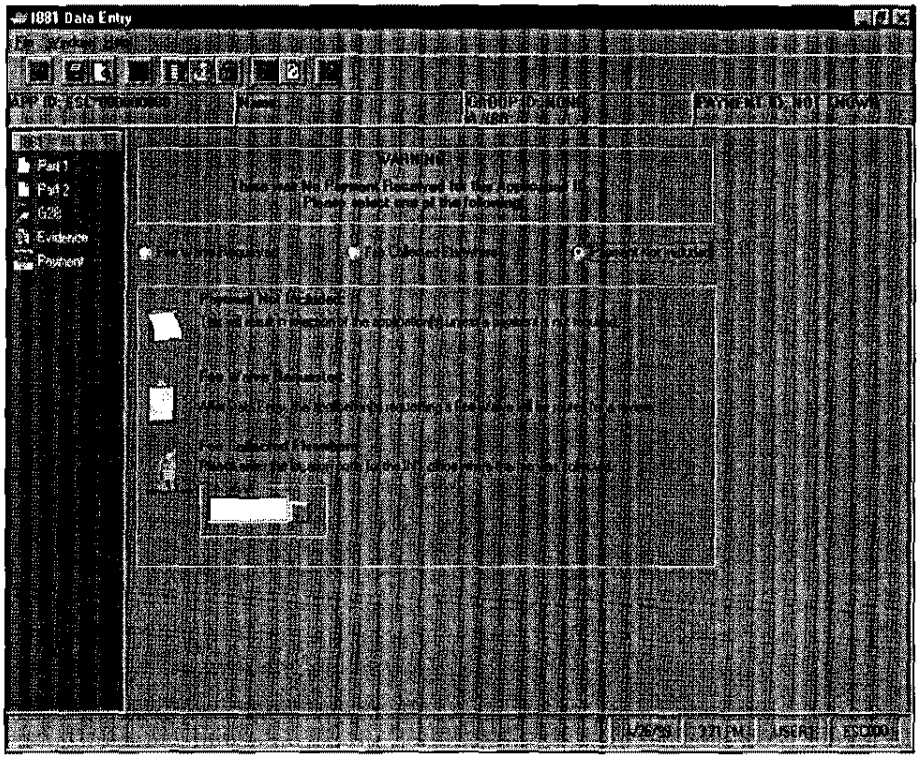
The fee was collected elsewhere.

- The payment was not included.

To indicate why a payment was not received, perform the following steps:

1. Click the Payment icon located at the left side of the screen. (**Note:** This icon appears only when payment is not received.) The I881 Data Entry Warning screen appears (Exhibit 9–51, I881 Data Entry Warning).

Exhibit 9–51: I881 Data Entry Warning



2. Click on the appropriate radio button to indicate the reason for the payment not being received: Fee Waive Requested | Fee Collected Elsewhere | Payment Not Included

3. If payment was received at another location, enter the three-digit code of the site that collected the fee, or click ... to select the location from a list.

Update Application

Application information can be edited the same day by the same user who entered the information into the system. The procedures for entering a new application (Section 9.2, New Application) apply to updating an application.

To update an application, perform the following steps:

1. Click the (Update) toolbar button to access the Update Application window (Exhibit 9–52, Update Application).

Exhibit 9–52: Update Application



2. Enter the application ID and click . The corresponding application appears.
3. Click on the appropriate icons at the left side of the screen to access the parts of the application needing to be updated.
4. Make the necessary changes. To clear all information from a screen, click the (Refresh) toolbar button.
5. Click to save the information. To close the I881 Data Entry screen without saving changes, click the (Cancel) toolbar button.

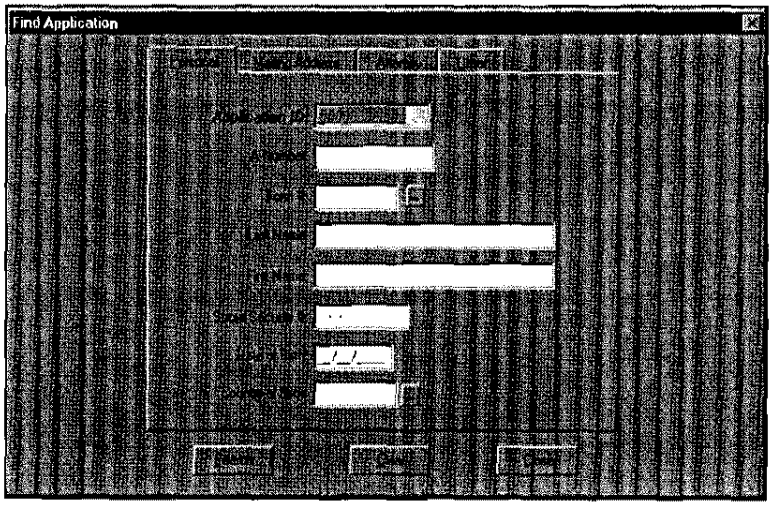
Find

The Find function allows users to search for an existing application using personal, mailing, attorney, or other information. When a search is conducted successfully, the application ID populates the Update Application window.

To open an additional application, perform the following steps:

1. In the I881 Data Entry screen, click the (Find) toolbar button. The Find Application screen appears (Exhibit 9–53, Find Application).

Exhibit 9–53: Find Application



1. Click on the applicable tab: Personal, Mailing Address, Attorney, or Other.
2. Enter search criteria in the appropriate fields.
3. To add search criteria from a second category, repeat steps 1 and 2.
4. Click Search. The Search Results window displays.
   a) If multiple matches are listed, click on the application to be opened.
   b) Click OK. The corresponding application ID populates the Update Application ID window (Exhibit 9–52).
1. Click OK. The corresponding application information displays.

Print Labels

The Print Labels option is used to print human and/or machine-readable labels, including address and application ID labels.

To print labels, perform the following steps:

1. Click on the (Print Labels) toolbar button. A Label Printing window (Exhibit 9–54, Label Printing) appears.

Exhibit 9–54: Label Printing



2. Click in the applicable checkboxes to select or deselect the types of labels to be printed. To clear all checkmarks, click  .
3. Enter the number of each type of label to be printed in the appropriate field.
4. Click  .
5. To exit the Label Printing window without printing, click  .

Print Attorney Label

The Print Attorney Label option allows the user to print an attorney address label.

To print an attorney address label, Click the  (Print Attorney label) toolbar button. A single standard attorney address label prints on the label printer.

Test Printer

The Test Printer option is used to verify that the bar-code printer is working correctly. When this option is selected, a sample label is generated from the printer.

To test the bar-code printer, perform the following steps:

1. Click the  (Test Printer) toolbar button. A sample label is generated from the bar-code printer.
2. If a label is not generated, verify that the printer is turned on and all connections are secure. Then repeat Step 1. If a label is still not generated, call an SA.

This page is intentionally left blank.

Please throw away this page after printing. It is merely used for pagination.

REPORTING

The Reporting module is used to generate and print reports related to CLAIMS 4.0. A report query can be initiated to generate reports based on selected criteria. Reports can be requested according to functional areas available to the current user. Each area contains several types of reports, each with unique query criteria selection fields. To enter the Reporting module, click the Reporting button (Exhibit 10–1, Reporting Button) in the CLAIMS 4.0 Main Menu screen.

Exhibit 10–1: Reporting Button



Initiating a Report Query

Before a report can be generated in CLAIMS 4.0, you need to initiate a report query in the CLAIMS Reports screen (Exhibit 10–2, CLAIMS Reports). The report query allows you to define the criteria used to generate the report. To initiate a report query, perform the following steps:

Click the  (Main Menu) toolbar button to access the CLAIMS Reports main screen (Exhibit 10–2).

Exhibit 10–2: CLAIMS Reports



Click on the appropriate folder in the Functional Area section.

Double click on the desired report from the list of available report types in the Reports section. The CLAIMS Tracking Report Query Builder screen (Exhibit 10–3, CLAIMS Tracking Report Query Builder) for that report type appears.

Exhibit 10–3: CLAIMS Tracking Report Query Builder



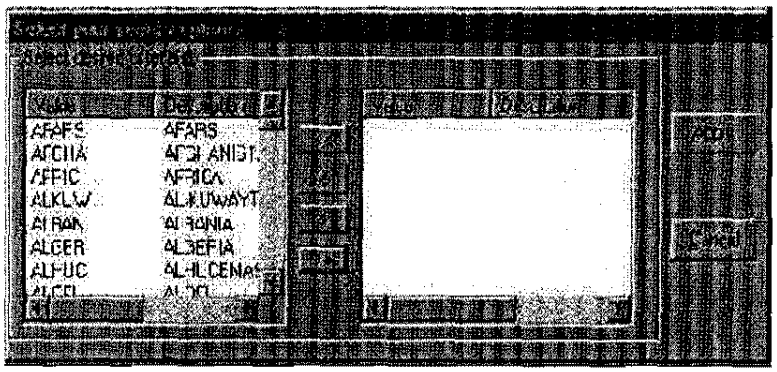
In the INS Location section, click  to select a description, location code, or service center location.

Click  in the appropriate field to select criteria to define the report query.

To create new search criteria, perform the following steps:

Click Select Criteria. The Select Your Search Options screen (Exhibit 10–4, Select Your Search Options) appears.

Exhibit 10–4: Select Your Search Options



In the Select Your Search Options window, click on the desired selection.

Click > to add the selection. Click >> to add all of the items in the selection list.

Click OK.

To select the sort order, perform the following steps:

To select the order of the sort, use the scroll bars on the Available Sorts list boxes.

To add a sort criterion, click on the desired selection.

Click > to add the selection. Click >> to add all of the items in the selection list.

To save a report query script, perform the following steps:

Select Save Query from the File menu.

Enter a name to identify the report query.

Click OK. When the confirmation box appears, click Yes.

(Follow the procedures in Section 10.2, Report Functions, to generate reports based on the query criteria you have defined.)

Report Functions

After initiating a report query, report functions (Exhibit 10–5, Report Function Options) can be accessed through the Report Query Builder window.

Exhibit 10–5: Report Function Options

Title	Icon	Description
Count		Used to display the current number of records matching the selected query criteria
View		Used to preview a report matching the selected query criteria
Printer		Used to print a report matching the selected query criteria
Batch		Used to create daily, weekly, or monthly batch reports based on the selected query criteria
Save		Used to save the current selection criteria query (where available)
Delete		Used to delete a query script (where available)
Return		Used to exit the Reporting Query screen

To use the Report functions, perform the following steps:

Initiate a report query using the procedure described in Section 10.2.1, Using the Report Viewer Screen.

Click on the toolbar button that corresponds with the function you want to perform.

Using the Report Viewer Screen

Perform the following steps to use the Report Viewer screen:

Click  to access the Report Viewer screen (Exhibit 10–6, Report Viewer). The toolbar buttons located along the top of the Report Viewer screen can be used to perform the following actions:

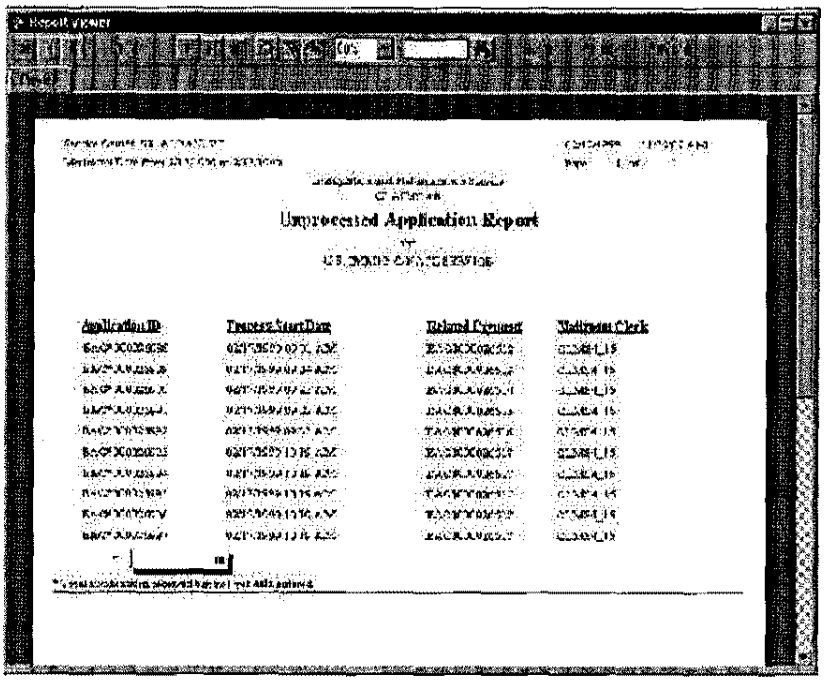
- Print  —Prints the displayed report

Printer Setup  —Creates printer defaults

Export  —Exports the displayed report to a disk file or e-mail

Find  —Searches for specific text within the displayed report

Exhibit 10–6: Report Viewer



If the report is a multiple page report, click the following buttons:

-  to view the first page

 to view the previous page

 to view the next page

to view the last page

- or in the scroll bar to scroll through the report

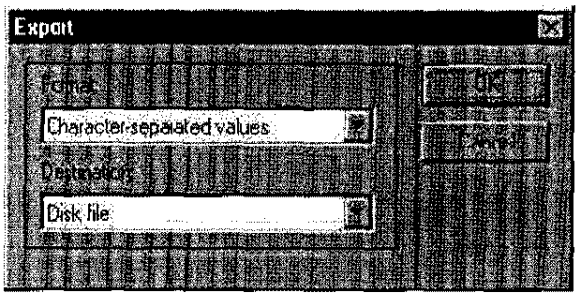
To adjust the size of the report on the screen, click in the toolbar and select a size.

To search for specific text in the displayed report, enter the text in the field to the left of the (Find) toolbar button. Then click . The first occurrence in the report of the selected text is displayed. (Each click of causes the screen to advance to the next occurrence of the selected text.)

To export a report, perform the following steps:

Click the (Export) toolbar button. The Export window appears (Exhibit 10–7, Export).

Exhibit 10–7: Export



Click to select an export format.

Click to select a destination. (To save the report as a file and import it into another program, select the Disk File destination.)

Click OK.

If necessary, enter the characters that will be used to separate the records and/or specify whether or not the date and number field formatting should remain the same.

Select a folder in which to save the file and give the file a descriptive name.

Click Save. A status message showing the export progress appears. When export is completed, the Report Screen Viewer appears.

To exit the Report Viewer, click the control button in the upper left corner of the screen.

To exit the Reporting Query screen, click the (Return) toolbar button.

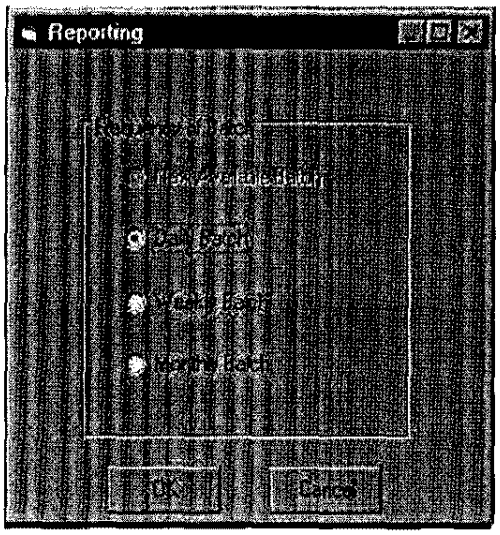
To exit the Reporting module, select Exit from the File menu, or click the control button in the upper right corner of the screen.

Using the Batch Option

The Batch option allows you to create daily, weekly, or monthly batch reports based on selected query criteria. Rather than printing reports manually each day, you can have scheduled reports printed in your local ADP rooms during off-hours. To use the Batch option, perform the following steps:

From the CLAIMS Tracking Report Query Builder screen (Exhibit 10–3), click the (Batch) toolbar button. The Reporting screen (Exhibit 10–8, Reporting) is displayed:

Exhibit 10–8: Reporting



Click on a radio button to indicate how often the batch should be run.

Click OK.

NOTICES

The Notices module is used to print or reprint notices created to inform applicants of scheduled appointments and the status of their applications. This module allows users to view a list of notices that are waiting to be created, to search for a notice by application ID, and to view a list of previously printed notices for an individual application. Users can also view the status of print jobs, reset print jobs, and configure printers using this module.

To enter the Notices module, click the Notices button (Exhibit 11–1, Notices Button) in the CLAIMS 4.0 Main Menu screen.

Exhibit 11–1: Notices Button



Exhibit 11–2, Notices Module Options, lists the available options in the Notices module.

Exhibit 11–2: Notices Module Options

Title	Icon	Description
Notices Awaiting Creation		Used to view a list of notices that are waiting to be created
Batch Print Server		Used to print and reprint notices, configure printers, and perform database maintenance
Current Print Job Status		Used to view the status of print jobs. Displays the status of both print jobs that have been completed and jobs that are currently being printed
View Notice History		Used to view a list of previously printed notices for an individual application

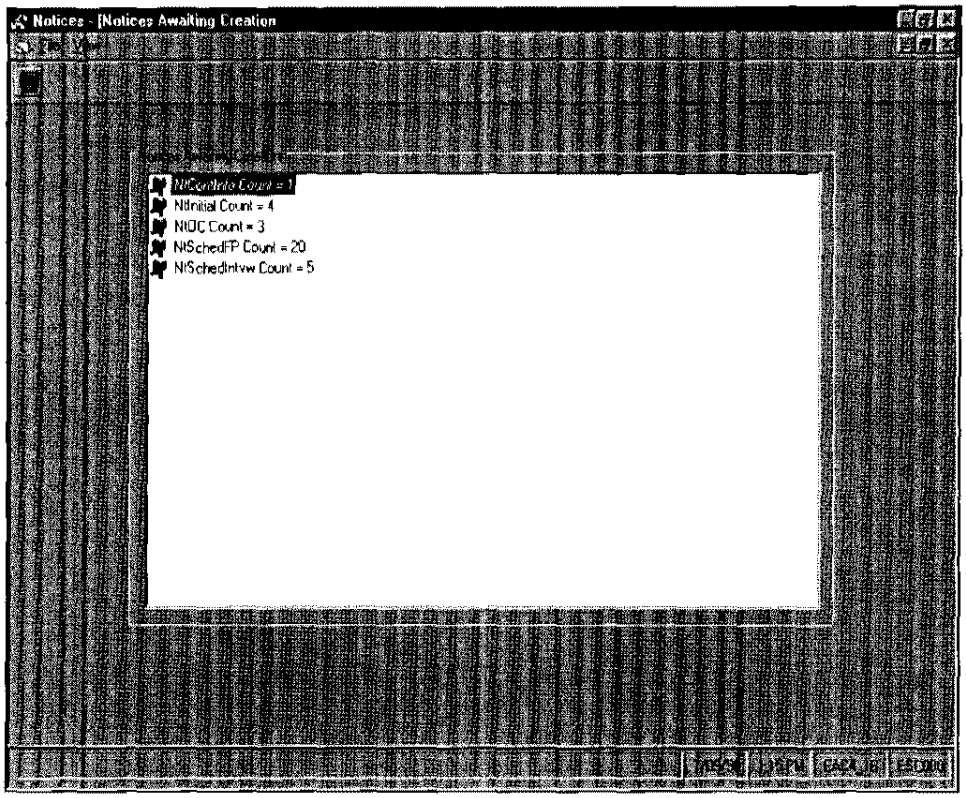
Notices Awaiting Creation

The Notices Awaiting Creation option is used to view a list of notices that are waiting to be created. The total number for each notice type also displays.

To view a list of notices, perform the following steps:

Click the  (Notices Awaiting Creation) toolbar button or select Notices Awaiting Creation from the File menu to access the Notices Awaiting Creation screen (Exhibit 11–3, Notices Awaiting Creation).

Exhibit 11–3: Notices Awaiting Creation



To refresh the list, click the  (Refresh) toolbar button.

To return to the Notices Main Menu screen, select the Exit option in the File menu.

To create batch notices, perform the following steps:

Double click on STARTC4BATCH.EXE (file location: C:\PROGRAM FILES\CLAIMS4 SERVER). The Priority Sets for NT Server window (Exhibit 11–4, Priority Sets for NT Server) appears.

Exhibit 11–4: Priority Sets for NT Server



Click on the Start Notice Batch Create radio button.

Click  . (For further printing instructions, refer to Section 11.2, Batch Print Server.)

Batch Print Server

The Batch Print Server option is used to select and view all printed and non-printed batch notices, and to configure batch printers for printing the notices. This option allows the System Administrator to perform record maintenance on the request queue and error tables. Users can also search for a specific notice by application ID using this option. Additional information concerning the set up of printers and batch notice modules can be found in the CLAIMS 4.0 Operations and Administration Guide.

The following options are available from the Batch Print Server screen (Exhibit 11–5, Batch Print Server):

- Print Notice

Reprint Notice

Find Notice

Database Maintenance

- Configure Printers

Print Notice

After the batch has been created, the Print Notice option is used to request a print job for a new notice. Either all notices in the print queue or only those of a particular notice type can be printed.

To print new notices, perform the following steps:

Click the  (Batch Print Server) toolbar button or select Batch Print Server from the File menu to access the Batch Print Server screen (Exhibit 11–5).

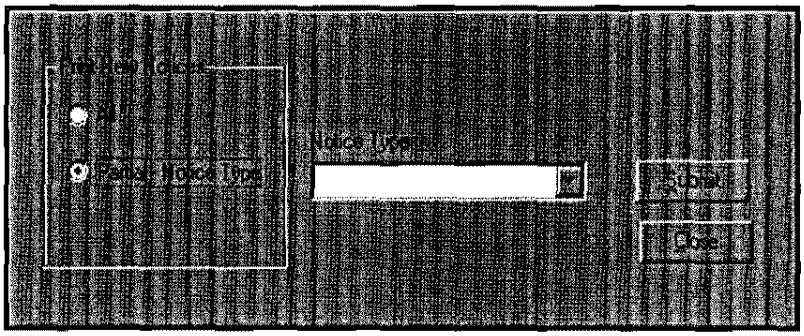
Exhibit 11–5: Batch Print Server



In the New Notices Queue section, click on a notice type in the list.

Click the (Print Notices) toolbar button. The Print New Notices window (Exhibit 11–6, Print New Notices)appears.

Exhibit 11–6: Print New Notices



Click on the applicable radio button in the Print New Notices box, as follows:

- **All**—To select all new notices in the New Notices Queue list.
- **Partial - Notice Type**—To select the notice type to be printed. In the Notice Type field, click the to select the notice type.

Click Submit to request the notices for printing. When the Available Printers window appears, select one or more printers.

Reprint Notice

The Reprint Notice option is used to request a reprint of previously printed notices. Reprints are requested by job ID. This option also allows the reprint of either an entire print job or a partial one. A partial reprint can be specified by ZIP code range, application ID, or job notice type.

To reprint previously printed notices, perform the following steps:

In the Previously Printed Jobs section of the Batch Print Server screen (Exhibit 11–5), select a print job.

Click the (Reprint Notice) toolbar button. The Reprint Notice window (Exhibit 11–7, Reprint Notices) appears.

Exhibit 11–7: Reprint Notices



To reprint all notices in a specified print job, perform the following steps:

Click the Reprint Entire Notice Job radio button.

Click the m in the Job ID field to select the job to be reprinted.

Click Submit to submit the job for printing. When the Available Printers window appears, select one or more printers.

To reprint a partial print job, perform the following steps:

Click the Reprint Partial Notice Job radio button.

Click the m in the Job ID field to select the job to be reprinted.

Click on the appropriate radio button to select the range of notices to be reprinted:

- If Zip Code Range of Notices is selected, enter the starting and ending ZIP codes.
- If App ID is selected, click the to select the application ID and the notice type.
- If Job Notice Types is selected, click the to select the notice type.

Click Submit to submit the job for printing. When the Available Printers window appears, select one or more printers.

Click Close to return to the Batch Print Server screen.

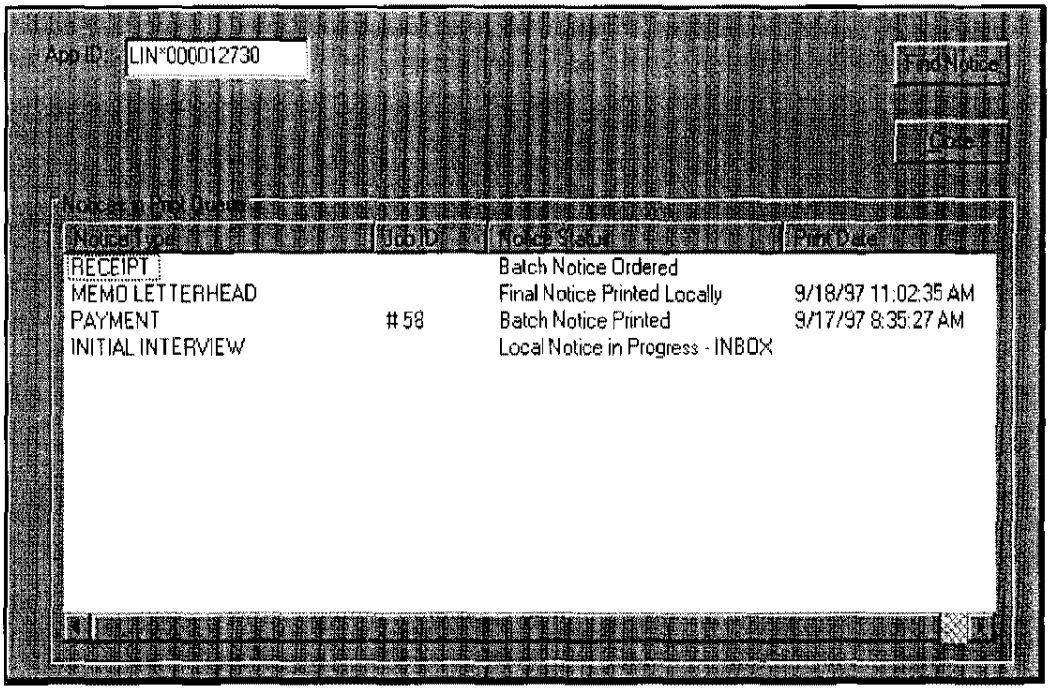
Find Notice

This function is used to quickly locate a notice that is in the Notices to be Printed queue, without having to scroll through the entire list. This minimizes the time needed to determine whether a notice has printed. The Find Notice screen displays the status of both local and batch notices for an application ID.

To locate a notice, perform the following steps:

From the Batch Print Server screen, click the (Find Notice) toolbar button to access the Find Notice screen (Exhibit 11–8, Find Notice).

Exhibit 11–8: Find Notice



Enter the application ID assigned to the notice you want to find.

Click Find Notice. All notices for that application ID appear in the Notices in Print Queue list box. The status of the notice and print date, if applicable, also appears. If a particular notice was printed in a batch print request, the job ID appears.

Click Close to exit the Find Notice function.

Database Maintenance

The Database Maintenance option is used to delete error records from the Error Log table or print request status records from the Request table. If an error occurs and print requests are in an intermediate print status, the Reset Oracle option can be used to reset the Notice Records to requested status.

To delete records, perform the following steps:

From the Batch Print Server screen, click the  (Database Maintenance) toolbar button to access the Maintenance dialog box (Exhibit 11–9, Maintenance).

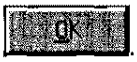
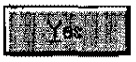
Click on the Maintain Screens tab.

Exhibit 11–9: Maintenance



Click the  and/or the  check box to select the type of records to be deleted.

Enter the minimum number of days after which the old records should be deleted.

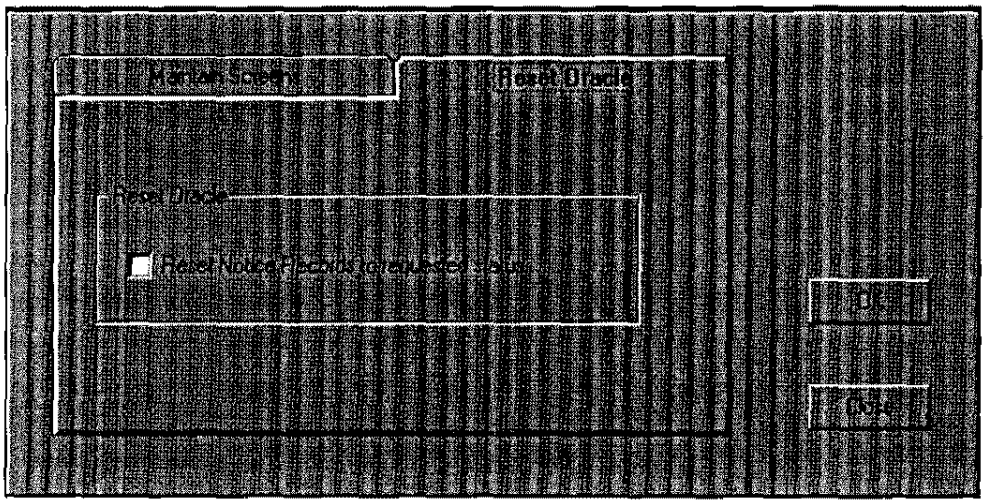
Click  . When the confirmation window appears, click  to continue the delete request and return to the Batch Print Server screen.

To reset notices to requested status, perform the following steps:

Click the  (Database Maintenance) toolbar button to access the Maintenance dialog box (Exhibit 11–9).

Click on the Reset Oracle tab (Exhibit 11–10).

Exhibit 11–10: Reset Oracle



Click the  check box.

Click  to process the requests. When the confirmation window appears, click  to continue the reset request and return to the Batch Print Server screen.

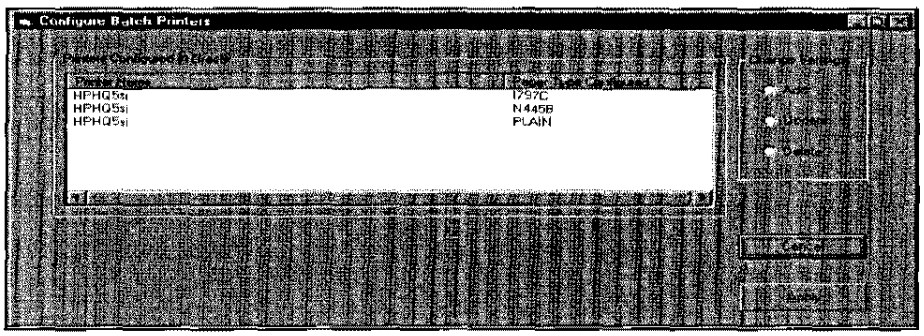
Configure Printers

The Configure Printers option is used to add, update, or delete printer references and paper type selections in the Oracle configuration table. These procedures are directly related to setting up paper types on the printer.

To configure a printer, perform the following steps:

From the Batch Print Server screen, click the  (Configure Printer) toolbar button to access the Configure Batch Printers window (Exhibit 11–11, Configure Batch Printers).

Exhibit 11–11: Configure Batch Printers



To add a printer to the table, perform the following steps:

Click the Add radio button in the Change Settings box. The Selections Available section displays at the bottom of the Configure Batch Printers screen.

Click the in the Server Printers field to select a printer.

Click the in the Paper Types field to select a paper type.

Click Apply to save the changes.

To update paper type settings, perform the following steps:

Click on a printer in the Printers Configured in Oracle list box.

Click the Update radio button in the Change Settings box. A "Selections Available" section appears at the bottom of the Configure Batch Printers screen.

Click the in the Paper Types field to select a paper type.

Click Apply to save the changes. The Configure Batch Printers screen is refreshed and the changes appear.

To delete a printer from the table, perform the following steps:

Click on a printer in the Printers Configured in Oracle list box.

Click the Delete radio button in the Change Settings box.

Click Apply to save the changes. The Configure Batch Printers screen is refreshed and the changes appear.

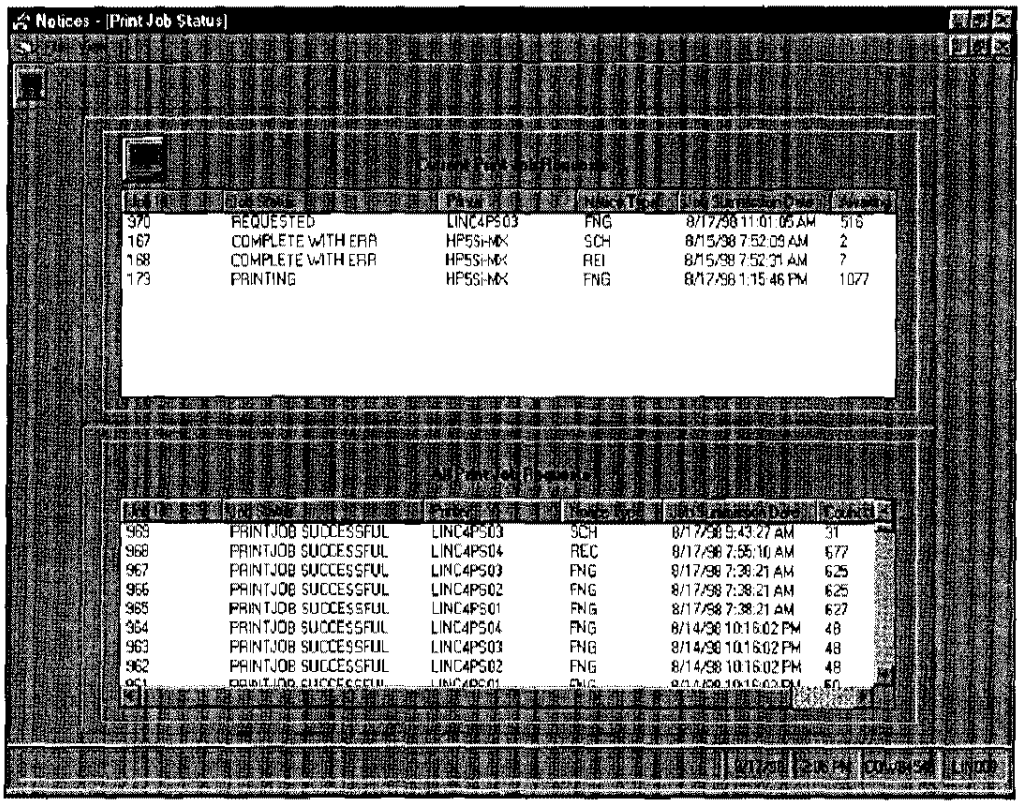
Current Print Job Status

The Current Print Job Status option provides monitoring ability for the current print job and allows the user to reset a current print job that was completed with errors.

To view the current print job status, perform the following steps:

From the Notices Main Menu screen, click the (Current Print Job Status) toolbar button. A list of current print job requests and a list of all print job requests appears in the Print Job Status screen (Exhibit 11–12, Print Job Status).

Exhibit 11–12: Print Job Status



To refresh the current list only, click the  (Refresh) button located in the Current Print Job Requests section.

To refresh both the current and completed lists, click the  (Refresh) button located in the toolbar.

To reset a print job (completed with errors), perform the following steps:

Double click on the print job in the Current Print Job Request section with a status of "COMPLETE WITH ERRORS." A prompt (Exhibit 11–13, Prompt) appears.

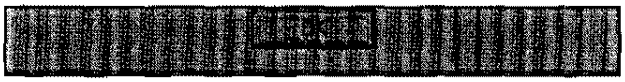
Exhibit 11–13: Prompt



Click  to continue. The print job is sent to a printer that is not currently in use. When the job is complete, the status appears in the All Print Job Requests section.

If the printer has a pending job, a prompt (Exhibit 11–14, Prompt) appears. Click OK and repeat Steps 1 and 2 when the printer becomes available.

Exhibit 11–14: Prompt

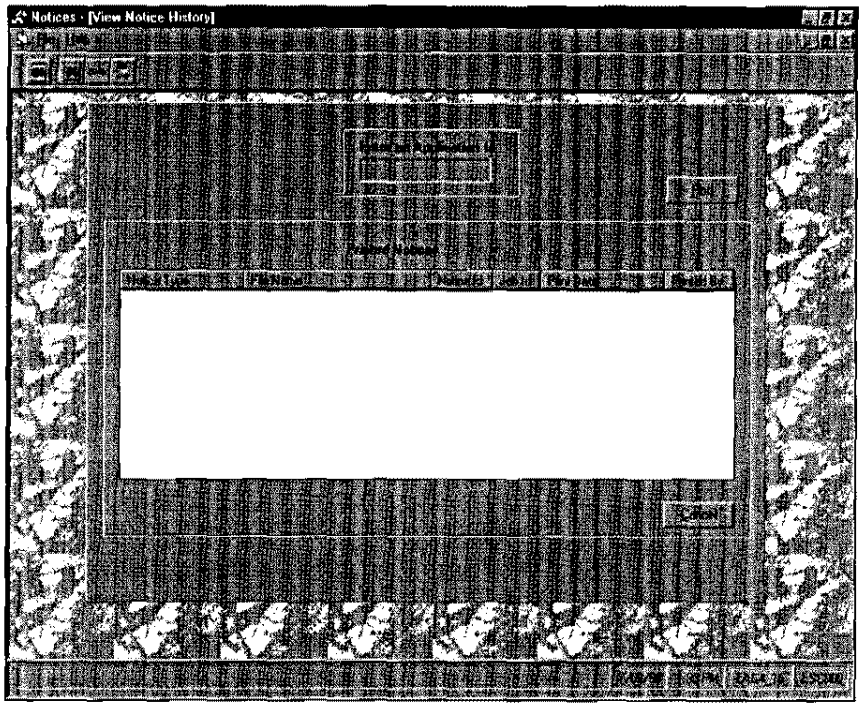


View Notice History

The View Notice History option is used to view a list of previously printed notices for an individual applicant. To view or reprint notices that have already been printed, perform the following steps:

Click the  (View Notice History) toolbar button or select View Notice History from the File menu to access the View Notice History screen (Exhibit 11–15, View Notice History).

Exhibit 11–15: View Notice History



Enter the application ID assigned to the notices you want to view.

Click  . A list of all previously printed notices for that ID appears in the Printed Notices section.

To return to the Notices Main Menu screen, click  .

CASE MANAGEMENT

The Case Management module is used to resolve data discrepancies between CLAIMS 4.0 and CIS, to update case and address information, and to add FBI fingerprint information for an individual case or a group of cases. To enter the Case Management module, click the Case Management button (Exhibit 12–1, Case Management Button) in the CLAIMS 4.0 Main Menu screen.

Exhibit 12–1: Case Management Button



Exhibit 12–2, Case Management Module Options, lists the options available in the Case Management module.

Exhibit 12–2: Case Management Module Options

Title	Icon	Description
Claims Resolution		Used to add missing information to CLAIMS 4.0 and/or resolve mismatched data between CLAIMS 4.0 and CIS
Batch Status Update		Used to update case information for an individual case or a group of cases
Change of Address Request		Used to update address information for an individual case
FBI Fingerprint Result		Used to add FBI fingerprint information for an individual case

CLAIMS Resolution

The CLAIMS Resolution function allows you to resolve data discrepancies between CIS and CLAIMS 4.0 and/or enter missing required data. To open an application, perform the following steps:

From the Case Management screen, click the  (CLAIMS Resolution) toolbar button. The CLAIMS Resolution main menu appears (Exhibit 12–3, View Activity Queue).

Exhibit 12–3: View Activity Queue



Click the appropriate radio button to indicate the correct form:

- N-400 to access the N400 - Application for Naturalization
- I-881 to access the I881 - Application for Suspension of Deportation

Select an Activity from the menu.

Enter the application ID number and press R. The CLAIMS/CIS A-Number Resolution screen (Exhibit 12–4, CLAIMS/CIS A-Number Resolution) appears. To select an application from a list, perform the following steps:

Click an activity in the Activity box.

- **CIS/Data Attended Search Processing**—Conduct initial resolution process.
- **Information Received**—Complete the resolution process based on information provided by the applicant.

Verify the code in the Office field. To view a list of cases in an office other than the one displayed, enter the code, or click to select from a list of office codes. To view a list for all offices, delete the office code in the Office field.

Click Click to view. A list of cases that are ready for the activity selected appears in the box on the right side of the screen.

Double click an application ID in the list.

The CLAIMS/CIS A-Number Resolution screen is displayed (Exhibit 12–4).

Exhibit 12–4: CLAIMS/CIS A-Number Resolution



To resolve missing information, perform the following steps:

A missing or invalid information field is indicated with red labels. An error box will also appear at the bottom of the screen. Tab to those fields, and enter the missing or valid information.

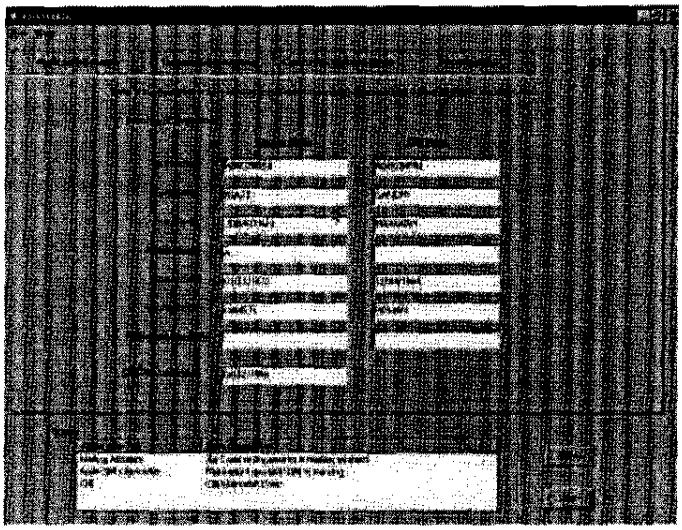
Click the Save button after you have made all the necessary corrections.

Note: If the information needed to resolve the case is unavailable the first time, a notice to the applicant is generated (unless the mailing address for the applicant has errors.) The system allows two attempts to resolve missing information.

To resolve mismatched information, perform the following steps:

Click on the CIS tab to access the CLAIMS/CIS Data Field Comparison screen (Exhibit 12–5, CLAIMS/CIS Data Field Comparison). Mismatched information appears in fields with red labels.

Exhibit 12-5: CLAIMS/CIS Data Field Comparison



Compare and verify information in the fields displayed with red labels.

If necessary, go to the corresponding field on the Applicant Information tab to change the mismatched information.

Click the Save button to save the case after you have made all the necessary corrections.

To exit the application and return to the Case Management main menu select Close from the File menu.

Status Update

The Batch Status Update module is used to update information for an individual case or a group of cases. The following options are available in Batch Status Update:

- **Batch Update**—Used to indicate that information or documents have been received, or that an action has occurred for one or more cases
- **Close Out Case**—Used to record that one or more applicants have been naturalized and their cases closed out
- **No-Show**—Used to indicate that one or more applicants did not show up for an OC or an interview and did not request that the appointment be canceled
- **Certificate Withheld**—Used to record certificates that were printed but not issued to applicants

Batch Update

The Batch Update option is used to indicate that information, such as evidence, has been received or that an action has occurred for a case. To update case information, perform the following steps:

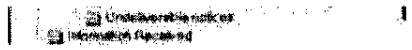
From the Case Management screen, click the  (Batch Status Update) toolbar button to access the Batch Status Update screen (Exhibit 12–6, Batch Status Update).

Exhibit 12–6: Batch Status Update



Click on the Batch Update tab (Exhibit 12–6). A directory structure appears (Exhibit 12–7, Directory Structure) on the left side of the screen.

Exhibit 12–7: Directory Structure



Click the folder that contains the information/action to be updated.

Note: A ⊞ to the left of a folder indicates additional options are available. Continue to click a folder until the desired option is located.

Click the appropriate option. The option appears in the Option Selected field.

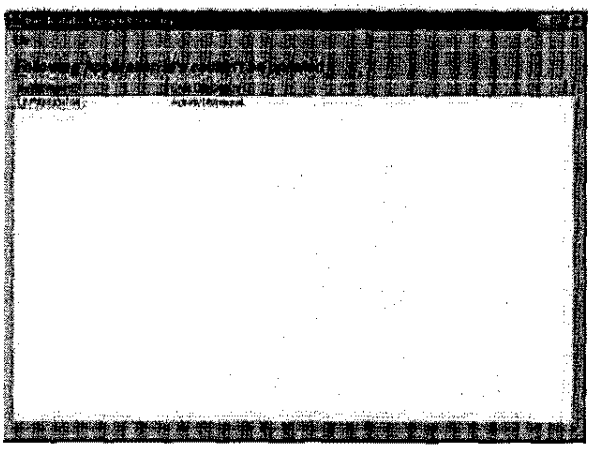
Enter the application ID of the case to be updated, and press R. The application ID number appears in the Application ID list.
or
In the A-Number field, enter the A-Number of the case to be updated, and press R. A list of cases matching the A-Number appears in an Application Information field at the bottom of the screen. Click on the correct application ID to add it to the Application ID list.

To update multiple cases simultaneously, repeat Step 5 until all cases to be updated have been entered.

Click  to update the cases. Check the status bar for the following messages: "Begin Update" and "Update Complete." If errors occur during processing, a list of application IDs that did not update successfully and a description of the errors appears in the Batch Status Update Error Log window after processing has been completed.

Note: The Batch Status Update Error Log window (Exhibit 12–8, Batch Status Update Error Log) should appear automatically when errors occur. To access the Error Log manually, select Error Log from the File menu. If the Error Log option is grayed out, no processing errors have occurred.

Exhibit 12–8: Batch Status Update Error Log



To exit, click the control button, or select Exit from the File menu.

Close Out Case

The Close Out Case option is used to record that one or more applicants have been naturalized and their cases closed out. An Administrative or Judicial close Out can be performed using the Close Out Case option. To close out a cases, perform the following steps:

From the Case Management screen, click the (Batch Status Update) toolbar button.

Click on the Close Out Case tab (Exhibit 12–9, Close Out Case).

Exhibit 12–9: Close Out Case



Click the appropriate radio button, Administrative close-out | Judicial close-out, to indicate the type of closure.

Tab to the Naturalization Date field, and enter the date of naturalization (MM/DD/YYYY).

Do one of the following to indicate which applications are to be closed:

- Tab over to the Ceremony Date/Location section, and enter the date and location of a ceremony. Press R. A list of sublocations appears in the Location Information section. Click the sublocation. A list of application IDs for the selected ceremony will appear in the Application ID section.
- Enter the application ID to be closed out, and press R. The application ID to be processed appears in the list. To close out multiple cases, repeat until all application IDs to be closed out have been entered.

- In the A-Number field, enter the A-Number of the case to be updated, and press R. A list of cases matching the A-Number appears in the Application Information field. Click on the correct application ID to add it to the Application ID list. To close out multiple cases, repeat until all application IDs to be closed out have been entered.

Click  to close the cases, or click **Clear List** to clear the list.

To exit, click the  control button, or select Exit from the file menu.

No-Show

The No-Show option is used to indicate that one or more applicants did not appear for an interview or an OC and did not cancel the appointment. To indicate a no-show, perform the following steps:

From the Case Management screen, click the  (Batch Status Update) toolbar button.

Click on the No-Show tab (Exhibit 12–10, No-Show).

Exhibit 12–10: No-Show



Click the appropriate radio button,  , to indicate the type of no-show.

Enter the application ID of the case that is to be indicated as a no-show, and press R. The application ID number appears in the Application ID list.

In the A-Number field, enter the A-Number of the case to be updated, and press R. A list of cases matching the A-Number appears in the Application Information field. Click on the correct application ID to add it to the Application ID list.

To update multiple cases simultaneously, repeat Step 4 until all cases to be closed out have been entered.

Click  to process or  to clear the list.

To exit, click the  control button, or select Exit from the File menu.

Certificate Withheld

The Certificate Withheld option is used to record certificates that were printed but not issued to applicants. To record that an applicant's certificate was withheld, perform the following steps:

From the Case Management screen, click the  (Batch Status Update) toolbar button.

Click on the Certificate Withheld tab (Exhibit 12–11, Certificate Withheld).

Exhibit 12–11: Certificate Withheld



Do one of the following:

- Enter the application ID of the case for which the certificate is to be withheld, and press R. The application ID number appears in the list.
- In the Enter A-Number field, enter the A-Number of the case for which the certificate is to be withheld, and press R. A list of cases matching the A-Number appears in the Application Information field. Click on the correct application ID to add it to the Application ID list.
- In the Enter Certificate Number field, enter the number of the certificate that is to be withheld. The case matching the certificate number is listed in the Application Information field. Click on the application ID to add it to the Application ID list.

Click on the appropriate radio button in the Oath Ceremony Status section:

- ◉ Oath Administered; Certificate Withheld to indicate that the oath was administered
- ◉ Oath Not Administered; Certificate Withheld to indicate that the oath was not administered

To update multiple cases simultaneously, repeat Step 2 until all cases for which certificates were withheld have been entered.

Click OK to process, or click Clear List to clear the list.

To exit, click the ☒ control button, or select Exit from the File menu.

Change of Address Request

The Change of Address Request function allows you to update an applicant's mailing and/or residential address. To update an address, perform the following steps:

From the Case Management screen, click the (Change of Address Request) toolbar button. The Change of Address window (Exhibit 12–12, Change of Address) appears.

Exhibit 12–12: Change of Address



Enter the Application ID and click Apply. The Address Change Petition screen (Exhibit 12–13, Address Change Petition) appears.

Exhibit 12–13: Address Change Petition



Click the appropriate radio button to indicate the type of address change:

- Resident Change Only to change the residential address only (the Resident Address section appears)
- Mailing Change Only to change the mailing address only (the Mailing Address section appears)
- Mailing And Resident Change to change both the residential and mailing addresses (changes can be entered in either address section and both addresses are updated)

To clear all fields, click Refresh.

Click in the appropriate fields and enter the correct information.

To enter changes on both fields, click the Copy button.

Click OK.

FBI Fingerprint Result

The FBI Fingerprint Result function allows you to enter FBI fingerprint response codes and dates for an applicant. These results can also be entered into CLAIMS 4.0 automatically through the FD-258 EE interface or by an adjudicator using the Adjudications module. CLAIMS 4.0 maintains a history of responses, which appears in the FBI Fingerprint Card Result History window of the FBI Result—Adding New screen. To add FBI Fingerprint Result information, perform the following steps:

From the Case Management screen, click the (FBI Fingerprint Result) toolbar button. The FBI Fingerprint Result window (Exhibit 12–14, FBI Fingerprint Result) appears.

Exhibit 12–14: FBI Fingerprint Result



Enter the application ID.

Click Apply. The FBI Result—Adding New screen (Exhibit 12–15, FBI Result—Adding New) appears. A list of previously entered responses appears in the FBI Fingerprint Card Result History window. When a list item is selected, any reason for that item's modification entered in the Adjudications module appears in the Reason for Modification field.

Exhibit 12–15: FBI Result—Adding New



Enter the following information:

In the Response Code field, enter the response code received from the FBI or click to select the appropriate code from a list.

In the Response Date field, enter the date of the response or click to select the date from a calendar.

Enter the Adjudicator's user ID.

Click Add to add the information. The information is displayed in the FBI Fingerprint Card Result History window.

To modify information before saving, perform the following steps:

In the FBI Fingerprint Card Result History window, click on the information to be modified.

Make necessary changes in the appropriate fields.

Click Update.

Note: Information can only be modified before it is saved. After information is saved, it cannot be edited.

To close the FBI Result—Adding New screen and save changes, click Close.

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CASE STATUS

The Case Status module is used to access the status and history of a case and can be used to search the system to find an application ID using some other search key. A database search must be conducted to retrieve this information. Searches can be based on the applicant's personal information, mailing address, attorney, or other information such as certificate number. When a match is found, the case status and history appear. To enter the Case Status module, click the Case Status button (Exhibit 13–1, Case Status Button) in the CLAIMS 4.0 Main Menu screen.

Exhibit 13–1: Case Status Button



Exhibit 13–2, Case Status Module Options, lists the options available in the Case Status module.

Exhibit 13–2: Case Status Module Options

Title	Icon	Description
New Search		Used to clear the data from a search screen and perform a search on another case
Search		Used to search for information on a case within CLAIMS 4.0

Search

When a case status query is initiated, the system searches the CLAIMS 4.0 database to find a match to the criteria entered. Four categories of search criteria are available. These categories appear as folder tabs on the Case Status Inquiry screen (Exhibit 13–3, Case Status Inquiry):

- **Personal**—Used to search for an application based on the application ID number, A-Number, form number, last name, first name, SSN, DOB, or COB
- **Mailing Address**—Used to search for an application based on the applicant's mailing address
- **Attorney**—Used to search for cases based on the attorney assigned to the case
- **Other**—Used to perform a search based on other available information such as owner location code, port of entry, date range of entry, payment ID, certificate number, or DOB range

Searches can be initiated using criteria entered in just one category or in multiple categories.

Exhibit 13–3: Case Status Inquiry



To initiate a search, perform the following steps:

Click on the applicable tab: Personal, Mailing Address, Attorney, or Other.

Enter search criteria in the appropriate fields.

To add search criteria from a second category, repeat Steps 1 and 2.

Click Search. One of the following search results occurs:

No Match—The following message appears in a pop-up window: "No Application ID(s) found in Workflow for this search."

Exact Match—The Case Status screen (Exhibit 13–5, Case Status) appears. The Status section shows the most recent activity on the case. The History section shows all activity on the case, with the most recent activity at the top of the list

Multiple Matches—If there are multiple matches, the Case Search window appears (Exhibit 13–4, Case Search). Click on the applicable option to continue the search. If the option to modify the search is selected, repeat Steps 1 through 4. If either option to view records is selected, a Search Results box with a list of records appears at the bottom of the Case Status Inquiry screen. Click on the application ID number of the desired case and click Select. The Case Status screen (Exhibit 13–5) appears.

Exhibit 13–4: Case Search

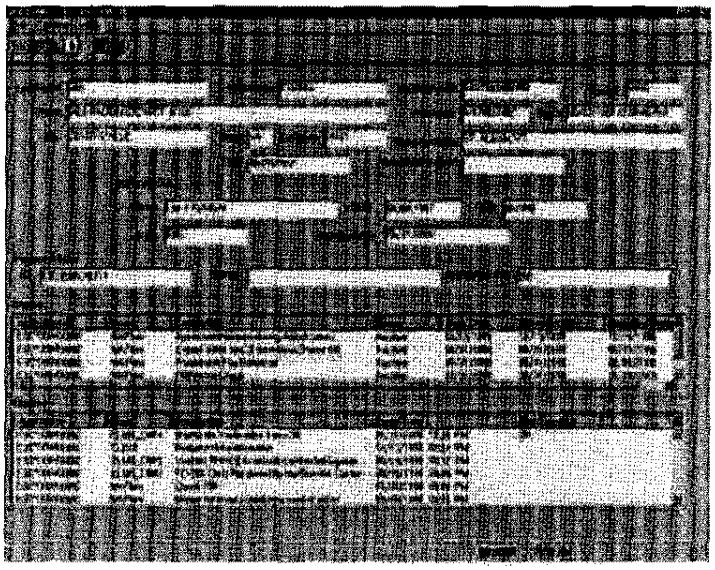


To initiate a new search, perform the following steps:

Click  in the Case Status Inquiry screen.

Repeat Steps 1 through 4 above.

Exhibit 13–5: Case Status



To view case information, perform the following steps:

To scroll through the Status or History list, click  or  in the scroll bar.

To view scheduled appointments, click the  (Schedule) toolbar button. If there are scheduled appointments, the location, room number, room section, date, and time appear in the Interview Schedule screen (Exhibit 13–6, Interview Schedule).

Exhibit 13–6: Interview Schedule



To return to the Case Status screen, click OK.

To view attorney information, click the (Attorney) toolbar button. If there is attorney information, the Attorney Information screen (Exhibit 13–7, Attorney Information) appears.

Exhibit 13–7: Attorney Information



To return to the Case Status screen, select Close from the File menu.

To view FBI fingerprint and name check results, click the (FBI Result) toolbar button. If fingerprint and/or FBI name check results have been received, the FBI Result screen (Exhibit 13–8, FBI Result) appears.

Exhibit 13–8: FBI Result



To return to the Case Status screen, select Close from the File menu.

To view payment information, click the (Payment Details) toolbar button. If there is payment information, the Pay Details screen (Exhibit 13–9, Pay Details) appears.

Exhibit 13–9: Pay Details



To return to the Case Status screen, select Close from the File menu.

Print Labels/Print Case Status

If a copy of the case status information is needed, or if additional labels are required for an application ID, they can be printed from the Case Status module. The types of available labels include the following:

- Application ID

A-Number
T-Number
Mailing address
Human readable

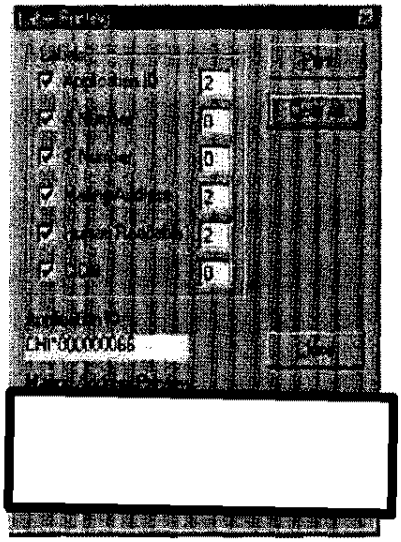
- CIDN

To print a label, perform the following steps:

Click the (Print Labels) toolbar button to access the Label Printing window (Exhibit 13–10, Label Printing).

Exhibit 13–10: Label Printing

(b)(6)



Enter the appropriate application ID in the Application ID field. All the label options are selected by default. To deselect a label option, click on the appropriate check box.

Click in the amount fields to enter the total number of labels desired for each label option.

Click  to print the labels.

Click  to clear all fields.

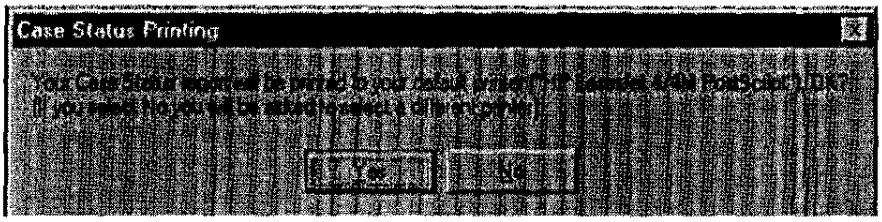
Click  to return to the Case Status Inquiry screen.

To print case status information, perform the following steps:

From the Case Status window, click the  (Print Case Status) toolbar button.

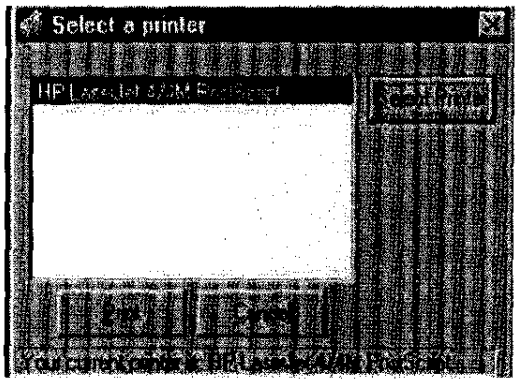
When a prompt appears (Exhibit 13–11, Case Status Printing Prompt), click on the appropriate response.

Exhibit 13–11: Case Status Printing Prompt



- If you click Yes, the case status information prints to your default printer.
- If you click No, a prompt appears (Exhibit 13–12, Select a Printer Prompt).

Exhibit 13–12: Select a Printer Prompt



Click on a printer in the list, and click Select Printer.

Click Print. The case status information prints to the selected printer.

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SYSTEM MAINTENANCE

The System Maintenance module is used to update the CLAIMS 4.0 database, set up new locations, and set up all user functions. Most the options within the System Maintenance module are accessed from the menu bar. To access the System Maintenance module, click the System Maintenance button (Exhibit 14–1, System Maintenance Button) in the CLAIMS 4.0 Main Menu screen.

Exhibit 14–1: System Maintenance Button



The following menus are accessible from the System Maintenance menu bar:

- **File**—This menu contains the Exit option, which is used to return to the CLAIMS 4.0 main menu.
- **Profiles**—This menu contains options that are used to set up a location, set up the services offered at that location, and assign user rights.
- **Tables**—This menu contains options that are used to display look-up tables.
- **Status**—This menu contains the workflow option used to view the status of a case at a location, determine the completed elements of the process, and view a workflow diagram of a case.
- **Window**—This menu allows you to arrange the desktop and open windows.
- **Help**—This menu provides access to Online Help and information about this version of CLAIMS 4.0. (Refer to Section 6, CLAIMS 4.0 Online Help, for further instruction.)

Profiles Menu

The Profiles menu is used to define a location and the services to be performed at that location. It is also used to create users, define user permissions, and establish application ID, payment ID, A-Number, and certificate number pools for a location. The following options are available from the Profiles menu:

- Select a Location

Location Profile
Services
Workflow Participant Roles
Report Access Groups
Users
Application ID, Payment ID, A-Number

Certificate Numbers

- Forms

Select a Location

The Select a Location option is the first step to setting up a location profile and the services available at that location. To select a location when the location code is known, perform the following steps:

Select the Select a Location menu option from the Profiles menu. The Location Profiles window (Exhibit 14–2, Location Profiles) appears.

Exhibit 14–2: Location Profiles



Verify the location code. Click Show Info to view the location type and description.

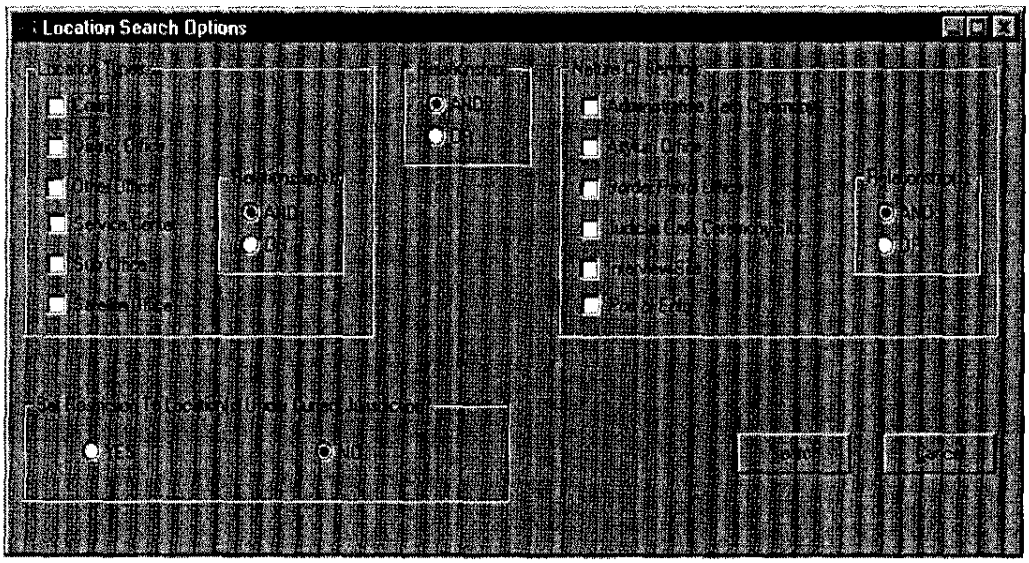
If the location code is correct, click OK to select the location.

To select a location when the location code is unknown, perform the following steps:

Select the Select a Location menu option from the Profile menu. The Location Profiles window (Exhibit 14–2) appears.

Click ... in the Location field to perform a search. The Location Search Options window (Exhibit 14–3, Location Search Options) appears.

Exhibit 14–3: Location Search Options

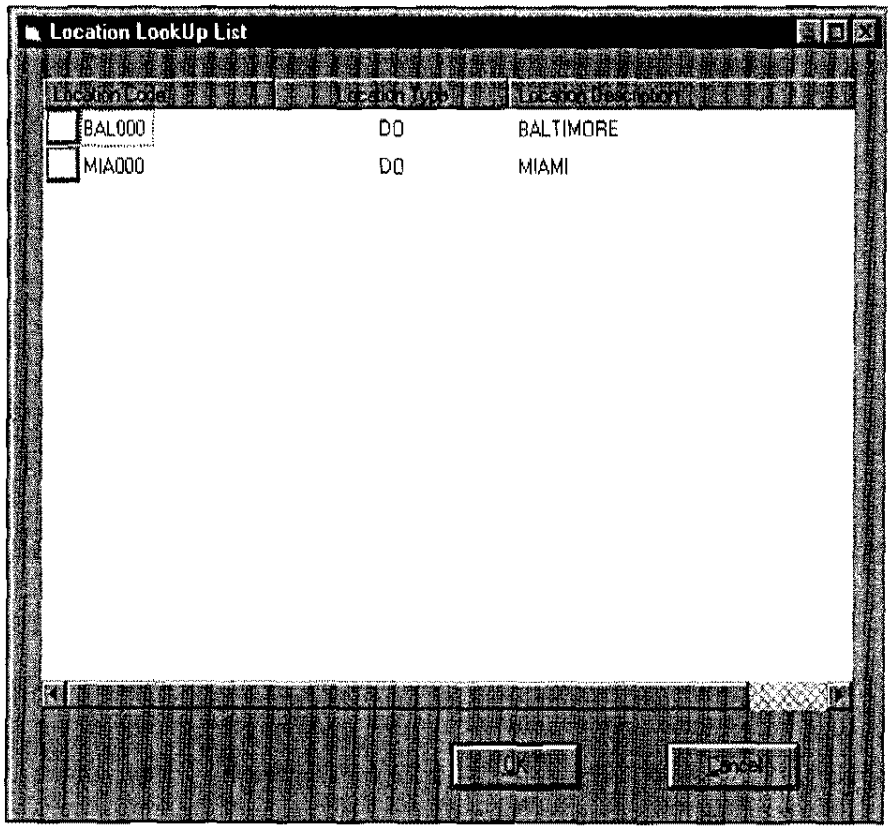


Select one or all of the following to enter the desired search criteria:

- **Location Type**—Click the appropriate check box to select the location type. When selecting more than one location type, click the AND radio button if the location is both types. Click the OR radio button if the location type may be one or the other.
- **Nature of Service**—Click the appropriate check box to select the nature of service. When selecting more than one service, click the AND radio button if the location offers both types. Click the OR radio button if the location may offer one or the other.
- **Relationship**—If the search is to include criteria selected from both the Location Types and the Nature of Service sections, click the AND radio button. If the search is to include criteria selected from either the Location Types or the Nature of Service sections, click the OR radio button.
- **Set Restriction to Locations Under Current Jurisdiction?**—Click YES to restrict the search to locations under current jurisdiction; otherwise, click NO.

Click Search to perform the search. A list of locations that match the search criteria appears in the Location Look-Up List window (Exhibit 14–4, Location Look-Up List).

Exhibit 14–4: Location Look-Up List



To select a location, click on the check box to the left of the location, and click OK. When the Profile Location window appears, verify the code in the Location Code field, and click OK.

If the list is empty or does not display the desired location code, click Cancel, and perform Steps 1 through 4 again.

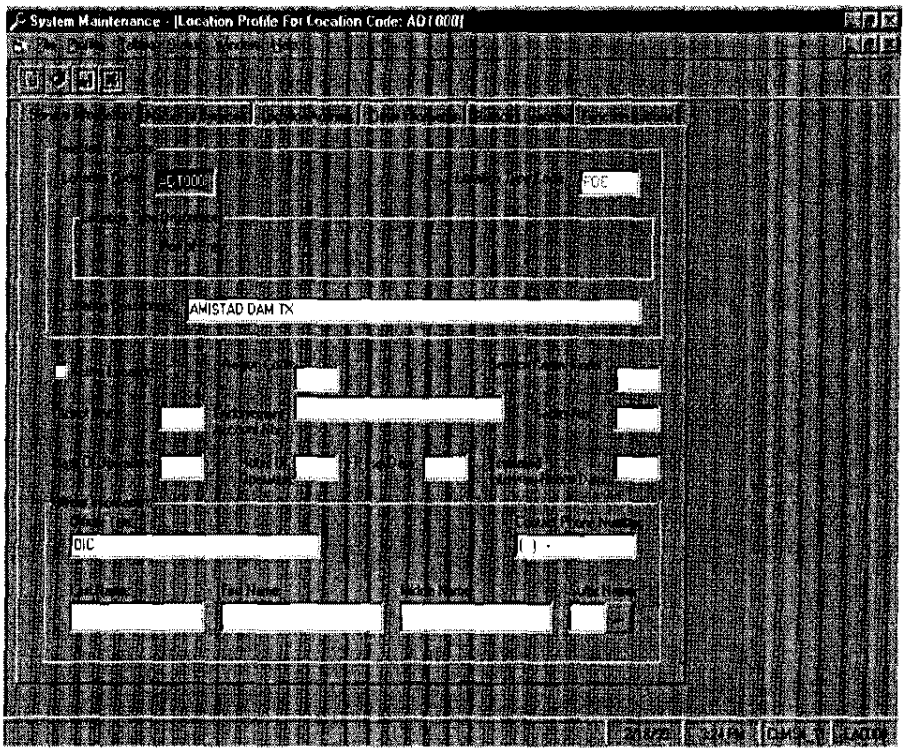
Location Profile

The Location Profile option is used to set up or modify a location's profile. The Location Profile screen is used to enter general information, type of location, location address, jurisdiction information, and branch locations. To set up a location profile, perform the following steps:

Select the location for which the profile is to be set up by following the steps described in Section 14.1.1, Select a Location.

Select the Location Profile menu option from the Profiles menu to access the Location Profile screen (Exhibit 14–5, Location Profile).

Exhibit 14–5: Location Profile



Click on the General Information tab. The location code along with other codes and descriptions that apply to the location appear.

Enter the endorsement account number, operating days and times, fingerprint expiration days, estimated interview notice days, and contact officer title, name and phone number in the appropriate fields. Modify the location codes and descriptions, if necessary.

Click on the Nature of Services tab (Exhibit 14–6, Nature of Services) to view available services.

Exhibit 14–6: Nature of Services



Click in the boxes to indicate the nature of the services provided at the selected location.

Click on the Location Address tab (Exhibit 14–7, Location Address).

Exhibit 14–7: Location Address



Enter or edit the appropriate information.

Click on the Other Information tab (Exhibit 14–8, Other Information).

Exhibit 14–8: Other Information

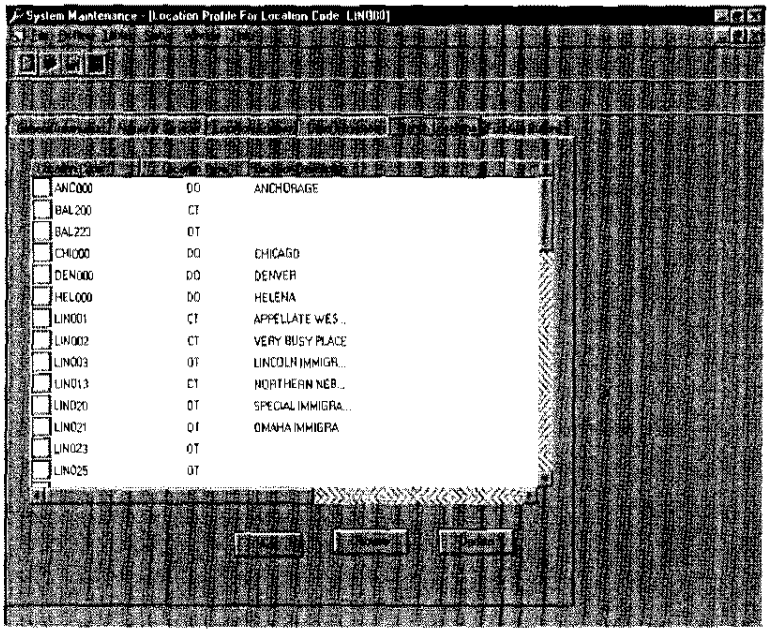


Enter or edit the appropriate information.

To add, update, or browse a branch location, perform the following steps:

Click on the Branch Locations tab (Exhibit 14–9, Branch Locations). This option allows you to add, update, and browse a branch location.

Exhibit 14–9: Branch Locations



To add a new branch location, perform the following steps:

Click  .

Select the type of location to be added. Click  .

Follow Steps 3 through 10 in the previous section to enter information about the new branch location.

Click on the Function Buttons tab.

Click  to save the branch information.

Click  to confirm the save, and click  .

To update a branch location, perform the following steps:

Click on the box to the left of the branch to be updated.

Click  .

Click the tabs to view all current information about the selected branch. Edit the information as necessary (refer to Steps 3 through 10 of the previous section).

Click on the Function Buttons tab.

Click  to save the branch information.

Click  to save updates.

Click  .

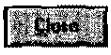
Click  to return to the Location Profile screen for the primary location.

To browse a branch location, perform the following steps:

Click on the box to the left of the branch to be browsed.

Click  .

Click the folder tabs to view all current information about the selected branch.

Click on the Function Buttons tab, and click  to return to the Location Profile screen of the primary location.

To delete, save, refresh, or close a location, perform the following steps:

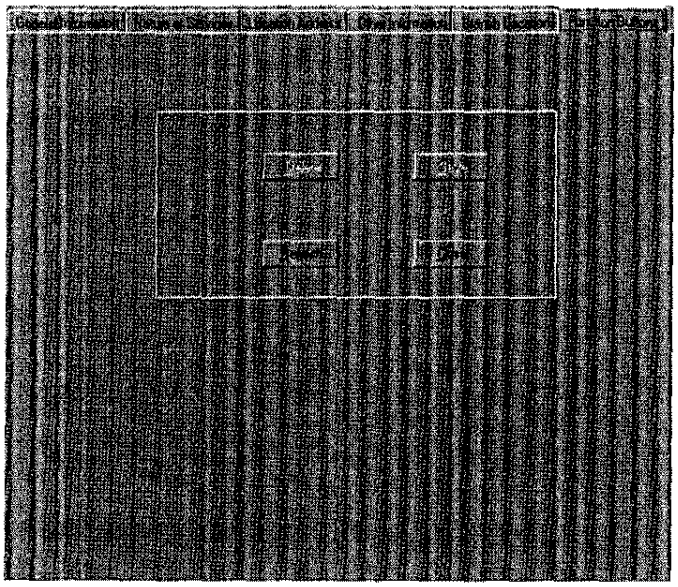
Click on the Branch Locations tab (Exhibit 14–9).

Click on the box to the left of the branch to be selected.

Click  .

Click on the Function Buttons tab (Exhibit 14–10, Function Buttons).

Exhibit 14–10: Function Buttons



Click one of the following buttons:

-  to delete the location
-  to save the location information
-  to return the location to its original settings
-  to close the Location Profile screen

Services

Before services can be scheduled at a location in the Scheduling module, those services must be defined in System Maintenance. The Services option is used to view and define the service types that the selected location (refer to Section 14.1.1, Select a Location) oversees. Through the Services option, each service is attached to a location referred to as a "service location." When the service option is selected, a list of service locations affiliated with the selected location appears. The following toolbar buttons are available from the List of Services Locations screen (Exhibit 14–11, List of Service Locations):

- **Add**  —Adds a new record
- **Edit**  —Edits a record
- **Save**  —Saves a record
- **Delete**  —Deletes a record

Exhibit 14–11: List of Service Locations



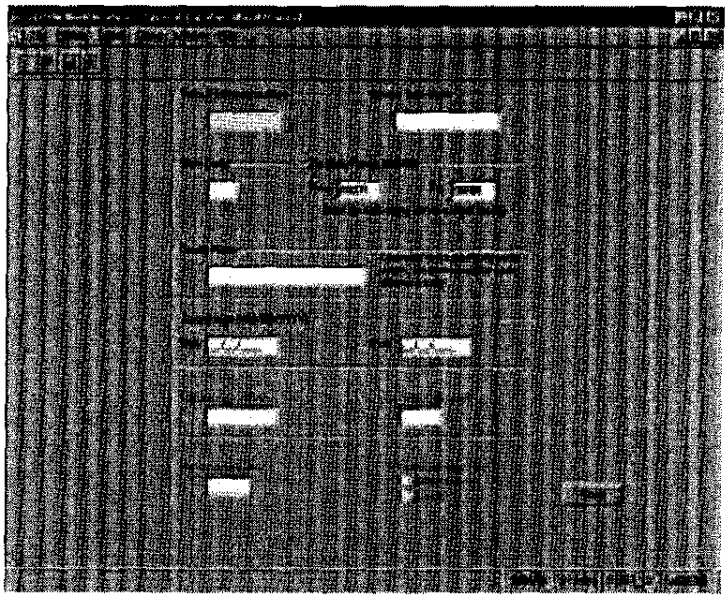
To add a new record, perform the following steps:

Select the location for which the service is to be set up by following the steps described in Section 14.1.1.

Click on the Services option in the Profiles menu to access the List of Service Locations screen (Exhibit 14–11).

Click the (Add New Record) toolbar button to access the Service Location Maintenance screen (Exhibit 14–12, Service Location Maintenance).

Exhibit 14–12: Service Location Maintenance



Enter the appropriate information in the following fields:

- **Default Service Location**—Service location, or click to select from a list of locations.
- **Service Type Code**—Service type code, or click to select from a list of codes.
- **State Code**—State abbreviation; click to select from a list of codes.
- **Zip Code Range From**—Beginning ZIP code for which the service location is responsible; click to perform a search of ZIP codes by county or city.
- **Zip Code Range To**—Ending ZIP code for which the service location is responsible; click to perform a search of ZIP codes by county or city. If this field is left blank, it defaults to the value contained in the ZIP Code Range From field.
- **County Name**—Automatically populated when the ZIP code range is entered; currently, this function does not support cross-county ZIP code ranges. This means that only one county can be included in each ZIP code range. Therefore, a ZIP code range for each county provided a service has to be entered.
- **Start Date Range**—Date (MM/DD/YYYY) the service begins at a location
- **End Date Range**—Date (MM/DD/YYYY) the service ends at a location. If the End Date Range is not provided, the date defaults to 01/01/9999.
- **Temporary Location**—Temporary location
- **Rule Code**—Rule code
- **Site Group Indicator**—Site group indicator code

If an OC is to occur at the service location, click the appropriate box in the Oath Ceremony Type field.

Click the (Save) toolbar button to save.

Click to return to the List of Service Locations window.

Warning: Clicking before clears the information entered and closes the New Record window without saving.

To edit a service location, perform the following steps:

Select the location for which the service is to be edited by following the steps described in Section 14.1.1.

Select the Services option in the Profiles menu to display the List of Service Locations screen (Exhibit 14–11).

From the Service Locations list, select the service location to be changed by clicking in the box to its left.

Click the (Edit) toolbar button to access the Service Location Maintenance window. Current information about the service location appears.

Edit the information.

Click the (Save) toolbar button to save.

To return to the List of Service Locations window, click Close.

Warning: Clicking Close before clears the information entered and closes the Edit Record window without saving.

To delete a record, perform the following steps:

Select the location for which the service is to be deleted by following the steps described in Section 14.1.1.

Select the Services option in the Profiles menu to display the List of Service Locations screen (Exhibit 14-11).

Select the service location in the list by clicking in the box to the left of the location.

Click the (Edit) toolbar button to access the Service Location Maintenance window. Current information about the service location appears.

Click the (Delete) toolbar button. A confirmation box appears. Click Yes to delete the service or No to cancel the deletion.

To return to the List of Service Locations window, click OK.

To exit the List of Service Locations window, click Close.

Workflow Participant Roles

When you are given access to CLAIMS 4.0, your privileges within the system are determined by what participant role you are assigned. The Workflow Participant Roles option is used to define the role you take within an office. For example, a small site may need to provide you with access to all the CLAIMS 4.0 functions. In this case, the site would create a participant role that includes all the possible workflow types. A larger site may have a specific set of roles designated for different classes of users. Such a site would create a workflow participant type for each class of user. The windows for the Workflow Participant Roles option contain the following toolbar buttons:

- **Add** —Adds a new record
- **Edit** —Edits a record
- **Save** —Saves a record

- **Delete** —Deletes a record

Select the Workflow Participant Roles option in the Profiles menu to access the Participant Type Codes List screen (Exhibit 14–13, Participant Type Codes List). A list of participant type codes and descriptions appears.

Exhibit 14–13: Participant Type Codes List



To add a new record, perform the following steps:

Click the (Add New Record) toolbar button to access the Participant Roles screen (Exhibit 14–14, Participant Roles).

Exhibit 14–14: Participant Roles



Enter the appropriate information in the following fields:

- **Participant Type Code**—Code used to describe the access level
- **Participant Type Description**—Short description of the access level

To assign roles, click in the appropriate boxes to the left of the roles in the Participant Role Code Description section. As roles are selected, the window to the right of the screen displays their corresponding activities.

Note: At least one role must be selected for a participant role record to be created.

To save the record, click the  (Save) toolbar button.

When the confirmation window appears, click  to add the new record.

When the message box indicating that the record has been added successfully appears, click  . The Participant Type Codes List window appears.

To edit a participant role record, perform the following steps:

Click in the box to the left of the code to select the record to be edited (Exhibit 14–13).

Click the  (Edit) toolbar button to access the Participant Roles screen (Exhibit 14–13).

Add or delete roles by clicking in the boxes to left of the role.

Note: If all the roles are set to "No," the participant role record that is being edited is deleted.

To save the record, click the  (Save) toolbar button.

When the confirmation box appears, click  to save the changes.

When the message box indicating that the record has been changed successfully appears, click  .

To return to the Participant Type Codes List window, click  .

Warning: If you click the Close button before you click the Save button, it will clear the information entered. The information in the Edit Record window will not be saved.

To delete a participant role record, perform the following steps (**Note:** If current users are assigned to the participant role selected, deletion is denied.):

Click in the box to the left of the code to select the record to be deleted (Exhibit 13–13).

Click the  (Edit) toolbar button to access the Participant Roles screen (Exhibit 13–14).

Click the  (Delete) toolbar button.

When the confirmation window appears, click Yes to delete the user profile.

When the message box indicating that the record has been deleted appears, click OK. The Participant Type Codes List screen showing the deletion appears.

To exit the Participant Type Codes List screen, click Close.

Report Access Groups

The Report Access Groups option is used to add, modify, or delete report access levels. Once a report access group is established, you are assigned to the group within your user profiles. This enables you to access reports affiliated with the report access group. The windows for the Report Access Groups option contain the following toolbar buttons:

- **Add**—Adds a new record
- **Edit**—Edits a record
- **Save**—Saves a record
- **Delete**—Deletes a record

Select the Report Access Groups in the Profiles menu to access the Report Access Group Code for a Site window (Exhibit 14–15, Report Access Group Code for a Site). A list of report access group codes and descriptions appears.

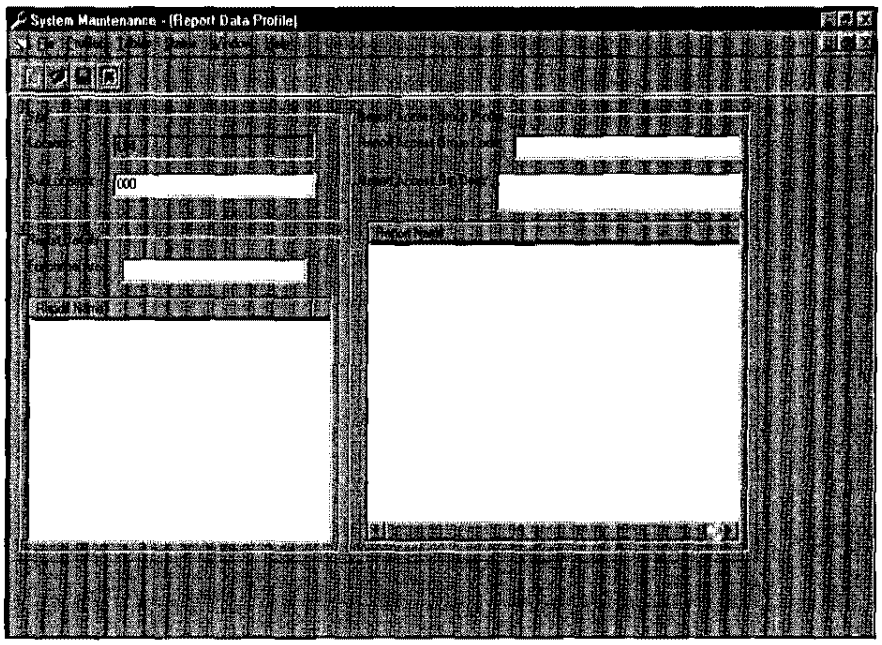
Exhibit 14–15: Report Access Group Code for a Site



To add a report access group code, perform the following steps:

Click the (Add) toolbar button to display the Report Data Profile (New Record) window (Exhibit 14–16, Report Data Profile—New Record).

Exhibit 14–16: Report Data Profile—New Record



Verify the location and sublocation codes in the Site section are correct. If necessary, click in the appropriate fields, and enter the appropriate information.

Enter the appropriate information in the following fields:

- **Report Access Group Code**—Maximum eight-digit code for the new report access group
- **Reprt Access Grp Desc**—Short description identifying the new code

In the Functional Area field, click . Click on the appropriate functional area, and press J. The report names appear in the Report Name box in the Report Details section below the functional area.

Click on the reports to be added to the new report access group. When a report is selected, it appears in the Report Name box of the Report Access Group Profile section. To remove a report from the Report Name box, click on the report and press D.

To select reports from an additional functional area, repeat Steps 4 and 5.

Click the (Save) toolbar button to save the new record.

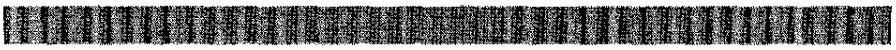
When the confirmation window appears, click to add the new record. The Report Access Group for a Site screen appears.

To edit a report access group code, perform the following steps:

Click in the box to the left of the Location code to select the record to be edited (Exhibit 14–15).

Click the (Edit) toolbar button to access the Report Data Profile (Edit/Delete Record) screen (Exhibit 14–17, Report Data Profile—Edit/Delete Record).

Exhibit 14–17: Report Data Profile—Edit/Delete Record



To delete a report from the report access group, click on the report in the Report Name box of the Report Access Group Profile section, and press D.

To add reports to the report access group, perform the following steps:

In the Functional Area field, click . Click on the appropriate functional area, and press J. The report names appear in the Report Name box in the Report Details section below the functional area.

Click on the reports to be added to the report access group. When a report is selected, it appears in the Report Name box of the Report Access Group Profile section.

To select reports from an additional functional area, repeat Steps a and b.

Click the (Save) toolbar button to save the changes.

When the confirmation message appears, click to save the changes. The Report Access Group for a Site screen (Exhibit 14–15) appears.

To delete a report access group code, perform the following steps:

On the Report Access Group Code for a Site screen (Exhibit 14–15), click in the box to the left of the Location code for the record to be deleted.

Click the  (Edit) toolbar button to display the Report Data Profile (Edit/Delete Record) window (Exhibit 14–17).

Click the  (Delete) toolbar button.

When the confirmation message appears, click  to delete the record.

When the message box indicating that the record has been deleted successfully appears, click  . The Report Access Group for a Site screen appears.

To exit the Report Access Group Code for a Site screen, click  .

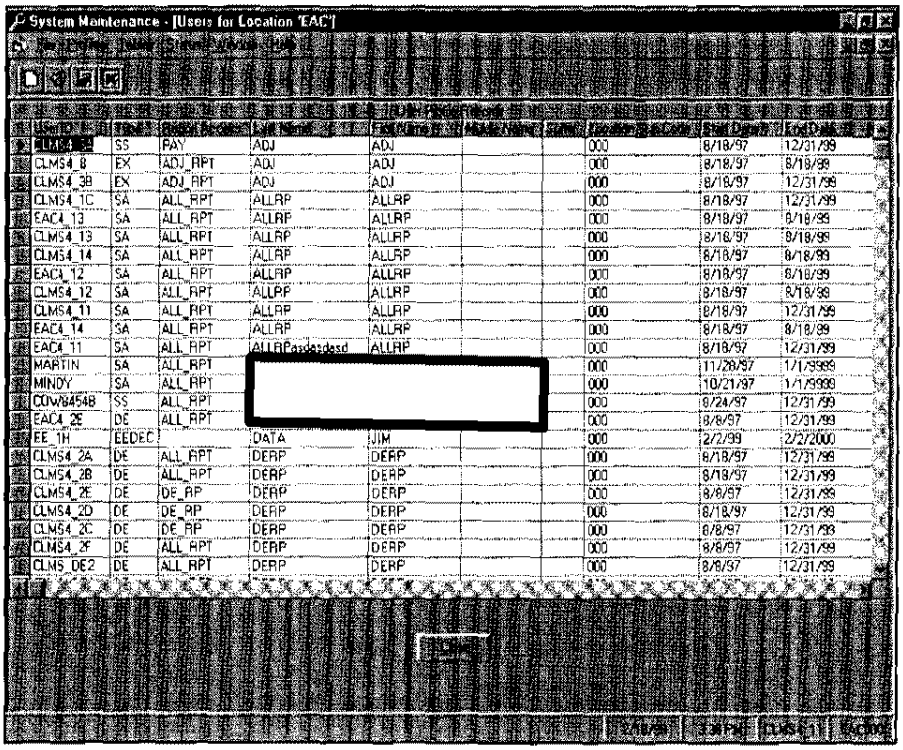
User Profile Record

The User Profile Record option is used to define your access level within CLAIMS 4.0. Access level is determined by assigning you to a Workflow Participant Group and a Report Access Group. The windows for the Users option contain the following toolbar buttons:

- **Add**  —Adds a new record
- **Edit**  —Edits a record
- **Save**  —Saves a record
- **Delete**  —Deletes a record

To list current users at a site, select Users in the Profile menu to access the User Profile List screen (Exhibit 14–18, User Profile List). A list of current users at the selected site by user ID appears.

Exhibit 14–18: User Profile List



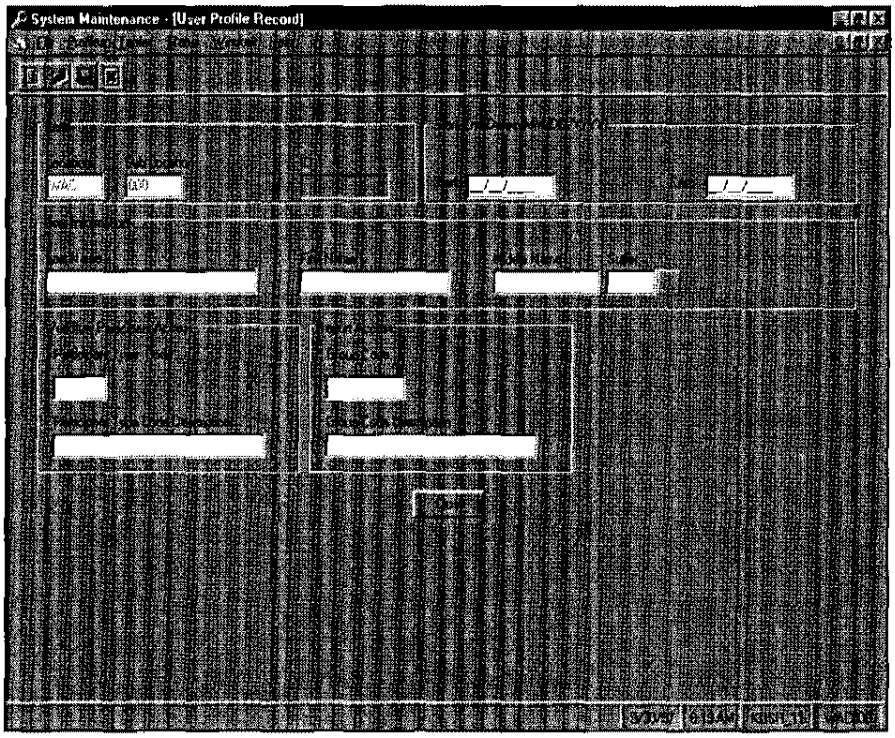
(b)(6)

To add a user profile record, perform the following steps:

Click the (Add) toolbar button to access the User Profile Record window (Exhibit 14–19, User Profile Record).

Note: You must also be added in Oracle. See the CLAIMS 4.0 Operations and Administration Guide for detailed instruction.

Exhibit 14–19: User Profile Record



Enter the appropriate information in the following fields:

- **ID**—The user's Password Issuance and Control System ID
- **Start**—Beginning date (MM/DD/YYYY) of the user's profile
- **End**—Ending date (MM/DD/YYYY) of the user's profile; if the end date range field is not provided, the date defaults to 01/01/9999.
- **Last Name**—User's last name
- **First Name**—User's first name
- **Middle Name**—User's middle name
- **Suffix**—Suffix used in the user's name; click to select from a list
- **Participant Type Code**—User's workflow participant access type code; click to select from a list
- **Participant Type Code Description**—Short description of the user's workflow participant access type code; this field appears automatically when the Participant Type Code is selected
- **Group Code**—User's report access group code; click to select from a list

- **Group Code Description**—Short description of the user's report access group code; this field appears automatically when the Group Code is selected

To save the record, click the (Save) toolbar button.

When the confirmation box appears, click to add the new record.

When the message box indicating that the record has been added successfully appears, click . A blank User Profile Record window appears.

Enter the next new user profile, or click to return to the User Profile List window.

Warning: Clicking before clears the information entered; closing the Add Record window without saving.

To edit a current user profile record, perform the following steps:

Click in the box to the left of the user ID to select the user profile to be edited (Exhibit 14–18).

Click the (Edit) toolbar button to access the User Profile Record window (Exhibit 14–19).

Change necessary information. (Refer to Step 2 of the above section for information on the fields.)

To save the changes, click the (Save) toolbar button.

When the confirmation box appears, click to save the changes.

When the message box indicating that the record has been changed successfully appears, click .

Click to return to the User Profile List window.

Warning: Clicking before clears the information entered and closes the Edit Record window without saving.

To delete a current user profile record, perform the following steps:

Click in the box to the left of the user ID to select the user profile to be deleted (Exhibit 14–18).

Click the (Edit) toolbar button to access the User Profile Record window.

Click the (Delete) toolbar button.

When the confirmation window appears, click to delete the user profile.

When the message box indicating the user ID has been deleted successfully appears, click OK. The User Profile List screen appears.

To exit the User Profile List screen, click Close.

Application ID, Payment ID, Alien Number

The Application ID, Payment ID, Alien Number option is used to view and edit the last application ID, payment ID, and A-Number used in the system and to enter or modify an A-Number ceiling. To view/edit the last application ID, perform the following steps:

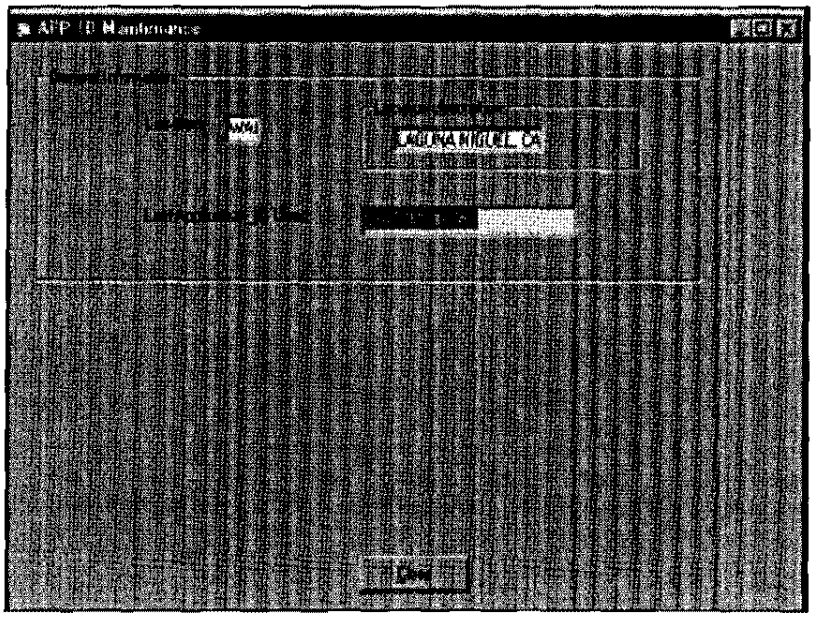
Select the Application ID, Payment ID, and Alien Number menu option in the Profiles menu to access the Number Pool Profile Menu (Exhibit 14–20, Number Pool Profile Menu).

Exhibit 14–20: Number Pool Profile Menu



Select the Application ID menu option, and click  to display the APP_ID Maintenance window (Exhibit 14–21, APP_ID Maintenance).

Exhibit 14–21: APP_ID Maintenance



Verify the application ID (the last application ID used at the selected location).

If the number is correct, go to Step 4.

If the number is incorrect, perform one of the following steps:

- To change the number, enter the correct application ID. Click the (Save) toolbar button. Click to confirm the change. Click .
- To delete the number, click the (Delete) toolbar button. Click to confirm the change. Click .

Warning: Deleting an application ID can disable the MailRoom and Data Entry functions.

Click to exit.

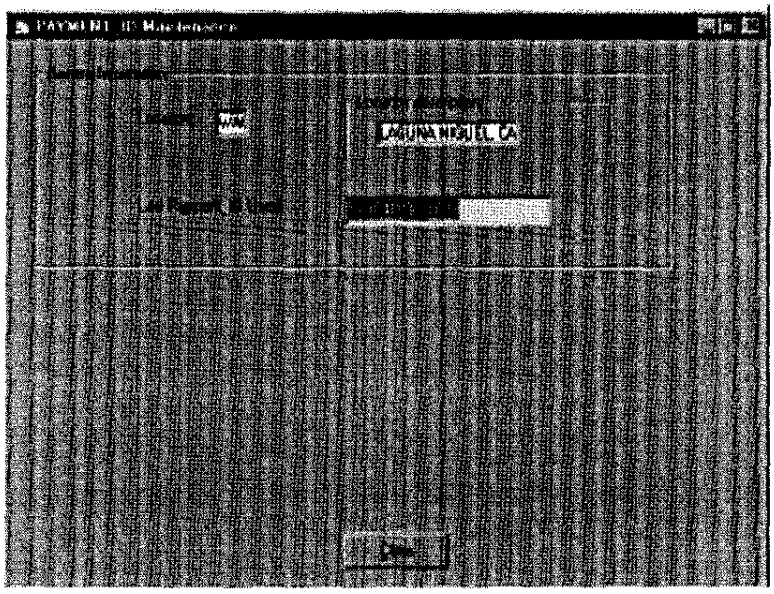
Warning: Clicking before clears the information entered and closes the Edit Record window without saving.

To view/edit the last payment ID, perform the following steps:

Select the Application ID, Payment ID, and Alien Number menu option in the Profiles menu to access the Number Pool Profile Menu (Exhibit 14–20).

Select the Payment ID menu option, and click to display the PAYMENT_ID Maintenance window (Exhibit 14–22, PAYMENT_ID Maintenance).

Exhibit 14–22: PAYMENT_ID Maintenance



Verify the payment ID (this field represents the last payment ID used at the site):

If the number is correct, go to Step 4.

If the number is incorrect, perform one of the following steps:

- To change the number, enter the correct payment ID. Click the (Save) toolbar button. Click to confirm the change. Click .
- To delete the number, click the (Delete) toolbar button. Click to confirm the change. Click .

Warning: Deleting a payment ID can disable the Mailroom and Data Entry functions.

Click to exit.

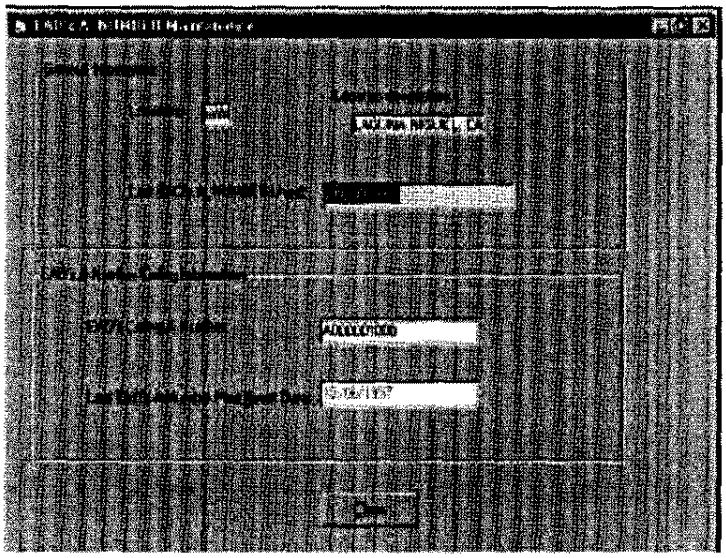
Warning: Clicking before clears the information entered and closes the current window without saving.

To view/edit the last A-Number, perform the following steps:

Select the Application ID, Payment, and Alien Number menu option in the Profiles menu to display the Number Pool Profile Menu (Exhibit 14–20).

Select the A-Number option, and click to display the Employment Authorization Document's (EAD's) A_NUMBER Maintenance window (Exhibit 14–23, EAD's A_NUMBER Maintenance).

Exhibit 14–23: EAD's A_NUMBER Maintenance



Verify the last EAD's A-Number (this number represents the last employment authorization card's A-Number):

If the number is correct, go to Step 4.

If the number is incorrect, perform one of the following steps:

- To change the number, enter the correct A-Number.
- To delete the number, click the (Delete) toolbar button. Click to confirm the change. Click .

Verify the EAD A-Number ceiling (this field represents the highest EAD A-Number to be used):

If the number is correct, go to Step 5.

If the number is incorrect, perform one of the following steps:

- To change the number, enter the correct A-Number.
- To delete the number, click the (Delete) toolbar button. Click to confirm the change. Click .

Click the (Save) toolbar button.

When the confirmation message appears, click to confirm the change.

When the message box indicating that changes were made appears, click .

Click to exit.

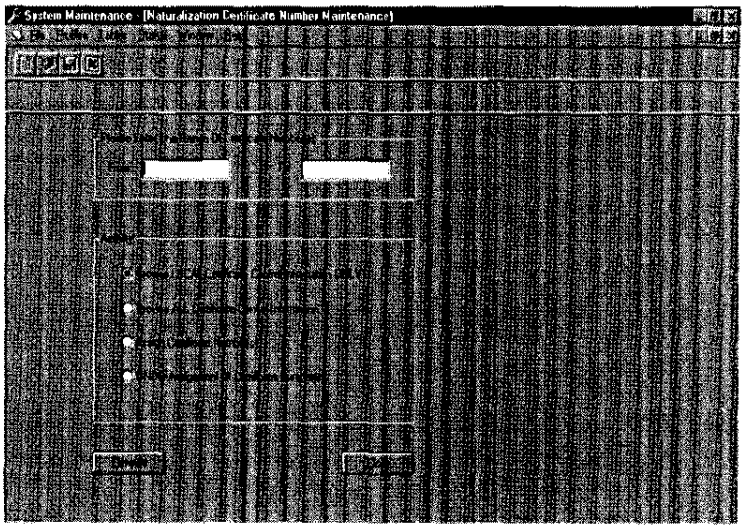
Warning: Clicking before clears the information entered and closes the current window without saving.

Certificate Numbers

The Certificate Numbers option is used to browse certificate information, both locally and Service-wide. It is also used to assign certificate ranges to a location. To browse local certificate number information, perform the following steps:

Select the Certificate Numbers menu option from the Profiles menu to access the Naturalization Certificate Number Maintenance screen (Exhibit 14–24, Naturalization Certificate Number Maintenance).

Exhibit 14–24: Naturalization Certificate Number Maintenance



Click the Browse LOCAL Certificate Control Information Only radio button.

Click Execute. A list of naturalization certificate numbers for the location appears (Exhibit 14–25, List of Naturalization Certificate Numbers for the Location).

Exhibit 14–25: List of Naturalization Certificate Numbers for the Location



Click Close to return to the Naturalization Certificate Number Maintenance screen.

To view the details of a certificate number entry, click View Details. To view the history of a certificate number entry, click View History.

To exit the Naturalization Certificate Number Maintenance screen, click Close.

To browse all certificate control information, perform the following steps:

Select the Certificate Numbers menu option from the Profiles menu to access the Naturalization Certificate Maintenance screen (Exhibit 14–24).

Click the Browse ALL Certificate Control Information radio button.

Click Execute. A list of naturalization certificate numbers for the entire service appears (Exhibit 14–25).

To view the details of a certificate number entry, click View Details.

To view the history of a certificate number entry, click Show History.

To return to the Naturalization Certificate Number Maintenance screen, click Close.

To assign certificate numbers to a site, perform the following steps:

Select the Certificate Numbers menu option from the Profiles menu to access the Naturalization Certificate Number Maintenance screen (Exhibit 14–25).

Enter the new certificate number range in the From and To fields.

Click the Add or Edit Certificate Number(s) radio button.

Click Execute to assign the certificate number range.

When the confirmation box appears, click Yes to save the changes.

When the message box indicating that the record has been changed successfully appears, click OK.

To exit the Naturalization Certificate Number Maintenance screen, click Close.

To undo the assignment of certificate numbers, perform the following steps:

Select the Certificate Numbers menu option from the Profiles menu to access the Naturalization Certificate Number Maintenance screen (Exhibit 14–25).

Enter the certificate number range to be removed in the From and To fields.

Click the UNDO Assignment Of Certificate Number(s) radio button.

Click Execute to undo the assignment of the certificate number range.

When the confirmation box appears, click Yes to save the changes.

When the message box indicating that the record has been changed successfully appears, click OK.

To exit the Naturalization Certificate Number Maintenance screen, click Close.

Forms

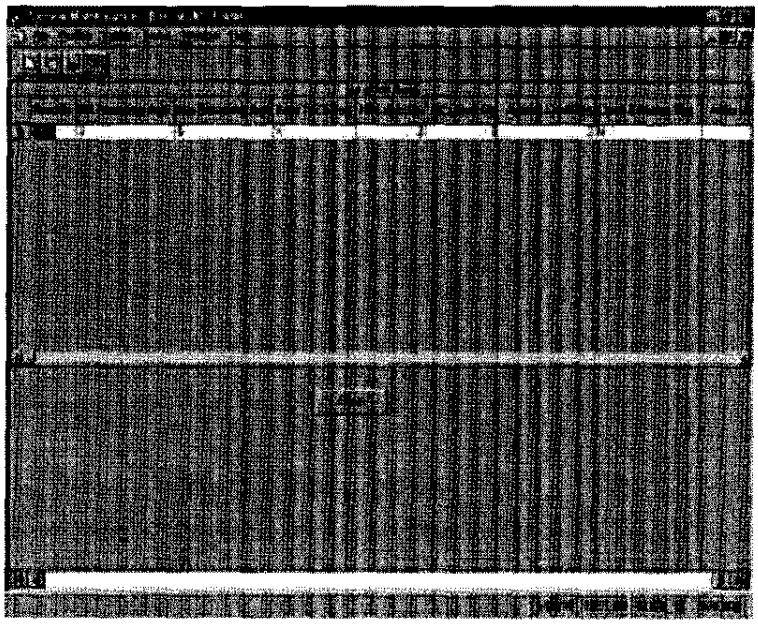
This option is used to add, edit, and delete form-processing information for a site. The windows for the Forms option contain the following toolbar buttons:

- **Add**—Adds a new record
- **Edit**—Edits a record
- **Save**—Saves a record

- **Delete** —Deletes a record

Select the Forms option in the Profile menu to access the List of INS Forms screen (Exhibit 14–26, List of INS Forms). A list of current INS forms for the selected location appears.

Exhibit 14–26: List of INS Forms



To add new form information, perform the following steps:

Click the (Add) toolbar button to access the INS Form Data—By Location window (Exhibit 14–27, INS Form Data—By Location).

Exhibit 14–27: INS Form Data—By Location



Enter the appropriate information in the following fields:

- **Form Number**—Form code; to select from a list of codes, click .
- **Form Description**—Short description of the form; this field populates automatically when the form number is entered
- **Minimum Processing Days**—Minimum number of days required for processing this form
- **Maximum Processing Days**—Maximum number of days required for processing this form
- **Human Readable**—Number of human readable labels required for this form
- **Bar Code Readable**—Number of bar-code readable labels required for this form
- **Address**—Number of address labels required for this form
- **A-Number**—A-Number required for this form
- **Temporary A-Number**—Temporary A-Number required for this form, if applicable
- **Gov't Agency ID**—Gov't Agency ID number required for this form

To identify how Special Requests are to be handled, click on one or both of the following:

- Send to Clerical check box for data entry
- Check Evidence check box to have evidence checked

Click the (Save) toolbar button.

When the confirmation box appears, click to add the record.

When the message box indicating that the record has been added successfully appears, click .

Click . The List of INS Forms screen (Exhibit 14–27) appears showing the new form number.

Warning: Clicking before clears the information entered and closes the current window without saving.

To edit a form information record, perform the following steps:

On the List of INS Forms screen (Exhibit 14–26), click in the box to the left of the Form Number to be edited.

Click the  (Edit) toolbar button to access the INS Form Data–By Location window (Exhibit 14–27).

Edit the information. (Refer to Step 2 of the above section for field information.)

Click the  (Save) toolbar button.

When the confirmation box appears, click  to save the changes.

When the message box indicating that the record has been changed successfully appears, click  .

Click  . The List of INS Forms screen (Exhibit 14–27) appears, showing the new form number.

Warning: Clicking  before  clears the information entered and closes the current window without saving.

To delete a form information record, perform the following steps:

On the List of INS Forms screen (Exhibit 14–26), click in the box to the left of the Form Number to select the record to be deleted.

Click the  (Edit) toolbar button to access the INS Form Data—By Location window (Exhibit 14–28).

Click the  (Delete) toolbar button.

When the confirmation box appears, click  to confirm the deletion.

When the message box indicating that the record has been deleted successfully appears, click  . The List of INS Forms window appears. The deleted form no longer appears on the list.

To exit from the List of INS Forms screen, click  .

Tables

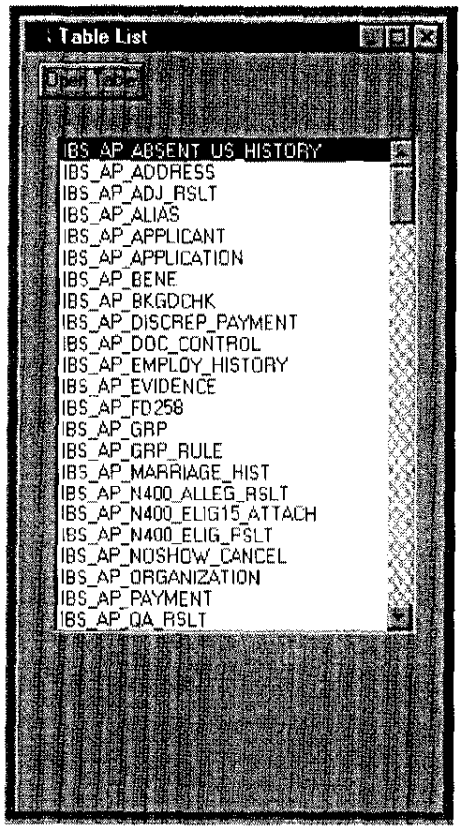
The Tables menu is used to access the CLAIMS 4.0 database list of tables. A table can be opened or closed from the Tables menu. A record can be added, edited, or deleted from an open table. The windows for the Tables option contain the following toolbar buttons:

- **Add** —Adds a new record
- **Edit** —Edits a record
- **Save** —Saves a record
- **Delete** —Deletes a record

To open a table, perform the following steps:

Select Open Table List from the Tables menu to access the Table List window (Exhibit 14–28, Table List). This may take 30 seconds or longer.

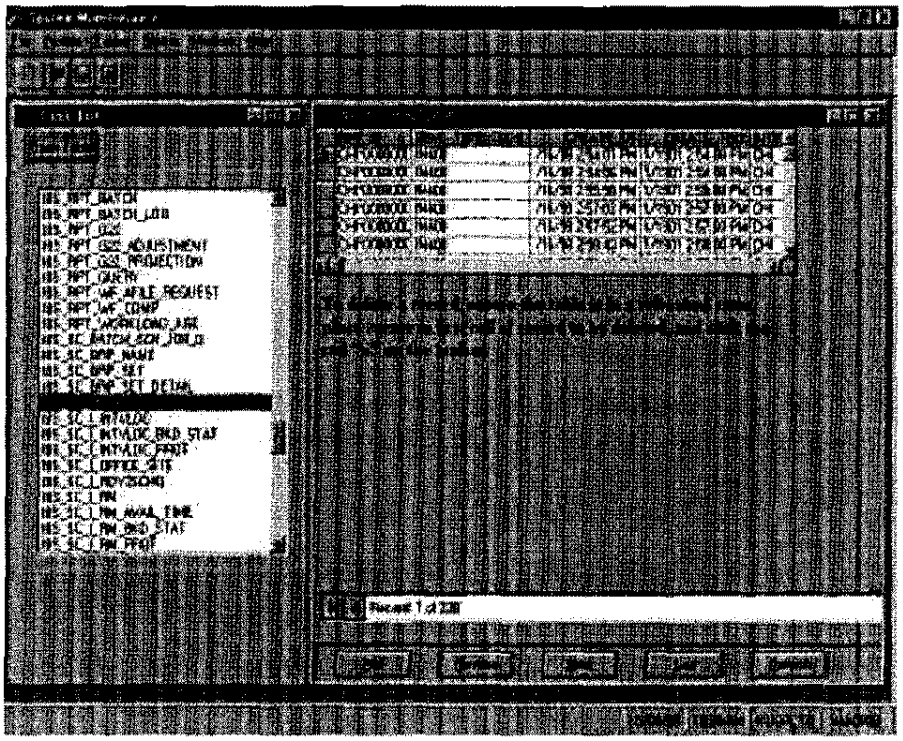
Exhibit 14–28: Table List



Scroll through the list, and click on the table to be opened.

Click Open Table to display the selected table. (An example of a selected table window appears in Exhibit 14–29, Table List With Selected Table).

Exhibit 14–29: Table List With Selected Table



To navigate through the table, perform one of the following:

- Click on the scroll bars at the right and bottom of the table to view the contents of the table.
- Click First to go to the first record.
- Click Previous to go to the previous record.
- Click Next to go to the next record.
- Click Last to go to the last record.
- Click Refresh to rewrite the table and return to the first record.
- Click at the bottom of the window to view the first record.
- Click to view the previous record.
- Click to view the next record.
- Click to view the last record.

Note: The field at the bottom of the selected table window displays the number of the currently selected record in relationship to the total number of records listed.

To reduce the number of table records displayed, double click on a column heading in the table. The Table Look-Up Scan dialog box (Exhibit 14–30, Table Look-Up Scan) appears.

Exhibit 14–30: Table Look-Up Scan



Click one of the following radio buttons in the Operator section to direct the search:

- Click on the Equal To operator to display all rows in the table containing a value equal to the value in the selected column.
- Click on the Not Equal To operator to display all rows in the table containing a value different than the value in the selected column.
- Click on the Less Than operator to display all rows in the table containing a value lower than the value in the selected column.
- Click on the Greater Than operator to display all rows in the table containing a value greater than the value in the selected column.
- Click on the Less Than or Equal To operator to display all rows in the table containing a value equal to or lower than the value in the selected column.
- Click on the Greater Than or Equal To operator to display all rows in the table containing a value equal to or greater than the value in the selected column.

Click  .

To close the selected table window, click the  control button.

To close the Table List window, select Close Table List from the Tables menu.

To add a record to an open table, perform the following steps (**Note:** Only authorized users can add, update, and delete records from the look-up and profile database tables using this option. All other users may only browse. Only look-up database tables with the prefixes IBS_LK or IBS_LP may be modified.):

Select Open Table List from the Tables menu to display the Table List window (Exhibit 14–28). This may take 30 seconds or longer.

Scroll to a table with a prefix of either IBS_LP or IBS_LK, and click on the table name.

Click Open Table to display the selected table.

Click the (Add) toolbar button to access the Insert a New Record window (Exhibit 14–31, Insert a New Record).

Exhibit 14–31: Insert a New Record



Enter the appropriate information in each field.

Click OK to accept the new record or Close to close the Insert a New Record window without saving.

When the confirmation box appears, click Yes to confirm the add.

When the message box indicating that the record has been added successfully appears, click OK.

To close the selected table window, click the control button in the upper right corner of the window.

To close the Table List window, select Close Table List from the Tables menu.

To edit a record in an open table, perform the following steps (**Note:** Only authorized users can add, update, and delete records from the look-up and profile database tables using this option. All other users may only browse. Only look-up database tables with the prefixes IBS_LK or IBS_LP may be modified.):

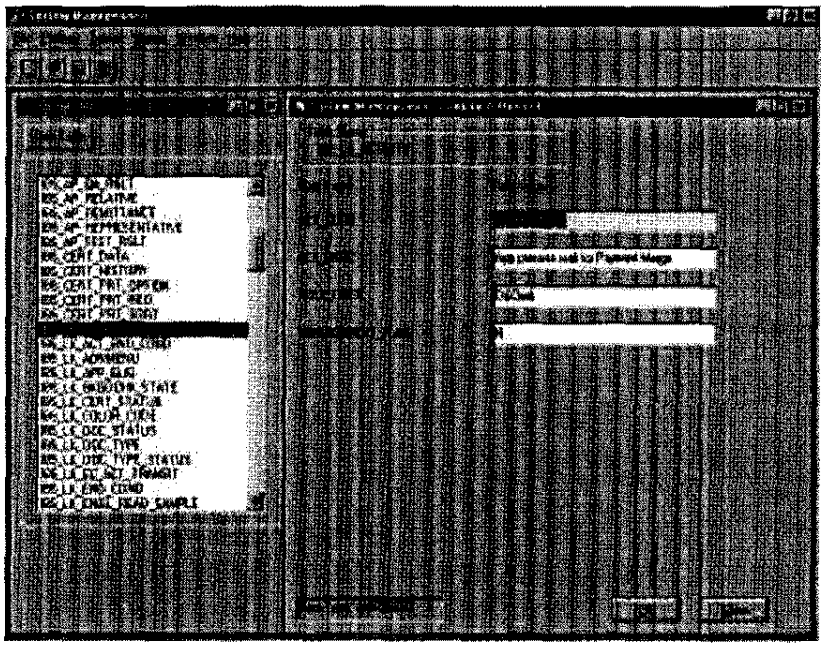
Select Open Table List from the Tables menu to access the Table List window (Exhibit 14–28). This may take 30 seconds or longer.

Scroll to a table with a prefix of either IBS_LP or IBS_LK, and click on the table name.

Click on the drop-down menu to display the selected table.

Click the (Edit) toolbar button to access the Update a Record window (Exhibit 14–32, Update a Record).

Exhibit 14–32: Update a Record



Edit the information.

Click [OK] to accept the updated record or [Close] to close the Update a Record window without saving.

When the confirmation box appears, click [Yes] to confirm the edit.

When the message box indicating that the record has been updated successfully appears, click [OK].

To close the selected table window, click the control button.

To close the Table List window, select Close Table List from the Tables menu.

To delete a record from an open table, perform the following steps (**Note:** Only authorized users can add, update, and delete records from the look-up and profile database tables using this option. All other users may browse only. Only look-up database tables with the prefixes IBS_LK or IBS_LP may be modified.):

Select Open Table List from the Tables menu to access the Table List window (Exhibit 14–28). This may take 30 seconds or longer.

Scroll to a table with a prefix of either IBS_LP or IBS_LK, and click on it.

Click [Open Table] to display the selected table.

Click the (Edit) toolbar button to access the Update a Record window (Exhibit 14–32). Verify that this is the record you want to delete.

Click Close, and then click the (Delete) toolbar button.

In the Delete Confirmation dialog box, click Yes to delete the table, or click No to cancel the deletion.

Note: Table records cannot be deleted if they are in use at the current site.

To close the selected table window, click the control button.

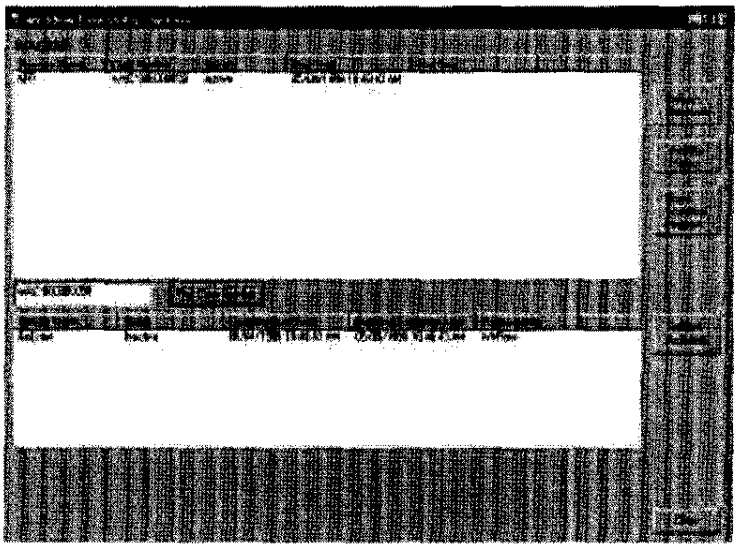
To close the Table List window, select Close Table List from the Tables menu.

Status

The Status option is used to view/determine the status of cases in CLAIMS 4.0. When the Workflow Case Status—By Case screen is opened, a table of application IDs in use within the last hour at the selected location appears. The table lists the present status of each case and its start and end times. To determine the status of a case, perform the following steps:

Select Workflow from the Status menu to access the Workflow Case Status—By Case screen (Exhibit 14–33, Workflow Case Status—By Case).

Exhibit 14–33: Workflow Case Status—By Case

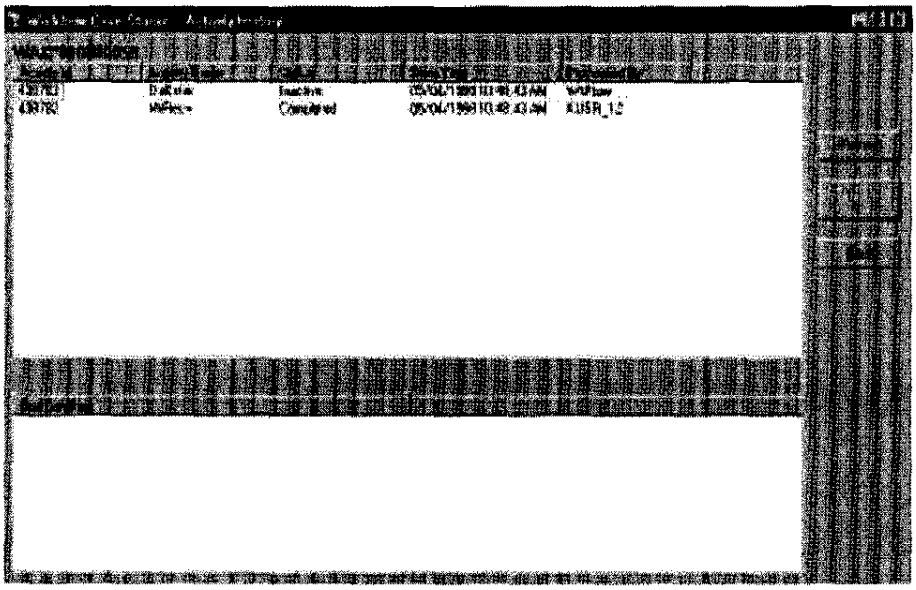


To access a case, perform one of the following:

- Scroll through the list to the desired case, and double click on the process name.
- In the field to the left of the Find Case Number button, enter the case number (application ID or payment ID), and click Find Case Number.

Click Activity History to view the activity history of the selected case. The Workflow Case Status—Activity History screen appears (Exhibit 14–34, Workflow Case Status—Activity History).

Exhibit 14–34: Workflow Case Status—Activity History



Click Refresh to verify that no changes have been made while you have been viewing the activity history.

To return to the Workflow Case Status screen, click Back.

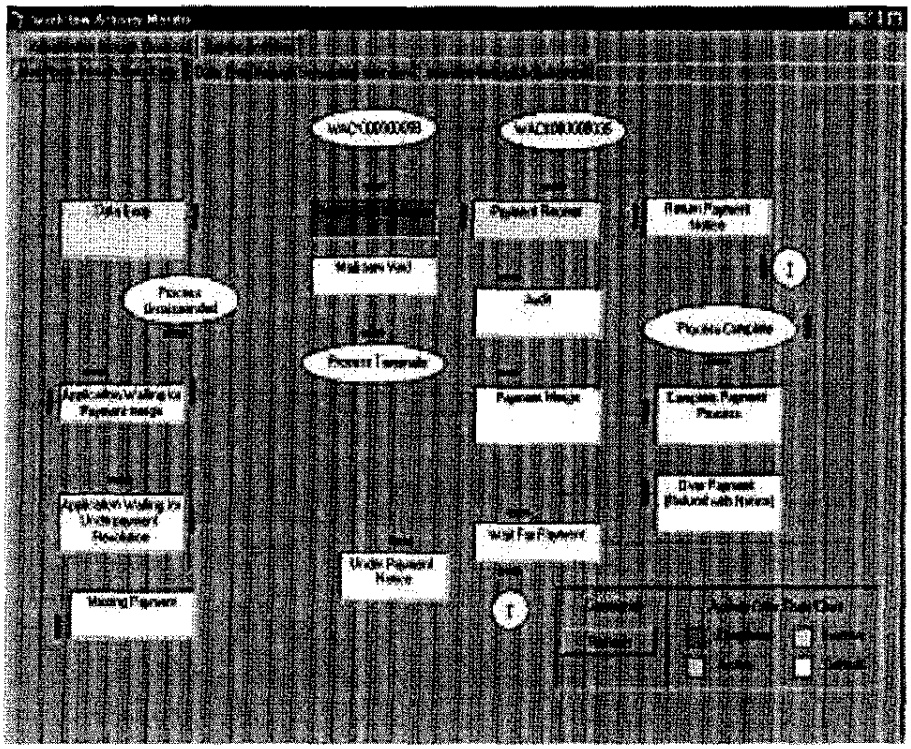
Click Show Workflow Progress to view a graphical illustration of the selected case workflow process. Click on the tabs in the Workflow Activity Monitor screen (Exhibit 14–35, Workflow Activity Monitor) to view the following workflow diagrams:

- MailRoom through Data Entry

Data Entry through Scheduling Interview
Interview through Adjudication
Adjudication through Close-out

- Ad Hoc Activities

Exhibit 14–35: Workflow Activity Monitor



Click Refresh to verify that no changes have been made while you have been viewing the workflow status.

To close the Workflow Activity Monitor screen, click the control button.

To exit the Workflow Case Status—By Case screen, click Close.

Window and File

The Window menu is used to arrange the screens and icons within the System Maintenance desktop. The Exit menu option in the File menu is used to return to the CLAIMS 4.0 Main Menu screen.

Arranging the Desktop

To arrange the System Maintenance desktop, perform the following steps:

If multiple screens are open, select Tile from the Windows menu to tile them (each screen takes up an equal amount of space on the monitor screen).

If multiple screens are open, select Cascade from the Windows menu to cascade them. The cascade window option displays active screens overlapping, each with a slight offset. To bring a hidden screen to the front of the desktop, click on its title bar.

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WORKFLOW ADMIN.

The Workflow Admin. module is restricted for use by an SA only. It is used to view and modify the workflow status of a case. To access the Workflow Admin. module, click the Workflow Admin. button (Exhibit 15–1, Workflow Admin. Button) in the CLAIMS 4.0 Main Menu screen.

Exhibit 15–1: Workflow Admin. Button



The following options are available in the Workflow Admin. module:

- **Process Info**—Used to view the current workflow processing status of an application or a payment
- **Pending Activities**—Used to view workflow activities that a case is awaiting or that are currently active; also enables you to reset an activity status to inactive, suspended, canceled, or error; merging points (special internal workflow activities) can only be viewed but cannot be reset using this option
- **Process History**—Used to view a history of all states of all workflow activities for a case

Process Information

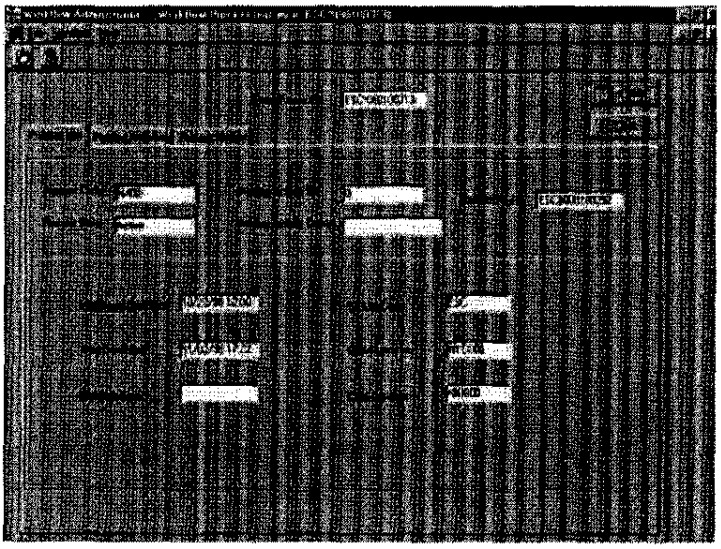
The Process Info tab is used to view the current workflow processing status of an application or payment. The information within the screen is read only and cannot be modified. To view process information, perform the following steps:

In the Enter Process ID field, enter the ID of the application or payment.

Press J, or click  to retrieve the information for the case.

Click on the Process Info tab in the Workflow Process Instance screen (Exhibit 15–2, Workflow Process Instance—Process Info) to view current workflow processing status of the case.

Exhibit 15–2: Workflow Process Instance—Process Info



To view the status of another application at any time, click the (View Process Instance) toolbar button. The current application remains open in the background and can be viewed by selecting its application ID from the Window menu.

To view related processes for the open application, click the (Find Related Processes) toolbar button.

The fields within the process information screen are as follows:

- **Process Code**—Process type affiliated with the application ID or payment ID
- **Process State**—Current workflow process state
- **Holding Activity ID**—Numeric ID code representing the workflow activity code if the case is pending
- **Holding Activity Code**—Code representing the workflow activity if the case is pending
- **Related PayID**—Payment ID affiliated with the case (if any exists)
- **Mailroom Date Time**—Date and time (MM/DD/YY HH:MM) the case was received in the mailroom
- **Start Date Time**—Date and time (MM/DD/YY HH:MM) in which the case ID was generated in the mailroom
- **End Date Time**—Date and time (MM/DD/YY HH:MM) in which the case was closed
- **SC Loc Code**—Service center responsible for the case
- **Office Location**—Office responsible for the case

- **Case Location**—Office in which the case is located

Pending Activities

The Pending Activities tab is used to view workflow activities that a case is awaiting. This is also used to reset an activity status to inactive, suspended, or error. Merging points (that is, special internal workflow activities) can be viewed but cannot be reset using this option. Resetting workflow is used primarily to correct problems with the workflow activity status. When resetting a workflow activity, always verify the correct activity being reset. This option must be used with **extreme caution**.

Note: If an activity is in an active status, the user has locked the activity.

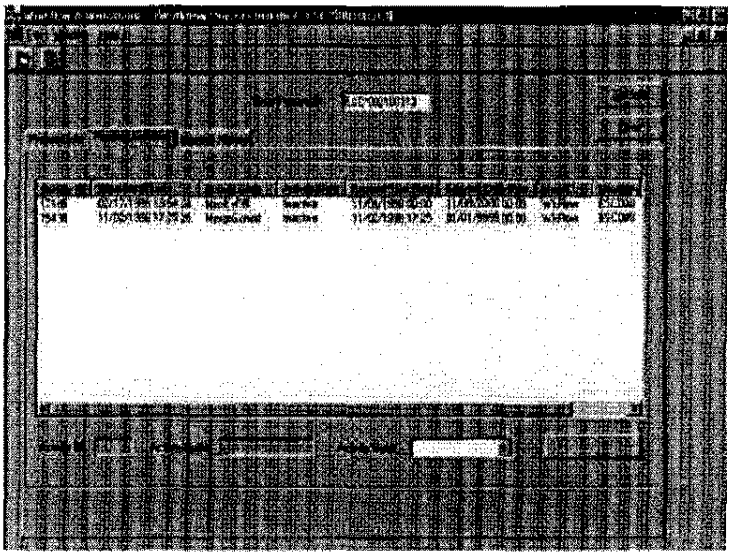
To view pending activities, perform the following steps:

In the Enter Process ID field, enter the ID of the application or payment.

Press J, or click  to retrieve the information for the case.

Click on the Pending Activities folder tab in the Workflow Process Instance screen (Exhibit 14–3, Workflow Process Instance—Pending Activities) to view workflow activities that the case is awaiting.

Exhibit 15–3: Workflow Process Instance—Pending Activities



To reset the activity state of a process, perform the following steps:

Click on the activity ID to be reset.

Click m in the Activity State field, and select the correct activity state. For regular types of workflow activities, the selection in the Activity State field defaults to Inactive. For ad hoc types of workflow activities, the selection in the Activity State field defaults to Canceled.

Click Reset Activity State to change the activity state.

To change the sort order of the Activity list, click on the column title on which the list is to be sorted.

To view the activities of another application at any time, click the (View Process Instance) toolbar button.

To view related processes for the open application, click the (Find related Processes) toolbar button.

Process History

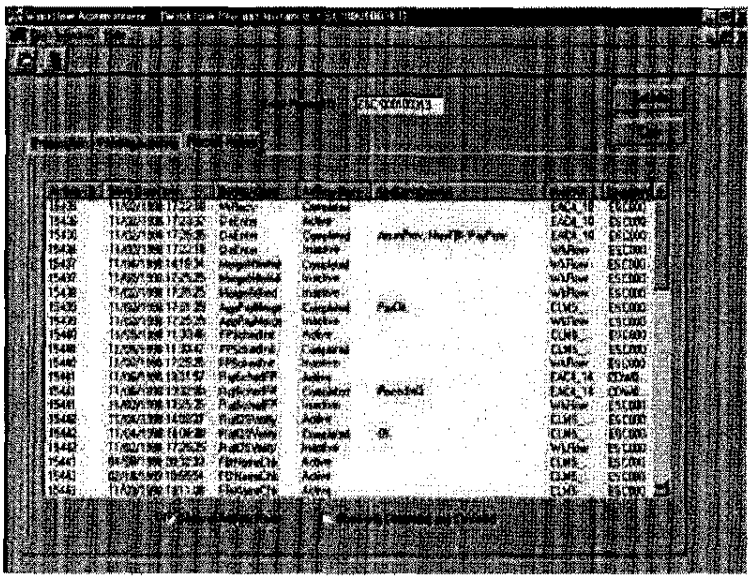
The Process History tab is used to view the history of completed, active, inactive, suspended, and canceled workflow activities for a case. To view process history, perform the following steps:

In the Enter Process ID field, enter the ID of the application or payment.

Press J, or click Get Info to retrieve the information for the case.

Click the Process History tab to view a history of workflow activities for the case in the Workflow Process Instance screen (Exhibit 15–4, Workflow Process Instance—Process History).

Exhibit 15–4: Workflow Process Instance—Process History



To view only completed and canceled workflow activities, click the Show only Completed and Canceled radio button.

To view all workflow activity, click the  radio button.

To change the sort order of the activity list, click on the column title for which the list is to be sorted.

To view the history of another application at any time, click the  (View Process Instance) toolbar button.

To view related processes for the open application, click the  (Find related Processes) toolbar button.

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ADJUDICATIONS

The Adjudications module is used to assist district adjudication officers in the interview process. Application information can be reviewed and updated using this module. Adjudication decisions can also be recorded. To enter the Adjudications module, click the Adjudications button (Exhibit 16–1, Adjudications Button) in the CLAIMS 4.0 Main Menu screen.

Exhibit 16–1: Adjudications Button



Exhibit 16–2, Adjudications Module Options, list the options available in the Adjudications module.

Exhibit 16–2: Adjudications Module Options

Menu Option	Icon	Description
Preview/Open		Used to open an application for case review or adjudication activities and separated into Ad Hoc workflow activities and Pending workflow activities
Save and Reload in Case Review		Used to save data changes and reload the data to continue working on the application
Save and Close		Used to save data changes and close the application
Application		Used to view the description, status, end result, date, time, and the

Menu Option	Icon	Description
History		user responsible for all activities and pending activities performed on a case
Check RAFCAS for A-File Location		Used to access the Receipt Alien-File Accountability and Control System (RAFCAS) to determine the location of the A-File
Application List		Used to review a list of applications submitted under last/first names similar to the application being reviewed or decided
Exam		Used to administer the naturalization test or to enter results of a naturalization test administered by an outside testing organization
Decisions		Approve—Used to grant an individual's application for naturalization
		Continue—Used to continue a case

Exhibit 16–2: Adjudications Module Options (continued)

Menu Option	Icon	Description
		Continue With Intent to Deny—Used to continue a case the adjudicator intends to deny
		Deny/Withdrawal/Admin. Close—Used to deny the petition for which an individual has applied, or to record the withdrawal of the application or an administrative close
		Motion to Reopen and Reconsider—Used to reopen an application and reconsider a prior decision
New Interview/ Oath Ceremony		Decision Concerning Interview/Oath Ceremony—Used to reschedule or enter a decision concerning no-show and cancellation cases
Undo Prior (Last) Decision		Undo Prior (Last) Decision—Used to undo the last decision by the adjudicator made in the event of a change in the status of the case (as long as it has not progressed in the workflow)
Ad-hoc - Denial due to Abandonment		Denial due to Abandonment—Used to deny an application due to abandonment
Motion to Reopen and Reconsider		Motion to Reopen and Reconsider—Used to enter a motion to reopen and reconsider
Name Change Petition		Used to enter information for a petition for name change
Print Certificate Prep and Oath Declaration Sheet		Used to print the Certificate Prep and Oath declaration
Notice		Used to view decision notice templates and previously created

Menu Option	Icon	Description
		decision notices, print decision notices, and create customized decision notices
Application Summary		Used to view the details of an applicants case; address, history, status, payment information, attorney information, FBI results, etc. from a list provided in Case Status/Find

Preview/Open

The Preview/Open option is used to access application information. Entering the application ID, entering an A-Number, or selecting from a list of cases that are awaiting any of the adjudication activities can access an application. After accessing an application, you can proceed with any adjudication activity for which the application is waiting or review/update information. To access an applicant's record using an application ID in Application Open Mode - Pending Activities, perform the following steps:

Click the  (Preview/Open) toolbar button, or select Preview/Open Application from the File menu to access the Preview/Open screen (Exhibit 16–3, Preview/Open).

Exhibit 16–3: Preview/Open



Enter the application ID in the Application ID field.

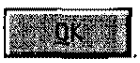
Optional: If the activity state is known, click in a box in the Application Open Mode – Pending Activities section to open the application for that activity. (The list of choices is determined by user permissions as set up by the SA.) Click View if you wish to view the queue for the requested activity, or, to view a list of application IDs for a specific location, click on  to select an office.

To access an applicant's record using an application ID in Application Open Mode – Ad Hoc Activities, perform the following steps:

In the Application Open Mode – Ad Hoc Activities box, click in the box next to your selection.

Note: The View option is not available with Ad Hoc Activities, however; if a selection is clicked first in the Pending Activities box, you may then click on a box in the Ad Hoc Activities menu, having chosen an applicant ID that will appear in the Applicant ID box.

Depending upon your selection, you will be taken to another screen with different selections available based upon the activity chosen.

Click  .

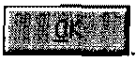
- If an open mode is selected and the case is ready for that activity, the Application ID screen appears (Exhibit 16–4, Application ID).
- If an open mode is not selected, and the case is ready for an adjudication activity, an Open Choices prompt appears. The status of the case is shown with the option to open for that activity, open for case review, or enter a new application ID.
- If the case is not ready for an adjudication activity, a prompt providing the options to open for case review or to enter another application ID appears.

To access an applicant's record using an A-Number, perform the following steps:

Click the  (Preview/Open) toolbar button, or select Preview/Open Application from the File menu to access the Preview/Open screen (Exhibit 16–3).

Enter the A-Number in the A-Number field.

Optional: If the activity state is known, click in a box in the Application Open Mode section to open the application for that activity. (The list of choices is determined by user permissions as set up by the SA.)

Click  .

- If the application ID for that A-Number is found, the Application ID screen (Exhibit 16–4) appears.
- If no match is found, an error message appears.
- If more than one application is found, a list of applications appears. Double click on the item in the list to access the application.

To select an applicant's record from a list of cases, perform the following steps:

Click the  (Preview/Open) toolbar button, or select Preview/Open Application from the File menu to access the Preview/Open screen (Exhibit 16–3).

To view a list of cases located in an office other than the one displayed in the For Office field, click  to select from a list of office codes. To view a list for all offices, delete the office code in the For Office field.

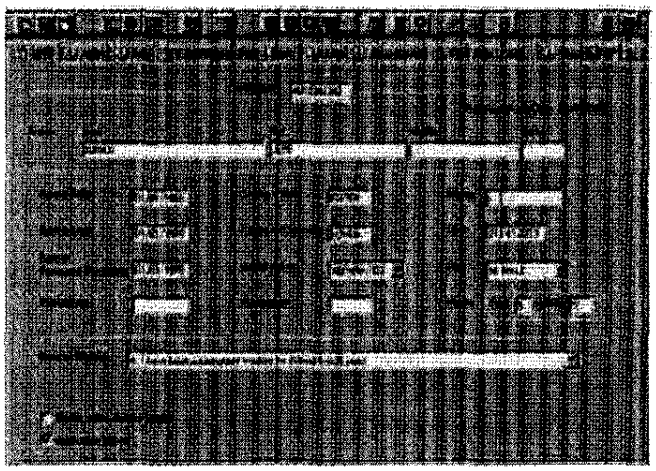
Select an activity in the Application Open Mode section.

Click  to display a list of cases that are ready for the activity in the box on the right side of the screen.

To select a case, click on an application ID in the list.

Click  . The Application ID screen (Exhibit 16–4) appears.

Exhibit 16–4: Application ID



Note: If you change the A-Number during a session, upon saving you are warned and asked if you wish to proceed (Exhibit 16–5, Warning Message).

Exhibit 16–5: Warning Message



Answering "Yes" will cause the save to continue. Answering "No" will stop the save and return you to whichever screen you were viewing before the save.

The Application ID window comprises 14 tabbed sections. To access a section, click on the corresponding tab. Click the arrows on the right of the tabs if access tabs are not visible on the screen.

Adjudication's options are accessible by either clicking on the applicable toolbar button or selecting from the Options menu. Grayed out toolbar buttons and menu items indicate that the option does not currently apply to that application or that you do not have permission to perform the activity.

This icon on a tab indicates that the corresponding screen contains information and should be reviewed by the adjudicator. Required fields are displayed in red text. If required information is missing when a case is being approved, a window containing a list of missing items appears. The case can be approved only after all the missing information is entered.

This icon on a tab indicates that information is missing or questionable and should be reviewed. When the information is received and updated, the icon is replaced with the icon.

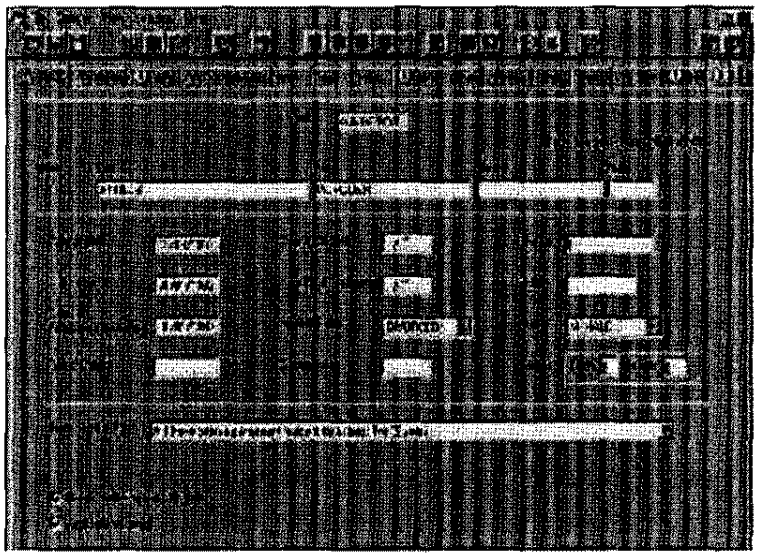
This icon on a tab indicates that the INS is awaiting evidence/background information. When the information is recorded as having been received, the icon is replaced with the icon.

N400

The N400 tab contains the applicant's name, biographical information, and basis for eligibility. Information in this section can be added to, modified, or deleted. To view or update information, perform the following steps:

Click on the N400 tab (Exhibit 16–6, N400 Information).

Exhibit 16–6: N400 Information



To update or add information, tab to the appropriate field, and enter the correct information. Required fields are displayed in red labels.

Note: When the cursor is in the Occupation field, an ellipsis button appears. To select an occupation code from a list, click .

Address

The Address tab contains the applicant's current mailing and residential addresses. This section is used to enter a change of address or modify existing information. To view or update information, perform the following steps:

Click on the Addrs tab (Exhibit 16–7, Address Information).

Exhibit 16–7: Address Information



To replace an existing mailing or residential address with a new address, perform the following steps:

In the Current Mailing Address or Current Residential Address tab of the screen, click [redacted] to remove the existing address information.

Enter the appropriate information in the following fields:

C/O—Full name of the person or organization in care of whom correspondence should be sent

Street #—Street number of applicant's address

Street Name—Street name of applicant's address

Apt. #—Apartment number of applicant's address

City—See Zip.

State—See Zip.

Province—See Zip.

Zip—ZIP code of applicant's address (U.S. addresses only). Press `tab` and the City/State/County fields automatically fill. If there is more than one match, a pop-up window appears. Double click on the correct city/state/county combination.

If adding a non-U.S. address, enter the appropriate information in the following additional fields:

Province—Province of applicant's non-U.S. address

Postal Code—Postal code of applicant's non-U.S. address

Country—Country code of applicant's non-U.S. address (click [redacted] to select code)

Admin. Office of Foreign Address—Code of the Administrative Office that will handle the application (click [redacted] to select code)

Note: This field appears when a code is entered in the Country field.

To copy the current mailing address to the Current Residential Address section, or vice versa, click in the check box at the bottom of the appropriate section to indicate the addresses are the same.

To add a new residential address, perform the following steps:

In the Current Residential Address section of the screen, click  . This removes the existing address information from the Address Information screen and saves it in the Residential History screen.

Follow Steps 3c and 3d to add the new address information.

In the Residency Start date field, enter the date the applicant began living at the new address.

To copy the current residential address to the Current Mailing Address section, click in the check box at the bottom of the Current Residential Address section to indicate the addresses are the same.

To modify a current mailing or residential address, perform the following steps:

Tab to the fields that need to be changed.

Enter the corrected information.

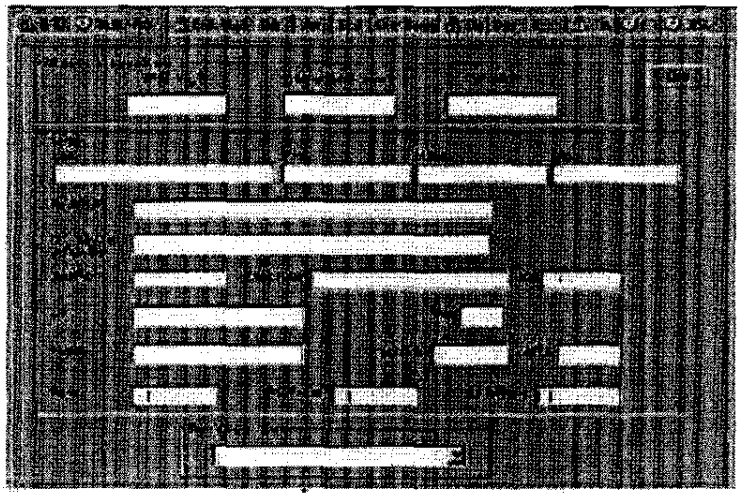
To copy the current residential address to the Current Mailing Address section, or vice versa, click in the check box at the bottom of the appropriate section to indicate the addresses are the same.

Attorney (Att'y)

The Attorney tab contains the attorney identification numbers, name, and address information for the applicant's attorney. If a G28 is included in the A-File, this section must be completed. If the attorney is not present during the interview and the applicant is waiving the right to have an attorney present, the applicant must sign an attorney waiver before the adjudicator conducts the interview. To view or update information, perform the following steps:

Click on the Att'y tab (Exhibit 16–8, Attorney Information).

Exhibit 16–8: Attorney Information



Enter the INS Attorney #, Attorney State License #, or Volunteer Agency (VOLAG) # to initiate a database search. If a match is found, the information is retrieved and displayed.

To add attorney information, tab to the appropriate field, and enter the information.

To remove attorney information from an application, click Clear.

To print an attorney waiver do the following:

Save and reload the application.

Select the Print/Attorney Waiver options from the Options menu.

Evidence/Background

The Evidence/Background tab is used to indicate whether or not required supporting evidence have been received. Additional evidence can also be requested. This section is also used to enter or update the location of the A-File and status of certain background information. To view or update information, perform the following steps:

Click on the Evids/Bkgds tab (Exhibit 16–9, Evidence/Background Information). All evidence types that have been assigned a status appear in a list.

Exhibit 16–9: Evidence/Background Information



To record items of evidence as received, perform the following steps:

Click on an item in the list. To update all evidence in the list at once, highlight the first line then hold down the mouse key to highlight all selections, and then go to the status option and click on the down arrow.

Click Add.

To edit evidence status, indicate for whom, and enter notes, perform the following steps:

Click on an item in the list.

Click Update. Current information for the selected evidence appears in the Edit Evidence section.

In the Status field, click on the appropriate status from the drop-down list.

Tab to the For Whom field and indicate whether the evidence is for the applicant, spouse, parent, or child. (If this field is left blank, "Applicant" is selected by default.)

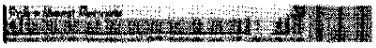
Tab to the Notes field. The current date and user ID appear. If applicable, enter comments.

Click OK.

To request additional evidence, click Display Evidence List. A list of available evidence types appears in the Possible Evidence List window (Exhibit 16–10, Possible Evidence List). To sort the list from A to Z or Z to A, click on the column heading.

Note: If the applicants information contains an arrest record, then the Evidence screen would reflect that record by listing a requirement for Court Disposition Records and Police/Arrest records as well.

Exhibit 16–10: Possible Evidence List



Use one of the following methods to add an item to the evidence list:

- Click on an item in the list and then click  , or double click on the item. The selected item appears in the Edit Evidence: Status, For Whom, and Notes section.
  - In the For Whom field, indicate whether the evidence is for the applicant or for a relative (for example, parent, spouse, or child).
  - Enter any comments in the Notes field.
  - Click  . The "Requst'd" status appears in the Status column of the Add Evidence section.
- Click on an item in the list. Then click and hold down the right mouse button while dragging the selection to the evidence list. If needed, "Other Documents" can be added more than once on the evidence screen.

Note: This method bypasses the Edit section. A "Requst'd" status appears in the Status column, and "Applicant" appears in the For Whom column. Do not use this method if the requested evidence is for someone other than the applicant. To delete nonrequired evidence, perform the following steps:

Click on an item in the list.

Click  . Required information can be waived, but cannot be deleted.

Note: If you attempt to mark the "Evidence of Exam Passed" in the Evidence List screen by selecting all evidences and then clicking on "Rec'd," an error message (Exhibit 16–11, Error Message) will appear informing you that the test results must first be added.

Exhibit 16–11: Error Message



To arrange the evidence list in its original order after updating or adding evidence, select Refresh Evidence List from the View menu.

To view or update A-File location information from RAFACS, click  , or select check RAFACS A-File Location from the Options menu. (This option can be set to automatically occur each time the Evids/Bkgds tab is selected.)

To update the status of background information, perform the following steps:

Click on the appropriate tab (Exhibit 16–12, Evids/Bkgds Screen Tabs) in the lower section of the Evids/Bkgds screen.

Exhibit 16–12: Evids/Bkgds Screen Tabs



Click  to display a status list. Click on the desired status.

To add comments, click in the box to the right of the status field. The current date and user ID appear.

Relatives

The Relatives tab contains a list with the names of relatives, together with the relationship to the applicant, DOB, COB, COC, basis of citizenship, and address information of each relative. This section also contains command buttons for adding, modifying, and deleting information. To view or update information, perform the following steps:

Click on the Rels tab (Exhibit 16–13, Relative Information).

Exhibit 16–13: Relative Information



To modify information, perform the following steps:

Click on a name in the list.

Click Update. The Edit Relative Information section (Exhibit 16–14, Edit Relative Information) appears below the list box.

Exhibit 16–14: Edit Relative Information



Tab to the appropriate field, and enter the correct information.

Click OK.

To add another record, perform the following steps:

Click Add. The Edit Relative Information section appears.

Enter the appropriate information.

Click OK.

To delete a record, perform the following steps:

Click on the name in the list.

Click Delete.

Marriages

The Marriages tab contains a list with the names of spouses together with the DOB, COB, COC, basis of citizenship, and address information for each spouse. This information should be entered when eligibility is based upon marriage to an U.S. citizen. The Marriage section also contains command buttons for adding, modifying, and deleting records. To view or update information, perform the following steps:

Click on the Marr tab (Exhibit 16–15, Marriage Information).

Exhibit 16–15: Marriage Information



To modify marital information, perform the following steps:

Click on a name in the list.

Click Update. The Edit Marital Information section (Exhibit 16–16, Edit Marital Information) appears below the list box.

Exhibit 16–16: Edit Marital Information



Tab to the appropriate field, and enter the correct information.

Click OK.

To add a spousal record, perform the following steps:

Click Add. The Edit Marital Information section appears below the list box.

Enter the appropriate information.

Click OK.

To delete a spousal record, perform the following steps:

Click on a name in the list.

Click Delete.

Note: The number of marriages entered must be the same as the number of spouses entered into the record.

Employment

The Employment tab contains a list with the names and addresses of the applicant's employers together with the applicant's occupation, position, and dates of employment with each employer. This section also contains command buttons for adding, modifying, and deleting records. To view or update information, perform the following steps:

Click on the Emp tab (Exhibit 16–17, Employer Information).

Exhibit 16–17: Employer Information

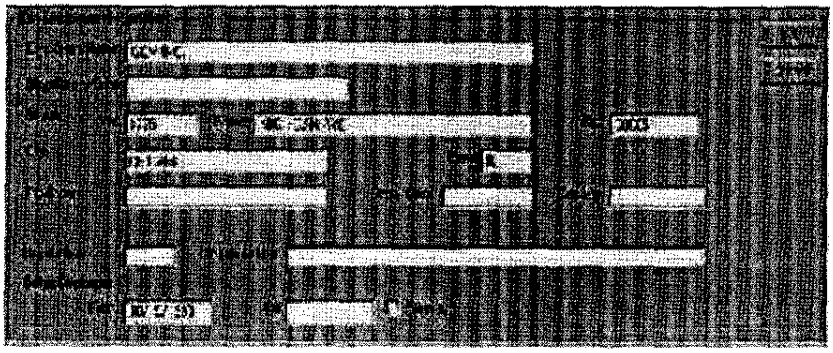


To modify employment information, perform the following steps:

Click on a name in the list.

Click Update. An Edit Employment Information section (Exhibit 16–18, Edit Employment Information) appears below the list box.

Exhibit 16–18: Edit Employment Information



Tab to the appropriate field, and enter the correct information.

Click OK.

To add a record, perform the following steps:

Click Add. An Edit Employer Information section appears below the list box.

Enter the appropriate information.

Click OK.

To delete a record, perform the following steps:

Click on a name in the list.

Click Delete.

Other Names

The Other Names tab displays the applicant's name as it would appear on the naturalization certificate if the certificate were printed, the applicant's name as shown on the ARC, and a list of other names used by the applicant. This section also contains command buttons for adding, modifying, and deleting records. To view or update information, perform the following steps:

Click on the Other Names tab (Exhibit 16–19, Other Names Information).

Exhibit 16–19: Other Names Information



To add or modify information in the name on Alien Registration Card fields, tab to the appropriate fields and enter the information.

To modify the information in the name as it appears on the Naturalization Certificate section, do one of the following:

- If the source of the information is indicated by "from Application," click on the N400 tab and make the appropriate changes.
- If the source of the information is indicated by "from Name Change Petition," click  and make the appropriate changes.

To add an alias, perform the following steps:

Click Add. An Edit Alias Name Information section appears below the list box.

Enter the appropriate information.

Click OK.

To modify an alias, perform the following steps:

Click on a name in the list.

Click [Update]. An Edit Alias Name Information section (Exhibit 16–20, Edit Alias Name Information) appears below the list box.

Exhibit 16–20: Edit Alias Name Information



Tab to the appropriate field, and enter the correct information.

Click [OK].

To delete an alias, perform the following steps:

Click on a name in the list.

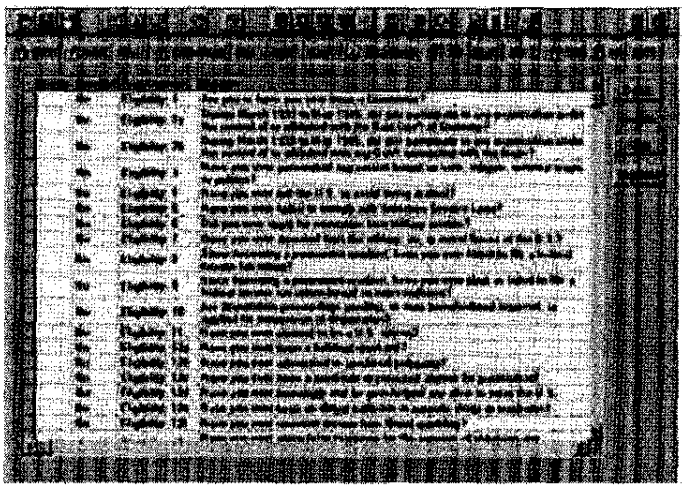
Click [Delete].

Eligibility

The Eligibility tab displays the loyalty and political inclination questionnaire. This section is also used to enter details of arrests and selective service information. To view or update information, perform the following steps:

Click on the Elig tab (Exhibit 16–21, Eligibility Information).

Exhibit 16–21: Eligibility Information



Click Expected to record the expected answers to all questions (all items will appear in black).

To change an answer, perform the following steps:

Click on the any item in the answer column.

Press any key on the keyboard (including J or **Return**). A drop-down box will appear. If the "N" or "Y" was the key pressed, then the answer will change to "No" or "Yes" appropriately. Arrow keys on the keyboard will toggle between the "No," "Yes," and blank answers in the drop-down box.

When done, press J or **Return** to save the changed answer.

If desired, click Clear to clear all answers.

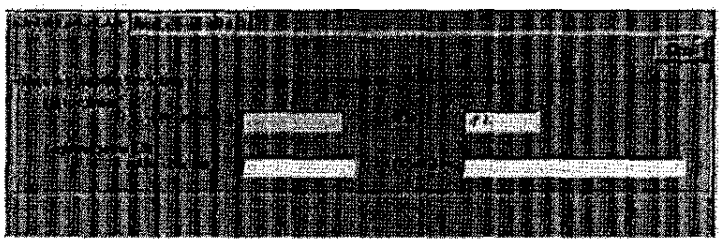
Note: The eligibility list indicates discrepancies in the answer given by the applicant and the expected eligibility and allegiance questions by highlighting them in red.

To view or enter selective service and arrest information details, perform the following steps:

Click Details. A Details section appears on the screen.

To update or add selective service details, click on the Selective Service Details tab. (Exhibit 16–22, Selective Service Details). Click in or tab to the appropriate fields, and enter the information.

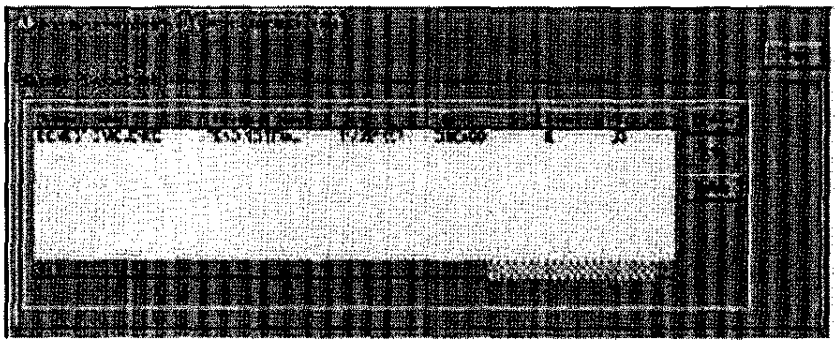
Exhibit 16–22: Selective Service Details



Note: When the date of the Selective Service is after 1978, the Local Board Number and Classification fields are locked and no entry may be made. Only dates prior to 1978 are allowed.

To update or add arrest details, click on the Arrest Information Details tab (Exhibit 16–23, Arrest Information Details).

Exhibit 16–23: Arrest Information Details



- To update information, click on an arrest item in the list. Click Update. An Edit Arrest Details section appears below the list box. Enter the information in the appropriate fields.
- To add information, click Add. An Edit Arrest Details section appears. Enter the information in the appropriate fields.
- To delete information, click on the arrest item in the list. Click Delete.
- To confirm the changes, click OK.
- To close the Details section, click Close.

Organization Memberships

The Organization tab contains a list with the names of organizations, their nature and location, and the period of the applicant's membership. This section also contains command buttons for adding, modifying, and deleting records. To view or update information, perform the following steps:

Click on the Orgs tab (Exhibit 16–24, Organization Information).

Exhibit 16–24: Organization Information



To modify a record, perform the following steps:

Click on a name in the list.

Click Update. An Edit Organization Information section appears below the list box.

Tab to the appropriate field, and enter the correct information.

Click OK.

To add a record, perform the following steps:

Click Add. An Edit Organization Information section appears below the list box.

Enter the appropriate information.

Click OK.

To delete a record, perform the following steps:

Click on a name in the list.

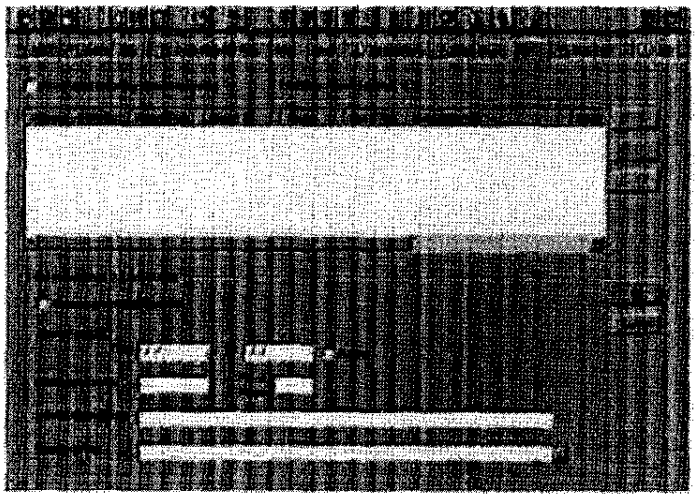
Click Delete.

Absences From the United States

The Absences tab contains a list of dates the applicant was absent from the United States, together with the reason, destination, and port of entry for each absence. This section also contains command buttons for adding, updating, and deleting records. To view or update information, perform the following steps:

Click on the Abs tab (Exhibit 16–25, Absences From the United States Information).

Exhibit 16–25: Absences From the United States Information

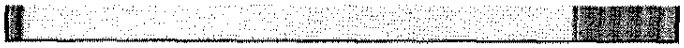


To modify a record, perform the following steps:

Click on a date in the list.

Click Update. An Edit Absences From United States Information section appears below the list box (above) and under Reason for Trip, the following Absence Reason screen appears (Exhibit 16–26, Absence Reasons).

Exhibit 16–26: Absence Reasons



Tab to the appropriate field, and enter the correct information.

Click OK.

To add a record, perform the following steps:

Click Add. An Edit Absence From United States Information section appears below the list box.

Enter the appropriate information.

Click  .

To delete a record, perform the following steps:

Click on a date in the list.

Click  .

Residential History

The Residential History tab contains a history of the applicant's addresses and the periods of residency. This section is used to enter an address change and modify or delete address information. To view or update information, perform the following steps:

Click on the Res Hist tab (Exhibit 16–27, Residential History Information).

Exhibit 16–27: Residential History Information



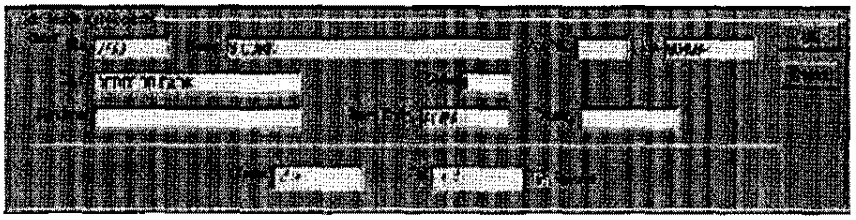
To add a record, perform the following steps:

Click Add. An Edit Residential Address section (Exhibit 16–28, Edit Residential Address) appears below the list box.

Tab to the appropriate fields, and enter the information.

Click OK.

Exhibit 16–28: Edit Residential Address



To update a record, perform the following steps:

Click on the item in the list.

Click Update. An Edit Residential Address section appears below the list box.

Tab to the appropriate fields, and enter the correct information.

Click OK.

To delete a record, perform the following steps:

Click on the item in the list.

Click Delete.

Note: If an address is indicated as "Present," any updates are reflected in the Addrs tab, Current Residential Address section.

Fingerprints

The FP tab contains a history of the applicant's fingerprint information, including the current status. This information is displayed in a list with the current record at the top of the list. The Fingerprints section also contains command buttons for adding a new record; modifying or overriding the current record, ordering new fingerprints or canceling new fingerprint requests, and deleting newly added records. To view or update information, perform the following steps:

Click on the FP tab (Exhibit 16–29, Fingerprint Information).

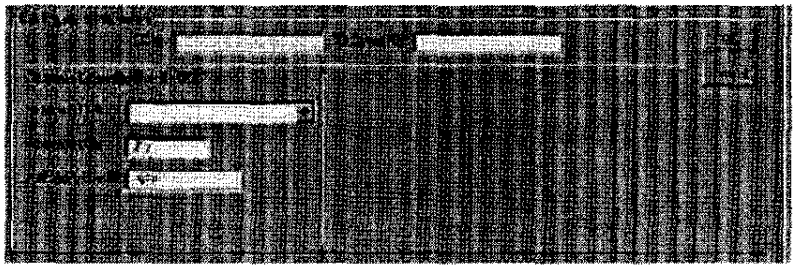
Exhibit 16–29: Fingerprint Information



To add a record, perform the following steps:

Click  . An Edit Fingerprint Information section (Exhibit 16–30, Edit Fingerprint Information) appears below the list box.

Exhibit 16–30: Edit Fingerprint Information



In the CIDN field, enter the 10-digit CIDN.

In the FBI Control Nbr field, enter the seven-digit FBI control number.

In the Response Code field, enter the response received from the FBI or click to select the code from a list.

In the Response Date field, enter the date of the response (MM/DD/YYYY).

Click .

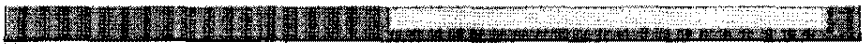
Note: After a record has been added and saved, it can be modified but not deleted.

To modify the current record, perform the following steps:

Click on the item in the list to be modified.

Click . A modify fingerprint section (Exhibit 16–31, Modify Fingerprint) appears below the list box.

Exhibit 16–31: Modify Fingerprint



In the Modified Response Code field, enter the modified response or click to select from a list.

In the Modified Response Date field, enter the modified date of the response (MM/DD/YYYY).

Tab to the Modification Reason field and enter a reason for modifying the fingerprint information, or click to select from a list of suggested reasons.

Click .

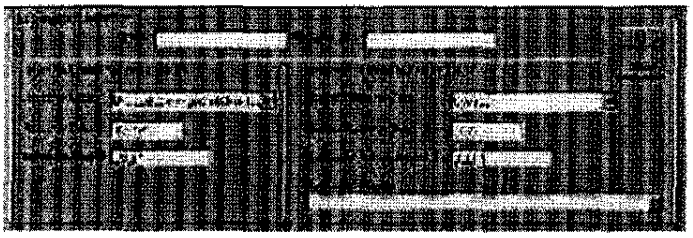
To delete a newly added record before saving, perform the following steps:

Click on the item in the list to be deleted.

Click .

To override a fingerprint response, click . The Edit Fingerprint Information section (Exhibit 16–32, Edit Fingerprint Information) appears below the list box.

Exhibit 16–32: Edit Fingerprint Information



In the Modified Response Code field, click to select the Override option from a list.

In the Modified Response Date field, enter the date the modification is entered.

Tab to the Modification Reason to enter a reason for the modification, or click to select from a list.

Note: An override is allowed only in the following cases:

- The response is Ident or Non-Ident and the response has expired.
- The response is Unclassifiable or Immediate Reject and the response is current.

To order new fingerprints, click Order New FP's.

Click the (Save and Reload in Case Review) or (Save and Close) toolbar button. A Save Options for Ordering New Fingerprints window (Exhibit 16–33, Save Options for Ordering New Fingerprints) is displayed.

Exhibit 16–33: Save Options for Ordering New Fingerprints



Click OK to process the order.

To cancel an outstanding fingerprint request, click Cancel FP Req.

Click the  (Save and Reload in Case Review) or  (Save and Close) toolbar button. A Save Options for Adjudications window appears.

Select the Save Data Changes and Cancel Fingerprint Request radio button.

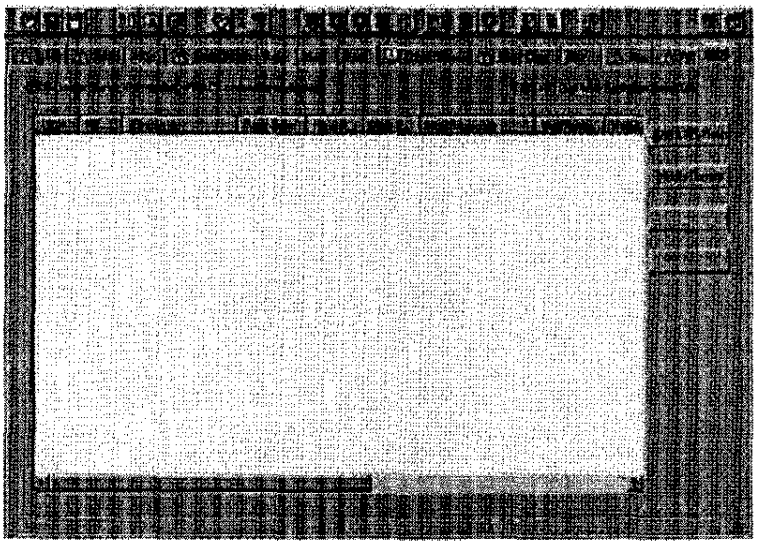
Click  to process the order.

325

The 325 tab contains information on the results of an applicant's FBI name check, including the current status. This information is displayed in a list with the current record at the top of the list. The 325 section also contains command buttons for adding a new record; modifying or overriding the current record, and deleting newly added records. To view or update 325 information, perform the following steps:

Click the 325 tab (Exhibit 16–34, 325 Information).

Exhibit 16–34: 325 Information



To determine the status of the current FBI name check, review the information in the 325 Current Status field.

- **Ordered**—Appears when a name check has been ordered but the request has not yet been sent to the FBI

- **Pending**—Appears when a name check request has been sent to the FBI and the system is waiting for a response. A 60-day wait period for the response is calculated and displayed in the 325- 60-Day Wait Expiration Date field.
- **No Record**—Appears when the FBI has responded and reported that no records have been found matching the applicant's name
- **Third Agency Record Found**—Appears when the FBI has responded and reported that a record has been found matching the applicant's name
- **Indices Popular**—Appears when the FBI has responded and reported that too many occurrences of the same name have been found for the intended person to be identified
- **No Response Received - Time Expired**—Appears when the 60-day wait period has expired with no response from the FBI having been received

To add a new record, perform the following steps:

Click [Add 325 Info]. The Edit 325 Information section (Exhibit 16–35, Edit 325 Information) appears below the list box.

Exhibit 16–35: Edit 325 Information



In the CIDN field, enter the 10-digit CIDN.

In the FBI Control Nbr field, enter the seven-digit FBI control number.

In the Response Code field, enter the response received from the FBI or click [▼] to select the code from a list.

In the Response Date field, enter the date of the response (MM/DD/YYYY).

Click [OK].

Note: After a record has been added and saved, it can be modified, but not deleted.

To delete a newly added record, perform the following steps:

Click on the new record in the list to be deleted.

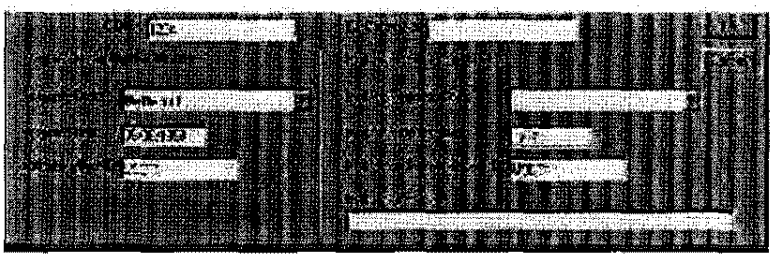
Click [Delete Added].

To modify a current record, perform the following steps:

Click on the current record in the list. (In cases where more than one record exists, the current record is always displayed at the top of the list.)

Click [Modify Current]. A modification section (Exhibit 16–36, Modify 325) appears below the list box.

Exhibit 16–36: Modify 325



In the Modified Response Code field, enter the modified response or click to select from a list.

In the Modified Response Date field, enter the modified date of the response (MM/DD/YYYY).

In the Modification Reason field, enter a reason for the modification or click to select from a list of suggested reasons.

Click . The modified response appears to the right of the original response.

To perform further modifications, repeat Steps b through f.

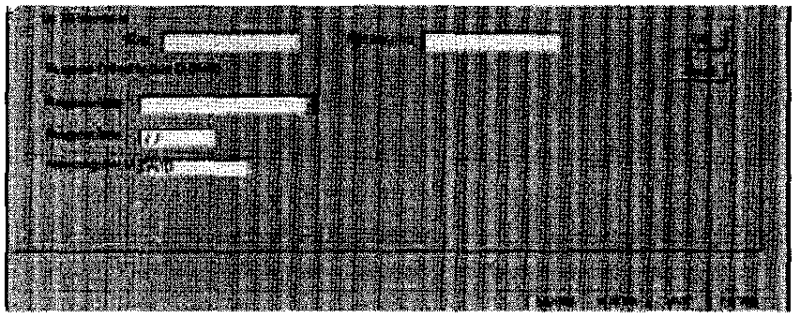
> **Note:** If CLAIMS 4.0 finds a workflow history record indicating that an FBI name check has been completed with a status of Indices Popular, Third Agency Record, or No Record, but finds no corresponding record in the FBI Response table, a record is added to the 325 screen. An "A" in the far right column of the list box indicates that the record has been added by CLAIMS 4.0. In this case, the adjudicator can modify any field in the modification section, including CIDN, FBI Control Number, Response Code, and Response Date.

To override an Indices Popular or Third Agency Record Found status, perform the following steps:

Click on the record in the list.

Click . The Edit 325 Information section with Modification Fields (Exhibit 16–37, Edit 325 Information With Modification Fields) appears below the list box.

Exhibit 16–37: Edit 325 Information With Modification Fields



In the Modified Response Code field, click  to select the Override option from a list.

In the Modified Response Date field, enter the modified date of the response (MM/DD/YYYY).

In the Modification Reason field, enter a reason for the modification or click  to select from a list of suggested reasons.

Click  .

Save Options

Data changes in the Adjudications module can be saved in one of two ways. The Save and Reload in Case Review option allows you to save the data while keeping the application open. The Save and Close option allows you to save the data and close the application. To save data changes, perform the following steps:

Select one of the following save options to access the Save Options for Adjudications window (Exhibit 16–38, Save Options for Adjudications).

- Click the (Save and Reload in Case Review) toolbar button, or select Save from the File menu.
- Click the (Save and Close) toolbar button, or select Save and Close from the File menu.

Note: Different options are shown in the Save Options box, depending upon the selections you made.

Exhibit 16–38: Save Options for Adjudications



Click on the applicable radio button to select a save option:

Save Data Changes Only—If saving data changes before a decision is made on a case, this is the only option available and is selected by default

Save Decision - Place on Hold for Later Processing—Saves a decision but allows the case to be opened later by the same adjudicator to complete the adjudication process. This option should be used only when the case will be completed the same day.

Save Decision - Send Back to Referring Adjudicator—Allows a supervisor to save a supervisor review decision and send the case back to the adjudicator to complete the adjudication process

Save Decision - Sent to Supervisor Review—Saves a decision and forwards the case to a supervisor for review

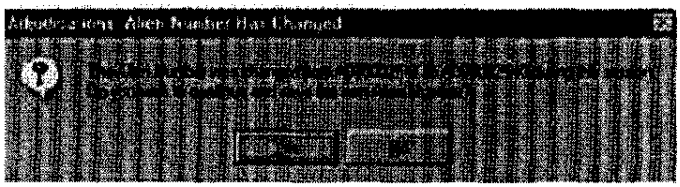
Save Decision - Adjudication Complete—Saves a decision and indicates that the adjudication process is complete

Save Data Changes and Order Fingerprints—If fingerprints are ordered, this option is the only option available and is selected by default.

Different options are shown depending upon what selections you made.

Note: If you happen to have changed the A-Number during a session, upon saving a warning will appear (Exhibit 16–39, Warning Message) and you will be asked if you wish to proceed. If the answer is no, you are returned to whichever screen you were previously viewing.

Exhibit 16–39: Warning Message



If the Interview Conducted field appears, click in the box to place or remove a check mark. A check mark indicates that an interview was conducted.

Click OK.

Exam

The Exam option allows you to administer the naturalization test to an applicant during the interview process and record the results, or to enter results of tests administered by outside testing organizations. **Note:** When the applicant passes the naturalization test, the status for "Evidence of Exam Passed" is automatically changed to "Received" (Application Information screen, Evid/Bkgd tab). However, if you try to mark the "Evidence of Exam Passed" by selecting all evidences and clicking on "Rec'd," and error message will appear informing you that the test results must first be added.

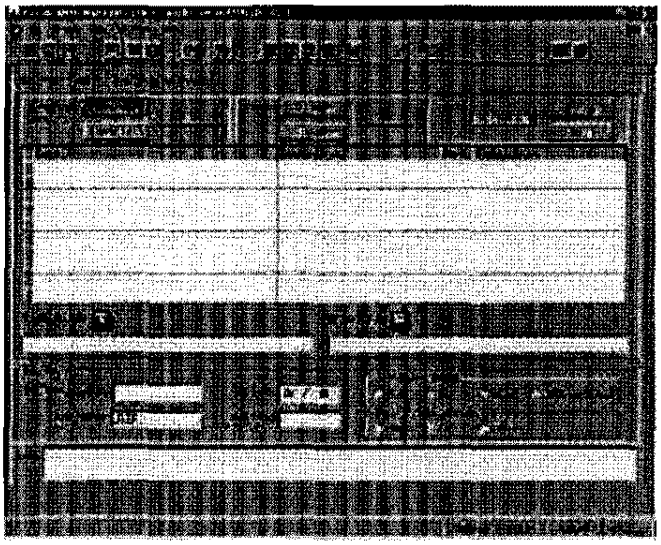
INS Location Testing

The INS Location Testing option is used to create a Civics/History test and to record whether the applicant's response to each question was correct or incorrect. A reading and writing sample for the English portion of the test can also be created. When CLAIMS 4.0 is used to create and administer the Civics/History test, test results are automatically generated and displayed. You can also enter test results. Copies of tests and test results can be printed. To create and administer a naturalization test, perform the following steps:

To open an application, click the  (Open Application) toolbar button, or select Open from the File menu. (For more information, refer to Section 8.1, Preview/Open.)

Click the  (Exam) toolbar button, or select Exam from the Options menu to access the Test Results screen (Exhibit 16–40, Test Results).

Exhibit 16–40: Test Results



Click on the INS Location Testing tab.

Note: Only when the test is created does the Test Results tab become unavailable. If the INS Location Testing tab is clicked accidentally, select Close from the File menu. Clicking the (Exam) button again will then make both the INS Location Testing and Test Center Test Results tabs available.

To create a Civics/History test and record responses, perform the following steps:

Click Create Normal or Create 65/20. Randomly selected questions and corresponding answers appear in the box directly below the buttons. To clear all questions from the screen, click Clear.

Note: The Create 65/20 option is available only when CLAIMS 4.0 determines that the applicant is at least 65 years old and has been a legal resident for at least 20 years.

To print Civics/History questions, click C/H Questions.

To record the applicant's responses to the Civics/History test, perform the following steps:

- To record all answers correct, click All Correct.
- To record all answers incorrect, click All Incorrect.
- To record an individual answer correct or incorrect, type "Y" in the correct column to indicate a correct response or "N" to indicate an incorrect response.
- To record an applicant's response to a question, enter the response to the right of the question in the Applicant Answer column.
- To clear all responses, click Clear.

To create the English proficiency test, perform the following steps:

In the Reading Sample section, click . A randomly selected sentence appears in the field directly below the button. To print the reading sample only, click . To clear the sample, click .

In the Writing Sample section, click . A randomly selected sentence appears in the field directly below the button. To print the writing sample only, click . To clear the sample, click .

Note: You must first click inside the box to have the selection icon appear.

To print a copy of the Civics/History test questions, reading sample and writing sample with space for the applicant's answers, click Test All.

To record test results, perform the following steps:

In the Test Results section, verify the INS Testing Location field. If necessary, enter the location code, or click ... to select the code from a list.

In the Civic/History Results section, click Pass, Fail, or Waive to indicate the results of the test. If applicable, click 65/10 Pass.

To enter a Civics/History test score, type the score in the Civics/History Score (%) field. (This field will populate automatically if the applicant's responses are recorded.)

In the English Proficiency Results section, click Pass, Fail, or Waiver to indicate the results of the test.

To print Civics/History test questions, reading and writing samples, responses, and overall results, click Print Test.

If desired, enter comments in the Adjudicator Notes field.

To save changes/test results, perform the following steps:

Select one of the following save options to access the Save Options for Adjudications window.

- Click the (Save and Reload) toolbar button, or select Save from the File menu.
- Click the (Save and Close) toolbar button, or select Save and Close from the File menu.

Click the Save Data Changes and Test Results radio button.

If the Interview Conducted field appears, click in the box to place or remove a check mark. A check mark indicates that an interview was conducted.

Click OK. The exam screen is saved with all questions, samples, responses, and results. After a test has been saved, it can be accessed at any time. Notes can be added to the Notes field and results can be reprinted, however, the saved test cannot be edited.

Test Center Test Results

The Test Center Test Results option is used to enter test center information and results of tests administered by outside agencies. To enter test results, perform the following steps:

To open an application, click the (Preview/Open) toolbar button, or select Open from the File menu. (For more information, refer to Section 16.1.)

Click the (Exam) toolbar button, or select Exam from the Options menu to access the Test Results screen.

Click on the Test Center Test Results tab (Exhibit 16–41, Test Center Test Results).

Note: Only when the Test Results section is modified does the INS Location Testing tab become unavailable. If the Test Center Test Results tab is clicked accidentally, select Close from the File menu. Clicking the (Exam) button again will then make both the INS Location Testing and Test Center Test Results tabs available.

Exhibit 16–41: Test Center Test Results



Enter the test center code in the Test Center Affiliation field, or click to select the code from a list. The number associated with the test center automatically appears in the Test Center Number field.

Enter the name or ID of the test administrator in the Administrator field (optional).

In the Test Results section, click or to indicate results of the naturalization test.

Enter the appropriate information in the following fields:

Score %—Percentage scored on the naturalization test (optional)

Test Date—Date the test was administered

Test Center Rating—Adjudicator's assessment of the Test Center on a scale of 1 to 5 (optional)

In the English Proficiency Results From Interview section, click Pass, Fail, or Waived to indicate the results of the test.

Enter any applicable comments in the Adjudicator Notes field.

Note: If incorrect test results are detected after a decision has been saved as "Adjudication Complete," a new, corrected set of results can be entered with a note explaining the reason for the second set of results. This can occur even if the application is not waiting for any adjudication activities as long as it is not past the Verify Grant process.

To save changes/test results, perform the following steps:

Select one of the following save options to access the Save Options for Adjudications window:

- Click the  (Save and Reload) toolbar button, or select Save from the File menu.
- Click the  (Save and Close) toolbar button, or select Save and Close from the File menu.

Click the Save Data Changes and Test Results radio button.

If the Interview Conducted field appears, click in the box to place or remove a check mark. A check mark indicates that an interview was conducted.

Click OK.

Decisions

After the applicant's case has been reviewed and updated, an application can be approved, continued, continued with intent to deny, denied, ad hoc denial due to abandonment, withdrawn, or closed administratively. (Test results do not have to be entered into CLAIMS 4.0 before a decision

is made; however, passing results must be recorded before a case can be approved.) Decisions can be saved as final, or the application can be placed on hold for later processing or sent to the supervisor for review. You can create a notice at the time of the decision or at a later time. A notice must be created prior to saving a continuation or denial as final. (Refer to Section 16.10, Notices, to create and view customized notices.)

Approve

The Approve option is used to grant citizenship status to the applicant. Adjudicators can also annotate decisions, create and print name change petitions and other forms, request OC locations, and review a history of decision results using this option. A notice is not necessary when an application has been approved. The applicant's notice to appear for the OC indicates an approval. Name change and OC location requests can be entered at any time during the approval process. (Refer to Section 16.6, Name Change Petition, to enter a name change.) To approve an application, perform the following steps:

To open an application, click the  (Preview/Open) toolbar button, or select Open from the File menu. (For more information, refer to Section 16.1.)

Click the  (Approve) toolbar button, or select Decide Application, Approve from the Options menu to access the Approval Choices screen (Exhibit 16–42, Approval Choices).

Exhibit 16–42: Approval Choices



Click on the Decision Results folder tab. If applicable, enter the appropriate information in the following fields:

Adjudicated By—Adjudicator's user ID, if the decision is being entered by someone other than the adjudicator

Adjudicated On—Adjudication date, if other than the data on which the case was adjudicated

Interpreter Name—Complete name of the interpreter

Language—Language interpreted

Gov't Agency Review—Government agency that audits decisions (for example, Administrative Appeals Office [AAO], Courts, Department of Justice [DOJ])

In the Oath Ceremony section, click Administrative or Judicial to indicate the type of OC.

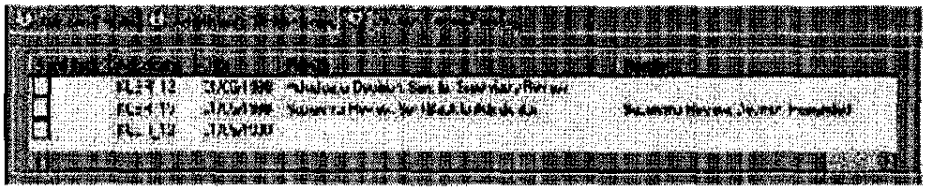
To enter comments, click on the Adjudicator's Decision Notes tab (Exhibit 16–43, Adjudicator's Decision Notes).

Exhibit 16–43: Adjudicator's Decision Notes



To view a history of decision review results, click on the Decision Review Results tab (Exhibit 16–44, Decision Review Results). If the case was previously sent to the supervisor for review, the user ID, date, and results of the review appear. To send the case back to a supervisor or adjudicator for further review, click in the box to the left of the applicable user ID.

Exhibit 16–44: Decision Review Results



To enter an OC location request, perform the following steps:

Select the Oath Ceremony Location option from the View menu. A list of OC locations that are within the same ZIP code area as the applicant's current address is shown in the Oath Ceremony window (Exhibit 16–45, Oath Ceremonies).

Exhibit 16–45: Oath Ceremonies



To scroll through the list of locations, click or in the scroll bar on the right.

Click in the box to the left of the requested location.

Click OK.

To create and print the Certificate Preparation and Oath Declaration form, select the Print/Certificate Prep and Oath Declaration options from the Option menu. Two copies of the document are printed to a local printer.

To create and print a name change petition, see Section 8.3, Name Change Petition. To save the decision, perform the following steps:

Select one of the following save options to access the Save Options for Adjudications window.

- Click the (Save and Reload) toolbar button, or select Save from the File menu.
- Click the (Save and Close) toolbar button, or select Save and Close from the File menu.

Click the applicable Save Decision radio button. (Options are available depending on the activity being performed.)

If the Interview Conducted field appears, click in the box to place or remove a check mark. A check mark indicates that an interview was conducted.

Click OK.

Please throw away the first two pages after printing. They are merely used for pagination.

Continue

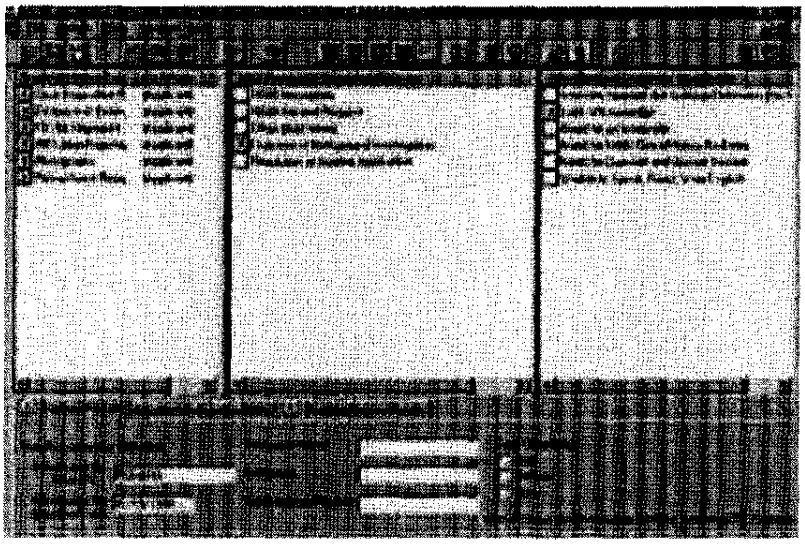
The Continue option is used to continue a case when further information, evidence, or action is needed before a decision can be made. Missing evidence and other reasons for continuing the case can be recorded using this option. Adjudicators and their supervisors can also annotate decisions

and review a history of decision results. You have the option to create a customized notice or generate a standard notice based on the reasons selected. (Refer to Section 16.10 to create or view customized notices.) To continue an application, perform the following steps:

To open an application, click the (Preview/Open) toolbar button, or select Preview/Open from the File menu. (For more information, refer to Section 16.1.)

Click the (Continue) toolbar button, or select Decide Application, Continue from the Options menu to access the Continue Reasons screen (Exhibit 16–46, Continue Reasons).

Exhibit 16–46: Continue Reasons



A list of evidence types appears in the Currently Missing Evidence section. If the evidence is missing, the box to the left of the evidence is marked with an "X". If the evidence has been entered as Received, then the box is marked with an "R". If the evidence has been entered as Waived, then the box is marked with a "W".

Select a reason for continuing an application in the initial processing Incomplete Reasons section and/or the Other Reasons section. To sort the list of reasons from A to Z or Z to A, click on the column header.

- If the box to the left of a reason is marked with an "X", it may have been automatically selected based on case information.
- To deselect a previously selected reason, click in the box to remove the "X". If the reason was system selected, a prompt to override the reason appears.
- If additional reasons apply, click in the box to the left of the desired reasons.

Click on the Decision Results tab. If applicable, enter the appropriate information in the following fields:

Adjudicated By—Adjudicator's user ID, if the decision is being entered by someone other than the adjudicator

Adjudicated On—Adjudication date, if other than the data on which the case was adjudicated

Interpreter Name—Complete name of the interpreter

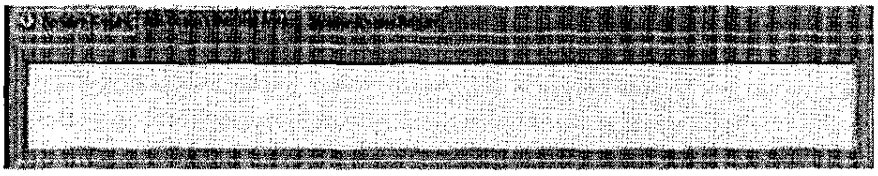
Language—Language interpreted

Gov't Agency Review—Government agency that audits decisions (for example, AAO, Courts, DOJ)

To indicate the anticipated level of complexity of a reinterview, click High, Medium, or Low in the Case Complexity section.

To enter comments, click on the Adjudicator's Decision Notes tab (Exhibit 16–47, Adjudicator's Decision Notes Tab).

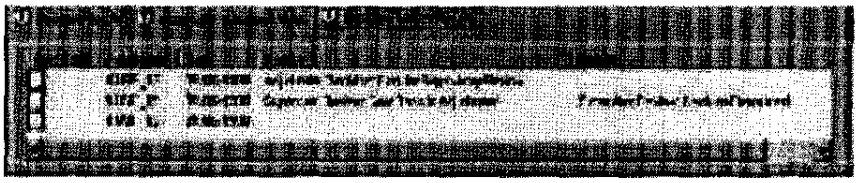
Exhibit 16–47: Adjudicator's Decision Notes Tab



To view a history of decision review results, click on the Decision Review Results tab (Exhibit 16–48, Decision Review Results Tab). If the case was previously sent to the supervisor for review,

the user ID, date, and results of the review appear. To send an application back to a supervisor or adjudicator for further review, click in the box to the left of the applicable user ID.

Exhibit 16–48: Decision Review Results Tab



To create and print a notice, refer to Section 16.10. If a reason is selected in the Other Reasons section, the applicant is rescheduled for an interview or exam and a separate continuance notice is not required.

To save the decision, perform the following steps:

Select one of the following save options to access the Save Options for Adjudications window.

- Click the (Save and Reload) toolbar button, or select Save from the File menu.
- Click the (Save and Close) toolbar button, or select Save and Close from the File menu.

Click the applicable Save Decision radio button. (Options are available depending upon the activity being performed.)

If the Interview Conducted field appears, click in the box to place or remove a check mark. A check mark indicates that an interview was conducted.

Click OK.

Continue With Intent to Deny

The Continue with Intent to Deny option is used to continue a case that the adjudicator intends to deny. The reasons for continuation can be recorded using this option. Adjudicators and their supervisors can also annotate decisions and review a history of decision results. A customized notice is required for this decision. To continue an application with intent to deny, perform the following steps:

To open an application, click the (Preview/Open) toolbar button, or select Preview/Open from the File menu. (For more information, refer to Section 16.1.)

Click the (Continue w/intent to Deny) toolbar button, or select Decide Application, Continue With Intent to Deny from the Options menu to access the Continue With Intent to Deny Choices screen (Exhibit 16–49, Continue With Intent to Deny Choices).

Exhibit 16–49: Continue With Intent to Deny Choices



Select a reason for continuing an application in the Continue with Intent to Deny Reason section. To sort the list of reasons from A to Z or Z to A, click on the column header.

- If the box to the left of a reason is marked with an "X", it may have been automatically selected based on case information.
- To deselect a previously selected reason, click in the box to remove the "X". If the reason was system selected, a prompt to override the reason appears.
- If additional reasons apply, click in the box to the left of the desired reasons.

To select a paragraph for the notice, click in the box to the left of the desired paragraph listed in the Continue with Intent to Deny Paragraph Choices section.

Click on the Decision Results folder tab. If applicable, enter the appropriate information in the following fields:

- **Adjudicated By**—Adjudicator's user ID, if the decision is being entered by someone other than the adjudicator
- **Adjudicated On**—Adjudication date, if other than the data on which the case was adjudicated
- **Interpreter Name**—Complete name of the interpreter
- **Language**—Language interpreted
- **Gov't Agency Review**—Government agency that audits decisions (for example, AAO, Courts, DOJ)

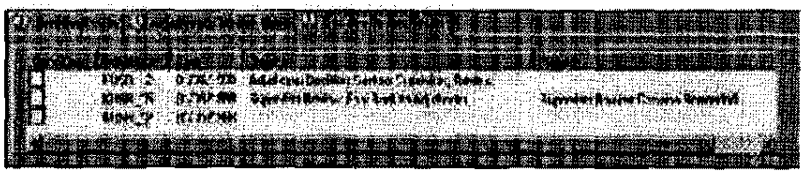
To enter comments, click on the Adjudicator's Decision Notes tab (Exhibit 16–50, Adjudicator's Decision Notes Tab).

Exhibit 16–50: Adjudicator's Decision Notes Tab



To view a history of decision review results, click on the Decision Review Results tab (Exhibit 16–51, Decision Review Results Tab). If the case was previously sent to the supervisor for review, the user ID, date, and results of the review appear. To send the case back to a supervisor or adjudicator for further review, click in the box to the left of the applicable user ID.

Exhibit 16–51: Decision Review Results Tab



To create and print a customized notice, refer to Section 16.10.

To save changes/decision, perform the following steps:

Select one of the following save options to access the Save Options for Adjudications window.

- Click the (Save and Reload) toolbar button, or select Save from the File menu.
- Click the (Save and Close) toolbar button, or select Save and Close from the File menu.

Click the applicable Save Decision radio button. (Options are available depending upon the activity being performed.)

If the Interview Conducted field appears, click in the box to place or remove a check mark. A check mark indicates that an interview was conducted.

Click OK.

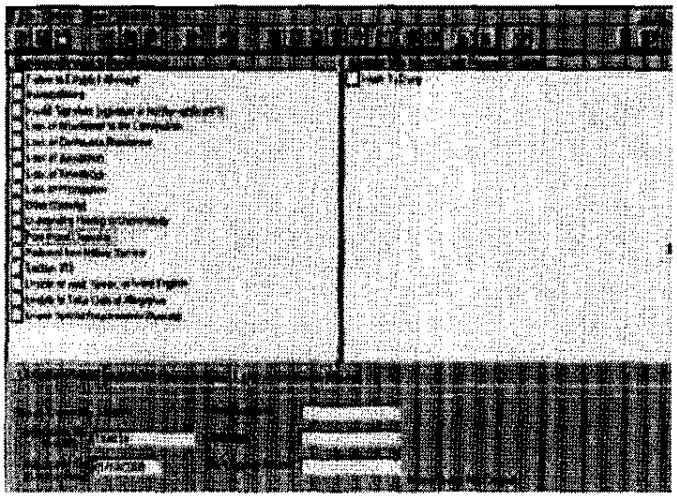
Deny/Withdrawal/Admin. Close

The Deny/Withdrawal/Admin. Close option is used to deny an individual's application for citizenship or to record that an application has been withdrawn or closed administratively. The reasons for denial or administrative close can be recorded using this option. Adjudicators and their supervisors can also annotate decisions and review a history of decision results. If the application is denied, a customized notice is required. If the applicant consents to withdraw or the application during the interview or if the case is closed administratively, a withdrawal or administrative close record can be printed. To deny or administratively close an application, perform the following steps:

To open an application, click the  (Preview/Open) toolbar button, or select Preview/Open from the File menu. (For more information, refer to Section 16.1.)

Click the  (Deny/Withdrawal/Admin. Close) toolbar button, or select Decide Application, Deny/Withdrawal/Admin. Close from the Options menu to access the Deny/Withdrawal/Admin. Close Choices screen (Exhibit 16–52, Deny/Withdrawal/Admin. Close Choices).

Exhibit 16–52: Deny/Withdrawal/Admin. Close Choices



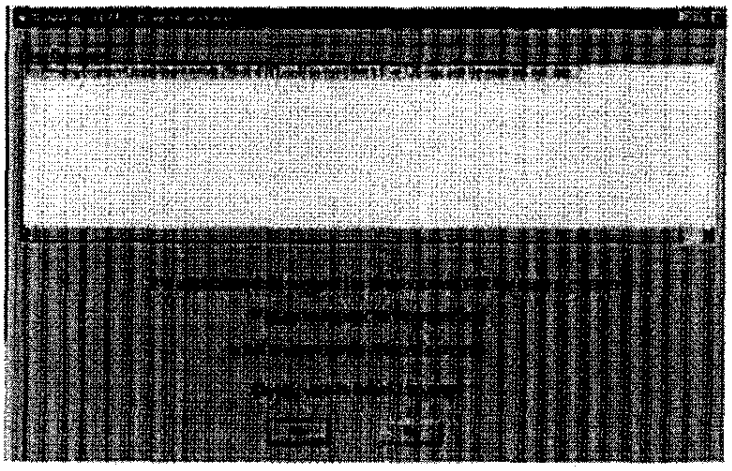
Click in the applicable box in the Deny/Withdrawal/Admin. Close Choices section.

Click in the applicable box in the Deny/Withdrawal/Admin. Close Reasons section.

If the application is denied, select a paragraph for the denial notice in the Deny/Withdrawal/Admin. Close Paragraph Choices section. Refer to Section 16.10, to create or print a customized notice.

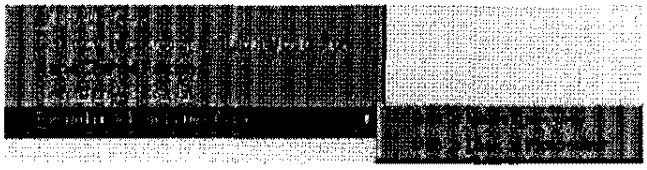
Note: When one of the choices in the Deny/Withdrawal/Admin. Close Paragraph Choices section is selected and the system does not agree that this is a valid choice, a warning screen is displayed (Exhibit 16–53, Sample Denial Due to Abandonment Warning). The warning displayed depends upon the item selected and the status of the application. You may override any objections by clicking on "Yes."

Exhibit 16–53: Sample Denial Due to Abandonment Warning Screen



If the application is closed administratively, print a record of administrative close. Select Print from the Options menu, and select Record of Administrative Close (Exhibit 16–54, Record of Administrative Close Options). Then, select the reason for the administrative close.

Exhibit 16–54: Record of Administrative Close Options



If the application is withdrawn, print a withdrawal record. Select Print from the Options menu, and select Record of Withdrawal.

Click on the Decision Results folder tab. If applicable, enter the appropriate information in the following fields:

Adjudicated By—Adjudicator's user ID, if the decision is being entered by someone other than the adjudicator

Adjudicated On—Adjudication date, if other than the data on which the case was adjudicated

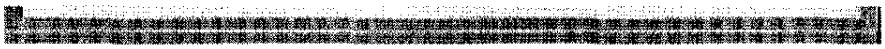
Interpreter Name—Complete name of the interpreter

Language—Language interpreted

Gov't Agency Review—Government agency that audits decisions (for example, AAO, Courts, DOJ)

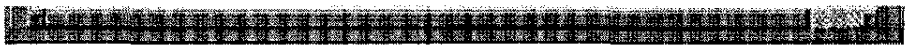
To enter comments, click on the Adjudicator's Decision Notes tab (Exhibit 16–55, Adjudicator's Decision Notes Tab).

Exhibit 16–55: Adjudicator's Decision Notes Tab



To view a history of decision review results, click on the Decision Review Results tab (Exhibit 16–56, Decision Review Results Tab). If the case was previously sent to the supervisor for review, the user ID, date, and results of the review appear.

Exhibit 16–56: Decision Review Results Tab



To save changes/decision, perform the following steps:

Select one of the following save options to access the Save Options for Adjudications window.

Click the (Save and Reload) toolbar button, or select Save from the File menu.

Click the (Save and Close) toolbar button, or select Save and Close from the File menu.

Click the applicable Save Decision radio button. (Options are available depending on the activity being performed.)

If the Interview Conducted field appears, click in the box to place or remove a check mark. A check mark indicates that an interview was conducted.

Click OK.

Denial Due to Abandonment

In the event an applicant fails to fulfill specific requirements, the adjudicator may enter an ad hoc decision and deny an application, putting it into suspense. To open an application and enter an Ad Hoc Abandonment decision, perform the following steps:

To open an application, click the (Preview/Open) toolbar button, or select Preview/Open from the File menu. (For more information, refer to Section 16.1.)

Click the Denial Due to Abandonment option box in the Application Open Mode - Ad Hoc Activities menu, and click OK.

Select a reason for denying the application in the Denial Due to Abandonment Reasons section (Exhibit 16–57, Denial Choices). To sort the list of reasons from A to Z or Z to A, click on the column header.

If the box to the left of a reason is marked with an "X", it may have been automatically selected based on case information.

To deselect a previously selected reason, click in the box to remove the "X". If the reason was system selected, a prompt to override the reason appears.

If additional reasons apply, click in the box to the left of the desired reasons.

Exhibit 16–57: Denial Choices



Select a paragraph in the Abandon Paragraph Choices section.

To enter comments, click on the Adjudicator's Decision Notes tab.

Optional: Click on  to issue a Denial Due to Abandonment notice.

Denial Due to Abandonment Warnings

The adjudicator will not be stopped from selecting denial due to abandonment; however, if the system feels it is an inappropriate choice, a warning will appear. At this point, the adjudicator has the option of overriding the system warnings if desired.

A warning may appear in any of the following three circumstances:

When denial due to abandonment is selected from the open App id form.
When denial due to abandonment is selected from the enabled toolbar button.
When the adjudicator clicks on the individual reasons on the decision screen.

Warnings for #3 above will be specific in nature, #1 and #2 will be more general because the system does not know at that time which reason will be chosen (Exhibit 16–58, Denial Due to Abandonment General Warning). To override this general system warning, the adjudicator may simply select "Yes."

Exhibit 16–58: Denial Due to Abandonment General Warning



The following warnings may appear if the conditions listed below occur:

Failure to appear for fingerprinting
Warned if:

Good fingerprints found
Fingerprints not needed
Not found that FBI Evidence is missing
Missing FBI Evidence is found, however, 120 days has not elapsed since expected start date

Failure by an applicant residing abroad to submit fingerprints
Warned if:

Wait4FPCard not found Pending
Wait4fpcard found pending but 87 days has not elapsed

Failure to submit the correct fee for fingerprinting
Warned if:

Applicant is part of a group
No AppUnderPay found pending
AppUnderPay found pending but 87 days has not elapsed since NtInitial completed with NtSent
AppUnderPay found pending but discrepant amount is not $25

In the course of reviewing an applicants history, the adjudicator may view the applicant's payment history at any time simply by choosing the View drop-down menu and selecting the Payment option (Exhibit 16–59, Payment Menu Options).

Exhibit 16–59: Payment Menu Option



The following is an example of a Payment History screen (Exhibit 16–60, Payment Menu Option).

Exhibit 16–60: Payment Menu Option



Note: If the fee was receipted elsewhere, instead of the Payment History screen appearing, a message appears (Exhibit 16–61, Confirmation Message).

Exhibit 16–61: Confirmation Message



Non-Payment of the fee for fingerprinting
Warned if:

Applicant is part of a group
No AppUnderPay found pending
AppUnderPay found pending but no record was found that an NtBouncedCheck completed with NtSent
AppUnderPay found pending and the NtBouncedCheck was sent, but 17 days has not elapsed since NtBouncedCheck completed with NtSent

Undeliverable request for appearance to be fingerprinted
Warned if:

No MissEvFBI found pending

The Failure to Appear for Fingerprinting Warning screen (Exhibit 16–62, Failure to Appear for Fingerprinting Warning) is an example of just one of the specific warning screens covered here that may appear. Please note that the adjudicator may override the given warning, simply by selecting "Yes."

Exhibit 16–62: Failure to Appear for Fingerprinting Warning



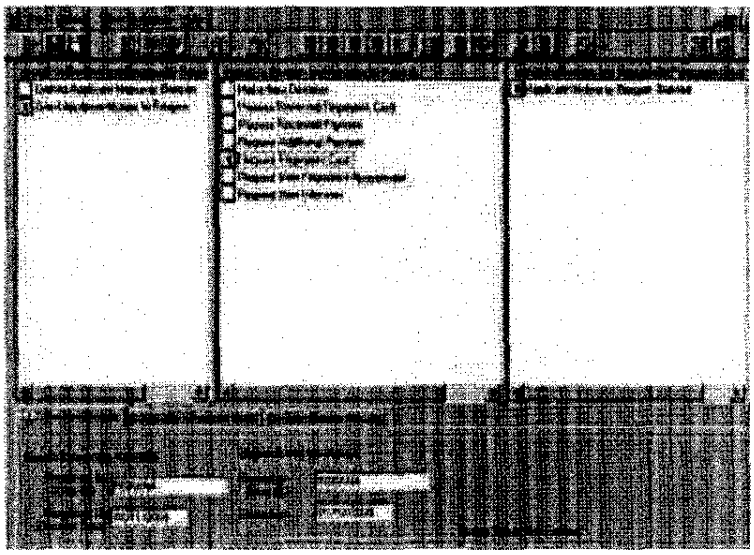
Service and Applicant Motions to Reopen and Reconsider

If the receipt of new information provides cause for denial or granting of an application, the adjudicator may reopen the case and consider the prior decision. The reasons for reopening and considering can be recorded using this option. Adjudicators and their supervisors can also annotate decisions and review a history of decision results. A customized notice is required for this decision. To reopen an application and change a prior decision, perform the following steps:

To open an application, click the (Preview/Open) toolbar button, or select Preview/Open from the File menu. (For more information, refer to Section 16.1.)

Click the (Motion to Reopen) toolbar button, or select Motion to Reopen and Reconsider from the Application Open Mode – Ad Hoc Activities menu to access the Motion to Reopen and Reconsider screen (Exhibit 16–63, Service Motion to Reopen and Reconsider).

Exhibit 16–63: Service Motion to Reopen and Reconsider



Select one of the following reasons for reopening an application in the Motion to Reopen and Reconsider Reasons section: 1) Dismiss Application Motion to Reopen or 2) Grant Applicant Motion to Reopen.

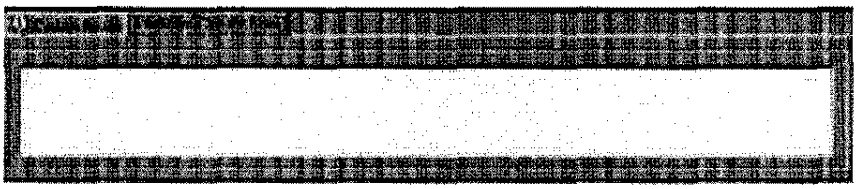
- If the box to the right of a reason is marked with an "X", it may have been automatically selected based on case information.
- To deselect a previously selected reason, click in the box to remove the "X". If the reason was system selected, a prompt to override the reason appears.
- If additional reasons apply, click in the box to the left of the desired reasons.

Select a paragraph in the Motion to Reopen and Reconsider Paragraph Choices section.

To view original approval information, click on the Prior Decision Results folder tab under the View menu.

To enter comments, click on the Adjudicator's Decision Notes tab (Exhibit 16–64, Adjudicator's Decision Notes Tab).

Exhibit 16–64: Adjudicator's Decision Notes Tab



To create and print a customized notice, refer to Section 16.10.

To save the decision, perform the following steps:

Select one of the following save options to access the Save Options for Adjudication's window.

- Click the (Save and Reload) toolbar button, or select Save from the File menu.
- Click the (Save and Close) toolbar button, or select Save and Close from the File menu.

Click the applicable Save Decision radio button. (Options are available depending upon the activity being performed.)

If the Interview Conducted field appears, click in the box to place or remove a check mark. A check mark indicates that an interview was conducted.

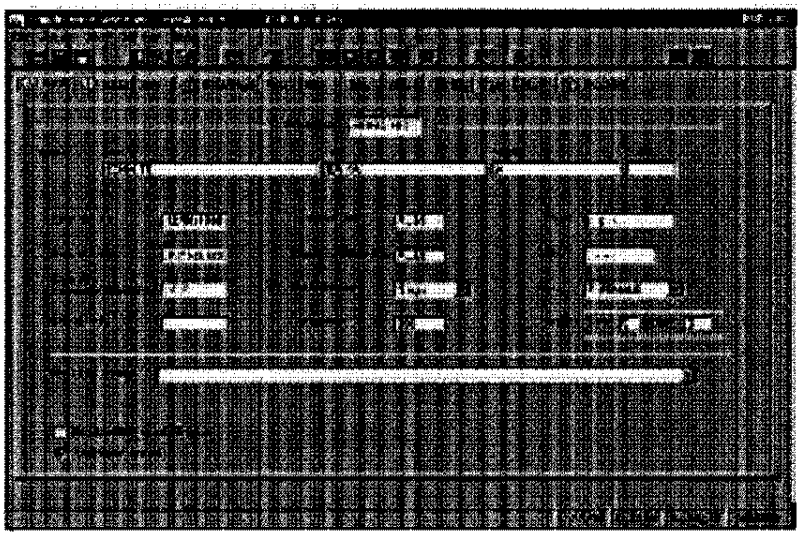
Click  .

Decision Concerning Interview/Oath Ceremony

When an applicant has reached the threshold for no-show or cancellation of a scheduled appointment, the adjudicator has the option to reschedule the applicant or enter a decision. These options are available when an application is opened in the Decision Concerning Interview/Oath Ceremony modes. To reschedule or enter a decision concerning an interview or OC, perform the following steps:

To open an application, click the  (Preview/Open) toolbar button, or select Preview/Open from the File menu. (For more information, refer to Section 16.1.) The Application ID screen (Exhibit 16–65, Application ID) appears.

Exhibit 16–65: Application ID

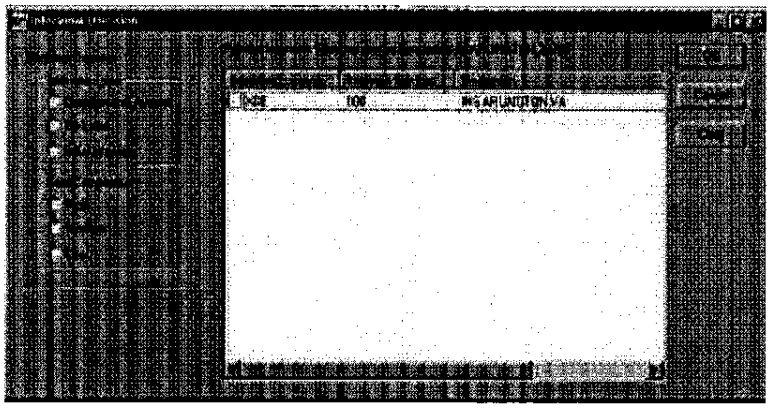


To view no-show/cancellation information, click  . The Application History screen (Exhibit 16–75) appears. (Refer to Section 16.7, Application History.)

To close the case administratively, refer to Section 16.3.4, Deny/Withdrawal/Admin. Close.

To request that the applicant be rescheduled for an interview, click the  (New Interview/Oath Ceremony Decision) toolbar button, or select Intv/Oath Ceremony Request from the Options menu. The Interview Decision window (Exhibit 16–66, Interview Decision) appears.

Exhibit 16–66: Interview Decision



In the Interview Type box, click Question and Answer or Re-Exam to indicate the type of interview.

In the Case Complexity box, click High, Medium, or Low to indicate the level of complexity.

To request an interview site, click a location in the list of possible sites.

Click OK.

To save and close, click . When the Save Options for Adjudication's window appears, perform the following steps:

- Verify that the Save Request for New Interview option is selected.
- Click OK.

To request that the applicant be rescheduled for an OC, click the (New Interview/Oath Ceremony Decision) toolbar button, or select Intv/Oath Ceremony Request from the Options menu. The Oath Decision window (Exhibit 16–67, Oath Decision) appears.

Exhibit 16–67: Oath Decision



In the Oath Decision Type box, click  or  to indicate the type of OC.

To request a specific OC, click on the desired ceremony in the list of possible OCs.

Click  .

To save and close, click  . When the Save Options of Adjudication's window appears, perform the following steps:

- Verify that the  option is selected.
- Click  .

Supervisor Review

The Supervisor Review option allows a supervisor to review decisions sent to supervisor review by adjudicators. After reviewing the decision, the supervisor can choose to (1) confirm the adjudicator's decision and either save the decision as final or, send it back to the referring adjudicator for final disposition, (2) remand the decision and send back to the referring adjudicator for reconsideration, or (3) change the decision and either save the decision as final or send it back to the referring adjudicator for final disposition. To review a decision, perform the following steps:

To open an application, click the  (Preview/Open) toolbar button, or select Preview/Open from the File menu. (For more information, refer to Section 16.1.) An Adjudication Decision screen based on the adjudicator's decision appears.

To view application information, select Application ID from the Window menu. To return to the decision screen, select Approval Choices (this depends on the decision entered by the adjudicator) from the Window menu.

To view test results, select Prior Exam Results from the View menu. The Prior Test Results List screen (Exhibit 16–76) appears.

From the Adjudication Decision screen, click one of the following radio buttons in the Supv Review box (optional):

- To confirm the adjudicator's decision, click  .
- To remand the adjudicator's decision, click  .

To change the adjudicator's decision, refer to Sections 16.4.1 through 16.4.4 to approve, continue, continue with intent to deny, or deny/terminate.

To save changes/decision, perform the following steps:

Select one of the following save options to access the Save Options for Adjudication's window.

- Click the  (Save and Reload) toolbar button, or select Save from the File menu.
- Click the  (Save and Close) toolbar button, or select Save and Close from the File menu.

Click the applicable Save Review radio button. (Options are available depending upon the activity being performed.)

If the Interview Conducted field appears, click in the box to place or remove a check mark. A check mark indicates that an interview was conducted.

Click  .

Reverify Grant

The review process for all approved applications includes revivification of the decision. After an application is opened, the application information can be reviewed, and the approval can either be reverified or not verified and sent back to the adjudicator. To reverify grant, perform the following steps:

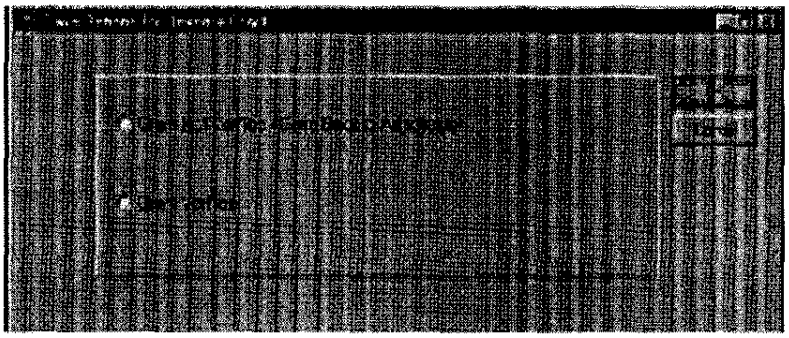
To open an application, click the (Preview/Open) toolbar button, or select Preview/Open from the File menu. (For more information, refer to Section 16.1.) The Approval Choices screen (Exhibit 16–42) appears.

To view application information, select Application ID from the Window menu. To return to the decision screen, select Approval Choices from the Window menu.

To view test results, select Prior Exam Results from the View menu. The Prior Test Results List screen (Exhibit 16–76) appears.

To indicate verification/non verification, click the (Save and Close) toolbar button, or select Save and Close from the File menu. The Save Options for Reverify Grant window appears (Exhibit 16–68, Save Options for Reverify Grant).

Exhibit 16–68: Save Options to Verify Grant



Click the appropriate radio button.

Click  .

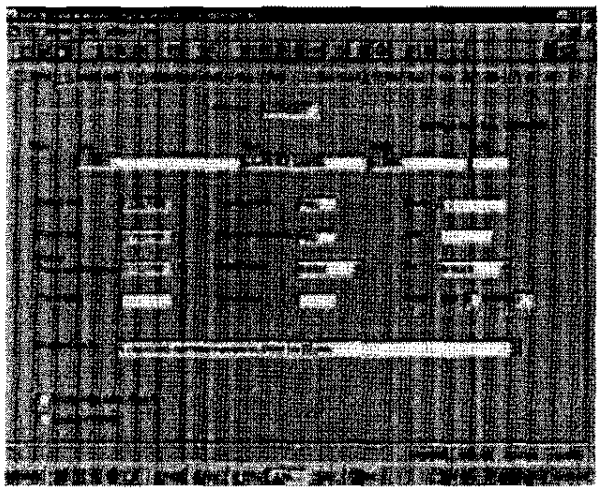
Undo Decision

The Undo icon  is used to undo the last completed decision by the adjudicator, in the event of a change in the status of the case (as long as it has not progressed in the workflow). You may undo a previously completed decision by bringing up the decided application in Case Review and clicking on the undo decision icon on the main toolbar. To undo a decision, perform the following steps:

Preview/Open from the File menu. (For more information, refer to Section 16.1.) The Approval Choices screen (Exhibit 16–42) appears.

To view application information, select Application ID from the Window menu and press ↵. An application that has had a decision made will display the enabled undo button (Exhibit 16–69, Case Review Screen With Undo Decision Icon).

Exhibit 16–69: Case Review Screen With Undo Decision Icon



To undo a previously completed decision, click on the undo decision icon on the main toolbar.

The Save Options for Undo Prior (Last) Decision screen (Exhibit 16–70, Save Options for Undo Prior [Last] Decision) appears.

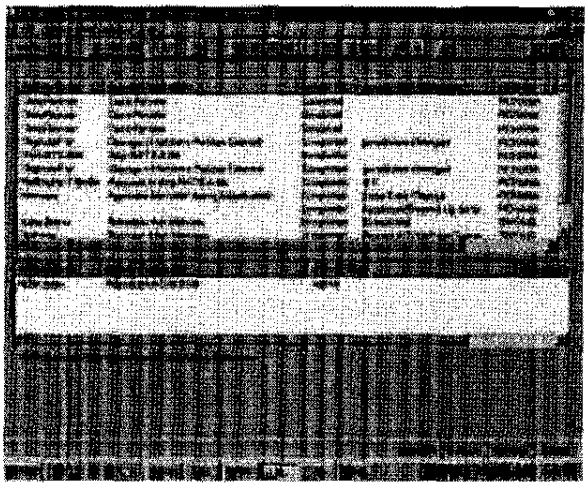
Exhibit 16–70: Save Options for Undo Prior (Last) Decision



You may continue by choosing OK or back out by choosing Cancel.

To verify that the decision has been changed, select History from the drop-down menu to view that the activity description correctly reflects the activity (Exhibit 16–71, Application History). The application should be in an Active mode.

Exhibit 16–71: Application History



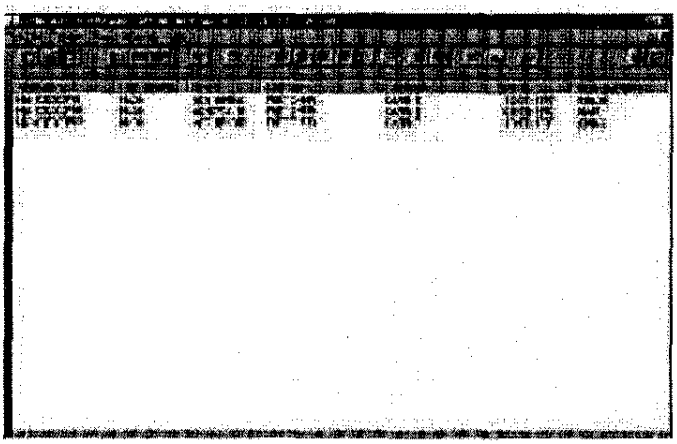
Application List

The Application List option allows you to view a list of all applications submitted under a first and last name that is similar to the open application. Applications can be opened from the Applicant List in either Case Review or Case Status mode. To view a list of applications, perform the following steps:

To open an application, click the  (Preview/Open) toolbar button, or select Preview/Open from the File menu. (For more information, refer to Section 16.1.)

Click the  (Application List) toolbar button, or select Application List from the Options menu to access the Application List screen (Exhibit 16–72, Application List).

Exhibit 16–72: Application List



To scroll through the Application list, click or in the scroll bar.

To change the list sort order (ascending/descending) by column, click on the desired column heading.

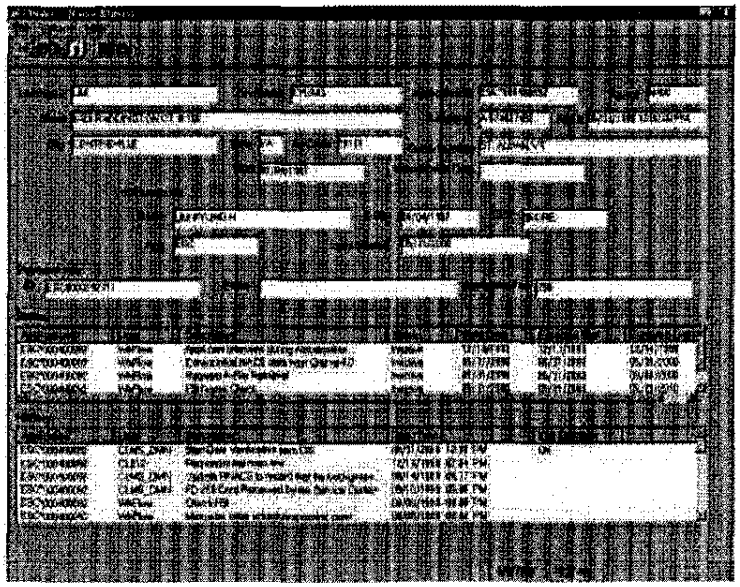
To open an application for case review, double click on the item in the list, or click once to select and then click the (Preview/Open) toolbar button. The application is opened in case review mode.

To view the case status information for a specific application, perform the following steps:

Click on the desired application in the list.

Click the (Application Summary) toolbar button, or select Application Summary from the View menu to access the Case Status screen (Exhibit 16–73, Case Status).

Exhibit 16–73: Case Status



To use the Case Status screen, refer to Section 13, Case Status.

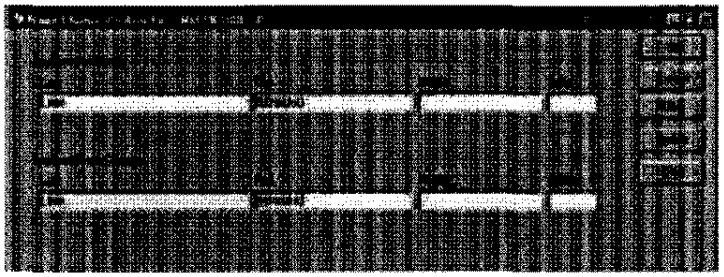
Name Change Petition

If an applicant petitions for a name change during the interview process, a record of the name change petition can be created and printed using the Name Change Petition option. To enter a name change petition, perform the following steps:

To open an application, click the (Preview/Open) toolbar button, or select Preview/Open from the File menu. (For more information, refer to Section 16.1.)

Click the (Name Change Petition) toolbar button, or select Name Change Petition from the Options menu to access the Name Change Petition window (Exhibit 16–74, Name Change Petition).

Exhibit 16–74: Name Change Petition



In the Applicant Name Change section, enter the applicant's last, first, and middle name change. If applicable, enter a suffix, or click [...] to select from a list.

To clear the fields in the Applicant Name Change section, click [Clear].

To print the Name Change Petition, click [Print].

To save and close, click [OK].

Application History

The Application History option allows you to review all activities that have been performed on a case, the activities for which the case is waiting, the RAFACS location of the case file, and the number of no-shows or cancellations for interviews or OCs. You can view a description of each activity and the status, the condition of the case at the end of the activity, the ID of the user who performed the activity, and the date and time the activity occurred. If the Include RAFACS in History Retrieval Request option is selected in the Options/Preferences menu, the responsible party and section information is included. (For more information, refer to Section 16.12, Preferences.)
To view application history, perform the following steps:

To open an application, click the (Preview/Open) toolbar button, or select Preview/Open from the File menu. (For more information, refer to Section 16.1.)

Click the  (Application History) toolbar button, or select Application History from the View menu to access the Application History screen (Exhibit 16–75, Application History).

Exhibit 16–75: Application History



To scroll through the History Activity or Current Activity list, click or in the scroll bar.

To close, select Close from the File menu.

Prior Exam Results

The Prior Exam Results option allows you to review a list of exam results for the Civics/History and English Proficiency Tests. The user ID of the test administrator, the test date, and the test center code are provided with each testing result. To view prior exam results, perform the following steps:

To open an application, click the (Preview/Open) toolbar button, or select Preview/Open from the File menu. (For more information, refer to Section 16.1.)

Select Prior Exam Results from the View menu to access the Prior Test Results List window (Exhibit 16–76, Prior Test Results List).

Exhibit 16–76: Prior Test Results List



To view the details of any test, double click on the desired item in the list. The Test Results screen appears. (For more information, refer to Section 8.3, Exam.)

To close, select Close from the File menu.

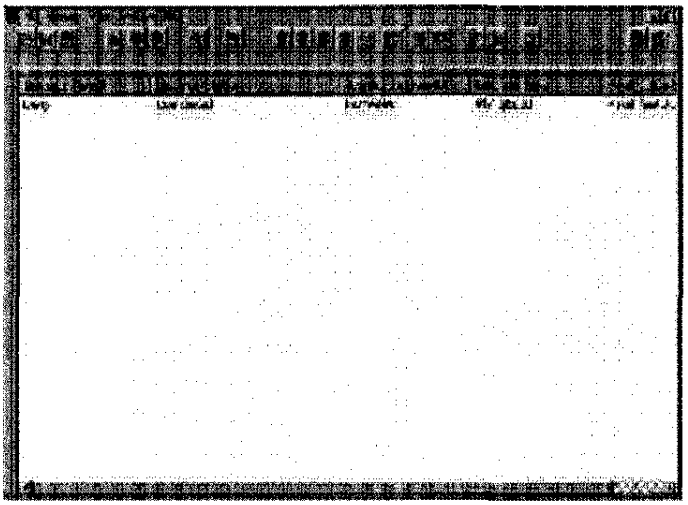
Prior Decision Results

The Prior Decision Results option allows you to review a list of all decisions that have been made on an application. In addition to each decision result, you can view its status, its date, the user ID of the adjudicator who made the decision, and the status of the final notice. To view prior decisions, perform the following steps:

To open an application, click the  (Preview/Open) toolbar button, or select Preview/Open from the File menu. (For more information, refer to Section 16.1.)

Select Prior Decision Results from the View menu to access the Prior Adjudication Results List screen (Exhibit 16–77, Prior Adjudication Results List).

Exhibit 16–77: Prior Adjudication Results List



To view the details of any decision, click on the desired item in the list. The applicable decision screen appears. (For more information, refer to Section 16.4, Decisions.)

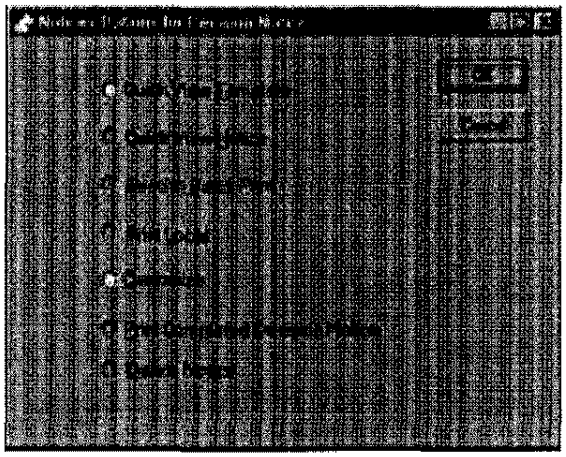
To close, select Close from the File menu, or click the  control button.

Notices

When the adjudicator enters a decision either to deny, continue with intent to deny, or else continue an application, and select the reasons for the decision. The Notices option is enabled. If a decision to deny, decision to continue with intent to deny, or denial due to abandonment decision is entered, a customized notice is required. The Notices option also allows you to view notices and notice templates, print a single notice locally, print final decision notices, and delete a notice. To access notice options, perform the following steps:

Click the  (Notices) toolbar button, or select Notices from the Options menu. The Notices Options for Decision Notice window appears (Exhibit 16–78, Notices Options for Decision Notice).

Exhibit 16–78: Notices Options for Decision Notice



Click on the applicable radio button to select a notice option:

- **Quick View Template**—A template of the notice appears on the screen. Information specific to the current case is not included in the template.

- **Quick View Notice**—The notice appears on the screen. Information specific to the current case is included in the displayed notice.
- **Send to Batch Print**—The notice is included in the batch print process.
- **Print Local**—The notice prints to a local printer.
- **Customize**—The notice is created and opened in MS Word.
- **Print Completed Decision Notice**—The completed notice prints to a local printer.
- **Delete Notice**—A previously created notice is deleted.

To create a customized notice, perform the following steps:

From the Notices Options for Decision Notice window, click the Customize radio button.

Click  . A notice document is created. When the process is complete, the notice is opened in MS Word.

- To review the document, click  or  in the scroll bar. If necessary, edits can be made using standard Microsoft editing operations.
- To enter additional comments, scroll to the "Explanations" headings, and type the appropriate text.
- To print the notice from MS Word select Print from the File menu, or click the  (Print) toolbar button. **Note:** The notice should be mailed to the applicant on the day it is printed.

Note: Once a customized notice is created, the status will be updated at the bottom of the screen just as with other decision notices.

To exit MS Word select Exit from the File menu. The Notice is saved automatically.

To print the final notice at a later time, perform the following steps:

Click the  (Open Application) toolbar button, or select Open from the File menu.

Enter the application ID, and click the Print Completed Decision Notice activity in the Application Open Mode section.

Click the  (Notices) toolbar button, or select Notices from the Options menu. The Notices Options for Decision Notice window appears.

Click the Print Completed Decision Notice radio button.

Click  The final notice is printed, and the application is placed into Case Review mode. If the notice being printed is a Dismissal of an Applicant Motion to Reopen, then after printing, the application is closed.

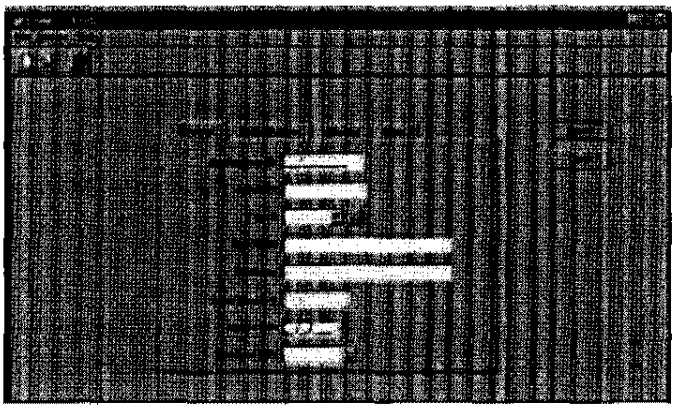
Note: The notice should be mailed to the applicant the day it is printed.

Find/Case Status

The Find option is used to search for an application. This option is available from any of the adjudication's screens. To search for an application, perform the following steps:

Click the  (Case Status/Find) toolbar button, or select Find from the Options menu to access the Case Status Inquiry screen (Exhibit 16–79, Case Status Inquiry).

Exhibit 16–79: Case Status Inquiry



Click the applicable folder tab: Personal, Mailing Address, Attorney, or Other.

Enter all available information.

Click Search. One of the following search results occurs:

- **No Match**—The following message appears in a pop-up window: "No history for the application ID."
- **Multiple Matches**—A list of applications appears in the Application List screen. (Refer to Section 8.4, Application List, for further instructions.)
- **Exact Match**—The Case Status screen (Exhibit 8–73) appears. (To use the Case Status screen, refer to Section 13.)

To initiate a new search, perform the following steps:

Click Clear in the Case Status Inquiry screen to clear all fields.

Click on the appropriate folder tab: Personal, Mailing Address, Attorney, or Other.

Enter all available information.

Click  .

Preferences

The Preferences option is used to set system defaults for a session. You can elect to have the system automatically check for A-File locations in RAFACS, include RAFACS information in history retrieval, and/or generate final notices when final decisions are recorded. Selecting these defaults delays system response time for the associated function.

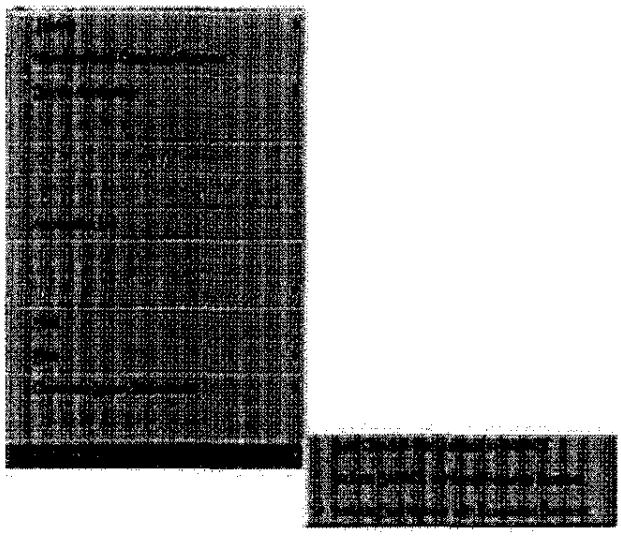
Note: If the default is set to automatically include final notices with a final decision, the notice must be mailed the same day the final decision is made. Applicant response time starts from the notice generation date, not the decision date.

To set a default, perform the following steps:

To open an application, click the  (Preview/Open) toolbar button, or select Preview/Open from the File menu. (For more information, refer to Section 16.1.)

Select Preferences from the Options menu (Exhibit 16–80, Options Menu Options—Preferences).

Exhibit 16–80: Options Menu Options—Preferences



Click on the desired preference. A check mark indicates the preference is selected. To deselect, click to remove the check mark from the following preferences:

- **Auto Check A-File Location in RAFACS**—If selected, the system automatically checks RAFACS to retrieve and update A-File location information each time the Evidence/Background tab in the Application ID screen is selected.
- **Include RAFACS in History Retrieval Request**—If selected, the system automatically includes RAFACS information each time the Application History option is selected.
- **Include Final Notices With Completed Decision**—If selected, the system automatically generates a final notice each time the Save Decision-Adjudication Complete option is selected.

APPENDIX A—GLOSSARY AND ACRONYMS

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Glossary

Activity state	Status of an application in CLAIMS 4.0 workflow
Adjudication	Official judgment that is made by the examiner who is processing an application or petition; standard adjudication decisions include approval, denial, or continuing a case
Advance start time	Number of minutes applicants are scheduled to begin arriving before the start of an OC
Administrative close	Termination of a case for a reason other than naturalization or denial
Administrative office	Office that has jurisdiction over the scheduling site
Alien file	Physical file that contains the applicant's application and supporting evidence, as well as any other notes or correspondence relating to the application
Alien Registration Card (1551)	Identification card that an individual receives when he or she initially registers for benefits or status with the INS
Alien number	Number assigned by INS facilities to aliens applying for benefits or status
Allocation rule	Rule that determines the order in which cases will be assigned to locations, rooms, etc. when more than one is available
Application ID	Unique number assigned by CLAIMS 4.0 to each new N400 or I881 application received in the Mailroom; this number can be entered into the system manually or the bar code, which contains the application ID, can be scanned
Available slots	Number of slots not reserved for particular groups of applicants
Bar-code label	Label attached to an A-File that, when scanned by a wand, provides the application ID number of that case
Batch	Two or more applications processed at the same time. Batch processing can be used for scheduling, information or status updates, and certificate printing functions in CLAIMS 4.0.
Batch print server	Option that allows an SA to view the status of a print job and batch printer errors, and to perform record maintenance on the request queue and error table. A search for a notice by application ID can also be done by the Batch Print Server.

Batch scheduler	Scheduling function that automatically creates scheduling slots, places ready to schedule cases into a scheduling queue, and assigns appointments to queued cases when it is run
Cancel at applicant request	Remove a case from a schedule in response to an applicant's request. Canceled cases count against an applicant's cancel limit.
Cancel limit	Number of times an applicant can cancel an appointment before CLAIMS 4.0 will no longer reschedule the case without user intervention
Cascade	Overlapping arrangement of open windows displaying the title bar of each
Cash box	Electronic accounting tool used in the Finance module of CLAIMS 4.0 to keep track of payment transactions. Each Cash Box within CLAIMS 4.0 has a unique identification number.
Central Index System	Centralized record keeping system that gathers and retains information from other INS systems, including CLAIMS 4.0
Certificate number	Unique ID number assigned to a naturalization certificate. The certificate number is preprinted on the certificate and must be entered into CLAIMS 4.0 when a print request is made.
Click	Single tap on a mouse button
Click and drag	Clicking on an object and holding down the left mouse button while moving the mouse to move or copy the selected object to another location
Clipboard (GUI)	Temporary memory used to transfer data from one application to another or to a new location within the same application
Close (GUI)	Clicking on the Close icon in the title bar; closes the current file or window or exits the current application or module
Close Out Case (CLAIMS)	Option within the Batch Status Update module used to close out oath ceremonies and naturalize applicants
Color code	A color used to identify a reporting gate for an OC
Computer-Linked Application Information Management Systems	ADP system that supports the receipt, adjudication, and notification processes of the Examinations program of the INS.
Cursor	Standard pointer used to select and activate a button or object on the screen
Deschedule	Remove a case from a schedule at the request of the INS. Descheduled cases do not count against an applicant's cancel limit.
Desktop	Workspace screen area containing programs and icons

Destroy	Make a naturalization certificate unusable by taking an action such as shredding it
Dialog box	Message window containing specific options required to perform a selected command
Disk	Medium on which electronic data can be stored and retrieved
Double click	Two taps on a mouse button in rapid succession; a double click is often used to start a program or to open a folder
Employment authorization document	Document that authorizes an immigrant to seek employment in the United States
Error log	Function within the Batch Status Update module that identifies records that could not be updated and describes the related errors
Evidence	Documentation such as photographs, passports, affidavits, and certificates that support an applicant's application for naturalization. This evidence must be indicated as Received or Not Received in the Data Entry or Adjudications modules of CLAIMS 4.0.
FD-258	Fingerprint card submitted by an applicant and forwarded to the FBI for purposes of a background check
Folder	Graphical representation of a container that stores files; also known as a directory
Folder tabs	Series of screen labels grouped together using a file folder metaphor
Franker	Printer that endorses a check or money order with a payment ID number
G28	Form submitted with an N400 or I881 application that indicates the applicant is represented by an attorney
Graphical user interface	CLAIMS 4.0 operates in the Windows 95 environment. Windows 95 supports a GUI that enables a user to perform CLAIMS 4.0 operations in a user-friendly environment by using icons, menus, and dialog boxes
Group	Two or more individuals whose applications are kept together for scheduling purposes
Group ID	Unique identification number generated by CLAIMS 4.0 and attached to a group when it is created
Group rule	Rule that determines how members of a group are scheduled
Hard drive	Disk inside a computer workstation for storing and retrieving information; often referred to as the C:\drive
History	List of all past workflow activities through which an application has progressed

Icon	Graphical image used to represent an application or a function (for example, save); clicking or double clicking on an icon activates the associated application or performs a function within an application
Insertion point	Vertical flashing line that indicates the point within a text document or field where information can be entered
Interactive scheduling	Scheduling function that allows a user to schedule an individual application into a specific time slot
Interview location	Location at which an interview takes place
I89A Form	Application for an alien registration card
I89B Form	Application to replace an alien registration card due to loss or name change
I881 Form	Form submitted to apply for suspension of deportation or special rule cancellation of removal
Keyword	Word or term used to search for related topics
Lead applicant	The primary contact for payment notices when multiple applications are submitted with a single payment
Maximize	Icon in the title bar used to expand the current window to fill the entire screen
Menu bar	List of choices (for example, files) located in a horizontal line below the title bar in a window
Minimize	Icon in the title bar used to reduce the current window to a button in the Windows task bar without closing the application
N400 Form	Application form submitted for naturalization
N470 Form	Application to preserve an alien's residency in the United States
N565 Form	Application to replace a lost, stolen, or destroyed certificate of citizenship or naturalization
N600 Form	Application for U.S. citizenship
N643 Form	Application for U.S. citizenship for an adopted child
Naturalization certificate	Official document that is presented to an applicant during an OC and that serves as proof of citizenship
No show limit	Number of times an applicant cannot keep an appointment before CLAIMS 4.0 will no longer reschedule the case without user intervention
Notepad	Windows application used to create or edit text files of less than 64K in text-only format

Out box	Function within the Notices module that retains electronic copies of previously created notices
Paint	Windows application used to create, modify, or view pictures (replaces Paintbrush from Windows Version 3.1)
Payments	Function used within the Finance module to enter specific information for each type of payment made for an application
Payment ID	Unique identification number assigned by CLAIMS 4.0 to each payment received by the Mailroom
Point	Position cursor over a screen object
Print label	Mailroom function used to record the receipt of applications and payments; the application ID is generated during this process and printed on a label
Print queue	List of documents pending printing, indicating size, originator, and status of the print job
Profile	A set of information that defines an office's scheduling preferences. Profiles must be set up for each scheduling site, location, room, and section.
Province	Areas of a country situated away from the capital or population center (for example, Canada); if applicable, this information is required on the N400 application
Pull-down list	List displayed when the downward pointing arrow (m) is clicked within a field; also referred to as a drop-down list
Queue ceremony	Place a request to print certificates for an OC onto a print server
Query	A set of criteria that defines and limits the information contained in a report
Query script	Saved set of query criteria that can be retrieved and used to generate an inquiry in the Reporting module
Radio button	Button used to select one of several available options
Reboot	Shut down and restart a computer workstation
Receipt and Alien-File Accountability and Control System	An automated system for tracking the whereabouts of an alien file
Remittance	Payment submitted by an applicant with an application for citizenship or naturalization; payments can be made in the form of cash, checks, money orders, and credit cards
Remittance sequence number	Number assigned to a payment in addition to the payment ID when two or more remittances are submitted for a single application

Report query	Function within the Reporting module that allows a user to generate reports
Reporting gate	Station at which applicants are scheduled to report for an OC. At least one reporting gate must be set up for each oath location
Reserved slots	Number of OC slots set aside for particular groups of applicants
Restore	Icon in the title bar that is used to return the current window to its original size
Right click	Single tap on the right mouse button
Schedule rule	Rule that determines the order in which cases are scheduled to interview and OC slots
Scheduling queue	Waiting list of ready to be scheduled applications. Users can place cases in the scheduling queue with the Place in Queue scheduling function. Cases are also added to the scheduling queue when headquarters runs the Place Applications into Ready to Schedule Queue option on the Batch Scheduler. Cases in the scheduling queue are placed into scheduling slots when the Assign Appointments for Applications option on the Batch Scheduler is run.
Scheduling site	Office responsible for setting up a schedule
Section	A group of examiners, service type, etc. for which a specific interview schedule is set up
Scroll bars	Gray bars located vertically on the right side of a window and horizontally across the bottom of a window that contain arrows at either end for moving the items within a window into view
Shortcut menu	Menu containing the most frequently used commands for a file or folder; accessed by clicking the right mouse button on a specific file or folder
Stagger time	Number of minutes arrival times for an OC are staggered; used to prevent all applicants from arriving at the same time
Start	Button on one side of the task bar that is used to open programs or documents and to restart or shut down the computer
Status	List of current workflow activities for an application. The following status codes are used to indicate workflow status: Active—Indicates that the workflow activity is currently in progress Inactive—Indicates that the workflow activity is pending Completed—Indicates that the workflow activity is finished Canceled—Indicates that the workflow activity was begun but not completed
Submenu	Menu containing specific programs, files, or groups within a main menu; accessed by choosing an item with a right arrow to the side of it

Suffix	Field on the N400 application to distinguish persons who are Sr., Jr., III, IV, etc.
Task bar	Gray section on the bottom edge of the screen containing the Start button, buttons for other applications or modules currently running, a clock, and icons to access other custom accessories
Terminate	Close a case for a reason other than naturalization or denial
Text	Characters, including letters, numbers, and symbols typed into a document
Text file	File containing characters only with no formatting
Tile	Arrangement of all open windows dividing the screen into equal-sized sections
Title bar	Bar across the top of a window indicating the application or file name contained within the window
Toolbar	Bar with buttons that perform the most common tasks in an application with a single click
Tool tips	Pop-up text fields that appear when the cursor is moved over a toolbar button; the text usually relates to the menu item name that performs the same function
Total capacity	Total number of slots at an OC, including both available slots and reserved slots
User ID	Code that identifies a user to the system
Void	Record that a certificate number and its corresponding certificate are invalid
Workflow	Ordered sequence of activities through which an application must progress during the naturalization process. When entered in the User column of the Case Status screen, Workflow indicates that an activity was initiated automatically by CLAIMS 4.0 rather than by a particular user.

Acronyms

AAO	Administrative Appeals Office
ADP	automated data processing
A-Number	alien number
CBO	community-based organization
CCO	Case Control Officer
CIS	Central Index System
CLAIMS	Computer-Linked Application Information Management System
COB	country of birth
COC	country of citizenship
CPU	central processing unit
DOB	date of birth
DOJ	Department of Justice
EAD	employment authorization document
FBI	Federal Bureau of Investigation
FP	fingerprint
GUI	graphical user interface
ID	identification
INS	Immigration and Naturalization Service
KB	kilobyte
LAN	local area network
NACS	Naturalization Automated Casework System
OC	oath ceremony
POE	port of entry
QA	Quality Assurance
RAPS	Refugee Asylum and Parole System
RAFACS	Receipt Alien-File Accountability and Control System
RNACS	Reengineered Naturalization Automated Casework System
RPC	Responsible Party code
SA	system administrator
SC	service center
SSN	Social Security number
VOLAG	Volunteer Agency

APPENDIX B—REPORT DESCRIPTIONS

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REPORT DESCRIPTIONS

The CLAIMS 4.0 Reporting module allows the user to generate and print several types of reports. The types of reports available to a user are determined by the user's access privileges. The user must initiate a database search based on selected criteria to generate a report. Fields available for selecting search criteria vary according to the type of report being generated. The following is a list of all available CLAIMS 4.0 reports and a description of each respective report. The reports are broken into nine categories or functional areas. Each functional area contains a series of reports related to the same topic.

Adjudications

The Adjudications functional area allows adjudicators and supervisors to generate status reports on specific applicants and applications. Reports can be generated to track cases through the application process and list cases that are on hold, pending, or continued status. Statistical reports on cases that do not have A-File numbers and cases where users' requests for additional information have expired can also be produced. Reports in this functional area are generated by INS office location, mail room receipt date, and applicant criteria.

Report	Heading
Applicant Current Status Report	Lists the application ID, A-Number, form number, and applicant's name, current status, and COB. This report is generated by district office location, mailroom receipt date, COB, and COC code. It can be sorted by application ID, A-Number, applicant name, application status, COB, COC code, mail room application receipt date, and terminal digit. Includes a total count of applicants listed in the report.
Applicants Naturalized by the Court	Lists the A-Number, application ID, mail room received date, applicant name, and OC date and time. This report is generated by OC scheduling site and OC date range, and can be sorted based upon A-Number, application ID, mail room receipt date, applicant name, and OC date and time.
Cases Eligible for Denial Due to Failure to Appear for Fingerprinting	Lists the application ID, applicant name, and A-Number of those applications that can be denied because the applicant did not appear for fingerprinting within the allotted time. This report is generated by SC location and can be sorted by application ID, applicant name, and A-Number.
Cases Eligible for Denial Due to Failure to Submit Fingerprint Card	Lists the application ID, applicant name, and A-Number of those applications that can be denied because the applicant residing abroad did not submit a fingerprint card within the allotted time. This report is generated by SC location and can be sorted by application ID, applicant name, and A-Number.

Report	Heading
Cases Eligible for Denial Due to Failure to Submit Fingerprint Fee	Lists the application ID, applicant name, and A-Number of those applications that can be denied because the applicant did not submit the fingerprint fee within the allotted time. This report is generated by SC location and can be sorted by application ID, applicant name, and A-Number.
Cases Eligible for Denial Due to Non-Payment of Fingerprint Fee	Lists the application ID, applicant name, and A-Number of those applications that can be denied because of a bounced check that was not resolved within the allotted time. This report is generated by SC location and can be sorted by application ID, applicant name, and A-Number.
Cases Eligible for Denial Due to Undeliverable Notice	Lists the application ID, applicant name, and A-Number of those applications that can be denied because of undeliverable notice. This report is generated by SC location and can be sorted by application ID, applicant name, and A-Number.
Cases on Hold	Lists the application ID, application status, and mail room receipt date with the applicant's name and A-Number. This report is generated by INS location, applicant COB, COC code, marital status, and mailroom receipt date range, and can be sorted by A-Number, application ID, application status, applicant name, and terminal digit
Cases Without A-File Numbers	This report lists the application ID, form number, applicant name, application status, mail room receipt date, and applicant COB. This report is generated by INS location and mail room receipt date range.
Cases Pending	Lists the A-Number, applicant name, application ID, mail room receipt date, and application status. This report is generated by district office site and mail room receipt date range, and includes a total number of cases pending in that date range. The report can be sorted by A-Number, application ID, applicant name, mail room receipt date, application status, and terminal digit.

Report	Heading
Continued Cases	Lists the application ID, A-Number, application status, applicant name, file owner site and subsite code, and relevant CBO. This report is generated based upon interview site, applicant COB and COC, and mail room receipt date range. The report can be sorted by A-Number, applicant name, application ID, application status, file owner site and subsite code, CBO, and terminal digit.
Expired Request For Additional Case Information Report	Lists the application ID, A-Number, applicant name, date the evidence was requested, and the requesting office site code. It provides a total count of expired information requests, identifying cases where the request for additional information, is outstanding more than 30 days. This report is generated based upon administrative office site, date, and location of case file.

Certificate Tracking

The Certificate Tracking functional area is used by supervisors and document production staff to generate status and administrative reports concerning naturalization certificate use.

Report	Heading
Cases Without Certificate Numbers	Lists the A-Number, application ID, OC date, OC service type, and applicant name. This report is generated by OC site and date range, and can be sorted by applicant name; OC site, date, and time; service type; application ID; A-Number; mailroom receipt date; and terminal digit.
Certificate Accountability	Lists the certificate number, application ID, A-Number, applicant name, and OC site and date. This report is generated by OC site and date range, and can be sorted by applicant name; OC site, date, and time; A-Number; application ID; and terminal digit.
Certificate Issuance Report	Lists the certificate number, application ID, A-Number, certificate date of issue, applicant's name, and certificate status. This report is generated by OC site and certificate date of issue range, and can be sorted by certificate number, certificate date of issue, A-Number, application ID, applicant name, and terminal digit.
Report of Voided Certificates	Lists the certificate number, application ID, and A-Number with the certificate's date of void, voider's user ID, and the reason for the void. The report is generated by OC site and scheduling site, and certificate voided date range, and can be sorted by certificate number, reason for void, A-Number, certificate void date, voider's user ID, and terminal digit.

File Room Operation

Reports in the File Room Operation functional area are used by SC staff to track movement of A-Files between office locations.

Report	Heading

Report	Heading
CIS File Transfer Report	Lists the application ID, A-Number, Responsible Party code (RPC), section code, file destination site, and subsite code. This report is generated by SC location, and can be sorted based upon RPC, application ID, A-Number, and terminal digit.
CLAIMS 4.0 A-File Request Status	Lists the A-File number, A-File site code, application status, application ID, mail room receipt date, RPC, section code, and A-File destination site code. This report is generated by INS site and date range, and can be sorted based upon activity start date, terminal digit, file destiny site code, application ID, application status, and A-Number.
Create a T-File	Lists RPC, application ID, A-Number, date file request generated, and office site code. This report is generated based upon SC site and date, and can be sorted by terminal digit, application ID, RPC, and A-Number.
Daily RAFACS Report of A-Files Received	Lists the application ID and A-Number of A-Files received. This report is generated by INS site and mail room receipt date.
File Consolidation	Lists the application ID, A-Number, RPC, file consolidation date, and file location site code. This report is generated by SC site and date, and can be sorted based upon application ID, A-Number, terminal digit, and RPC.
File Consolidation and Shipment	Lists the application ID, A-Number, RPC, file consolidation date, and destination site code. This report is generated by SC location, and can be sorted based upon application ID, A-Number, terminal digit, and RPC.
File Movement and Shipment	Lists the application ID, A-Number, RPC, office site code, and destination site code. This report is generated by SC site and date, and can be sorted based upon RPC, application ID, and A-Number.
OF-11 Request	Lists the application ID, A-Number, and RPC. This report is generated by SC site, and can be sorted based upon RPC, terminal digit, A-Number, and application ID.

Report	Heading
Ship A-File (Transfer Out)	Lists the application ID, A-Number, RPC, site section code, A-File destination site, and subsite code. This report is generated based upon SC site and date.
Ship T-File (Transfer Out)	Lists the application ID, RPC, transfer date, T-File destination site, and subsite code. This report is generated by SC site and date.

Finance

Reports in the Finance functional area are used by SC staff to view, track, and audit the financial transaction and payment activities that are part of the filing and approval process for naturalization applications. Staff can also use these reports to document and track payments over time by remittance type, and to help resolve financial issues.

Report	Heading
Bill Transmittal Sheet	Lists a breakdown of fees and payments collected by INS site and mail room receipt date. Includes a report section where a daily register of receipts by account number, fees paid, payment collection date, INS INN number, bank adjustment code, and reason for adjustment is shown. Prints a section for the INS officer to record his/her name, his/her signature, job title, and provide a date to verify that funds were transferred and received at a bank depository. This report is generated by auditor ID, cash box ID, user ID, and receipt date.
Bounced Check Report	Lists the payment ID, remittance sequence number, payment receipt date, payment status, and paid amount by payment ID. Includes a total number of remittances and total amount of bounced check payments. This report is generated by SC site, and payment receipt date, and can be sorted by payment ID, payment receipt date, and remittance sequence number.

Report	Heading
Detail Audited Cash Box Report	Lists the cash box ID, user ID, cash box status, date cash box was created, cash box audited date, auditor ID and name, date cash box was closed, and cash box user name. Lists the payment IDs, remittance sequence number, date payment received, and paid amount by payment ID for a cash box. Includes a subtotal number of remittances and amount collected for each cash box ID audited, and a total number of remittances and payments received across cash boxes reviewed. This report is generated by SC site and cash box audited date range.
Detail Audited Cash Box Report for Supervisors	Lists the cash box ID, user ID, cash box status, date cash box was created, cash box audited date, auditor ID and name, date cash box was closed, and cash box user name. Lists the payment IDs, remittance sequence number, date payment received, and paid amount by payment ID for a cash box. Includes a subtotal number of remittances and amount collected for each cash box ID audited and a total number of remittances and payments received across cash boxes reviewed. This report is generated by SC site, auditor name, user name, and audited date range.
Detail Cash Box Report	Lists the cash box ID, user ID, cash box status, date cash box was created, and cash box user name. Lists the payment IDs, remittance sequence numbers, date payment received, and paid amount by payment ID. Includes a subtotal number of remittances and payments received for a cash box ID and a total number of remittances and payments received across cash boxes reviewed. This report is generated by SC site, cash box ID, user ID, and date of cash box report request.

Report	Heading
Detail Cash Box Report for Supervisors	Lists the cash box ID, user ID, cash box status, date cash box was created, and cash box user name. Lists the payment IDs, remittance sequence numbers, date payment received, and paid amount by payment ID. Includes a subtotal number of remittances and payments received for a cash box ID and a total number of remittances and payments received across cash boxes reviewed. This report is generated by SC site, cash box ID, user ID, and date of cash box report request, and can be sorted by cash box ID, user ID, and user name.
Detail Fee Register Report	Lists the user name, payment ID, remittance sequence number, remitter name, remittance type code, remit number, and amount paid by payment ID. Includes a grand total of remittances received and amount paid, however totals do not include unacceptable payments. This report is generated by payment receipt date range, user ID and name, and SC site, and can be sorted by bank number, remitter name, payment ID, and amount paid.
Detail Register Transaction Report	Lists the payment ID, remittance sequence number, remitter name, remit number, and amount paid. Includes a grand total of remittances and amounts paid by remittance type, however totals do not include unacceptable payments. This report is generated by payment receipt date range, cash box user ID, and SC site, and can be sorted by form number, bank number, payment ID, and amount paid.
Detail Register Transaction Report for Supervisors	Lists the payment ID, sequence number, remitter name, remit number, and amount paid for all remittance types at a site. Includes a grand total of remittances and amount paid by remittance type. This report is generated by SC site, user ID and name, and payment receipt date, and can be sorted by payment ID, remitter name, remittance type, bank number, payment receipt date, amount paid, and form number.
Office Fee Register By Payment Type	Lists the number of remittances received, remittance type, and amount paid per remittance. Includes a total number of remittances and amounts paid, and provides a section for verifier, forwarded, and regional finance staff signatures, and to record deposit number and dates. This report is generated by SC site and remittance date range.

Report	Heading
Open Payment Report	Lists payment ID, number of remittances, payment status, and mailroom received date. Calculates total remittances and payments received but not yet data entered and provides notification if payment has been voided. This report is generated by SC site and mail room received date range.
Refund Due Report	Lists the payment ID, payor name and address, single or lead pay group application ID, total payments received, refund owed to payor, overpayment determination date, and date refund notification sent to payment system. This report is generated by INS site and date range.
Refund Paid Report	Lists the payment ID, payor name and address, single or lead pay group application ID, total payments received, refund paid, overpayment determination date, and date refund sent. This report is generated by INS site and date range.
Summary Active Cash Box Report	Lists the cash box ID, user ID, user name, date cash box was created, and total number of remittances. Includes a total number of remittances received by cash box. This report is generated by SC site and date.
Summary Active Cash Box Report for Supervisors	Lists the cash box ID, user ID and name, date cash box created, and total number of remittances by cash box. Includes a total number of remittances across cash boxes. This report is generated by SC site, cash box ID, user ID, user name, and date.
Summary Audited Cash Box Report	Lists the cash box ID, user name, user ID, date cash box was created and closed, and total number of remittances and payments by cash box ID, auditor code, and audited date. Includes a total number of remittances and payments across cash boxes. This report is generated by SC site, user ID, and audited date range.
Summary Audited Cash Box Report for Supervisors	Lists the cash box ID, user name, user ID, date cash box was created and closed, and total number of remittances and payments by cash box ID, audited by code, and audited date. Includes a total number of remittances and payments received across cash boxes. This report is generated by SC site, cash box auditor, user name, and audited date range.

Report	Heading
Summary Cash Box Report	Lists the cash box ID, date the cash box was created, user ID and name, cash box status, type of remittance, number of remittances received, and payment amounts by remittance type. Includes a subtotal of remittances and amounts received by cash box ID and a grand total of remittances received and amounts paid across cash boxes. This report is generated by SC site, cash box user ID, and date.
Summary Cash Box Report for Supervisors	Lists the cash box ID, date the cash box was created, user ID and name, cash box status, type of remittance, and number of remittances and payment amounts by remittance type. Includes a subtotal of remittances and amounts received for a cash box ID, and a grand total of remittances received and amounts paid across cash boxes. This report is generated by SC site, cash box user ID, user name, and date.

G-22 Reporting

The G-22 functional area is used by supervisors to retrieve a summary of report activity with respect to total adjudication and citizenship activity reports 130A through 160. The reports are generated by scope, which can include multiple INS locations and reporting period date ranges. The reports include tracking of officer and clerical hours.

Report	Heading
G-22 Place Pipeline Report	Lists total adjudication and citizenship report titles in the left column and provides report workflow actions across the top, including begin pending, initial receipts, reopened, transfer in and out, SC processing completed, oaths administered and approved, applications denied due to fraud and other, applications returned, NACS adjustment, end pending, and officer and clerical hours. This matrix report is generated by site scope and reporting period.

Report	Heading
G-22 Place Report	Lists total adjudication and citizenship report titles in the left column, and provides report workflow actions across the top, including begin pending, initial receipts, reopened, transfer in and out, SC processing completed, oaths administered and approved, applications denied due to fraud and other, applications returned, NACS adjustment, end pending, and officer and clerical hours. This matrix report is generated by site scope and reporting period.

Mailroom

Reports in the Mailroom functional area are used by supervisors and staff at INS SCs to review and track statistics on naturalization application and payment transactions, including unprocessed application and payment processes, on a daily or longer basis. Reports are generated based on INS site and mailroom receipt date range.

Report	Heading
Daily Mailroom Remittance Reconciliation Report	Lists the payment ID, number of remittances, payment status, and mailroom received date by payment ID across participant codes. Includes a subtotal number of remittances processed by a participant, and a grand total of received remittances. This report is generated by INS site, user ID, and mailroom receipt date, and is sorted by user ID and mailroom received date and time.
Daily Mailroom Remittance Reconciliation Report for Supervisors	Lists the payment ID, number of remittances, payment status, and mailroom received date by payment ID. Includes a subtotal number of remittances processed by a participant, and a grand total of received remittances across participants. This report is generated by INS site, user ID, user name, and mailroom received date, and is sorted by user ID.
Mailroom Remittance Reconciliation Report	Lists the user ID, payment ID, number of remittances per payment ID, and mailroom received date. Provides a total number of remittances processed by user ID. This report is generated by INS site and does not include voided payments and their associated remittances.

Report	Heading
Mailroom Remittance Reconciliation Report for Supervisors	Lists the user name, user ID, payment ID, number of remittances and mailroom received date. Includes a subtotal number of remittances processed by a staff member, and provides a total number of mailroom received remittances processed. This report is generated by INS site, user ID, and name, and is sorted by user ID. This report does not include voided payments and their associated remittances.
Mailroom Remittance and Applications Report for Supervisors	Lists the user ID, payment ID, application ID, and mailroom received date. This report is generated by SC site, user ID, and user name, and can be sorted based upon application ID, mailroom date and time, and payment ID.
Unprocessed Application Report	Lists the application ID, process start date, related payment ID, and mailroom clerk ID. Includes a total number of applications received, but, not yet data entered. This report is generated by SC site and mailroom date range.
Unprocessed Payment Report	Lists user name, payment ID, number of remittances by payment ID, process start date, payment status, and mailroom clerk ID. This report is generated by SC site, user ID and name, and mailroom receipt date. Includes a total number of payments received but not yet data entered.

Management Reports

The Management Report functional area is used by supervisors to review and track applicant data mismatches between CLAIMS and CIS, actions on cases pending, and data production and N400 activity statistics.

Report	Heading
Address Errors Detail Report	Lists the application ID, A-Number, applicant name, data entry date, address type, all relevant address fields, error codes, and error descriptions for those applications containing address errors. This report is generated by SC location and can be sorted by application ID and A-Number.
Cases Pending Aging Report	Report is generated by location and date.

Report	Heading
Case Pending Summary Report	Report is generated by location and date.
CIS/CLAIMS Mismatch Report	Lists the A-Number, application ID, and compares CIS and CLAIMS database entries by last name, first name, and DOB. This report is generated by INS site and date range.
New N400 Cases	Lists the SC site code, application ID, applicant name, A-Number, payment ID, data entry done by user ID code, and N400 case site code. Includes a total number of new applications received by SC site code and total number of N400 cases. This report is generated by SC site, user ID and name, and data entry date range.
Data Entry Production Report	Lists the form name and type, INS site code and city, and provides a count of cases by site. Includes a total number of cases across sites. This report is generated by SC site, form type, and data entry date range.

Scheduling Exam

The Scheduling Exam functional area is used by supervisors and clerical staff to view and analyze scheduling plans and status, review interview and adjudicator activity, and capture demographic and interview activity statistics related to exam scheduling.

Report	Heading
Available Appointment Slots for Examiners	Lists the Adjudicator ID, interview date, interview start and end times, scheduling site, and subsite code. This report is generated by interview site, date and time, interview scheduling site, and available date range, and can be sorted by Examiner number, interview date, start and end times, and scheduling site and subsite code.
Available Appointment Slots Report	Lists the interview available dates, available room IDs, interview start and end times, and scheduling site and subsite codes. This report is generated by interview site, interview scheduling site, and available date range, and can be sorted by interview scheduling site and subsite code, interview start and end time, available date range and interview room ID.
Cancel/No Show Report	Lists the application ID, applicant name, A-Number, interview service type, interview date and time, and disposal action taken. This report is generated by interview schedule site, interview service type, and interview date range, and can be sorted by interview date, time and room ID; application ID; A-Number; applicant name; interview service type; interview scheduling site and subsite code; and terminal digit.
Cases with Interview Past Due	Lists the application ID, applicant name, A-Number, interview service type, interview time, and interview room ID. This report is generated by interview site and interview dates older than, and can be sorted by applicant name, A-Number, application ID, room ID, interview date and time, interview service type, and terminal digit.
Daily Itinerary for INS Facilities	Lists the Adjudicator ID, interview time, interview room ID, and interview date. This report is generated by interview site and interview date range, and can be sorted by room ID, interview time, and examiner ID.

Report	Heading
Daily Schedule By Examiner	Lists the application ID, Adjudicator ID, applicant name, A-Number, interview service type, interview room, room section, and interview start time. This report is generated by interview site and date, applicant COB and COC, and interview site, and can be sorted by interview room ID, applicant name, interview service type, Adjudicator ID, A-Number, section ID, and terminal digit.
Demographic Report by Interview Date	Lists the application ID, applicant name, occupation, A-Number, and COB and COC. This report is generated by interview site and date range, and can be sorted by application ID, applicant name, occupation, COB and COC, A-Number, and terminal digit.
Demographic Report by Mail Date	Lists the application ID, applicant name and occupation, A-Number, COB and COC, file owner site, and mailroom received date. This report is generated by interview scheduling site, interview site, and mailroom date range, and can be sorted by file owner site code, and applicant name, COB and COC, occupation, A-Number, and terminal digit.
Examination / Case Review Pick List	Lists the application ID; applicant name; A-Number; interview date and time; examiner ID/section ID/room ID codes; interview schedule date; and FBI control number. This report is generated by interview site and date range, and can be sorted by interview time and date, applicant name, examiner ID, interview scheduled on date, A-Number, application ID, and terminal digit.
Examiners Appointment Slots Booked Statistics	Lists the adjudicator ID, interview date, interview start and end time, available hours, and percentage of appointment slots available filled. This report is generated by interview site and date range, and can be sorted by interview site and subsite code.

Report	Heading
Interview Schedule by Attorney	Lists the attorney name, firm name and address, application ID, A-Number, and interviewer ID code, service type, and room ID. This report is generated by interview scheduling site, service site, and date range, and can be sorted by attorney address, name and phone number; firm name; postal/ZIP codes; state, city and street names; interview date, time, and room ID; application ID; examiner ID; applicant name; A-Number; and terminal digit.
Interview Schedule by Examiner	Lists the application ID, applicant name, A-Number, interview service type; interview date, time and room ID; and adjudicator ID. This report is generated by interview scheduling site, service site, and interview date range, and can be sorted by interview date, time, and room ID; application ID; examiner ID; applicant name; interview service type; A-Number; section ID; and terminal digit.
Interview Schedule by Location and Examiner	Lists the application ID; applicant name; A-Number; interview service type; adjudicator ID; and interview date, time and room ID. This report is generated by interview site and date range, and can be sorted by interview site and subsite code.
Interview Section Booked Statistics	Lists the interview date, room ID, available hours, and the percentage of available interview slots filled. This report is generated by interview scheduling site, service site, and date range, and can be sorted by interview date, time and room ID; interview service type; application ID; A-Number; examiner name; applicant name; and terminal digit.
List of Assigned Examiners	Lists the application ID; Adjudicator ID; applicant name; A-Number; interview service type; and interview date, time, and room ID. This report is generated by interview scheduling site and date range, and sorted by interview date, time and room ID; interview service type; application ID; A-Number; examiner name; applicant name; and terminal digit.

Scheduling Oath Ceremony

The Scheduling Oath Ceremony functional area is used by supervisors and clerical staff to generate scheduling, status, demographic and interview activity reports, and statistics related to OCs.

Report	Heading
Available Oath Ceremony Slots	Lists the OC date, time, and room ID; available and reserved OC slots; and OC scheduling site. This report is generated by district office site, OC site, and OC date range, and can be sorted by available and reserved OC slots, and OC date, time, and room ID.
Cases with Ceremony Past Due	Lists the application ID, applicant name, A-Number, OC date, and room ID. This report is generated by OC site and OC date range, and can be sorted by applicant name, OC date and room ID, A-Number, application ID, and terminal digit.
Daily Schedule by Oath Ceremony Facility Room	Lists the application ID; applicant name; A-Number; entrance gate ID; report time; and OC date, time, and room ID. This report is generated by OC scheduling site, service site, and OC date range, and can be sorted by applicant name; OC report time; date, time, and room ID; A-Number; entrance gate ID; and terminal digit.
Oath Ceremony by Applicant	Lists the application ID; applicant name; A-Number, OC report time; date, time, and room ID; OC scheduling site; and entrance gate ID. This report is generated by OC scheduling site, service site, and OC date range, and can be sorted by application ID; applicant name; OC scheduling site; OC date, report time, and room ID; gate ID; A-Number; and OC subsite code.
Oath Ceremony Cases with No Certificate Numbers	Lists the application ID; applicant name; A-Number; and OC date, time, and room ID. This report is generated by OC site and date range, and can be sorted by OC date, time and room ID; applicant name; A-Number; application ID; and terminal digit.

Report	Heading
Oath Ceremony Data Validation Report	This two column report provides the A-Number, filing site, applicant name, OC site, date and time, and who conducted the OC in the first column. It provides the applicant's DOB, gender, height, marital status, and country of former nationality in the second column. This report includes a total number of applicants scheduled for an OC, and is generated by OC site and date. The report can be sorted by application ID, applicant name, A-Number, and terminal digit. This report module does not offer a preview option at this time.
Oath Ceremony Demographic Report	Lists the application ID and applicant's A-Number, DOB, and COB. Includes a total number of cases listed on the report. This report is generated by OC scheduling site and service site, and by OC date, time, and room ID. It can be sorted by application ID, OC room ID, applicant name, A-Number, occupation, DOB, COC, and terminal digit.
Oath Ceremony N646	The N646 identifies the Clerk of the Court, OC date, list number, and page number across the top, and provides the address, date, and time that the applicant is notified to appear for an administered oath of allegiance. Includes the applicant's A-Number and name, and provides a space at the bottom for the signature of the officer certifying OC eligibility.
Oath Ceremony N647	The N647 is the Clerk of Courts Oath of Allegiance and Certificate Accountability form. It identifies the Clerk of Court performing the OC; the OC date; the address at which the OC is held; and the applicant's A-Number, name, and certificate number. It also provides space for the signature of the officer in attendance. There is no preview option available with this report.
Oath Ceremony Schedule by Reporting Location	Lists the application ID, A-Number, applicant name, OC scheduling site, service site, entrance gate ID, OC location color, and OC room ID. This report is generated by OC site; scheduling site; and OC date and room ID, and can be sorted by facility subsite code, OC subsite code, OC type, OC room ID, entrance gate ID, applicant name, A-Number, application ID, entrance gate color code, and terminal digit.

Report	Heading
Ready to Schedule Queue	Lists the application ID, applicant name, A-Number, mailroom receipt date, and date application was placed in OC scheduling queue. This report is generated by OC site and in ready to schedule queue date range, and can be sorted by date application placed in queue, application ID, applicant name, OC room ID, mailroom receipt date, and A-Number.
Ready to Schedule Queue for Oath Ceremony by Interview and Receipt Date	Lists the application ID, applicant name, and A-Number, with OC interview date, receipt date of OC assignment, and room ID. This report is generated by OC site, mailroom receipt date range, and in ready to schedule queue date range, and can be sorted by applicant name, interview date, application ID, A-Number, mailroom receipt date, and terminal digit.
Ready to Schedule Queue Report for Oath Ceremony	Lists the application ID, applicant name, A-Number, and mailroom receipt date. This report is generated by OC site and mail room receipt date range, and can be sorted by application ID, mailroom receipt date, A-Number, applicant name, OC room ID, and terminal digit.

A Deliverable to the
U.S. Immigration & Naturalization Service



System Design Document

System Design Document for CLAIMS 4.0

Project No. K00PP014S00: CLAIMS 4 Operations and Maintenance Support

Subtask 14: Documentation Support

UPDATE

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TABLE OF CONTENTS

1. INTRODUCTION 1–1
1.1 Purpose and Scope 1–1
1.2 Project Executive Summary 1–2
1.2.1 System Overview 1–4
1.2.2 Design Constraints 1–8
1.2.3 Future Contingencies 1–9
1.3 Organization of This Document 1–9
1.4 Points of Contact 1–10
1.5 Project References 1–10
1.6 Glossary 1–11

2. SYSTEM DESIGN OVERVIEW 2–1
2.1 System and Subsystem Specifications 2–6
2.1.1 Workflow 2–6
2.1.2 Process Flow 2–9
2.1.3 System Architecture 2–14
2.2 System and Subsystem Overview 2–15
2.2.1 Receipting 2–16
2.2.2 Adjudication 2–22
2.2.3 Case Management 2–35
2.2.4 Case Status Inquiry 2–40
2.2.5 Scheduling 2–44
2.2.6 Notices 2–50
2.2.7 Reporting 2–54
2.2.8 Document Production 2–57
2.2.9 System Maintenance 2–62
2.2.10 Workflow Manager 2–69
2.3 Supporting Subsystem Overview 2–87
2.3.1 Logon Manager 2–87
2.3.2 Lookup Manager Function 2–88
2.3.3 Database Manager 2–92

2.3.4 Switchboard 2–93
2.3.5 Workflow Admin 2–94
2.3.6 Common Library 2–96
2.3.7 Bar Code 2–97

3. UNIT DESIGN ORGANIZATION 3–1
3.1 Major Subsystems 3–1
3.2 Supporting Subsystems 3–46

4. FILE AND DATABASE DESIGN 4–1
4.1 Database Design 4–1
4.1.1 Logical Model 4–1
4.1.2 Physical Model 4–1
4.2 Nondatabase System Files 4–3
4.2.1 CLAIMS.INI File 4–4
4.2.2 Interface Files 4–4

5. INPUT AND OUTPUT DESIGN 5–1
5.1 System Input Design 5–1
5.1.1 GUI 5–1
5.1.2 Data 5–2
5.2 System Output Design 5–2

6. EXTERNAL INTERFACES 6–1
6.1 Functions 6–1
6.1.1 Interface With CIS 6–1
6.1.2 Class Relationships 6–3

7. DETAILED MODULE DESIGN 7–1

8. TRACEABILITY (FUNCTIONAL REQUIREMENTS TRACEABILITY MATRIX) 8–1

9. SYSTEM INTEGRITY CONTROLS 9–1

APPENDIX A—GLOSSARY

EXHIBITS

Exhibit 1–1: CLAIMS 4.0 Development Process 1–3
Exhibit 1–2: Graphical Overview of Interface Relationships (Service Center) 1–7
Exhibit 1–3: Graphical Overview of Interface Relationships (District Office) 1–8
Exhibit 2–1: CLAIMS 4.0 System Component Architecture—Client Applications 2–2
Exhibit 2–2: CLAIMS 4.0 System Component Architecture—Server Batch Processes 2–3
Exhibit 2–3: Third-Party Components 2–5
Exhibit 2–4: N-400 Workflow Process 2–7
Exhibit 2–5: N-400 Process Flow 2–10
Exhibit 2–6: CLAIMS 4.0 Architecture 2–14
Exhibit 2–7: Receipting Subsystem Data Flow 2–22
Exhibit 2–8: Adjudication Subsystem Data Flow 2–34
Exhibit 2–9: Claims Resolution Data Flow 2–39
Exhibit 2–10: Batch Status Update Data Flow 2–40
Exhibit 2–11: Case Status Subsystem Data Flow 2–43
Exhibit 2–12: Scheduling Subsystem Data Flow 2–49
Exhibit 2–13: Notices Subsystem Data Flow 2–53
Exhibit 2–14: Reporting Subsystem Data Flow 2–56
Exhibit 2–15: Document Production Subsystem Data Flow 2–61
Exhibit 2–16: System Administration Authorization Levels 2–62
Exhibit 2–17: System Maintenance Subsystem Data Flow 2–65
Exhibit 2–18: CLAIMS 4.0 Business Process—Part A 2–71
Exhibit 2–19: CLAIMS 4.0 Business Process—Part B 2–72
Exhibit 2–20: CLAIMS 4.0 Business Process—Part C 2–73
Exhibit 2–21: CLAIMS 4.0 Business Process—Part D 2–74
Exhibit 2–22: CLAIMS 4.0 Business Process—Part E 2–75
Exhibit 2–23: CLAIMS 4.0 Business Process—Part F 2–76
Exhibit 2–24: CLAIMS 4.0 Business Process—Part G 2–77
Exhibit 2–25: CLAIMS 4.0 Business Process—Part H 2–78
Exhibit 2–26: CLAIMS 4.0 Business Process—Part I 2–79
Exhibit 2–27: CLAIMS 4.0 Business Process—Part J 2–80
Exhibit 2–28: CLAIMS 4.0 Business Process—Part K 2–81
Exhibit 2–29: CLAIMS 4.0 Business Process—Part L 2–82

Exhibit 2–30: CLAIMS 4.0 Business Process—Part M 2–83
Exhibit 2–31: CLAIMS 4.0 Business Process—Part N 2–84
Exhibit 2–32: Workflow Management Subsystem Data Flow 2–86
Exhibit 2–33: Logon Manager Subsystem Data Flow 2–88
Exhibit 2–34: Lookup Manager Subsystem Data Flow 2–91
Exhibit 2–35: Database Manager Subsystem Data Flow 2–92
Exhibit 2–36: Switchboard Subsystem Data Flow 2–94
Exhibit 2–37: Workflow Admin Subsystem Data Flow 2–96
Exhibit 2–38: Common Library Subsystem Data Flow 2–97
Exhibit 2–39: Bar Code Data Flow 2–98
(b)(2)
Exhibit 3–1: Receipt System—Receipting (Data Entry – N400) .. 3–2
Exhibit 3–2: Receipt System—Receipting (Data Entry – I881) .. 3–4
Exhibit 3–3: Receipt System—COM Controls .. 3–5
Exhibit 3–4: Address Edit .. 3–6
Exhibit 3–5: Receipt System—Receipting (Mailroom) .. 3–6
Exhibit 3–6: Receipt System—Business .. 3–7
Exhibit 3–7: Receipt System—Communications . 3–11
Exhibit 3–8: Receipt System—Database Interface . 3–11
Exhibit 3–9: Receipt System—Groups 2000 . 3–13
Exhibit 3–10: Receipt System—Check Printer . 3–14
Exhibit 3–11: Receipt System (Finance)—Finance . 3–14
Exhibit 3–12: Receipt System (Finance)—Payment . 3–16
Exhibit 3–13: Receipt System (Finance)—Paymerge . 3–17
Exhibit 3–14: Receipt System (Finance)—Cashbox . 3–18
Exhibit 3–15: Adjudication System—Adjudication . 3–19
Exhibit 3–16: Adjudication System—Adjudication Notice . 3–20
Exhibit 3–17: Case Management System—Case Management . 3–21
Exhibit 3–18: Case Management System—Batch Status Update . 3–22
Exhibit 3–19: Case Management System—Claims Resolution . 3–22
Exhibit 3–20: Case Status System—Case Status . 3–23
Exhibit 3–21: Case Status System—Case Label . 3–24
Exhibit 3–22: Schedule System—Scheduler Online . 3–25
Exhibit 3–23: Schedule System—Schedule Batch Client . 3–29
Exhibit 3–24: Schedule System—Schedule Batch Server . 3–30

(b)(2)

Exhibit 3–25: Notices System—Notices 3–30
Exhibit 3–26: Notices System—Notice Batch Create 3–32
Exhibit 3–27: Notices System—Notice Create 3–33
Exhibit 3–28: Notices System—Notice Print 3–33
Exhibit 3–29: Notices System—Notice Engine 3–34
Exhibit 3–30: Notices System—Notice Lookup 3–34
Exhibit 3–31: Report System—Reporting 3–35
Exhibit 3–32: Report System—N646 Report 3–36
Exhibit 3–33: Report System—FD258 Manifest 3–37
Exhibit 3–34: Document Production System—Document Production 3–37
Exhibit 3–35: Document Production System—Print Server 3–39
Exhibit 3–36: Document Production System—MS Access Database Connection 3–40
Exhibit 3–37: Document Production System—Oracle Database Connection 3–40
Exhibit 3–38: System Maintenance 3–40
Exhibit 3–39: External Interface System—Interface Services 3–42
Exhibit 3–40: External Interface System—Interface Control 3–43
Exhibit 3–41: External Interface System Interface—Admin 3–44
Exhibit 3–42: Workflow System—Workflow Server Batch 3–44
Exhibit 3–43: Workflow System—Workflow Server 3–44
Exhibit 3–44: Workflow System—Workflow Monitor 3–45
Exhibit 3–45: Workflow System—Workflow Client 3–45
Exhibit 3–46: Logon Manager System—Logon Manager 3–47
Exhibit 3–47: Lookup System—Lookup Manager 3–47
Exhibit 3–48: Database Manager 3–47
Exhibit 3–49: Workflow Admin System—Workflow Admin 3–50
Exhibit 3–50: Switchboard System—Switchboard 3–50
Exhibit 3–51: CLAIMS Common Library—Common Library (CLAIMS.DLL) 3–51
Exhibit 3–52: Bar Code System—Bar Code 3–51
Exhibit 3–53: Templates Used by CLAIMS 4.0 3–51
Exhibit 4–1: Oracle Instances 4–1
Exhibit 4–2: Required Interface Files 4–4

Exhibit 6–1: External Interfaces Subsystem Data Flow 6–3

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INTRODUCTION

The Immigration and Naturalization Service's (INS') Computer-Linked Application Information Management System (CLAIMS) processes and manages applications for immigration-related benefits. Another independent system, the Reengineered Naturalization Automated Casework System (RNACS), processes applications related to acquiring and proving citizenship. The business processes of the two systems are similar. Therefore, the INS initiated a reengineering effort to consolidate the two systems on a client/server platform, using new technologies to improve the integrity, efficiency, and maintainability of the immigration benefits function.

The new naturalization subsystem (CLAIMS 4.0) reengineering project will ultimately replace the current systems. Presently, RNACS resides on the Department of Justice (DOJ) mainframe. The architecture of CLAIMS 4.0 includes efficient technologies, such as the Novell local area network (LAN), client/server systems with Windows 95 and NT, three-tier robust application processing with a friendly graphical user interface (GUI), a solid Oracle database management system (DBMS) in the background, and communication facilities to other INS legacy systems on the mainframe. The new system will take advantage of these improvements in computer technology and will include the following new features:

- Workflow management applications and workload simulations to help forecast demand and leverage the workload nationwide
- Image digitization to include photographs, signatures, and fingerprints (no imaging for the baseline version)
- Relational database(s) to provide better reporting and statistics, and more flexible tracking of applications and cases
- System profiling to identify cases in high- or low-risk groups
- Rule-based adjudication to capture laws and regulations associated with adjudication decision making and to support the adjudicator in making decisions in accordance with current policy

While only basic naturalization functions will be included in the baseline version, the intention is to provide a foundation that will evolve into a single system to support all immigration benefits processing. The reengineered system must have an integrated core set of modular functions to complement and support the administration of all types of immigration benefits.

Purpose and Scope

The purpose of this design document is the following:

- Describe the design of the system and subsystem components that were used in development of the CLAIMS 4.0 application
- Specify what components will be used to satisfy the requirements in the functional requirements document (FRD)

- Describe the database designs (including tables and columns, data types, database structures, file structures, input formats, output layouts, and the module processing logic) to be used by the project team during system development
- Provide a static model of CLAIMS 4.0 that shows how the classes will interact to satisfy FRD requirements

Project Executive Summary

The CLAIMS 4.0 application was developed using the rapid application development and the object-oriented design approaches. In general, these development approaches use a spiral model for life-cycle development rather than the traditional waterfall approach. The spiral model comprises seven steps that are recursively applied and conforms to the Systems Development Life Cycle Version 2.0 guidelines. Exhibit 1–1, CLAIMS 4.0 Development Process, provides further information. This approach requires significant user involvement. The major steps in the spiral model are Specification, Planning, Design, Implementation, Integration, and User Meetings/Reviews.

The specification and planning stages include verification and validation steps. Verification includes Quality Assurance reviews of the FRD and the design document. The implementation and integration steps include testing, which is performed as unit testing by the developer, and as integration and system-level testing performed by the Test and Evaluation group.

After the user review process, the development process may start again from the Specification, Design, or Implementation phase, depending on the degree of changes necessary to satisfy the input from the user review. The degree of changes can range from merely superficial to major new requirements. A superficial change will cause the process to be restarted from the Implementation phase. If a user's suggestion or request leads to a new requirement or a change to a present requirement, however, the change will start from the Specification phase and will comply with established Configuration Management guidelines. Each phase is prefaced with a risk analysis to determine the change impacts to the development resources, time, and system performance.

The CLAIMS 4.0 project applies this development approach by demonstrating the CLAIMS 4.0 application to the user at the end of each iteration. The functionality of the next iteration, as well as the user's suggestions from the previous iteration go through Specification, Design, or Implementation, depending on the degree of change necessary. The cycle then starts again. The CLAIMS 4.0 project provided the GUI screens as the first iteration. The functionality for each iteration is described in the CLAIMS 4.0 FRD.

Exhibit 1–1: CLAIMS 4.0 Development Process

System Overview

The CLAIMS 4.0 application has initially been divided into subsystems, which support the major functions that CLAIMS 4.0 is required to provide as specified by the CLAIMS 4.0 FRD. A subsystem is a collection of functionally cohesive modules that work together to satisfy a major CLAIMS 4.0 function. Typically, a subsystem in CLAIMS 4.0 will not trace directly to a single module. However, in most cases, each subsystem will trace to a single executable file or dynamic link library (DLL). The CLAIMS 4.0 system architecture comprises several major subsystems, which include the following:

- Receipting

Adjudication
Batch Status Update (BSU)
Case Status
Case Management (CM)
Scheduler/Batch Scheduler
Notices
Reports
Document Production
System Maintenance
External Interface

- Workflow Admin

These subsystems are designed to be stand-alone components that do not require support from the other subsystems for execution. However, some of the components provide both a GUI and server interface. The GUI interface is a stand-alone window function that provides the user with interactive information pertaining to system functions. The server interface is designed to bundle the module's functionality so other subsystems can access it without going through a GUI. The server interface also makes it easier to accommodate automation data personnel initiation of overnight functions.

CLAIMS 4.0 is a Transmission Control Protocol/Internet Protocol (TCP/IP)-based client/server application. The workflow file server runs on the MS Windows NT Version 4.0 operating system. The deployed servers are either the Hewlett-Packard (HP) L/Pro or Dell Poweredge 4300 models. The units are configured as RAID 5 containing 512MB of 60ns random access memory. These units contain 16GB of usable hard drive storage. The database resides in the Dallas DOJ facility and is a Siemens Unix E70 model machine, running Oracle8 on a Unix operating system platform.

The CLAIMS 4.0 data are contained in a central location, an Oracle relational database management system (RDBMS), which provides connectivity and data to each of these stand-alone components and servers. Attachment B, High-Level Diagrams, of the System Design Document for CLAIMS 4.0 (NCY00.20003-01.UA0-EDS), provides a high-level architecture of the major subsystems.

CLAIMS 4.0 requires interfaces with many systems to process the applications. This process includes the following:

- Transferring alien files (A-Files)

Performing military and background checks
Querying and updating the Central Index System (CIS)
Verifying and obtaining attorney information

- Verifying and updating data from the RNACS mainframe

The External Interface Module (EIM) of CLAIMS 4.0 will be invoked by the CLAIMS 4.0 application whenever the data of an external system need to be retrieved or updated. The external systems that will be accessed by the CLAIMS 4.0 baseline system include the following: CIS; RNACS; the Receipt and Alien-File Accountability and Control System (RAFACS); the Refugee, Asylum, and Parole System (RAPS); the Scheduler Information Database (SID); and the Federal Bureau of Investigation (FBI). Three of these—CIS, RAPS, and RNACS—are Integrated Data Management Systems (IDMSs) on the DOJ mainframe in Dallas, Texas. The CLAIMS 4.0 application requires access to each of these systems to retrieve data and update specific data elements.

The CLAIMS 4.0 baseline interfaces with CIS, RNACS, SID, RAFACS, RAPS, and the FBI as follows:

- **CIS**—This system is an IDMS on the DOJ mainframe holding information associated with each alien number (A-Number). For Release 4.0, CIS will be available in retrieval mode for the following purpose:
  - Validating the applicant's A-Number and confirming personal information is consistent with it

  In addition, an update capability will be provided to support the following functions:
  - Requesting the transfer of an A-File not located at the requesting service center (SC) or office
  - Requesting the forwarding of files to the district office (DO) from the SC in preparation for the examination
  - Updating CIS for name changes and corrections of personal data
  - Updating CIS with the final status of the naturalization case at case close-out, including Certificate Number and Date of Naturalization
- **RNACS**—This system is an IDMS on the DOJ mainframe containing information on cases naturalized through the current process. Online access will be provided for the following:
  - Queries against the mainframe system to detect duplicate filings of N-400 applications

  An update capability will be provided to support the following:
  - Transferring non-N-400 cases to the mainframe for post-data entry processing

  - Updating the current system with N-400 case data

- **SID**—This system is an IDMS on the mainframe updated daily with the status of cases. Updates are triggered when cases are queued for scheduling, after cases are scheduled and after FD-258 cards are received from the Application Support Center (ASC).
- **RAFACS**—This system is a LAN-based file tracking system that tracks the location of a physical A-File within a local office. This system maintains an interface with CIS for tracking files in the Federal Records Centers, so that information on archived files is available through RAFACS. Users will be able to query RAFACS for the location of A-Files onsite at any stage of the naturalization processing. The interface will update CLAIMS 4.0 to reflect the receipt of A-Files requested from other sites, so that cases waiting for those files can be released to scheduling for interviews.
- **RAPS**—This system is an IDMS-based system maintained on the DOJ mainframe that contains information on applicants for refugee or asylum status. An update capability will be provided to support the transfer of Form I-881 case information to RAPS for adjudication, following data entry and initial processing in CLAIMS 4.0.
- **FBI**—The CLAIMS 3.0 interface function is designed to provide CLAIMS 3.0 with application data so that CLAIMS 3.0 can include those in the magnetic tape sent to the FBI for fingerprint checking. Currently, the FD-258 Enterprise Edition (EE) updates the CLAIMS 4.0 database directly with the FBI fingerprint responses.

Interfaces to many other systems are required to support a fully integrated benefits case management system. All currently identified interfaces are described in Section 2.2.10, External Interface Requirements, of the NATS Interface Control Document. Exhibit 1–2, Graphical Overview of Interface Relationships (Service Center), and Exhibit 1–3, Graphical Overview of Interface Relationships (District Office), provide diagrams of the pilot external interface components and the way they interact with other components of the CLAIMS 4.0 application.

Exhibit 1–2: Graphical Overview of Interface Relationships (Service Center)

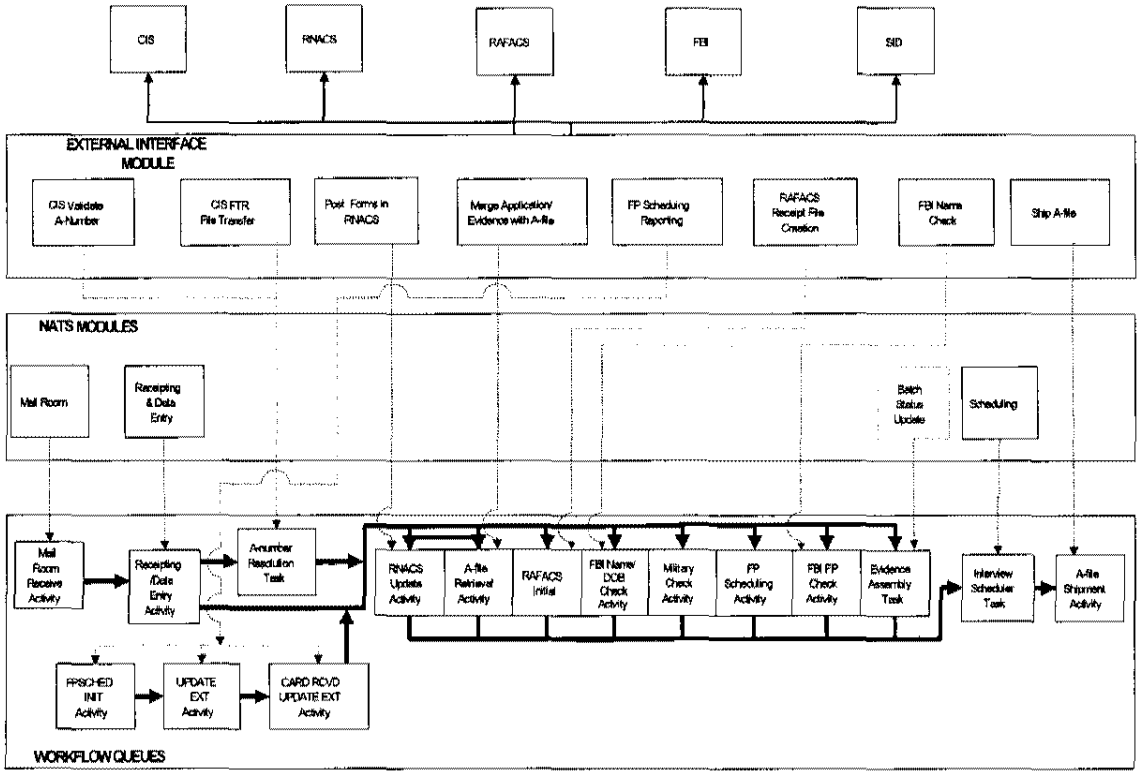


Exhibit 1–3: Graphical Overview of Interface Relationships (District Office)



Design Constraints

The following assumptions relate to the CLAIMS 4.0 application functionality that was available in the baseline release. Section 2, System Design Overview, provides a breakout of specific functions.

- **Data entry** will be provided for naturalization forms currently supported by CLAIMS 4.0 Release 4.0; however, full system support will be provided for N-400 applications only.
- **Imaging** will not be supported. Capture and usage of the applicant's photograph for certificate generation purposes will remain a manual process. Generation of the Naturalization Certificate using the imaged photo will be included in future releases.
- **Scheduling** will embrace the functionality of the current CLAIMS scheduler with enhancements to support the scheduling of the oath ceremony.
- **Adjudication** will not support application profiling.
- **Interface** will support fully automated interfaces to mainframe NATS, CIS, RAFACS, RAPS, SID, and RNACS. A semiautomated interface to the FBI will be supported also.
- **Workflow** will support N-400 capabilities, productivity statistics, and reporting in baseline version.

- **Hot keys** provide capabilities to enable access to other INS systems in the baseline version.

Additional functionality may be included when excluding the functionality causes greater effort than including the proposed functions.

The following constraints were applied within the baseline version of the CLAIMS 4.0 project:

- **Reengineered Processes**—Support will be provided for the reengineered processes only to adequately measure the potential of the reengineered system.
- **Baseline Capacity**—Baseline volume will be 1.7 million applications per year.
- **Technical Architecture**—Selected pilot locations will be equipped with the most recent version of the Technology Infrastructure Project (TIP)-standard workstation and LAN configuration. This will ensure the availability of the architecture required to support the reengineered pilot system.

Future Contingencies

The data repository is located at the INS Headquarters in Washington, DC; however, the Data Entry and Receipting processing will occur at any of the various SC locations, and is currently used by several hundred users. The Adjudication processing will occur at the DOs. There are few users at the DOs; however, there are many DO locations distributed throughout the United States. The SC users and DO users will access the data repository via a wide area network (WAN).

Organization of This Document

The CLAIMS 4.0 reengineering design document consists of the following sections:

- Section 2, System Design Overview, provides an overview of the CLAIMS 4.0 application system design that includes system and subsystem specifications, system and subsystem overviews, a specification model presented in terms of workflow, a process flow and data model, and a system architecture and design specification.
- Section 3, Unit Design Organization, describes the organization of the unit design. It shows how the system is divided into subsystems and then into units. Classes, forms, and modules are the lowest level units in the CLAIMS 4.0 application.
- Section 4, File and Database Design, describes the database design, which includes the logical and physical design of the RDBMS files and a detailed description of the non-DBMS files.
- Section 5, Input and Output Design, describes the system and subsystem inputs and outputs. The system input section focuses on the input media used for external data transfers and the layout of input data screens. The system output design section focuses on reports, data display screens and windows, and files.

- Section 6, External Interface, describes the external interfaces.
- Section 7, Detailed Module Design, describes the detailed module design and contains a narrative description of each module via logical report.
- Section 8, Traceability (Functional Requirements Traceability Matrix), references the functional requirements traceability matrix that maps the requirements specified in the FRD to the individual module(s) that satisfy the requirements.
- Section 9, System Integrity Controls, describes the system integrity controls provided by the CLAIMS 4.0 application.
- Appendix A, Glossary, lists the acronyms and abbreviations used in this document.

Points of Contact

The CLAIMS 4.0 Task Manager is responsible for overseeing the project management activities in support of this system on a daily basis. The CLAIMS 4.0 Task Leader is assigned to oversee the completion of the application development components for this task. Consulting services are provided by the EDS Government Consulting Services group. Specific names, phone numbers, and addresses are included in the CLAIMS 4.0 proposal for technical support that was provided to the INS.

Project References

The following documents were used or referenced in the development of this system design document:

- Functional Requirements Document for CLAIMS 4, April 12, 2000 (NCY00.10000-00.DC1-EDS)
- Naturalization Adjustment Casework System Reengineering Logical Data Model, December 1, 1995 (NCY00.20000-00.D*0)
- NATS Interface Control Document, November 5, 1996 (NCY00.40001-00.F*0)
- RQM#2316, Requirements Analysis Report, N-400 Service Center Denials and Motions to Reopen, October 8, 1999 (NCY00.40031-00.W*0)
- Code of Federal Regulations, Aliens and Nationality, Revised as of January 1, 1999
- RQM#7613, Requirements Analysis Report, N-400 Change of Address Batch Processing, July 30, 1999 (NCY00.40059-00.W*0-EDS)
- RQM#3329, Requirements Analysis Report, Service Center G-325A FBI Name/Date of Birth Check Processing, January 20, 1999 (NCY00.90000-00.F*0)
- RQM#3500, Requirements Analysis Report, CLAIMS 4 Administrative Close Out Processing, February 16, 2000 (NCY00.40050-00.W*0)

Glossary

Appendix A provides a list of acronyms used in this document.

SYSTEM DESIGN OVERVIEW

The CLAIMS 4.0 application system was designed to take advantage of a three-tiered architecture, with the objective of reducing the amount of the CLAIMS 4.0 application that would reside on the client workstation. The three-tier architecture would also enhance the flexibility and upward scalability of the CLAIMS 4.0 application. These objectives were accomplished by using Object Linking and Embedding (OLE) technology, which would allow the developers to place components on an application server that would be accessed remotely by a client workstation. The components that reside on the client workstation could reference or call other components that reside on remote machines if these components residing on the remote machines were OLE enabled. Exhibit 2–1, CLAIMS 4.0 System Components Architecture—Client Applications, and Exhibit 2–2, CLAIMS 4.0 System Component Architecture—Server Batch Processes, depict the system component design discussed in this section.

Exhibit 2–1: CLAIMS 4.0 System Component Architecture—Client Applications

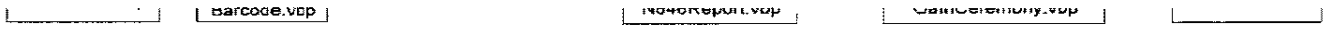


Exhibit 2–2: CLAIMS 4.0 System Component Architecture—Server Batch Processes



The first tier included stand-alone components that reside largely on the client workstation. These stand-alone components provided much of the front-end GUI for each of the major functions provided by CLAIMS 4.0. These major functional areas are referred to in this document as subsystems. The subsystems in CLAIMS 4.0 included the following:

- Switchboard

Receipting
Adjudication
BSU
Case Status
CM
Scheduler/Batch Scheduler
Notices
Reports
Document Production
System Maintenance
External Interfaces

- Workflow Administrator

The second tier included components that provided the business rules that were used by the subsystems. The business components shared between subsystems were deployed on the application server. The business components not shared between subsystems were usually deployed on the client workstation. Most of the business components were designed with the flexibility to be deployed on the application server.

- Shared Components

– Logon Manager
  – Lookup Manager
  – Business
  – Bar Code

- Workflow Client
- Workflow Server
- Common Library

Not Shared Components

- Cash Box
  - Case Labels
  - Groups
  - Communication
  - Check Printer
  - Document Production Print Server
  - Notice Engine
  - Notice Lookups
  - Workflow Monitor
  - Oracle Lookup Manager

The third tier included components that primarily access the Oracle database server. These components also resided on the application server. The database access method was also designed to promote an open system development. This was accomplished by using the Open System Management Group standard and open database connectivity (ODBC) interface. This would allow development to use any database server that was ODBC 2.0 level compliant. As with the second-tier components, some of the third-tier components are shared with other subsystems and others are not shared. These third-tier components are itemized as follows:

- Shared Components
- Database Manager (for applications)
  - Database

- Not Shared Components

– Document Production Structured Query Language (SQL) Database Manager
  – Document Production MS Access Database Manager

CLAIMS 4.0 used several third-party components to efficiently handle the well-defined general purpose system functions such as calendar controls, database access, and three-dimensional GUI controls, unit testing, and reporting. These components are identified in Exhibit 2–3, Third-Party Components.

Exhibit 2–3: Third-Party Components

(b)(2)

Component Name	Physical File Name	Version Number
Sheridan THREED controls		
Sheridan Calendar Widgets		
Microsoft Access ODBC driver		
Mercury OLE control		
Mercury (WinRunner)		
INTERSOLV Oracle8 ODBC driver		
INTERSOLV Btrieve ODBC driver		
Crystal Reports		
Crystal Reports		
Crystal Reports		
Crystal Reports		
Crystal Reports		
Crystal Reports		
Crystal Reports		
Crystal Reports		
Crystal Reports		
Crystal Reports		
Crystal Reports		
Crystal Reports		
Crystal Reports		
Crystal Reports		

(b)(2)

Component Name	
Crystal Reports	
Crystal Reports	
Crystal Reports	
Crystal Reports	
Crystal Reports	
Crystal Reports	
Crystal Reports	
Crystal Reports	

Exhibit 2–3: Third-Party Components (continued)

(b)(2)

Component Name	
Crystal Reports	
Crystal Reports	
Crystal Reports	
Crystal Reports	
Crystal Reports	
Crystal Reports	
Crystal Reports	
Crystal Reports	
Crystal Reports	
Crystal Reports	
Crystal Reports	
Crystal Reports	
Crystal Reports	
Crystal Reports	
Crystal Reports	
Crystal Reports	
Crystal Reports	
Crystal Reports	
Crystal Reports	
Crystal Reports	
Apex True DBGrid	
MicroHelp VbViewer 2.0	

System and Subsystem Specifications

The subsequent sections describe the system and subsystem specifications for the baseline release of the project. A summary of the intended capabilities of the CLAIMS 4.0 application system and

subsystems in terms of major components (workflows and process flows, and system architecture) is also provided.

Workflow

This section provides flowcharts identifying the customers' workflow processes among their offices and people at the task level. (Exhibit 2–4, N-400 Workflow Process, depicts the workflow process.) This section identifies the automated versus manual processes as well.

Exhibit 2–4: N-400 Workflow Process

Service Center | **District Office**

Exhibit 2–4: N-400 Workflow Process (continued)

District Office

In the direct mail program, a naturalization applicant is expected to send his or her application to one of the four SCs. Once the application is received at the SC mailroom, the mailroom personnel use the automated Mailroom function of the Receipting subsystem to create a bar-code label that includes a unique application identification (ID) for the application and its associated evidence. After creating the bar code, the label is affixed to the application folder and the application, along with the evidence, is bundled and forwarded to the data entry personnel.

Data entry personnel enter the application data and record the evidence received by using the CLAIMS 4.0 automated Receipting and Data Entry function. This function determines if an application should be rejected, and then sends the application designated for rejection through rejection processing. If the Data Entry function determines that additional evidence or data are required for further processing, a notice is automatically generated for mailing to the applicant. The case may also be put into a suspended state until either a response is received from the applicant or for a period of 84 days, in which the case is sent to the adjudicator for possible denial. In addition, following data entry, requests are submitted to retrieve A-Files and to begin background checks. Data entry personnel forward the application to the Case Control Office until it is shipped to the DO for adjudication.

After the requests for the A-File and background checks are satisfied, the applicant is scheduled for an interview. The scheduling of an applicant is an automated process that can be initiated from the SC or DO. The actual interview, however, is performed at the DO.

The automated scheduler is responsible for finding an available time slot for an interview and notifying the applicant. During the interview, the adjudicator reviews the case data and determines whether a case is to be denied, reexamined, or granted, or if a case review is required. If the case is denied, a denial notice is sent to the applicant and the case is closed out. In the event a reexamination is appropriate, the case is rescheduled and the Interview process is repeated.

If the case is granted, the case is scheduled for an oath ceremony, where the applicant is naturalized upon completion of the oath ceremony requirements. The information required to produce the naturalization certificate is then forwarded to an automated Certificate Production process. The applicant appears at the oath ceremony to take the citizenship oath and receives the certificate.

If the adjudicator decides that a case review is required, a case review for the applicant will be performed at the DO. The Case Review process is facilitated by the automated CLAIMS 4.0 Adjudication function. The previously requested background check information is used at this time to assist the adjudicator during the case review. The adjudicator can determine (and record) whether an interview or additional evidence, is required. The adjudicator can also decide whether a case should be forwarded to the appropriate agency for further processing, or else, make the determination to grant a case. If the adjudicator determines that an interview is required, an interview schedule request is submitted to the CLAIMS 4.0 automated scheduler so the interview can be scheduled interactively or in batch mode.

After the oath ceremony, the applicant's case is closed out. After all cases for a particular oath ceremony are closed out, the oath ceremony is closed out using the automated BSU process.

Process Flow

The subsequent sections provide high-level diagrams that identify the interaction among various organizational functions. Exhibit 2–5, N-400 Process Flow, depicts the steps used to process an N-400 form. The subsequent sections also include all primary functional processes and any support functions that are described in the FRD. In addition, they identify the automated versus manual processes.

Exhibit 2–5: N-400 Process Flow

(F)

Exhibit 2-5: N-400 Process Flow (continued)



1.1.1.1 Mailroom

In the direct mail program, a naturalization applicant is expected to send the application to one of the four SCs. Once the mail is received in the mailroom, the following manual processes are performed:

- Staples and clips are removed and the correspondence is checked. The mail is sorted by form type and the attached evidence is sorted in accordance with standard procedures.
- The mailroom personnel use the automated Mailroom process to create a bar-code label that includes a unique application ID for the application and its associated evidence. It also records a date and time stamp into the database record. After the bar-code label is printed, it is affixed to the application. The application and the evidence are bundled and forwarded to data entry personnel.

1.1.1.2 Receipting and Data Entry

Application bundles are forwarded to data entry clerks to check for an A-Number, completeness of the form, applicant signature, and enclosed proper payment amounts. The data are entered into the automated CLAIMS 4.0 through the Receipting and Data Entry function. CIS is automatically queried to determine the validity of the A-Number entered with the application. Applications with A-Numbers that do not appear on CIS, or whose personal information does not match that on CIS, will be referred to a clerk where an A-Number resolution procedure is performed to resolve the identification discrepancies. After data entry, the application and evidence are reviewed for completeness and are routed appropriately.

1.1.1.3 Notices

For a rejected application, a clerk bundles the applicant's check, application, and any supporting documentation. In addition, rejection processing triggers an automated Notice processing. During the Notice processing function, a rejection notice is generated. The clerk picks up the rejection notice, combines it with the bundle, and mails the package to the applicant. The applicant is sent a receipt notice using the Notice function. If additional data and/or evidence are requested, the case is put into a "Suspend" state for 84 days or until a response is received from the applicant, whichever is sooner.

1.1.1.4 Background Check

The FD-258 fingerprint card attached to the application is entered into the FD-258 EE Recording subsystem and the card is sent to the FBI. The cases are placed on hold until the responses are returned. Military checks are also requested for individuals applying for naturalization on the basis of military service. These cases are placed on hold until a response is received from the military branch contacted. The BSU function is used to log the initiation of these requests and the receipt of the responses.

1.1.1.5 Assembly of an A-File

Following the Receipting and Data Entry process, the applicant's A-File must be retrieved and consolidated with any evidence that has been submitted, including background checks. The local RAFACS system is queried in the file room, and if the file is onsite, it is pulled and consolidated with the application. If not, CIS is queried to determine the site that currently holds the A-File, and to issue a request to transfer it to the SC. When it arrives, the application and supporting evidence

are consolidated with it. Once all required evidence has been submitted, and the fingerprint check result has come back, the case can be scheduled for adjudication.

1.1.1.6 Scheduler/Interview

For applicants who require an interview, the automated Scheduler function schedules the applicant for the interview. The Notice function is invoked and the appropriate notice is sent to the applicant. Interview scheduling can be performed by either interactive or batch processing.

1.1.1.7 Adjudication/Interview

When the interview is conducted, the adjudicator is able to retrieve and view online the applicant's data from the database. During the Adjudication process, the applicant's examination results are evaluated to determine if an applicant has sufficient skills in the reading and writing of the English language and sufficient knowledge of American civics to become a naturalized citizen. The questions for the test can be generated by the system, where a set of 10 random questions are pulled from the database. The test results can be posted individually for each question or a pass/fail can be entered into the system by the adjudicator.

Upon completion and recording of these tests results, the adjudicator determines whether the case is granted, continued for multiple reasons (including reexamination and lack of evidence), or denied U.S. citizenship.

If the applicant does not appear for the interview or if the applicant requires a reexamination, the automated Scheduler function process is invoked to reschedule the applicant for reexamination. The automated Notice function is used to notify the applicant of the scheduled time and place for the reexamination. If the application is denied, the Notice function is invoked to notify the applicant of the adjudicator's decision and the Adjudication function is used by the adjudicator to close out the applicant's case.

For a granted case, first the automated Scheduler function is invoked to schedule the applicant for an oath ceremony. The Notice function is invoked to send an oath ceremony notice to the applicant. The scheduling of an applicant for an oath ceremony can be performed using the automated or the interactive scheduling function.

1.1.1.8 Scheduler/Oath Ceremony

For applicants who require an oath ceremony, the automated Scheduler function schedules the applicant for the oath ceremony. The Notice function is invoked and the appropriate notice is sent to the applicant. Oath ceremony scheduling can be performed by either interactive or batch processing.

1.1.1.9 Adjudication/Case Review

After the applicant has been interviewed, the adjudicator will determine whether the case requires a continuance action. The case is also updated with any additional evidence of background information that was missing during the interview. After the update is complete or the timeperiod allowed for the continuance has expired, a case review is performed. The Case Review process will determine whether an applicant should be given an interview or be required to supply additional evidence, decide to forward the case to the appropriate agency for further processing, and deny or grant an application.

1.1.1.10 Certificate Production

The automated Certificate Production function produces the naturalization certificates for the scheduled attendees for oath ceremonies.

1.1.1.11 Oath Ceremony Close Out

After the oath ceremony is conducted, the newly naturalized cases are closed out; the no-show cases and the newly granted naturalization certificate numbers are recorded.

System Architecture

This section provides a high-level diagram that identifies the INS enterprise network typology. Exhibit 2–6, CLAIMS 4.0 Architecture, depicts the hardware infrastructure required for successful deployment of CLAIMS 4.0 throughout the INS. Exhibit 2–6 also identifies the required typology for Headquarters, SCs, DOs, and the DOJ mainframe.

Exhibit 2–6: CLAIMS 4.0 Architecture

Service Center [illegible] Systems \ District Office

The divisions are connected by a WAN. INS Headquarters is connected to this WAN by a router that is linked through TCP/IP. The DOJ in Dallas is connected to the WAN via a controller that is linked through System Network Architecture (SNA). The SCs and the DOs are connected to the WAN by a router linked to TCP/IP and a gateway using SNA.

The main data storage for CLAIMS 4.0 operations is located in Dallas. Data storage comprises a Pyramid Oracle RDBMS server and the CLAIMS 4.0 database, which contains the system's lookup and naturalization case data tables. These are accessed through the WAN by DOJ/Dallas, the SCs, and the DOs.

The DOJ mainframe computer is located in Dallas. The mainframe system RNACS and CIS store their data in the IDMS.

The SC configurations comprise CLAIMS 4.0 client workstations, a CLAIMS 4.0 batch client, office automation file servers (Novell TIP), HP 5 Si Mx w/RH tower feed printers, and Windows NT servers (CLAIMS 4.0 application server). These are linked to a Novell 4.1 LAN token ring environment, which is connected to the WAN.

The DO configurations comprise CLAIMS 4.0 client workstations, a CLAIMS 4.0 batch client, office automation file server (Novell TIP), Windows NT server (CLAIMS 4.0 application server), and printers. These are connected to a Novell 3.12 Ethernet LAN, which is linked to the WAN.

Local data (nonapplication) are stored in the office automation file servers (Novell TIP). The CLAIMS 4.0 programs are stored on client workstations and the Windows NT server. The naturalized case data are stored in the CLAIMS 4.0 database using the Oracle RDBMS server.

The data for an applicant are entered into the CLAIMS 4.0 client workstations at a SC. The data necessary to print the required notices are sent to the printer. The applicant's data are sent through the Novell token ring LAN to the WAN and forwarded to the Pyramid Oracle RDBMS server, which stores the data in the CLAIMS 4.0 database. The Adjudication process is performed at the DO. When data are needed from the DOJ, a request is sent from CLAIMS 4.0 to the DOJ mainframe. The DOJ responds to these requests as necessary. Most DOJ mainframe interface functions are handled by the national server located in Washington, DC.

System and Subsystem Overview

The subsequent sections discuss the technical details of the conceptual design of the CLAIMS 4.0 application subsystems. Because an object-oriented methodology was used, the

subsystems were decomposed into classes. Logical names were assigned to each of these classes and these logical names are used throughout the subsequent sections.

The subsequent sections also include class relationship diagrams to present the mid-level design of each of the CLAIMS 4.0 subsystems. This mid-level design shows how the classes reference each other. These references are the result of creating objects of one class with another class. Also, Visual Basic 4.0 allows the developers to reference a specific type of class without creating an object of that class. This specific type of class is a form. This type of relationship will also be included in the class relationship diagrams.

Receipting

Receipting will cover three sections providing an indepth look at each of the sections. Specific details will be provided in each of the subsequent sections.

1.1.1.12 Functionality

The Receipting function is responsible for providing Mailroom, Finance, and Data Entry functionality.

1.1.1.12.1 MAILROOM

The Mailroom component is designed to perform four primary tasks. First, it clocks in the application. Second, it assigns a system-generated application ID number to the application. Third, it can print, void, and reprint the application labels that are placed on the applications. This label includes the application ID bar code, as well as the application ID and "mail received date" in human-readable format as part of the information encoded in the bar code.

The last task is to handle initial payment processing. If a payment is included with the application, the Mailroom function endorses the check and generates a payment ID. When the payment is provided, the payment ID is also included on the bar-code label. Also included in the payment processing is a facility that allows the user to correct the payment and to change the status of new remittances to ready for payment processing.

Section 3 describes the Mailroom component classes and their responsibilities. The Mailroom component is implemented as an executable (Mailroom.exe).

1.1.1.12.2 FINANCE

The Finance component is designed to perform primarily four tasks. The first task is recording and reconciling the payment. The system is designed to accept single or multiple payments provided by the applicant(s). All the payments provided for a specific application are linked together with a single payment ID. If a single remittance is provided for multiple applications, a single payment ID is created so each application will refer to the same payment ID. In the case where multiple remittances are provided for a single application, or a related set of applications, each remittance

will be assigned a different remittance sequence number. However, each remittance will have the same payment ID.

The second available option of the Finance component is recording the cash box reconciliation and auditing the cash box. To assist with the manual reconciliation process, the system displays all the payments included in the cash box as well as the number of remittances and the total payment amount. After the user has performed the reconciliation, the system is designed to allow the user to select an option to record the user who has reconciled the cash box. Once the cash box is reconciled, the cash box is made available to the supervisor, so an audit can be conducted. If the cash box passes the audit, the supervisor can select an option to record that the cash box passed the audit. If the cash box does not pass the audit, the user who performed the reconciliation must reconcile the cash box again.

The third primary task this component provides is bounced check processing. The system is designed to accept the payment ID(s) of the bounced checks returned from the bank. Then, the system will determine which application or applications relied on that check. The system will suspend all processing on the application(s) until a valid payment is made. A bounced check notice is produced—to be mailed to the applicant(s) who were covered by the bounced check. The bounced check notice will indicate the case was suspended because of insufficient payment and the applicant(s) will be charged an additional returned check fee.

The fourth primary task is the generation of the Invalid Payment Notice. The user can request an Invalid Payment Notice be sent to the applicant when one or more of the following conditions exist:

- Remittance is not signed

Remittance is not payable in U.S. currency
Remittance is not payable to the INS

- Remittance is not usable

Printing cash box labels is the final task permitted by this function. This task is designed to print cash box bar-code labels. This cash box bar code contains the cash box ID used by the user while performing the payment data entry and reconciliation.

Section 3 describes the Finance component classes and their responsibilities. The Finance component is implemented as an executable (Finance.exe).

1.1.1.12.3 DATA ENTRY AND UPDATE

The Data Entry component is designed to assist the user with recording and updating the data obtained from the N-400 forms and the evidence provided for both new and existing applications. All this information is stored in the CLAIMS 4.0 database. The application ID (used as the key for these data) can be scanned in from the bar-code label or keyed in the text box on the data entry screen. Once data entry is completed, the system will perform the calculations necessary to determine if the payment, data, and evidence provided is sufficient to allow the application to proceed, or whether the suspense processes should be invoked.

If certain data and evidence requirements are not met, a "receipt acknowledgment with suspense" notice will identify the data and evidence that were missing at the time of processing and will specify that the application will be put into a suspense status, until these items are provided or a specific timeperiod has elapsed. A "receipt acknowledgment" notice is produced when the payment, all data, and evidence requirements are sufficiently met.

2.2.1.1.3.1 Group Management

The Group Management component is designed to allow the user to create and update group attributes, such as group ID, name, address, and application membership (applications that are linked together to form a group). The Group Management component also provides a facility that allows the user to search by group type and status. When the search facility is used, a list of groups are displayed and the user has the option of selecting one of the groups. After selecting the group, the detailed attributes are made available for user updates. The user can change the group members by deleting and adding a new application ID to the group. They can also modify all the other group attributes except the group ID.

1.1.1.12.4 SUPPORTING COMPONENTS

The Receipting subsystem uses several supporting components to assist in satisfying the functions specified above. We attempted to encapsulate one major service in each of these components to promote reuse and high functional cohesion. These supporting components include the following:

- Check endorsement class

Communication class
Database component
Business component
Payment component
Cash Box component

- Pay Merge component

2.2.1.1.4.1 Check Endorsement Class

The check endorsement class is designed to perform franking of the remittance checks. The check endorsement class provides the following functions:

- Initializing and releasing the printer
- Checking if the communication environment is available by collaborating with the Communication class
- Checking if the check is inserted
- Managing all printing characteristics, including line feed height, fonts, line separator, etc.

- Reading the CLAIMS.INI file to capture the print options
- Getting the INS account number
- Printing the endorsement information on the back of the remittance check
- Producing appropriate and informative messages

2.2.1.1.4.2 Communication Class

The communication class is designed to support the check endorsement feature described in the previous section. This class is responsible for the following:

- Capturing the communication port as specified in the CLAIMS.INI file
- Setting up all default communication parameters, including timeout, handshaking, sending and receiving buffer sizes, data transfer rate, etc.
- Setting up the delay interval
- Sending data stream to communication port for printing
- Responding to various communication statuses

2.2.1.1.4.3 Database Component

The Database component is designed as an application interface to the CLAIMS 4.0 database. The component is thus made up of many classes. Each class contains the declaration of class members belonging to that class domain. For instance, the "Absence From US" class will contain a declaration for leaving date, returning date, leaving port of entry (POE), returning POE, destination country, reason for absence, 6-month absence flag, etc.

The class declaration consists of the "Get & Set" properties for each class member. Remote Data Object (RDO) is used as the interface to ODBC, which provides a generic interface to a remote RDBMS (in this case Oracle). Each of the class members resides in the CLAIMS 4.0 database as fields in the tables. RDO functions are used to retrieve the appropriate fields from the database and place them in the appropriate Database class members.

Following is the listing of the N-400 business domain classes included in the Database component:

- Absence From US
- Allegiance Answers
- Current Marriage
- Employment
- Form
- Marital History
- Applicant Address
- Application
- Eligibility
- Evidence
- Processing History
- Organization Membership
- Alias
- Children Information
- Additional Eligibility
- FD-258
- Labels
- Payment

Remittance	Representative	Residence History
• Data Entry Results	• Transfer	• User

In addition, the Database component also includes the environmental classes used for connecting and performing user login to the database, and interfacing with the Workflow Management system.

2.2.1.1.4.4 Business Component

The Business component is designed to be the primary internal component of the Receipt system. All other functions or activities in the Receipt system will eventually invoke the Business component services. Its primary responsibility is to retrieve, update, and insert data elements from the CLAIMS 4.0 database executing SQL commands.

The Business component creates its objects from classes defined in the Database component. The Business component comprises all classes covering the following N-400 business domains:

- Absence From US
- Allegiance Answers
- Current Marriage
- Employment
- Form
- Marital History
- Remittance
- Data Entry Results
- Applicant Address
- Application
- Eligibility
- Evidence
- Processing History
- Organization Membership
- Representative
- Transfer
- Alias
- Children Information
- Additional Eligibility
- FD-258
- Labels
- Payment
- Residence History
- User

In addition, the Business component accesses other supporting classes and subsystems, such as communication, database, group management, workflow management, lookups, and bar code generation.

2.2.1.1.4.5 Payment Component

The Payment component is designed to handle monetary transactions that include the following:

- Recording the payment method (check, money order, or credit card)
- Ensuring the payment ID exists in the database (the payment ID was created in the Mailroom component)
- Retrieving the payment record from the database
- Looking up for the correct fee amount (collaborating with Lookup Manager [Section 2.3.2, Lookup Manager Function])

- Handling multiple remittances under one payment ID (group payment); this capability includes adding a remittance to a group payment or removing a remittance from a group payment
- Storing the remittance amount to the database
- Handling the incorrect amount (under and over payment)
- Handling the bounced check and replacement checks situations
- Sending appropriate messages to inform the user of process status

2.2.1.1.4.6 Cash Box Component

The Cash Box component is designed to keep track of payment transactions of the payment clerk. Each cash box has a unique ID that is associated with a specific user and location. When a payment is recorded in the Payment component, the user cash box is opened to store the payment data. A cash box can contain several payment transactions. Cash box operations include the following:

- **Closing cash box**—Not accepting any more payments after closing
- **Reconciling the cash box**—The amount on each remittance, the total number of remittances, and the total dollar amount in a cash box must match the actual payments reported by the system.
- **Auditing cash box**—A Finance unit supervisor can audit the cash boxes belonging to the unit, and accept or reject them. The rejected cash boxes are returned to the initial user to reconcile. The supervisor cannot audit his or her own cash boxes.
- **Transferring cash box**—The supervisor can transfer ownership of a cash box from another user to his or her own. The supervisor can then close the transferred cash box, reconcile it, and have it audited by another supervisor.

2.2.1.1.4.7 Pay Merge Component

The Pay Merge component is designed to reconcile payments with the requested benefit. It is responsible for determining if the payment provided is an accurate payment, overpayment, or under payment. This component has no user interface; thus it is designed to run as a noninteractive background job. It also is designed to perform calculations on all the cases that are ready as indicated by the workflow manager.

1.1.1.13 Class Relationship

Attachment A, of the System Design Document for CLAIMS 4.0 (NCY00.20003-01.UA0-EDS), provides the class relationships of the Receipting function.

1.1.1.14 Subsystem Inputs and Outputs

Subsystem inputs are as follows:

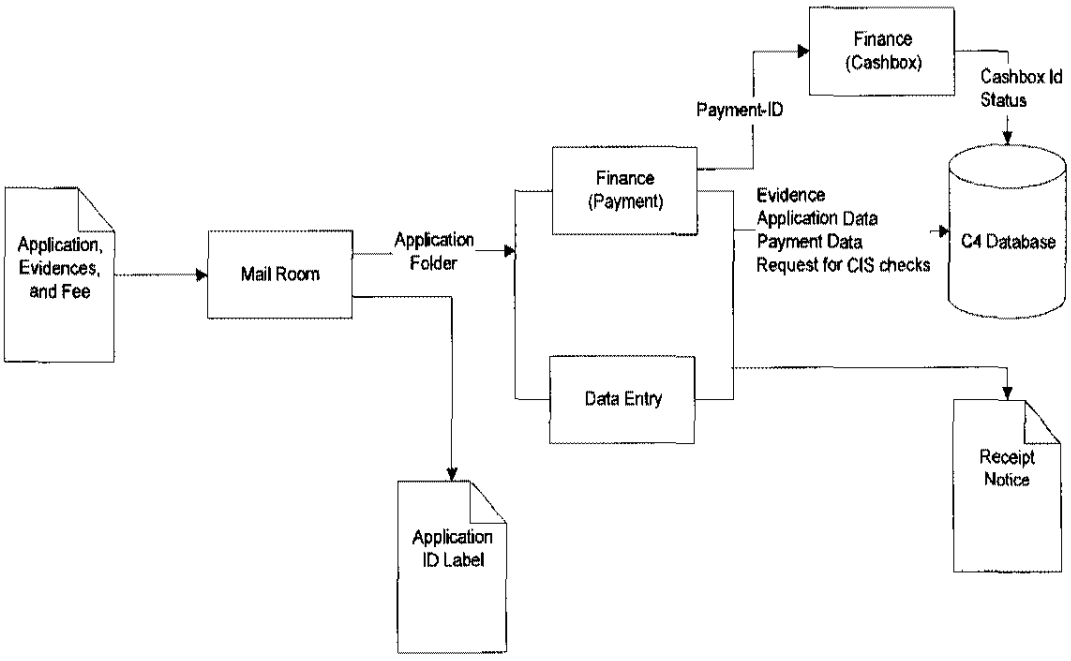
- **Application Form**—Includes the N-400 parts 1, 2, 3A, 3B, 4A, 4B, 5A, 5B, 6, 7, 8, 9, and 10
- **Evidence**—Includes the G-28, FD-258, birth certificate, marriage certificate, etc.
- **Payment**—Includes the payment information such as the payment amount, remittance sequence number, type of remittance, etc.
- **System Date and Time**—The time of day that the application is recorded in CLAIMS 4.0 as received in the mailroom as defined by the Oracle server

Subsystem outputs are as follows:

- **Receipt Notice**—Includes the application ID, payment ID, and case status, and indicates what (if any) evidence is missing; and if the payment is short, it indicates by how much
- **Labels**—Bar-code label that encodes the application ID, payment ID, or cash box ID depending at what step in the process the case is located
- **Requests**—A-Number validation and A-File request processing
- **Assembled and recorded evidence**—See evidence above
- **Application Data**—Data entered from the N-400, G-28, and FD-258 forms

Exhibit 2–7, Receipting Subsystem Data Flow, depicts the inputs and outputs as required for the Receipting function.

Exhibit 2–7: Receipting Subsystem Data Flow



Adjudication

The Adjudication process in the baseline CLAIMS 4.0 system supports the adjudication of N-400 applications. Baseline CLAIMS 4.0 includes the following functions:

- Case Reviews/Data Changes

Examinations/Interviews

Decision Processing

- Grant
  - Continue for Interview
  - Continue for Information
  - Continue With Intent to Deny
  - Deny/Withdraw
  - Denial Due to Abandonment
  - Service Motion to Reopen and Reconsider
  - Applicant Motion to Reopen and Reconsider
  - Motion to Reopen and Reconsider
  - Decision on Interview/Oath Ceremony
  - Supervisor Review

The Adjudication process also provides the following supporting functions to make the Adjudication process more effective:

- Application List

Name Change Petition

Application History

Past Exams Results

Past Decisions Results

Print Notices

- Find/Case Status

The following functions will be included in future releases:

- Appeal Decisions
- Reconciliation of Applications and Persons

1.1.1.15 Adjudication Functions

1.1.1.15.1 CASE REVIEW/DATA CHANGES FUNCTION

The Case Preview/Open function is designed to allow the user to access and update application information. The system will allow direct access to the application by accepting an application ID or an A-Number and displaying the application data. The system will also allow indirect access by accepting an office ID or an adjudication activity, and then displaying a list of cases ready for the selected adjudication activity in that office. The user can select the desired case and will see the same screen as in a direct access.

The Case Review/Data Changes function will be implemented via the Preview/Open screen and the Application ID screen described in the subsequent sections.

2.2.2.1.1.1 Preview/Open Screen

The Preview/Open screen is designed to contain a data entry field for the application ID, three information areas, and the standard process command buttons: OK, Cancel, and Clear.

The three information areas include the following:

- The application open mode area, which lists all the adjudication activities permitted for the user. This area is broken into two areas: Pending activities and Ad Hoc activities. The user can select an activity that will be used as a search criteria in conjunction with a specific office.
- The office selection area allows the user to specify an office to have all cases listed.
- The application list area displays all the applications that are ready for the desired adjudication activity in the selected office from the Pending activity list. The displayed case data include the application ID, the expected start date, the application status, and the assigned user ID. When the user selects a case, the application data will be displayed.

2.2.2.1.1.2 Application ID Screen

The Application ID screen is designed to display the application data for review and update. The screen is designed as a cluster of information. The main one is the applicant's biographic data, surrounded by other supporting data, including address, attorney, evidence, relatives, marriage status, employment, alias, eligibility, member of organizations, time absence from the United States, and residence history.

The implementation of this screen is a form with many tabs. Clicking on a tab will bring up a screen of pertinent data and allow the user to review and/or update information. The presence of the tabs depends on the form type of the application. For instance, the Residential History tab is displayed for N-400, but is hidden for N-565.

Fields with multiple values have a drop-down list for the user to choose if the list is relatively short. The user can tab to any field, and then type over to update.

2.2.2.1.1.2.1 Applicant Biographic Data Tab

The Applicant Biographic Data tab is designed to display fields including the A-Number, last name, first name, middle name, suffix, date of birth (DOB), country of birth (COB), phone, date of entry, country of citizenship (COC), Social Security number (SSN), date of permanent residence, marital status, sex, POE, occupation, and height.

Other fields are displayed based on the form type. For form N-400, the tab also displays the basis for eligibility, English proficiency, and permanent residency date.

2.2.2.1.1.2.2 Address Tab

The Address tab is designed to show the current mailing address and current resident address. If both addresses are the same, the user can check a box to indicate this, and the system will populate the resident address with the mailing address or vice versa.

2.2.2.1.1.2.3 Attorney Tab

The Attorney tab is designed to display the attorney information, if there is an attorney representing the case, or it can be used to attach an attorney to the case. The attorney information includes the INS attorney number, the attorney state license number, the Voluntary Agency (VOLAG) number, last name, first name, middle name, title, firm name or VOLAG name, mailing address, phone, fax, mobile phone, and type of appearance.

2.2.2.1.1.2.4 Evidence/Background Tab

The Evidence/Background tab is designed to allow the user to view and update the evidence associated with the case. It also provides a way to record the inquiry check responses from other agencies. Thus, the screen comprises the following three areas:

- The first area is for listing all requested evidence along with the status, so the user can select one to update or delete. The user will also have the option to view all evidence that could be requested for the case.
- The second area is for updating. The fields on this area include evidence status, target person (for whom the evidence is requested), and a note. The user will select an evidence in the first area then click on the Update button; the evidence current data are displayed in this area for updates.
- The third area is for recording responses from other agencies. The evidence or inquiries include the A-File, CIS check, N-426, FBI name check, FBI fingerprint, SB1 Visa, and G-325B.

2.2.2.1.1.2.5 Relative Tab

The Relative tab is designed to display a list of information about the applicant's relatives. The fields include last name, first name, middle name, what relation they are to the applicant, A-Number, status, and DOB. A stand-alone field and number of children will be provided. Standard processing buttons such as Update, Add, and Delete must be provided. The Update or Add button will lead the user to a pop-up window containing detailed biographic data for the selected relative; once there, the user can enter or update the information. The detailed information includes the relative's name, address, and the means to become a U.S. citizen (by birth, or by

naturalization; naturalization certificate number; or denied), and current situation (lives with applicant, lives at a separate address, or is deceased).

2.2.2.1.1.2.6 Marriage Tab

The Marriage tab is designed to list the name(s) of spouse(s) together with the DOB, A-Number, citizenship status, and SSN. A stand-alone field and number of times married are also provided. The user can select a spouse entry, then click the Update, Add, or Delete buttons.

The Update or Add button will lead the user to a pop-up window containing spouse's detailed information for updating. The spouse's detailed information includes name, SSN, A-Number, COC, COB, DOB, marriage date, divorce location, reason marriage ended, spouse's address, date and location of naturalization, and a naturalization certificate number.

2.2.2.1.1.2.7 Employment Tab

The Employment tab is designed to display a list of the applicant's employment data. The fields include the employer's name and the applicant's occupation, position, employment period, and the office. The user can select an employment entry, and click the Update, Add, or Delete button. The Update or Add button will lead the user to the edit employment information screen. This screen contains detailed employment data, including name, address, occupation, title, and date of employment.

2.2.2.1.1.2.8 Alias Tab

The Alias tab is designed to allow the user to add or update the applicant's aliases. The screen includes the following four areas:

- The first area is the name shown on the Alien Registration card.

The second area is the name as it would appear on a Naturalization Certificate.
The third area is the listing of aliases.

- The fourth area is for editing or entering the new the aliases.

The user may choose an alias from the list, click the Update button, and see the information populated to the fourth area for updating. The user can also click the Delete button to remove the alias. With the Add button, the user must key in a new alias in the fourth area and see the information appear on the listing area.

2.2.2.1.1.2.9 Eligibility Tab

The Eligibility tab is designed to display a list of questions just as they appear on the N-400 form. For each question, the screen also displays the question type, the expected answer, and the actual answer.

To update the answer, the user can click on the item to be changed and select one from a possible list: Yes, No, or blank.

This tab also provides an entrance (the Detail button) to viewing selective service details or arrest information details. If the user clicks on the Detail button, a pop-up window appears containing two tabs: the Selective Service Detail and the Arrest Information Detail.

The Selective Service Detail tab displays information including Selective Service number, date; local board number and classification if the applicant registered before 1978. To update, the user can click on the desired field and overtype.

The Arrest Information Details tab is a list of information concerning the arrest(s). The user can select an arrest entry from the list, click on the Update button, activate a pop-up window containing pertinent data appear, and change the information. The user can also click on the Add button and enter the new data on to the pop-up window fields. To delete an arrest entry, the user selects the entry and clicks on the Delete button. The data on the Arrest Information tab include the crime nature, the crime outcome, crime date, and location.

2.2.2.1.1.2.10 Organization Tab

The Organization tab is designed to display a list of organizations of which the applicant is a member. The data include the organization name, the organization nature, membership period, and the location. The tab provides update, add, and delete capabilities. The user can select an organization entry from the list, then click on the Update, Add, or Delete button. The Update or Add button will invoke a pop-up window containing pertinent data for updating.

2.2.2.1.1.2.11 Absence From US Tab

The Absence From U.S. tab is designed to display a list of absence entries. The data include the total days absent, the absence period, the destination country, the port of return, the reason, and other unlisted details. The tab also provides update, add, and delete capabilities. The Update or Add button will invoke a pop-up window containing pertinent data for updating.

2.2.2.1.1.2.12 Residential History Tab

The Residential History tab is designed to display a list of current and past resident addresses of the applicant. The user can select an entry from the list, and click on the Update, Add, or Delete button. The Update or Add button will invoke a pop-up window containing pertinent information for updating.

2.2.2.1.1.2.13 Fingerprint Results Tab

The Fingerprint Results tab is designed to display a list of current and past fingerprint results as returned from the FBI for the applicant. The user can select an entry from the list and select the Modify Current button or the user may select Add FP Resp to add a fingerprint result. The Modify Current or Add FP Resp button will invoke a pop-up window containing pertinent information for updating/adding. The user may delete a newly added fingerprint result by selecting the Delete Added button. The user may also cancel the fingerprint request if the fingerprint is outstanding by

selecting the Cancel FP Req button. Once selected, the user may undo the cancel by selecting the Undo Cancel button. The user may also order new prints by selecting the Order New F's button.

2.2.2.1.1.2.14 G325 Tab

The G325 tab is designed to display a list of current and past fingerprint results as returned from the FBI for the applicant. The user can select an entry from the list and select the Modify Current button or the user may select Add FP Resp to add a fingerprint result. The Modify Current or Add FP Resp button will invoke a pop-up window containing pertinent information for updating/adding. The user may delete a newly added fingerprint result by selecting the Delete Added button. The user may also cancel the fingerprint request if the fingerprint is outstanding by selecting the Cancel FP Req button. Once selected, the user may undo the cancel by selecting the Undo Cancel button. The user may also order new prints by selecting the Order New F's button.

1.1.1.15.2 EXAMINATIONS/INTERVIEW FUNCTION

The Examination function is designed to provide the capability to administer the naturalization test to an applicant during the interview process or to record test results administered by an authorized test center.

The function is implemented via the Adjudication Test Results screen.

The screen has two tabs: INS Location Testing and Test Center Results.

2.2.2.1.2.1 INS Location Testing Tab

The INS Location Testing tab is designed to administer the naturalization test during the interview at an INS office. The screen comprises the following four areas:

- The Test Question area contains a list of randomly created civics or history questions. The correct answers are also listed. There is a Create Civics/History command button and a Create 65/20 command button. As the adjudicator clicks on either button, the system will generate a list of questions. The Clear button will clear the questions. The user may select the All Correct, All Incorrect, or Clear in the Answers section to indicate in the grid the correctness of the answers. These may also be entered individually by selecting each item in the grid. The applicant answers may be entered by typing in the answer in the Applicant Answer column of the grid. The questions and answers may be printed by selecting the appropriate button in the Print section.

- The Reading Sample and Writing Sample area includes two text boxes, and may be created by selecting the Grid icon. When created, they may be printed by selecting the Printer icon or erased by selecting the Eraser icon.
- The Test Result area includes the test location, test date, administrator ID, civic/history score, civic/history result (pass, fail, waive, 245A interview passed), and English proficiency result (pass, fail, waive, 245A interview passed).
- The Adjudicator Note area is an input field where the adjudicator can enter any notes.

2.2.2.1.2.2 Test Center Test Result Tab

The Test Center Test Result tab is designed to allow the adjudicator to record the results of the naturalization test administered at an authorized test center.

The fields on this screen include the test center affiliation code, the test center number, the administrator ID, the civic/history test result (pass, fail, score), test center rating, English proficiency result (pass, fail, waive), and the adjudicator note.

1.1.1.15.3 DECISIONS FUNCTION

After the adjudicator has entered the naturalization test results and reviewed the application, he or she can grant, continue, continue with intent to deny, or deny-withdraw the case. Before the final decision is made, the case can be placed on hold for later processing, or can be sent to a supervisor for further review. The adjudicator has the option to create a customized notice at the time of the decision or at a later time.

2.2.2.1.3.1 Approve Choices Screen

The Approve Choices screen is designed for the adjudicator to record the approve decision, the reasons for, and other decision supporting data elements. The screen contains the following areas:

- The approval choices area allows the adjudicator to check the appropriate approval box.
- The approval text area displays the approval paragraph corresponding with the approval choice.
- The supporting area comprises the following folder tabs (this area will be reused in other adjudication screens):
  - The Decision Result tab contains the supporting data elements, including the user ID of the person who enters the result, the adjudicator ID, the adjudication date, the interpreter name, the language interpreted, the Government agency that audits the decision, the type of oath ceremony (administrative or judicial), and the notices status.
  - The Adjudication Note tab contains the adjudicator notes.
  - The Decision Review Result tab lists all the adjudication events for the case.

2.2.2.1.3.2 Oath Ceremony Locations Screen

The Oath Ceremony Locations screen is designed to assist the adjudicator in requesting a site for the oath ceremony for a case that may either be approved in the future or for a case currently being approved. The screen displays a location listing consisting of three fields: the ceremony type (administrative or judicial), the ceremony date, and the location. A check box is placed at the beginning of each entry for the user to check and select the entry.

The locations of the ceremony are preferably within the same ZIP code area as the applicant's current resident address.

2.2.2.1.3.3 Continue Reason Screen

The Continue Reason screen is designed to assist the adjudicator in continuing the case when further information, evidence, or action is needed before a decision can be made. The screen also allows the adjudicator to record missing evidence or other reasons to continue the case. The adjudicator has the option to create a customized notice or generate a standard notice based on the reasons selected. The screen comprises the following panels and the supporting area (reuse) described in Section 2.2.2.1.3.1, Approve Choices Screen:

- The Missing Evidence panel displays all evidence required for the case and the evidence target person. The adjudicator selects an evidence by checking the box preceding the evidence entry.
- The Process Incomplete Reasons panel displays a list of predefined process reasons. Each reason is shown with a check box for the user to select.
- The Other Reasons panel displays a list of other nonprocess reasons that put the case in the continue status, but for which the applicant must be reinterviewed.
- The supporting area is reused from the Approve screen with the addition of the case complexity field (high, medium, or low), and the removal of the oath ceremony type. If the applicant is to be reinterviewed, the case complexity can be specified for time allotment purposes.

2.2.2.1.3.4 Continue With Intent to Deny Screen

The Continue With Intent to Deny screen is designed to assist the adjudicator in recording the continuation reasons. However, the adjudicator does not intend to grant the case. A customized notice is required for this function. The screen comprises the following panels and the shared supporting area described in Section 2.2.2.1.3.1:

- The Continue With Intent to Deny Reasons panel displays a list of reasons. The adjudicator selects a reason by checking a box preceding the reason.
- The Continue With Intent to Deny Paragraphs panel lists paragraph choices. The user selects an appropriate paragraph by checking the box preceding its name.

- The supporting area is reused from the Approve screen with the removal of the oath ceremony type.

2.2.2.1.3.5 Deny/Admin Close/Withdraw Screen

The Deny/Admin Close/Withdraw screen is designed to assist the adjudicator in recording the deny decision and its reasons. The adjudicator can also create a customized notice. The screen comprises the following panels and the shared supporting area described in Section 2.2.2.1.3.1:

- The Deny/Admin Close/Withdraw choices panel displays three available options depending on the form type of the application. For N-400, three choices are available: deny application, administrative close application, and application withdrawn. The adjudicator selects an option by checking a box preceding the option.
- The Deny/Admin Close/Withdraw Reasons panel displays a list of reasons. The adjudicator selects a reason by checking the box preceding the reason.
- The Deny/Admin Close/Withdraw Paragraphs panel displays the paragraph corresponding to the selected reason.
- The supporting area is reused from the Approve screen with the removal of the oath ceremony type.

2.2.2.1.3.6 Denial Due to Abandonment Screen

The Denial Due to Abandonment screen is designed to assist the adjudicator in recording the denial due to abandonment decision and its reasons. The adjudicator can also create a customized notice. The screen comprises the following panels and the shared supporting area described in Section 2.2.2.1.3.1:

- The Denial Due to Abandonment Choices panel displays the available option for abandonment. The adjudicator selects an option by checking a box preceding the option.
- The Denial Due to Abandonment Reasons panel displays a list of reasons. The adjudicator selects a reason by checking the box preceding the reason.
- The Denial Due to Abandonment Paragraphs panel displays the paragraph corresponding to the selected reason.

- The supporting area is reused from the Approve screen with the removal of the oath ceremony type.

2.2.2.1.3.7 Service Motion to Reopen and Reconsider—Derogatory Screen

If new information received provides cause for denial, but the application has been approved, the Service Motion to Reopen and Reconsider—Derogatory function allows the adjudicator to reopen and review the case. A customized notice is required for this decision. The screen comprises the following panels and the supporting area described in Section 2.2.2.1.3.1:

- The Motion to Reopen Reasons panel displays a list of reasons. The adjudicator selects a reason by checking the box preceding the reason.
- The Motion to Reopen Paragraphs panel displays a list of paragraph names. The adjudicator selects a paragraph by checking the box preceding it.
- The supporting area presents slightly different information. The Decision Review Result tab is removed. The Decision Result tab contains the following fields: the user ID of the person who enters the results, the user ID of the adjudicator who reopens the case, the reopen date, the original approve ID, and the original approve date.

2.2.2.1.3.8 Applicant Motion to Reopen and Reconsider

If the applicant requests his denied case to be reopened and reconsidered, then the Applicant Motion to Reopen and Reconsider function allows the adjudicator to decide whether to grant or dismiss this request. A customized notice is required for this decision. The screen comprises the following panels and the supporting area described in Section 2.2.2.1.3.1:

- The Motion to Reopen and Reconsider Decision panel displays two options: Grant and Dismiss. The adjudicator selects one by checking the box preceding the option.
- The Motion to Reopen Routing panel displays a list of routing options if Grant is selected. The adjudicator selects an option by checking the box preceding the option.
- The Motion to Reopen Paragraphs panel displays a list of paragraph names. The adjudicator selects a paragraph by checking the box preceding it.
- The supporting area presents slightly different information. The Decision Review Result tab is removed. The Decision Result tab contains the following fields: the user ID of the person who enters the results, the user ID of the adjudicator who reopens the case, the reopen date, the original denial ID, and the original denial date.

2.2.2.1.3.9 Decision on Interview/Oath Ceremony—Interview Decision/Oath Ceremony Decision Screen

This function is designed to assist the adjudicator in rescheduling cases for interview. The adjudicator can verify if the case is "no-show" by accessing the Application History screen described below. If the case is no-show, the adjudicator has the option to reschedule the case using the Interview Decision screen. The Interview Decision screen comprises the following areas:

- The interview decision area displays choices for interview type (Question and Answer or Re-Exam), and the case complexity indicator (high, medium, or low).
- The interview location area displays a list of interview locations that are allowed according to the applicant's residential ZIP code. The information includes the location code, the sublocation code, and the location description. The adjudicator can select a location by checking a box preceding the location code.

2.2.2.1.3.10 Supervisor Review Function

The Supervisor Review function is designed to enable a supervisor to review the decision made to a case. All Adjudication functions and screens are available to the supervisor. From the Adjudication Decision screen, the supervisor can select either confirm or remand the decision. To change the decision, the supervisor can overtype the decision fields. The supervisor can also view the Prior Test Results screen. The supervisor may confirm and make the decision final or may remand, or make a new final decision. Whether remanding or confirming, the supervisor has the option to send the decision back to the referring adjudicator.

1.1.1.15.4 APPLICATION LIST

The Application List function is designed to allow the user to view a list of all applications submitted under a first and last name that are similar to the open application. The displayed information includes the application ID, firm number, A-Number, applicant's last and first name, DOB, and COB.

From this list, the user may choose to view a summary of an application, which is provided through Case Status; or the user may choose to open the application and work on it.

1.1.1.15.5 NAME CHANGE PETITION SCREEN

The Name Change Petition screen is designed to allow the user to record a name change. The screen contains the old name and the new name areas. The data elements in each area include last name, first name, middle name, and suffix. In addition to the OK, Cancel, and Clear buttons, a Print button is provided to produce a hard copy of the change.

1.1.1.15.6 APPLICATION HISTORY SCREEN

The Application History function is designed to allow the adjudicator to review all activities that have been done on a case. The function also provides a summary of current activity, and a tally of no-shows and cancellations for interviews or oath ceremonies.

If the user wants to include the RAFACS information in the function preferences, the responsible party and section information is displayed.

The screen comprises the following areas:

- The History Activity area displays all completed activities for the case. The displayed data elements include the activity description, the activity status, the activity workflow end condition, the user ID of the person who performed the activity, and the activity time stamp.
- The Current Activity area displays the current pending or active activities. The data elements include the activity description, the activity status, and the user ID.
- The RAFACS information area contains the responsible party and section information.

- The No-Show/Cancellation area displays the tallies for no-shows or cancellations for both interview and oath ceremonies.

1.1.1.15.7 PAST EXAM RESULTS FUNCTION

The Past Exam Results is a supporting function designed to allow the adjudicator to review quickly the past exam results of the case. The screen displays a list of past exams with supporting data elements including civic/history result, English proficiency result, the administrator ID, the test date, and the test center.

Access to this function is provided as a menu item under the View menu of the Adjudication Manager window.

1.1.1.15.8 PAST DECISION RESULTS FUNCTION

The Past Decision Results is a supporting function to provide the adjudicator a list of previous decisions on the case. The screen displays a list of decision data elements, including the decision result, the decision status, the adjudicator user ID, the decision date, and the final notice status. Access to this function is provided as a menu item under the View menu of the Adjudication Manager window.

1.1.1.15.9 NOTICE FUNCTION

The Notice function is designed to assist the adjudicator in creating a customized notice. A toolbar button and menu options provide the entrance to this function. The Notice screen displays a list of options, including the following:

- Quick View Template

Quick View Notice
Send to Batch Print
Print Local
Customize
Print Completed Decision Notice

- Delete Notice

The Notice template will be displayed in MS Word for viewing and editing. The options are enabled/disabled appropriately depending on the status and type of the decision notice.

1.1.1.15.10 FIND/CASE STATUS FUNCTION

This function is designed as a link to the Case Status subsystem. The function provides the adjudicator a means to locate a case quickly.

1.1.1.16 Class Relationships

Attachment A, of the System Design Document for CLAIMS 4.0 (NCY00.20003-01.UA0-EDS), provides the class relationships of the Adjudication function.

1.1.1.17 Subsystem Inputs/Outputs

Exhibit 2–8, Adjudication Subsystem Data Flow, describes the inputs and outputs required for the Adjudication subsystem.

Exhibit 2–8: Adjudication Subsystem Data Flow



1.1.1.17.1 ADJUDICATION INPUTS

System inputs include the following:

- **Application ID**—Provides an index to the data obtained from the application as stored on the database
- **Background Checking Results**—Includes data returned from "background checks" with systems both inside and outside of the INS and entered into the database
- **A-File**—The physical A-File as requested through RAFACS/CIS
- **Application**—The physical naturalization application and supplied evidence

1.1.1.17.2 ADJUDICATION OUTPUTS

Adjudication produces the following system output:

- **Notices**—Specifically includes Notices of decision, need to reexamine, need for question and answer session, additional evidence requirements (through the Notices subsystem as described in Section 2.2.6, Notices), the oath ceremony notice, and bar code for the N-445B produced in real time for distribution at the interview (also through the subsystem as described in Section 2.2.6)
- **Scheduling Requests**—Include scheduling requests for oath ceremony, question and answer, or repeat exams
- **Application Updates**—Includes updates to application data and status in the data
- **NACS Mainframe and CIS Updates**—Includes updating application data and status in the existing NACS and CIS (through the Interfaces component described in Section 2.2.9, System Maintenance)

Case Management

Case processing activities, events, and any data correction or resolution must be recorded for tracking and auditing purposes. More importantly, those activities and events must be posted to the

Workflow system to place the case in an appropriate processing state as dictated by Workflow. The CM subsystem is designed to accommodate those requirements.

In CLAIMS 4.0, the CM subsystem includes the following three components:

- CM

Claims Resolution (CR)

- BSU

Additional functionalities might be provided in future releases pending requirement determination.

1.1.1.18 Functionality

Specifics describing the key functions are discussed in the subsequent sections.

1.1.1.18.1 CASE MANAGEMENT

The CM component is designed as a shell to house the CR and the BSU components. Entrance to CM is provided via a selection on the CLAIMS 4.0 main menu. Once the users are in CM, they will be able to select either CR or BSU by clicking on the appropriate toolbar button.

1.1.1.18.2 CLAIMS RESOLUTION

The CR component is designed to allow the user to resolve data discrepancies between CIS and CLAIMS 4.0, to enter missing required data, and to correct error data in address information. The subsystem will allow the user to list all cases that are either in the Initial Resolution process or in the Information Received process for a specific office. From the list, the user can select a particular case to work on; that is, comparing the data from CIS with the data from the application, and resolving the mismatch. The user can also key in missing data based on the information provided by the applicant. The user can also access a case directly by entering the application ID. CR will update the case with new information and inform Workflow of the new case status.

1.1.1.18.3 BATCH STATUS UPDATE

The BSU component is designed to record activities or events that take place on the cases in four areas: Batch Status, Close Out Case, No-Show, and Certificate Withheld. The system supports either one single case or multiple cases in one invocation.

2.2.3.1.3.1 Batch Status

The Batch Status option is designed to record the following events:

- Fingerprint/Agency Check Requested

– Fingerprint Check Requested
  – Military Check Requested
  – G-325B Check Requested

Fingerprint/Agency Check Received

– FBI Fingerprint Check Received
  – Military Check Received
  – G-325B Check Received
  – FBI Name Check Received

Evidence Received

- N-426 Submitted by Applicant
  - FD-258 Submitted by Applicant
  - Photo Submitted by Applicant

Case Management

- Place FBI Rap Sheet in A-File
  - Update With Requested Motion to Reopen Information
  - Update With Requested Interview No Show Information
  - Naturalization Certificate Issued
  - CIS Attended Search
  - Reverify Grant
  - Review Fee Waiver Request

    Fee Required
    Fee Waived
- Reopen Request Received
  - Undeliverable Notice

    Undeliverable Request for Fingerprint Appearance
    Undeliverable Initial Notice
    Undeliverable Bounced Check Notice
- Undeliverable Underpayment Notice
  - Denial Due to Abandonment

    Failure to Appear for Fingerprinting
    Failure to Submit Fingerprints (Residing Abroad)
    Failure to Submit the Correct Fingerprint Fee
    Nonpayment of the Fee for Fingerprinting
    Undeliverable Notice
- Information Received
- Withdrawal Request Received
  - Derogatory Information Received

The system accepts an application ID or a list of application IDs, and if the user clicks on OK, it proceeds to update the cases with the appropriate action codes reflecting the events. It also updates case conditions in the Workflow system to synchronize the processes. The BSU subsystem also provides an error log containing cases that cannot be processed for any reasons.

2.2.3.1.3.2 Close Out Case Function

The Close Out Case option is designed to close a case(s) for reasons other than naturalization. There are two types of close out: Administrative Close Out or Judicial Close Out. The system will accept a list of application IDs and the type of close out, and if the user clicks on OK, it performs the updates. It also updates the case condition in Workflow to reflect the close out status.

2.2.3.1.3.3 Recording a No-Show

The No-Show option is designed to record no-show status for cases where the applicants did not appear at the interview or at the oath ceremony. The system accepts a list of application IDs, the type of no-show (interview or oath), and if the user clicks OK, it proceeds to update the cases with appropriate status codes. It also updates the case conditions in Workflow to reflect the no-show status.

1.1.1.18.4 CHANGE OF ADDRESS REQUEST

The Change of Address Request component allows the user to modify the existing mailing or residential addresses for CLAIMS 4.0 applications. After entering the desired application number, the user is presented with a tabbed screen allowing for updating one or both of the addresses. Once modified, the addresses are passed through validation edits prior to the update of the Oracle database.

1.1.1.18.5 FBI FINGERPRINT RESULT

The FBI Fingerprint Result component allows the user to easily record results returned from the FBI into CLAIMS 4.0. Once the desired application is entered on the screen, the user can enter the Response code and date that applies to the applicant. The adjudicator's user ID is captured for security purposes. In addition to providing result maintenance capability, the user can also view all prior results for the desire applicant.

2.2.3.1.3.4 Certificate Withheld

The Certificate Withheld option is designed to record certificate withheld status. The system accepts a list of application IDs and an indicator of whether the oath ceremony was administered. If the user clicks on OK, the system will update the cases with the appropriate action code. The system also updates the case condition in Workflow to reflect the certificate withheld status.

2.2.3.1.3.5 Address Change Petition

The Address Change Petition option is designed to record the new address of an N-400 applicant. The system requires the user to enter an application ID that is used to retrieve the current mailing and residential mailing address. The user has the option to change mailing and/or resident address.

The workflow activity "AddrChgPet" is started when the user enters a valid application ID. If the change of address results in a change in jurisdiction, upon saving, the activity is completed with an end condition of "ChgJur," which indicates the jurisdiction has changed. Otherwise, the activity is completed with the end condition "NoChgJur." If the address change petition is canceled, the activity is also canceled.

1.1.1.19 Class Relationships

The structure is produced by the object-oriented modeling tool Rational Rose, and reflects the relationships between various classes that support the system.

1.1.1.20 Subsystem Inputs/Outputs

1.1.1.20.1 CLAIMS MANAGEMENT COMPONENT

There are no required inputs or outputs for the Claims Management component.

1.1.1.20.2 CLAIMS RESOLUTION COMPONENT

CR inputs include the following:

- Receipt of CIS applicant data

Receipt of missing required data
RAPS Transfer Errors
RAPS Notify Errors
A-File

- Application

CR outputs include the following:

- Database updates

Workflow notifications
Interface requests

- Interface acknowledgment

Exhibit 2–9, Claims Resolution Data Flow, depicts the inputs and outputs required for the CR component.

Exhibit 2–9: Claims Resolution Data Flow



1.1.1.20.3 BATCH STATUS INPUTS/OUTPUTS

Batch Status inputs include the following:

- Application ID

Fingerprint/Agency checks ordered requests
Fingerprint/Agency checks response received
A-File
Application
Close-out data
List of no-show cases

- Certificate withheld status

Batch Status outputs include the following:

- Database updates

Workflow notifications

Interface requests

- Interface acknowledgments

Exhibit 2–10, Batch Status Update Data Flow, describes the inputs and outputs required for the BSU component.

Exhibit 2–10: Batch Status Update Data Flow



1.1.1.20.4 CHANGE OF ADDRESS PETITION COMPONENT

Change of Address Petition inputs include the following:

- Application data
- Address Data

Change of Address Petition outputs include database updates.

1.1.1.20.5 FBI FINGERPRINT RESULT COMPONENT

FBI Fingerprint Result inputs include application data. FBI Fingerprint Result outputs include database updates.

Case Status Inquiry

The Case Status Inquiry system is designed to provide the user with the capability to inquire the status or history of a particular case. The search key can be as follows:

- **Personal data**—Includes any of the following: application ID, A-Number, form type, last name, first name, SSN, DOB, or COB
- **Mailing address**—Includes street number, street name, room number, city, state, and ZIP code

- **Attorney data**—Includes any of the followings: last name, first name, INS attorney number, attorney state ID, or VOLAG number
- **Other data**—Includes any of the following: owner location code, POE, date of entry range, payment ID, certificate number, or DOB range

Once a match or a list of potential matches is displayed, the user will be able to view the interview schedule, the attorney information, or the fingerprint check status for the desired case.

1.1.1.21 Functionality

The Case Status functionalities are implemented in the following screens:

- Search screen

Case Status screen
Interview Schedule screen
Attorney Information screen

- Fingerprint Information screen

1.1.1.21.1 SEARCH SCREEN

The Inquiry's main screen is designed as a search form with four tabs corresponding with the four groups of search criteria mentioned above. The search result can be an exact match, a multiple match, or a no match.

- If the user selects the Personal tab, the search screen will include the application ID, the A-Number, the form number, last name, first name, SSN, DOB, and COB.
- If the user selects the Mailing Address tab, the search screen will include street number, street name, room number, city, state, and ZIP code.
- If the user selects the Attorney tab, the search screen will include the attorney's last name, first name, the INS attorney number, attorney's state ID, and the VOLAG number.
- If the user selects the Other tab, the search screen will include an owner location code (File Control Office [FCO]), POE, date of entry range, payment ID, certificate number, or DOB range.

The system will edit for proper format of the application ID, the payment ID, A-Number, and dates and ensure that city, state, and ZIP code are synchronized before it formats the database search inquiry.

If the search results in an exact match, the user will see the Case Status screen as described in Section 2.2.4.1.2, Case Status Screen.

If the search results in multiple matches, a Search Result list with multiple cases is displayed. The user can select the desired case to view the Case Status screen.

If the search is unsuccessful, a message box will appear informing the user of the "not found" condition.

1.1.1.21.2 CASE STATUS SCREEN

If the search is successful, the Case Status screen displays information for the selected case. The screen will have the following areas:

- The first area displays case identification data, including last name, first name, application ID, form number, mailing address, A-Number, receipt date, and the owning office location.
- The second area displays the payment information, including the payment ID, the payment status, and the payment amount.
- The third area displays the Workflow activities allocated to the case, including the application ID, the activity processor (or Workflow station), the activity description, the activity status, the expected starting date, and the expiration date of that activity.
- The fourth area displays the processing history of the case, including the application ID, the processor (or user ID), the activity description, the activity date, and the activity result (Workflow End Condition).

The GUI design will provide scroll bars in the third and fourth areas, allowing the user to move up and down to view the entire Workflow status or history of the case.

1.1.1.21.3 INTERVIEW SCHEDULE SCREEN

While viewing the case information, the user can click on a toolbar button to view the interview schedule for that case. The Interview Schedule screen will display the interview location, room number, room section, date, and time.

1.1.1.21.4 Attorney Information Screen

From the Case Status screen, the user can also view the attorney information for the case by clicking on a toolbar button. The information on the attorney screen includes the INS' attorney number, attorney's state license number, VOLAG number, last name, first name, middle initial, title, firm name or VOLAG name, mailing address, phone number, fax number, mobile phone number, and the type of appearance.

1.1.1.21.5 Fingerprint Information Screen

From the Case Status screen, the user can also view the fingerprint information associated with the case by clicking on a toolbar button. The fingerprint information screen includes the following areas:

- The first area displays the applicant's identification data, including last, first, and middle name and up to five aliases.
- The second area displays the applicant's biographic information, including eye color, hair color, height, weight, sex, place of birth, DOB, and race.
- The third area displays the fingerprint card processing information including contributor identification number (CIDN), A-Number, SSN, FBI number, local originating agency identification (ORI), and regional ORI. The fingerprint processing status or the FBI response is not included.

1.1.1.22 Class Relationships

Attachment A, of the System Design Document for CLAIMS 4.0 (NCY00.20003-01.UA0-EDS), provides the class relationships of the Case Status Inquiry function.

1.1.1.23 Subsystem Input/Outputs

This section describes the inputs and outputs required for the Case Status subsystem.
Exhibit 2–11, Case Status Subsystem Data Flow, shows the input and output for the Case Status subsystem.

Exhibit 2–11: Case Status Subsystem Data Flow

1.1.1.23.1 CASE STATUS INPUTS

The input to Case Status includes the following:

- **Personal data**—Application ID, A-Number, form type, last name, first name, SSN, DOB, or COB
- **Mailing address**—Street number, street name, room number, city, state, and ZIP code
- **Attorney data**—Last name, first name, INS' attorney number, attorney state ID, or VOLAG number
- **Other data**—Owner location code, POE, date of entry range, payment ID, certificate number, or DOB range

1.1.1.23.2 CASE STATUS OUTPUTS

The output from Case Status includes the following:

- Application data

Interview schedule
Attorney information

- Fingerprint check status

Scheduling

The Scheduling subsystem is responsible for assigning appointments to applicants for interviews, oath ceremonies, and fingerprinting.

1.1.1.24 Functions

The Scheduling function has been decomposed into the following components: Administration, Scheduling, Utilities, Group Management, Information, Batch Client, Batch Server, Schedule Interview, and Schedule Oath Ceremony/Fingerprint.

1.1.1.24.1 ADMINISTRATION

The Administration component is designed to satisfy the following functionality:

- Assign Exam to Oath Ceremony

Interview Location
Interview Section Profile
Interview Service Type
Oath Ceremony Facility Profile

- Oath Ceremony Location Profile

2.2.5.1.1.1 Assign Exam to Oath Ceremony

This function is designed to allow the user to set up the examiner profile and to assign an examiner to an oath ceremony. It allows the user to set up the office location structure for the interview services. This setup includes scheduling sites, interview location, room, and some other location information.

2.2.5.1.1.2 Interview Location

This function is designed to allow the user to set up the office location structure for the interview services. This setup includes scheduling sites, interview location, room, and some other location information.

2.2.5.1.1.3 Interview Section Profile

This function is designed to allow the user to create a section and to set up the section profile. A section profile consists of the following:

- Number of examiner handle the section

Services performed in the section

- The time the section is open for service

The information above is used to create available slots.

2.2.5.1.1.4 Interview Section Type

This function is designed to allow the user to set up the interview service type for a scheduling site. It also allows setting up the service length, buffer time between interviews, and the time interval the services has to be scheduled.

2.2.5.1.1.5 Oath Ceremony Facility Profile

This function is designed to allow the user to set up the oath ceremony profile for a room. The profile consists of setting the capacity, date and time for the oath ceremony, as well as the service type conducted.

2.2.5.1.1.6 Oath Ceremony Location Profile

This function is designed to allow the user to set up the office location structure for the oath ceremony or fingerprint event. The office location structure consists of scheduling sites, oath facilities, rooms, and gates.

1.1.1.24.2 SCHEDULING

The Scheduling component has been decomposed as follows:

- Schedule Main

Schedule Interview

Schedule Oath Ceremony
Cancel Schedule
Deschedule
Place in Queue
Remove From Queue
Services Conducted
- Schedule No-Show

2.2.5.1.2.1 Schedule Main

This function consists of common classes that are used in multiple other subfunctions. This function allows the users to start the interactive scheduler function.

2.2.5.1.2.2 Schedule Interview

This function is designed to allow the user to interactively schedule an applicant(s) for an interview. The user can enter application ID, A-Number, or group ID to initiate the operation. After the initial entry, the user will have the option to select more members of the group. This function will also check the application's eligibility for the operation. It will also allow the user to select a location, service type, and date for the scheduled interview.

2.2.5.1.2.3 Schedule Oath Ceremony

This function is designed to allow the user to interactively schedule an oath ceremony or fingerprint event for an applicant(s). The user can enter application ID, A-Number, or group ID to initiate the operation. After the initial entry, the user will have the option to select more members of the group. This function will also check the eligibility for the operation and will also allow the user to select a location, service type, and date for the scheduled oath ceremony.

2.2.5.1.2.4 Cancel Schedule

This function is designed to allow the user to cancel an interview or oath ceremony on an applicant's request. It also records the number of cancellations. The user can enter application ID, A-Number, or group ID to initiate the operation. After the initial entry, the user will have the option to select more members of the group. This function will also check the application's eligibility for the operation.

2.2.5.1.2.5 Deschedule

This function is designed to allow the user to deschedule an applicant. The user can enter an application ID, A-Number, or group ID to initiate the operation. After the initial entry, the user will have the option to select more members of the group. This function will also check the application's eligibility for the operation.

2.2.5.1.2.6 Place in Queue

This function is designed to allow the user to put an applicant(s) in the scheduler ready to schedule queue. The user can enter application ID, A-Number, or group ID to initiate the operation. After the initial entry, the user will have the option to select more members of the group. This function will allow the user to check the application's eligibility for the operation.

It also allows the user to select a location for the interview or oath ceremony other than its original default service location, to change the service type required, and to add a reschedule delay date.

2.2.5.1.2.7 Remove From Queue

This function is designed to allow the user to remove an applicant(s) from the scheduler ready to schedule queue. The user can enter an application ID, A-Number, or group ID to initiate the

operation. After the initial entry, the user will have the option to select more members of the group. This function will also checks the application eligibility for the operation.

2.2.5.1.2.8 Services Conducted

This function is designed to allow the user to record that the service has been conducted for an applicant(s). The user can enter application ID, A-Number, or group ID to initiate the operation. After the initial entry, the user will have the option to select more members of the group. This function will also check the applicant's eligibility for the operation.

2.2.5.1.2.9 Schedule No-Show

This function is designed to allow the user to record a No-Show for an interview or oath ceremony. The user can enter an application ID, A-Number, or group ID to initiate the operation. After the initial entry, the user will have the option to select more members of the group. This function will also check the applicant's eligibility for the operation.

1.1.1.24.3 UTILITIES

This option of scheduler controls multiple utility functions that allow the user to perform the following:

- Set up scheduler rules

Purge old records from scheduler tables
Set up color codes for oath ceremony gates

- Run batch scheduler functions

1.1.1.24.4 GROUP MANAGEMENT

This function is designed to allow the user to specify search criteria, such as application ID, group ID, A-Number, last name, location, etc., and can be used to locate an application.

This function allows the following operations:

- Create new groups

Add a members to a group
Remove members from a group
Dissolve a group
Combine groups
Split groups

- Create group names and allow the user to update group information

1.1.1.24.5 INFORMATION

This option of the scheduler controls the following functions:

- Status inquiry
- View error log

1.1.1.24.6 BATCH CLIENT

This function is designed to allow the user to initiate the batch scheduler. It also allows the user to perform multiple batch scheduling functions such as schedule applicants for interview, schedule applicants for oath ceremony, and schedule applicants for fingerprint. Users can create available slots and a ready to schedule queue based on the cases available in the workflow ready to schedule queue.

1.1.1.24.7 BATCH SERVER

This function is designed to allow the batch scheduler server to be called by the batch client to perform multiple batch scheduling functions, such as schedule applicants for interview, schedule applicants for oath ceremony, and schedule applicants for fingerprint. The batch server also allows the user to create available slots and to create a ready to schedule queue based on the cases available in the workflow ready to schedule queue.

1.1.1.24.8 SCHEDULE INTERVIEW

This function is a part of the batch server that handles the scheduling of applicants for interview.

1.1.1.24.9 SCHEDULE OATH CEREMONY/FINGERPRINT

This function is a part of the batch server that handles the scheduling of applicants for oath ceremony and fingerprint.

1.1.1.24.10 COMMON CLASSES

This package includes all the common classes used for both interview and oath ceremony/fingerprint.

1.1.1.25 Class Relationships

Attachment A, of the System Design Document for CLAIMS 4.0 (NCY00.20003-01.UA0-EDS), provides the class relationships of the Scheduling function.

1.1.1.26 Subsystem Inputs/Outputs

The subsequent sections describe the inputs and outputs required for the Workflow Management subsystem. Exhibit 2–12, Scheduling Subsystem Data Flow, depicts the scheduling subsystem data flow.

Exhibit 2–12: Scheduling Subsystem Data Flow



1.1.1.26.1 SCHEDULER INPUT

Scheduler input includes the following:

- Location structure of the scheduling office, site, service location, room, and gate

Location profile
Hours of operation
Number of adjudicators required to handle the services
Services performed at the location
Capacities
Exceptions to regular profile
Application ID, group ID, last name, A-Number
Location for services

- Services required

1.1.1.26.2 SCHEDULER OUTPUT

Scheduler output include the following:

- Appointment of the applicants for services

Deschedule
Cancel schedule
Place in queue
Remove from queue
Record no-show
Record service performed
Utilities and information
Group management

- Error and informative messages

Notices

CLAIMS 4.0 must provide the capability to print notices and call-in mailers for distribution to the applicant and other appropriate parties, and to inform the recipients of a specific naturalization application status or circumstance. The notices can be requested and printed later in batch mode. The system must also provide system administration functions to manage and maintain the print server. To accommodate those requirements, the Notice subsystem of CLAIMS 4.0 is designed with the following major functional components:

- Create New Notice
- Batch Print Server

Section 5 provides additional information on notices.

1.1.1.27 Functionality

The Notices functionalities are implemented in the components listed in the subsequent sections.

1.1.1.27.1 Notice Main Screen

To be consistent with other CLAIMS 4.0 subsystems, the user can access the Notice subsystem by clicking on the Notice button on the CLAIMS 4.0 switchboard. The user will be presented with the Notice Main screen.

The purpose of the Main screen is to provide a common entrance to all Notice printing components via four toolbar buttons with appropriate tool tips. In addition to toolbar buttons, standard GUI menu titles, including File and Help, will also be available. The File menu title will produce a pull-down list containing the four Notice functions corresponding to the four toolbar buttons.

1.1.1.27.2 Batch Print Server

The Batch Print Server provides the capability to select, view, and mass print notices at the SCs through batch jobs. All or part of a batch can be reprinted to recover from printer errors. This function prints batches in ZIP code-sorted order to minimize mailing costs.

The following notices can be printed from the Batch Print Server:

- Receipt With Standard

Receipt With Exception

Receipt With Suspense
Initial Interview
A-File Request Verification
Request to Appear for Fingerprinting (FD-258)
Denial Due to Abandonment
Oath Ceremony
Underpayment
- Deschedule/Reschedule

The Batch Print Server also supports various system administration functions, including configuring the printers, monitoring print jobs, and performing record maintenance on the request queue and error table.

The Batch Print Server is restricted to an authorized System Administrator.

To invoke the Batch Print Server, the user can click a toolbar button on the Notice Main screen, and the Notice Print Server screen is displayed.

2.2.6.1.2.1 Notice Print Server Screen

The Notice Print Server screen provides the following options:

- Print Notices
Reprint Notices
Maintenance
Refresh Screens
Find Notices
Configure Printers
Job Status
- Print Server Errors

The screen will include a menu for the above options, an area displaying the notice queue by type, and an area displaying previously printed jobs. The data for each printed job include date, time, job ID, and total notices printed in that job.

2.2.6.1.2.1.1 Print Notice Pop-Up Window

If the user selects the Print Notices option, the Print Notice pop-up window appears. The pop-up window presents the user with two choices: either to print all new notices in the New Notice Queue or to print a selected type. If the latter is chosen, the user must also specify the notice type.

The user will also be provided with an option to process or to cancel.

2.2.6.1.2.1.2 Reprint Notice Dialog Box

If the user selects the Reprint Notices option, the Reprint Notice dialog box appears. The pop-up window presents the user with two choices: either to reprint entire notice job or to reprint partial notice job. In either choice, the user must specify the job ID by selecting it from a drop-down list.

If Reprint the Entire Notice job is chosen, then only the job ID is needed to process the request. If Reprint Partial Notice job is chosen, the user has the following options:

- Specifying the range of ZIP codes to be reprinted

Specifying the application ID and the notice type to be reprinted

- Specifying the job notice type

The user is also provided with an option to process or to cancel the request.

2.2.6.1.2.1.3 Maintenance Dialog Box

If the user selects the Maintenance option, the Maintenance dialog box appears. The function is designed to delete error records from the error log, or to delete request records from the request table. The Maintenance function also provides the status reset capability to reset notice records to "Requested." The user may invoke this capability to reset the notice record status if an error occurs during the maintenance operation.

The Delete function presents the user with two choices: delete records from error screen and delete records from job status screen. It also allows the user to specify the age, in days, of records to be deleted. The user will be presented with a confirmation screen before the database update takes place.

The Reset Status function presents the user with a check box. The user will simply check the box to perform the status reset. The Notice records status will be reset to "Requested" regardless of what their current status actually is.

2.2.6.1.2.1.4 Refresh Function

To refresh the Notice Print Server screen to display the most current list of notices in the print queue and previously printed jobs, the user simply clicks on the Refresh menu item.

2.2.6.1.2.1.5 Find Notice Screen

This function is designed to help the user to locate quickly a notice in the notices-to-be-printed queue, without having to scroll through the entire list. If the user selects this function, the Find Notice screen appears. The user must provide the application ID. The system will list all notices associated with the application. The notice information includes notice type, job ID, notice status, and print date. The presence of the job ID signifies that the notice is printed in a batch print request.

2.2.6.1.2.1.6 Configure Batch Printers Screen

The Configure Printer function is designed to allow authorized users to add, update, or delete printer references and paper type in the Oracle configuration table. When the user selects this option, the Configure Batch Printer screen appears. The screen will display a list of printer and associated paper type for each one. The user can perform add, update, or delete actions to the list.

The add printer action presents the user with a pop-up window, asking for printer name and paper type. The user can select a printer name from a drop-down list.

The update printer action requires the user to select a printer on the displayed list, then presents the user with a pop-up window, allowing the user to change paper type.

The delete printer action requires the user to select a printer on the displayed list, removes the printer from the list, and refreshes the Configure Batch Printers screen.

2.2.6.1.2.1.7 Job Status Viewing Function

The user can select the Job Status function to view the status of a print job, the date of print request, the type of notice, and the origination of the request. A pop-up window contains a list box with the above fields displayed. The user can scroll up or down to view the entire print job file.

2.2.6.1.2.1.8 Print Server Errors

The user can select the Print Server Error function to view the error log. The information includes the job ID, the error description, the date and time, and the source of error. The user can scroll up and down to view the entire log.

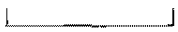
1.1.1.28 Class Relationships

Attachment A, of the System Design Document for CLAIMS 4.0 (NCY00.20003-01.UA0-EDS), provides the class relationships of the Notices system.

1.1.1.29 Subsystem Inputs/Outputs

This section describes the inputs and outputs required for the Notices subsystem. Exhibit 2–13, Notices Subsystem Data Flow, shows the subsystem that will be provided in a future release.

Exhibit 2–13: Notices Subsystem Data Flow



1.1.1.29.1 NOTICES INPUTS

The Notices inputs include the following:

- System request for a notice or call-in mailer based on an applicant's specific application status
- Manual request for a notice or call-in mailer made by an authorized user
- Database information
- Standard text blocks
- Free-form text input by an authorized user

1.1.1.29.2 NOTICE OUTPUTS

The Notices outputs include the following:

- Batch Notices

- Cancel Interview
  - Cancel Oath Ceremony
  - Deschedule Interview
  - Interview No-Show
  - Oath Ceremony No-Show
  - Deschedule Oath Ceremony
  - Re-Interview Receipt Standard
  - Receipt With Suspense
  - Receipt With Exception
  - Under Payment
  - Invalid Payment
- Bounced Check
  - Oath Ceremony
  - Initial Interview
  - Receipt With Standard
  - Receipt With Exception
  - Receipt With Suspense
  - Initial Interview
  - A-File Request Verification
  - Request to Appear for Fingerprinting (FD-258)
  - Denial Due to Abandonment

Reporting

The Reporting subsystem is designed to provide the user with a variety of standard reports to support each of the various functions. Users can request a simple count of records satisfying only

the specific search criteria displayed, or, may request that the complete report be generated (with no limiting parameters). Section 5 provides a list of all reports supported by CLAIMS 4.0.

1.1.1.30 Reporting Functions

The Reporting functions are designed to create reports online, in hard copy, or on disk file. In addition, the Reporting functions provide the capability to generate a variety of canned and ad hoc reports. The Reporting functions provide the capability to build custom queries on many of these reports by entering values for various case selection criteria.

1.1.1.30.1 MENU FUNCTION

This function is designed to control the main report menu where the user can select from different functional areas on CLAIMS 4.0.

1.1.1.30.2 QUERY FUNCTION

Query builders allow for customization of the reports. This function is designed to produce and control query screens. The user needs to initiate a report query in the CLAIMS Report screen. Users can define the criteria needed to produce the report.

The CLAIMS Report Main screen contains the following functional areas currently, with more possibly being added:

- Adjudication

Certificate tracking
File room operation
Finance
G22 report
Management reports

- Scheduling reports

For the user's convenience, all the reports available in CLAIMS 4.0 have been organized by functional area. After the user selects any one of the functional areas, the reports available under that area are listed. By selecting any of the reports listed, a CLAIMS Tracking Query Builder screen is displayed to build a query that will facilitate ad hoc selection of data in the database to be included in the report.

1.1.1.30.3 DATA FUNCTION

This function is designed to build the data needed to store in the database for use of CLAIMS 4.0 functional areas. It also builds a query for Crystal Reports or SQL based on selections made by query builder, determines the data to be displayed on the query screen, populates standard location controls, supports utility routines for query building, and supports the frequency of report runs.

1.1.1.30.4 FORM CONTROL FUNCTION

This function is designed to build the string used to make a connection to the database. The function is responsible for form setup by calling the appropriate forms for a report, drawing the toolbar on parent form, and drawing query forms based on data required for a specific report.

1.1.1.30.5 FORMS FUNCTIONALITY

This function is designed to provide the user with the progress of loading and initializing the program during initial startup. It also provides the user login screen (when not starting through the switchboard). Finally, it provides the user with the option to view and delete scheduled reports and to select a window default printer.

1.1.1.31

1.1.1.31.1

1.1.1.31.2

1.1.1.31.3

1.1.1.31.4

1.1.1.31.5

TABLE OF CONTENTS

1.1.1.31.6 FD-258 MANIFEST

This function is designed to produce a printed manifest report of all fingerprint cards contained in a batch. The FD-258 Manifest is designed to be generated at the SC to include data for every ASC belonging to the SC. This report will include all applicants who have been scheduled during that week. The program pertains only to the 7 preceding days, and the user will not have the ability to change the start date or the length of the reporting period.

The structure of the report includes a header followed by information for each applicant.

The manifest header will contain the following data:

- INS location

ASC site code
Schedule period
Date generated

- Time generated

The manifest will contain the following information for each applicant:

- Applicant name

A-Number
SSN
Subsystem
Subsystem ID
Form type
Initial schedule date

- A two-dimensional bar code containing the relevant FD-258 information

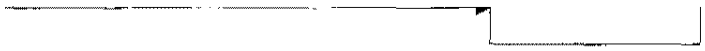
1.1.1.32 Class Relationships

Attachment A, of the System Design Document for CLAIMS 4.0 (NCY00.20003-01.UA0-EDS), provides the class relationships of the Reporting function.

1.1.1.33 Subsystem Inputs/Outputs

This section describes the inputs and outputs required for the Reporting subsystem. Exhibit 2–14, Reporting Subsystem Data Flow, describes the inputs and outputs required for Reporting subsystem.

Exhibit 2–14: Reporting Subsystem Data Flow



1.1.1.33.1 REPORTING INPUTS

Inputs to the Reporting subsystem include the following:

- Request for standard report or query

Request to build custom query
Information on report options
Data from CLAIMS tables

- Data from workflow database

1.1.1.33.2 REPORTING OUTPUTS

Outputs from the Reporting subsystem include the following:

- Reports in hard copy or electronic format
- Custom queries

Document Production

Document Production is designed to produce Naturalization Certificates (N-550) interactively or by batch. The system is able to track, report, and list certificate printing history for an office; to void or destroy erroneous certificates; to provide an image of the certificate online for Quality Assurance viewing; and to provide print server controlling functions including certificate sizes and print instructions.

The system also manages the transferring of documents from one DO to another. The Document Production subsystem is designed to meet those requirements using the following functional components:

- Certificate Print Request

Quality Assurance
Void/Destroy Certificate
View Certificate History
Void/Destroy Reports

- Transfer Documents

1.1.1.34 Functionality

The Document Production functionality will be implemented in the screens and processing components described in the subsequent sections.

1.1.1.34.1 CERTIFICATE PRINT REQUEST FUNCTION

The Certificate Print Request function is attained via the Certificate Print Request screen. The screen will present three processing options to the user: Batch Print Request, Certificate Print Server, and Single Print Certificate.

2.2.8.1.1.1 Batch Print Request Option—Work Order Screen

The user selects the Batch Print Request option to initiate the batch printing process. The user will be presented with the Work Order for Batch Printing screen. The screen includes the following areas:

- The first area is the list of available oath ceremonies with details, including oath location, city, state, date and time, number of slots filled, and number of slots available. The user will be able to scroll and select an oath ceremony to have certificates printed.
- The second area contains options for modifying sort criteria (the sort criteria dialog box), modifying print instructions (the special print instructions dialog box), and saving the batch into a ceremony queue for later processing.

2.2.8.1.1.1.1 Sort Criteria Dialog Box

If the user clicks on the modifying sort criteria option, the sort criteria dialog box will appear containing the following lists:

- The available fields that can be selected as sort criteria
- The currently selected fields

The screen provides the options for adding new fields from the available list to the selected list; or removing fields from the selected list and putting them back in the available list. Another option that specifies the sort direction, ascending or descending, is also provided; this feature can be applied to the entire selected list or on a particular field. The OK or Cancel option will take the user back to the Work Order screen. The available sort criteria include application ID, certificate number, last name, and oath ceremony room number.

2.2.8.1.1.1.2 Special Print Instructions Screen

The Document Production process also allows the user to customize the certificate via the special printing instruction dialog box. The dialog box presents the following items for customization:

- Oath ceremony date (this option is disabled per INS request)

Oath ceremony location

Commissioner signature image

- Applicant photo image

The user can select one or more items to have the appropriate text or images printed on the certificates.

2.2.8.1.1.2 Certificate Print Server Option—Print Server Screen

Having requested a batch print using the Batch Request function, the user needs to activate the Print Server to print the certificates.

As the user clicks on the Certificate Print Server option, the Print Server screen appears. The Print Server is designed to allow the user to select one of the requested oath ceremonies and provide the user with another chance to modify the sort criteria or to change the print instructions before actually printing the batch.

The screen comprises the following areas:

- The first area is a list of requested oath ceremonies, which is the result of the Batch Request function. The detail information includes oath location, city, state, date, time, total number of certificates, and number of certificates printed. The user can decide to print the entire batch or to print a partial batch.
- The second area is the print options, which includes the number of certificates to print, number of batches (the total number of certificates can be divided into smaller batches to accommodate printer capacity), number of certificates in a batch, modify the sort criteria, modify the print instruction, certificate size (Section 2.2.8.1.1.2.1, Certificate Size Pop-Up Window), and batch setup option (Section 2.2.8.1.1.2.2, Batch Setup Screen).

2.2.8.1.1.2.1 Certificate Size Pop-Up Window

If the user clicks on the Certificate Size option, the Certificate Size pop-up window appears. The window provides two sizes: 8.0 inches x 10.0 inches or 8.5 inches x 11.0 inches. The user can then select the desired size.

2.2.8.1.1.2.2 Batch Setup Screen

If the user clicks on the Batch Print option on the Print Server screen, the Batch Setup screen appears. The Batch Setup displays the batch information the user had specified in previous screens, allowing the user to further specify the certificate number ranges.

2.2.8.1.1.3 Single Print Certificates Option

The Single Print Certificate option is designed to allow the user to print a particular certificate from an oath ceremony that has been queued up in Print Request function. The system will record the new certificate number to the applicant's case.

The user will key in either a certificate number or an application ID to identify the case and trigger the single printing. The Single Print function is implemented in the Single Print Certificates screen.

1.1.1.34.2 QUALITY ASSURANCE FUNCTION

The Quality Assurance function is attained via the Quality Assurance screen. The function is used to verify that the batch of certificates has printed correctly. The screen lists the printed certificates along with the certificate number and the applicant's name. The system will allow the user to select a certificate to view the detailed data printed on it.

1.1.1.34.3 VOID/DESTROY CERTIFICATE FUNCTION

The Void Destroy Certificate function is attained via the Void Destroy Certificate screen. The Void Destroy Certificates screen allows the user to search for a particular certificate, and then void or destroy it. The search key is the certificate number.

1.1.1.34.4 CERTIFICATE HISTORY FUNCTION

The Certificate History function is attained via the Certificate History screen. If the user clicks on the Certificate History button, the Search Certificates pop-up window appears. The window accepts the certificate number, the A-Number, or the application ID as search keys.

The Certificate History screen is the search result screen. It lists the certificate(s) along with detail information including certificate number, user ID, date, status code, reason, and name.

1.1.1.34.5 VOID/DESTROY REPORTS FUNCTION

The Void/Destroy Reports function is attained via the Document Production Reporting screen. The Document Production Reporting screen lists all voided or destroyed certificate entries with details including user ID, print date, status code, reason, and applicant's name.

1.1.1.34.6 TRANSFER DOCUMENTS FUNCTION

The Transfer Documents function is attained via the Transfer Documents screen. The screen will consist of a listing of available documents that can be selected to transfer out along with a list of destination locations. Once the user selects the document and the location, the system will update the document status as being transferred out. The Receive In (Transfer In) capability will be developed in future release.

1.1.1.35 Class Relationships

Attachment A, of the System Design Document for CLAIMS 4.0 (NCY00.20003-01.UA0-EDS), provides the class relationships of the Document Production function.

1.1.1.36 Subsystem Inputs/Outputs

This section describes the inputs and outputs required for the Document Production subsystem. Exhibit 2–15, Document Production Subsystem Data Flow, shows the Document Production subsystem.

Exhibit 2–15: Document Production Subsystem Data Flow

1.1.1.36.1 Document Production Inputs

The Document Production inputs include the following:

- Blank prenumbered N-550 (Naturalization Certificate)

N-400 application data

- A-Number
  - Name
  - DOB
  - Sex
  - Height (feet and inches)
  - Marital status
  - Country of former nationality
  - Photograph (physical)
  - Photograph (electronic image)

Commissioner's signature (electronic image)
Oath ceremony scheduling data

- Location of oath ceremony
  - Date/time of oath ceremony
  - Applicant sort order

1.1.1.36.2 Document Production Outputs

The Document Production outputs include the following:

- Completed N-550 (Naturalization Certificate)
- Certificate copy on plain paper

System Maintenance

1.1.1.37 Functions

The System Maintenance function is designed to provide the user the capability to add, update, delete, or view information in the CLAIMS 4.0 database. The System Maintenance function restricts this capability to a specific group of users who have the authority to perform specific system administration functions. Specifically, there are three levels of authority enforced by the System Maintenance function. Exhibit 2–16, System Administration Authorization Levels, details the levels of authority. The System Maintenance forms provide a GUI to assist authorized users in performing each specific task.

Exhibit 2–16: System Administration Authorization Levels

Authorization	Enterprise Standard Tables	CLAIMS 4.0 Lookup Tables	CLAIMS 4.0 Site Profiles	Other CLAIMS 4.0 Tables
Enterprise System Administrator	View	View	View	View
HQ System Administrator	View	Add, Update, Delete, View	Add, Update, Delete, View	View
Local System Administrator	View	View	Add, Update, Delete, and View their site and sites under their jurisdiction	View

Because the profile tables contain data for all the INS sites, when the user first enters the System Maintenance subsystem, the user has the option of picking a site that the profiles will include. If the user does not pick a site, the site where the workstation is located will be used to limit profile data.

1.1.1.37.1 Location Profile Function

The Location Profile function is facilitated by the Location Profile screen. This screen provides the capability to configure and maintain information on INS offices, locations, sites, and courts. The Location Profile screen provides the user access to the location profile data stored on the Oracle server. It also allows the user to view or modify the office profile data for each office to accurately characterize the resources available in the office to perform specific functions. Finally, the location profile function allows the authorized users (see Exhibit 2–16) to perform the following tasks:

- Adds a DO to the system

Adds a suboffice to the system

Adds a satellite office to the system
Updates a DO profile
Updates a suboffice profile
Updates a satellite office profile
Deletes a DO from the system
Deletes a suboffice from the system
Deletes a satellite office from the system
Views a DO profile
Views a suboffice profile
- Views a satellite office profile

1.1.1.37.2 SERVICE LOCATION PROFILE FUNCTION

The Service Location Profile function is facilitated by a Service Location Profile screen, which defines the INS locations available for an examination or oath ceremony. It is based on the relationship between an applicant's ZIP code or county and the INS administrative location, unless overridden by a specific request. The Service Type Profile function maintains the ZIP code relationship at the national level.

The Location Profile function allows authorized users to add temporary sites locally for specific events. In such cases, the user must enter the properties of these temporary sites and maintain this information locally. Also, if the user intends to delete a site or remove ZIP codes from the system, the Service Type Profile function prevents saving these changes until all the ZIP codes have been reassigned to another site. The location profile function allows authorized users to perform the following tasks:

- Adds a service location to the system

Updates a service location profile
Deletes a service location from the system
- Allows the user to view service location profile

1.1.1.37.3 USER PROFILE FUNCTION

The User Profile function is facilitated by the User Profile List and User Profile Edit screens. These screens allow the system administrator to maintain information on CLAIMS 4.0 users. Specifically, the User Profile Edit screen allows maintenance of the access authorization profile for each user. This authorization profile includes the following user information: user ID, full name, participant type code, and report access code.

The participant type code and report access code provide authorization to the Workflow Management system and Reports subsystem, respectively. Specifically, the participant type code defines which workflow activity the user is permitted to perform. This authorization is set up by the system administrator in the workflow participant roles profile within System Maintenance. The report access code identifies which reports a user can create. This access is set up by the system administrator in the report access groups profile (also within System Maintenance).

The User Profile screen identifies each user uniquely regardless of his or her home site. The user must be authorized via the Password Issuance Control System (PICS) first to obtain a valid user ID within the Oracle database server. Once that is established, the user profile can be created. The user profile provides the following capability:

- Adds a new CLAIMS 4.0 user to the system

Updates a user profile

Deletes a user from the system

- Allows the user to view a CLAIMS 4.0 user information

1.1.1.37.4 CERTIFICATE NUMBER MAINTENANCE FUNCTION

The Naturalization Certificate Number Maintenance screen facilitates the Certificate Number Maintenance function. This screen provides the user the capability to browse certificate control information for local certificates or INS-wide certificates. The browse function can be initiated after the user provides a range of certificate serial numbers. This screen also provides the user the capability to assign a range of certificate serial numbers to a location. It is expected that this assignment will be made when the certificates are received by the site. This enables the INS to track the certificate distribution throughout the entire organization.

1.1.1.37.5 APPLICATION ID AND PAYMENT ID MAINTENANCE FUNCTION

The Application ID, Payment ID, and A-Number Maintenance function is facilitated by the Number Pool Menu and Edit screens. These screens provide the user the capability to maintain the last application ID and the last payment ID that is assigned to a case at a site. It provides authorized users (see Exhibit 2–16) the capability to add, update, delete, or view the last application ID and the last payment ID. The authorized users must supply the application ID and payment ID. When the user updates the A-Number, this function sets the last date on which the block of A-Numbers was reset.

1.1.1.37.6 FORM MAINTENANCE FUNCTION

The INS Form Data screen facilitates the Form Maintenance function. This screen allows the user to add, update, and delete site-specific form processing information. This site-specific information includes the range of processing days expected to process the form, number of labels required for each type of label a site can produce, required identification data, and special requests.

1.1.1.37.7 TABLE LOOKUP FUNCTION

The Table Lookup function is facilitated by the Lookup Table Maintenance Menu and Edit screen. A special data view was created in Oracle to provide the information for dynamic creation of the Edit screen. The view contains information such as the field name, type, and length that is used to determine how to build the Edit screen at run time. This design reduces code changes. When table schema are changed, only the view will need to be changed and the code will remain unchanged.

These screens are designed to satisfy this function by providing the capability to select and maintain application lookup tables. The Lookup Table Maintenance function allows authorized users (see Exhibit 2–16) to perform the following tasks:

- Allows users to select a lookup table

Allows users to view a lookup table
Adds user record to lookup tables
Updates records in lookup tables
Deletes records from lookup tables
Performs search in lookup tables

- Sorts data in lookup tables

In addition, the Lookup Table Maintenance function provides access to the standard tables. It supports the following tasks:

- Views data in standard tables

Performs search in standard tables

- Sorts data in standard tables

1.1.1.38 Class Relationships

Attachment A, of the System Design Document for CLAIMS 4.0 (NCY00.20003-01.UA0-EDS), provides the class relationships of the System Maintenance function.

1.1.1.39 Subsystem Inputs/Outputs

This section describes the inputs and outputs required for the System Maintenance subsystem, which is depicted in Exhibit 2–17, System Maintenance Subsystem Data Flow.

Exhibit 2–17: System Maintenance Subsystem Data Flow

1.1.1.39.1 SYSTEM MAINTENANCE INPUTS

The inputs to the System Maintenance process depend on the nature of the transaction to be performed by the user. For Insert transactions, the user provides the information for all the fields in the record. On insert, the location code is provided as a part of, or all of, the primary key. The user provides the location code when first entering the System Maintenance subsystem. Until the user changes the location code, all profiles accessed after the selection is made will use all or part of this location code as the primary key to create the profile records.

During the Update transaction, the user provides new values to the fields to be updated. Because the location code is a primary key, it cannot be updated. During the Delete transaction, the location code as well as other attributes used to form the key are used to identify the record to be deleted.

The inputs to each profile are briefly identified as follows:

- Location profile input

– General information

  Location type code
  Location description
  Active location indicator
  Region code
  Service center code
  District number
  Sector number
  Days of operation
  Hours of operation
  Estimated interview-notice days
  Officer information (officer title, contact phone number, full name)

– Nature of services indicator (one or more can be selected)

  Asylum office
  Judicial oath ceremony
  POE office
  Administrative oath ceremony
  Border Patrol office
  Interview site

– Location address

  Building name/room number
  Street
  City
  State code
  ZIP code
  County name

Province
Postal code
Country code

- Other information

Jurisdiction's location code
FCO
County Control Office (CCO)
Description of jurisdiction

- List of branch locations

Location code
Location type
Location description

- Service locations

- Default service location code
  - Service type code
  - State code
  - ZIP code range
  - County name
  - Date range
  - Oath ceremony type

Workflow participant roles

- Participant type code
  - Participant type description
  - List of participant role code descriptors

Report access groups

- Report access group code
  - Report access group description
  - List of reports names

User profiles input

- User ID
  - Start/end dates of authorization
  - User's full name
  - Workflow participant type code

Application ID and payment ID maintenance input

- Location code
  - Last application ID
  - Last payment ID
  - Current A-Number (for I-765 processing)

- A-Number ceiling number

Certificate numbers maintenance input

- Certificate type (that is, Naturalization certificate)
  - Range of certificate numbers

    Starting certificate serial number (control number)
    Ending certificate serial number (control number)

- Local profile forms maintenance input

- Location code
  - Form number
  - Minimum number of days to process an application
  - Maximum number of days to process an application
  - Number of human-readable labels
  - Number of bar-code labels
  - Number of address labels

Forms profile input

- Form number
  - Form number description
  - Minimum processing days
  - Maximum processing days
  - Label counts

    Human readable
    Bar code readable
    Address

- A-Number required indicator
  - Temporary A-Number required indicator
  - Government agency ID required indicator
  - Special request

    Send to clerical indicator
    Check evidence indicator

- Tables lookup maintenance input

- Activity
  - Activity button
  - Activity end condition
  - Adjudication notice menu
  - Applicant eligibility
  - Application system
  - Background check state
  - CLAIMS 4.0 CCO
  - Community-based organization
- Group type
  - I-20 school
  - I-20 U.S. Information Agency (USIA) country
  - I-20 USIA program sponsor
  - I-20 USIA Responsible Officer certificate
  - INN
  - Interface activity location type

(CBO)
- Certificate status
- Color code
- Component file
- Component file image
- Component function
- Component system
- CLAIMS Public Response System (CPRS) action code
- CPRS act end condition
- Document status
- Document type
- Document type status
- End condition act transition
- End condition
- English read sample
- English write sample
- Evidence
- FBI external system
- FBI eye color
- FBI geography
- FBI hair color
- FBI miscellaneous
- FBI ORI
- FBI race
- FBI sex
- FBI valid form
- Form
- Form files
- Form images
- Group rule
- Location rule
- Location type
- Merge create
- Merge update
- N-400 certificate format
- Notice type
- Occupation display
- Part21
- Part22
- Process
- Process activity
- Process activity state
- Provider
- Question
- Reason
- Reason display
- Relative type
- Report
- Required evidence mask
- RNACS CLAIMS 4 CCO
- Role
- Report field
- Report field lookup map
- Report security level
- Report type
- Section of law
- Service type
- Sort requirement
- Special distribution
- Standard notice template
- System switchboard

1.1.1.39.2 SYSTEM MAINTENANCE OUTPUTS

The output of this function depends on the type of transaction the authorized users perform. For Browse transactions only, there is no change to those table(s) accessed. For Insert, Delete, and Update transactions, the appropriate database tables are effected.

Workflow Manager

1.1.1.40 Functions

The Workflow Manager function is designed to provide control of the business process activities. It also maintains the history of the activities performed by whom, what time, and which INS location. The Workflow Manager is designed to provide maximum flexibility. To accomplish

this goal, the business process that the Workflow Manager uses to control case processing is table driven. The Workflow Management system primarily consists of three parts: a workflow client, workflow server, and workflow administration.. These parts will be discussed in detail in the subsequent sections.

1.1.1.40.1 WORKFLOW MANAGEMENT STATES

The business process is defined as a set of activities. Each activity has six states that a case can be in, which include inactive, active, suspended, completed, canceled, and error. When an activity is completed, an end condition is provided to the Workflow Manager. This end condition determines which activity the case will be ready to perform next. When a case is waiting for a task to be performed, the case is placed in an inactive state within that activity.

When the user or batch application starts performing the task related to that activity, the case is placed in an active state within that activity. If the user is unable to complete the task, then the user can place the case in a suspended state for that activity. If the user decides to start over, the activity for that case can be reset by placing it in a inactive state. Finally, if there is an error while performing the task, the activity for the case can be placed in an "error" state.

While the case proceeds within the business process, the case processing can be placed in five different states. These states include: active, running, suspended, completed, or terminated. When the case within the business process is in the active state there is no exclusive control. Multiple activities can be performed on the case simultaneously.

When the case is in the running state, it is under the exclusive control of the activity that placed it in that state. When the case is in the suspended state only, independent activities can be performed on the case. When the case is in the completed state, all activities have ceased and all the steps (activities) in the business process have been exhausted. If the case is in the terminated state, then processing has been stopped due to an error or user request.

1.1.1.40.2 WORKFLOW MANAGEMENT LOOKUP TABLES

The transition from activity to activity is maintained within the workflow lookup tables. As of Release 5.2.0, the CLAIMS 4.0 supported business processes for N-400, Form I-881, RNACS conversion, CLAIMS 3.0 fingerprint scheduling, RNACS fingerprint scheduling, and RAPS fingerprint scheduling. Each of these business processes are illustrated in the workflows represented graphically in Exhibits 2–18, CLAIMS 4.0 Business Process—Part A, through Exhibit 2–31, CLAIMS 4.0 Business Process—Part N.

Exhibit 2–18: CLAIMS 4.0 Business Process—Part A

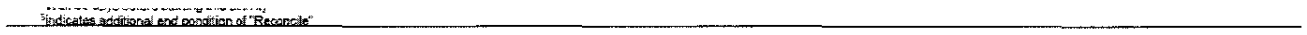


Exhibit 2–19: CLAIMS 4.0 Business Process—Part B



Exhibit 2–20: CLAIMS 4.0 Business Process—Part C



Exhibit 2–21: CLAIMS 4.0 Business Process—Part D

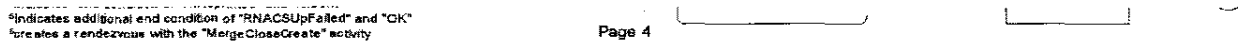


Exhibit 2–22: CLAIMS 4.0 Business Process—Part E

[3]Indicates additional end condition of "OK"
[4]Indicates additional end condition of "RNACSUpFailed"

Page 5

Exhibit 2–23: CLAIMS 4.0 Business Process—Part F

Exhibit 2–24: CLAIMS 4.0 Business Process—Part G

Exhibit 2–25: CLAIMS 4.0 Business Process—Part H

[3] indicates additional end condition of "MissNameChk"

Exhibit 2–26: CLAIMS 4.0 Business Process—Part I

²client will create the adhoc activities "AppUnderPay" and "NtiBouncedCheck" for each Application related to the Payment.
²rendevous with MergeSched activity.

Exhibit 2–27: CLAIMS 4.0 Business Process—Part J

Exhibit 2–28: CLAIMS 4.0 Business Process—Part K

[1]indicates additional end condition of "NtReprinted"
[2]client will create the adhoc activities "AppUnderPay" and "NtBouncedCheck" for each Application related to the Payment.

Exhibit 2–29: CLAIMS 4.0 Business Process—Part L

*Indicates additional end condition of "RNACSUpFailed" and "OK"

Page 9

Exhibit 2–30: CLAIMS 4.0 Business Process—Part M

Exhibit 2–31: CLAIMS 4.0 Business Process—Part N

[1]special type of activity used to initiate a process
[2]Indicates additional end condition of "RNACSUpFailed" and "OK"

Page 11

1.1.1.40.3 WORKFLOW MANAGEMENT QUEUES AND HISTORY TABLES

As the case moves through the business process, the workflow management system manages its movement with database tables. A primary queue is the activity queue that identifies cases waiting for a specific activity. When the activity for a case changes states in the queue, the activity data are copied from the activity queue to a historical activity queue.

Another queue is used to keep track of all the cases that belong to a specific business process. This table tracks the current process state of each case. Global process data are also stored in this table. These data allow activities to share information between each other. Great care must be exercised when sharing data in this matter, as with the case of any global data.

1.1.1.40.4 WORKFLOW CLIENT

The workflow client is designed to perform user authorization by determining which activities the user has access to perform. The workflow client also is responsible for enabling an ad hoc activity, by determining if the preconditions are sufficiently met. Finally, the workflow client is responsible for deciding which activity can start a new case.

The workflow client resides on the user workstation. When the user application requests a workflow connection, the authorization is initiated. The client establishes a remote automation link to the workflow server, which resides on a remote server.

1.1.1.40.5 WORKFLOW SERVER

The workflow server is responsible for managing the Oracle connection and transactions. The client does not make a direct connection to the Oracle server. By allowing only the server to make the Oracle connection, the number of connections is reduced significantly. Instead of a connection being made to Oracle for each user, a constant number of connections is made. In fact, one connection is made for each instance of the workflow server. Many workflow clients can be serviced by one workflow server.

It also is responsible for translating the user client requests in to Oracle stored procedure calls and passing the appropriate data to these stored procedures. The data have to be converted from Visual Basic data structures into a format that Oracle stored procedures can accept. Complex structures such as collections and arrays are not supported as parameters to Oracle stored procedures. These structures are packed and concatenated into strings, which Oracle stored procedures can accept.

1.1.1.40.6 WORKFLOW MONITOR

The workflow monitor is designed to provide near real-time status information on workflow processes and activities. It also provides a graphical representation of a specified case within the Mailroom/Receipting, N-400, and CLAIMS 3.0, RNACS, and RAPS fingerprint scheduling business processes. As the case passes though the business process the activity graphic changes color to represent the different activity states. This way the user can tell at a glance where the case is at a given time.

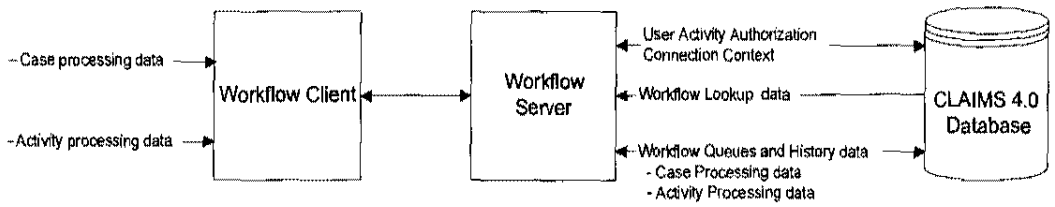
1.1.1.41 Class Relationships

Attachment A, of the System Design Document for CLAIMS 4.0 (NCY00.20003-01.UA0-EDS), provides the class relationships of the Workflow Management function.

1.1.1.42 Subsystem Inputs/Outputs

This section describes the inputs and outputs required for the Workflow Management subsystem. Exhibit 2–32, Workflow Management Subsystem Data Flow, describes the inputs and outputs required for the Workflow Management subsystem.

Exhibit 2–32: Workflow Management Subsystem Data Flow



1.1.1.42.1 WORKFLOW MANAGEMENT INPUTS

The inputs to the workflow management process depend on what type of processing the user is performing. If the user needs to create a new case, change the status of the case, or update one or more of the case global data, then this would require a case processing information input. If the user needs to start an activity or change the status of an activity workflow activity, then this would be an activity processing input:

- Case processing information

– Application ID
  – Time received in mailroom

Activity processing information

– Location
  – User ID
  – Activity state
  – End condition completed activity
  – Expected start time (optional)

1.1.1.42.2 WORKFLOW MANAGEMENT OUTPUTS

The output of this function depends on the type of processing the user is performing. If the user has just created the case, then this would be a case processing information output. If the user is performing some workflow activity, then this would be an activity processing output:

- Case processing information

– Time received in mailroom

- Activity processing information
- Activity ID
  - Expected start time
  - Expected expiration time
  - Activity state

Supporting Subsystem Overview

This section provides a technical overview of the supporting systems and subsystem components that have been designed as reusable components to provide services for CLAIMS 4.0 major subsystems. The subsystems providing these services include the following:

- Logon Manager

Lookup Manager
Database Manager for Applications
Switchboard
Workflow Administrator
Common Library

- Bar Code

The overview for each of the subsystems is presented in three parts. First, the functionality provided by the subsystem is discussed. Second (because each of the subsystems are separated out into classes and forms) the class and form relationships are described. Third, the subsystem inputs and outputs are described.

Logon Manager

The Logon Manager function is responsible for providing the entry of an authorized user ID and password. Additionally, it verifies or rejects the user ID. This function is an out-of-process ActiveX server component. Packaging this component as an ActiveX server facilitates its reusability.

1.1.1.43 Functions

The Logon Manager function is the server function that is responsible for providing the entry of an authorized user ID and password, and verifying or rejecting the user ID and password in accordance with system permissions. Upon verification of the user's ID and password, the Logon Manager is responsible for providing the user with the access to the system in accordance with the system's permissions. Upon rejection of the user's ID and/or password, the Logon Manager is responsible for allowing the user to retry the ID and password entry. After three unsuccessful login attempts, the Logon Manager denies access to the system. The Logon Manager is also responsible for connecting the CLAIMS 4.0 subsystems to the Database Manager (for Applications). The logon process includes the following steps:

- The Logon Manager creates an instance of the Database Manager and calls for initialization.

- During initialization, the Database Manager establishes connection to the Oracle database and obtains the current location information to authenticate the user.
- The Logon Manager will retrieve the reference to the Database Manager.
- The Logon Manager sends reference to the created the Database Manager object back to the client application.
- The client application may drop the reference to the Logon Manager or keep it for the future use.

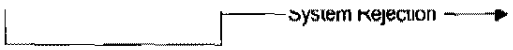
1.1.1.44 Class Relationships

Attachment A, of the System Design Document for CLAIMS 4.0 (NCY00.20003-01.UA0-EDS), provides the class relationships of the Logon Manager function.

1.1.1.45 Subsystem Inputs/Outputs

This section describes the inputs and outputs required for the Logon Manager subsystem. Exhibit 2–33, Logon Manager Subsystem Data Flow, describes the inputs and outputs required for the Logon Manager subsystem.

Exhibit 2–33: Logon Manager Subsystem Data Flow



1.1.1.45.1 INPUTS

Inputs to the Logon Manager include the following:

- User ID
- Password

1.1.1.45.2 OUTPUTS

Outputs to the Logon Manager include the following:

- System connection
- System rejection

Lookup Manager Function

This function is designed to produce a table lookup and verification for the entire CLAIMS 4.0 subsystem. Parameters are passed to this function to perform a database table lookup.

1.1.1.46 Lookup Manager Functions

The lookup results are used to display and validate the CLAIMS 4.0. This subsystem supports the following functionality:

- Displays

– Valid standard consulate codes
  – ZIP, state, city combinations
  – Codes and descriptions for any specified table
  – Location codes and descriptions based on specified criteria
  – User type codes and descriptions per specified location
  – Report access group codes and descriptions per specified location

Retrieves

– Action description for the specified action code

– Activity record (all fields) for a specified activity code

– Administrative location code based on the specified ZIP code

– Adjudication/batch status update choices based on specified code

– Background checks, allowable state indicators, and descriptions for the specified background type indicator

– Valid city, state, county for specified ZIP code

– County for specified ZIP/city

– Description of a specified code from a specified table

– Private error variables—for caller to see description

– Evidence codes and descriptions

– Evidence bit settings for specified mask string

– Civics/history questions for N-400 civics/history test

– Fee amount, family cap amount, fee amount effective date, old fee amount for a specified form number

– Form title for the specified form number

– The allowable number of no-shows and cancellations for a specified INS office and site

– Notices based on specified SQL statement

– The location of the notice template directory and printed notice directory names

– Office address for specified location/sublocation code

– Paragraph choices from the nonstandard and standard template notice tables based on input parameters

- Paragraph description for the specified paragraph number
- The participant type description for specified location code, location subcode, and user type code
- Questions based on form number and question type
- Captions for questions based on form number and question number
- A reading sample
- Reasons choices based on specified reason code
- Reason information for the specified reason codes
- The report access group description for specified location code, location subcode, and report access group code
- Notice template path name from the nonstandard and standard template notice tables based on input parameters
- Top most parent location code for the specified location/sublocation codes
- User information based on specified user ID
- A writing sample

• Validates

- State/city combinations
  - City/state/ZIP combination
  - City, state, ZIP code, county combinations
  - Specified country code
  - FBI code for place of birth
  - FBI code for SC ORI
  - Location rule code
  - Specified occupation code
  - Specified office code
  - Participant type according to specified office code
  - Provider of a service as a valid INS-sanctioned provider for that service
  - Report access group code according to specified office code
  - Specified service type code
  - Specified state code
  - Immigration/nonimmigration status codes
  - Specified suffix code
  - Specified user against specified activity code

• Other functions

- Initializes connection to the database containing the lookup tables
  - Loads the specified combo box

1.1.1.47 Lookup Manager Lookup Tables

To perform the display, selection, and validation functions described, three different types of lookup tables are accessed by the lookup manager component. These include application-specific tables that are identified with the "IBS_LK_" prefix.

Attachment T, CLAIMS 4.0 Database Table Definition, of the System Design Document for CLAIMS 4.0 (NCY00.20003-01.UA0-EDS), provides a description of all such tables.

1.1.1.48 Class Relationships

Attachment A, of the System Design Document for CLAIMS 4.0 (NCY00.20003-01.UA0-EDS), provides the class relationships of the Lookup Manager function.

1.1.1.49 Subsystem Inputs/Outputs

This section describes the inputs and outputs required for the Lookup Manager subsystem. Exhibit 2–34, the Lookup Manager Subsystem Data Flow, describes the inputs and outputs required for Logon Manager subsystem.

Exhibit 2–34: Lookup Manager Subsystem Data Flow



1.1.1.49.1 LOOKUP MANAGER INPUTS

The Lookup Manager inputs are as follows:

- **Selection data**—Data provided by the client used as selection criteria by the lookup subsystem
- **Validation data**—Data provided by the client such that the lookup subsystem will check their validity

1.1.1.49.2 LOOKUP MANAGER OUTPUTS

Lookup Manager outputs are as follows:

- **Verify indicator**—A Boolean indicating that the validation data provided by the client were found in the lookup tables, true if found and false if not found
- **Lookup data**—Data retrieved from the various lookup tables matching the lookup selection data provided

Database Manager

The Database Manager is responsible for handling all database activities for the user.

1.1.1.50 Functions

This project is designed to support all data manipulations related to the application object in the database. It provides properties and methods to create new applications in the database, load the requested application or its required pieces to the memory, and modify the elements of an application that were changed during the client session with the application.

The Database Manager is a server application without a visual interface that cannot be started as a stand-alone application. In other words, the Database Manager is a server application. The client application invokes the server by using early binding or late binding techniques. After connection with the Database Manager is established, the client application may invoke public methods provided by the server.

The Database Manager provides alternative ways of accessing its properties. In one alternative, each property of the created class is accessed individually through a common object-oriented technique. This approach is efficient when the client needs to retrieve few properties. If the client needs to retrieve all or many properties from the application object, another alternative is to request the Database Manager component to "pack" all required properties and return them in one call. This alternative, known as marshaling, significantly saves the number of round trips between client and server. Besides the methods for retrieving and manipulating the application object, the Database Manager contains some additional classes that support other types of requests to the database.

1.1.1.51 Class Relationships

Attachment A, of the System Design Document for CLAIMS 4.0 (NCY00.20003-01.UA0-EDS), provides the class relationships of the Database Manager function.

1.1.1.52 Subsystem Inputs/Outputs

This section describes the inputs and outputs required for the Database Manager subsystem. Exhibit 2–35, Database Manager Subsystem Data Flow, describes the inputs and outputs required for Database Manager subsystem.

Exhibit 2–35: Database Manager Subsystem Data Flow



1.1.1.52.1 INPUTS

Database Manager inputs include database requests from any CLAIMS 4.0 subsystem.

1.1.1.52.2 OUTPUTS

Database Manager outputs include the following:

- Data and status information
- Error messages

Switchboard

The Switchboard function is responsible for providing access privileges to an authorized user. The Switchboard will validate user ID and password, and display the appropriate subsystem application control buttons on the Switchboard form (in accordance with the user's privileges). The Switchboard will also allow the user to launch the authorized subsystem applications.

1.1.1.53 Functions

The Switchboard's functionality includes the following:

- Displaying a Logon screen requesting for user ID and password; the Switchboard will disconnect the user from the CLAIMS 4.0 application after three failed login attempts
- Establishing connection to the Oracle database via ODBC
- Retrieving a database table containing the application title (CLAIMS or FD-258), a list of the command buttons associated with the application, the icon to be displayed for each button, and the order in which to display the command buttons
- Retrieving a database table containing a list of user ID and activities authorized
- Retrieving a database table containing the authorized activities along with the associated command buttons
- Retrieving a database table to check if the user has access to Report or System Maintenance functions; in which case, the corresponding command buttons are displayed
- Allowing the user to launch authorized activities by clicking the command buttons or to reset any in-flight activities
- Allowing the user to change their password

1.1.1.54 Class Relationships

Attachment A, of the System Design Document for CLAIMS 4.0 (NCY00.20003-01.UA0-EDS), provides the class relationships of the Switchboard.

1.1.1.55 Subsystem Inputs/Outputs

This section describes the inputs and outputs required for the Switchboard subsystem. Exhibit 2–36, Switchboard Subsystem Data Flow, describes the inputs and outputs required for Switchboard subsystem.

Exhibit 2–36: Switchboard Subsystem Data Flow



1.1.1.55.1 INPUTS

Inputs to Switchboard include the following:

- System name (Optional: Default = Claims4)

User ID

- Password

1.1.1.55.2 OUTPUTS

Outputs from Switchboard include the following:

- Switchboard screen
- Starts subsystem applications and passes the user ID, password, and system name as startup arguments

Workflow Admin

This subsystem is designed to view and modify the workflow status of a case.

1.1.1.56 Functions

After selecting the Workflow Admin from the CLAIMS 4.0 Main menu, a Workflow Process Instance screen is displayed. This screen will be activated by entering an application or payment ID that allows the user to view the related information from the following tabs: Process Information, Pending Activities, and Process History. A more detailed description of these view points is discussed in the subsequent sections.

1.1.1.56.1 PROCESS INFORMATION

This functionality is designed to view the workflow processing status of a case. The process information allows the user to view the current workflow processing status of a case. The following information is displayed:

- Process code

Process state
Holding activity ID
Holding activity code
Related process ID

Mailroom date/time
Start date/time
End date/time
Service Center location code
Case location code
- Case location subcode

1.1.1.56.2 PENDING ACTIVITIES

This functionality is designed to view all workflow activities a case is waiting to perform. The user can reset the activity status to inactive, suspended, canceled, or error. If the workflow activity status is incorrect, it can also be reset. The information is displayed in a tabular format to include the following:

- Activity ID

State date/time
Activity code
Activity State
Expected start date/time
Expected expire date/time
User ID
- Location

1.1.1.56.3 PROCESS HISTORY

This functionality is designed to view the history of workflow activities. The Process History screen displays the history of all active, inactive, suspended, or completed activities for a case. The information is displayed in a tabular format to include the following:

- Activity ID

State date/time
Activity code
Activity state
End condition code
User ID
- Location

1.1.1.57 Class Relationships

Attachment A, of the System Design Document for CLAIMS 4.0 (NCY00.20003-01.UA0-EDS), provides the class relationships of the Workflow Admin function.

1.1.1.58 Subsystem Inputs/Outputs

This section describes the inputs and outputs required for the Workflow Admin subsystem. Exhibit 2–37, Workflow Admin Subsystem Data Flow, describes the inputs and outputs required for a Workflow Admin subsystem.

Exhibit 2–37: Workflow Admin Subsystem Data Flow



1.1.1.58.1 INPUTS

The input to the Workflow Admin includes the following:

- Application ID
- Payment ID

1.1.1.58.2 OUTPUTS

The output to the Workflow Admin includes the following:

- Process Information screen

Pending Activities screen

- Process History screen

Common Library

This Visual Basic project is designed to produce a common object (DLL) for most CLAIMS 4.0 applications.

1.1.1.59 Common Library Function

The functions provide verification of password, application number, A-Number, short date formatting, toolbar, and status bar creation. Common system information is stored in the CLAIMS.INI file. The project reads the CLAIMS.INI file and returns values to be used by each application in CLAIMS 4.0.

1.1.1.60 Class Relationship

Attachment A, of the System Design Document for CLAIMS 4.0 (NCY00.20003-01.UA0-EDS), provides the class relationships of the Logon Manager function.

1.1.1.61 Input/Output

This section describes the inputs and outputs required for the Logon Manager subsystem. Exhibit 2–38, Common Library Subsystem Data Flow, describes the inputs and outputs required for the Common Library subsystem.

Exhibit 2–38: Common Library Subsystem Data Flow



1.1.1.61.1 INPUT

Inputs to Common Library include the following:

- CLAIMS.INI file

Password
Application ID
A-Number

- Date

1.1.1.61.2 OUTPUT

Outputs to Common Library include the following:

- Formatted date

Formatted application ID
Formatted A-Number
Results of CLAIMS.INI query, which include the following:

- Zero—Indicates successful execution
- Non-zero—Indicates unsuccessful execution in such a case the actual error number is returned
- All DOS trapped errors

Bar Code

The Bar Code function is designed to provide label printing capability across various CLAIMS 4.0 systems. The Bar Code system comprises two components. One component is responsible for generating labels on the Zebra or Datamax printer; and the other component is responsible for generating labels on the Lowry printer.

1.1.1.62 Functionality

The Bar Code function must be able to support different types of labels including the following:

- **Bar-Code Label**—Will contain the application ID, the user initial, the location code, and the payment ID; only the application ID is required, other data are optional
- **A-Number (or Temporary Number [T-Number]) Label**—Will contain either an A-Number or a T-Number
- **Human-Readable Label**—Will contain the application ID and the location code (optional)
- **Address Label**—Will contain the applicant's mailing address; if form G-28 exists, then the attorney's address is printed
- **Fingerprint Card (FD-258) CIDN Label**—Will contain the FBI CIDN

The Bar Code function is also responsible for setting the appropriate font sizes and printing coordinates for each type of printer mentioned above.

1.1.1.63 Class Relationships

Attachment A, of the System Design Document for CLAIMS 4.0 (NCY00.20003-01.UA0-EDS), provides the class relationships of the Bar Code functions.

1.1.1.64 Subsystem Inputs/Outputs

This section describes the inputs and outputs required for the Bar Code subsystem. Exhibit 2–39, Bar Code Data Flow, describes the inputs and outputs required for the Bar Code subsystem.

Exhibit 2–39: Bar Code Data Flow

1.1.1.64.1 BAR CODE INPUTS

Inputs to the Bar Code include the following:

- Application ID

Payment ID
User ID
Location code
A-Number (or T-Number)
Applicant's mailing address
Attorney's mailing address
Fingerprint card CIDN

- Printer type

1.1.1.64.2 BAR CODE OUTPUTS

Outputs from the Bar Code include the following:

- Bar-code label

A-Number (or T-Number) label
Human-readable label
Address label

- Fingerprint card CIDN label

1.1.1.65 Requirements to Design Classes/Objects Matrix

This section is not applicable.

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TABLE OF CONTENTS

UNIT DESIGN ORGANIZATION

The subsequent sections describe the segmentation of the CLAIMS 4.0 classes and forms (identified in Section 2.2, System and Subsystem Overview) into the program compilation units [redacted] Because Visual Basic was selected to be the implementation language, Exhibit 3–1, Receipt System—Receipting (Data Entry) [redacted] through Exhibit 3–53, Templates Used by CLAIMS 4.0, list the logical design components, which include classes, forms, and modules, and maps them to their corresponding Visual Basic source code files. The exhibits also identify whether the component is shared among different subsystems to demonstrate reusability, as shown in the following legend: **COM**: Shared Components Y = Yes

(b)(2)
(b)(2)

1.2 Major Subsystems

Exhibits 3–1 through 3–45 show the components for the major subsystems.

Exhibit 3–1: Receipt System—Receipting (Data Entry – N400) (b)(2)

Name	Type	VB Source Files	COM	Notes
clsAddress	Class			Address class
clsAddresses	Class			Collection of address class
clsAlias	Class			Alias class
clsAliases	Class			Collection of alias class
clsApp	Class			Application class
clsAttorney	Class			Attorney class
clsBussines	Class			Business class
clsComboBox	Class			Combo box class
clsCrimIncident	Class			Crime Incident class
clsCrimIncidents	Class			Collection of crime incidents class
clsDataMgr	Class			Data manager class
clsEmployment	Class			Employment history class
clsEmployments	Class			Collection of employment history class
clsEvidences	Class			Evidences class
clsInterfaceDataMgr	Class			Data manager interface for remote database class
clsLocalDataMgr	Class			Data manager interface for local database class
clsManager	Class			Database connection manager class
clsMarriage	Class			Marriage history class
clsMarriages	Class			Collection of marriage history class
clsMDI	Class			MDIForm class
clsOrganization	Class			Organization class
clsOrganizations	Class			Collection of organizations class
clsStartup	Class			Startup class
clsToolbar	Class			Toolbar class
clsWF	Class			Workflow class

(b)(2)

(b)(2)

(b)(2)

Exhibit 3–1: Receipt System—Receipting (Data Entry – N400) [redacted] (continued)

Name	Type	VB Source Files	COM	Notes
frmAbout	Form	[redacted]		N-400 About screen
frmAppID	Form			N-400 Applicant ID screen
frmEvid	Form			N-400 Evidence screen
frmDOJurisdiction	Form			District Office screen
frmG28	Form			N-400 G-28 screen
frmLeadApplicant	Form			N-400 Lead Applicant screen
frmLgmLogin	Form			N-400 System Logon screen
frmOutlook	Form			N-400 Outlook Bar screen
frmPartI	Form			N-400 Part 1 screen
frmPartX	Form			N-400 Part10 screen
frmPartIII	Form			N-400 Part 3 screen
frmPartIV	Form			N-400 Part 4A screen
frmPartIVB	Form			N-400 Part 4B screen
frmPartV	Form			N-400 Part 5 screen
frmPartVI	Form			N-400 Part 6 screen
frmPartVII	Form			N-400 Part 7 screen
frmPartIX	Form			N-400 Part 9 screen
frmSig	Form			N-400 Signature screen
frmPreview	Form			N-400 Preview screen
frmPayment	Form			N-400 Payment screen
frmStartupMDI	Form			N-400 Multi-Document Interface (MDI) screen
frmStartup	Form			N-400 Startup screen
frmSplash	Form			N400 splash screen
Global	Module			N-400 main module

(b)(2)

Exhibit 3–2: Receipt System—Receipting (Data Entry – I881)

Name	Type	VB Source Files	COM	Notes
clsAddress	Class			Address class
clsApp	Class			Application class
clsAttorney	Class			Attorney class
clsBussines	Class			Business class
clsComboBox	Class			Combo box class
clsDataMgr	Class			Data manager class
clsInterfaceDataMgr	Class			Data manager interface for remote database class
clsLocalDataMgr	Class			Data manager interface for local database class
clsManager	Class			Database connection manager class
clsMDI	Class			MDIForm class
clsStartup	Class			Startup class
clsToolbar	Class			Toolbar class
clsWF	Class			Workflow class
frmAbout	Form			N-400 About screen
frmAppID	Form			N-400 Applicant ID screen
frmEvid	Form			N-400 Evidence screen
frmDOJurisdiction	Form			District Office screen
frmG28	Form			I-881 G-28 screen
frmLeadApplicant	Form			I-881 Lead Applicant screen
frmLgmLogin	Form			I-881 System Logon screen
frmOutlook	Form			I-881 Outlook Bar screen
frmPartI	Form			I-881 Part 1 screen
frmPart2	Form			I-881 Part 2 screen
frmPreview	Form			I-881 Preview screen
frmPayment	Form			I-881 Payment screen

(b)(2)

(b)(2)

Exhibit 3–2: Receipt System—Receipting (Data Entry – I881 [redacted] (continued)

Name	Type	VB Source Files	COM	Notes
frmStartupMDI	Form	[redacted]		I-881 MDI screen
frmStartup	Form			I-881 Startup screen
frmSplash	Form			I-881 Splash screen
Global	Module			I-881 main module

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Exhibit 3–3: Receipt System—COM Controls [redacted]

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Name	Type	VB Source Files	COM	Notes
frmRepList	Form	[redacted]		List of Representatives screen
frmResolve	Form			Resolve Address screen
clsComboBox	Class			Combo box class
ctlAbsences	Control		Y	Absences control
ctlAddress	Control		Y	Address control
ctlAddressHistory	Control		Y	Address history control
ctlAlias	Control		Y	Alias control
ctlANumber	Control		Y	Alien number control
ctlAppID	Control		Y	Application ID control
ctlAsset	Control		Y	Asset control
ctlChildren	Control		Y	Children control
ctlCriminalHistory	Control		Y	Criminal history control
ctlEmpHistory	Control		Y	Employment history control
ctlG28	Control		Y	G-28 control
ctlMarriage	Control		Y	Marriage history control
ctlName	Control		Y	Name control

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161

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Exhibit 3–3: Receipt System—COM Controls (continued)

Name	Type	VB Source Files	COM	Notes
ctlOrganization	Control		Y	Organization control
ctlStatus	Control		Y	Status control
INSSearchLocal	Control		Y	Search local database control
Globals	Module			Control main module

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Exhibit 3–4: Address Edit

Name	Type	VB Source Files	COM	Notes
clsAddress	Class			Address class
clsError	Class			Address error class
clsErrors	Class			Collection of address errors class
frmDOJurisdiction	Form			District Office screen
modConstants	Module			AddressEdit constants module
modGlobal	Module			AddressEdit main module

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Exhibit 3–5: Receipt System—Receipting (Mailroom)

Name	Type	VB Source Files	COM	Notes
clsCorrectPayment	Class			Payment correction class
clsExtObject	Class		Y	External objects creator class
clsInitialize	Class		Y	Initialization class
clsMsg	Class		Y	Message handler class
clsProgressBar	Class		Y	Progress bar class
clsStatusBar	Class		Y	Status bar class

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Exhibit 3–5: Receipt System—Receipting (Mailroom) [redacted] (continued)

Name	Type	VB Source Files	COM	Notes
clsSystem	Class	[redacted]	Y	System function class
clsTerminate	Class		Y	Termination routine class
clsToolbar	Class		Y	Toolbar class
clsUtility	Class		Y	Utility class
fLogin	Class		Y	Login screen class
fMailRoom	Class		Y	Mailroom screen class
fMrMDI	Class			Mailroom MDI
fSplash	Class		Y	Splash screen class
frmAbout	Form		Y	Receipt System About screen
frmLogin	Form			Mailroom Logon screen
frmMailRoom	Form			Mailroom Entry screen
frmMrMDI	Form			Mailroom Application screen
frmSplash	Form			Mailroom Splash screen
MR_Cls	Module		Y	Receipt system processing module
MR_Dec	Module		Y	Receipt system declaration module
MR_Main	Module		Y	Receipt system main module

Exhibit 3–6: Receipt System—Business [redacted]

Name	Type	VB Source Files	COM	Notes
clsBarcodeLabels	Class	[redacted]	Y	Bar-code label class
clsSystem	Class		Y	System functions class
clsUtility	Class		Y	General utility class
rAbsence	Class			Absence class

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Exhibit 3–6: Receipt System—Business [redacted] (continued)

Name	Type	VB Source Files	COM	Notes
rAbsences	Class	[redacted]		Collection of absence class
rAddress	Class			Address class
rAlias	Class			Alias class
rAliases	Class			Collection of alias class
rAlleg	Class			Allegiance answers class
rAppLabel	Class			Application label class
rAppLables	Class			Collection of application labels class
rApplicant	Class		Y	Applicant class
rApplication	Class			Application class
rAppNumPool	Class			Application number pool class
rAppSave	Class			Application save class
rAppStatus	Class			Application status class
rBarCode	Class		Y	Generate bar code class
rBusinessInitialize	Class			Business initialization class
rBusinessTerminate	Class			Business termination class
rBusinessUtility	Class		Y	Business utility class
rCallBack	Class			Call back class
rChild	Class			Child class
rChilds	Class			Collection of children
rCrime	Class			Crime class
rCrimes	Class			Collection of crimes class
rCurrentMarriage	Class			Current marriage class
rDEWorkflow	Class			Workflow class
rElig	Class			Eligibility class
rEmployment	Class			Employment class

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Exhibit 3–6: Receipt System—Business [redacted] continued)

Name	Type	VB Source Files	COM	Notes
rEmployments	Class	[redacted]		Collection of employment class
rEvent	Class			Event class
rEvidence	Class			Evidence class
rEvidences	Class			Collection of evidences class
rEvidInfo	Class			Evidence information class
rFD258	Class			New fingerprint card class
rFees	Class			Application fee class
rFPCard	Class			Update existing fingerprint card class
rG28	Class			G-28 class
rI89A	Class			I-89A class
rI89B	Class			I-89B class
rLKEvidence	Class			Lookup evidence class
rLKEvidences	Class			Lookup collection of evidences class
rLocation	Class			Location class
rLogin	Class			Login class
rMailRoom	Class			Prepare mailroom for next app class
rMarriage	Class			Marriage class
rMarriages	Class			Collection of marriages class
rModify	Class		Y	Modify application class
rMRWorkFlow	Class			Post mailroom stat to workflow class
rN400L	Class			N-400 long form class
rN400p1	Class			N-400 part 1 class
rN400p10	Class			N-400 part 10 class
rN400p3	Class			N-400 part 3 class
rN400p3Abs	Class			N-400 part 3 extension class

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Exhibit 3–6: Receipt System—Business [redacted] (continued)

Name	Type	VB Source Files	COM	Notes
rN400p4A	Class	[redacted]		N-400 part 4A class
rN400p4B	Class			N-400 part 4B class
rN400p5	Class			N-400 part 5 class
rN400p5PM	Class			N-400 part 5 extension class
rN400p6	Class			N-400 part 6 class
rN400p7	Class			N-400 part 7 class
rN400p9	Class			N-400 part 9 class
rN400Sig	Class			N-400 signature class
rN470	Class			N-470 processing class
rN565	Class			N-565 processing class
rN600	Class			N-600 processing class
rN643	Class			N-643 processing class
rNewAppStatus	Class			New application status class
rNoPayment	Class		Y	No payment class
rNumPool	Class			Application number pool class
rOrganization	Class			Collection of organizations class
rOrganizations	Class			Organization class
rParent	Class			Parent class
rPayment	Class			Payment class
rPayModify	Class			Modify payment class
rPrinter	Class			Label printer class
rRecRemit	Class			Remittance class
rRejection	Class			Rejection class
rRemit	Class			Remittance class
rRemits	Class			Collection of remittance class

Exhibit 3–6: Receipt System—Business [redacted] (continued)

Name	Type	VB Source Files	COM	Notes
rRep	Class	[redacted]		Representative class
rResAddress	Class			Residence address class
rResidence	Class		Y	Residence class
rResidences	Class			Collection of residences class
rSuspend	Class			Suspend class
rUser	Class			User class
rUserPrm	Class			User parameters class
rWFProcess	Class			Workflow process class
modBusinessCls	Module		Y	Business processing module
modBusinessDec	Module			Business declaration module

Exhibit 3–7: Receipt System—Communications [redacted]

Name	Type	VB Source files	COM	Notes
objComm	Class	[redacted]	Y	Communication class
Form1	Form1			Communication screen
MainComm	Module			Communication main module

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Exhibit 3–8: Receipt System—Database Interface [redacted]

Name	Type	VB Source Files	COM	Notes
clsSystem	Class	[redacted]		System functions class
dAbsence	Class			Database absence class
dAddress	Class			Database address class

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Exhibit 3–8: Receipt System—Database Interface [redacted] continued) (b)(2)

Name	Type	VB Source Files	COM	Notes
dAlias	Class	[redacted]		Database alias class
dAlleg	Class			Database allegiance class
dApplicant	Class			Database applicant class
dApplication	Class			Database application class
dChild	Class			Database child class
dConnection	Class			Database connection class
dCurrentMarriage	Class			Database current marriage class
dElig	Class			Database eligibility class
dElig15	Class			
dEmploy	Class			Database employment class
dEvidence	Class			Database evidence class
dFD258	Class			Database FD-258 class
dForm	Class			Database form number class
dHistory	Class			Database case action history class
dLabelForms	Class			Database label forms class
dLocation	Class			Database location class
dLogin	Class			Database login class
dMarriage	Class			Database marriage class
dNumPool	Class			Database application ID number pool class
dOrganization	Class			Database organization class
dParent	Class			Database parent class
dPayment	Class			Database payment class
dRemit	Class			Database remittance class
dRep	Class			Database representative class
dResidence	Class			Database residence class

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Exhibit 3–8: Receipt System—Database Interface [redacted] (continued)

Name	Type	VB Source Files	COM	Notes
dResultSet	Class	[redacted]		Database result class
dTransaction	Class			Database transaction class
dUser	Class			Database user class
dUserPrm	Class			Database user parameters class
modDatabaseDec	Module			Database processing module

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Exhibit 3–9: Receipt System—Groups 2000 [redacted]

Name	Type	VB Source Files	COM	Notes
CAppIds	Class	[redacted]		Application ID class
cGroup	Class			Group processing class
clsAppUtility	Class			Application utility class
clsCBOSelect	Class			CBO class
clsDataBase	Class			Database update class
clsGroupID	Class			Group ID class
clsLKUpInit	Class		Y	Lookup initialization class
clsLookup	Class		Y	Table lookup class
clsProgressBar	Class		Y	Progress bar class
clsRecInterface	Class			Database field validation class
clsResolve	Class		Y	City/state/ZIP conflict resolve class
clsStatusBar	Class		Y	Status bar class
clsZipCityState	Class		Y	ZIP city state class
clsZipCityStCounty	Class		Y	ZIP city state county class

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Exhibit 3–9: Receipt System—Groups 2000 GROUPS [redacted] continued) (b)(2)

Name	Type	VB Source Files	COM	Notes
fGroups	Class	[redacted]		Display and process group list
rAppID	Class			Application ID class
rGroup	Class			Group class
frmAbout	Form		Y	About group management dialog
frmCBO	Form			CBO selection dialog
frmGrp_Main	Form			Group management dialog
frmLkCSZResolve	Form		Y	ZIP city state conflict resolve dialog
basCONST	Module			Group management constants module
Global	Module			Group management main processing
modBusiness_cls	Module			Declare group and application ID objects

Exhibit 3–10: Receipt System—Check Printer [redacted] (b)(2)

Name	Type	VB Source Files	COM	Notes
clsCheckPrinter	Class	[redacted]	Y	Check printer class
Form1	Form1			Check Printer screen
modMainCk	Module			Check printer main module

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Exhibit 3–11: Receipt System (Finance)—Finance [redacted] (b)(2)

Name	Type	VB Source Files	COM	Notes
clsBadPayNotice	Class	[redacted]		Bad payment notice class
clsBarCode	Class		Y	Bar code generator class
clsBounceCheck	Class			Bounced check class

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Exhibit 3–11: Receipt System (Finance)—Finance [redacted] (continued)

Name	Type	VB Source Files	COM	Notes
clsCommand	Class	[redacted]		Command processing class
clsCorrectPayment	Class		Y	Correct payment class
clsExtObject	Class		Y	External object creator class
clsInitialize	Class		Y	Initialization class
clsMsg	Class		Y	Message handler class
clsNewPayment	Class			New payment class
clsPayment	Class			Payment class
clsProgressBar	Class		Y	Progress bar class
clsResolve	Class		Y	ZIP city state conflict resolution
clsStatusBar	Class		Y	Status bar class
clsSystem	Class		Y	Dependence checking
clsTerminate	Class		Y	Termination routine class
clsToolbar	Class		Y	Toolbar class
clsUpdatePayment	Class			Update payment class
clsUtility	Class		Y	Utility class
clsValidate	Class		Y	Validation class
clsZipCityState	Class		Y	ZIP city state class
clsZipCityStCounty	Class		Y	ZIP city state county class
fAppID	Class			Application ID class
fLogin	Class		Y	Login screen class
fRecMDI	Class			Payment processing MDI class
fRecMgr	Class			Payment manager class
fRecRemit	Class			Remittance processing class
fSplash	Class		Y	Splash screen class
frmAbout	Form		Y	Finance about dialog

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Exhibit 3–11: Receipt System (Finance)—Finance [redacted] (continued)

Name	Type	VB Source Files	COM	Notes
frmLkCZSResolve	Form	[redacted]	Y	ZIP city state conflict resolve dialog
frmLogin	Form		Y	Finance logon dialog
frmRecMDI	Form			Finance Main screen
frmRecMgr	Form			Remittance processing dialogs
frmRecRmit	Form			Remittance screen
frmSplash	Form			Finance Splash screen
modRecCls	Module			Finance processing module
modRecDec	Module			Finance declaration module
modRecMain	Module			Finance main module

Exhibit 3–12: Receipt System (Finance)—Payment [redacted]

Name	Type	VB Source Files	COM	Notes
clsUtility	Class	[redacted]		Claims utility class
rAddress	Class			Address class
rApplicant	Class			Applicant class
rApplication	Class			Application class
rAppNumPool	Class			Application data ID class
rAppStatus	Class			Application status class
rBarCode	Class			Bar code interface class
rCallBack	Class			Call back class
rDEWorkflow	Class			Workflow interface class
rEvent	Class			Event recognition class
rFees	Class			Application fee class
rLocation	Class			Location class

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Exhibit 3–12: Receipt System (Finance)—Payment [redacted] (continued)

Name	Type	VB Source Files	COM	Notes
rLogin	Class	[redacted]		Login class
rModify	Class			Application data modifier class
rNewAppStatus	Class			Application new status class
rNumPool	Class			Application ID class
rPayInitialize	Class			Payment initialization class
rPayment	Class			Payment handler class
rPaymentTerminate	Class			Payment termination class
rPaymentUtility	Class			Payment utility class
rPayModify	Class			Payment modifier class
rRecRmit	Class			Posting remittance info
rRejection	Class			Payment rejection class
rRemit	Class			Remittance handler class
rRemits	Class			Collection of remittance class
rUser	Class			User class
rUserPrm	Class			User environment preparation class
modPaymentCls	Module			Objects instantiation and remit structure
modPaymentDec	Module			Variables declaration module

Exhibit 3–13: Receipt System (Finance)—Paymerge [redacted]

Name	Type	VB Source Files	COM	Notes
clsPayMerge	Class	[redacted]		Pay merge class
clsPMError	Class			Pay merge error
frmPayMerge	Form			Batch Pay Merge screen
modPayMerge	Module			Pay merge module

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Exhibit 3–14: Receipt System (Finance)—Cashbox

Name	Type	VB Source Files	COM	Notes
clsAuditCB	Class			Cash box audit class
clsAuditCBs	Class			Set up collection of rows for auditing
clsAuditRemit	Class			Remittance audit class
clsAuditRemits	Class			Collection of remittance being audited
clsCashBox	Class			Cash box class
ClsFinInterface	Class			Finance interface class
clsReconRow	Class			Row reconciliation class
clsReconRows	Class			Set up collection of rows for reconciliation.
clsWFCBFunctions	Class			Connect workflow and cash box class
dConnection	Class			Database connection setup class
dLogin	Class			Database login class
dResultSet	Class			Database connect result class
frmabout	Form			Cash Box About screen
frmAudit	Form			Cash box audit dialog
frmCashBox	Form			Cash box dialog
frmReconcile	Form			Cash box reconciliation dialog
frmTransfer	Form			Cash box transfer dialog
Constants	Module			Cash box constant declaration modules
Functions	Module			Cash box functions declaration modules
GeneralSubs	Module			Cash box subroutines module
GlobalObjects	Module		Y	Global objects declaration module
mMainSubs	Module			Cash box main module
modDatabaseDec	Module			Database declaration module
Types	Module			Cash box user define types module

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Exhibit 3–15: Adjudication System—Adjudication

Name	Type	VB Source Files	COM	Notes
clsAdjApp	Class			Application class
clsAdjAppHist	Class			Application history class
clsAdjAppPay	Class			Application Payment class
clsAdjDecision	Class			Decision class
clsAdjErr	Class			Adjudication process error class
clsAdjEvid	Class			Evidence class
clsAdjExam	Class			Examinations class
clsAdjFind	Class			Interface with find manager class
clsAdjudications	Class			Adjudication class
clsAdnMenu	Class			Adjudication menu class
clsAppActivity	Class			Application activities class
clsCertData	Class			Certificate data class
clsCommand	Class			Command line class
clsIntvOCDecision	Class			Interview and oath ceremony decisions class
clsOcReview	Class			Oath ceremony review class
clsSplitee	Class			Screen/control being splitted
clsSplitter	Class			Screen/control splitter class
clsUser	Class			User profile class
frmAbout	Form			Adjudication About screen
frmAdjAppID	Form			Open/Preview screen
frmAdjCSZResolve	Form			ZIP City State Conflict Resolve screen
frmAdjMgr	Form			Adjudication Manager screen (MDI)
frmAdjSplash1	Form			Adjudication Splash screen
frmAllapps	Form			All Applications screen
frmApp	Form			Application screen

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Exhibit 3–15: Adjudication System—Adjudication [redacted] continued)

Name	Type	VB Source Files	COM	Notes
frmAppHist	Form	[redacted]		Application History screen
frmCertDat	Form			Certification Data screen
frmDecision	Form			Adjudication Decision screen
frmErrorDisplay	Form			Error Display screen
frmExam	Form			Examinations screen
frmG28Present	Form			Attorney Present/Waiver screen
frmMDIBkGrd	Form			Logo screen; background to MDI form
frmNCP	Form			Name change petition dialog
frmNtOption	Form			Notice option dialog
frmNTQuikView	Form			Notice Quick View screen
frmOCReview	Form			Oath Ceremony Decision screen
frmOpenChoices	Form			Open choices dialog
frmSaveOptions	Form			Save option dialog
modAdjGlobal	Module			Adjudication global variables module
modAdjProcedures	Module			Adjudication procedures module
modCommon	Module			Adjudication housekeeping module
modPrint	Module			Adjudication printer request module
modWin Declares	Module			Adjudication Win application programming interface (API) declarations

Exhibit 3–16: Adjudication System—Adjudication Notices [redacted]

Name	Type	VB Source Files	COM	Notes
clsNtABN	Class	[redacted]		Abandonment notice class
clsNtAdjud	Class			Adjudication notice main class

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Exhibit 3–16: Adjudication System—Adjudication Notices [redacted] (continued)

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Name	Type	VB Source Files	COM	Notes
clsNtDCT	Class	[redacted]		Continuance notices class
clsNtDEN	Class			Deny notice class
clsNtDID	Class			Continuance with intent to deny notices
clsNtErr	Class			Notice manager error class
clsNtMRO	Class			Motion to reopen/reconsider notices
clsNtPlain	Class			Notice uses plain paper class
clsRecCpod	Class			Certificates and oath declaration class
clsRecNCP	Class			Name change petition class
clsRecTerm	Class			Termination records class
clsRecWdraw	Class			Withdraw records class
clsSSARC	Class			Sworn statement for alien registration card record class
clsSSFp.cls	Class			Sworn statement for fingerprint record class
clsSSTFile.cls	Class			Sworn statement for temporary file record class
nNtOpt.frm	Form			Notice option form
modNtGlobals	Module			Notice global module
modProcedures	Module			Common procedures

Exhibit 3–17: Case Management System—Case Management [redacted]

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Name	Type	VB Source Files	COM	Notes
clsCMBsuEntry	Class	[redacted]		Case management batch status update interface
clsGUIResEntry	Class			Entry and exit to resolution
CMFrmabout	Form			Case Management About screen
CMSplash	Form			Case Management Splash screen

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Exhibit 3–17: Case Management System—Case Management [redacted] (continued)

Name	Type	VB Source Files	COM	Notes
CMBkGrd	Form	[redacted]		Case management background tasks
CMMDIForm.frm	Form			Case management main dialog
modCMGlobal	Module			Case management global declaration
modCMProcedures	Module			Case management defined procedures

Exhibit 3–18: Case Management System—Batch Status Update [redacted]

Name	Type	VB Source Files	COM	Notes
clsBSU	Class	[redacted]		BSU class
clsBSUErr	Class			BSU error class
fSpalsh	Class			BSU Splash screen class
frmAbout	Form			BSU About screen
frmBSU	Form			BSU dialog
frmBSUErr	Form			BSU Error screen
frmMDI	Form			BSU screen
frmSplash	Form			BSU Splash screen
modBSUGlobal	Module			BSU global declaration module
modBSUProcedures	Module			BSU procedures module

Exhibit 3–19: Case Management System—Claims Resolution [redacted]

Name	Type	VB Source Files	COM	Notes
CApplication	Class	[redacted]		Application class
CAppList	Class			View activity queue class

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Exhibit 3–19: Case Management System—Claims Resolution [redacted] (continued)

Name	Type	VB Source Files	COM	Notes
CAttendedSearch	Class	[redacted]		CIS/data attended search class
clsUser	Class			User class
CWorkflowServer	Class			Workflow server class
fSplash	Class			Splash form class
fToolbar	Class			Toolbar class
frmAbout	Form			About form
frmAppList	Form			View activity queue form
frmAttendedSearch	Form			CIS/data attended search form
frmCompare	Form			CIS data field comparison form
frmMDI	Form			MDI form
frmResolve	Form			CIS A-Number resolution form
frmSplash	Form			Splash form
modMain	Module			Main module
modNtGlobals	Module			Resolution global module
modUtility	Module			Common utility module

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Exhibit 3–20: Case Status System—Case Status [redacted]

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Name	Type	VB Source Files	COM	Notes
clsAppUtility	Class	[redacted]	Y	Application utility class
clsAttorney	Class		Y	Attorney class
clsCaseLabels	Class			Case label class
clsCommand	Class		Y	Command class
clsDatabase	Class		Y	Common database interface class
clsFD258	Class			FD-258 class

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Exhibit 3–20: Case Status [redacted] (continued)

Name	Type	VB Source Files	COM	Notes
clsFind	Class	[redacted]		Find information class
clsInterface	Class		Y	Common interface class
clsPrint	Class		Y	Common printer interface class
clsSchLkUp	Class			Schedule lookup class
fProgressBar	Class			Progress bar class
fToolBar	Class			Toolbar class
frmAbout	Form			Case Status About screen
frmAttorneyInfo	Form			Attorney Information screen
frmCaseStatus	Form			Case Status screen
frmFindSplash	Form			Case Status Splash screen
frmFindTabs	Form			Case status inquiry dialog
frmFPCard	Form			Case status fingerprint card dialog
frmLgmLogin	Form			Login screen
frmMDI	Form			Case status MDI
frmPrint	Form			Case status print dialog
frmSchLookup	Form			Case status schedule lookup dialog
modFindGlobal	Module			Case status global variables

Exhibit 3–21: Case Status System—Case Labe [redacted]

Name	Type	VB Source Files	COM	Notes
clsAppUtility	Class	[redacted]	Y	Application utility class
clsDatabase	Class		Y	Database access class
clsLabel	Class			Label class

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Exhibit 3–21: Case Status System—Case Label [redacted] (continued)

Name	Type	VB Source Files	COM	Notes
clsMsg	Class	[redacted]	Y	Message class
frmLabels	Form			Case Status Label screen
modCaseLabels	Module			Variables and constants declaration

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Exhibit 3–22: Schedule System—Scheduler Online [redacted]

Name	Type	VB Source Files	COM	Notes
classUserProfile	Class	[redacted]		User profile class
clsBatch	Class			Search for available location and room
clsBatchNotice	Class			Schedule batch notice class
clsBulkAppl	Class			Bulk application handler
clsClient DeSch	Class			Set up deschedule office class
clsClient Loc	Class			Schedule location class
clsCliLoadAdmin	Class			Load administration office
clsCliSchOC	Class			Oath scheduler
clsDe Scheduler	Class			Descheduler (update database) class
clsGateColor	Class			Gate coloring
clsGroupMembers	Class			Group member handler
clsIntvHldMgr	Class			Interview handling manager class
clsLocDesc	Class			Location description class
clsLookup	Class			Lookup class
clsLookupInfo	Class			Database lookup class
clsNoShowMgr	Class			No-show manager class
clsOCBkdMgr	Class			Oath ceremony booking manager

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Exhibit 3–22: Schedule System—Scheduler Online [redacted] (continued)

Name	Type	VB Source Files	COM	Notes
clsOCExmAssign	Class	[redacted]		Oath examiner assign class
clsOCLocSetup	Class			Set up oath ceremony location
clsQuery	Class			Database query class
clsResTime	Class			Reserve time class
clsResultDisplay	Class		Y	Display interview results
clsRmScExcp	Class			Room for exception
clsSchAppt	Class			Search for available slot
clsSchApptBatch	Class			Process application in the ready queue
clsSchApWf	Class			Scheduling and workflow interface
clsSchDbmgr	Class			Database manager class
clsSchHistory	Class			Schedule history
clsSchOclp	Class			Oath location profile class
clsSchRule	Class			Schedule rules class
clsSchTrack	Class			Update database schedule tracking table
clsSerAdd	Class			Add/update the service office table
clsSerAdmino	Class			Remove rooms and site
clsSerProfAdd	Class			Site service profile add
fStatusBar	Class			Status bar class
fToolbar	Class			Toolbar class
rdoConnectionPlus	Class			RDO connection class
frmabout	Form			About Scheduling screen
frmBulkAppl	Form			Bulk Application screen
frmCustomMsgBox	Form			Scheduler custom message box
frmDetail	Form			Create group dialog
frmFilter	Form			Claims filter screen

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Exhibit 3–22: Schedule System—Scheduler Online [redacted] (continued)

Name	Type	VB Source Files	COM	Notes
frmGroup	Form	[redacted]		Group Viewer screen
frmGroupManager	Form			Group Manager screen
frmGroupMember	Form			Group Member screen
frmGroupName	Form			Group Name screen
frmGrpRule	Form			Group Rule screen
frmIntv	Form			Batch Interview screen
frmLogin	Form			Login screen
frmLookUp	Form			Lookup screen
frmOC	Form			Oath ceremony main dialog
frmQuery	Form			Scheduling Query screen
frmResults	Form			Results of Activity screen
frmSchAdm	Form			Administration menu
frmSchAssExToOC	Form			Assign Oath Examiner screen
frmSchAssSType	Form			Assign Service Type screen
frmSchCanReq	Form			Cancel Schedule screen
frmSchClCode	Form			Reporting Gate Color Codes screen
frmSchDesch	Form			Deschedule screen
frmSchedSplash	Form			Splash screen
frmSchErrorLog	Form			Scheduling Error screen
frmSchIntHeld	Form			Interview Held screen
frmSchIntv	Form			Schedule Interview screen
frmSchLoc	Form			Schedule Location screen
frmSchLocOC	Form			Oath Location Profile screen
frmSchLookup	Form			Table Lookup screen
frmSchLookupoath	Form			Schedule Lookup for Oath screen

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Exhibit 3–22: Schedule System—Scheduler Online [redacted] (continued)

Name	Type	VB Source Files	COM	Notes
frmSchLookupSrvc	Form	[redacted]		Service Type Lookup screen
frmSchMain	Form			Scheduler main menu
frmSchNoShow	Form			No-Show screen
frmSchOC	Form			Schedule oath ceremony
frmSchOCExm	Form			Oath Examiner Profile screen
frmSchOCfacrm	Form			Oath Ceremony screen
frmSchOCGate	Form			Oath ceremony reporting gate profile
frmSchPlaceQueue	Form			Place case in scheduling queue
frmSchPurge	Form			Scheduling Purge screen
frmSchRemQueue	Form			Remove case from scheduling queue
frmSchRmExc	Form			Oath Room Profile Exception screen
frmSchRmProfDetail	Form			Room Profile Detail screen
frmSchRmSc	Form			Interview Service Profile screen
frmSchRmScExcp	Form			Interview section exception profile
frmSchRule	Form			Schedule Rule screen
frmSchSchedMenu	Form			Scheduling Main Menu screen
frmSchSiteGrp	Form			Add Site Group screen
frmSchStatus	Form			Interview/oath status query
frmSchStatusInq	Form			Status Inquiry screen
frmSchSType	Form			Interview Service Type Profile screen
frmSchUtils	Form			Schedule utility menu
AdminOcLoc	Module			Administration oath location
GateRptgProf	Module			Gate reporting profile
GrpMain	Module			Group main module
GrpSupport	Module			Group support class

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Exhibit 3–22: Schedule System—Scheduler Online [redacted] (continued)

Name	Type	VB Source Files	COM	Notes
IntvExam	Module	[redacted]		Interview examiner profile module
modDeSch	Module			Descheduling
modSchedulerRoutines	Module			Scheduler common routines
Module1	Module			Workflow interface module
Module2	Module			
mStart	Module			Scheduling start up module
SchIntvRmScExcp	Module			Room service exception module
SerModule	Module			Server module

Exhibit 3–23: Schedule System—Schedule Batch Clien [redacted]

Name	Type	VB Source Files	COM	Notes
classUserProfile	Class	[redacted]		User profile class
clsLocation	Class		Y	Location class
fStatusBar	Class			Status bar class
frmLogin	Form			Login form
frmScheduleBatch	Form			Schedule batch main form
frmSchInfo	Form			Search information form
BatchClient	Module			Common functions
Module2	Module			Display tooltip and centralize form

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Exhibit 3–24: Schedule System—Schedule Batch Server

Name	Type	VB Source Files	COM	Notes
clsBatchNotice	Class			Schedule batch notice class
clsIntvAppt	Class			Interview appointment class
clsOathAppt	Class			Oath ceremony appointment class
clsOCBkdMgr	Class			Schedule batch oath ceremony
clsOCLocSetup	Class			Oath location setup
clsResTime	Class			Schedule reserve time
clsSchApptBatch	Class			Schedule batch application class
clsSchApWf	Class			Schedule batch workflow interface
clsSchBatch	Class			Schedule batch class
clsSchDbmgr	Class			Schedule batch database manager interface
clsSchHistory	Class			Schedule batch history class
clsUserProfile	Class			User profile class
Form1	Form			Schedule Batch screen
frmSplash	Form			Splash screen class
bsServer	Module			Common functions module

Exhibit 3–25: Notices System—Notices

Name	Type	VB Source Files	COM	Notes
clsNotBatchSQl	Class			Batch SQL class
fStatusBar	Class			Status bar
fToolbar	Class			Tool bar
fProgressBar	Class			Progress bar
clsnotClientQueue	Class			Notice queue request

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Exhibit 3–25: Notices System—Notices [redacted] (continued)

Name	Type	VB Source Files	COM	Notes
clsnotCliConfigure	Class	[redacted]		Notice client configuration
clsSplash	Class			Splash screen
frmLogin	Form		Y	CLAIMS Common Login screen
frmNotMain	Form			Notice Main screen
frmNotInbox	Form			Notice Inbox screen
frmNotOutbox	Form			Notice Outbox screen
frmNotTimer	Form			Change Timer Interval screen
frmNotNew	Form			Notice Creation screen
frmabout	Form			About Notice screen
frmNotServer	Form			Notice print server dialog
frmNotLoadStatus	Form			Print Server Not Loading screen
frmNotVuTemplate	Form			User view notice template
frmNotCreateStatus	Form			Notice Creation Status screen
frmNotPrtConfigure	Form			Configure batch printer
frmSplash	Form			Splash screen
modNotices	Module			Notice initialization module
modNotproj1	Module			Common routines and variables
modnotGlobals	Module			Globals declaration module
modWorkFlow	Module			Workflow interface module
oDefineScreens	Module			Customize notice screens module
modnotBatchProcs	Module			Batch print notice module

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Exhibit 3–26: Notices System—Notice Batch Create [redacted]

Name	Type	VB Source Files	COM	Notes
clsBatchCreate	Class	[redacted]		Batch notice create class
clsEnvironment	Class		Y	Environment class
clsNotBatchSQL	Class		Y	Notice batch SQL
clsnotCrFD258	Class			Create fingerprint notice
clsnotCrI797C	Class			Create I-797 notice
clsnotCrInternal	Class			Create internal notice class
clsnotCrIntvw	Class			Create interview notice
clsnotCrOath	Class			Create oath notice class
clsnotCrReceipt	Class			Create receipt acknowledgment notice
clsnotCrSched	Class			Create schedule notice
clsnotError	Class		Y	Notice error class
clsnotErrors	Class		Y	Collection of notice errors class
clsWrite2dBarCode	Class		Y	Write data to a two-dimensional (2D) bar code
frmBarCode	Form			Bar code generating form
frmMain	Form			Batch notice creation main form
BCODER3	Module			Bar code generator
modBatchCreate	Module			Batch notice create module
modnotGlobals	Module		Y	Notice globals declaration
frmNum	Form			BatchNotice Creation selection form
clsDenial	Class			Create denial notices

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Exhibit 3–27: Notices System—Notice Create

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Name	Type	VB Source Files	COM	Notes
clsEnvironment	Class		Y	Environment class
clsNotBatchSQL	Class		Y	Notice batch SQL
clsnotCreate	Class			Batch notice order class
clsnotCrI797C	Class			Create I-797 notice
clsnotCrInternal	Class			Create internal notice class
clsnotCrIntvw	Class			Create interview notice
clsnotCrMemo	Class			Create memo notice
clsnotCrN445B	Class			Create N-445B notice
clsnotCrOath	Class			Create oath notice class
clsnotCrPay	Class			Create payment notice
clsnotCrReceipt	Class			Create receipt acknowledgment notice
clsnotCrReq4Ev	Class			Request environment
clsnotCrSched	Class			Create schedule notice
clsnotCrSuspense	Class			Create suspend notice class
clsnotError	Class		Y	Notice error class
clsnotErrors	Class		Y	Collection of notice errors class
modNotCreate	Module			Notice create module
modnotGlobals	Module		Y	Notice globals declaration

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Exhibit 3–28: Notices System—Notice Print

Name	Type	VB Source Files	COM	Notes
clsEnvironment	Class		Y	Environment class
clsNotBatchSQL	Class		Y	Notice batch SQL
clsnotConfigPrinters	Class		Y	Printer configuration

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Exhibit 3–28: Notices System—Notice Print [redacted] (continued)

Name	Type	VB Source Files	COM	Notes
clsnotError	Class	[redacted]	Y	Notice error class
clsnotErrors	Class		Y	Collection of notice errors class
clsnotPrint	Class			Print notice class
modnotGlobals	Module		Y	Notice globals declaration
notmodPrint	Module		Y	Print notice module

Exhibit 3–29: Notices System—Notice Engine NENGINE.VBP

Name	Type	VB Source Files	COM	Notes
clsEnvironment	Class	[redacted]	Y	Environment class
clsNotBatchSQL	Class		Y	Notice SQL class
clsnotError	Class		Y	Notice error class
clsNotErrors	Class		Y	Collection of notice errors class
clsnotNoticeEngine	Class			Environment class
clsnotPrintQueue	Class			Print queue class
frmMain	Form			Notice print engine form
modnotGlobals	Module			Notice globals declaration

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Exhibit 3–30: Notices System—Notice Lookup NLOOKUP.VBP

Name	Type	VB Source Files	COM	Notes
clsEnvironment	Class	[redacted]	Y	Environment class
clsNotBatchSQL	Class		Y	Notice batch SQL
clsnotError	Class		Y	Notice error class

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Exhibit 3–30: Notices System—Notice Lookup [redacted] continued)

Name	Type	VB Source Files	COM	Notes
clsnotErrors	Class	[redacted]	Y	Collection of notice errors class
modnotGlobals	Module		Y	Notice globals declaration
modNotLookup	Module			Notice lookup module

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Exhibit 3–31: Report System—Reporting [redacted]

Name	Type	VB Source Files	COM	Notes
clsLocationControls	Class	[redacted]		Manages location controls
clsManager	Class			Manages RDO connection
clsManifestRpt	Class			ASC and FD-258 Manifest class
clsReport	Class			Manages report data
clsRptBatchData	Class			Batch data class
clsRptData	Class			Data manager
clsRptDrawQueryForm	Class			Draw query class
ClsRptFormDataManager	Class			Report layout manager
clsRptLocCollection	Class			Report location collection
clsRptManager	Class			Report manager class
clsRptQueryBuilder	Class			Query builder class
clsRptQueryResult	Class			Query result class
Ctools	Class			Wrappers for Win32 APIs
clsRptUtility	Class			Report utility class
fRptMDI	Class			Report MDI
fToolbar	Class		Y	Toolbar class
Frmabout	Form			About Report screen

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Exhibit 3–31: Report System—Reporting [redacted] (continued)

Name	Type	VB Source Files	COM	Notes
frmASCrpt	Form	[redacted]		ASC Report Query screen
frmCrystal	Form			Crystal Status screen
frmFD258Rpt	Form			FD-258 Report Query screen
frmBatsched	Form			Scheduled Reports Queue screen
frmPrinterChange	Form			Printer Change screen
frmLgmLogin	Form			Login Manager screen
frmRptMDI	Form			Report Main screen
frmSplash	Form			Splash screen
frmRptAgeQueryScreen	Form			Aging Report screen
frmRptBatch	Form			Batch Report screen
FrmRptDailyQuery	Form			Daily Query Builder screen
frmRptDate	Form			Date Query screen
frmRptFATScreen	Form			Report Menu screen
frmRptOathQuery	Form			Report oath query
frmRptTrackQuery	Form			Tracking report query builder
cmRpt	Module			Obtain printer, create report
UpdaterDeclarations	Module			Defines Win32 prototypes

Exhibit 3–32: Report System—N646 Repor[redacted]

Name	Type	VB Source Files	COM	Notes
clsN646report	Class	[redacted]		Formatting the N646 report to print
clsNumtoWorld	Class			Converting number to text
clsPrinterFunctions	Class			Setting up printer
Module1	Class			Main module

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Exhibit 3–33: Report System—FD258 Manifest

Name	Type	VB Source Files	COM	Notes
clsAlias	Class			Alias class
clsAliases	Class			Handling collection
clsManifest	Class			Manifest class
clsReportHeader	Class			Report header class
clsWrite2dBarCode	Class			Write data to a 2D bar code class
frmBarcode	Form			Barcode generating form
BCODER3	Module			Barcode generating module
Manifest	Module			Manifest generating module

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Exhibit 3–34: Document Production System—Document Production

Name	Type	VB Source Files	COM	Notes
cAlien	Class			Alien class
cCertificate	Class			Certificate class
cDocControl	Class			Document control class
cHistory	Class			Case history class
cMouse	Class			Mouse class
cOathCeremony	Class			Oath ceremony class
cPrintRequest	Class			Print request class
cPrtInst	Class			Populate data to certificate
cPrtSort	Class			Sort criteria class
cStatusBar	Class			Status bar class
cToolBar	Class			Toolbar class
fAppScreen	Class			Application screen class

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Exhibit 3–34: Document Production System—Document Production [redacted] (continued)

Name	Type	VB Source Files	COM	Notes
fProgressBar	Class	[redacted]		Progress bar class
fToolBar	Class			Toolbar class
Frmabout	Form			About document production
frmBatchCerts	Form			Batch Certificate screen
frmDocValidate	Form			Document Validation screen
frmHistory	Form			Certificate history menu
frmInvalid	Form			Void or destroy menu
frmMain	Form			Document Production Main screen
frmPrintOptions	Form			Special Print Option screen
frmPrintServer	Form			NATS Print Server screen
FrmPrintSetup	Form			Batch Print Setup screen
frmQADocs	Form			Quality assurance form
frmRanges	Form			Available certificate number ranges
frmReceive2	Form			Receive In screen
frmReports	Form			Document Production Reporting screen
FrmReprint	Form			Reprint Certificate Request screen
frmSearchAppID	Form			Single Print Applicant screen
frmSearchHistory	Form			Search history menu
frmSinglePrint	Form			Print Single Certificate screen
frmSortCriteria	Form			Sort Criteria screen
frmStatus	Form			Document printing status bar
frmTemplate	Form			Document Template screen
frmTransfer	Form			Document Production Transfer screen
frmWorkReq	Form			Work order for batch printing
Constants	Module			Constants declaration module

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Exhibit 3–34: Document Production System—Document Production [redacted] (continued)

Name	Type	VB Source Files	COM	Notes
Functions	Module	[redacted]		Functions module
GeneralSubs	Module			General subroutine module
GlobalObjects	Module			Global objects module
Types	Module			User-defined types module

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Exhibit 3–35: Document Production System—Print Server [redacted]

Name	Type	VB Source Files	COM	Notes
cAlien	Class	[redacted]	Y	Alien class
cCertificate	Class		Y	Certificate class
cDocControl	Class		Y	Document control class
cHistory	Class		Y	Case history class
cPrint	Class			Printer class
cPrintRequest	Class		Y	Print request class
cPrintSatus	Class			Print status bar class
cPrtInst	Class		Y	Populate data to certificate
cPrtSort	Class		Y	Sort criteria class
Constants	Module		Y	Constants declaration module
GeneralSubs	Module		Y	General subroutine module
mMain	Module			Main module

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Exhibit 3–36: Document Production System—MS Access Database Connection

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Name	Type	VB Source Files	COM	Notes
cBatch	Class			Access connection class
mMain	Module			Access database connection module

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Exhibit 3–37: Document Production System—Oracle Database Connection

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Name	Type	VB Source Files	COM	Notes
cDocDB	Class			Oracle database connection class
mMain	Module			Oracle database connection module

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Exhibit 3–38: System Maintenance

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Name	Type	VB Source Files	COM	Notes
classDocControl	Class			Document control class
ClassForm	Class			Form class
classLocation	Class			Location class
classLocType	Class			Location type
classUser	Class			User class
clsGroupEdit	Class			Group editing
clsGrpRedirection	Class			Group redirection
clsUserPermission	Class			User permission class
fToolBar	Class			Toolbar class
frmAbout	Form		Y	Form about
frmCertNum	Form			Certificate number maintenance
frmDisplayList	Form			Display list

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Exhibit 3–38: System Maintenance [redacted] (continued)

Name	Type	VB Source Files	COM	Notes
frmEditPType	Form	[redacted]		Participant roles
frmFormEdit	Form			INS form data editing
frmGrpEdit	Form			Group maintenance
frmGrpList	Form			Group maintenance
frmListCertDetails	Form			List certificate data
frmListCertHist	Form			Certificate history
frmListCertNum	Form			List of certificate number used
frmListForm	Form			List of INS forms
frmListRedirectGrp	Form			List of redirect group default location
frmListServices	Form			List of service locations
frmListType	Form			Participant type codes listing
frmListUser	Form			User profile listing
frmLocation	Form			Location profile maintenance
frmLocProfile	Form			Location profile viewer
frmLocType	Form			Location types
frmLogin	Form		Y	Login screen
frmNumPoll	Form			Application ID/payment ID/A-Number maintenance
frmNumPoolMenu	Form			Num pool profile menu
frmPicLocTypes	Form			Location search options
frmRedirectGrp	Form			Group redirection maintenance
frmReportEdit	Form			Report data profile
frmRptAccessGrpCode	Form			Site access group codes
frmSelectSecurity	Form			Selection of report security level
frmSysmMgr	Form			System Maintenance Main screen
frmTable	Form			Table content

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Exhibit 3–38: System Maintenance [redacted] (continued)

Name	Type	VB Source Files	COM	Notes
frmTableNames	Form	[redacted]		Table list
frmTblEntry	Form			Insert/modify/delete a record
frmTblScan	Form			Table lookup scan
frmUserEdit	Form			User profile record
modCommon	Module			System maintenance common module
modGlobal	Module			Global variables declaration

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Exhibit 3–39: External Interface System—Interface Services [redacted]

Name	Type	VB Source Files	COM	Notes
Cdatabase	Class	[redacted]		Database access class
Clog	Class			Log file class
Cnotification	Class			Notification class
Creason	Class			Error reason class
Csettings	Class			Database and interface parameters setting
CSysError	Class		Y	Error trapping class
Cvalidate	Class			General field validation class
Cwindow	Class			Window API for generic forms
Cworkflow	Class			Interface with workflow
Services	Class			System services class
frmErrorView	Form			View Error screen
basSysSvc	Module			System services module
modUtility	Module			Utility module

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Exhibit 3–40: External Interface System—Interface Control [redacted]

Name	Type	VB Source Files	COM	Notes
CAFileRtrv	Class	[redacted]		Detect A-File arrival in RAFACS
CCheckFBI	Class			Check FBI response code
CCisClose	Class			Read CIS, determine citizenship closures
CCisVerify	Class			A-Number validating
CClaimsErrorLog	Class			Error Log file
CIntControl	Class			
cRafacsAddAFile	Class			Load application object from database
CRafacsInitial	Class			Insert receipt ID to RAFACS
CRnacsExtract	Class			RNACS extract
CRnacsExtractVerify	Class			Check RNACS upload result
cRnacsResult	Class			Check RNACS record
CRqtAFileRetrieve	Class			A-File retrieve request
CRqtCisClose	Class			Obtain new closures request
CRqtCisFtr	Class			Create CIS file transfer request
CRqtCisVerify	Class			CIS request verify
CRqtFBICheck	Class			FBI check request
CRqtShipNatsAFile	Class			Received A-File into CLAIMS 4
CShipNATSAfile	Class			Determine if A-File shipment is expected
CStatusDisplay	Class			Status display
modErrors	Module			Errors handling module
modGlobals	Module		Y	Global variables declaration
modMain	Module		Y	Main module
modUtility	Module			Utility module

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Exhibit 3–41: External Interface System Interface—Admin

Name	Type	VB Source Files	COM	Notes
Cdisplay	Class			Display Interface Status screen
Cwindow	Class			Window API for generic forms
frmSplash	Form		Y	Splash screen
frmStatusDisplay	Form			Interface Status Display screen
modMain	Module		Y	Main module
modUtility	Module			Utility module
modGlobals	Module		Y	Global variables declaration

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Exhibit 3–42: Workflow System—Workflow Server Batch

Name	Type	VB Source Files	COM	Notes
clsWfErr	Class		Y	Workflow access errors
clsWfSrvr	Class			Workflow server batch class
frmWf	Form		Y	Workflow Server screen
modWfSrvr	Module		Y	Workflow server module

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Exhibit 3–43: Workflow System—Workflow Server

Name	Type	VB Source Files	COM	Notes
clsWfErr	Class			Workflow access errors
clsWfSrvr	Class			Workflow server class
frmWf	Form			Workflow Server screen
modWfSrvr	Module			Workflow server module

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Exhibit 3–44: Workflow System—Workflow Monitor

Name	Type	VB Source Files	COM	Notes
clsWorkflowdb	Class			Workflow process database class
clsWorkflowMonitor	Class			Workflow monitor class
fProgressBar	Class			Progress bar class
fStatusBar	Class			Status bar class
frmWkFlwMonitor	Form			Workflow Activity Monitor screen
frmWorkFlowAct	Form			Workflow case status—activity history
frmWorkFlowProc	Form			Workflow case status—by case
mGlobal	Module			Global variables declaration

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Exhibit 3–45: Workflow System—Workflow Client

Name	Type	VB Source Files	COM	Notes
clsWfAct	Class			Workflow activity class
clsWf	Class			Workflow client class
clsWfErr	Class		Y	Workflow error class
clsWfProc	Class			Workflow process class
clsWfUser	Class			Workflow authorized user class
modWfClnt	Module			Workflow client module

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1.3 Supporting Subsystems

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Exhibits 3–46, Logon Manager System—Logon Manager [redacted] through 3–53 Templates Used by CLAIMS 4.0, show the components for the supporting subsystems.

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Exhibit 3–46: Logon Manager System—Logon Manager

Name	Type	VB Source Files	COM	Notes
clsLgmMgr	Class			Login manager class
frmLgmMgr	Form			Login screen
modLgmMgr	Module			Login manager module

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Exhibit 3–47: Lookup System—Lookup Manager

Name	Type	VB Source Files	COM	Notes
clsLkUpErr	Class			Lookup error handling class
clsLookups	Class			Lookup class—main entry point for in process server
clsSplittee	Class			Screen being splitted
clsSplitter	Class			Screen splitter
kLkDisp	Form			Lookup Display screen
kOccDisp	Form			Occupation Lookup screen
modCommon	Module		Y	Common declaration module
modLkGlobal	Module			Lookup global declaration module
modWinDeclares	Module		Y	Win API declaration

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Exhibit 3–48: Database Manager

Name	Type	VB Source Files	COM	Notes
clsDbmApp	Class			Database application information class
clsDbmAppAbs	Class			Database absence from U.S. class
clsDbmAppAbss	Class			Database absence collection
clsDbmAppAddr	Class			Database applicant address class

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Exhibit 3–48: Database Manager [redacted] (continued)

Name	Type	VB Source Files	COM	Notes
clsDbmAppAddrs	Class	[redacted]		Database applicant address collection class
clsDbmAppAdjRslt	Class			Database adjudication result class
clsDbmAppAdjRslts	Class			Database adjudication results collection
clsDbmAppAls	Class			Database applicant alias class
clsDbmAppAlss	Class			Database applicant alias collection
clsDbmAppBgChk	Class			Database applicant background check class
clsDbmAppBgChks	Class			Database applicant background check collection
clsDbmAppCisEntry	Class			Database CIS interface entry
clsDbmAppEmp	Class			Database applicant employment class
clsDbmAppEmps	Class			Database applicant employment collection
clsDbmAppEvd	Class			Database application evidence class
clsDbmAppEvds	Class			Database application evidence collection
clsDbmAppErr	Class			Database user error class
clsDbmAppErrs	Class			Database user error collection
clsDbmAppFBIResp	Class			Database FBI response class
clsDbmAppFBIResps	Class			Database FBI response collection
clsDbmAppInc	Class			Database applicant incidents class
clsDbmAppIncs	Class			Database applicant incident collection
clsDbmAppMrg	Class			Database applicant marriage history class
clsDbmAppMrgs	Class			Database applicant marriage collection
clsDbmAppN400	Class			Database application N-400 class
clsDbmAppNsc	Class			Database oath no show/cancel class
clsDbmAppQA	Class			Database applicant question/answer result
clsDbmAppQAs	Class			Database question/answer result collection
clsDbmAppRel	Class			Database applicant relatives class

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Exhibit 3–48: Database Manager [redacted] (continued)

Name	Type	VB Source Files	COM	Notes
clsDbmAppRels	Class	[redacted]		Database applicant relatives collection
clsDbmAppRep	Class			Database applicant representative class
clsDbmApps	Class			Database application information collection
clsDbmAppTstRslt	Class			Database applicant naturalization test result
clsDbmAppTstRslts	Class			Database naturalization test result collection
clsDbmBsu	Class			Database BSU class
clsDbmErr	Class			Database manager error class
clsDbmErrs	Class			Database manger error collection class
clsDbmInfo	Class			Database info retrieval class
clsDbmMgr	Class			Database manager class
clsDbmNewId	Class			Database new ID creator class
clsDdmAppOrg	Class			Database applicant organization membership
clsDbmAppOrgs	Class			Database organization membership collection
clsDbmPrntQ	Class			Database printer queue class
clsDbmUser	Class			Database user profile class
modDbm	Module			Database access module
modDbmGlobal	Module			Database global declaration module
modDbmValidate	Module			Database validation module

(b)(2)

Exhibit 3–49: Workflow Admin System—Workflow Admi

Name	Type	VB Source Files	COM	Notes
clsWfErr	Class			Workflow access errors
frmLgmLogin	Form			Workflow Login screen
frmWfAdminAbout	Form			Workflow Admin About screen
frmWfAdminProcInfo	Form			Workflow process instance
modWfAdmin	Module			Workflow admin module

(b)(2)

(b)(2)

Exhibit 3–50: Switchboard System—Switchboard

Name	Type	VB Source Files	COM	Notes
clsButton	Class			Button class
clsButtons	Class			Collection of buttons class
dConnection	Class		Y	Database connection class
dLogin	Class		Y	Database login class
fLogin	Class		Y	Switchboard login class
fSwitchBoard	Class			Switchboard class
rMsg	Class		Y	Common message displaying class
ChgPaswd	Form			Change password dialog
frmAbout	Form			Switchboard About screen
frmLogin	Form			Login screen
frmSplash	Form			Switchboard Splash screen
frmSwitchBoard	Form			Switchboard screen
frmWfUser	Form			Workflow interface dialog
SwitchBoard	Module			Switchboard processing module

(b)(2)

(b)(2)

Exhibit 3–51: CLAIMS Common Library—Common Library

Name	Type	VB Source Files	COM	Notes
clsCommand	Class			Command parser
clsCommonINI	Class			Common INI
clsVerify	Class			General data (date, A-Number, etc.) validation
fProgressBar	Class		Y	Progress bar class
fStatusBar	Class		Y	Status bar class
fToolbar	Class		Y	Toolbar class
Module1	Module			Process user input

(b)(2)

Exhibit 3–52: Bar Code System—Bar Code

(b)(2)

Name	Type	VB Source Files	COM	Notes
clsLabels	Class		Y	Bar-code label class
Form1	Form1			Bar-Code Label screen
MainLabel	Module			Bar-code label main module
Module1	Module			Bar-code label generator

(b)(2)

Exhibit 3–53: Templates Used by CLAIMS 4.0

Subsystems	No.	Description	File Name	Remarks
Notices	1	Receipt Acknowledgment		
	2	Receipt Acknowledgment With Suspense		Missing information
	3	Receipt Acknowledgment With Exception		
	4	Notice for Initial Naturalization Interview		

(b)(2)

(b)(2)

Exhibit 3–53: Templates Used by CLAIMS 4.0 (continued)

Subsystems	No.	Description	File Name	Remarks
Notices (continued)	5	Oath Notice		
	6	Under Payment Notice		
	7	Invalid Payment Notice		
	8	Interview Rescheduled Notice		Initial appointment canceled by the INS
	9	Interview Rescheduled Notice		Initial appointment canceled by applicant
	10	Notice of Interview Cancellation by the INS		
	11	Interview No-Show Notice		
	12	Reinterview Notice		
	13	Reinterview Rescheduled Notice		Applicant canceled the previous reinterview
	14	Reinterview Rescheduled Notice		The INS canceled the previous reinterview
	15	Oath Ceremony Cancellation Notice		The INS canceled the scheduled oath ceremony
	16	Ineligible Decision		
	17	Continue With Intent to Deny		
	18	Continuance		
	19	Request Interview Cancellation Confirmation		Applicant requests cancellation
	20	Request Oath Ceremony Appointment Confirmation		Applicant requests cancellation
	21	Oath Ceremony No-Show Notice		
	22	Motion to Reopen		
	23	Generic Adjudication Form		
	24	Request for Evidence		

(b)(2)

Exhibit 3–53: Templates Used by CLAIMS 4.0 (continued)

Subsystems	No.	Description	File Name	Remarks
Notices (continued)	25	Suspense Due to FBI Fingerprint Rejection		
	26	Suspense for I-20P Actions		
	27	Bounced Check Notice		
	28	Suspense Reminder for I-20P Notice		
	29	Suspense Indefinite Hold for I-20P		
	30	A-File Request Verification		
	31	N-400 Withdraw Acknowledgment		Applicant withdraws acknowledgement
	32	Abandonment—Failure to Appear for Fingerprinting		Denial due to abandonment
	33	Abandonment—Failure to Submit Fingerprint Card		Denial due to abandonment
	34	Abandonment—Failure to Submit Correct Fingerprint Fee		Denial due to abandonment
	35	Abandonment—Nonpayment of Fingerprint Fee		Denial due to abandonment
	36	Abandonment—Undeliverable Request for Fingerprint Appearance		Denial due to abandonment
	37	Undeliverable Request for Fingerprint Card		Denial due to abandonment
	38	Abandonment—Undeliverable Request for Fingerprint Fee		Denial due to abandonment
	39	Abandonment—Undeliverable Request for Fingerprint Nonpayment		Denial due to abandonment
	40	Request for Fingerprinting—Normal		Form 1485
	41	Request for Fingerprinting—DLEA		Form 1485
	42	Request for Fingerprinting—Mobile		Form 1485
	43	Request for Fingerprinting—Normal (Expired)		Form 1485

209

(b)(2)

Exhibit 3–53: Templates Used by CLAIMS 4.0 (continued)

Subsystems	No.	Description	File Name	Remarks
Notices (continued)	44	Request for Fingerprinting—DLEA (Expired)		Form 1485
	45	Request for Fingerprinting—Mobile (Expired)		Form 1485
	46	Request for Fingerprinting—Colocated		Form 1485
	47	Request for Fingerprinting—Colocated (Expired)		Form 1485
	48	Request for Fingerprinting—Normal (Reprint)		Form 1485
	49	Request for Fingerprinting—Colocated (Reprint)		Form 1485
	50	Request for Fingerprinting—DLEA (Reprint)		Form 1485
	51	Request for Fingerprinting—Mobile (Reprint)		Form 1485
	52	Request to Appear for Fingerprinting—RAPS Case		Form I-589
	53	Request for Fingerprinting—I-881 Reschedule		Form I-881
	54	Request for Fingerprinting—I-881		Form I-881
	55	Request for Fingerprinting—Normal		Form N-400
	56	Request for Fingerprinting—DLEA		Form N-400
	57	Request for Fingerprinting—Mobile		Form N-400
	58	Request for Fingerprinting—Normal (Expired)		Form N-400
	59	Request for Fingerprinting—DLEA (Expired)		Form N-400
	60	Request for Fingerprinting—Mobile (Expired)		Form N-400
	61	Request for Fingerprinting—Colocated		Form N-400
	62	Request for Fingerprinting—Colocated (Expired)		Form N-400
	63	Request for Fingerprinting—Normal (Reprint)		Form N-400
	64	Request for Fingerprinting—Colocated (Reprint)		Form N-400
	65	Request for Fingerprinting—DLEA (Reprint)		Form N-400
	66	Request for Fingerprinting—Mobile (Reprint)		Form N-400

210

(b)(2)

Exhibit 3–53: Templates Used by CLAIMS 4.0 (continued)

Subsystems	No.	Description	File Name	Remarks
Adjudications	1	Fingerprint for Asylum Notice		
	2	Record of N-400 Termination		Due to lack of prosecution
	3	Record of N-400 Termination		Due to oath no-show
	4	Name Change Petition		
	5	Certificate Preparation Sheet and Oath Declaration		
	6	Request to Withdraw N400		Applicant request the withdraw
	7	Denial Due to Abandonment		Failure to appear for fingerprinting
	8	Denial Due to Abandonment		Failure to submit fingerprint card
	9	Denial Due to Abandonment		Failure to submit correct fingerprint fee
	10	Denial Due to Abandonment		Nonpayment of fingerprint fee
	11	Denial Due to Abandonment		Undeliverable requests
	12	Service Motion to Reopen—Favorable		Templates not delivered yet
	13	Applicant Motion to Reopen—Granted		Templates not delivered yet
	14	Applicant Motion to Reopen—Dismissed		Templates not delivered yet
Reports	1	Address Errors Detail		
	2	CIS/CLAIMS		
	3	Application Status		
	4	Bounced Check		
	5	Detail Cash Box		
	6	Summary Cash Box		
	7	Summary Active Cash Box		
	8	Detail Audited Cash Box		
	9	Summary Audited Cash Box		

211

(b)(2)

Exhibit 3–53: Templates Used by CLAIMS 4.0 (continued)

Subsystems	No.	Description	File Name	Remarks
Reports (continued)	10	CIS/CLAIMS Mismatch		
	11	Certificates Not Printed for Closed Cases		
	12	Daily Mailroom Remittance Reconciliation		
	13	Expired Requests for Additional Information		
	14	Detail Fee Register		
	15	FBI Response Override		
	16	Cases Granted Awaiting Override		
	17	Fingerprints Ready to be Scheduled		
	18	G-22 Place Report		
	19	G-22 Place Pipeline Report		
	20	Interview Open Data by Month		
	21	Cases Ready to be Scheduled for Interview by POE		
	22	Mailroom Remittance Reconciliation		
	23	Oath Ceremony Nationality Report		
	24	Data Entry Production Report		
	25	New N-400 Cases		
	26	Adjudication Notices Waiting to be Printed		
	27	Notices Print Production Report		
	28	Notices Ready to Create		
	29	Notices Ready to Print		
	30	Completed Oath Ceremony Report		
	31	Oath Ceremony Update Data		
	32	Oath Ceremony Open Data by Month		
	33	Oath Ceremony Data Validation Report		

(b)(2)

Exhibit 3–53: Templates Used by CLAIMS 4.0 (continued)

Subsystems	No.	Description	File Name	Remarks
Reports (continued)	34	Unprocessed Application ID Report		
	35	Open Payment Report		
	36	Location Relationship Report		
	37	Pick List by Interview and Schedule Date		
	38	Pick List Summary		
	39	Daily RAFACS A-File Received		
	40	System Transfer Error Report		
	41	Refund Due Report		
	42	Cases Eligible for Denial		
	43	Mailroom Application/Remittance Reconciliation		
	44	CLAIMS 4 A-File Request Status		
	45	Available Appointment Slots		
	46	Certificate Accountability		
	47	Certificate Issuance Report		
	48	Cases Without Certificate Number		
	49	Oath Ceremony Cases Without Certificate Number		
	50	Cases Without A-Number		
	51	Cases With Ceremony Past Due		
	52	Daily Schedule by Oath Ceremony Facility Room		
	53	Daily Schedule per Examiner		
	54	Interview Schedule by Location and Examiner		
	55	Demographic Report by Interview Date		

Exhibit 3–53: Templates Used by CLAIMS 4.0 (continued)

Subsystems	No.	Description	File Name	Remarks
Reports (continued)	56	List of Assigned Examiners		
	57	Demographic Report by Mail Date		
	58	Applicant Naturalized by the Court		
	59	Oath Ceremony by Applicant		
	60	Oath Ceremony Demographic Report		
	61	Oath Ceremony Scheduled by Reporting Location		
	62	Bank Transmittal Sheet		
	63	Detail Register Transaction Report		
	64	Office Fee Register by Payment Type		
	65	Report of Voided Certificates		
	66	Ready to Schedule Queue for Oath Ceremony by Interview and Receipt Date		
	67	Ready to Schedule Queue for Oath Ceremonies		
	68	Available Appointment Slots for Examiners		
	69	Available Oath Ceremony Slots		
	70	Cancel/No-Show Report		
	71	Cases With Interview Past Due		
	72	Examiner Appointment Slots Booked Statistic		
	73	Examination/Case Review Pick List		
	74	Interview Schedule By Examiner		
	75	Ready to Schedule Queue		
	76	Daily Itinerary for INS Facilities		
	77	Ready to Schedule Queue for Interview		
	78	Interview Section Booked Statistic		

(b)(2)

Exhibit 3–53: Templates Used by CLAIMS 4.0 (continued)

Subsystems	No.	Description	File Name	Remarks
Reports (continued)	79	Unprocessed Payment Report		
	80	CLAIMS 4 User List		
	81	Waiting Payments Open Data by Month		
	82	WorkFlow Current Activity Report		
	83	Direct Mail Cases		
	84	Workflow Status Report		
	85	Case Pending Aging Report		
	86	Case Pending Summary Report		

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FILE AND DATABASE DESIGN

The subsequent sections describe the design of the CLAIMS 4.0 files and database.

1.4 Database Design

CLAIMS 4.0 database design includes two models: the logical model and the physical model.

1.4.1 Logical Model

The CLAIMS 4.0 database logical model is fully described in the Naturalization Adjustment Casework System Reengineering Logical Data Model, December 1, 1995 (NCY00.20000-00.D*0). (See Section 1.5, Project References.)

1.4.2 Physical Model

The physical database design consists of tables for the entities described in the logical data model and the Oracle8 server is the designated database for storing the CLAIMS 4.0 physical database.

Exhibit 4–1, Oracle Instances, provides a brief description of the various instances of Oracle and how they are employed for CLAIMS 4.0.

Exhibit 4–1: Oracle Instances

Database	Description	Oracle Version
DEV	Development database used by Visual Basic programmers and DM team to develop and test the CLAIMS 4.0 application	8.0.5
TNE	Testing database used by Test and Evaluation to test the CLAIMS 4.0 application	8.0.5
UAT	Unit acceptance testing database used by the Systems Management and Integration contractor to test the CLAIMS 4.0 application	8.0.5
TRN	Training database used by Change Management to train INS users on CLAIMS 4.0	8.0.5
PROD1	Production database	8.0.5
N/A	Two demo laptops used by Change Management to demo CLAIMS 4.0	7.3.0

Relational database techniques and rules are used to minimize redundancy and increase performance. Additionally, normalization will be adhered to except when performance issues dictate otherwise. In addition to the business required entities, other supporting objects (such as check constraints, stored procedures, views, indexes, sequences, and database triggers) are also designed and created to facilitate database access and improve performance. Attachment P,

CLAIMS 4.0 Database Physical Design, of the System Design Document for CLAIMS 4.0 (NCY00.20003-01.UA0-EDS), contains the relationships of the physical tables designed for the CLAIMS 4.0 database. A physical data dictionary for the CLAIMS 4.0 database can be found in the physical data dictionary attachment of the [redacted] (See Section 1.5, Project References.)

(b)(2)

The access methods used for the CLAIMS 4.0 database are standard relational database access methods used in the software development industry today. Specifically, the CLAIMS 4.0 application is using a combination of standard ODBC API calls and Oracle stored procedures.

Attachment Q, CLAIMS 4.0 Database Size Estimate, of the System Design Document for CLAIMS 4.0 (NCY00.20003-01.UA0-EDS), provides the estimates for the size of the database.

The physical model comprises the following major domains:

- Application
- Group
- Finance
- Adjudication
- Notice
- Interview location
- Oath ceremony location
- Certificate
- Report
- Standards
- Workflow

1.4.2.1 Application Domain

The Application domain represents the application. It collaborates with many entities, including the applicant, alias, address, marriage, representative, employment history, organization membership, adjudication result, citizenship test result, and eligibility.

1.4.2.2 Group Domain

The Group domain contains information about groups of applicant (family). The Group domain collaborates with several entities, including the application, group name, group type, group rule lookup, group set, group set detail, and application.

1.4.2.3 Finance Domain

The Finance domain represents the monetary handling function of CLAIMS 4.0. The Finance domain collaborates with several entities, including the payment, remittance, application, cash box, bounced check, and payment reconciliation.

1.4.2.4 Adjudication Domain

The Adjudication domain represents the adjudication process. It collaborates with many entities, including the applicant, alias, address, marriage, representative, employment history, organization membership, adjudication result, citizenship test result, and eligibility.

1.4.2.5 Notice Domain

The Notice domain represents the notice generation process. It collaborates with many entities, including the notice type, standard notice template, nonstandard notice template, location code, notice extract, notice extract reason, notice print queue, workflow activity code, and application.

1.4.2.6 Interview Location Domain

The Interview Location domain represents the interview offices. Its collaborators include the special service site, location address, location rules, and scheduling sites.

1.4.2.7 Oath Ceremony Domain

The Oath Ceremony Location domain represents the oath ceremony sites. Its collaborators include the special service site, location address, location rules, room, reporting gate, and facility.

1.4.2.8 Certificate Domain

The Certificate domain contains information about the naturalization certificate for an application. It collaborates with several entities, including the certificate data, certificate history, certificate status, the office that requests the certificate, the sorting arrangement, the printing options, and the certificate format.

1.4.2.9 Report Domain

The Report domain represents the reporting capability of CLAIMS 4.0. It collaborates with several entities including report type, security level, workload, A-File location, G-22, batch reports, query, workflow interface, A-File request, G-22 adjustment, access group, batch log, and G-22 projection.

1.4.2.10 Standard Domain

The Standard domain represents a group of predefined entities including occupation, immigrant status, marital status, location code, education level, gender, consulate code, country code, remittance type, ZIP code, state code, and name suffix.

1.4.2.11 Workflow Domain

The Workflow domain represents the workflow control processing. Its collaborators include process code, activity code, process instance, process activity state, merge-update activities, activity in transit, activity end condition, activity instance state, and workflow instance end condition.

1.5 Nondatabase System Files

(b)(2) CLAIMS 4.0 will design a [redacted] file to contain all environment-dependent parameters. The file will be included in each release to allow site-specific customization.

(b)(2) In addition to the [redacted] file, all outgoing external interface data will be extracted from CLAIMS 4.0 database and stored in flat files. The incoming external interface data will also be received in flat files.

Finally, temporary datasets containing transitional data will be created as needed during the application execution and will not be included in the design document.

1.5.1 CLAIMS.INI File

(b)(2) The [redacted] file contains information such as the location code, the SC ORI, the bar-code printer type, the Oracle database name, the paths of all critical executable or control files, the path of MS Access database, and communication ports.

1.5.2 Interface Files

CLAIMS 4.0 interfaces with CIS, RAFACS, RNACS, RAPS, CLAIMS 3/MRD (FBI Fingerprint), FBI Name check, Scheduling Information Database, the FD-258 EE Fingerprint Scheduler, the National Customer Service Center (NCSC) (via the Change of Address [CoA] tracking database), and the CoA tracking database. Only the interface with CLAIMS 3/MRD and RAFACS is carried out directly using database access methods; the other interfaces require interface files. Exhibit 4–2, Required Interface Files, depicts the interface files required for CLAIMS 4.0 to communicate with those external systems. Detail file layouts are fully described in the CLAIMS 4.0 Interface document.

Exhibit 4–2: Required Interface Files

External System	Input	Output	Description and Purpose
CIS		X	A-Number and application ID; verifying if the A-Number exists
CIS	X		Applicant data; resulting from the verification
CIS		X	A-Number and FCO; request an A-File transfer
RNACS		X	Application data; posting the application to the mainframe
RNACS		X	Updated data; posting updated application data to the mainframe
RNACS	X		Processed updated data; confirmation from the mainframe
RNACS		X	Posting CLAIMS 4.0 cases with updates on CoA to the mainframe
RAPS		X	Applicant data; sending to RAPS for adjudication
FBI Name Check		X	Applicant data; sending to the FBI for name check
SID		X	FD-258 EE information; inserting to SID
FD-258 EE Scheduler		X	FD-258 EE information; scheduling applicant for fingerprinting
NCSC	X		(DB Table) CoA information via the CoA tracking database
CoA Tracking DB		X	(DB Table) CoA status

Input: The file is created from the external system and received as input to CLAIMS 4.0.
Output: The file is created from CLAIMS 4.0 and sent to the external system.

INPUT AND OUTPUT DESIGN

The subsequent sections discuss the input and output design of CLAIMS 4.0. Section 5.1, System Input Design, describes the system inputs. CLAIMS 4.0 output includes various reports, notices, and documents. Section 5.2, System Output Design, describes the system outputs.

1.6 System Input Design

For discussion purposes, the system input design can be broken into two parts. The first part describes the GUI that accepts the user inputs and commands, which control how the users interface with the system. The second part describes the data that the system accepts and stores in the CLAIMS 4.0 database.

1.6.1 GUI

CLAIMS 4.0 input design starts with the CLAIMS main screen, titled "Switchboard." The Switchboard contains the INS logo and command buttons that provide an entrance to the major CLAIMS 4.0 subsystems, such as Adjudications. Each subsystem will present the user with a main screen providing access to the subsystem's functions and/or processing options.

The great majority of the subsystems use an MDI main screen. Its purpose is to control all the screens that may be initiated to perform specific functions requested by the user. All screens for a subsystem are related as child screens to the MDI screen. This allows the icons on the toolbar or the pull-down menus of the MDI to control which child screens are displayed. In addition, all the active child screens can be displayed simultaneously in tiled, horizontal, cascade, or as icons under the MDI screen header. Thus, commands entered from the child forms are seamlessly integrated by the MDI screen and thus coordinated and controlled by the MDI screen.

To obtain a consistent look and feel, several custom controls were developed and are used whenever such a control is needed. These custom controls include a status bar, toolbar, and progress bar. Also, an INS GUI standard is used to provide guidelines for the design and implementation of all the GUI widgets and controls. These standards outline instructions for the color, size, and behavior of commonly used widgets and controls. An example of a GUI standard is that each MDI screen will use the toolbar and status bar custom control.

The text box control is used to obtain the application-specific information. List boxes and lookups are used to obtain standard data, such as city and state. Lookups are performed by launching the lookup manager application. Section 2.3.2 provides more information on the lookup manager. Check boxes and radio buttons are used to assist the user in selecting from a small, finite set of options. Check boxes will only allow the user to select one option, whereas radio buttons will allow the user to select multiple options.

The CLAIMS 4.0 Service Center and District Office user guides provide the latest image of the CLAIMS 4.0 screens.

1.6.2 Data

CLAIMS 4.0 is designed to accept many different types of data, which include strings, date and times, integers, and fix point numbers. Strings are stored in the database as VARCHAR2(s), where "s" is the maximum size of the string. A mask string is used to help the users enter dates. The typical format for a date is DD/MM/YYYY where "DD" is day, "MM" is month 01 through 12, and "YYYY" is four-character year, such as 2010. Time data include time stamps that are directly obtained from Oracle's SYSDATE function, which is already returned in the DATE datatype. All dates and times are stored in the database as a DATE datatype.

Integers are used for data items (such as age) and are stored in the database as NUMBER(p), where "p" is the maximum decimal precision. Fixed point numbers are used to represent currency. They are stored in the database as a NUMBER(p,s) datatype, where "p" is the maximum decimal precision and "s" is the scale. Scale indicates the number of decimals following the decimal point. Thus, for currency, the scale used is 2.

1.7 System Output Design

CLAIMS 4.0 system outputs consist of Notices, Reports, and Naturalization Certificates. MS Word 7.0 document templates are used to store the static information and to provide the organization and format of the notices and reports. The document tables are stored on the CLAIMS 4.0 application server at each of the sites where CLAIMS 4.0 is operating. This type of deployment provides each site the option of customizing the templates with specific site information. Exhibit 3–53 lists all the templates used by CLAIMS 4.0.

The Naturalization Certificate (N-550) is preprinted form. Therefore, an electronic template is not used. Instead, the certificate print server will format the applicant biographical data, oath ceremony location, oath ceremony date and time, and the commissioner signature. The formatted data will be printed on the Naturalization Certificate.

EXTERNAL INTERFACES

The External Interface (also referred to as the CLAIMS 4.0 interface) subsystem is designed to provide the capability to interface with systems external to CLAIMS 4.0, both for queries and for update capability. The systems for which interfaces are required include CIS, RAFACS, RNACS, the FD-258 EE fingerprint system, the SID, and RAPS. In addition, the CLAIMS 4.0 External Interface system also receives fingerprint schedule requests from RAPS, CLAIMS 3.0, and RNACS, and inserts those requests to SID.

The CLAIMS 4.0 Interface system is workflow driven. That means the Workflow Manager will place the application IDs in a number of activity buckets. Each bucket designates a task. The CLAIMS 4.0 interface will query those buckets, pick up the application IDs in the bucket, and perform the designated task.

Functions

1.7.1 Interface With CIS

The Interface With CIS function is designed to accomplish the following:

- **A-Number Validation for Naturalization Applications**—The CLAIMS 4.0 interface will send a request to CIS to determine whether the A-Number associated with each naturalization application exists. Upon receipt of the A-Number validation request, CIS will respond to CLAIMS 4.0 interface with a file containing pertinent information for the validated A-Numbers. CLAIMS 4.0 interface will store this file in the CLAIMS 4.0 database for later verification and information matching activities.
- **A-File Transfer Request**—The CLAIMS 4.0 interface will initiate a request to CIS for transfer of the applicant's A-File in the event that it is not located onsite. CIS will in turn send a request to the file owning RAFACS to transfer the A-File to the processing office. The file owning RAFACS will update CIS with a new file location.
- **Central Index Update for Naturalized Applications**—The CLAIMS 4.0 interface will update CIS when an application is closed out as naturalized at the oath ceremony or at application close-out. The update, which includes the certificate numbers and the date of naturalization, takes place every evening for applications closed out that day. Any other subsequent status changes, such as denaturalization and/or expatriation, are also replicated onto the CIS.

6.1.1.1 Interface With RAFACS

The Interface With RAFACS function is designed to accomplish the following:

- **A-File Retrieval**—The CLAIMS 4.0 interface will send a request through the EIM GUI to the local RAFACS system at the processing office to determine if the A-File is located in-house. If the A-File is not found at the processing office, the CLAIMS 4.0 interface

will initiate a request to CIS to have the file transferred to the processing office (refer to Section 2.2.10.1.1, Interface With CIS). The CLAIMS 4.0 interface will continuously query RAFACS for 30 days, expecting the A-File to eventually show up there. After 30 days, or the "A-File diligent search period" has expired, the A-File retrieval activity will finish allowing the next activity to be active.

- **A-File Creation**—If the application does not have the A-Number, and a new A-Number is assigned to it, the CLAIMS 4.0 interface will initiate a request to RAFACS to create an A-File for this applicant. **Note:** This interface has never been implemented.
- **Receipt File Creation**—After an application is receipted in CLAIMS 4.0, the CLAIMS 4.0 interface will send a request to RAFACS to create a receipt file containing the physical receipt document.
- **A-File Shipment**—Once scheduling has been accomplished and the applicant has been notified, the A-Files must be pulled and shipped to the DO before the examination interview and adjudication. The CLAIMS 4.0 interface produces a pick list of A-Files to be pulled. The DO will acknowledge the receipt of the A-Files and update CIS with the new location via the RAFACS/CIS interface.

The NATS Interface Control Document provides interface details, including workflow activity codes, file layouts, and RAFACS tables to be updated.

1.7.1.1.1 Interface With RNACS

The Interface With RNACS function is designed to perform and allow data entered from naturalization forms to be passed for post-data entry processing. The RNACS interface provides a means of updating RNACS with data on N-470, N-565, N-600, and N-643 forms to enable RNACS to handle all subsequent processing. It also provides a means of updating RNACS with N-400 data sufficient to preclude duplicate application filings and provide a means of querying RNACS to determine whether a given A-Number is associated with a prior RNACS application.

1.7.1.1.2 Interface With RAPS

The Interface With RAPS function is designed to perform and allow data entered from suspension of deportation forms to be passed for post-data entry processing. The RAPS interface provides a means of updating RAPS with data on I-881 forms to enable RAPS to handle all subsequent processing.

1.7.1.1.3 Interface With CLAIMS 3.0

The CLAIMS 3.0 Interface function is designed to provide CLAIMS 3.0 with application data so that CLAIMS 3.0 can include those in the magnetic tape sent to the FBI for fingerprint checking. This action will be a direct insertion to CLAIMS 3.0 BTRIEVE database with new CLAIMS 4.0 application data. **Note:** This interface has never been implemented.

1.7.1.1.4 Interface With FD-258 EE System

Currently, the FD-258 EE updates an interface table in the EE Schema, which CLAIMS 4 reads from, processes the records for, and then cleans out. Future enhancements would include replacing the direct access to CLAIMS 4.0 with interface public methods so that FD-258 EE

would interface with CLAIMS 4.0 through these methods. This future design is to encapsulate CLAIMS 4.0, ensure data integrity, and minimize the operational impact if either system is not available.

1.7.1.1.5 INTERFACE WITH COA-BY-PHONE SERVICE

As the CoA-by-Phone Service capability is opened up to Naturalization applicants throughout the country, the customers will be able to call the INS NCSC on the existing 800 number and provide their new address and phone number data. The plan currently calls for a gradual rollout on a city-by-city basis. The customer service representatives at the NCSC, after verifying the applicant is who they say they are, will enter the new address and phone number information using their standard Call Center application, the Edge system.

On a daily basis, the INS data systems, CLAIMS 4 and RNACS, will attempt to find the applicant and update the applicant address data. If the update program cannot make the update, the CoA request record will be flagged to indicate that a manual review and update is required. The target goal is to have every address change applied in no more than 10 days from when it was taken.

Class Relationships

Attachment A, of the System Design Document for CLAIMS 4.0 (NCY00.20003-01.UA0-EDS), provided the class relationships of the External Interfaces function.

1.7.1.2 Subsystem Inputs/Outputs

The subsequent sections describe the inputs and outputs required for the External Interface subsystem, which is depicted in Exhibit 6–1, External Interfaces Subsystem Data Flow.

Exhibit 6–1: External Interfaces Subsystem Data Flow



1.7.1.2.1 EXTERNAL INTERFACE INPUTS

The External Interface function receives the following inputs:

- Applicant information from CIS

Workflow case activity codes
Request for CoA from NCSC via the CoA tracking database
Confirmation file for N-400 application data sent to RNACS
Confirmation file for Requests to CIS for A-File transfer
Error file for Requests to update CIS database with case closed status
Confirmation file for Form I-881 application data sent to RAPS
RNACS N-400 cases transferred into CLAIMS 4

- CLAIMS 4.0, CLAIMS 3.0, RNACS, and RAPS fingerprint schedule requests

1.7.1.2.2 EXTERNAL INTERFACE OUTPUTS

The External Interface function produces the following outputs:

- Requests to CIS for validation of A-Number

Requests to CIS for A-File transfer
Requests to CIS to update CIS database with case closed status
Requests to RAFACS to locate the A-File
Requests to RAFACS to create a receipt file
Batch file contains N-400 application data sent to RNACS
Batch file contains Form I-881 application data sent to RAPS
FD-258 EE data sent to CLAIMS 3.0
Requests to SID to insert fingerprint schedules
Fingerprint schedule confirmation files
Detailed transaction information on CoA to the INS Headquarters Exception Broker team

- CLAIMS 4 cases update to RNACS on CoA

DETAILED MODULE DESIGN

The System Design Document for CLAIMS 4.0 (NCY00.20003-01.UA0-EDS) provides the most recent class specifications produced by Rational Rose 4.0 as logical view reports.

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TRACEABILITY (FUNCTIONAL REQUIREMENTS TRACEABILITY MATRIX)

The System Design Document for CLAIMS 4.0 (NCY00.20003-01.UA0-EDS) provides the most recent requirement traceability matrix with classes and/or forms mapped to each requirement.

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SYSTEM INTEGRITY CONTROLS

The CLAIMS 4.0 database uses the Oracle8 RDBMS to enforce system integrity controls. The Oracle8 RDBMS provides the following:

- Compliance with the security requirements specified under Section 552a of Title 5, U.S. Code
- Internal security to restrict the access of critical data items to only those access types required by users; CLAIMS 4.0 requires that each user obtain a valid Oracle user ID from PICS before he or she is allowed access into the application
- Identification of all audit information by user identification, network terminal identification, date, time, and data accessed or changed

The CLAIMS 4.0 application provides verification processes for additions, deletions, or updates of critical data, which are provided by passing all user data inputs through the validation methods contained in the Lookup Manager subsystem.

The INS Headquarters Database Administrator is responsible for the following controls:

- Audit procedures to meet control, reporting, and retention period requirements for operational and management reports
- Audit trails to dynamically audit retrieval access to designated critical data
- INS Standard Tables used (or requested) for validating data fields

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APPENDIX A—GLOSSARY

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2D	two-dimensional
A-File	alien file
A-Number	alien number
API	application programming interface
ASC	Application Support Center
BSU	Batch Status Update
CBO	community-based organization
CCO	County Control Office
CIDN	contributor identification number
CIS	Central Index System
CLAIMS	Computer-Linked Application Information Management System
CM	Case Management
COC	country of citizenship
CPRS	CLAIMS Public Response System
CR	Claims Resolution
DBMS	database management system
DLL	dynamic link library
DO	district office
DOB	date of birth
DOJ	Department of Justice
EE	Enterprise Edition
EIM	External Interface Module
FBI	Federal Bureau of Investigation
FCO	File Control Office
FRD	functional requirements document
GB	gigabyte
GUI	graphical user interface
HP	Hewlett Packard
ID	identification
IDMS	Integrated Data Management System
INS	Immigration and Naturalization Service
LAN	local area network
MB	megabyte
MDI	multi-document interface
NCSC	National Customer Service Center
NS	nanosecond
ODBC	open database connectivity
OLE	object linking embedding
ORI	originating agency identification
PICS	Password Issuance Control System
POE	port of entry
RAFACS	Receipt and Alien-File Accountability and Control System
RAID	redundant array of inexpensive disks
RAPS	Refugee, Asylum, and Parole System

RDBMS	relational database management system
RDO	Remote Data Object
RNACS	Reengineered Naturalization Automated Casework System
SC	service center
SID	Scheduler Information Database
SNA	System Network Architecture
SQL	Structured Query Language
SSN	Social Security number
T-Number	temporary number
TCP/IP	Transmission Control Protocol/Internet Protocol
TIP	Technology Infrastructure Project
USIA	U.S. Information Agency
VOLAG	voluntary agency
WAN	wide area network



Version Description Document

Version Description Document for the CLAIMS 4 Release 5.2.7

Project No. K00PP015S00 (G519): CLAIMS 4 Development Support

Subtask 2: Expansion of Secondary District Offices

Final

January 18, 2001

NCS00.A0154-00.F*0-EDS



TABLE OF CONTENTS

1. SCOPE 1
1.1 Identification 1
1.2 Applicability 1
1.3 System Overview 1
1.4 Documentation Overview 2
1.5 Points of Contact 2

2. REFERENCE DOCUMENTS 3

3. VERSION DESCRIPTION 3
3.1 Inventory of Materials Released 3
3.2 Inventory of Software Contents 4
3.3 Changes Installed 4
3.4 Interface Compatibility 4
3.5 Adaptation Data 4
3.6 Bibliography of Reference Documents 4
3.7 Installation Instructions 5
3.7.1 Application Software Installation 5
3.7.2 Post-Installation Required Actions 8
3.8 Possible Problems or Known Errors 8
3.9 Glossary 8

ATTACHMENT A—APPLICATION AND SOFTWARE CHANGES

ATTACHMENT B—HIGHLIGHTS CLAIMS 4 RELEASE 5.2.7

EXHIBITS

Exhibit 1: Points of Contact 2

Exhibit 2: CLAIMS 4.0 Version 5.2.7 Tracker Tickets.....4

SCOPE

Identification

This version description document (VDD) describes the installation and execution of the Computer-Linked Application Information Management System (CLAIMS) 4 Release 5.2.7. This document contains the files that were revised as part of the 5.2.7 release and is written in accordance with the referenced documents listed in Section 2, Reference Documents. The intended recipient of this VDD is the Immigration and Naturalization Service (INS) Headquarters (HQ).

Applicability

The intended recipients of CLAIMS 4.0 Release 5.2.7 are the following Immigration and Naturalization Service (INS) sites:

- Bellflower District Office (BEL) only
- INSHQ Lab
- INS/EDS Production Control (HQ Only)
- Oracle National Database (Dallas)

The hardware components affected by this release are:

- CLAIMS 4 Standard Client (Bellflower DO Only)
- CLAIMS 4 Laptop Client (This is a new Component Type, first introduced with this Release and currently is used by the Bellflower District Office only)
- CLAIMS 4 Production Control Client (HQ Only)
- CLAIMS 4 Field (Workflow) Server (Bellflower DO Only)
- Oracle Staging Database (This is a new Component Type, first introduced with this Release and currently is used by the Bellflower District Office only)
- Oracle National Database

System Overview

This iteration of the CLAIMS 4.0 application will be installed on a Government platform located at the INS. The client application as addressed in this VDD will be installed on an INS workstation designated by the INS for this purpose. The installation instructions in this VDD outline the configuration requirements of this workstation.

The Examinations systems of the INS provide officers, staff, and managers with critical case-specific and management-related data. CLAIMS4 is an umbrella system that incorporates casework-oriented software subsystems and supports the INS application receipt, adjudication, and notification processes. The CLAIMS 4 process completes development of the N-400 process—including the completion and implementation of the system that supports processing of

naturalization cases—and expands the system into a fully functional Direct Mail system that replaces the current CLAIMS receipting and case tracking system.

Documentation Overview

The purpose of this document is to identify and provide the Release 5.2.7 software, identify the materials that constitute the release, and provide installation instructions for the release. Refer to paragraph 3.1 for pertinent documentation.

Points of Contact

Exhibit 1, Points of Contact (POC), provides a list of personnel who are involved with the CLAIMS 4.0 release.

Exhibit 1: Points of Contact

(b)(6)

Task Number	Name	Organization	Title
G519		INS	Benefit Systems Division Development Branch Chief
Subtask 0, Administrative Support		EDS	Deputy Division Manager
Subtask 1, Project Management		EDS	Business Analyst-Senior
Subtask 2, Interface Support		EDS	Software SE-Supervisor
Subtask 3, Acceptance Testing, Configuration Management and Quality Assurance		EDS	Software Delivery Services Manager
Subtask 4, Secondary District Offices Support		EDS	CLAIMS 4 Oracle Project Manager
Subtask 9, Enterprise Architecture Support		EDS	SE-Senior
Subtask 13, FD-258 Fingerprint Tracking System (Enterprise Edition)		EDS	Software SE Supervisor
Subtask 14, Documentation Support		EDS	Deputy Division Manager
Subtask 15, Operations		EDS	Deputy Division Manager
Subtask 16, Help Desk		EDS	Deputy Division

(b)(6)

Task Number	Name	Organization	Title
			Manager
All Subtasks		EDS	CLAIMS 4 Oracle Project Manager
CLAIMS 4 Program		EDS	Examinations Division Manager

REFERENCE DOCUMENTS

This is the first VDD written for the CLAIMS 4 Release 5.2.7. It does not refer to any prior documentation. The following is a list of all official reference materials for the CLAIMS 4.0 5.2.7 release:

- Systems Development Life Cycle (SDLC) Manual, Version 4.0, June 18, 1999 (CFY00.90024-00.UA0-SAI).
- New Features and Highlights, CLAIMS 4 Release 5.2.7, November 22, 2000.
- ReadMe5.2.7.txt, November 22, 2000.
- CLAIMS 4 Functional Requirements Document, April 12, 2000, (NCY00.10000-00.DC1-EDS).

VERSION DESCRIPTION

The subsequent sections cover the following areas:

- Inventory of materials released
- Changes installed
- Interface capability
- Installation instructions
- Possible problems and known errors
- Acronyms and terms

Inventory of Materials Released

This document represents the client/server applications provided by two delivery methods as indicated below:

- One CD-ROM, (NCS00.B0154-00.F*0-EDS), containing CLAIMS 4 Release 5.2.7 Installation and Release Client software with associated source code files.
- One ORACLE server database, which was ported to the INS platform as indicated in Section 1.2, System Overview.

Delivery of this software release is made to INS Headquarters. Project leaders in the Management Systems Branch of the Data Systems Division and the Logistics Division determine

access levels, duplication restrictions, handling safeguards, and license provisions. Additionally, the Service has certified that information about individuals cannot be collected until a notice of the intent to collect information has been published in the Federal Register, consistent with the Freedom of Information Act/Privacy Act.

Inventory of Software Contents

The accompanying installation CD-ROM contains the application software changes executable files for the indicated client and server environments shown in Attachment A–Application and Software Changes. Refer to Section 3.1 for CD ROM Configuration details. Attachment B–Database Scripts lists the database scripts for this release. Refer to Section 3.1 for applicable security and privacy considerations.

Changes Installed

This release contains two System Change Requests (SCRs) to implement office requirements in support of the C4 LA Go-Live.

Additional details are contained in Attachment C–New Features and Highlights document, and the Readme.txt file which accompanied the release.

Exhibit 2: CLAIMS 4.0 Version 5.2.7 Tracker Tickets

SCRS	Description
10965	LA Go-Live Enhancements (Bellflower)
11060	Adjudications, Case Status and BSU Applications not shutting down properly

Interface Compatibility

The interface compatibility is not applicable in this VDD.

Adaptation Data

Any unique-to-site data contained in this software version is detailed in the ReadMe.txt that accompanied the release.

Bibliography of Reference Documents

Refer to Section 3.1 for documents that comprise this release of the software.

Installation Instructions

CLAIMS 4 should be installed using the instructions contained in this section, which were also included in the ReadMe5.2.7_1122.txt file that accompanied the delivery of the 5.2.7 release. Attachment A–Application and Software Changes identifies the drives and subdirectories that constitute the application and the system. Direct any questions regarding this installation to (b)(6) (b)(6)

Application Software Installation

The following special instructions pertain to the Application Software for Server Maintenance Support (SMS) preparation:

Special Notes:

1. This Application Software installation affects all Claims 4 Standard clients and all Claims4 Laptop clients for the Bellflower District Office site only.
2. The Database installation affects all Claims4 Laptop clients, the NT Field (Workflow) server for this site also, as well as the Oracle National database.
3. Please see the specific installation instructions below. Please contact EDS C4 LAN Support (b)(6) for any installation problems.
4. This release requires DCOM/MDAC to be pre-installed on the C4 Standard and Laptop Clients.
5. IMPORTANT - Please ensure the "Read-Only" bit is cleared after transferring files from the deliverable CD on ALL files.

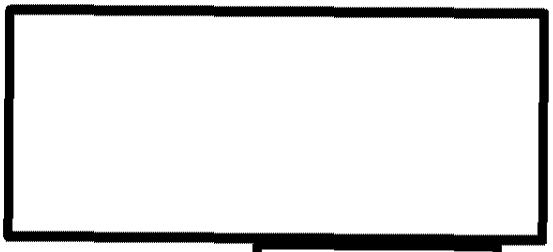
Standard Client Installation

Execute the Standard Client setup files OR, if manual file-copy installation is required, please follow these instructions:

1. Close all modules in the CLAIMS 4 application.
2. Copy each file to the specified folder:

(b)(2)

(b)(2)



(b)(2)

3. Double-click on the [redacted] file to register the entries on the Standard client.
4. Manual component registration is required for each of the *.DLL and *.OCX files, as well as for certain *.EXE files. The files requiring component registration are indicated by a "+" sign above.

To register these files:

a. Navigate to the file locations in Windows Explorer.
b. Double-click on the file name.
c. If a message box prompts that the file has been successfully registered, perform Steps a. and b. for the next file indicated with a "+".
d. If the "Open With" dialog prompts instead, click Cancel, and then register the file with the following Steps e. through i.
e. From the Windows Desktop, click Start.
f. Click Run.

(b)(2)

g. Copy the text line: [redacted] "insert pathname and filename here" into the box labeled "Open:".

(b)(2)



h. Click OK.
i. When the message box appears indicating success, click OK.
j. Repeat Steps a. through d. for the next file requiring manual component registration.

5. Standard Client installation is now complete, and the CLAIMS 4 application can be started and used as normal.

Laptop Client Installation

1. For this release, the Laptop clients will be shipped to the site with the baseline TIP image and the C4 5.2.7 release software pre-installed.

(b)(6)

2. Please contact EDS C4 LAN Support [redacted] for further details.
3. If necessary to install the Laptop client, execute the Laptop Client setup files provided. No manual file-copy install is available for the Laptop component for this release.

Batch Notice Client changes

No applicable Batch Notice Client changes.

NT Field Server Installation

No applicable NT Field Server changes.

NT National Server (HQ Only) Installation

No applicable NT National Server (HQ Only) changes.

Client Production Utilities (HQ Only) Installation

No applicable Client Production Utilities (HQ Only) changes.

Database Changes

For this release, the production Laptop client database and the NT Field (Workflow) server Staging database will be installed by the C4 LAN Deployment and C4 Data Management teams at INS HQ. The INSHQ Lab environment will be installed by EDS C4 LAN Support and C4 Data Management teams.

A. Stored Procedures, Functions and Scripts:

For INS HQ LAB Database only (C4 Production Database will be completed by SAIC).

SCR 10965

For INS HQ LAB Database and the NT Field (Workflow) server Staging database only (C4 Production Database will be completed by SAIC):

(b)(2)

Run the following scripts:

[redacted]

For the NT Field (Workflow) server, the database changes will be incorporated into the baseline TIP image.

For the Laptop Oracle database, the database changes will be incorporated into the baseline TIP image.

B. Data Changes:

For INS HQ LAB Database only (C4 Production Database will be completed by C4 Data Management Team). Please refer [redacted]

(b)(2)

(b)(2)

C. No applicable Local Access Database changes [redacted]

Notes:

Check for any invalid scripts. To check for invalid objects, run chk_invalid.sql. This script has been sent with an earlier patch.

(b)(2)

1. [redacted]

If there are any invalid objects, invalid objects, run run_recompile.sql. This script has been sent with an earlier patch.

(b)(2)

1. [redacted]

Continue to check for invalid objects and recompile them until all objects are valid.

Post-Installation Required Actions

None.

Possible Problems or Known Errors

There are no known problems or errors in this release.

Glossary

CD-ROM	Compact Disk-Read-Only Memory
CLAIMS	Computer-Linked Application Information Management System
CM	Configuration Management
DO	District Office
DOJ	Department of Justice
FRD	Functional Requirements Document
INS	Immigration and Naturalization Service
ITP	Information Technology Partnership
LAN	Local Area Network
ODBC	Open Database Connectivity
PAS	Performance Analysis System
PVCS	Polytron Version Control System
SAIC	Science Applications International Corporation Inc.
SCLC	System Development Life Cycle
SCR	System Change Request
SQL	Structured Query Language
VDD	Version Description Document

ATTACHMENT A—APPLICATION AND SOFTWARE CHANGES

CLAIMS 4.0 APPLICATION SOFTWARE & DATABASE CHANGES

Exhibit A–1: Application Software Changes–Standard & Laptop Client Files

(b)(2)

File Name	File Date	Time
	10/10/00	1:14 PM
	10/10/00	1:22 PM
	11/03/00	5:55 PM
	11/09/00	3:28 PM
	11/07/00	5:13 PM
	11/07/00	5:13 PM
	11/07/00	5:14 PM
	11/01/00	1:26 PM
	10/17/00	10:41 AM
	11/09/00	4:04 PM (Laptop Client only)
	11/09/00	3:47 PM
	11/16/00	3:36 PM
	11/17/00	2:46 PM
	11/15/00	5:03 PM
	11/15/00	4:56 PM
	11/15/00	5:14 PM

NOTES: No applicable NT Field Server changes.
No applicable NT National Server changes.
No applicable Batch Notice Client files.
No applicable Production Utility files.

Exhibit A–2: Database Changes – Data Change Files

(b)(2)

File Name	File Date	Time
	11/19/00	4:47 PM

Exhibit A–3: Stored Procedures, Functions & Scripts Files

(b)(2)

File Name	File Date	Time
	10/18/00	2:27 PM
	11/16/00	2:54 PM
	11/09/00	4:42 PM
	11/09/00	3:32 PM
	11/18/00	5:25 PM
	11/09/00	4:25 PM
	11/09/00	4:58 PM
	11/09/00	3:51 PM
	11/14/00	1:13 PM

Exhibit A–4: Mobile Files - Laptop Client Only

(b)(2)

File Name	File Date	Time
	11/09/00	3:58 PM
	11/21/00	3:54 PM
	11/21/00	3:54 PM

Exhibit A–5: Mobile Files - Staging Database Only

File Name	File Date	Time

(b)(2)

File Name	File Date	Time
	11/04/00	6:46 PM
	11/21/00	3:53 PM
	11/21/00	3:53 PM

Exhibit A–6: Mobile Files - Laptop and Staging Database Only

(b)(2)

File Name	File Date	Time
	1/07/00	8:33 AM
	11/21/00	3:25 PM

ATTACHMENT B—HIGHLIGHTS OF CLAIMS 4 RELEASE 5.2.7

CLAIMS 4 RELEASE 5.2.7 HIGHLIGHTS

CLAIMS 4 MAINTENANCE

The LA (BEL) CBO Support enhances the functional capacity of CLAIMS 4, enabling remote processing of the Initial Interview activities. Cases supported by selected LA (BEL) CBOs are custom scheduled through an interactive interface. Case data is replicated from the National database via the Bellflower Workflow Server to individual laptops to permit interview activities to occur without connection to the network or the National database.

Interfaces

SCR 10965

Title: LA Go-Live Enhancements (Bellflower)

1. Mobile Computing Support – Supports the Bellflower office with mobile, disconnected support for the N-400 Interview process.
2. LA (BEL) CBO Scheduler – Interactive batch scheduling for LA (BEL) CBO applications being scheduled for interviews.
3. Reports – two new reports:

- Applicants Scheduled for BEL CBO Interview
- Applicants Scheduled for BEL CBO Interview by Location and Date

BUG 11060

Title: Adjudications, Case Status and BSU Applications not shutting down properly

Problem: The Adjudications, Case Status and Batch Status Update applications will often remain in the client machine's memory after a normal application shutdown

procedure is performed. The user is forced to perform a 'Ctrl-Alt-Delete' function in order to close the program and free the resources.

Solution: The Adjudications, Case Status and Batch Status Update applications will be removed from memory when the user exits the applications correctly. Shutdown the applications by using the "Exit" command or by selecting the small "x" in the upper right-hand corner. There are no functionality changes to any of these modules.

SUMMARY OF CHANGES

1. TITLE OF DOCUMENT

The title of this document is the Version Description Document (VDD) for The Computer-Linked Application Information Management System (CLAIMS) 4 Release 5.2.7; Configuration Management (CM) Number NCS00.A0154-00.F*0-EDS.

2. PURPOSE OF RELEASE

Release 5.2.7 responds to a need expressed by the Immigration and Naturalization Service (INS) to introduce new functionality and to continue production support and maintenance.

3. ADDED FUNCTIONALITY/IMPROVEMENTS

Release 5.2.7 contains two System Change Requests (SCRs) to implement office requirements in support of the C4 LA Go-Live.

4. COMPONENTS AFFECTED

The following components are affected by this release:

1. CLAIMS 4 Standard Client (Bellflower DO Only)
2. CLAIMS 4 Laptop Client (This is a new Component Type, first introduced with this Release and currently is used by the Bellflower District Office only)
3. CLAIMS 4 Production Control Client (HQ Only)
4. CLAIMS 4 Field (Workflow) Server (Bellflower DO Only)
5. Oracle Staging Database (This is a new Component Type, first introduced with this Release and currently is used by the Bellflower District Office only)
6. Oracle National Database

5. SITES AFFECTED

The intended recipients of CLAIMS 4.0 Release 5.2.7 are the following INS sites:

1. Bellflower District Office (BEL) only
2. INSHQ Lab
3. INS/EDS Production Control (HQ Only)
4. Oracle National Database (Dallas)

6. INSTALLATION DATE

The software was formally delivered to INS HQ, Washington, DC on November 22, 2000.

Important Note: Please notify EDS Examinations Project Management at least 24 hours in advance of the planned field deployment date. This is to allow EDS to properly prepare the Production environment for the release of this software.

(b)(6) ***EDS Project Manager:*** [redacted]

COMPUTER-LINKED APPLICATION INFORMATION MANAGEMENT SYSTEM (CLAIMS) 4

FACT SHEET

1 PROJECT BACKGROUND 2

1.1 DESCRIPTION 2
1.2 GOALS 3
1.3 DETAILS 3
1.3.1 Internal Interfaces 4
1.3.2 External Interface 4
1.3.3 Performance Requirements 5
1.3.4 Second Tier Help Desk 5

2 HARDWARE/SOFTWARE 5

2.1 HARDWARE 5
2.1.1 Hardware – Server Configuration 5
2.1.2 Hardware – Client Configuration 6
2.1.3 Hardware – Miscellaneous Equipment 6
2.2 SOFTWARE 6
2.2.1 Software – Server Configuration 6
2.2.2 Software – Client Configuration 6
2.3 TOOLS 9

3 SIZING/CAPACITY/TRANSACTION FREQUENCY 10

3.1 SIZING/CAPACITY 10
3.2 TRANSACTION FREQUENCY 16

4 LIFE CYCLE PHASE 17

5 DATA RETENTION PERIOD 17

6 ISSUES / CONCERNS 17

7 SECURITY 18

8 SKILL SETS 19

9 CONTRIBUTING DOCUMENTATION 24

ATTACHMENT A — CLAIMS 4 DOCUMENTATION LIST

Fact Sheet Section Descriptions

1 PROJECT BACKGROUND

1.1 DESCRIPTION

The Immigration and Naturalization Service's (INS') Computer-Linked Application Information Management System (CLAIMS) 4 processes and manages applications for immigration-related benefits. Current design supports the Naturalization (N400) processing with extensibility to encompass all immigration-related benefits.

The CLAIMS subsystems also provide automated support for the full range of benefits functions and processes. CLAIMS 4 resides on multiple platforms, including a Siemens E70 located in Dallas, Texas. Software is developed and maintained using the Oracle relational database system and Visual Basic. Access to the computer is provided via local area network (LAN) gateways with associated routers and cabling.

The CLAIMS 4 application has initially been divided into subsystems, which support the major functions that CLAIMS 4 is required to provide as specified by the CLAIMS 4 Functional Requirements Document (FRD). A subsystem is a collection of functionally cohesive modules that work together to satisfy a major CLAIMS 4 function. Typically, a subsystem in CLAIMS 4 will not trace directly to a single module. However, in most cases, each subsystem will trace to a single executable file or dynamic link library (DLL). The CLAIMS 4 system architecture comprises several major subsystems, which include the following:

- Receipting
- Adjudication
- Batch Status Update (BSU)
- Case Status
- Case Management (CM)
- Scheduler/Batch Scheduler
- Notices
- Reports
- Oath Ceremony Management (formerly DocProd)
- System Maintenance
- External Interface
- Workflow Admin

These subsystems are designed to be stand-alone components that do not require support from the other subsystems for execution, however, are launched from the main switchboard. Some of the components provide both a GUI and an exposed public server interface. The GUI interface provides the user with interactive information pertaining to system functions. The server interface is designed to provide functionality to multiple other subsystems. Overnight functions are typically executed by one of the server components and thus do not require an attended workstation for

execution. An example would be an interface job, initiated by Service Center personnel on a client workstation, but executed on the application server.

The CLAIMS 4 data are contained in a central location, an Oracle relational database management system (RDBMS). Connectivity to this data store is provided via INS controlled wide area and local area network facilities. The Intersolv Oracle Open Database Connectivity (ODBC) framework is utilized to connect applications to the data store via custom data service components.

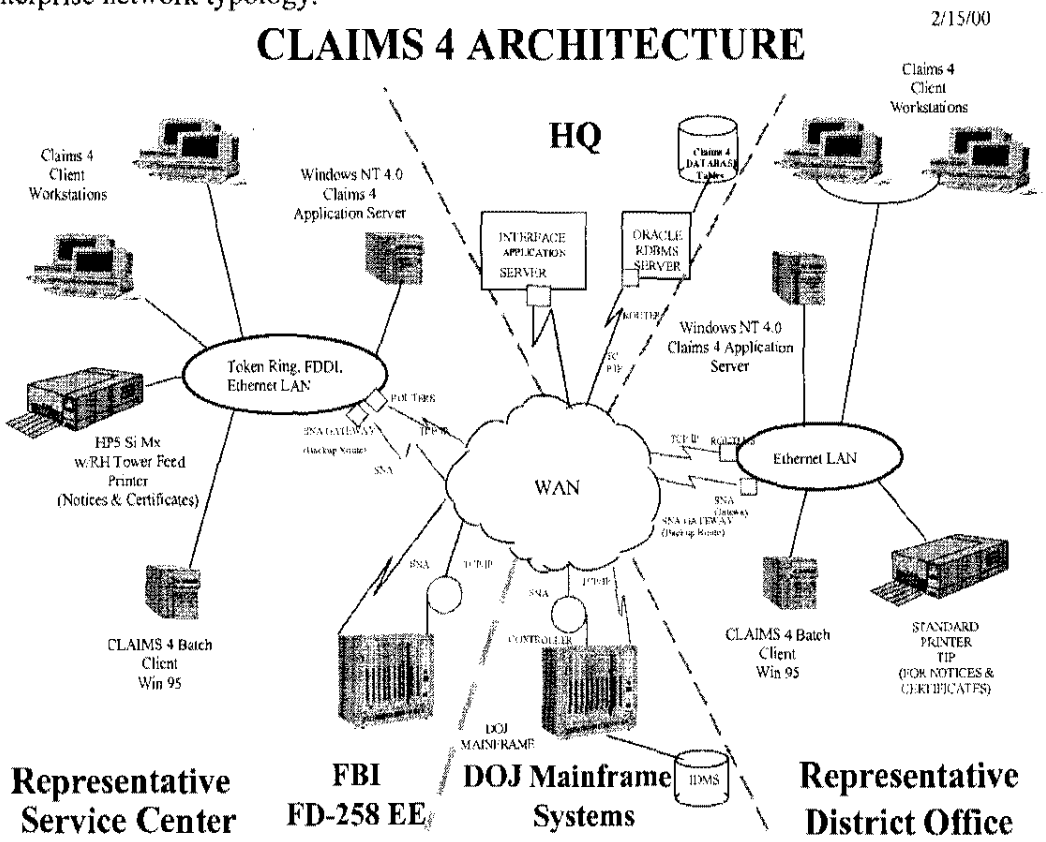
1.2 GOALS

The primary function of CLAIMS 4 is to provide automated support for the processing of N-400 naturalization applications, including the receipt, data entry, and other initial processing operations of the Service Centers, as well as the adjudications and oath ceremony management activities of the local offices. It was designed to be extensible and scalable, with a view to accommodating processing of other INS benefits applications in the future.

CLAIMS 4 is used by the Service Center units responsible for naturalization processing, INS Adjudicators at local offices responsible for adjudicating naturalization cases, INS clerks supporting these functions, and regional and headquarters management with oversight responsibilities.

1.3 DETAILS

This CLAIMS 4 Architecture exhibit depicts the hardware infrastructure required for successful deployment of CLAIMS 4 throughout the INS and provides a high-level diagram that identifies the INS enterprise network typology.



1.3.1 Internal Interfaces

CLAIMS 4 interfaces internally with the following nine (9) INS systems. Following is a list containing the name of the interface system and a description of the interface process.

1. Central Index System (CIS)
   a. Send/Receive Verification of A-Number.
   b. Send/Receive information for Close Out Process.
   c. Send/Receive A-File Transfer Request

2. Reengineered Naturalization Automated Casework System (RNACS)
   a. Send/Receive Update/Transfer of C4 cases
   b. Receive RNACS cases Transferred into C4
   c. Receive Fingerprint Requests from RNACS
   d. Send FP Request Update to RNACS

3. Computer-Linked Application Information System (C3 LAN)
   a. Receive Fingerprint Requests from C3
   b. Send FP Request Update to C3

4. Refugee, Asylum, and Parole System (RAPS)
   a. Receive Fingerprint Requests from RAPS
   b. Send FP Request Update to RAPS

5. Receipt and Alien-File Accountability and Control System (RAFACS)
   a. Insert new Receipt Record into RAFACS

6. FD258-EE (Enterprise Edition)
   a. Receive Fingerprint Update from EE

7. Complete File Review (CFR)
   a. Receive file review information from C4.

8. Performance Analysis System (PAS)
   a. Receive tracking information on G-22.2 and G-22.3 Report of field

9. Change of Address by Phone Service (CoA)
   a. Send request to C4 to update applicant with a new address.

1.3.2 External Interface

CLAIMS 4 interfaces externally with only one non-INS system. Following is the name of the interface system and a description of the interface process. Federal Bureau of Investigation (FBI)

a. Send/Receive FBI Name Check Update – Send is processed from C4 to INS Production Control via SendDirect. After tape production, INS Production Control interfaces with FBI. Receive processing is exactly reversed.

b. Receives Fingerprint results – C4 interfaces with FD258EE and FD258 Tracking systems to receive fingerprint results.

1.3.3 Performance Requirements

No current performance requirements have been established.

1.3.4 Second Tier Help Desk

This section describes the availability of system specific Operations Support. The support organization is split into two separate tiers with an additional organization for LAN Support. The first tier is that of the Help Desk. The Help Desk provides support to the customer Monday–Friday, 8:00 a.m. to 7:00 p.m. Eastern Standard Time (EST). Support consists of ticket generation from issues identified by the customer as well as basic knowledge training. The following provides the metrics for this support:

- Average number of requests opened per month during the period of 12/01/99–11/31/2000: 508 (LA Office not included)
- Average number of requests closed per month during the period of 12/01/99-11/30/2000: 491

The second tier is that of the Production Control Team. This team provides the analysis, resolution and documentation of issues created under Help Desk tickets created in the first tier. Additional work is provided by members of the team in regards to the Interface Batch processing done for this division. A total of 47 interface jobs are executed on a daily basis.

The LAN Support organization provides analysis, resolution and documentation for CLAIMS-related hardware, software, and network issues for field sites, development, and testing environments. LAN Support provides support to the customer 24 hours a day, seven days a week.

2 HARDWARE/SOFTWARE

2.1 HARDWARE

2.1.1 Hardware – Server Configuration

2.1.1.1 Sites Up to Mid 1999

- HP Netserver LX Pro
- Dual Pentium Pro 200 MHz
- 512MB of RAM
- Windows NT 4.0,
- Raid 5 Controller

2.1.1.2 Sites After Mid 1999

- Dell PowerEdge 4300 / 4400
- Dual Processor 350-550 MHz
- 512MB of RAM
- Windows NT 4.0,

- Raid 5 Controller

2.1.2 Hardware – Client Configuration

- HP Vectra VL Series, Dell Optiplex GXi/GXa/GX1/GX110
- 32 or 64MB of RAM
- Windows 95B
- Ethernet NIC

2.1.3 Hardware – Miscellaneous Equipment

- Scanner, Symbol 2D laser Barcode Scanner
- Scanner, Welch Allyn ScanTeam 2380 Wand Scanner
- Notice/Certificate Printers, HP 5Si MX w/Towerfeed Option or HP 8000 DN
- Desktop DAO Printer, HP Laserjet 6L or Laserjet 1100
- Bar-Code Printer (SC Only), Datamax Prodigy Label Printer
- Bar-Code Printer (SC Only), Zebra Stripe Barcode Label Printer
- Check Franker, CBM - 810

2.2 SOFTWARE

The CLAIMS 4 application is coded in Visual Basic 5.0 with SP3. It is based on a two-tier client server architecture, with a central data repository. Constant connectivity via Open Database Connectivity (ODBC) is required. The majority of data processing occurs on the client machine, with workflow transactional control on a Windows NT application server at each site. A wide variety of stand alone executables, in-process servers and out-of-process servers are utilized. Local area connectivity to the application server is provided through remote automation services.

The application is based on a custom workflow process, which governs case management flow and provides user access based on the current case state.

2.2.1 Software – Server Configuration

- Windows NT 4.0
- Windows NT 4.0 Service Pack 5
- Office 95 Professional (Access/PowerPoint/Excel/Word)
- Intersolv ODBC, ver. 3.01
- Oracle for Windows NT/95, ver. 7.3
- Btrieve, ver. 6.15 (SCs only)
- CLAIMS 4 Server Software

2.2.2 Software – Client Configuration

- Windows 95, Ver. B
- Office 97 (Access/PowerPoint/Excel/Word)
- cc:mail
- InsMenu
- A2B
- Intersolv ODBC, ver. 3.01

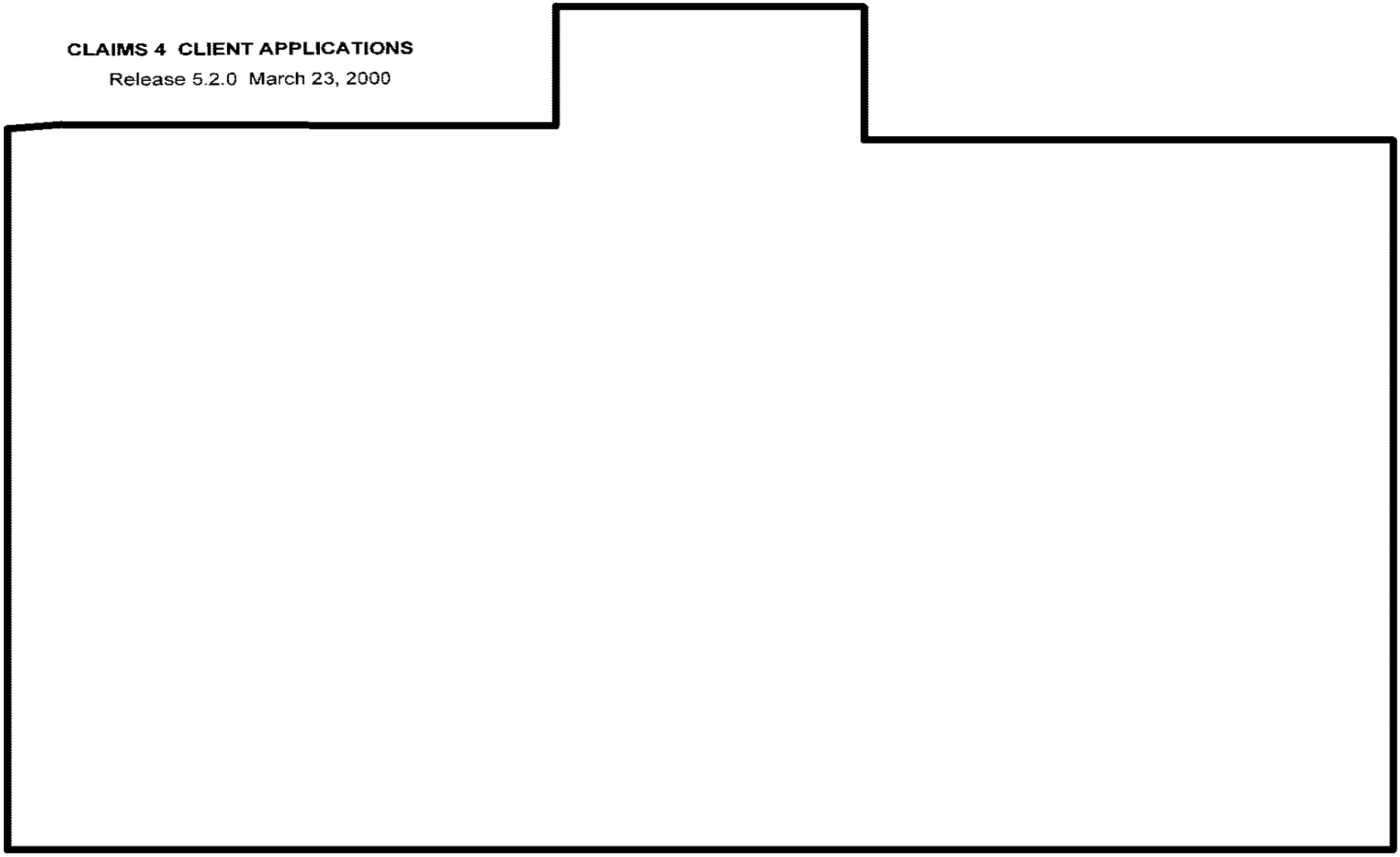
- Oracle Client for Windows 95/NT, ver. 7.3
- McAfee Antivirus
- Novell Client
- CLAIMS 4 Client Software

The following diagrams illustrate the existing architecture of the executables in the CLAIMS 4 client application. (Circled numbers are connector points, bridging flow from one component to another.)

(b)(2)

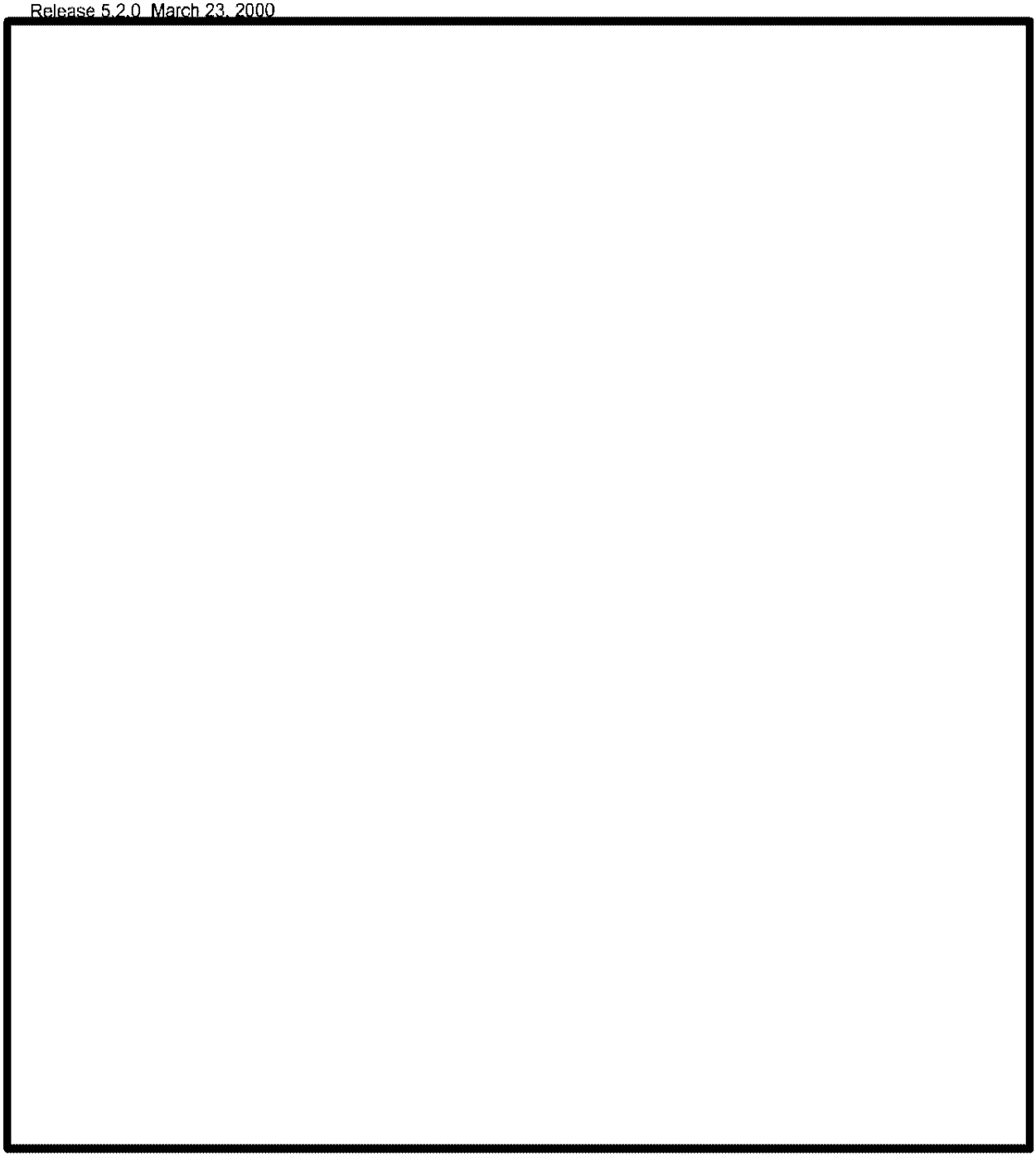
CLAIMS 4 CLIENT APPLICATIONS

Release 5.2.0 March 23, 2000



8

(b)(2)



3 SIZING/CAPACITY/TRANSACTION FREQUENCY

3.1 SIZING/CAPACITY

The application is composed of the listed Visual Basic projects. Each project has the number of forms, modules and classes listed, with the corresponding lines of code for each type of source code module.

VB PROJECT NAME	NO FORMS	LOC	NO MODS	LOC	NO CLASS	LOC
Adj	27	41,600	6	3,213	26	35,700
NtAdj	1	180	4	1,267	20	7,735
AddCh	6	3,380	1	235	6	1,059
BSU	6	3,420	4	845	7	2,040
Case Mgt	5	3,040	3	122	2	90
Case Stat	16	7,400	2	170	20	3,672
Resolution	13	7,060	6	748	14	1,938
AddEdit	1	160	2	185	3	1,197
Barcode	1	10	2	491	1	335
Barcode2D	2	45	2	350	11	2,465
CkPrn	1	28	1	3	1	148
ClaimsDLL	1	10	2	28	12	1,124
DbMgr		0	3	855	53	18,020
LgMgr1	1	172	1	5	1	122
LkUps	2	1,368	3	468	4	2,635
OCX	18	14,160	1	94	1	40
RegCl	1	104	1	19	1	20
StarcC4Bat	1	240	2	418	4	335
StarcC4Bat		0		0	0	0
Switchboard	7	6,180	3	978	12	1,284
Systray	1	79	1	14	1	63
WfCl		0	1	148	5	1,802
WfSvr	2	234	2	646	3	2,040
DESel	2	2,400		0		0
Groups	8	11,280	6	1,020	21	4,165
I881	13	9,860	2	374	18	3,808
n400	23	9,300	1	388	27	5,372
fCreate		0	5	1,134	24	4,658
Finance	15	7,740	7	133	28	3,978
PayMerge	1	93	1	279	2	1,352
Install	1	40	4	706	4	106
CoaRNAC		0	3	352	4	495
Conv2C4	3	1,130	2	813	5	2,295

VB PROJECT NAME	NO FORMS	LOC	NO MODS	LOC	NO CLASS	LOC
FBIResp	4	9,280	1	216	3	255
258Conv	3	1,120	3	1,734		0
Interfaces	2	1,620	2	792	9	607
Applic	5	1,906	5	1,049	48	17,510
Services	2	444	1	146	13	2,329
RNACSConv	3	960	2	1,692		0
RNACS2C4		0	3	267	2	473
SysLog		0	1	3	1	82
Mailroom	9	4,500	3	56	19	1,836
nArch	1	71	2	386	5	767
nBatch	3	184	5	2,057	28	6,256
nCreate	1	16	5	1,141	22	4,590
nEngine	1	266	5	1,110	11	3,298
nLookup		0	2	102	2	792
Notices	21	10,920	6	2,210	19	2,992
nPrint	1	10	2	134	7	753
DocDB		0	1	3	1	43
FD258Manifest	1	16	4	612	7	1,428
Labels	2	268	1	7	2	306
N646		0	1	17	3	420
OCReport		0	1	17	2	209
Reports	17	8,140	4	1,233	18	4,488
BatSched	6	5,900	3	697	14	5,287
SchSer		0	2	340	6	1,046
Scheduler	54	58,600	13	5,967	35	10,166
SysMaint	50	35,000	4	733	17	3,043
WfAdmin	4	1,420	1	328	1	26
WFMon	9	23,600		0	9	1,853
C42RNAC		0	3	391	6	1,488
C4Prod	31	17,260	6	867	13	2,975
C4Reco	19	5,440	2	510	3	136
Conv2C4	3	1,120	2	816	5	2,278
FileMove	2	820	2	170	7	602
FPSked	6	3,820	5	612	5	391
RNACS2C4		0	2	238	2	493
Sub Totals	**439**	**323,414**	**189**	**43,150**	**686**	**189,308**
Grand Total						**555,872**

Database size: for Production, Training, and Development Versions:

- Number and size of tables

The database contains 240 tables, 13 views, 66 stored procedures, and 10 packages.

Database tablespace statistics are:

Current Tablespace Usage							
TABLESPACE_NAME	Total Bytes	SQL Blocks	VMS Blocks	Bytes Free	% Free	Bytes Used	% Used
CFRDATA	157,286,400	9,600	307,200	44,089,344	28.031	113,197,056	71.969
CFRINDX	52,428,800	3,200	102,400	40,665,088	77.563	11,763,712	22.438
IBSCLAIMS1	8,404,336,640	512,960	16,414,720	3,577,708,544	42.57	4,826,628,096	57.43
IBSCLAIMS2	8,404,336,640	512,960	16,414,720	4,876,271,616	58.021	3,528,065,024	41.979
IBSCLAIMS3	10,506,731,520	641,280	20,520,960	2,963,161,088	28.203	7,543,570,432	71.797
IBSCLAIMS4	10,506,731,520	641,280	20,520,960	3,916,824,576	37.279	6,589,906,944	62.721
IBSCLAIMS4	2,002,780,160	122,240	3,911,680	138,182,656	6.9	1,864,597,504	93.1
IBSCLAIMS4	6,207,569,920	378,880	12,124,160	357,384,192	5.757	5,850,185,728	94.243
IBSCLAIMS5	4,199,546,880	256,320	8,202,240	1,384,595,456	32.97	2,814,951,424	67.03
IBSCLAIMSIDX1	6,301,941,760	384,640	12,308,480	311,427,072	4.942	5,990,514,688	95.058
IBSCLAIMSIDX1	4,508,876,800	275,200	8,806,400	4,140,138,496	91.822	368,738,304	8.178
IBSCLAIMSIDX2	8,404,336,640	512,960	16,414,720	4,410,507,264	52.479	3,993,829,376	47.521
IBSCLAIMSIDX3	12,609,126,400	769,600	24,627,200	5,621,547,008	44.583	6,987,579,392	55.417
IBSCLAIMSIDX4	12,609,126,400	769,600	24,627,200	447,119,360	3.546	12,162,007,040	96.454
IBSCLAIMSIDX4	5,242,880,000	320,000	10,240,000	185,696,256	3.542	5,057,183,744	96.458
IBSCLAIMSIDX4	4,194,304,000	256,000	8,192,000	4,133,994,496	98.562	60,309,504	1.438
IBSCLAIMSIDX4_2	10,506,731,520	641,280	20,520,960	1,046,626,304	9.961	9,460,105,216	90.039
IBSCLAIMSIDX5	4,194,304,000	256,000	8,192,000	123,944,960	2.955	4,070,359,040	97.045
IBSCLAIMSIDX5	6,291,456,000	384,000	12,288,000	462,667,776	7.354	5,828,788,224	92.646
IBSCLAIMSIDX5	2,112,880,640	128,960	4,126,720	227,196,928	10.753	1,885,683,712	89.247
IBSCLAIMSIDX5	4,812,963,840	293,760	9,400,320	250,150,912	5.197	4,562,812,928	94.803
RBS01	2,097,152,000	128,000	4,096,000	393,199,616	18.749	1,703,952,384	81.251
RBS02	2,097,152,000	128,000	4,096,000	996,130,816	47.499	1,101,021,184	52.501
STANDARD	104,857,600	6,400	204,800	76,562,432	73.016	28,295,168	26.984
STDIDX	104,857,600	6,400	204,800	92,717,056	88.422	12,140,544	11.578
SYSTEM	524,288,000	32,000	1,024,000	359,972,864	68.659	164,315,136	31.341
TEMP	2,102,394,880	128,320	4,106,240	539,017,216	25.638	1,563,377,664	74.362
TEMP2	1,048,576,000	64,000	2,048,000	1,048,559,616	99.998	16,384	0.002
TEMP_MAINT	6,301,941,760	384,640	12,308,480	5,856,280,576	92.928	445,661,184	7.072
TEMP_MAINT	6,741,278,720	411,455	13,166,560	6,348,046,336	94.167	393,232,384	5.833
TEMP_MAINT	6,741,278,720	411,455	13,166,560	6,374,260,736	94.556	367,017,984	5.444
TOOLS	104,857,600	6,400	204,800	9,945,088	9.484	94,912,512	90.516
USERS	104,857,600	6,400	204,800	103,923,712	99.109	933,888	0.891
TOTAL	**160,304,168,960**	**9,784,190**	**313,094,080**	**60,858,515,456**		**99,445,653,504**	

Following is a brief description of the releases turned over to the STARS Systems Management / Integration (SM/I) contractor for user acceptance testing or to production for use between the dates 11/01/1999 and 12/01/2000:

CLAIMS 4 Release 5.1.2 11/15/1999

- New functionality included: changes/fixes affecting the C4/Woodlawn Change of Address Interface, Data Entry, Finance, Batch Status Update, Workflow, FP Scheduler, ASC Manifest and Production Control utilities
- Number of System Change Requests (SCRs) delivered in the release: 22

CLAIMS 4 Release 5.1.3 12/02/1999

- Release included contains changes to correct the Case Closeout function, to correct workflow for the Oath Ceremony RNACS update, and to document the production fix for the Detailed Fee Register report.
- #SCRs delivered in the release: 3

CLAIMS 4 Release 5.1.4 02/08/2000

- This release contained new functionality and bug corrections to:
  - Revise the RNACS/C4 interface programs for corrections, enhancements and performance improvements,
  - Revise affected notice template text for the telephone center consolidation effort
  - Revise the denial notice template for the N-336 fee change
  - Correct the Pay Override function for application underpay status
  - Revise workflow to remove unnecessary activities
  - Revise the Fingerprint Scheduler utility to include password encryption
  - Update the Country Code table
  - Revise the Adjudications English sentences exam.
- #SCRs delivered in the release: 19

CLAIMS 4 Release 5.1.5 03/17/2000

- This release contained functionality to modify the FBI response interface for Claims3 requests.
- #SCRs delivered in the release: 3

CLAIMS 4 Release 5.1.6 03/24/2000

- This release contained solutions to correct the Change of Address jurisdiction logic and to enhance performance for the G22 Adjudication Denial reporting.
- #SCRs delivered in the release: 2

CLAIMS 4 Release 5.1.7 04/26/2000

- This release contains a ticket to enhance performance for the G22 Adjudication Denial reporting.
- #SCRs delivered in the release: 1

CLAIMS 4 Release 5.1.8 05/10/2000

- This release contains System Change Requests (SCRs) to revise the C3 FP workflow, update a CBO address, refresh the Standard Zip Code local lookup table from Oracle, revise the FP notice period, and revise the Change of Address interface.
- #SCRs delivered in the release: 5

CLAIMS 4 Release 5.2.0 06/12/2000

- This release contains SCRs and bug corrections to:
  - Implement the new Service Center Denial function, and other Adjudication Enhancements
  - Implement the new post-Data Entry address edit/validation function
  - Correct the notice print job display and reprint function, the group management function in Data Entry, the underpayment notice for I-881 applications, the Case
  - Resolution function for A-Number changes, the Attorney validation logic and Finance/Switchboard run-time errors.
- #SCRs delivered in the release: 57

CLAIMS 4 Release 5.2.1 07/20/2000

- This release contains SCRs and bug corrections to:
  - Disable the I-881 application data entry function
  - Modify the FD258 Fingerprint sweeps utility
  - Correct the C3/C4 Fingerprint interface and disable the batch call to address edit
  - Correct the GUI Resolution save error
  - Correct the underpay logic for remittances
  - Enhance the G22 reporting counts
  - Correct the confirmation file for cases transferred from RNACS to C4
  - Update and refresh the Oracle and local lookup tables.
- #SCRs delivered in the release: 8

CLAIMS 4 Release 5.2.2 08/16/2000

- This release contains a SCR to add a record to the IBS_LK_SECTION_OF_LAW table in the Oracle database and the local Access database (ibslkup.mdb).
- #SCRs delivered in the release: 1

CLAIMS 4 Release 5.2.3 09/15/2000

- This release contains an SCR to implement the C4/PAS interface, in support of automated G-22 reporting for INS.
- #SCRs delivered in the release: 1

CLAIMS 4 Release 5.2.4 09/29/2000

- This release contains SCRs and bug corrections to:
  - Optimize and fix the FP Sweeps production utility program
  - Implement reports in support of LA go-live

- Change the N400 appointment notice lead print time
- Correct the Service Center Denial reports

- #SCRs delivered in the release: 5

CLAIMS 4 Release 5.2.5 10/19/2000

- This release contains a bug correction to correct the 30,000 error message received in Adjudications.
- #SCRs delivered in the release: 1

CLAIMS 4 Release 5.2.6 11/01/2000

- This release contains SCRs and bug corrections to support the LA Go-Live Project (Phase I), and additional C4 maintenance items.
- #SCRs delivered in the release: 22

CLAIMS 4 Release 5.2.7 11/22/2000

- This release contains 2 SCRs to implement the BellFlower District Office requirements in support of the C4 LA Go-Live.
- #SCRs delivered in the release: 2

The following is a brief description of the planned releases for the period 12/01/2000 to 5/01/2001:

CLAIMS 4 Release 5.2.8 12/12/2000

- This release contains SCRs and bug corrections to implement maintenance changes for the Adjudications, Case Management, Interface and Workflow functions, and to support enhancements for the LA and Bellflower Go-Live effort.
- #SCRs delivered in the release: 9

CLAIMS 4 Release 5.2.9

- This release will contain SCRs in support of the LA Go Live effort.
- #SCRs to be delivered in the release: Exact number unknown.

CLAIMS 4 Release 5.3

- This release will contain SCRs in support of the reengineered Notices module for the District Offices and the Service Centers.
- #SCRs to be delivered in the release: Exact number unknown.

CLAIMS 4 Release 5.4

- This release will contain SCRs in support of the reengineered Oath ceremony Management module (formerly Document Production).
- #SCRs to be delivered in the release: Exact number unknown.

Major new functionality planned:

1. Data Entry Module (New N400 Form)
2. "Full-service" Adjudication Module

The following database enhancements are also being planned:

- Transition of the database structure to a normalized schema, supporting wider extensibility, expandability, and case archival functionality.
- Transition to a distributed, robustly replicated, structured database supporting remote and disconnected user environments.
- Transition of the application architecture to an n-Tier environment, supporting distributed computing and promoting wider code reutilization. The first phase of this effort includes isolation of data services functionality to effectively isolate the database from the application.

3.2 TRANSACTION FREQUENCY

The SMI contractor provided the following transaction frequency information.

Total Users	Ave Users Connected
7226	1250

DB Block Buffers Percent = (100*(1-(Physical Reads/(Consistent Gets + DB Block Gets))))			
Physical Reads	**Consistent Gets**	**DB Block Gets**	**Percent Above 70%**
203,415,795	1,909,303,042	77,956,770	89.76

Shared Pool Size (Execution Misses)		
Executions	**Cache Misses Executing**	**% Ratio (STAY UNDER 1%)**
116,276,198	362,651	.311887563

Shared Pool Size (Dictionary Gets)		
Data Dictionary Gets	**Get Misses**	**% Ratio (STAY UNDER 12%)**
88,951,092	123,101	.138391781

Log Buffers
VALUE (Near 0?)
243

Latch Information			
GETS	**MISSES**	**IMMEDIATE_GETS**	**IMMEDIATE_MISSES**
32,175,278	30,792	0	0
3,081	1,608	81,697,522	14,704

DataFile's Disk Activity							
TABLESPACE	Phy Reads	Phy Writes	Blk Reads	Blk Writes	Read Time	Write Time	File Total
IBSCLAIMS1	64,686,362	174,372	150,912,537	174,372	37,058,733	249,478	253,006,376
IBSCLAIMS3	7,512,461	142,160	19,645,323	142,160	5,525,869	202,312	32,967,973
IBSCLAIMSIDX4_2	6,255,405	181,019	6,255,405	181,019	3,944,393	289,816	16,817,241
IBSCLAIMS2	5,282,323	170,099	8,505,645	170,099	3,834,097	294,080	17,962,263
IBSCLAIMSIDX3	2,833,178	452,532	3,738,571	452,532	3,467,339	711,017	10,944,152
IBSCLAIMS4	1,334,537	1,393	2,846,168	1,393	1,199,919	2,765	5,383,410
IBSCLAIMS4	1,187,272	19,070	2,521,962	19,070	1,040,264	26,134	4,787,638
TEMP	1,154,975	748,006	2,555,918	2,961,699	489,699	3,014	7,910,297
IBSCLAIMSIDX1	1,139,908	136,955	1,162,129	136,955	906,439	204,026	3,482,386
IBSCLAIMSIDX2	647,425	237,297	713,895	237,297	814,685	347,363	2,650,599
TEMP_MAINT	419,029	209,291	692,758	780,055	173,072	22,293	2,274,205
IBSCLAIMS4	400,484	1,168	843,709	1,168	321,148	1,654	1,567,677
TEMP_MAINT	373,903	221,737	563,325	690,882	125,400	63,490	1,975,247
RBS01	284,034	450,162	284,034	450,162	281,052	1,139,212	1,749,444
IBSCLAIMSIDX5	224,686	139,132	224,686	139,132	394,472	226,031	1,122,108
IBSCLAIMS5	211,664	6,906	841,047	6,906	129,307	9,331	1,195,830
TEMP_MAINT	170,290	186,361	262,781	407,867	74,822	112,561	1,102,121
IBSCLAIMSIDX1	119,764	56,231	126,021	56,231	128,102	98,720	486,349
TOOLS	114,520	12,241	117,469	12,241	79,522	20,311	335,993
SYSTEM	111,285	21,857	165,091	23,666	114,283	23,570	436,182
IBSCLAIMSIDX5	109,470	40,121	109,470	40,121	199,242	60,123	498,424
IBSCLAIMSIDX5	85,988	35,246	85,988	35,246	157,094	53,720	399,562
IBSCLAIMSIDX4	59,122	62,906	59,122	62,906	103,464	100,961	347,520
IBSCLAIMSIDX4	42,688	41,373	42,688	41,373	76,522	61,289	244,644
IBSCLAIMSIDX5	26,512	10,524	26,512	10,524	47,811	15,956	121,883
IBSCLAIMSIDX4	24,746	33,940	24,746	33,940	29,841	41,360	147,213
CFRDATA	13,087	519	51,256	519	5,031	1,147	70,412
STANDARD	5,129	111	9,723	111	7,034	0	22,108
STDIDX	4,872	115	5,695	115	7,390	6	18,187
USERS	1,880	1,899	1,888	1,899	778	851	8,344
CFRINDX	1,188	1,202	1,188	1,202	1,061	3,534	5,841
RBS02	114	111	114	111	1	0	451
TEMP2	113	111	113	111	0	0	448

4 LIFE CYCLE PHASE

CLAIMS 4 is in the Operations and Maintenance life cycle phase.

5 DATA RETENTION PERIOD

There are no specific requirements for data retention from within the INS. Archive requests need to be defined by INS and implemented in C4 (as no C4 N400 cases have been archived to date).

6 ISSUES / CONCERNS

The current database structure does not represent the Corporate Logical model, nor does it optimize the use of primary or inherited keys, which impedes performance.

7 SECURITY

Only individuals who have been authorized through INS' Password Issuance Control System (PICS) process are able to logon to the LAN. (The PICS authorization process applies to all INS applications.)

In addition to these controls, CLAIMS 4 enforces additional controls. At logon to the CLAIMS 4, the user must enter a logon ID and password, which are validated before access is granted. Users must also be authorized for specific access privileges (read, insert, modify, delete) within the Oracle database.

(b)(2)



CLAIMS 4 makes use of data integrity controls provided by Oracle database software. In addition, users are only allowed to see the functions that they are authorized to perform, as determined by validation routines invoked at the time the user logs onto CLAIMS 4.

Virus detection and elimination software is installed in user workstations as part of the initial ('go-live') CLAIMS 4 configuration. Update of the signature files is a responsibility of each of the participating field sites.

Password crackers/checkers, integrity verification programs, and intrusion detection tools are not used for CLAIMS 4, nor has penetration testing been performed. Their application would be a responsibility of the participating field sites. Message authentication is not used.

System performance monitoring has been used to analyze system performance logs in real time to troubleshoot availability problems, including system and network slowdowns and crashes. The performance of this function is the responsibility of INS HQ and its SMI contractor.

Physical and environmental protection is not under the control of the CLAIMS 4 application. CLAIMS 4 runs at the four regional INS Service Centers, and at 70 District Offices and Sub-offices that process N-400 applications.

8 SKILL SETS

The following skill sets are currently used to perform the O&M tasks under the current contract.

TITLE	FULL TIME EQUIVALENT (FTE)	QUALIFICATIONS
Technical Writing Specialist	2	Analyzes and interprets highly specialized technical information to compose detailed documentation and technical manuals. Conducts complex documentation and user needs analysis. Studies customer environment by analyzing job tasks, organizational structure and user needs to propose documentation solutions. Interviews technical personnel, interprets reports, specifications and drawings to increase understanding of processes and document requirements. May plan documentation development process and coordinate writing projects. Reviews documentation for an entire project.
Administrative Assistant II	2.7	Under minimal direction, responsible for providing analytical and specialized administrative support functions. Interacts with outside departments to resolve problems of a confidential nature such as compensation, benefits, and financial reporting. Coordinates special projects by analyzing project, determining approach, compiling/analyzing data and preparing report/recommendation using PC skills, knowledge of administrative systems, and understanding of policies and procedures. Determines administrative procedures and methods and work priorities. Plans and coordinates meetings, conferences, and employee functions. May direct and coordinate work of other administrative personnel.
Financial Analyst -Senior	.7	Under minimal direction, performs complex financial analysis in support of the Service Unit (SU) and corporate objectives. Leads development, interpretation and implementation of financial concepts for financial planning and control. Reviews and analyzes the effects of current financial practices, policies, and procedures on the strategic unit's financial position. Recommends changes in financial analysis methodology to streamline project activities and improve productivity. Leads preparation of forecasts, budgets, operating statistics and financial analysis for business proposals, determining methods and timelines. Recognizes and solves complex business problems through financial analysis, such as lease-versus-purchase analysis, capital appropriations analysis, or discounted cash flow analysis. Provides comprehensive financial expertise for business decisions by analyzing rates of return, depreciation, capital appropriations requirements, investment opportunities, investment performance, due diligence, and governmental requirements. Performs financial and statistical analysis for special projects such as acquisitions and joint ventures. Uses and creates advanced financial models; uses EDS financial systems and PC software to complete tasks and automate work.

TITLE	FULL TIME EQUIVALENT (FTE)	QUALIFICATIONS
Program Manager	.3	Plans, directs and coordinates the acquisition and development of new business to an operational account stage for opportunities valued at more than one million dollars. Initiates, supports and participates in negotiations with prospective customer. Analyzes current situation and develops business plans, sales strategy and targeted customer audience to achieve acceptance of new business opportunity. Determines customer requirements and translates these requirements into operational plans. Determines, monitors and reviews costs, operational budgets and schedules and staffing requirements for project team. Analyzes effects of project upon various operating and support areas, such as information processing/data centers, assembly and manufacturing, to determine the most practical and cost effective method to obtain the required resources. Provides guidance to project team and management in directing development of new applications and formulating contingency plans in areas such as schedule revisions, manpower adjustments, fund allocations, and work requirements. Provides guidance in strategic systems planning to project team and/or customers team. May be responsible for preparing incoming management for transition from implementation to business operating stage.
Software Systems Engineer Manager I	.5	Directs and coordinate activities of small, short term or simple software programming and analysis activities. Develops standards for software applications, directs staff to implement required systems and directs the interface of software systems with hardware and applications systems.
Software Systems Engineer Manager II	2	Directs and coordinates the activities of software programming and analysis activities. Develops standards for software applications, directs staff to implement required systems and directs the interface of software systems with hardware and applications systems.
Business Analyst	1	Under general direction, supports the development, enhancement, and maintenance of business solutions using information technology based on customer needs. Acts as a liaison between customers and other support groups to identify business processes, systems, and product requirements. Documents customer specifications and interacts with other support groups to apply understanding of customer's business. Supports aspects of the business cycle including proposals, feasibility studies, implementations, and new business development. Plans and leads customer projects with some guidance. Anticipates, researches, identifies, and develops solutions to customer problems. Participates in training activities for peers and customers. Initiates measures to eliminate non-value added activities through process improvement.
Quality Assurance Manager	.5	Plans, directs and coordinates the quality review of departmental operations and related support systems to

TITLE	FULL TIME EQUIVALENT (FTE)	QUALIFICATIONS
		ensure compliance with contractual requirements. Establishes review criteria and procedures. Oversees the identification and resolution of quality issues. Reviews documented results and reports on quality assurance activities. Monitors the implementation of system or procedural enhancements to ensure customer acceptance and satisfaction. Provides overall direction for the development of related training programs for internal staff.
Quality Assurance Specialist	.5	Under minimal direction, studies, measures and analyzes EDS customer and account team member satisfaction level. Plans, coordinates and executes quality reviews for multiple accounts and customers to assess contract obligations and customer expectations. Conducts in-depth interviews with multiple levels of customer management. Analyzes and compiles complex quality statistics to determine account trends and documents findings to management. Advises managers in preparing an action plan following each quality review. Identifies and researches account concerns and problem areas and oversees implementation of procedural/system solutions to improve performance quality. Identifies account management trends across the organization and proposes methods and policies for quality improvement.
Quality Control Manager	.5	Plans, directs and coordinates quality control-related activities. Responsible for ensuring that all hardware products represent the maximum quality and reliability attainable. Approves all quality control procedures, technical specifications and procurement of quality-related test equipment. Responsible for overall program design.
Software Systems Engineer – Senior	8.4	Under limited direction, provides top-level technical expertise, including performing in-depth and complex software systems programming and analysis. Main responsibilities include problem resolution and providing technical leadership for the group. Possesses broad knowledge of internal operating systems, applications implications and customer areas.
Software Systems Engineer Supervisor	.3	Assigns, directs, and checks the work of software systems engineers and/or software support personnel to ensure that operating systems solutions are achieved. Oversees daily activities of updating, enhancing, debugging, and configuring related software products for operating systems, based on customer requirements. Interacts with customers and vendors to determine system requirements and solutions. Reviews system reports and provides technical guidance to staff. Establishes directives for future systems by evaluating and planning for software or hardware upgrades. Monitors the development of operating systems to ensure standards and procedures are followed and customer requirements are met.

TITLE	FULL TIME EQUIVALENT (FTE)	QUALIFICATIONS
Software Systems Engineer – Advanced	5	Under minimal direction, provides specialized expertise within multiple systems, software disciplines, as well as general knowledge of related disciplines, applications implications, and customer areas. Responsible for performing in-depth analysis and technical support of systems software products, including complex problem resolution, design, development, testing, operational integration, and user support. Assists Software System Engineers (SEs) with customization, installation maintenance, setting of standards, and optimizing product performance. Leads planning and conversions for new hardware/software products. Assists in the development of Software SEs.
Enterprise Architect/Staff Engineer – Senior	1.9	Acts independently to provide business and/or technical information technology consulting support to EDS strategic units and customer enterprises. Works with executives in EDS and customer organization to formulate enterprise-wide business and/or technical information technology product and/or service strategies. Develops and applies state-of-the-art consulting methodologies, business models and organizational behavior models to conceptualize methods to apply business and/or technical information technology products and services as strategic assets. Applies extensive industry and enterprise knowledge to identify and recommend integrated solutions, products and services to support the enterprise's accomplishments of business goals or technical needs. Provides recommendations and guidance in the design, development, implementation and management of products and solutions. Researches and recommends EDS' and the SU's position and new emerging technologies, techniques and tools. Assists with the application of emerging technologies to current EDS and customer environments. Conceptualizes and proposes new and add-on opportunities for the customer and EDS. Supports and participates in the conceptualization and development of EDS' technology policy, methodologies, models, techniques and strategies. Develops and delivers executive presentations to customers and EDS management. Transfers knowledge to others and serves as a mentor/coach for selected specialty areas.
Software Systems Engineer – Consultant	4.3	Acts independently or under the most general direction as a top-level technician. Possesses superior knowledge of the internal operating systems, databases, on-line systems, or communications software. Proficient in the state-of-the-art technology. May develop new technology, modify the structure of existing software products or provide technical guidance to complex projects. Normally reports directly to a manager rather than a supervisor.
Systems Engineer – Consultant	1.2	Acts independently as a technical advisor on the most specialized phases of system design, implementation, analysis and programming. Leads and participates in major

TITLE	FULL TIME EQUIVALENT (FTE)	QUALIFICATIONS
		system studies and implementations. Responsible for supporting systems engineers and internal marketing teams in solving complex problems involving a broad range of technologies and industry issues. Investigates state-of-the-art technology and applies it to the EDS environment. Communicates technical alternatives to management and recommends action. Functions as technical expert during product presentations to customers. May develop new technology.
Business Analyst - Advanced	4.5	Under minimal direction, coordinates and supports the development, enhancement, and maintenance of products and services applicable to multiple lines of a customer's business using information technology. Anticipates and identifies user problems and needs. Recommends business solutions based on customer requirements and industry trends. Leads, plans, schedules, and controls complex projects and activities with customers, support groups, and vendors on concurrent projects. Applies extensive knowledge of the customer's business and industry to develop project specifications. Advises on methods to improve business processes and remove non-value-added activities. Coordinates and participates in proposals, feasibility studies, implementations, and new business development. Leads the training of customers and peers and builds relationships with multiple customer levels.
Business Analyst - Senior	6.5	Through self-directed activities, influences the strategic direction of the customer and EDS. Applies knowledge of the entire customer organization to recommend and coordinate the development, enhancement, and maintenance of a customer's business systems, processes, and products. Develops innovative business solutions using information technology and knowledge of customer business and industry trends. Leads teams on large projects, studies, and implementations. Leverages industry knowledge and customer relationships to identify new business opportunities that make the customer and EDS successful. Presents the results of business studies to EDS and customer senior management. Promotes and directs process improvement activities and training of peers and customers.
Systems Administrator – Advanced	1	Under minimal direction, coordinates operational designs, develops support plans, coordinates implementations, and provides second level support for local area network (LAN), campus area network (CAN), and wide area network (WAN) solutions encompassing heterogeneous platforms. Develops system support requirements by reviewing and analyzing customer business processes and evaluating available EDS and/or supplier capabilities. Leads project teams in implementing new or upgraded designs and coordinates project efforts with support groups. Provides technical support for marketing initiatives through

TITLE	FULL TIME EQUIVALENT (FTE)	QUALIFICATIONS
		participation in proposals and marketing studies. Creates plans that support implementation of changes. Participates in system support design and performance evaluation reviews. Advises on distributed network computing issues. Establishes and maintains security and integrity standards and controls. Ensures support plans and services meet customer needs and expectations. Assists in the evaluation, testing and recommendation of hardware, software, and network configurations based on customer need. Coaches others in the application of new operational support technologies. Analyzes user requirements and statistics to identify trends and resolve performance issues. Keeps abreast of emerging operational support technologies and industry trends. Recommends appropriate price/performance improvement opportunities.
Systems Administrator - Senior	1.5	Under broad direction, leads and coordinates the operational support and implementation activities for local area network (LAN), campus area network (CAN), and wide area network (WAN) service offerings encompassing heterogeneous platforms. Assists leadership in determining tactical and strategic direction of the organization as it relates to emerging operational support technologies. Researches, analyzes, and recommends new operational support technologies, tools, and techniques. Coaches others on the application of new operational support technologies. Reviews distributed computing and network designs to select appropriate operational support strategies and ensure efficient use of resources. Conducts system support design and performance evaluation reviews. Identifies, develops, and updates operational support standards and procedures. Participates with corporate strategic planning teams. Keeps abreast of emerging operational support technologies and industry trends. Recommends price/performance improvement opportunities.

9 CONTRIBUTING DOCUMENTATION

- System Design Document for CLAIMS 4, April 12, 2000 (NCY00.20003-01.UB0-EDS)
- Functional Requirements Document for CLAIMS 4, April 12, 2000 (NCY00.10000-00.DC1-EDS)
- User Manual for CLAIMS 4 District Office, June 30, 2000 (NCY00.70002-00.DC0)
- User Manual for CLAIMS 4 Service Center, June 30, 2000 (NCY00.70000-00.D@0)
- Version Description Document for CLAIMS 4 Release 5.2.7, January 18, 2001 (NCS00.A0154-00.F*0)

- Examinations System Operations and Administration Guide, December 15, 1998 (NCY00.50003-00.W*1-EDS)
- Security Guide for the Computer Linked Application Information Management System CLAIMS 4, October 26, 2000 (NCY00.30067-00.W*0-EDS)

Attachment A provides a comprehensive list of the CLAIMS 4 documents available in the CM Library.

A Deliverable to the
U.S. Immigration & Naturalization Service

Operations and Administration Guide

Examination Systems Operations and Administration Guide for CLAIMS 4

Project No. 7G08066SER1 (G418): CLAIMS and Re-Engineering CLAIMS 4 Support

Subtask No. 4: CLAIMS 4–Expansion to Service Centers and Primary District Offices

WORKING COPY

December 15, 1998

NCY00.50003-00.W*1-EDS

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TABLE OF CONTENTS

1. INTRODUCTION 1–1
1.1 Purpose 1–1
1.2 Project References 1–1
1.3 Glossary 1–1

2. SYSTEM OVERVIEW 2–2
2.1 System Description 2–2
2.2 System Organization 2–2
2.2.1 Service Center Hardware 2–3
2.2.2 Service Center Components 2–4
2.2.3 District Office Hardware 2–5
2.2.4 Headquarters Hardware 2–6
2.2.5 Department of Justice Components 2–7
2.2.6 Software Components 2–7
2.2.7 Security 2–11
2.2.8 Physical Security 2–11
2.2.9 Logical (Data) Security 2–11
2.2.10 Personnel Security 2–12
2.2.11 Application Security 2–12
2.2.12 Role/Participant Types 2–12

3. SYSTEM CONFIGURATION AND INSTALLATION 3–1
3.1 Application Server Configuration Processes 3–1
3.2 Required Tools and Information 3–1
3.3 Application Server Build Instructions 3–4
3.3.1 Hardware Configuration 3–4
3.3.2 HP Utility Partition Manager Configuration 3–4
3.3.3 Microsoft Windows NT Server 4.0 Software Installation 3–5
3.3.4 Microsoft Service Pack 3 Installation 3–9
3.3.5 Office 95 Professional Installation 3–9
3.3.6 Btrieve Engine Installation 3–10
3.3.7 INTERSOLV ODBC Driver Installation 3–11
3.3.8 INTERSOLV ODBC Btrieve install and configuration 3–13
3.3.9 ORACLE Version 7.0 Installation and Configuration 3–34
3.3.10 Run [redacted] 3–35
3.3.11 CLAIMS Build Installation 3–35
3.3.12 NT Gateway 3–37
3.3.13 Hewlett-Packard Jet Admin 2.45 Installation 3–39

b)(2)

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3.3.14 Create Three New Users 3–52
3.4 Client Workstation Configuration Processes 3–53
3.4.1 ODBC Driver Installation 3–53
3.4.2 Oracle Client Installation 3–62
3.4.3 Printer Driver Installation 3–65
3.4.4 Wand-Style Bar-Code Reader Installation 3–66
3.4.5 Zebra Printer Installation 3–67
3.4.6 Create Emergency Repair Disk 3–67
3.4.7 Workstation Configuration Validation 3–67
3.4.9 Server Validation for Workstations 3–68

4. GENERAL WORKSTATION TROUBLESHOOTING 4–1
4.1 ODBC Driver Returns a 4000 Error 4–1
4.2 No Domain Controller Available to Authenticate Login 4–1
4.3 ORA–13020 TNS: Cannot Resolve Host Name 4–1
4.4 Network Neighborhood Does Not Show Workstations 4–1
4.5 To de-install the previous version of CLAIMS 4: 4–1

5. CLAIMS 4 BATCH PROCESSING PROCEDURES 5–1
5.1 Paymerge 5–1
5.2 Batch Print Requests 5–2
5.2.1 Print Notices 5–2
5.2.2 Reprint Notices 5–3
5.3 Manual Procedures for Running Interfaces 5–3
5.3.1 CLAIMS 4 to RAFACS 5–3
5.3.2 CIS Verify 5–4
5.3.3 CIS File Transfer Request 5–5
5.4 CLAIMS 4 to RNACS Interface 5–6
5.4.1 CLAIMS 4 to CLAIMS 3 Interfaces 5–6

APPENDIX A—ACRONYMS

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EXHIBITS

Exhibit 2–1: CLAIMS 4 Communication Architecture 2–3
Exhibit 2–2: LAN Components 2–4
Exhibit 3–1: Requirements Checklist 3–3
Exhibit 3-2: INTERSOLV Product 3–12
Exhibit 3–3: Welcome 3–13
Exhibit 3–4: INTERSOLV Product Registration 3–14
Exhibit 3–5: Registration Confirmation 3–15
Exhibit 3–6: INTERSOLV Product License Agreement 3–15
Exhibit 3–7: INTERSOLV Product Registration 3–16
Exhibit 3–8: Possible Driver Requirements 3–16
Exhibit 3–9: Setup Type Selection 3–17
Exhibit 3–10: Install Directory 3–18
Exhibit 3–11: Select Components 3–18
Exhibit 3-12: Select Sub-components 3–20
Exhibit 3–13: Driver Installation Options 3–20
Exhibit 3–14: Select Program Folder 3–22
Exhibit 3–15: ODBC 3.01 3–23
Exhibit 3–16: Setup Complete 3–24
Exhibit 3–17: ODBC Data Source Administrator 3–25
Exhibit 3–18: Create New Data Source 3–26
Exhibit 3–19: ODBC Oracle Driver Setup 3–27
Exhibit 3–20: ODBC Oracle Driver Setup 3–28
Exhibit 3–21: ODBC Data Source Administrator 3–29
Exhibit 3–22: Setup Complete 3–30
Exhibit 3–23: Select Sub-components 3–31
Exhibit 3–24: ODBC Btrieve Driver Setup 3–32
Exhibit 3–25: ODBC Data Source Administrator 3–33
Exhibit 3–26: Configure Gateway Screen 3–37
Exhibit 3–27: New Share Panel Screen 3–39
Exhibit 3–28: HP JetAdmin Utility Screen 3–40
Exhibit 3–29: Network Browser Screen 3–41
Exhibit 3–30: General Screen 3–42
Exhibit 3–31: TCP/IP Window 3–43
Exhibit 3–32: Print Server Properties Window 3–44
Exhibit 3–33: Printer Ports Window 3–45
Exhibit 3–34: Add HP JetDirect Port Wizard Screen 3–46
Exhibit 3–35: Add Printer Wizard Screen 3–47
Exhibit 3–36: Add Printer Wizard Screen (Shared) 3–48
Exhibit 3–37: Printer Permissions Screen 3–49

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Exhibit 3–38: Properties Screen Paper Tab 3–50
Exhibit 3–39: Properties Screen Paper Tab (Oath) 3–51
Exhibit 3–40: Properties Screen Trays Tab 3–52
Exhibit 3–41: ODBC Driver Installation 3–53
Exhibit 3–42: Intersolv Product Registration Screen 3–54
Exhibit 3–43: Intersolv Product Registration Successful Screen 3–54
Exhibit 3–44: Select Components Screen 3–55
Exhibit 3–45: Select Sub Component Screen 3–56
Exhibit 3–46: Driver Installation Options Screen 3–57
Exhibit 3–47: Install Screen 3–57
Exhibit 3–48: Setup Complete 3–58
Exhibit 3–49: ODBC Oracle Driver Setup Screen 3–59
Exhibit 3–50: ODBC Oracle Driver Setup Screen 2 3–60
Exhibit 3–51: ODBC Oracle Advanced Tab Screen 3–61
Exhibit 3–52: Setup Complete Screen 3–62
Exhibit 3–53: Oracle 3–63
Exhibit 3–54: Oracle SQL*Net Adapter Screen 3–64
Exhibit 3–55: Software Asset Manager Screen 3–64
Exhibit 3–56: Shut Down Windows Screen 3–65
Exhibit 5–1: Paymerge Screen 5–1
Exhibit 5–2: Notice Print Server 5–2

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1. INTRODUCTION

The Computer-Linked Application Information Management System Version 4 (CLAIMS 4) was developed by the Immigration and Naturalization Service (INS) to assist in the processing of applications related to naturalization or attaining U.S. citizenship. The purpose of CLAIMS 4 is to use computer technology more efficiently.

This document describes the CLAIMS 4 system operation and administration procedures. This document is titled, Examinations Systems and Operations Guide, to allow expansion and inclusion of other operating systems in future updates.

1.1 Purpose

This guide's purpose is to provide documented instructions for implementation of the CLAIMS 4 system.

1.2 Project References

The following documents are the key project references and deliverables that have been produced prior to this point in the project development:

- Naturalization Subsystem Hardware Software Configuration Estimate, April 23, 1996 (NCY00.30001-00.D*0)
- NACS Phase 1 System Design Document, July 25, 1995 (CMY00.20000-00.F*0)
- Systems Development Life Cycle Version 3.0, March 31, 1998 (CFY00.90024-00.F*0)

1.3 Glossary

Appendix A, Glossary, list of acronyms used in this document.

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2. SYSTEM OVERVIEW

The CLAIMS 4 system was designed to provide an enterprise application architecture for all INS benefits processing. This design has been initially implemented for the naturalization benefit; however, over the next two to three years, the remaining INS benefits will be migrated to this application architecture.

The CLAIMS 4 centralized database will offer the INS a means of tracking immigrant status from initial immigrant status through work authorization, legal permanent residence, and citizenship. This national database of immigrant benefit information will also provide a case data repository, thus offering information to help manage benefit functions.

This system offers automated support for a variety of tasks associated with processing and adjudicating immigration benefits. These tasks include inputting application information, automated scheduling of examinations and adjudication, scheduling of oath ceremonies, generating numerous notices through work flow; and enforcing standardized processes for each application type. To optimize the benefit adjudication quality, this system supports interfaces with internal and external entities, including interfaces to the Central Index System (CIS), the Receipt and Alien-File Accountability and Control System (RAFACS), and the Federal Bureau of Investigation (FBI).

2.1 System Description

CLAIMS 4 supports the following benefit functions:

- Mailroom
- Data Entry
- Finance
- Adjudication
- Scheduling
- Certificate Generation
- Notices
- Reporting
- External Interfaces

Additionally, this system provides a system maintenance function as an interface to the CLAIMS 4 control tables. This system also provides a work flow function as an automated method of enforcing a standard process for all benefit processing. The following sections describe the CLAIMS 4 architecture including the major system components essential to system administration.

2.2 System Organization

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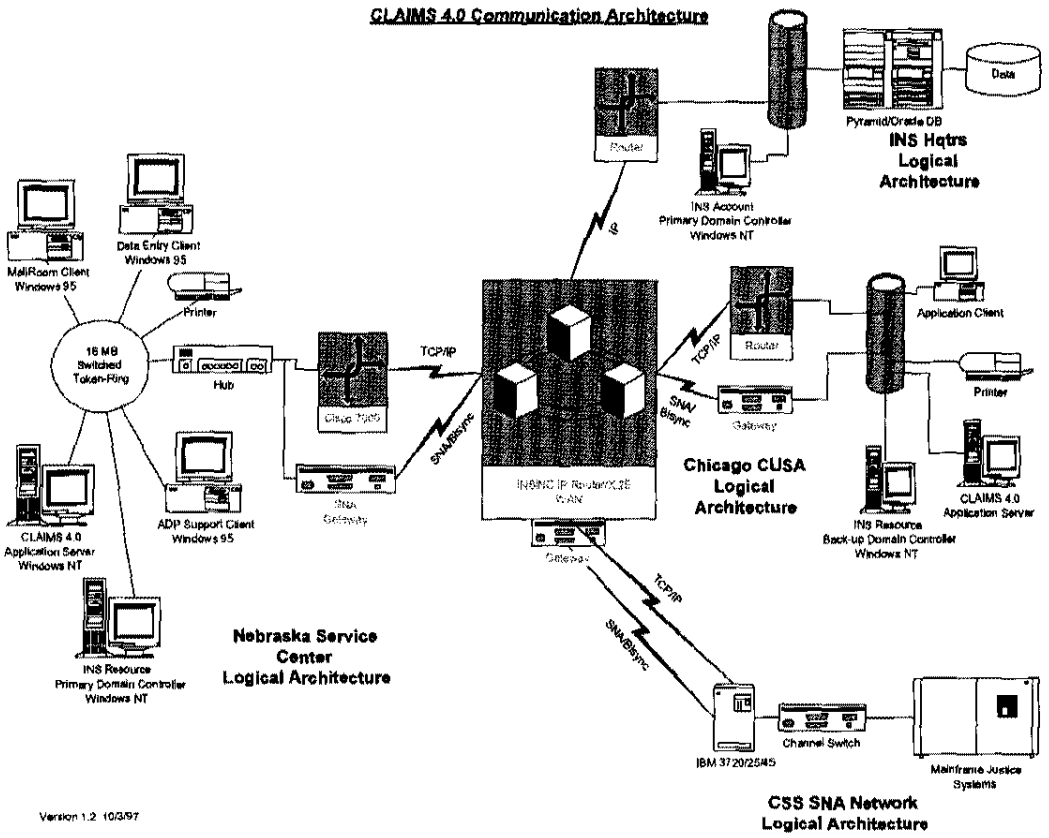
Exhibit 2–1, CLAIMS 4 Communication Architecture, depicts major system components for each architecture. CLAIMS 4 uses a suite of protocols, Transport Control Protocol/Internet Protocol (TCP/IP), to communicate across the wide area network (WAN) to access the remote database located at INS Headquarters in Washington, DC. CLAIMS 4 also uses TCP/IP to access data residing in the Department of Justice Data Center (DOJDC) mainframes in Dallas, Texas, and Rockville, Maryland.

Exhibit 2–1: CLAIMS 4 Communication Architecture



2.2.1 Service Center Hardware

The components residing in a service center are part of a standard Technology Infrastructure Project (TIP) local area network (LAN). These components include the workstations, file servers, concentrators, routers, gateways, and printers. The office automation file server is based on the Novell NetWare Version 4.1 network operating system. The OA server provides first level user authentication and access to application resources. The CLAIMS 4 application server runs the Microsoft NT operating system providing access to application-specific network resources. The workstations run the Microsoft Windows 95 operating system. These

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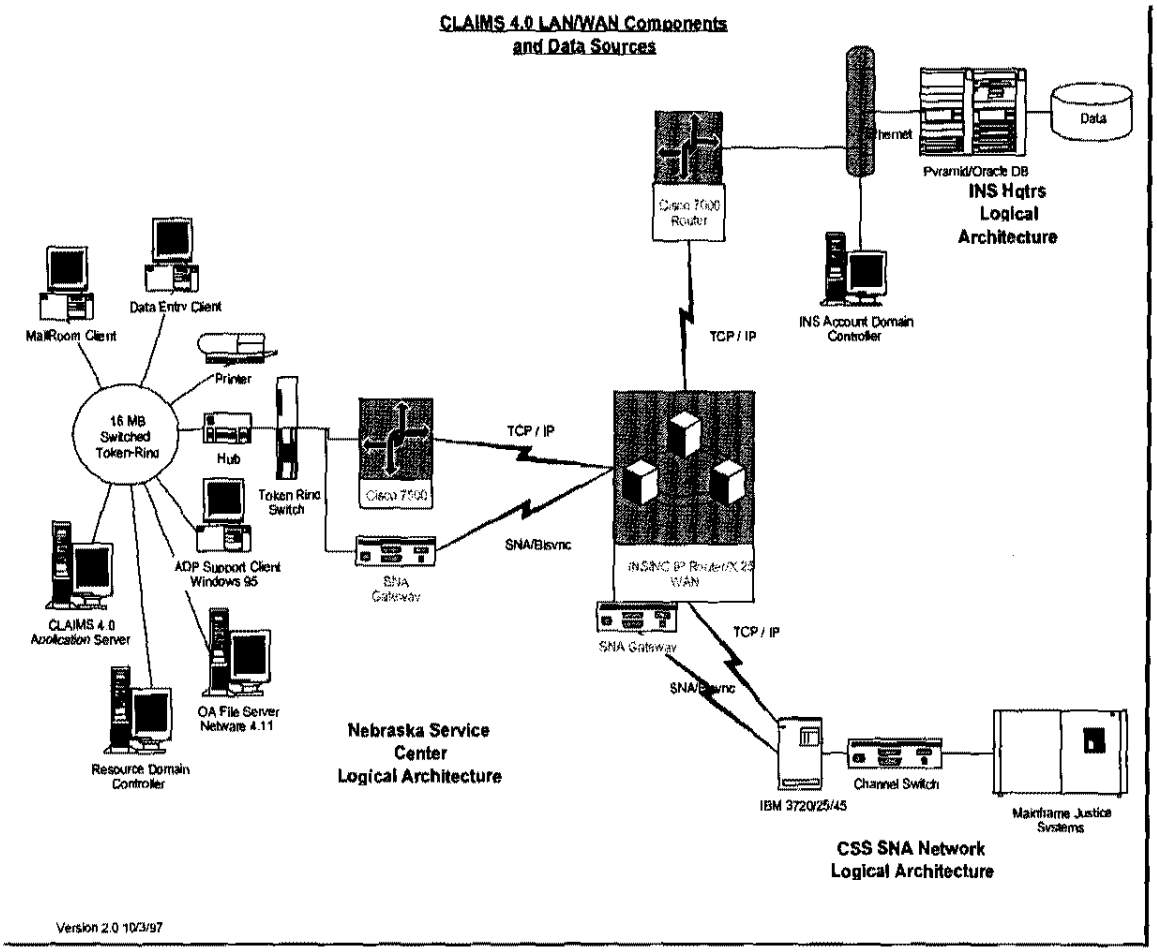
components are the users' interface to network and application resources. The end-user workstations also contain additional peripherals for input/output use during case processing. These peripherals are the bar-code scanner, the label printer, and the check printer. Exhibit 2–2, LAN Components, show these components.

Exhibit 2–2: LAN Components



2.2.2 Service Center Components

The service center components are as follows:

- **INS Resource Domain Controller:** The domain controller allows security authentication for local users. This platform contains a copy of the Security Accounts Database (the Account Primary Domain Controller located at HQ Washington holds the main security database). A Back-up Domain Controller also resides at the site. The Back-up Domain Controller (BDC) contains a read-only replica of the security accounts

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manager (SAM) database. The BDC provides load sharing and backup of the SAM database.

- **Windows Internet Names Server (WINS):** WINS performs the function of mapping Microsoft NetBIOS names to the Internet number (IP Addresses). WINS tracks Microsoft style computer (WINS maintains the browser) and other resource names on the INS Intranet. Typically, the WINS runs on the Windows NT Primary Domain Controller (PDC) but may also run on the BDC.
- **CLAIMS 4 Client Workstations:** Service center personnel use the TIP-enhanced workstations. Depending on the business functions the user performs, these workstations will include light pens and label printers.
- **Printers:** High-end network printers print notices, certificates, and other correspondence. Zebra bar-code printers are attached to end-user workstations and print bar-code labels. As necessary, check printers will be attached to workstations to allow key application information to be printed on the check.
- **CLAIMS File Server:** The application accesses the CLAIMS 3 application server using data in the CLAIMS Btrieve database.
- **CLAIMS 4 Application Server:** CLAIMS 4 is a distributed (three-tier) client/server application. Some of the application logic for enforcing certain business logic resides on a TIP-enhanced file server running the Microsoft Windows NT Version 4.0 operating system. The deployed servers are running on the HP Model LH Pro. The units are configured as RAID 5 containing 512MB of 60ns memory modules. These units contain 16GB of usable hard-drive storage.
- **WAN Communications:** The application uses the INS International Network for Communications (INSINC) communications infrastructure accessing DOJ National Systems. These components consist of the Synoptics Model 3000 LAN concentrator, Cisco Token Ring Switches (Models 2000 & 2000 series depending on site configuration @ NSC and Model 1700 Chicago CUSA), and the Cisco multi-protocol routers (Model 7500 @ NSC and Model 2613 @ CUSA). This application also uses TCP/IP over the INSINC network.

2.2.3 District Office Hardware

The district office(DO) components will be deployed to the Chicago CUSA site for the evaluation. This facility is a suboffice of the Chicago DO. The components necessary at this office include a CLAIMS 4 application server, client workstations, and network printers. The DO is a standard TIP site. The DO hardware components are as follows:

- **CLAIMS 4 Client Workstations:** Adjudicators such as clerical staff, automated data processors (ADP), and other personnel, will use the TIP-enhanced workstations. Depending on business functions, these workstations will include light pens and printers.

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- **Printers:** High-end network printers will print notices, certificates, and other correspondence. Zebra bar-code printers are attached to end-user platforms and will print bar-code labels.
- **CLAIMS 4 Application Server:** CLAIMS 4 is a distributed (three-tier) client/server application. Some of the application logic for enforcing certain business logic resides on a TIP-enhanced file server running the Microsoft Windows NT Version 4.0 operating system. The deployed servers are running on the HP Model LX Pro. The units are configured as RAID 5 containing 512MB of 60ns memory modules. These units contain 16GB of usable hard-drive storage.
- **WAN Communications:** The application uses the INSINC communications infrastructure accessing DOJ National Systems. These components consist of the Synoptics Model 3000 LAN concentrator, Cisco Token Ring Switches (Model 2600 @ NSC and Model 1700 Chicago CUSA), and the Cisco multi-protocol routers (Model 7500 @ NSC and Model 2613 @ CUSA). This application also uses TCP/IP over the INSINC network.

2.2.4 Headquarters Hardware

The INS Headquarters is a standard TIP site. INS Headquarters functions as the host site for the CLAIMS 4 database. This centrally located ORACLE 7 database server forms the third tier in the benefits enterprise architecture. The database is accessed across the INSINC WAN using SQL*Net Version 2 (Oracle Transparent Network Substrate API) Remote Procedure Calls (RPC) over TCP/IP. The headquarters site is also home to the directory services PDC. The PDC is a standalone Windows NT server containing the Security Accounts Database.

The centralized Oracle environment at INS consists of an Oracle Parallel Server (OPS) running on a DEC Alpha series Reliant Cluster. OPS is based on the ORACLE 7 Server Relational Database Management System (RDBMS) with the addition of the parallel processing option. The OPS concept is to have a database that can be shared between multiple nodes (UNIX servers). If a node fails, users will be automatically transferred to another node where they can continue to use Oracle. The advantage of OPS is that each node operates independently. Each node has its own central processing units (CPUs), random access memory (RAM), private BUS line, and UNIX/Oracle background processes. The DEC's distributed lock manager is the software that coordinates resource sharing in the network of nodes running the parallel server. The lock manager allows applications to synchronize access to resources such as data, software files, and peripheral devices, so that concurrent requests for the same resource are coordinated between applications running on different nodes.

The Dec Alpha, also known as the Nile, serves as the Oracle database server hardware platform. The Nile is a highly scaleable symmetric multiprocessing (SMP) platform configured with the Reliant Cluster Configuration Manager. The two main benefits of SMP systems are improved parallel processing performance and scalability. Parallel processing allows them to handle tasks more efficiently than tasks that are single threaded through one processor. Any CPU that is free

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can be used for any executable process or task, unlike non-SMP systems where CPUs are assigned specific functions and become idle when not in use. Scalability allows nodes to be added or removed, depending on resource needs. When coupled with Reliant, each node can be clustered, thus providing a high degree of availability via hardware redundancy, and will have the ability to assume another node's workload if the node fails.

The centralized Dec Alpha server is available 24 hours-a-day, 7 days-a-week. If a disk fails because of a hardware error, processing will be automatically switched to the mirrored disk. After the damaged disk has been replaced, the system will automatically perform a catch-up operation to make it current with the mirrored disk. This feature, along with OPS, provides the INS with an environment that offers both high availability and reliability.

The major CLAIMS 4 system components at Headquarters are as follows:

- *UNIX* Relational Database Management System: The Oracle RDBMS runs on a UNIX platform with table space available to the CLAIMS 4 system. Other INS databases share the Oracle RDBMS UNIX platform.
- INS Account Primary Domain Controller: The HP Model LH Pro dual processor CPU, Windows NT Version 4.0, is used as the PDC for the account domain. The account domain contains the Security Accounts Database for the centralized accounts domain and has the same configuration as the PDC located at the SC.

2.2.5 Department of Justice Components

The DOJ Computer Services Staff (CSS) maintains and operates cost-reimbursable, fee-for-service data centers located in Dallas, Texas and Rockville, Maryland. These centers provide Federal Information Processing (FIP) resources and services to Federal Government agencies under the General Services Administration guidelines for FIP Resource Sharing.

These resources consist of three Amdahl model 5995/4550s and one Amdahl model 5995/3550. Each CPU contains 384 million bytes of main memory, 768 million bytes of expanded memory, and 128 high-speed data channels. The operating system is MVS/ESA and VM/ESA. Communication is provided via multiple COMTEN 5675 and 5660 front-end communication processors.

A number of existing INS systems reside on DOJ mainframe systems accessed from the service center and the DO. Key among these existing systems are the CIS and the NACS mainframe systems. These applications currently use a combination of Integrated Database Management (IDMS) Version 10.2 and IDMS Version 12.0.

2.2.6 Software Components

The following list provides insights into the CLAIMS 4 system structure on specific software components deployed on the architecture's first and second tiers. This list provides an overview of the CLAIMS 4 software installed on the client servers and other equipment. Some items are

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structured deep inside the operating system or within the application. There will be no administrative functions associated with maintaining items on the list.

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- CLAIMS 4 Application Server:
  - Microsoft Windows NT Version 4.0 Network Operating System
  - Microsoft Windows NT Service Pack 3
  - Microsoft Office 95 Professional Edition
  - ORACLE Client
    - Installer
    - Net Easy Config.
    - SQL Plus
  - Btrieve Engine
  - Intersolv ODBC 6.15 driver 3.01 for ORACLE 7, Intersolv Btrieve
  - HP Jet Admin 2.45
- CLAIMS 4 End-User Clients
  - Windows 95 Operating System (Version 4.00.095a or b)
  - Network Software
    - Intranetware Client
    - Microsoft Network
      - MS TCP/IP protocol
  - Intersolv ODBC Driver for Oracle (Version 3.01)
  - Oracle SQL*Net Client (Version 2.3.2.1.4)
    - Installer
    - Net Easy Config.
    - SQL Plus
  - Microsoft Office 95 Professional

2.2.6.1 How to Call the CLAIMS 4 Help Desk

The following process has been established to help supervisors report CLAIMS 4 system problems .

1. If you are experiencing CLAIMS 4 system problems, contact your SC or field office ADP staff for assistance. Follow the procedures below if your ADP staff is unavailable or cannot resolve the problem.

b)(2)

2. Call the CLAIMS 4 Help Desk at [redacted] to report all system problems. A separate ticket will be opened for each problem. Please do not group multiple problems. Each problem needs to be submitted separately to track and ensure it is fixed.
3. When you call, please provide the following information to the Help Desk receptionist:

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- Your name, phone number, functional group where you work, such as Mailroom, Data Entry, Adjudications, and site location. You will be logged as the user point of contact (POC) unless you designate a different name and phone number.
- Name, phone, or pager number for the site ADP POC.
- A brief description of the problem, including:
  - What module in CLAIMS 4 you are trying to use, such as Mailroom, Data Entry, Adjudications, and Notices.
  - Which part of the N-400, such as Part 1 and 2, Part 3A, or 3B; or screen, such as G-28, Evidence, or FD-258; you were in when the problem occurred.
  - If available, provide the exact Error Message and Error Code.
  - Indicate what you have done to resolve the problem yourself.
  - Make sure to request a ticket number.

4. Request the priority of the problem(s) you are reporting to the Help Desk. Priority levels are as follows:
   - Critical: Your site cannot perform any production work on CLAIMS 4.
   - High: Your site cannot perform production work on some system modules or parts of the N-400.
   - Medium: The problem affects production, but your site has a viable work around.
   - Low: The problem causes some level of inconvenience.
5. If calling during business hours and you are unable to reach the Help Desk, please leave a voice mail message and the Help Desk will return your call within 1 hour depending on your priority level problem.
6. For critical-priority tickets, ITP personnel will contact the user POC within 1 hour. Critical-priority items will be started within an hour and released as an emergency fix if software changes are needed. A system change request (SCR) will be created containing an impact statement and referred to the next scheduled CLAIMS configuration control board (CCB) meeting.
7. For high-priority tickets, ITP personnel will attempt to contact the user POC within an hour. High-priority items will be started within 24 hours and released as an emergency fix if software changes are needed. An SCR will be created containing an impact statement and referred to the next scheduled CCB meeting.
8. For medium-priority tickets, ITP personnel will attempt to contact the user POC by the close of business that day. Medium-priority items will be issued a priority with an impact analysis started within 24 hours. If a software change is needed, it will be included in the CLAIMS 4 release schedule as determined by the CCB. An SCR will be created containing an impact statement and referred to the next scheduled CCB meeting.

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9. For low-priority tickets, ITP personnel will attempt to contact the user POC that same business day. Low-priority items will be issued a priority with an impact analysis started within one week. If a software change is needed, it will be included in the CLAIMS 4 release schedule as determined by the CCB. An SCR will be created containing an impact statement and referred to the next scheduled CCB meeting.

10. When calling after business hours, please follow the procedures below:

(b)(2)

- For critical- or high-priority problems, contact the Emergency Duty Pager at [redacted] A member of the CLAIMS 4 development team will respond as rapidly as possible. The initial response to the page should be within 20 minutes. If you receive no response within 20 minutes, please follow the escalation procedures below:
  - If there is no response after 20 minutes, contact the Help Desk
  - If there is no response after 20 minutes, contact the Duty Manager's Pager.
  - If there is no response after 20 minutes, contact the Division Manager.

(b)(2)

- For medium- or low-priority problems, contact the Help Desk at [redacted] and leave a voice mail message. The Help Desk will attempt to contact the user POC the next business day.

2.2.7 Security

The deployed system is designed to meet existing INS regulations for ADP. The following sections introduce those requirements that apply to implementing ADP systems.

The security features associated with this system follow the standards applicable to the INS and the DOJ. Refer to the INS Security Office for details and requirements to satisfy the risk management and accreditation support requirements specified in the DOJ Order 2640.2C, "Telecommunications and Automated Information Systems Security." The Security Office can also provide a quantitative and qualitative analysis of the automated information system (AIS) security posture. The system must satisfy all applicable security requirements for accreditation. Some of the areas covered by the security plan are summarized in the following sections.

2.2.8 Physical Security

The system will have the following hardware security features:

- Facility center practices
- Physical location (office)
- Hardware location (room)

2.2.9 Logical (Data) Security

The system will have the following software security features:

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- Network access
- System access
- Password assignments
- User identification

The CLAIMS 4 system also implements a hierarchical directory structure using the Microsoft Domain directory service. This service requires users of the system to authenticate to a security database before access to network resources is allowed. Authentication is a term used in security circles meaning users are identified and approved for access to protected resources.

2.2.10 Personnel Security

The following personnel have responsibility for personnel security:

- Computer System Security Officer (CSSO)
- Facility Director
- ADP Director
- System Administrator
- LAN Administrator
- System End-Users

Details may be obtained by contacting the Computer and Telecommunications Security (C&TS) Staff, Office of Information Resources Management (OIRM), Washington, DC. Questions or inquiries should be addressed to the site CSSO and reference the published document, "Procedures for Identifying Sensitive Systems," C&TS Guidance 1.0. Other guidance documents are also available through the C&TS office.

2.2.11 Application Security

The CLAIMS 4 system supports INS Benefits business functions associated with the N-400 form. This support is organized into the following functions: Mailroom, Data Entry, Finance, Scheduling, Adjudications, Notices, Document Production, Batch Status Update, Case Status, System Maintenance, and Workflow. Access to these functions are controlled by the application through the establishment of participant roles and profiles.

Each user is defined to the application through the System Maintenance function. As a user is defined, a role or roles are assigned to them. Each role has one or more profiles associated with it. The following sections describe these roles.

2.2.12 Role/Participant Types

The following list briefly identifies roles and responsibilities. After users are defined to the system, the application will validate their security authority with each logon and as updates and transactions are attempted.

- Data Entry Clerk—Performs data entry functions
- Data Entry Supervisor—Approves fee waivers; performs RAP sheet processing

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- District Office Clerical—Distributes the Naturalization Certificates; closes out an Oath Ceremony
- Naturalization Printer—Prints the Naturalization Certificate
- Mail Room Clerk—Receipts the application in the mailroom and voids the receipt
- Batch Print Notices—Prints the batch notices
- General Service Center Assistant—Performs general service functions
- Service Center alien file (A-File) Handler—Performs A-File processing
- Test Administrator—Enters the results from the applicant's examination
- Adjudicator Clerk or Adjudicator (cannot select both)—Adjudicator can schedule an applicant for an interview, re-exam, or oath ceremony. The adjudicator can enter the interview and examination results. The adjudicator clerk can only enter the adjudicator results with the authorization of an adjudicator.
- Senior Adjudicator—Can perform a supervisory review

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3. SYSTEM CONFIGURATION AND INSTALLATION

This section describes the processes to reinstall operating systems and the application should a device fail, and, the operating system or the application is corrupted or lost. After the onsite support period, local ADP staff with remote technical assistance will perform this function. Prior to using the following procedures, local ADP staff should call the CLAIMS 4 Help Desk to ensure that appropriate technical assistance is available for support.

The following sections describe the procedures for configuring the application server and client workstation.

3.1 Application Server Configuration Processes

The CLAIMS 4 application server is a Windows NT 4.0 server running on the TIP-enhanced model server. The CLAIMS 4 deployment team pre-configures the server with all software necessary for CLAIMS 4. The following overview discusses the process to reinstall the operating system in the unlikely event the unit fails.

The purpose of this section is to provide instructions on the configuration and installation of the Application servers within the INS project. This section is written for people with experience building enterprise-wide solutions using Microsoft Windows NT Server 4.0.

3.2 Required Tools and Information

You will need the following software (Server Installed):

- Windows NT Server boot diskettes (Disk 1 to 3)
- HP Netserver Navigator CD
- CLAIMS 4 Server production Baseline CD that includes the following applications:
  - Windows NT Server
  - Microsoft Office 95 Professional Edition — Version 3.01
  - Oracle Client — Version 7.3.2.2.0
  - Btrieve Engine — Version 6.15
  - Intersolv Btrieve ODBC — Version 3.01
  - Intersolv Oracle ODBC — driver 3.01 for Oracle 7
  - NIC card driver
  - HP Jet Admin — Version # 2.40
  - RACPATCH — Upgrade

You will need the following hardware:

- Hewlett Packard LH (X) Series Server with 5 or 6X4 GB SCSI Hard drives with installed 3Com Series Ethernet Adapter.
- Hewlett Packard 5si or 800N Network Laser Printer which has the following configuration:

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  - 512MB simm
  - Installed Jetdirect card
- 1 Utility diskette (inside the case)
- 1 Blank diskette (used to install SCSI drives
- Two Server Chassis Keys

The following information is required to successfully complete this installation:

Much of the information required to configure the application server is site specific. Please obtain this information prior to beginning the installation process. Exhibit 3–1, Requirements Checklist, should be completed prior to beginning the installation procedure.

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Exhibit 3–1: Requirements Checklist

For Claims 4 Production Baseline CD:	
NT server CD key	
NT server name	(Site location code, Resource Domain, m01 or 2)
Domain name	(Resource Domain Name)
Server administrator password	
TCP/IP configuration data	(IP)
WINS information	
Office 95 CD key	
Btrieve engine serial number	
2- ODBC serial numbers and 2 associated keys	
ODBC data source name	(INSprod 1 & INSprod 2)
HP-5Si LAN printer or HP 8000N	
IP address info (for HP-5Si LAN printer)	
Network printer name	(Site code, ps01)
printer share name	(Site code, ps01)
SQL Net Easy configuration database alias	(INSprod 1 & INSprod 2)
SQL Net Easy configuration IP address (server name)	Prod01 & Prod02
SQL NetEasy configuration database instance	Prod01 & Prod02
Novell RAFACS server name	(Assigned by Site ADP)
Windows NT Gateway Services for NetWare account name and password	XXXC4SUSR & PW CLAIMS 4
Location and service center codes	
For Claims 4 Workstation Installation	Contact NT Admin to add a computer account to the appropriate Domain
ODBC serial number and associated key	
SQL Net Easy database alias	
SQL Net Easy server name (IP Address)	
SQL Net Easy database instance	
Name of server running work flow server	(Application Server)
Location and service center codes	

NOTE: Contact NT Admin to add a computer account to the appropriate Domain.

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3.3 Application Server Build Instructions

The server, monitor, and printer will be in a box. You must unpack and assemble using the instructions contained in this section. You must locate the server keys and the equipment needed prior to beginning the installation. You must consult with the local ADP staff for required equipment needs.

3.3.1 Hardware Configuration

The areas in this section will focus on the hardware configuration. Specifically, the following will need to be performed to ensure the proper setup of your hardware. The steps will be listed in this section.

3.3.2 HP Utility Partition Manager Configuration

The following steps will guide you through this configuration process:

1. Turn on the power to the server.
2. Insert the HP Netserver Navigator CD in the CD-ROM drive.
3. Let the CD-ROM boot to the Main menu.
4. From the Netserver Main Menu, Select Netserver utilities.
5. Click on Disk Array utility.
6. Highlight first 5 drives by clicking the left mouse button after utility shows a status of ready on all drives.

   NOTE: The HP Servers being shipped to the field offices will come with a 5 or 6 drive configuration. When configuring the array, use all 5 drives. If you have an additional drive, configure it as a hot spare.
7. Go to configuration menu/wizard.
8. Select Custom and click on Next to continue. You will go to the Array Definition screen.
9. Click on Add to Array. Under logical devices, the drives will show under the new Array image.
10. Click on Accept Array and click on Next. The Logical drive parameters show up and the RAID Level defaults to 5.
11. Accept the defaults.
12. Click on next to configure.
13. Select Finish and click on Save configuration.
14. When prompted to initialize drive, select Cancel.
15. Deselect Drives 1-5 by clicking the left mouse button on each drive.
16. Select drive 6 by clicking the left mouse button.

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17. When drive 6 is highlighted, click the right mouse button.
18. Select Tools/Make Hot Spare. The Hot Spare target dialog box appears. Global Hot Spare will be selected by default for all arrays on adapter. Click on OK once the physical device drive 6 is labeled HOT SPARE.
19. You will then select all Logical Drives by clicking on the Logical Devices Screen RAID5 and the Hot Spare.
20. From Menu bar, select logical drive and initialize. Click OK to initialize. The system will need to be restarted, the drive initialization is complete.
21. Select Configuration from the Menu bar and click on Exit. You will see a prompt that says the system will now reboot. Click on OK. Your system is now ready for the Microsoft NT 4.0 Operating System.

NOTE: Before Proceeding, you need to follow the Navigation CD Wizard configuration. You need to make a HP NetRAID and AIC-78xx PCI driver Disk. You need to make a partition to install the Navigation Utilities on the Server.

NOTE: You need to run EISA Configuration

3.3.3 Microsoft Windows NT Server 4.0 Software Installation

This section will contain a step-by-step process to walk you through the software installation. Additionally, use the CLAIMS 4 Server Software CD to install all pieces including Windows NT. The three diskettes have been designed for use with the CLAIMS 4 CD.

1. Turn off the power to the server.
2. Place the 3.5-inch diskette labeled Microsoft Windows NT Setup Disk 1 into the floppy drive.
3. Turn on the power to the server.
4. Follow screen prompts to remove and insert diskettes.
5. Accept the default settings by pressing the **Enter** key.
6. Press the S key on your keyboard twice to highlight the other selection.
7. Insert the driver diskette that has both Adaptec AIC-78xx PCI Driver and the HP NetRAID Drivers on it.
8. Select the Adaptec AIC-78xx PCI Driver.
9. Press **Enter**.
10. Select HP Driver and press **Enter**.
11. Press the S key and press **Enter**.
12. Select the HP NetRAID Driver and press **Enter**.

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13. Press **Enter** to continue.
14. Insert Microsoft NT Setup Disk 3 into the floppy drive when prompted and press **Enter**.
15. Place the NT Server Software CD into the CD-ROM drive and press **Enter** at the prompt.
16. At the hard disk dialog box, press **Enter**.
17. After the license screen is displayed, you will have to press and hold the **Page Down** key. When you reach the bottom of the screen, press **F8** to agree to the license.
18. Press **Enter** to accept the setup hardware.
19. The next screen shows one or more logical drive partitions that are available for use. Press the arrow key down to "Unpartitioned space" and press **C** to create a partition.
20. Go to unpartitioned space and press **C (to create)**.
21. Enter 2048(MB).
22. Press **Enter** to create partition.
23. Highlight C partition and press **Enter** to install.
24. Highlight NTFS for NTFS file system and press **Enter**.
25. Press **Enter** to accept \\WINNT.
26. Press **Enter** to allow setup to perform exhaustive examination.
27. Press **Enter** to start loading system files when prompted.
28. Replace Diskette HP Drivers and press **Enter** when prompted.
29. Remove all floppies and the CD-ROM and press **Enter**. The system will reboot to a login screen.
30. Type in XXXC4SUSR Account in the User field and press **Tab.** Type in password.
31. Type XXXC4SUSR again and click on Next. The next screen will ask for a three-digit number followed by a seven-digit number. F Use the NT Server CD key.
32. Click on Per Server licensing. Enter 500.
33. Type in the computer name that was assigned for this computer and site. The computer name follows this example convention [Location Code] [Domain Code] [XX], that is, NKCNYCM01 where XX is a sequential number (01, 02 etc.) for the application servers installed at this site. Click on Next. The next screen prompts for the type of server.
34. Click on Stand Alone Server and click on Next to continue.
35. Type Server Administration Account password. Click on Next.
36. The next screen asks whether you wish to create an emergency repair diskette. Select Yes.

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37. The next setup screen shows a checklist of items to be installed. Accept the default selections and click on Next.
38. Proceed to the next section to configure the Network Component portion. The Windows NT Installation screen will be showing with the Networking Section highlighted. Click on Next to proceed.
39. Select wired to network and click on Next to continue.

    NOTE: Do not install IIS.

40. Click on "Start Search" when the network adapter appears. Click on Next.
41. The next screen displays protocol selections. Click on the Select From List button, and from the window that appears, select DLC Protocol and click on OK. Click on Next.
42. The next screen displays several service selections. Click on the Select From List button.
43. A network service dialog box appears. Select Gateway (and Client) service for NetWare. Click on OK.
44. Repeat Step 42 for Microsoft TCP/IP Printing, Simple TCP/IP Services, and SNMP Services.
45. Check the list by scrolling to see that all the selected services have been added. There should be eight listings. Click on Next to proceed.
46. The NT Server Setup window is displayed. Click on Next.
47. A message appears about DHCP; click on No to not use DHCP. You will have a static address. The SNMP configuration screen appears. Click on OK.
48. The Microsoft SNMP properties screen is displayed. Click Cancel.
49. The next screen displays several TCP/IP configuration steps. Enter the TCP/IP Address, Subnet Mask, and Default Gateway information on the screen.
50. Click on the WINS Address folder tab and enter the appropriate WINS server (s) information in this section.
51. Click on APPLY, then click OK. Ensure that the WINS is listed as the first service on the screen and if not, highlight the WINS service and use the move up button until the service is at the top. You must have an account with Administrator Rights to create a computer account in the domain. Click on Next.
52. A window appears containing the server Name and a choice of using a workgroup or domain. Select Domain and type in the appropriate domain name. (Refer to the Windows NT Required Information or ask HQ INS.)
53. Click on OK and click on Finish to proceed.

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54. At the date/time properties screen, set the appropriate country. Make sure the Date and Time are correct for your area of the country and change as necessary. Click on Close. A display driver window is displayed. Click on OK.
55. The next screen will offer the ability to change the display resolution settings. Set the Desktop Area to 800x600 and fonts to small fonts. Click on Test.
56. A test screen is displayed. Click on Yes. Click on OK to save the new settings. A restart button is displayed when the installation is complete.
57. Remove the NT Server Software CD and any floppy diskettes.
58. Click on the Restart button.
59. The server will restart and you will press the CTRL+ALT+DEL keys to login.
60. At logon prompt, log on with an account with administrative rights onto the server. Double click on My Computer.

61. Click on View => Options.
62. Click on View folder tab.
63. Click on the Show All Files radio button. Check Display full path in title bar.
64. Deselect Hide MS DOS file extensions for known file types.
65. Check display compressed files and folders with alternate color.
66. Select the Use Single Window radio button and at the Folder Options window, click on Apply, then click on OK.
67. Click on Start => Programs => Administrative Tools. Click on Disk Administrator.
68. Click on OK to clear the Warning screen and enter Disk Administrator. Verify that the disk partition for C: exists and the size is 2GB or 2048MB.

Note: The Drive D: by default is assigned to the CD ROM.

70. Highlight drive D: and click the right mouse button.
71. Select assign drive letter, choose drive E: and click OK.
72. At the do you wish to continue prompt, click Yes.
73. You must use the Free Space and create a D: partition. To do this, select Free Space, go to the Partition menu, select Create Partition, and click on Yes at the prompt.
74. Click OK to create partition of default size. Click on Yes at the prompt.
75. Go to partition menu and select Commit Changes. Verify that both drives are formatted for NTFS.

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76. Highlight the D: partition, click the right mouse button and Select format.
77. Change the file system to NTFS and click start.
78. At the format, complete prompt click OK.

79. Click on X in upper right hand corner of window to close the Disk Administrator.

NOTE: Logon as Administrator to the local NT server and give XXXC4SUSR account a local admin equivalent rights. The XXXC4SUSR account belongs to the EXA, CXA or WXA Domain depending on the location of the servers. Remember, you need to logon as XXXC4SUSR account to install the rest of the software.

3.3.4 Microsoft Service Pack 3 Installation

The following steps describe the installation procedures for the Microsoft Service Pack 3:

1. Insert the Microsoft Service pack 3 CD into the CD tray (included on C4SUR Baseline CD).
2. Double click on My Computer.
3. Double click on CD ROM Drive icon. This opens Internet Explorer.
4. Scroll down to the bottom of the screen, and select Update.exe to **INSTALL SERVICE PACK.**
5. At the confirm file open, click OK.
6. Click on Next.
7. From the Software License Agreement screen, click on Yes.
8. At the Service pack setup, click next.
9. At install Service pack, click next.
10. After the file extracts itself, a window appears asking for confirmation on installing Service Pack. Click on Next.
11. At the Service Pack Setup screen, select Yes, I want to create a de-install directory, and click on Next.
12. Click on Finish.
13. If prompted to replace the domestic grade security, click on Skip.

At the prompt to overwrite the AIC Driver, click No. Click on OK to restart the system.

3.3.5 Office 95 Professional Installation

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The following steps describe the installation procedures for Office 95 Professional. This portion of the installation must be completed before the ODBC section is started.

1. Insert the Production Baseline CD into the CD tray.
2. Double click on My Computer.
3. Double click on CD Drive Icon to open the Production Baseline CD.
4. Click on Browse CD.
5. Go to Office 95 folder, double click on SETUP.EXE and press **Enter**.
6. A welcome screen is displayed. Click on Continue.
7. The next screen asks for a Name and Organization. Accept the default settings (should be picked up from the server installation so enter INS for both if not already present).
8. Click on OK.
9. The Confirm Name and Organization Information screen is displayed. Click on OK.
10. Click on OK.
11. The Microsoft Office Professional 95 setup screen is displayed. Click on OK.
12. Click on OK. Accept the default c:\msoffice.
13. The next screen offers four installation choices. Click on the Custom button.
14. Click on the Select All button and remove the check box from all selections except the following:
    - Microsoft Excel
    - Microsoft Word
    - Microsoft Access
    - Office Tools
    - Converters, Filters, and Data Access
15. Click on Continue to proceed with the installation.
16. When you see a window that shows Microsoft Office was installed successfully, click on the OK button.

3.3.6 Btrieve Engine Installation

The following steps describe the installation procedures for the Btrieve Engine:

1. Log in as XXXC4SUSR.
2. Insert CLAIMS 4 Server Baseline CD into the CD-ROM.
3. Double click on My Computer.
4. Double click on CD Drive icon to open the Baseline CD.

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5. Click on C4SVR.
6. Click on Btrieve folder and click on BTNT; click on Setup.exe.
7. The welcome screen is displayed. Click on Next.
8. The Choose Destination Location screen is displayed. Accept the defaults, click on Next.
9. The Folder selection screen is displayed. Click on Next.
10. Once the program is installed, a registration screen is displayed. Click on Next to proceed through the installation.

    NOTE: You must put a floppy disk in drive A in order to proceed with the installation.

11. Complete the information requested on the screen including the serial number.
12. Select the 3.5-inch drive, insert a disk, and click on Save.
13. Deselect Yes, I want to view the read me File now, and click on Finish.

3.3.7 INTERSOLV ODBC Driver Installation

The following steps describe the installation procedures for the Oracle ODBC driver:

1. Insert Server Baseline CD into the CD tray.
2. Double click on My Computer.
3. Double click on CD Drive icon to open the CLAIMS 4 Server Baseline CD.
4. Click on C4Svr.
5. Go to the ODBC folder, Double click on SETUP.EXE, and press **Enter**.
6. Click on Next. At the next screen, type in INS for both the Name and Company, then type in the Serial number (for example, 110000036088) and its associated key (for example, 73617252). The CLAIMS 4 Deployment Group will provide a key on request (Remember, you need another associate key to install ODBC BTRIEVE).
7. Click on Next when complete.
8. At the Registration Confirmation screen, click on Yes.
9. Click on OK at the Intersolv Product License Agreement screen.
10. Click on OK at the Intersolv Product Registration screen.
11. At the Setup Type selection screen, make sure that Typical Install is selected, then click on Next.
12. At the Possible Driver Requirements screen, click on Next.
13. At the Install Directory screen, accept the default, and click on Next.

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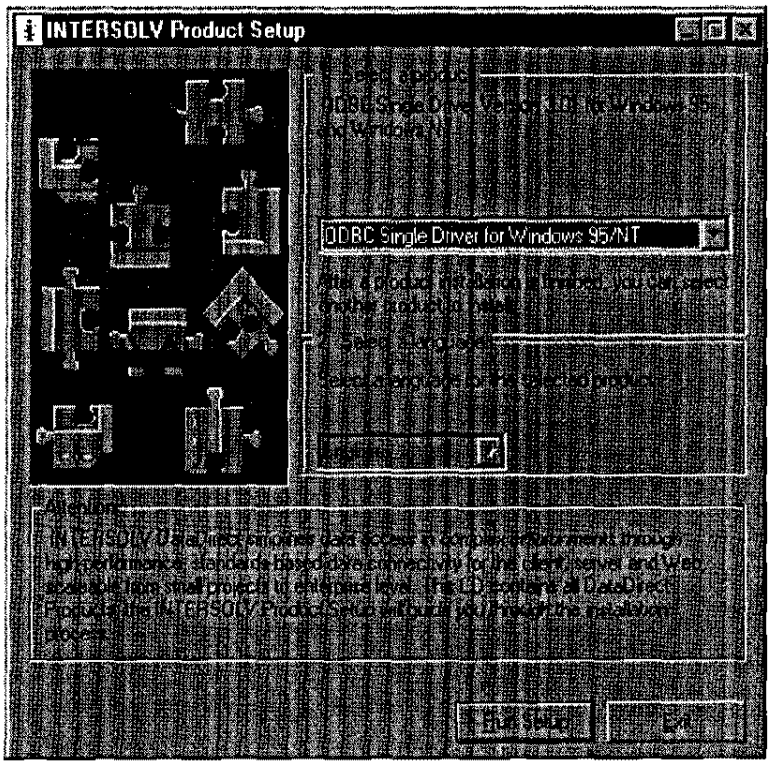
14. At the Driver Install Directory screen, accept the default, and click on Next.
15. At the Select Components screen, make sure that ODBC Pack Program Files are selected. Also, select the appropriate driver. Click on the Change button.
16. The select Sub Component screen is displayed. Select ORACLE 7, then click on Continue.
17. The Select Components screen is displayed. Click on Next.
18. Deselect the Create Default Data Sources box, then click on Next.
19. The Select Program Folder screen is displayed. Accept the defaults and click on Next. The installation begins.
20. Click on Configure Drivers check box and then click on Finish to configure the ODBC drivers.

Exhibit 3-2: INTERSOLV Product



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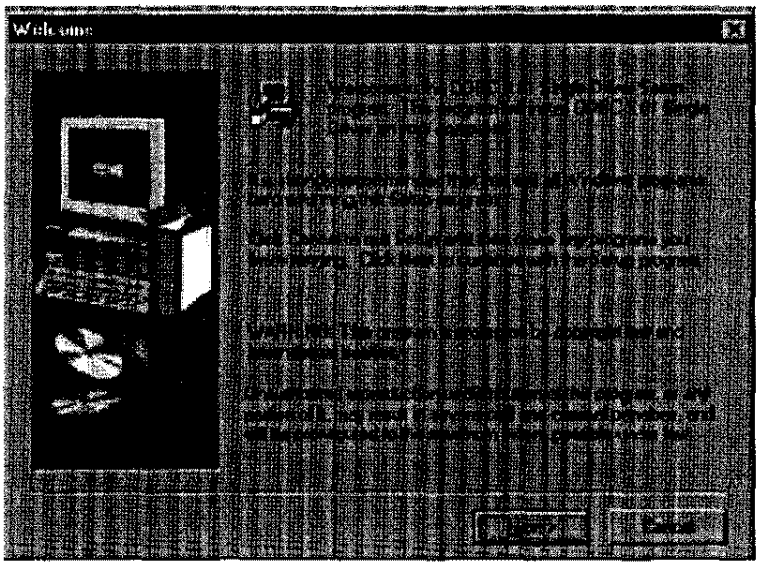
3.3.8 INTERSOLV ODBC Btrieve install and configuration

Exhibit 3-3: Welcome



1. Under Intersolv Product Setup, click Run Setup button. See Exhibit 3-2.

2. At the Welcome Window, click **Next.** See Exhibit 3-3.

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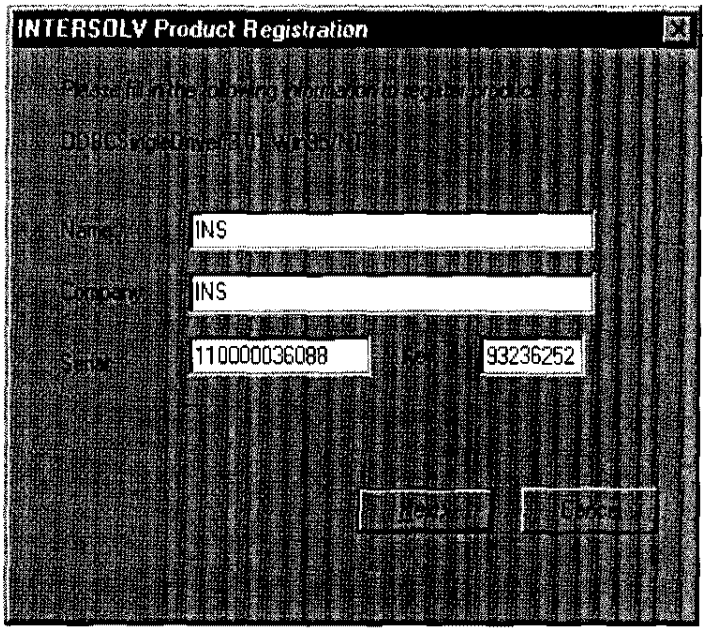
Exhibit 3-4: INTERSOLV Product Registration



3. At the INTERSOLV Product Registration Window, Enter the Name, Company, Serial, Key as shown in Exhibit 3-4 and click Next.

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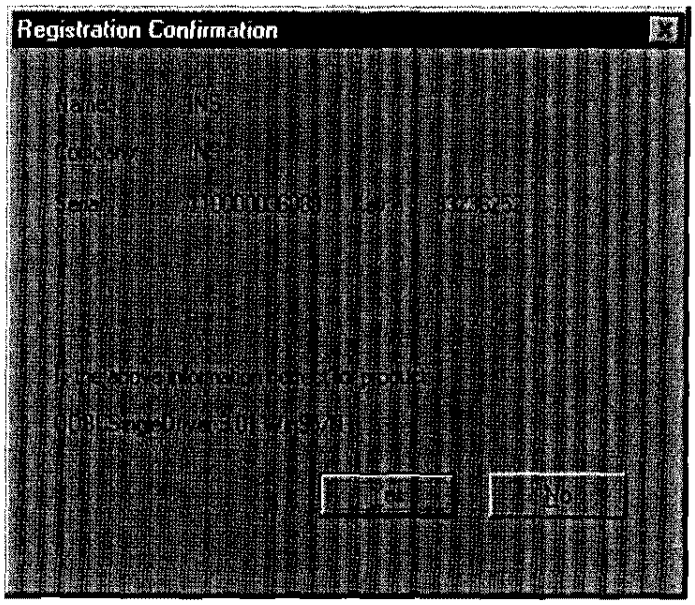
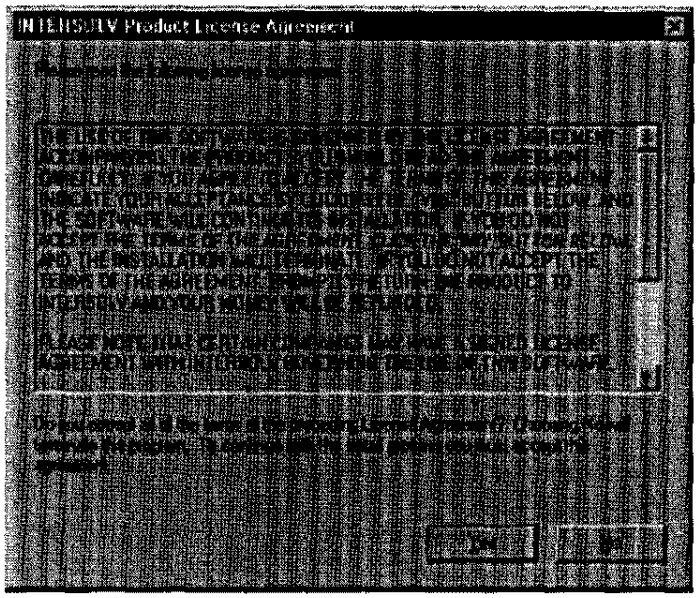
Exhibit 3-5: Registration Confirmation



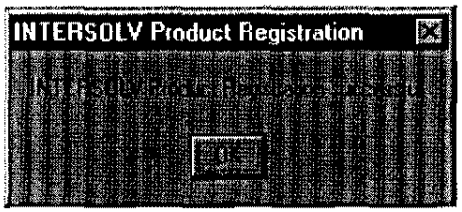
4. At the Registration Confirmation Window, click Yes. See Exhibit 3-5.

Exhibit 3-6: INTERSOLV Product License Agreement



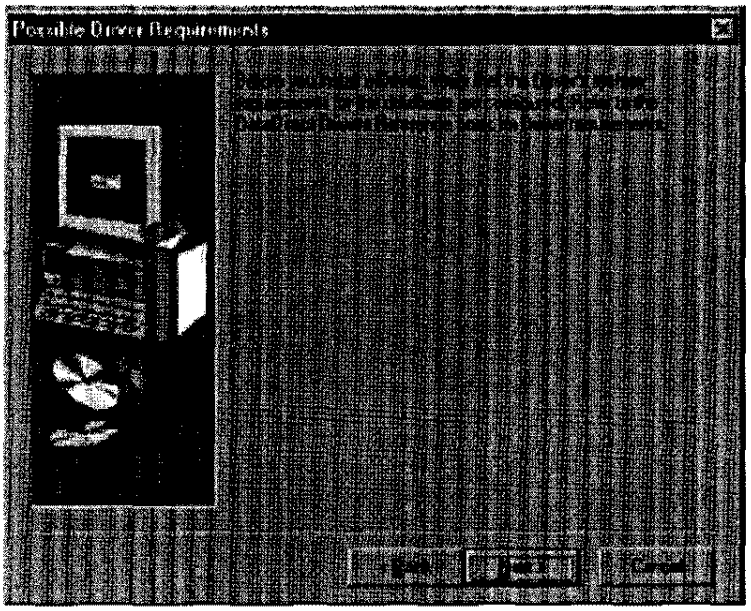
5. At the INTERSOLV Product License Agreement, Click Yes. See Exhibit 3-6.

Exhibit 3-7: INTERSOLV Product Registration



6. At the INTERSOLV Production Registration Windows, Click OK. See Exhibit 3-7

Exhibit 3-8: Possible Driver Requirements



7. At the Possible Driver Requirement Windows, Click Next. See Exhibit 3-8.

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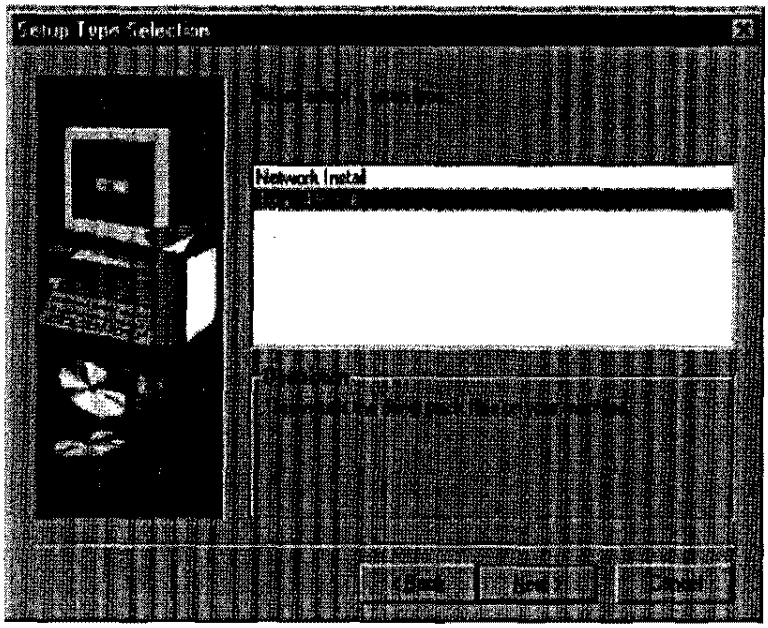
Exhibit 3-9: Setup Type Selection



8. At the Setup Type Selection Window, select Typical Install and click Next. See Exhibit 3-9.

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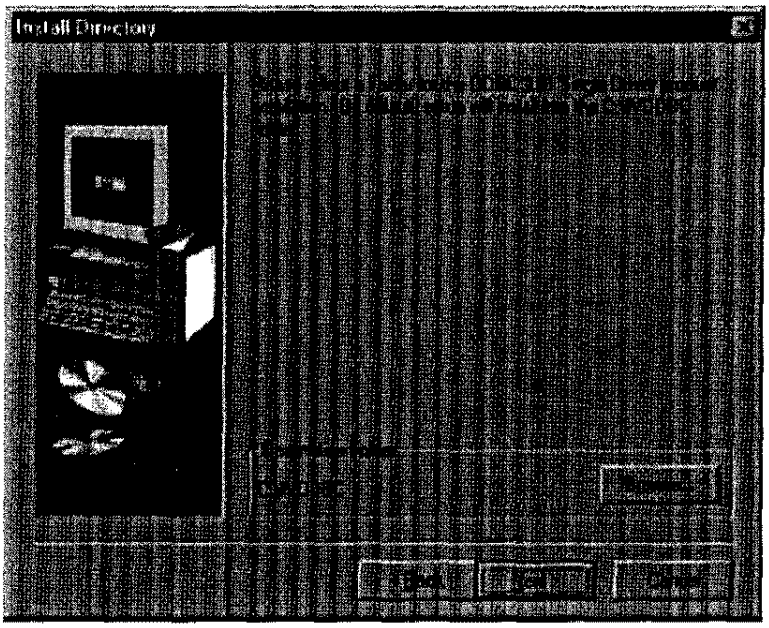
Exhibit 3-10: Install Directory



9. At the Install Directory Window, Click Next. (take the default directory) See Exhibit 3-10.

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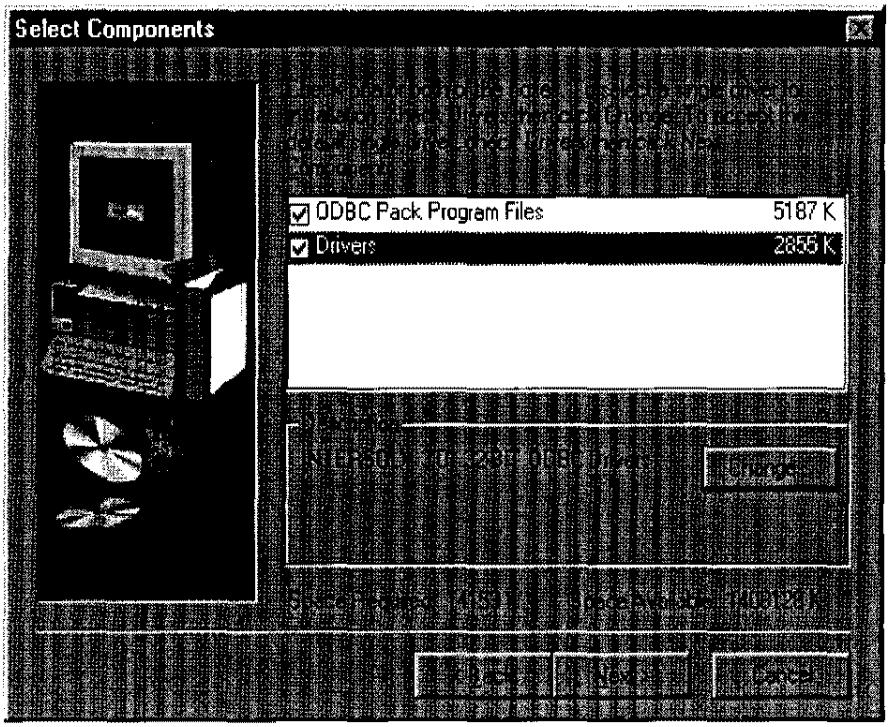
Exhibit 3-11: Select Components



10. At the Section Component Windows, Select Drivers Check Box and Click on Change.
11. Check the Oracle 7 driver, and click on Continue.

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Exhibit 3-12: Select Sub-components

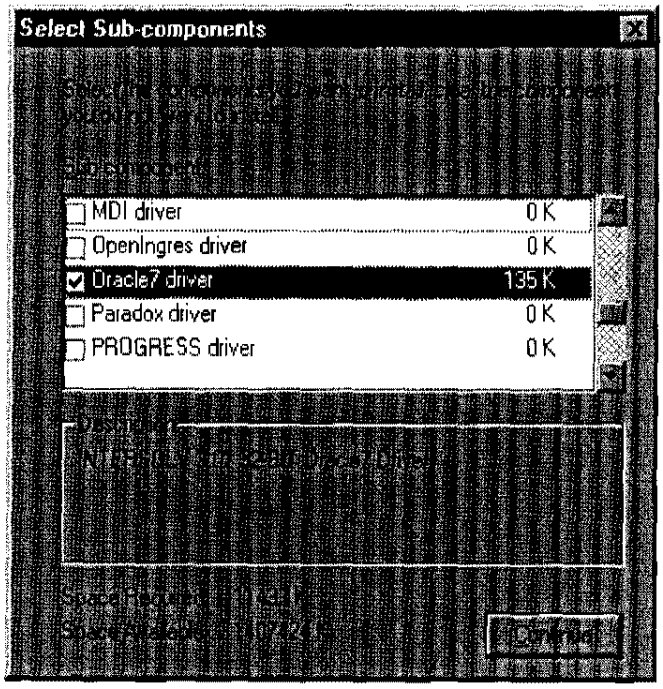

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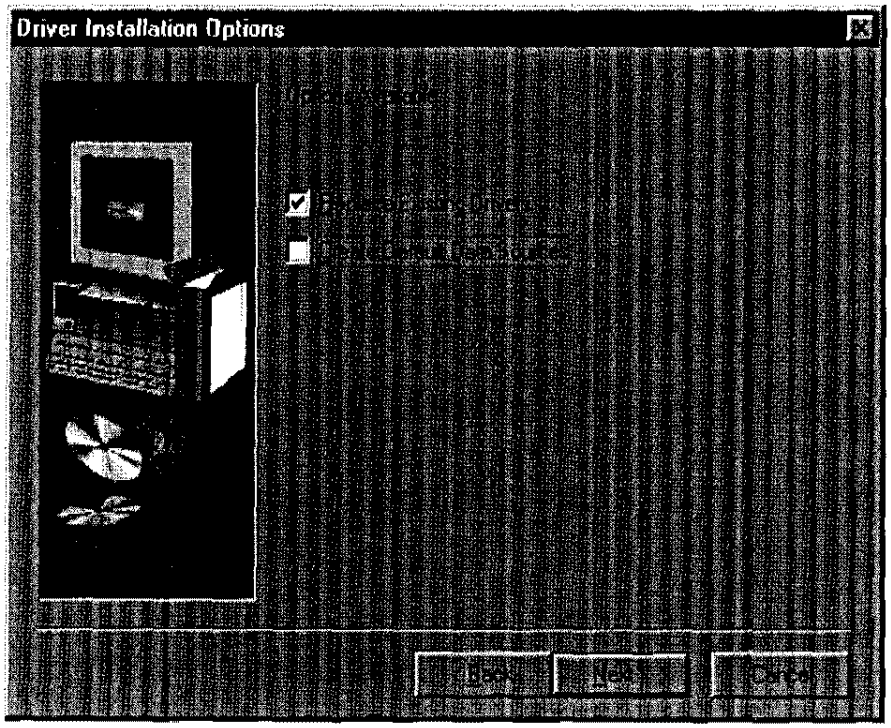
Exhibit 3-13: Driver Installation Options



12. At the Driver Installation Options Windows, Uncheck the Create Default Data Sources Box and ensure that the Replaces Existing Drivers box is checked. Then click Next.

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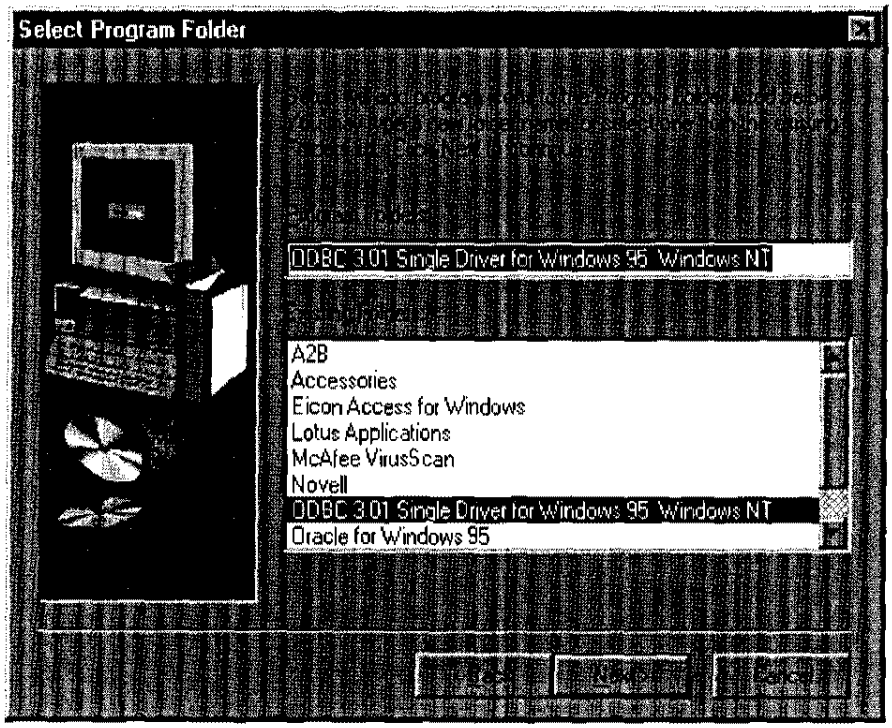
Exhibit 3-14: Select Program Folder



13. At the Select Program Folder, Click Next.

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Exhibit 3-15: ODBC 3.01

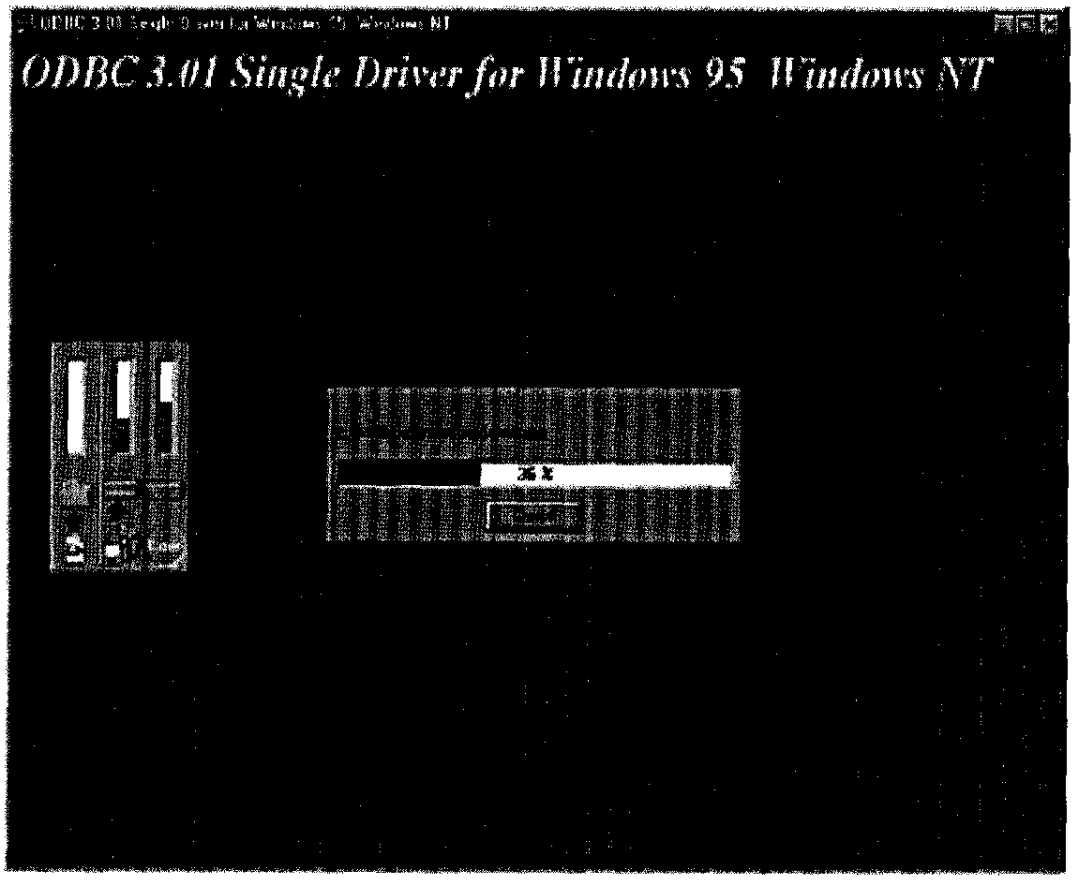
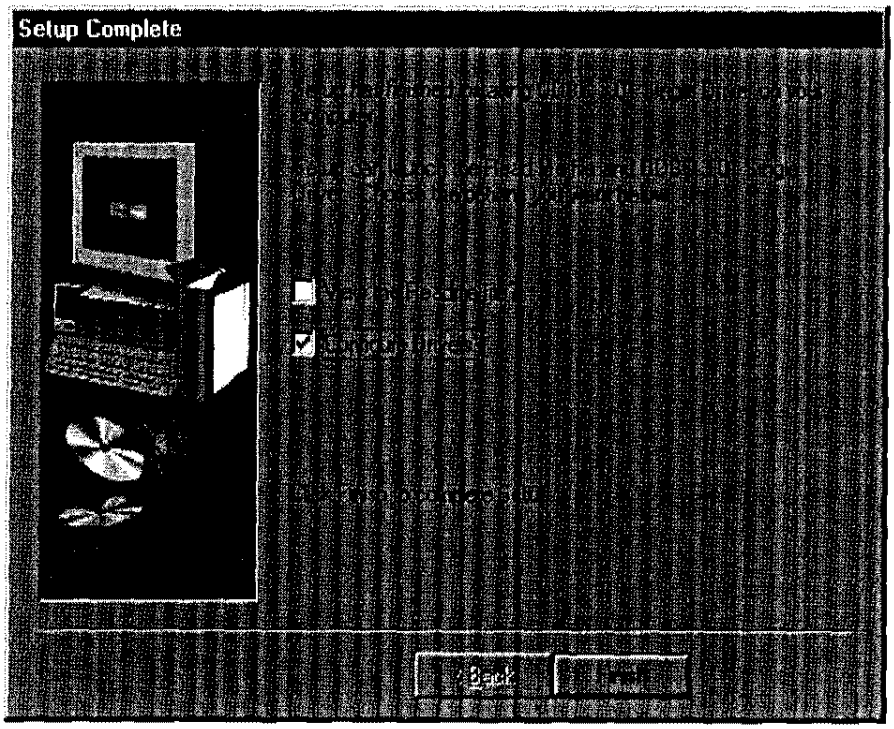


Exhibit 3-16: Setup Complete



14. At Setup complete Window, Check the Configure Drivers and Click on Finish Button.

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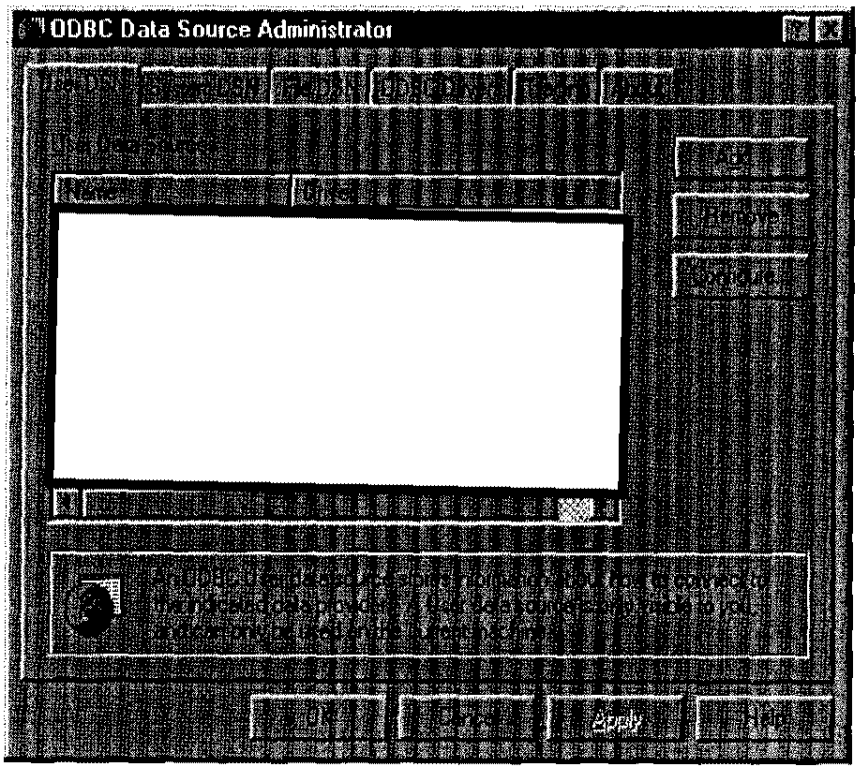
Exhibit 3-17: ODBC Data Source Administrator

(b)(2)



15. At the ODBC Data Source Administrator Screen Click on Add .

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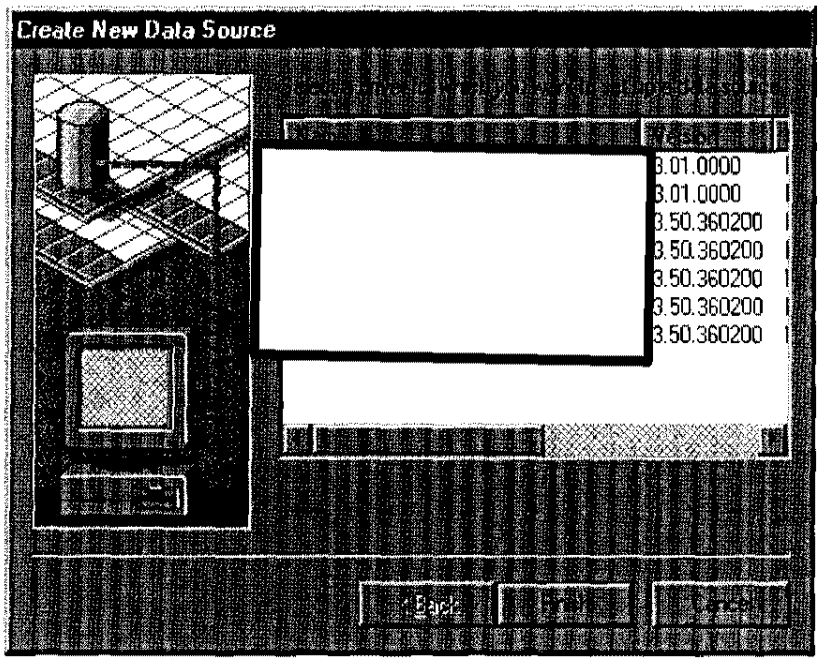
Exhibit 3-18: Create New Data Source

(b)(2)



16. At the Create New Data Source screen select INTERSOLV 3.01 32-BIT Oracle 7, then Click on Finish.

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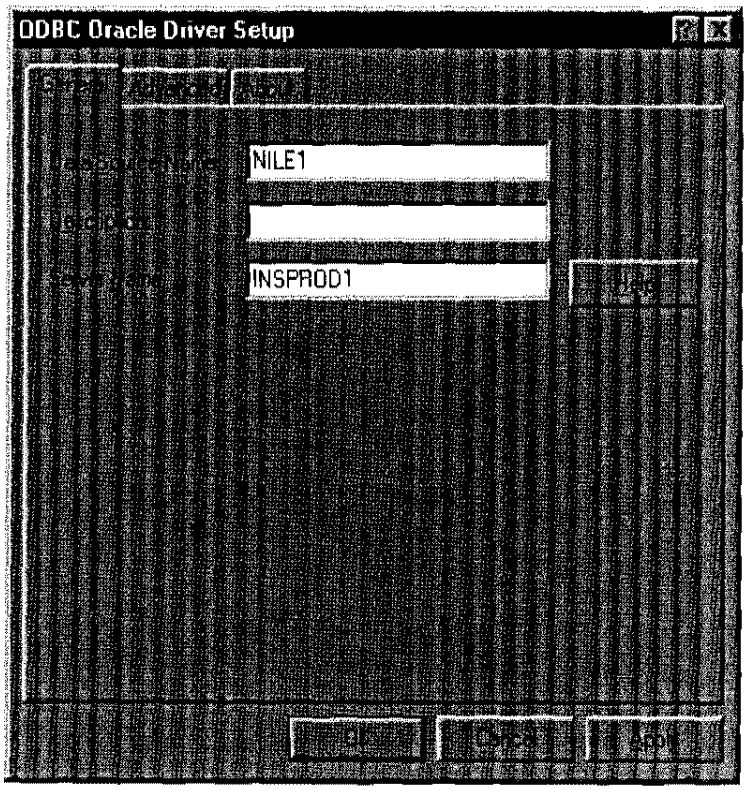
Exhibit 3-19: ODBC Oracle Driver Setup



17. At the OBDC Oracle Driver Setup screen , in the Data Source Name field type NILE1, and at the Server Name type INSPROD1.

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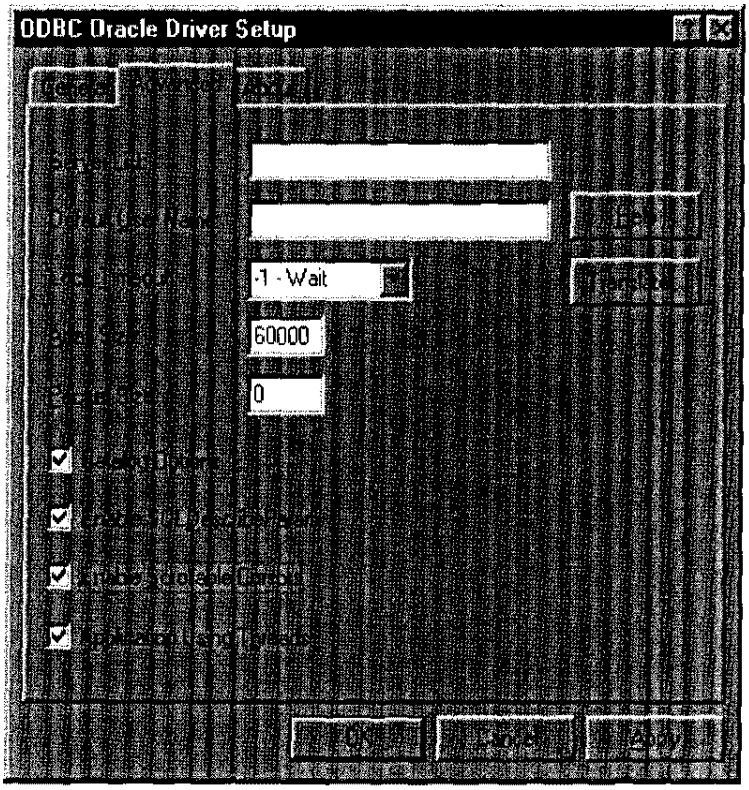
Exhibit 3-20: ODBC Oracle Driver Setup



18. Under the Advanced folder tab of the ODBC Oracle Driver Setup Screen, place a check next to all boxes, click on Apply, and click on OK.

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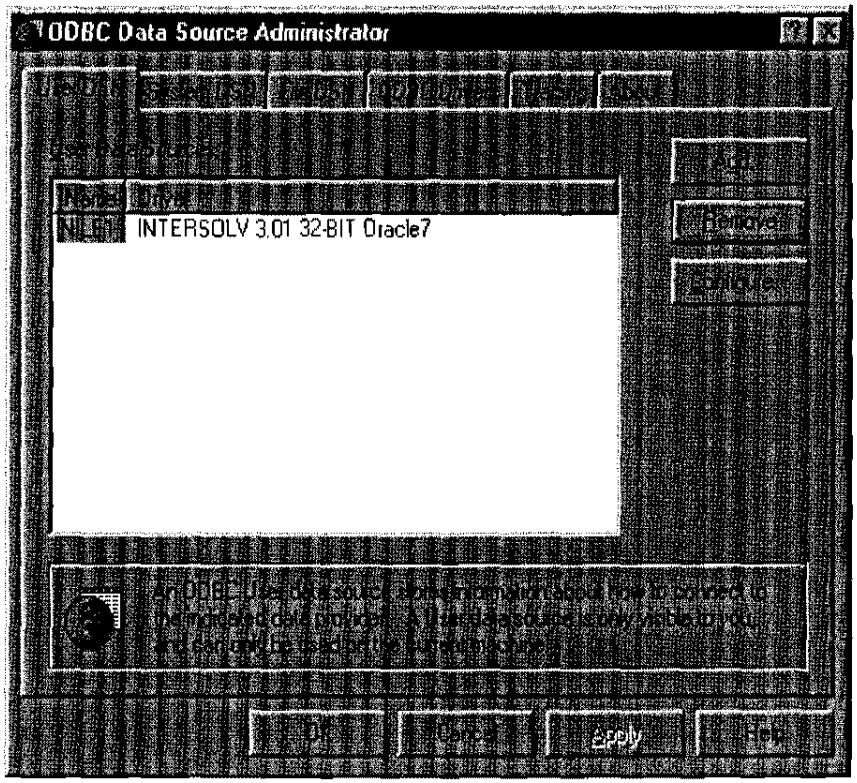
Exhibit 3-21: ODBC Data Source Administrator



19. Click on OK.

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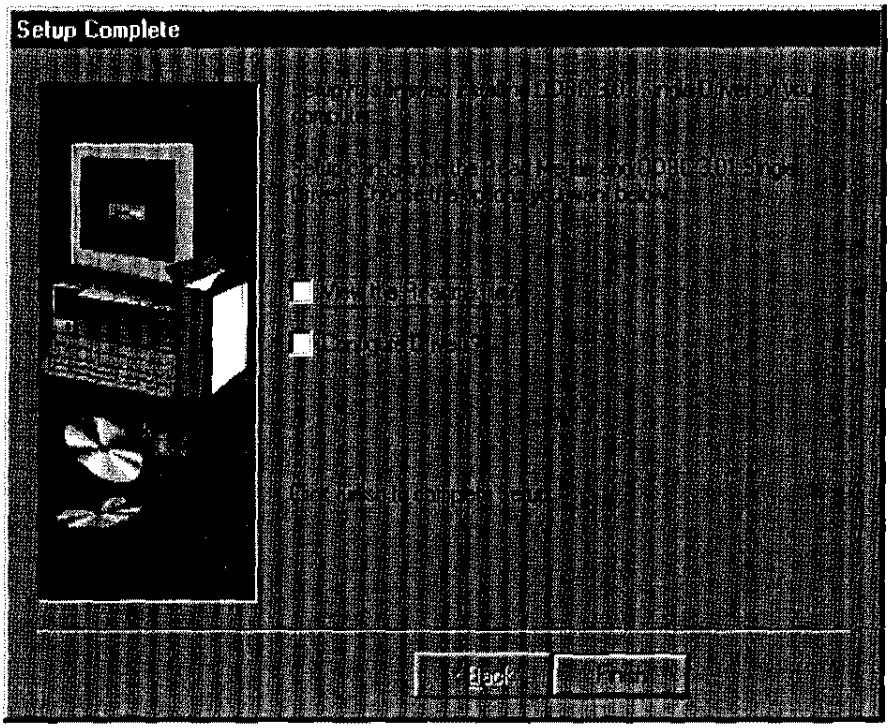
Exhibit 3-22: Setup Complete



20. Click on Finish. Now the ODBC ORACLE 7 Driver installation should be complete.

NOTE: The ODBC install steps must be repeated to install the Btrieve driver. This is done by returning to step 2 but selecting the Btrieve driver. Deselect replace existing driver and deselect create default data source. At the driver setup, select Intersolv Btrieve driver and click finish. The data source name is RAF-BTRV. Leave the description field blank. The database directory is (b)(2) [redacted] Click on Apply, and click OK.

Exhibit 3-23: Select Sub-components

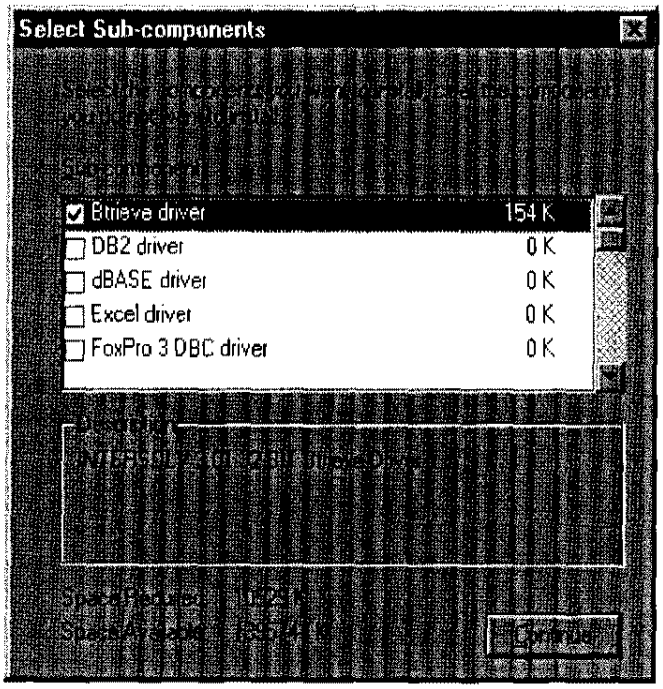


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Exhibit 3-24: ODBC Btrieve Driver Setup

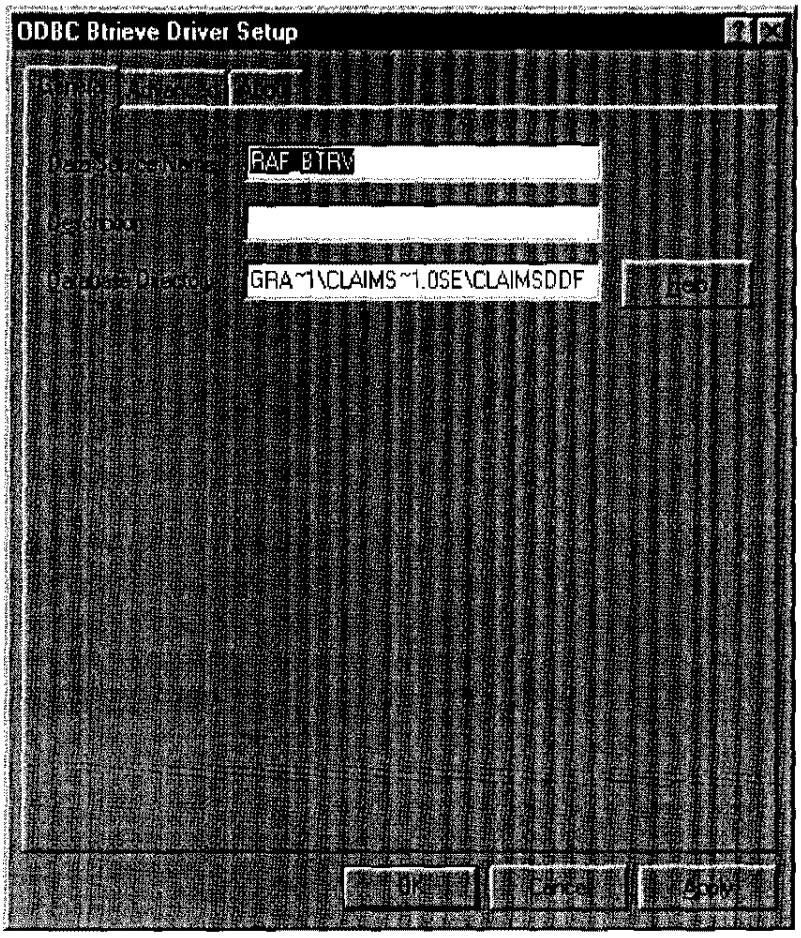

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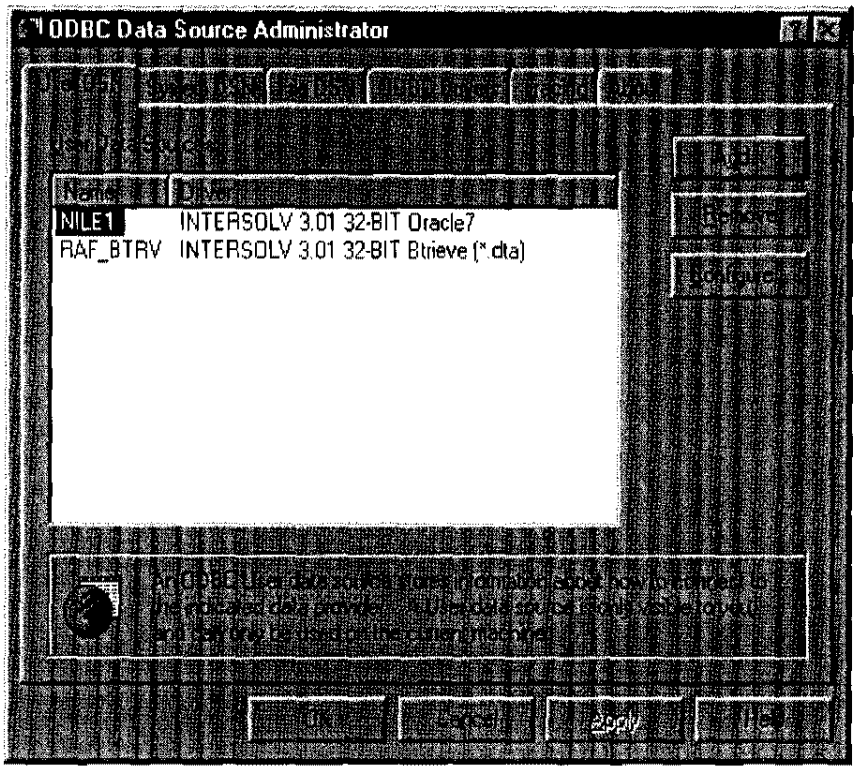
Exhibit 3-25: ODBC Data Source Administrator



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3.3.9 ORACLE Version 7.0 Installation and Configuration

The following steps describe the installation procedures for ORACLE Version 7:

1. Double click on My Computer.
2. Click on CLAIMS 4 Baseline CD and click on C4SvR.
3. Click on Oracle folder and click setup.exe.
4. The Oracle Installer prompts for a default language. Click on OK.
5. The next screen prompts for a Company Name and install location. Type INS for the Company Name and press **Enter**.

(b)(2)

6. Change Oracle Home Field to [redacted] click OK.
7. The next screen displays that the Windows NT Registry file has been modified. Click on OK.
8. The next screen will show software available for installation. Select ORACLE 7 Client and click on Install.
9. Select Application User from the ORACLE 7 Options screen and click on OK.
10. The next screen shows several highlighted software items. Press and hold the **CTRL** key and click on selections that are not to be installed. Highlight Oracle Installer, SQL Net Client and SQL Plus, click OK.
11. The TCP/IP selection should only be checked. Remove any other check marks.
12. Click on OK. The installer will then complete the installation. If the Software Asset Manager screen fails to display as the active window, click on the Software Asset Manager title bar in the background to make it become the active window.
13. Click on Exit to leave the installer.
14. From the confirmation screen, click on Yes.
15. From the Information screen, click on OK.
16. Double click on SQL*Net Easy Configuration. (From Start\Program\Oracle)
17. A menu is displayed with several choices; click on Add Database Alias, then click on OK.
18. Enter the Database Aliases (enter same name as DBC server name in ODBC administrator from Roadmap See Exhibit 3-4) and click on OK (INSPROD1).
19. In the box below, type in Host Name (for example, Nile1, or the IP address of the Oracle Server) and press **Tab (PROD01)**.

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20. Enter the Database Instance Name (for example, dc01) and click on OK (PROD1).
21. Click on Yes to confirm the settings.
22. Select Exit SQL*Net Easy Configuration and click on OK.
23. Repeat 16-20 for INSPROD2, PROD02, and PROD2.
24. Close all open windows.
25. Click on OK.

3.3.10 Run OBC3FIX.REG

1. Double click on My Computer.
2. Double click on CD Drive icon to open the Production Baseline CD.
3. Go to ODBC Folder and Double click on [redacted]
4. A screen should be displayed indicating that this file has been successfully entered into the registry. Click on OK to close this box.

(b)(2)

3.3.11 CLAIMS Build Installation

The following steps describe the installation procedures for the CLAIMS 4 server:

1. Insert the CLAIMS 4 CD into CD tray.
2. Double click on My Computer.
3. Double click on CD Drive icon to open the CLAIMS 4 CD.
4. Double click on C4Svr.
5. Click on \SETUP.EXE.
6. A welcome screen is displayed. Click on Next.
7. From the Select Program Folder screen, the system will determine if there is enough disk space available, and then determine a Program folder location. Click on Next to continue.
8. From the Start Copying screen, confirm all previous choices selected and click on Next. The server installation will now show the installation of all server files.
9. Once a completion message appears, you can choose to view the readme file. Click on Finish. (After CLAIMS 4.0 is installed and a Docprod directory and subdirectory on the D: drive, create a shared with the Docprod as a shared name and give a full shared and NTFS permission to this directory and subdirectory below it).

RACMGRPATCH Installation

10. Click on Start => Run. Type E:\RacmgrPatch\Racmgr.exe and click on OK.

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11. From the Welcome screen, click on Next.
12. From the Select Destination Directory screen, click on Browse.
13. Change the directory to C:\winnt\system32, then click on OK.
14. Click on Next.
15. Click on Next.
16. From the Installation Complete screen, click on Finish.
17. (b)(2) Click on Start => Run. In the OPEN field, type [redacted] and click on OK.
18. This action will execute a program called Rac Manager. In the OLE values field, highlight all the OLE objects in the left-hand window (From the top click and hold the Shift Key, Scroll down to the bottom and Click). Once the field is highlighted, you will see a radio button on the right-hand side that is labeled Allow All Remote Creates. From the Permissions pull-down menu, select Allow Remote Activation. Select All Remote Creates. On the right-hand side, you will still see a folder tab that is labeled Server Connection. Click on this folder tab.
19. In the registry drop-down name, select local.
20. Click on Apply. This will set all the OLE objects to allow for a remote connection.
21. You will see it change to LOCAL in the middle of the window. Close the RAC Manager by clicking on the X in the upper-right corner.
22. Click on Start, Control Panel, and ODBC 32.
23. Click on the Add button.
24. (b)(2) Click on Start and then Run In the OPEN field, type [redacted] This will execute the automation manager. (Also creates shortcut on the desktop)
25. (b)(2) Click on OK
26. (b)(2) Click on Start and then Run and in the OPEN field, type [redacted]. Click on OK. (Also creates shortcut on the desktop)
27. Close all these applications by clicking on the X in the upper-right corner of each application box.
28. Create desktop icons for Workflow Server, Automation Manager, Interface, Nbatch Create, Paymerge, and RAC Manager.

(b)(2) **NOTE:** Automation Manager is under [redacted] is under
(b)(2) [redacted]

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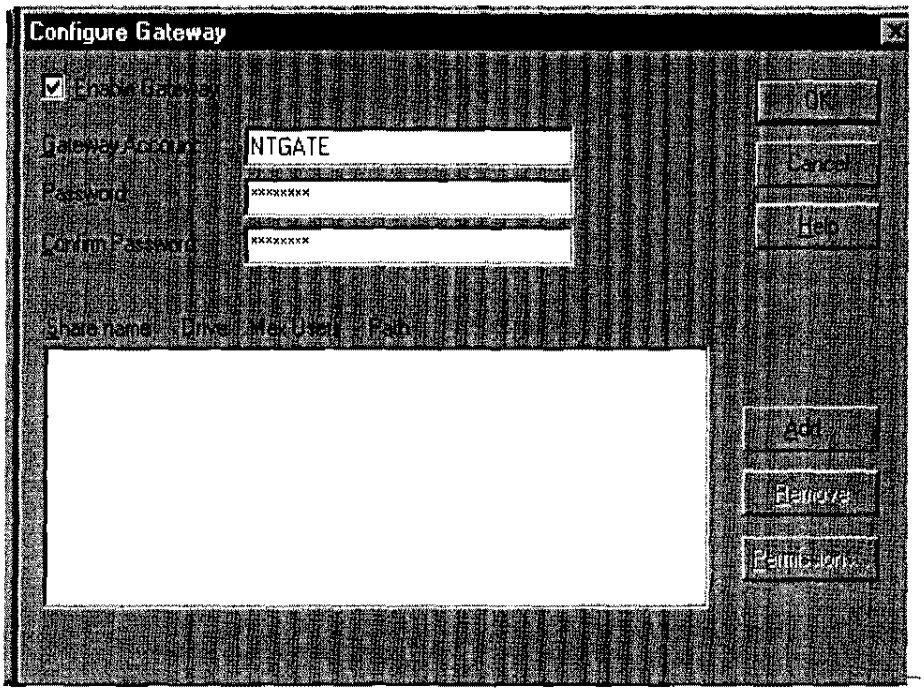
3.3.12 NT Gateway

Before starting this process, ask ADP to create NT Gateway Group and add XXXC4SUSR into the group. Also, ensure the group has the appropriate rights to the RAFACS Directory. Verify the existence of a user ID (XXXc4SUSR) on the Novell RAFACS server by performing the following steps:

1. At the server, log on if you have not already done so.
2. Click on Start => Settings => Control Panel.
3. Double click on the GSNW icon.
4. The NetWare services panel is displayed. Click on the Gateway button.
5. The Gateway panel is displayed as shown in Exhibit 3–6, Configure Gateway Screen. Click on Enable Gateway and then enter the user ID that was created on the Novell server (for example: NTGATE) and press **Tab**.

Exhibit 3–26: Configure Gateway Screen



6. Type in the password assigned to the user ID and press **Tab**.
7. Retype the same password and click on OK.
8. The panel will close, click on the Gateway button again.
9. On the Gateway panel, click on Add Share.

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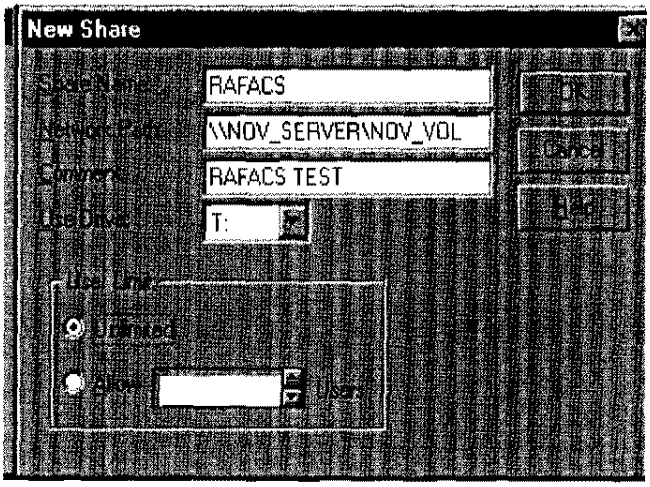
10. The New Share panel is displayed as shown in Exhibit 3–7, New Share Panel Screen. In the next four fields, type in the following:
    - RAFACS
    - \\(Novell Server Name)\(Novell Volume Name)
    - RAFACS Test
    - Select Drive letter S

Exhibit 3–27: New Share Panel Screen



11. Click on OK.

3.3.13 Hewlett-Packard Jet Admin 2.45 Installation

The following steps set up your server as your print server

(b)(2)

1. Log on to the NT server with Administrator rights.
2. At the desktop, click on Start and then Run. Type in [redacted] and click on OK.
3. A Welcome screen is displayed. Click on Next to proceed.
4. The Software License Agreement pop-up menu is displayed. Click on Yes.
5. The Install Components Window is displayed. Click on Next.
6. The Select Program Folder window is displayed. Click on Next.
7. Click on Next until the installation process begins.
8. At the pop-up menu, click on No to the question on the Read-Me files.
9. Click on Finish.

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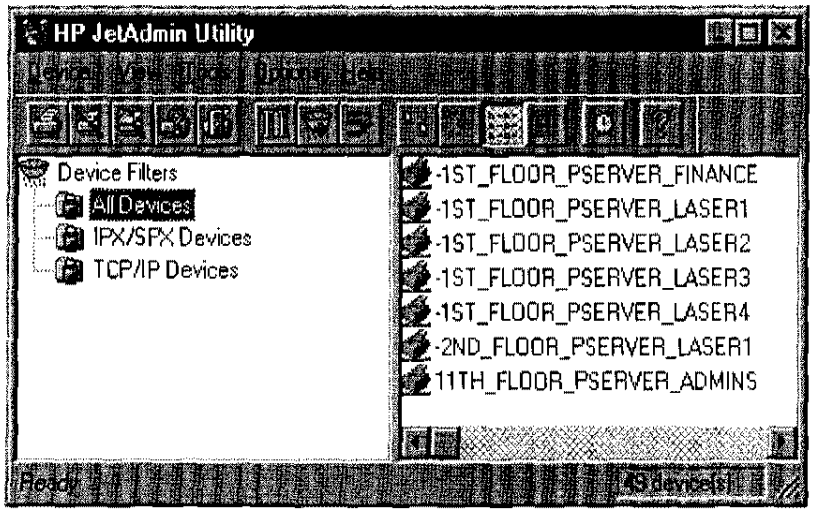
10. Click on No.
11. Press Start =>Program =>HP JetAdmin Utilities =>HP JetAdmin.
12. The HP JetAdmin Utility pop-up window is displayed as shown in Exhibit 3–8, JetAdmin Utility Screen.

Exhibit 3–28: HP JetAdmin Utility Screen



13. Under Device menu, select New. The Network Browser window is displayed as shown in Exhibit 3–9, Network Browser Screen.

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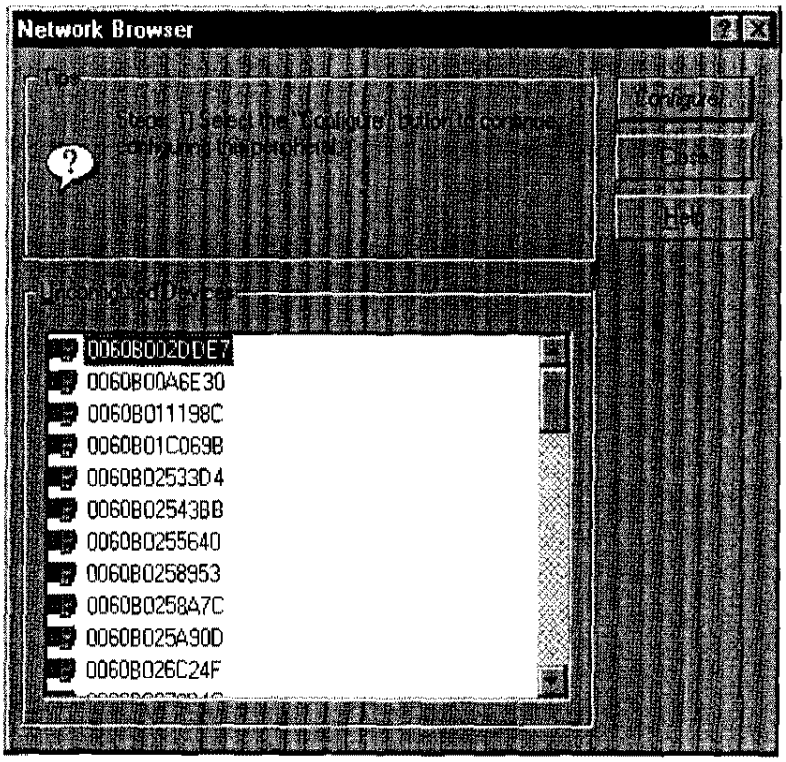
Exhibit 3–29: Network Browser Screen



14. Under the Unconfigured Devices box, highlight the card with the LAN Hardware Address (MAC address) matching your Configuration Page (the information is found under HP MIO1 or HP MIO2) and click on Configure. The left HP MIO 1 is for the top card in the printer and the right HP MIO 2 is for the bottom card in the printer.
15. Under the Description box of the General pop-up window as shown in Exhibit 3–10, General Screen, provides an appropriate location description where the printer resides and click Next.
16. The TCP/IP pop-up window is displayed as shown in Exhibit 3–11, TCP/IP Window.

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Exhibit 3–30: General Screen

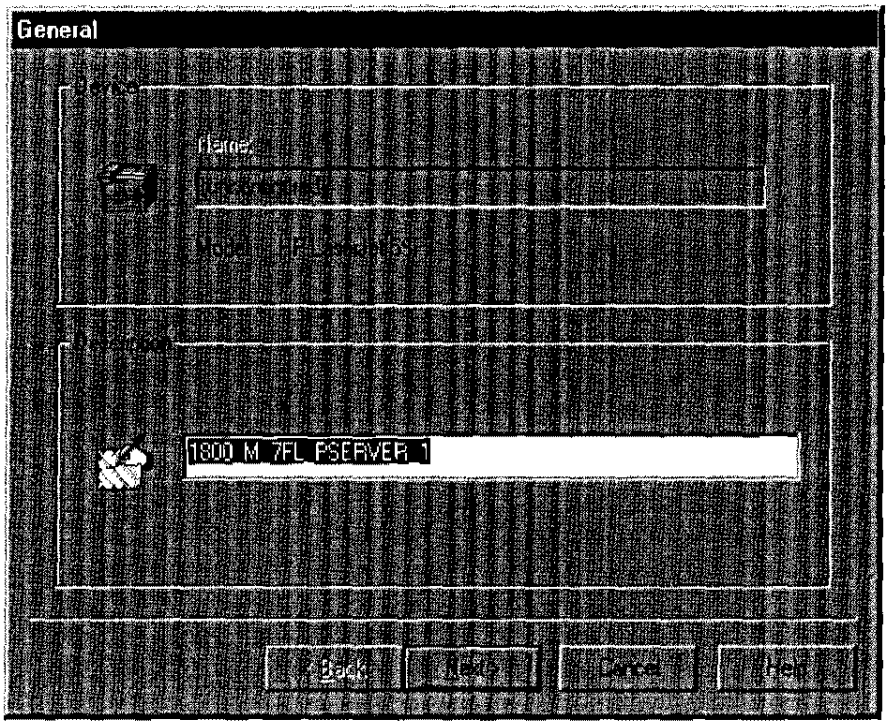

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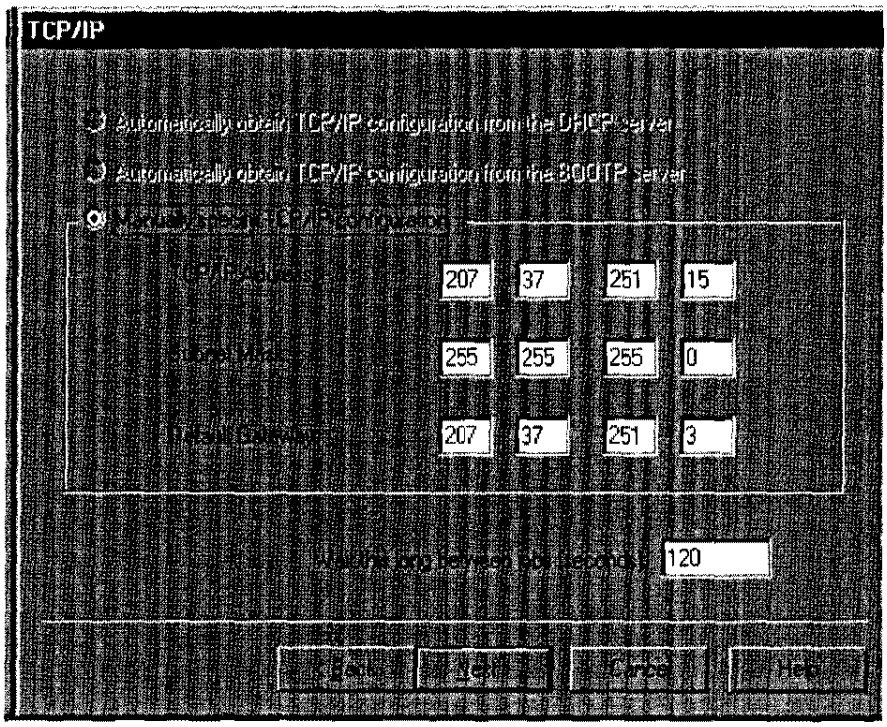
Exhibit 3–31: TCP/IP Window



17. Under TCP/IP window, type in the TCP/IP Address, Subnet Mask, and Default Gateway. Click on Next. The Optional Window is displayed.
18. Click on Finish.
19. In the pop-up box, Do you want to save new device configuration, click on OK.
20. Click on Close. The HP Jet Admin Utility is displayed. You should see the new configuration TCP/IP, Hardware, TCP/IP, and IPX/SPX addresses .
21. Click on the Device Menu and Exit.
22. On the Windows Desktop, click on Start =>Setting =>Printers.
23. Under File menu, select Server Properties. The Print Server Properties window is displayed as shown in Exhibit 3–12, Print Server Properties Window.

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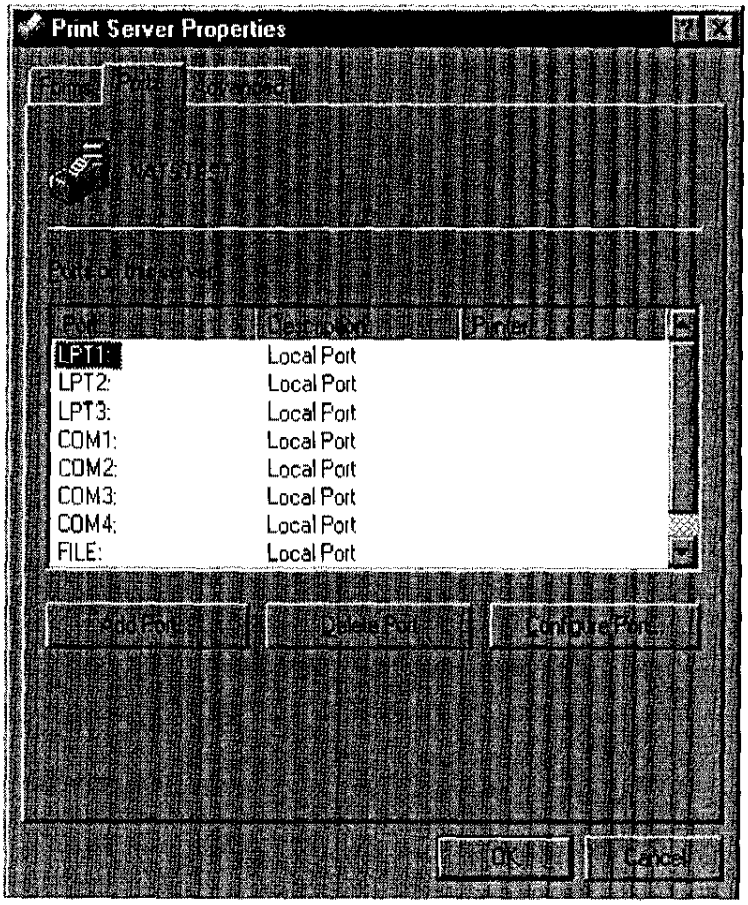
Exhibit 3–32: Print Server Properties Window



24. Click on the Port folder tab and select Add Port. The Printer Ports window is displayed as shown in Exhibit 3–13, Printer Ports Window.

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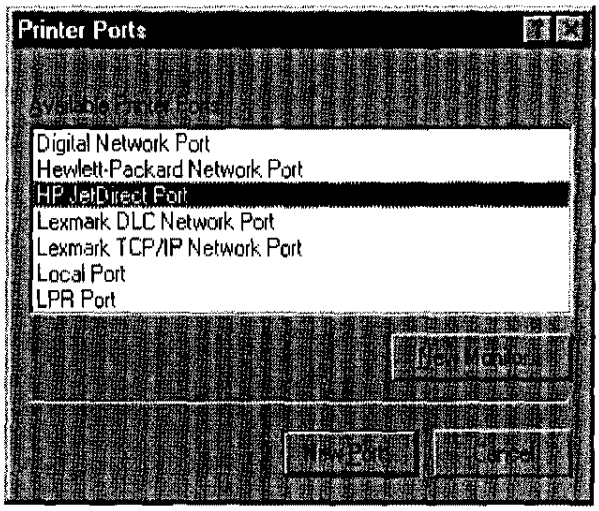
Exhibit 3–33: Printer Ports Window



25. Under Printer Ports window in the Available Printer Port box, highlight HP JetDirect Port, and click on New Port.

26. Under Add HP JetDirect Port Wizard as shown in Exhibit 3–14, Add HP JetDirect Port Wizard Screen, select TCP/IP printer radio button and click on Search. If you do not see your newly configured TCP/IP and Hardware addresses, click Refresh.

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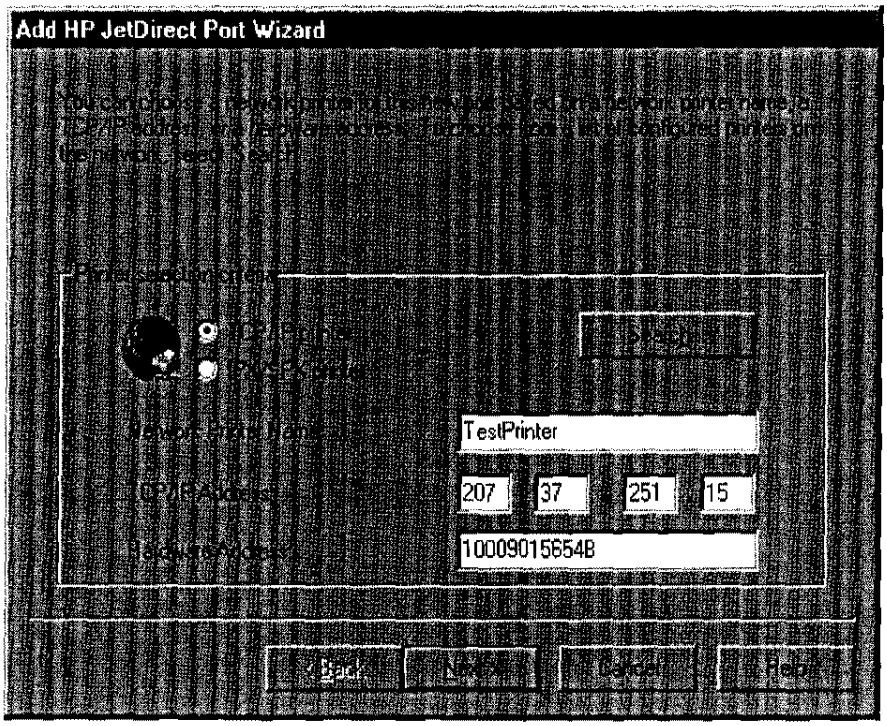
Exhibit 3–34: Add HP JetDirect Port Wizard Screen



27. Under Name, select Unknown with your newly configured TCP/IP address and then click on OK.
28. In the Network Printer Name box, erase Unknown and provide appropriate name using the INS Naming convention for network devices.
29. Click on Next. The Add HP JetDirect Port Wizard pop-up window continues to be displayed. Please wait while the system searches.
30. The printer's IP address appears in the Port Name window. Double click on Next.
31. Click on Finish.
32. Click on Close.
33. Click on OK.
34. Double click on the Add printer icon while you are still in the Printers window.
35. Under the Add Printer Wizard as shown in Exhibit 3–15, Add Printer Wizard Screen, select the My Computer radio button and click on Next.
36. Find the port with a newly configured TCP/IP address and click on Next.

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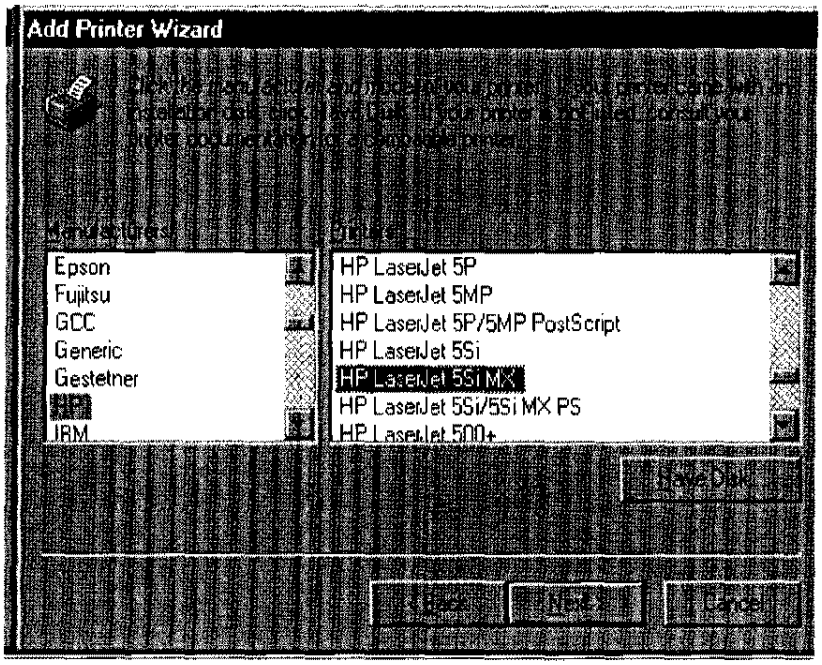
Exhibit 3–35: Add Printer Wizard Screen



37. Click on Have Disk.
38. In the Copy manufacturers files from box, enter E!\TF444 and click OK.
39. Click on the Shared radio button as shown in Exhibit 3–16, Add Printer Wizard Screen (Shared), and provide share name (use the network name, such as HP5-PROD). Click on Next.
40. A message will show that DOS programs may not be able to use the long name convention.

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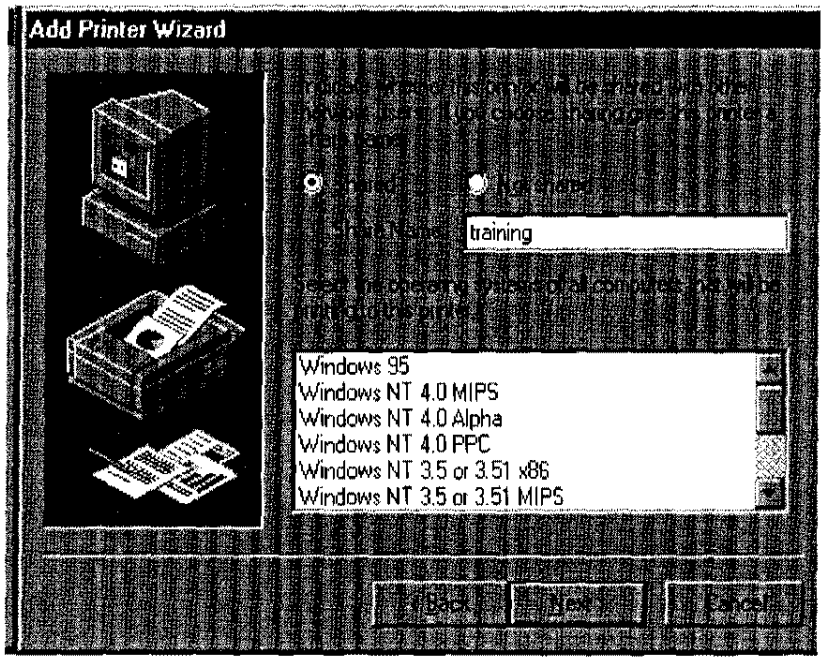
Exhibit 3–36: Add Printer Wizard Screen (Shared)



41. Click on the Yes radio button to print a test page and click on Finish.
42. If the Test page prints correctly, click Yes; otherwise, click No to troubleshoot the problem.
43. Right click on the newly shared HP 5Si/MX printer and select Properties. The properties page will be displayed.
44. Select NP LV 5si/5si Mx with TF44 and click Next.
45. Under security tab, select Permissions. The Printer Permissions screen as shown in Exhibit 3–17, Printer Permissions Screen. Make sure of the following:
    - Administrator group and Power Users group have full control rights.
    - CREATOR OWNER has the Manage Documents rights.
    - Everyone has Print rights.

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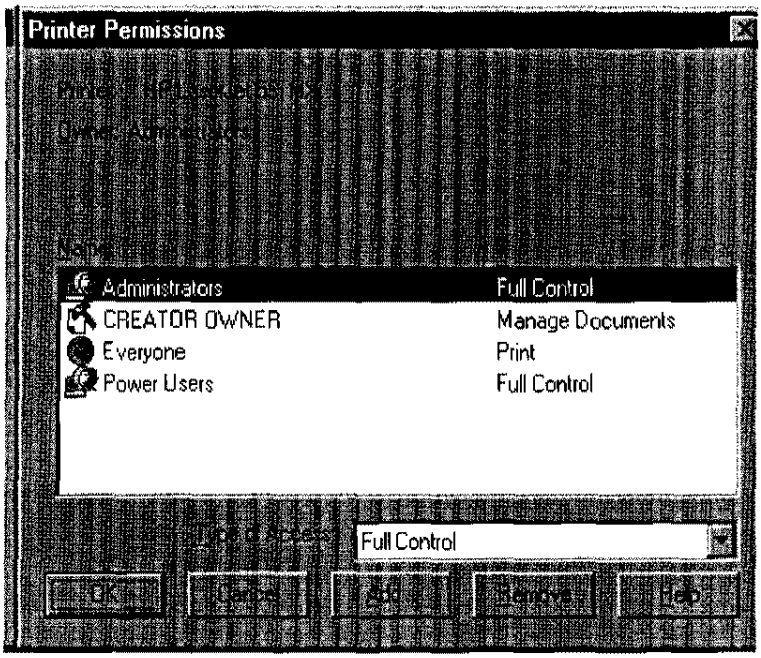
Exhibit 3–37: Printer Permissions Screen



46. Click on OK.
47. Click on OK to exit.
48. Click on Start => Programs => HP Jet Admin Utilities => Jet Admin.
49. Right click on the server printer and click on Properties. The Properties screen is displayed.
50. Select Page Setup tab. Make sure Paper Size equals Custom, and Form Lines equals 60.
51. Select the Paper tab as shown in Exhibit 3–18, Properties Screen Paper Tab.

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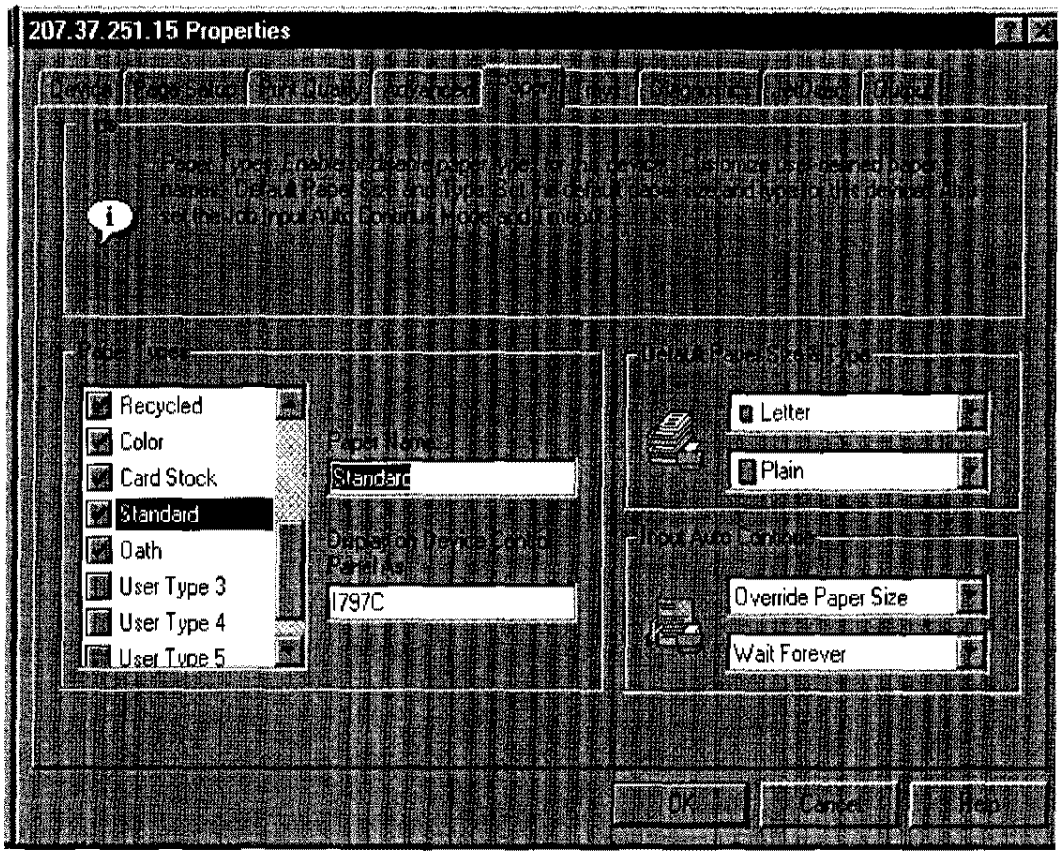
Exhibit 3–38: Properties Screen Paper Tab



52. In Paper Types box, scroll down and click the sample for User Type1. The box shows a check mark. Change Paper Name to Standard. Type I797C in the Display on Device Control Panel As box.

53. Repeat Step 5 and enter the user-defined paper for type 2 and type N445B in the Display on Device Control Panel As box. In the Paper Name box, type Oath, as shown in Exhibit 3–19, Properties Screen Paper Tab (Oath). This process sets up the batch printer paper types.

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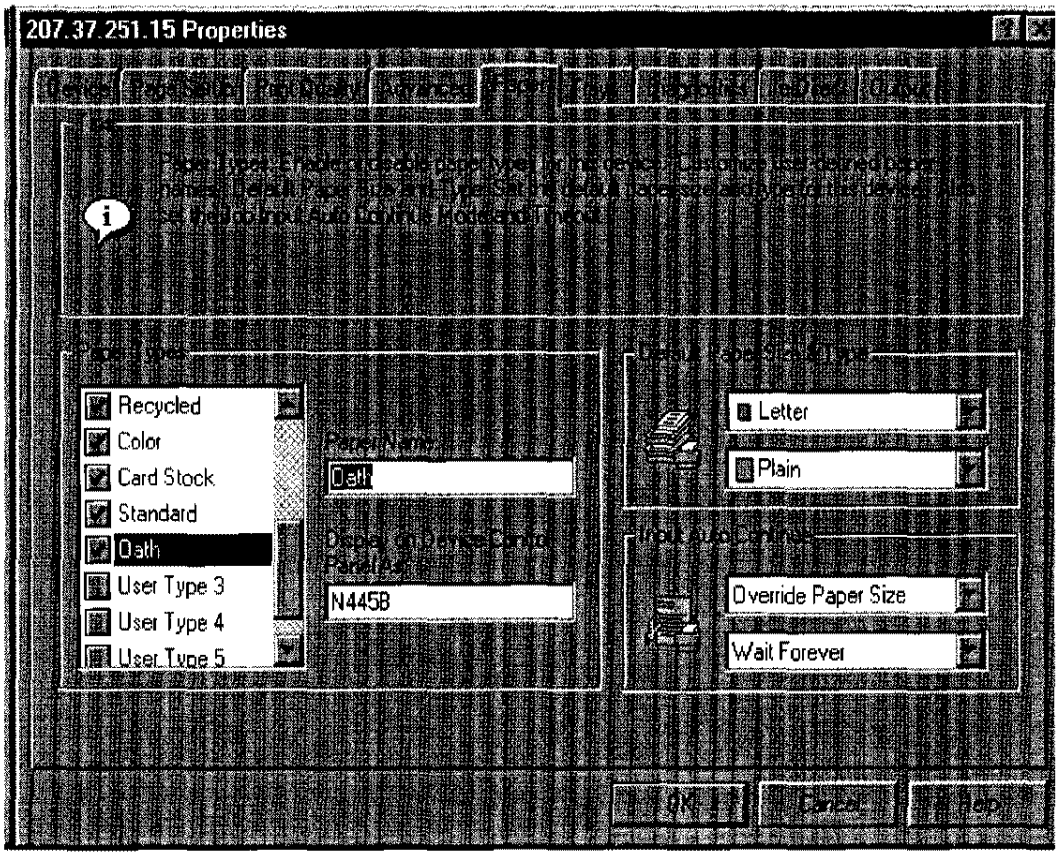
Exhibit 3–39: Properties Screen Paper Tab (Oath)



54. To assign the paper types to Trays 2 and 3 on the printer, click on the Trays tab as shown in Exhibit 3–20, Properties Screen Trays Tab. Click Tray 2 and choose Standard paper type from the list of paper types. Click Tray 3 and choose Oath paper type from the list of paper types. For DOs, add Certificates paper size by selecting Custom under Tray 1.

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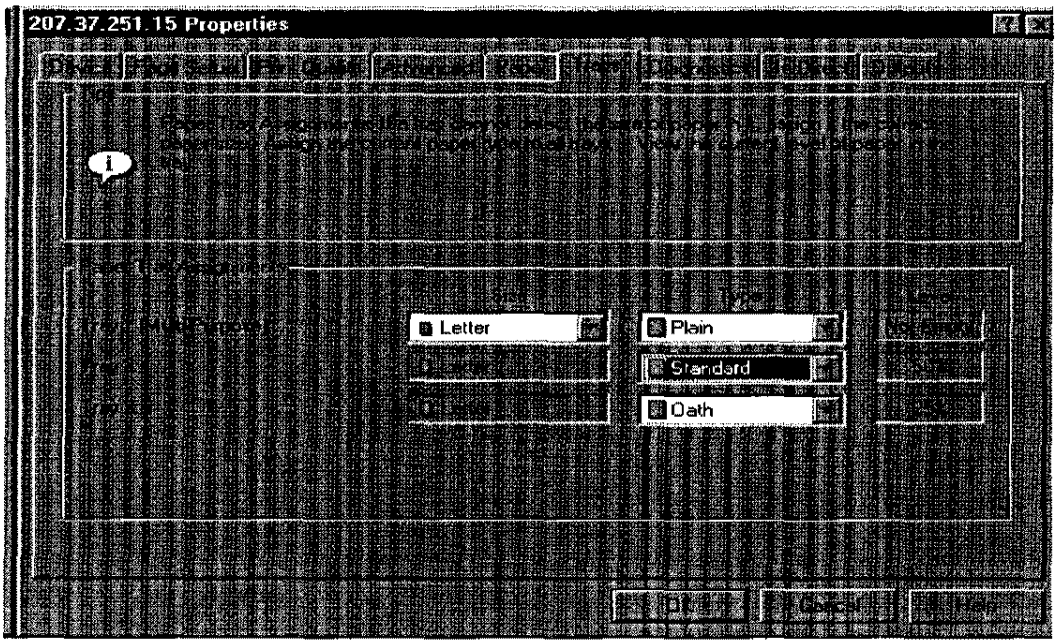
Exhibit 3–40: Properties Screen Trays Tab



55. Assign the paper types to Trays 4 through 6 on the printer. Go to the 5Si printer. Take the printer off- line.

56. On the printer, click the Menu button until the Tray menu appears. Click the Item button until Tray 2 appears. Tray 1 is manual feed. Do not use this tray for batch printing. Verify that the Tray 2 paper type is displayed as I797C, click the Item button until Tray 3 appears. Verify that Tray 3 is displayed as N445B. Click the Item button until Tray 4 appears. Press the + button until you see the paper type you want (I797C or N445B). Click the Select button and then click the Item button. Repeat these steps for trays 5 through 6.

3.3.14 Create Three New Users

The following are ways to create three new users:

(TSC) C4USR-local admin rights (default) - XXXC4SUSR
(TSC) ADP01- local admin rights (default) - XXXADP01
Perfmon- local admin rights
(-) add system
(-) shutdown system
(-) nofi____ mods
Perfmon- remove domain access

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3.4 Client Workstation Configuration Processes

The CLAIMS 4 end-user client workstation is a standard TIP workstation. The client workstation contains several peripheral devices depending on the role of the end user. These devices include the zebra label printer, check endorser printer, and the wand.

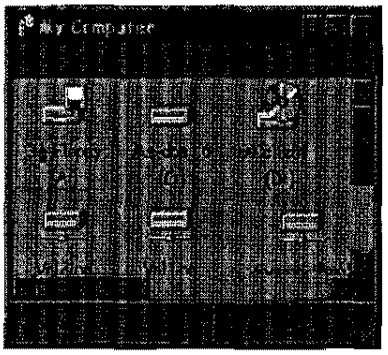
3.4.1 ODBC Driver Installation

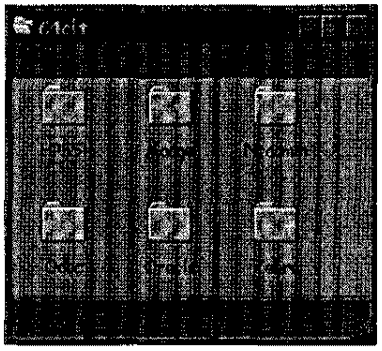
Note: Ensure the ODBC driver is installed. If not, follow the steps below.

The instructions for installing the ODBC driver are as follows:

1. Use the CLAIMS 4 Client Baseline CD for this section. Insert the CLAIMS 4 Client CD into the CD tray.
2. At the desktop, click on my computer/C4client CD/C4 client folder/ ODBC.

Exhibit 3–41: ODBC Driver Installation





3. The Welcome screen is displayed. Click on Next.
4. At the next screen as shown in Exhibit 3–24, Intersolv Product Registration Screen, type in INS for both the name and company, then type in the serial number (for example, 110000036088) and its associated key (for example, 73617252). The CLAIMS 4 deployment group will provide a key on request.

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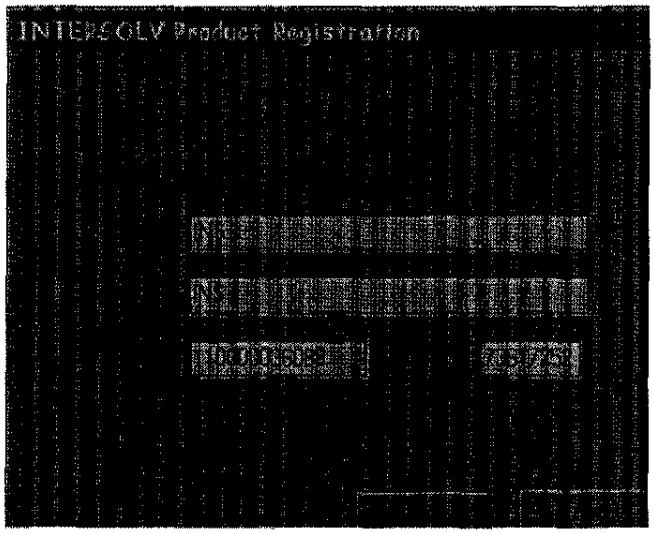
Exhibit 3–42: Intersolv Product Registration Screen



5. Click on Next when complete.
6. At the Registration Confirmation screen, click on Yes.
7. At the Intersolv Product License Agreement screen, click on Yes.
8. At the next screen as shown in Exhibit 3–25, Intersolv Product Registration Successful Screen, click on OK.

Exhibit 3–43: Intersolv Product Registration Successful Screen



9. At the Possible Driver Requirements screen, click on Next.
10. At the Setup Type selection screen, make sure that Typical Install is selected, then click on Next.
11. At the Install Directory screen, accept the default and click on Next.
12. At the Driver Install Directory screen, accept the default and click on Next.

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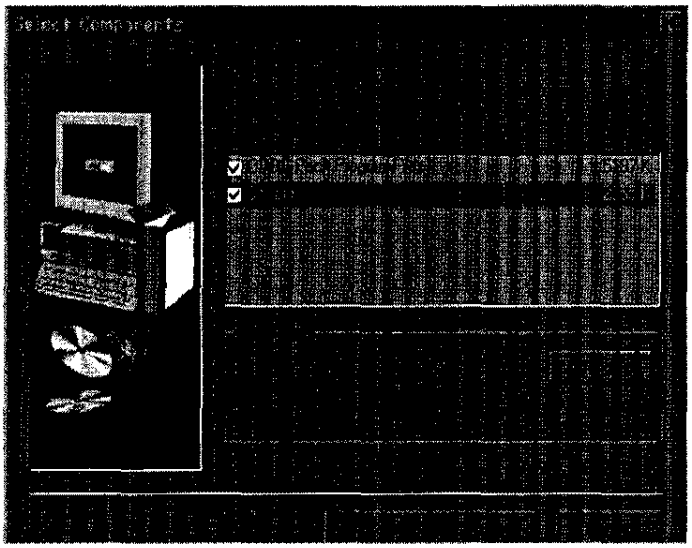
13. At the Select Components screen, as shown in Exhibit 3–26, Select Components Screen, make sure that both ODBC Pack Program Files and Driver options are selected. Click on the Change button.

Exhibit 3–44: Select Components Screen



14. The Select Sub Component screen, as shown in Exhibit 3–52, Select Sub Component Screen, is displayed.
15. Select Oracle 7, then click on Continue.

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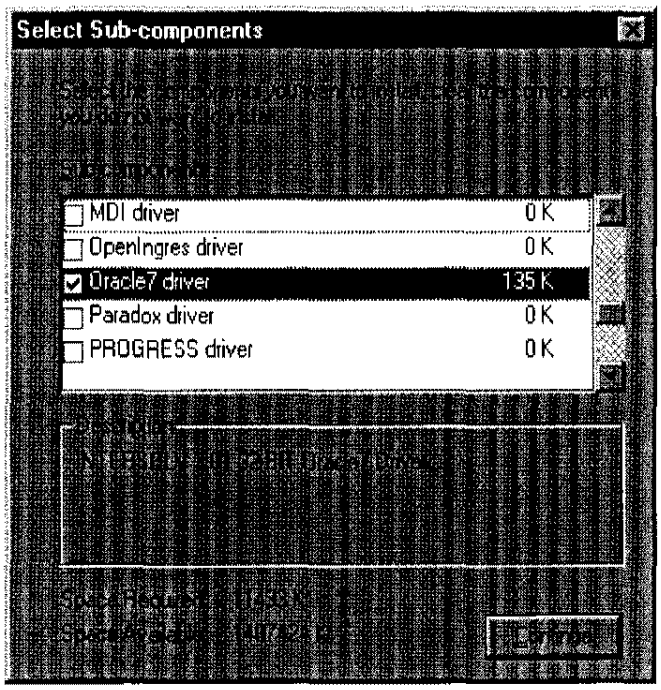
Exhibit 3–45: Select Sub Component Screen



16. The Select Components screen is still displayed. Click on Next.
17. The Driver Installation Options screen, as shown in Exhibit 3–28, Driver Installation Options Screen, is displayed.

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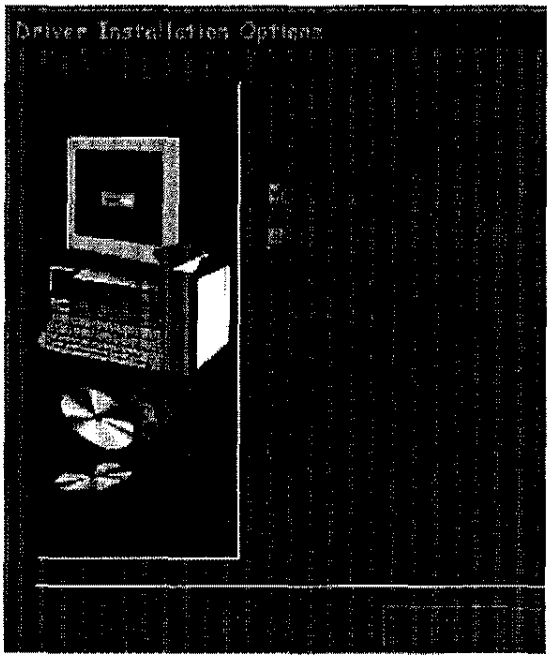
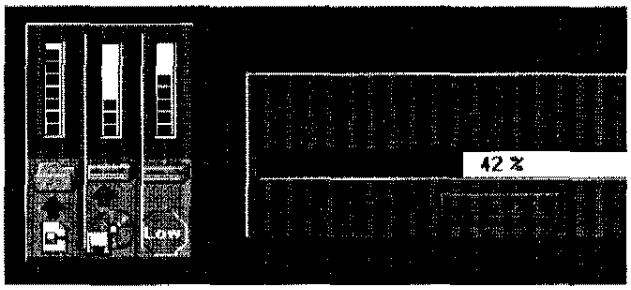
Exhibit 3–46: Driver Installation Options Screen



18. Deselect the Create Default Data Sources box, then click on Next.
19. The Select Program Folder screen is displayed. Accept the defaults and click on Next.
20. The installation begins. The screen shown in Exhibit 3–29, Install Screen, will appear.

Exhibit 3–47: Install Screen



21. When the Setup Complete screen appears, as shown in Exhibit 3–30, Setup Complete Screen, click on Configure Drivers check box.
22. Click on Finish to configure the ODBC drivers.

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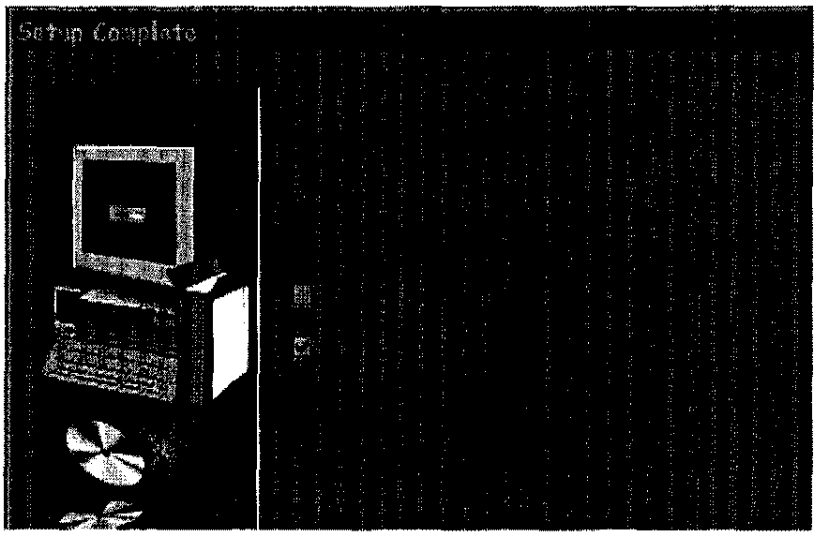
Exhibit 3–48: Setup Complete



23. The ODBC Data Source Administrator window is displayed.
24. Under the User DSN folder tab, click on Add.
25. The Create New Data Source screen is displayed. Select INTERSOLV 3.01 32-bit ORACLE 7 and click on Finish.

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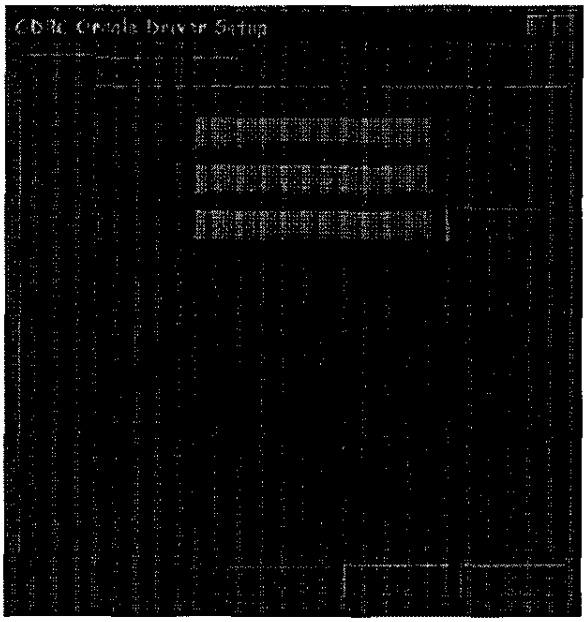
Exhibit 3–49: ODBC Oracle Driver Setup Screen



26. The ODBC Oracle Driver Setup screen is displayed, as shown in Exhibit 3–31, ODBC Oracle Driver Setup Screen.
27. In the Data Source Name field, type Nile1.
28. Leave the Description field blank.
29. In the Server Name field, type INSprod1. Exhibit 3–32, ODBC Oracle Driver Setup Screen 2, displays the fields and the correct information.

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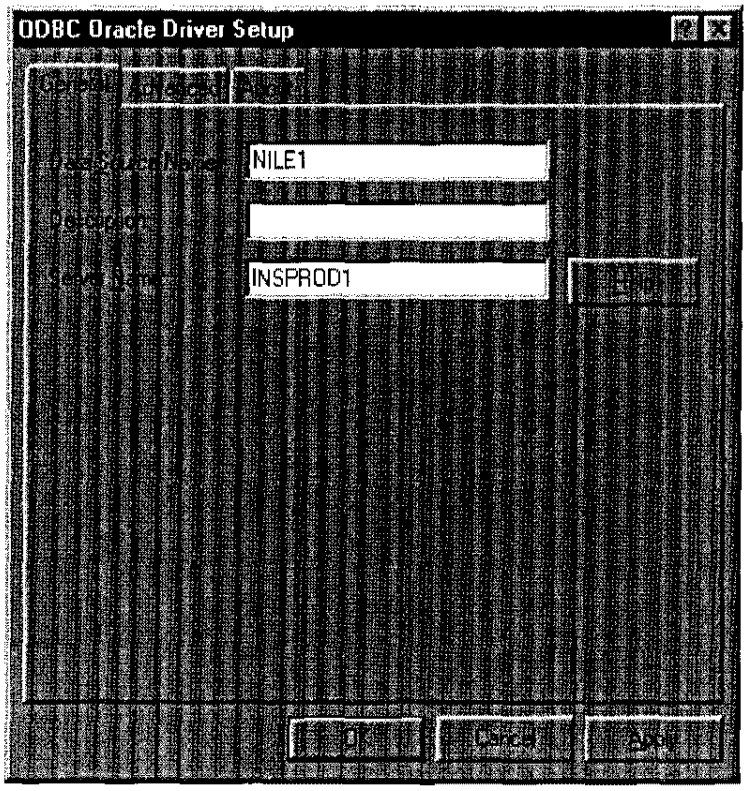
Exhibit 3–50: ODBC Oracle Driver Setup Screen 2



30. Under the Advanced folder tab, as shown in Exhibit 3–33, ODBC Oracle Advanced Tab Screen, place a check next to Catalog Options, EnableSQLDescribeParam, and Enable Scrollable Cursors. Leave all other options at default and click on OK.

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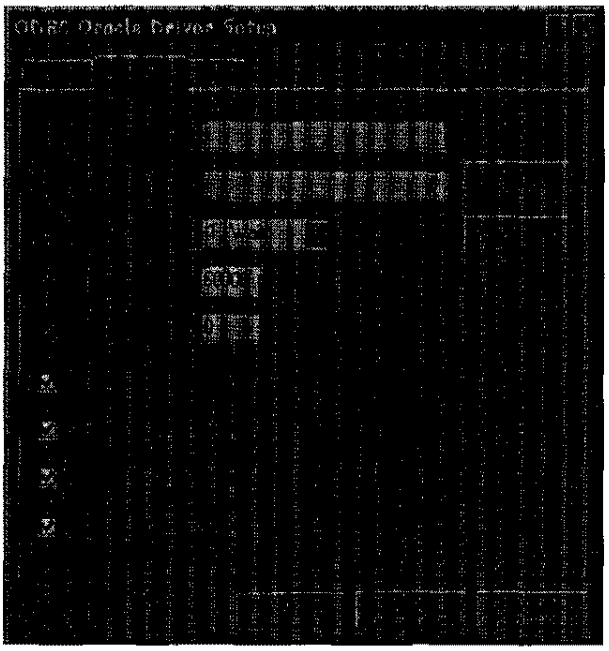
Exhibit 3–51: ODBC Oracle Advanced Tab Screen



31. When the ODBC Data Source Administrator screen is displayed, click on OK.

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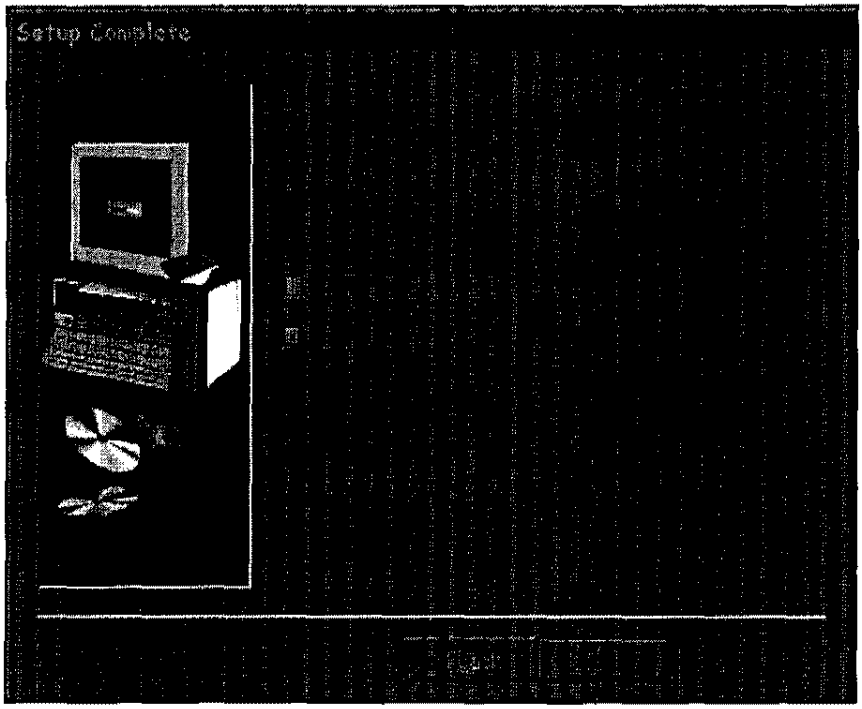
Exhibit 3–52: Setup Complete Screen



32. When the Setup Complete screen is displayed, as shown in Exhibit 3–34, Setup Complete Screen, click on Finish.

3.4.2 Oracle Client Installation

Note: Ensure Oracle is installed and configured. If not, follow the steps below.

1. Use the Claims 4 Client Baseline CD for this section. Insert the CLAIMS 4 Client CD into the CD tray.
2. At the desktop, click on my computer/C4clientCD/C4client folder/Oracle.

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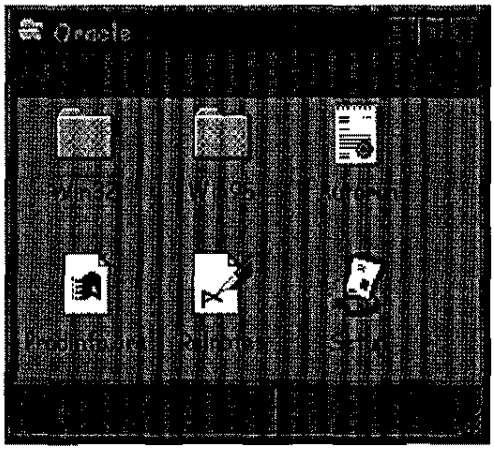
Exhibit 3–53: Oracle



3. The Oracle Installer will ask for a default language. Click on OK to accept English.
4. When the Oracle Installation Settings screen appears, click on OK to accept the defaults.
5. At the configuration screen, click on OK.
6. Highlight Oracle 7 Client in the left box. Click on the Install button in middle of the screen.
7. When the Oracle 7 Client screen appears, choose Application User and click on OK.
8. When the Application User screen appears, highlight only Oracle Installer and SQL*Net Client by holding down the **Shift** key and clicking on both clients. Then, click on OK.
9. The Oracle SQL*Net Adapter Selection screen is displayed, as shown in Exhibit 3–36, Oracle SQL*Net Adapter Screen. Select only TCP/IP and click on OK.

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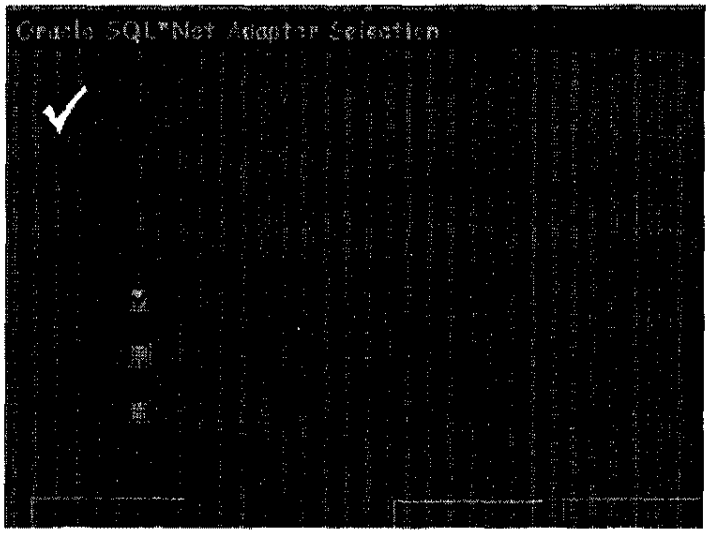
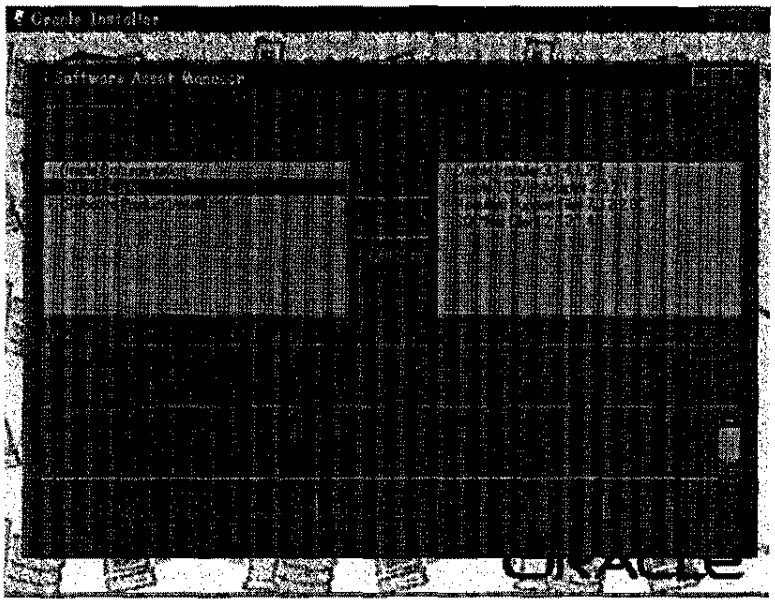
Exhibit 3–54: Oracle SQL*Net Adapter Screen



10. When the Notification screen indicates that the installation is complete, click on OK.
11. When the Software Asset Manager screen is displayed, click on Exit.

Exhibit 3–55: Software Asset Manager Screen



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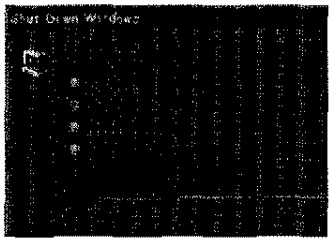
12. When the Confirmation screen appears and asks if you are sure that you want to exit, click on Yes.
13. When the Information screen appears, read the information and then click on OK.
14. Drill down to Oracle for Windows 95 and click on SQL*Net Easy Configuration.
15. The SQL*Net Easy Configuration screen is displayed.
16. Select Add Database Alias and click on OK.
17. When the Choose Database Alias Screen appears, type pyr150 in the Database alias field and click on OK.
18. Choose TCP/IP Host Name and Database Instance screen appear.
19. In the TCP/IP Host Name field, type Nile1.
20. In the Database Instance field, type dc01, then click on OK.
21. When the Confirm Adding Database Alias screen appears, double check your input and click on Yes.
22. The SQL*Net Easy Configuration screen is displayed.
23. When you have finished making all entries, select Exit SQL*Net Easy Configuration.
24. Click on OK.

Exhibit 3–56: Shut Down Windows Screen



25. You must restart system by going to the Shut Down Windows screen, as shown in Exhibit 3–56, Shut Down Windows Screen, before Oracle is properly setup. The workstation has been loaded for the CLAIMS 4 Application. You will now configure the printers and external devices for the CLAIMS 4 environment.

3.4.3 Printer Driver Installation

The printer driver installation will not work properly unless the correct version of the (b)(2) [redacted] directory. First, install a HP

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LaserJet 4Si printer. The HP LaserJet 5Si driver does not use this file; therefore, it will not resolve the installation. Perform the following steps to install the printer driver:

1. Install the HP 4Si printer (Office Automation) before installing this driver.
2. Click on Start, then move the pointer to Settings and click on Printers.
3. Double click on Add Printer.
4. When the Add Printer Wizard screen is displayed, click on Next.
5. Select Local Printer and click on Next.
6. The Drivers window is displayed. Click on Have Disk.
7. Insert the CLAIMS 4 Workstation Software CD and type in D:\Zebra, then click on OK.
8. Select the Zebra S500/105S driver in the list and click on Next.
9. The Available Ports window is displayed. The ports window is displayed, select COM1: and click on Next.
10. The next window displays the default printer. Select the Yes radio button, then click on Next.
11. Choose No to bypass printing a test page. Click on Finish.
12. Right click on My Computer and then select Properties.
13. The system properties window is displayed. Select the Device Manager tab at the top of the window.
14. Double click on the Ports selection and then double click on the communications port (COM1).
15. Click on the Port Settings tab at the top of the window and change the settings to reflect the following:

    - Bits per second—9600
    - Data Bits—8
    - Parity—none
    - Stop Bits—1
    - Flow Control—none

16. Click OK to close out the Communications Port Properties window. Click OK on System Properties.

3.4.4 Wand-Style Bar-Code Reader Installation

The following steps are provided to ensure proper wand-style bar-code reader installation. If this is a clean installation, proceed to Step 16.

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1. The wand-style bar-code readers used with CLAIMS must be calibrated to function on each type of workstation.
2. Physically install the wand connecting the pigtail cable to the PC port and the keyboard.
3. Scan the appropriate column of bar codes from left to right. The wand will double beep at the beginning and end of the column and single beep at the end of each code entry.
4. Read a test label into a DOS or Word screen to verify functionality.
5. CLAIMS 4 Application Installation Processes.
6. In the unlikely event the CLAIMS 4 application requires reloading, the following procedure must be followed.
7. In order to install the most recent version of the CLAIMS 4 application, the previous version must be de-installed. If there is no previous version of the CLAIMS 4 application on the workstation, begin a clean install at Step 16 in this section.

3.4.5 Zebra Printer Installation

The following steps list the ways to install the Zebra printer:

1. When loading ribbon spools, verify the source/stock number of the ribbon supply being used. If Zebra Stripe brand ribbon spools are available, load them to turn clockwise according to the diagram located inside the printer cover. However, if only standard GSA ribbon spools used in Lowry and/or Prodigy Barcode printers are available (Stock # 132842), they must be loaded so the spool turns counterclockwise. Either ribbon spool may be used and will produce acceptable results.
2. Turn the printer off.
3. Look on the back of the printer. You will see eight DIP switches.
4. While looking directly at the switch bank, set the switches to the following: 1 through 3 right, 4 through 7 left, and 8 right.
5. Turn the printer back on.

3.4.6 Create Emergency Repair Disk

The following steps help to create an emergency repair disk:

1. Click on Start, click on Run, and type in rdisk.
2. Press **Enter**.
3. Answer yes to prompts.
4. Answer yes to Reboot.

3.4.7 Workstation Configuration Validation

The steps in the following sections validate the workstation configuration process.

3.4.8 MS Word 95

The following steps help walk you through the MS Word 95 process:

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1. Verify that the MS Word type library (filename: [redacted] is located in [redacted] directory.
2. Use the Normal.dot that is delivered with the templates as the Normal.dot for Word on the server.

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3. Verify that Normal.dot is located in the [redacted] directory.

You must be in Microsoft Word to complete the following steps:

4. Choose File.
5. Choose Page Setup.
6. Verify that the Paper Source is set to Automatic.
7. Verify the margins are top 1.3, bottom .21, left .25, and right .25. Click on OK.
8. Choose Tools.
9. Choose Options.
10. Choose the Print tab.
11. Verify the boxes for Field Codes and Hidden Text are not checked. Click on OK.
12. Choose Insert.
13. Choose Page Numbers.
14. Verify that the box for Show Number on First Page is not checked. Click on OK.
15. Choose Tools.
16. Choose Options.
17. Choose the Print Tab.

If the settings are not correct, open the Normal.dot file and make the necessary changes. Make sure to save the changes into the Normal.dot. After saving, close Word, reopen Word, and verify that the changes have been made.

3.4.9 Server Validation for Workstations

The following areas will validate the server for workstations.

3.4.10 Database Instances

The following database instances are required:

1. The NT server printing the batch jobs and the clients making the batch job requests must be pointing to the same database instance. Make sure the printer is created on the server through the Add Printer icon.

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2. Check the CLAIMS.INI file settings in the c:\winnt\system32 directory. The [redacted] file directories must exist; if not, create them. The following entries must exist and be accurate:

   - Output Files—directory contains notice Word documents
   - Templates—directory containing templates for this install
   - Job Document Files—directory to contain master Word documents

3. Be sure that the correct set of templates is installed on the server in the directory referenced in the CLAIMS.INI file setting labeled Templates. If a template is corrupted or missing a notice text data bookmark, an error will occur.

3.4.11 Application Settings

The following application settings will ensure proper execution:

1. Automation Manager must be running on the server. Nengine must be running on the server. Word 7.0 must be installed on the server.
2. The CLAIMS.INI file must be on the server with the appropriate settings and location code. The location code will determine which notices in the print queue are printed.

3.4.12 Drives

The drive letter used for the output directory and the template storage directory in the Server INI file must be the same as the drive that is mapped to the server directories on the client machine. The same directory structure that is referenced in the INI file on the server must exist on the server.

3.4.13 NT Gateway

These 14 steps ensure the success to the NT Gateway process.

1. Before starting this process, verify the existence of a user ID on the Novell server.
2. At the server, log on if you have not done so.
3. Click on Start => Settings => Control Panel.
4. Double click on the GSNW icon.
5. The NetWare services panel is displayed; click on the Gateway button.
6. The Gateway panel is displayed. Click on Enable Gateway and then enter the user ID that was created on the Novell server (Example: NTGATE) and press **Tab**.
7. Type in the password assigned to the ID and press **Tab**.

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8. Retype the same password and click on OK.
9. The panel will close. Click on the Gateway button again.
10. On the Gateway panel, click on Add Share.
11. The Add Share panel is displayed. In the next four fields, type in the following:
    RAFACS\\(Novell Server Name)\(Novell Volume Name)RAFACS Test

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12. Select Drive letter [redacted]
13. Click on OK. The workstation has been configured and validated. Log off the workstation.

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4. GENERAL WORKSTATION TROUBLESHOOTING

This section provides some examples of typical problems and the associated procedures for solving them.

4.1 ODBC Driver Returns a 4000 Error

This condition is caused by configuration in the PATH statement located in the

(b)(2) [redacted]

Another error occurs when the Oracle BIN subdirectory is not located first in the path statement. Oracle Client and Intersolv ODBC share certain DLL names. If the wrong DLL is encountered first, the ODBC call will fail.

4.2 No Domain Controller Available to Authenticate Login

This problem may be caused by a couple of factors. Make sure the workstation is configured according to the TIP guide. Next, locate the Client for Microsoft Networks section. Again, make sure the workstation is configured according to the guide. Finally, check to make sure the Workgroup field under Identification is set to NATS. Restart the workstation and re-attempt the login.

If the user has some mismatched passwords and would like them to be synchronized, then go to the C:\WINDOWS directory and type ERASE *.PWL and press **Enter**.

4.3 ORA–13020 TNS: Cannot Resolve Host Name

This problem is caused by a configuration error in the Oracle SQL*Net names file. Use the Oracle SQL*Net Easy Configuration guide to launch the view configuration option.

4.4 Network Neighborhood Does Not Show Workstations

This problem is caused by a combination of network configuration errors and an incorrect Workgroup name. Use the above Network Configuration guide and locate the File and Print sharing section. Also, check the Workgroup field under Identification.

4.5 To de-install the previous version of CLAIMS 4:

(b)(2)

1. On the Windows 95 Desktop, click on Start ⇒Run. Type in [redacted]
2. When the Welcome screen is displayed, click on Next.
3. When the User Information screen is displayed, click on Next to keep the default choices in the Name and Company fields. If these fields are blank, type in INS for both.
4. When the Choose Destination Location screen is displayed, click on Next to accept the default location.

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5. When the Select Program Folder screen is displayed, click on Next to accept the default Program Folder of CLAIMS 4.
6. When the Start Copying Files screen is displayed, click on Next to accept the current settings. The files should begin to decompress.
7. When the CLAIMS 4 Remote Server Registration screen is displayed, in the Server Name field, type in the name of the server that is running the Workflow Server Engine. The enetry should be typed in all caps (for example, NSCXCLTRS01).
8. Click on the Remote button.
9. Allow the system to run until the Setup Complete screen is displayed.
10. Select the Yes, I want to restart my computer now radio button and then click on Finish. The computer will restart.
11. Double click on the My Computer icon.
12. Click on the C:\windows\system\claims.ini file to verify the location for your site.
13. Refer to the documentation left by the CLAIMS Deployment Team for the location code. If there is a bar-code printer attached to this workstation, make sure the bar-code printer comport=1. If there is no bar-code printer, the comport=0.
14. Close the Claims.ini file.
15. Create a shortcut to the CLAIMS 4 Application on the Desktop.
16. Right click on the desktop.
17. Click on New.
18. Click on Shortcut.

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19. From the Create Shortcut window, in the command line field, enter [redacted] then click on Next.
20. From the Select a Title for the Program window, enter CLAIMS 4.0, then click on Finish.
21. The shortcut is displayed on the desktop. Double click on the CLAIMS 4.0 shortcut icon to access the logon screen.
22. At the logon screen, enter the user ID and password, then click on OK. The program will begin to load. The CLAIMS 4 Main menu is displayed.

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5. CLAIMS 4 BATCH PROCESSING PROCEDURES

This section explains processes and procedures that are specific to the CLAIMS 4 application. This section also explains how to execute procedures on the CLAIMS 4 Workstation you built.

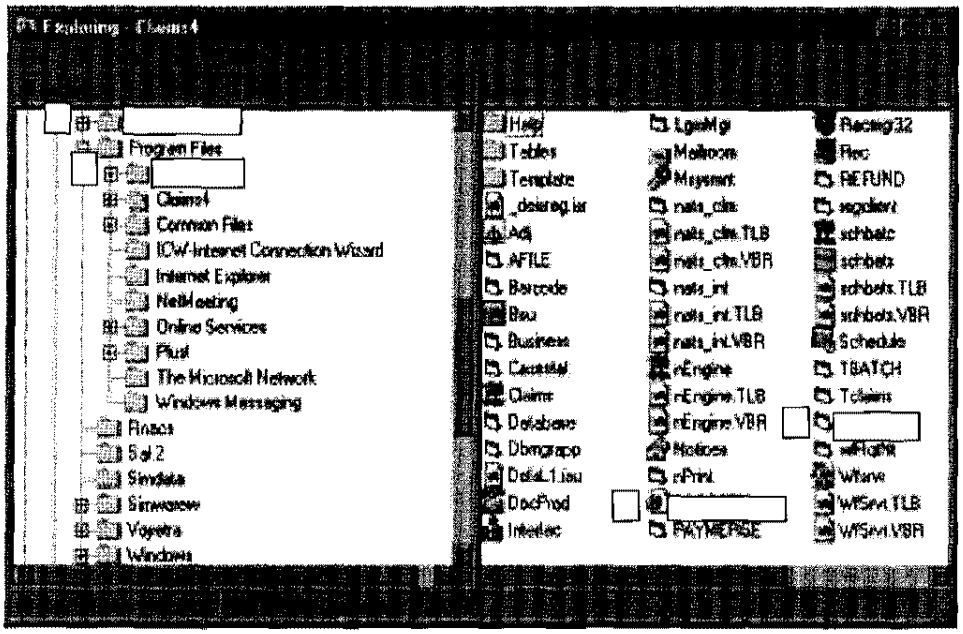
5.1 Paymerge

The Paymerge process goal is to reconcile the payment and case IDs. The Paymerge process is executed manually and will access only cases that have been in CLAIMS 4 for at least 24 hours. The result of Paymerge determines which receipt notice is generated.

To initiate the Paymerge process from the NT Server, perform the following steps:

1. Open Windows Explorer. The screen depicted in Exhibit 5–1, Paymerge Screen, shows the Program Files and CLAIMS 4 folders and the PAYMERGE executable file option.
2. From the C: drive, click on the Program Files folder.
3. Click on the CLAIMS 4 folder.
4. Click on the PAYMERGE executable file. A window is displayed showing Paymerge is running. Once the window disappears, Paymerge is complete.

Exhibit 5–1: Paymerge Screen



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5.2 Batch Print Requests

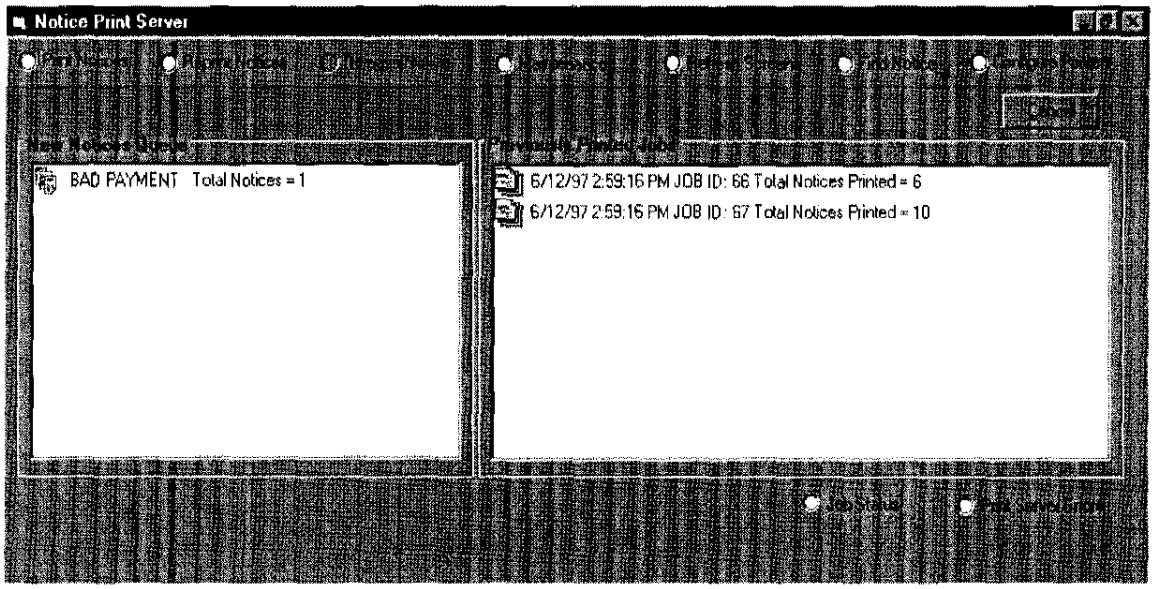
Currently, batches of notices are printed manually. PAYMERGE and CIS VERIFY must be completed before batch notices can be printed. Procedures for CIS VERIFY are described in the Interfaces section.

5.2.1 Print Notices

To request a batch print, perform the following steps:

1. Click on the wfRqtNt executable file. A window is displayed as noted in Exhibit 5–2, Notice Print Server, indicating that Request Notices is running. Once the window disappears, proceed to Batch Print Requests.
2. Open the CLAIMS 4 application.
3. From the Main Menu, click on the Notices button.
4. Click on the Batch toolbar button.

Exhibit 5–2: Notice Print Server



5. Click on the Print Notices radio button. A dialog box is displayed.
6. In the dialog box, click on the All, Partial Notice Type, or Partial Office radio button.
   - All: This option selects all new notices in the New Notices Queue list.
   - Partial Notice Type: This option allows users to select the notice type to be printed. In the Notice Type field, click on the m button to select the notice type.

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- Partial Office: This option allows users to print new notices for a selected office. In the Office field, click on the m button to select the office.

7. Click on the Submit button to request the notices for printing.
8. Click on the Close button to return to the Print Server screen.

To confirm a print request, click on the Job Status button. To view print error descriptions, click on the Print Server Errors button.

5.2.2 Reprint Notices

To reprint notices that have been printed, perform the following steps:

1. Click on the Print Server toolbar button. 
2. Click on the Reprint Notices radio button.
3. Click on Reprint Entire Notice Job or Reprint Partial Notice Job radio button.

- Reprint Entire Notice Job: This option selects all notices in a specified print job to be reprinted. In the Job ID field, click on the m to select the job to be reprinted.
- Reprint Partial Notice Job: This option allows users to reprint selected parts of a notice job. In the Job ID field, click on the m to select the job ID. Select the range of notices to be reprinted by clicking on the ZIP Code Range of Notices, Application ID, or Job Notice Type radio button and entering the range.

4. Click on the Submit button to send the job for printing.
5. Click on the Close button to return to the Print Server screen.
6. Click on the Cancel button to return to the CLAIMS 4 Notices screen.

5.3 Manual Procedures for Running Interfaces

The following procedures provide step-by-step instructions for activating each interface process. This process will be automated; however, the procedures are provided in the event it is necessary to run interfaces manually.

5.3.1 CLAIMS 4 to RAFACS

This interface will allow RAFACS to track applications originating in CLAIMS 4. Perform the following steps to initialize the interface:

1. Open Explorer.
2. Click on the Program Files directory.
3. Click on the CLAIMS 4 subdirectory.
4. Select the Interface file.

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5. From the Explorer menu bar, click on File.
6. Select Run.
7. Select the Request RAFACS Initialization.

5.3.2 CIS Verify

This process prepares case data for the upload to CIS for benefits verification. Perform the following steps to initialize the process:

1. Open Explorer.
2. Click on the Program Files directory.
3. Click on the CLAIMS 4 subdirectory.
4. Select the Interface file.
5. From the Explorer menu bar, click on File.
6. Select Run.
7. Select the Request CIS Verify process.

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8. This action will create an extract file labeled [redacted] in the Interface folder on the application directory. (This file is created only if cases exist in the system for the RqtCISVerify activity. No file is created if no RqtCISVerify activities exist at run time.) EDS uploads this file to the mainframe. The mainframe then conducts the updates and sends the responses back as an output file. The output file will be downloaded to a file labeled CisVerifyResult.txt in the Interface folder. When the CisVerifyResult.txt file is received, perform the following steps to view the matches and mismatches:
9. Select the Interface file.
10. From the Explorer menu bar, click on File.
11. Select Run.
12. Select the Process CIS Verify Results process.

A list of processed cases is displayed as either CIS matches or mismatches. All CIS Verification matches are based on alien number (A-Number) and Date of Birth. Procedures for handling CIS mismatches are outlined below:

13. From the CLAIMS switchboard, click on the Resolution module.
14. Click the OPEN icon on the toolbar to display a list of activities from which to select.
15. Click on the Resolve CIS Errors option, then click the View button. A list of App Ids is displayed.
16. Select an application ID from the screen that was returned from CIS as a mismatch, then click OK.

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17. A data entry screen is displayed containing 13 data entry elements. Tab to each field and then select the View CIS button on the Toolbar. This action will bring up another screen comparing CLAIMS 4 data and CIS data. Correct any data wrongly keyed into CLAIMS 4.
18. If an A-Number is added or changed, select one of the radio buttons under A-Number Status. If the A-Number was changed, select the A-Number entered that previously existed. If the A-Number was added, select the A-Number entered as newly created.
19. Once all fields have been viewed and corrected if necessary, select one of the radio buttons under Applicant Status. If the A-Number was corrected to match the CIS record, select the applicant's A-Number has been resolved. If the A-Number in CLAIMS 4 is still different from the A-Number in CIS, select Override; the A- Number was not resolved.

5.3.3 CIS File Transfer Request

The process is a two-pass process. The first pass determines if the A-File is located in the local RAFACS. If it is located in the local RAFACS, processing continues. If not, a request is sent to CIS for A-File transfer. The second pass records all cases that have been received in the local RAFACS and completes the A-File request. The two-pass process is performed through the following steps:

1. Open Explorer.
2. Click on the Program Files directory.
3. Click on the CLAIMS 4 subdirectory.
4. Select the Interface file.
5. From the Explorer menu bar, click on File.
6. Select Run.
7. Select the Retrieve A-File process.
8. This selection will create an extract file labeled CISFtrRequest.txt in the Interface folder on the application directory. This file is then uploaded to the mainframe that conducts the updates and sends the responses back as an output file. The output file will be downloaded to a file labeled [redacted] When the [redacted] file is received, perform the following steps to view the matches and mismatches:

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9. Select the Interface file.
10. From the Explorer menu bar, click on File.
11. Select Run.
12. Select the Retrieve A-File process. All CIS A-File requests are based on A-Number only.

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5.4 CLAIMS 4 to RNACS Interface

The following process updates RNACS with case data:

1. Open Explorer.
2. Click on the Program Files directory.
3. Click on the CLAIMS 4 subdirectory.
4. Select the Interface file.
5. From the Explorer menu bar, click on File.
6. Select Run.
7. Select the Request Initial NACS Extract process.

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8. This will create an extract file labeled [redacted] in the Interface folder on the application directory. EDS uploads this file to the mainframe that conducts the updates and sends the responses back as an output file. The output file will be downloaded to a file labeled NacsInitialResult.txt in the Interface folder.

5.4.1 CLAIMS 4 to CLAIMS 3 Interfaces

In the following process, CLAIMS 4 interfaces with CLAIMS 3/MRD to submit FD-258 cards to the FBI:

1. Open Explorer.
2. Click on the Program Files directory.
3. Click on the CLAIMS 4 subdirectory.
4. Select the Interface file.
5. From the Explorer menu bar, click on File.
6. Select Run.
7. Select the FBI Check Extract process.
8. This selection will insert CLAIMS 4 FD-258 records into the Btrieve file so that CLAIMS 3/MRD can access them.
9. Select the Interface file.
10. From the Explorer menu bar, click on File.
11. Select Run.
12. Select the Process FBI Check Results process.
13. This selection will process FBI responses from the FD-258 background check.

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APPENDIX A—ACRONYMS

A-File	alien file
A-Number	alien number
AAO	Administrative Appeals Office
ADP	Automated Data Personnel
API	Application Programming Interface
ASC	Application Support Center
BSU	Batch Status Update
CBO	community-based organization
CCO	County Control Office
CIDN	Contributor Identification Number
CIS	Central Index System
CLAIMS	Computer-Linked Application Information Management System
CLAIMS 3/MRD	FBI Fingerprint
CM	Configuration Management
CM	Case Management
CR	CLAIMS Resolution
DLL	dynamic link library
DO	District Office
DOJ	Department of Justice
EIM	External Interface Module
FBI	Federal Bureau of Investigation
FCO	File Control Office
FD-258	Request for FBI Background Check
FD-258 EE	Enterprise-wide Fingerprint Card Tracking System
FRD	functional requirements document
GUI	graphical user interface
G-325B	Biographic Information form
HQ	Headquarters
ID	identification
IDMS	Integrated Database Management System
INS	Immigration and Naturalization Service
ITP	Information Technology Partnership
LAN	local area network
MDI	Multi-Document Interface
MS	Microsoft Corporation
NACS	Naturalization Automated Casework System
NATS	Naturalization System
N-400	Application for Naturalization
N-426	Request for Certification of Military or Naval Service
OC	Oath Ceremony
ODBC	open database connectivity

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OLE	Object Linking and Embedding
OMG	Open System Management Group
OOD	Object Oriented Design
ORI	organization identification
PICS	Personal Identification Control System
POE	port of entry
QA	Quality Assurance
Q&A	Question and Answer
RAD	rapid application development
RAFACS	Receipt and Alien-File Accountability and Control System
RAPS	Refugee Asylum and Parole System
RDBMS	Relational Database Management System
RDO	Remote Data Object
RNACS	Reengineered Naturalization Automated Casework System
RTM	requirements traceability matrix
SC	Service Center
SDLC	Systems Development Life Cycle
SID	Scheduler Information Database
SNA	System Network Architecture
SQL	Structured Query Language
T&E	Test and Evaluation
T-number	Temporary Number
TBD	To Be Determined
TCP/IP	Transmission Control Protocol/Internet Protocol
TIP	Technology Infrastructure Project
UML	Unified Modeling Language
VOLAG	voluntary agency
WAN	wide area network

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TABLE OF CONTENTS

1. INTRODUCTION 1–1
1.1 Project Description 1–1
1.1.1 Background 1–1
1.1.2 Purpose 1–1
1.1.3 Assumptions and Constraints 1–2
1.1.4 Interfaces to External Systems 1–2
1.2 Points of Contact 1–5
1.3 Document References 1–6
1.4 Glossary 1–6

2. FUNCTIONAL PROCESS REQUIREMENTS 2–1
2.1 Data Requirements 2–1
2.2 Functional Process Requirements 2–1
2.2.1 Mailroom, Receipting, and Data Entry Process Description 2–2
2.2.2 Finance Process Description 2–18
2.2.3 Cash Box Process Description 2–18
2.2.9 Adjudication Process Description 2–20
2.2.10 ASC Fingerprint Waiver 2–21
2.3 Service Center 2–21
2.4 District Office 2–22
2.4.1 Adjudication Processing 2–22
2.4.2 Remote Adjudication Processing 2–23
2.4.3 Case Review Function 2–24
2.4.4 Examination Function 2–27
2.4.5 Supervisory Review Adjudication Function 2–28
2.4.6 Decision Process Function 2–29
2.4.7 Approval 2–30
2.4.8 Continuance With Intent to Deny 2–32
2.4.9 Denial/Termination 2–33
2.4.10 Continuance 2–34
2.4.11 Service Center Denials and Motion to Reopen 2–36
2.4.12 Second Hearing Decision Function 2–36
2.4.13 Reconciliation Function 2–37
2.4.14 Interview Decision 2–37
2.4.15 Oath Ceremony Decision 2–38
2.4.16 Adjudications—Generating Notices and NQP Forms 2–38
2.4.17 Case Status Interface 2–39
2.4.18 Administrative Close-Out 2–40
2.4.19 Change of Address Data Entry 2–41
2.5 Case Management Process Description 2–42
2.5.1 CLAIMS Resolution Process Description 2–42
2.6 Scheduler Process Description 2–49

2.6.1 Scheduler Processing 2–50
2.6.2 Scheduler Profile Setup Function 2–51
2.6.3 Batch Scheduling Function 2–53
2.6.4 Scheduling Prioritization Function 2–55
2.6.5 Interactive Oath Ceremony Scheduling Function 2–57
2.6.6 Interactive Fingerprint Scheduling Function 2–58
2.6.7 Interactive Removal From Batch Schedule Queue Function 2–58
2.6.8 Interactive Place in Batch Schedule Queue Function 2–59
2.6.9 Interactive Cancellation Function 2–60
2.6.10 Interactive Descheduling Function 2–61
2.6.11 Interactive Recording of Interview Conducted Function 2–62
2.6.12 Interactive Recording of Oath Ceremony Conducted Function 2–62
2.6.13 Interactive Recording of Fingerprint Processing Conducted Function 2–63
2.6.14 Interactive Recording of No Show Function 2–63
2.6.15 Group Management Function 2–64
2.6.16 Scheduler Interface Function 2–64
2.7 Certificate Generation Process Description 2–66
2.7.1 Print and Reprint Function 2–67
2.8 Notices Process Description 2–68
2.8.1 Notice Creation Processing 2–69
2.8.2 Notice Creation Processing - Form I-485 2–72
2.8.3 Notice Creation Processing - Form I-589 2–72
2.8.4 Notice Creation Processing – Form I-881 2–72
2.8.5 Batch Print Processing 2–72
2.9 Reporting Process Description 2–78
2.9.1 Reporting Processing 2–78
2.9.2 Certificate Tracking Reporting Function 2–78
2.9.3 Adjudication Reporting Processing 2–79
2.9.4 File Room Operation Reporting Function 2–79
2.9.5 Finance Reporting Function 2–81
2.9.6 Mailroom Reporting Function 2–82
2.9.7 Management Reporting Function 2–82
2.10 System Maintenance Process Description 2–87
2.10.1 System Maintenance Processing 2–87
2.11 External Interface Description 2–94
2.11.1 External Interface Processing 2–94
2.12 Workflow Management Process Description 2–100
2.12.1 Workflow Management Processing 2–100
2.13 Case Status Process Description 2–103
2.13.1 Case Status Processing 2–103

3. OPERATIONAL REQUIREMENTS 3–1
3.1 Security 3–1
3.1.1 Discretionary Access Control 3–2

3.2 Audit Trail 3–2
3.2.1 Transaction Auditing 3–2
3.3 Data Currency 3–2
3.4 Reliability 3–2
3.5 Recoverability 3–2
3.6 System Availability 3–2
3.7 Fault Tolerance 3–2
3.7.1 Software Protection 3–3
3.8 Performance 3–3
3.9 Capacity 3–3
3.10 Data Retention 3–3

4. REQUIREMENTS TRACEABILITY MATRIX 4–1

APPENDIX A—GLOSSARY A–1

EXHIBITS

Exhibit 1: Points of Contact 1–5
Exhibit 2: CLAIMS 4 Architecture 2–1

1. INTRODUCTION

1.1 Project Description

The Computer-Linked Application Information Management System 4 (CLAIMS 4) is the new naturalization sub-system reengineering project that will replace the Reengineered Naturalization Automated Casework System (RNACS) that resides on the Department of Justice (DOJ) Mainframe. The architecture of CLAIMS 4 includes efficient technologies, such as the Novell Local Area Network (LAN), client/server systems with Windows 95 and NT, three-tier robust application processing with a friendly Graphical User Interface (GUI), a solid Oracle Database Management System (DBMS) in the background, and communication facilities to other Immigration and Naturalization (INS) legacy systems on the Mainframe.

Subsequent sections provide a detailed description of the system functions that constitute CLAIMS 4.

1.1.1 Background

The increase in naturalization applications has caused the application processing time to rise to unacceptable levels. In response, the INS pursued new methods of conducting naturalizations and automating support for these new processes.

1.1.2 Purpose

CLAIMS 4 reengineering is intended to provide an automated system that will effectively support the reengineered naturalization business processes. The achievement of this global objective will be accomplished through the following two key principles:

- Apply an iterative methodology in a controlled and manageable environment to demonstrate how the reengineered CLAIMS 4 system supports the new naturalization processes
- Evolve CLAIMS 4 from processing naturalization benefits only to processing all types of immigration benefits and thereby form the core for a reengineered CLAIMS

A database was designed in conjunction with the INS Enterprise Model and the corporate database team for the integration into a single master database that can be shared on a service-wide level. These concepts included the use of a person entity that was established independently and referenced by whatever information the INS has about that person, such as an alien number (A-Number), social security number (SSN), name, or date of birth (DOB). The database was designed and maintained in such a way that the person was uniquely identified and all changes made to that person's data traced and linked to the numerous applications that the person submits to the INS.

The value of this approach highlighted the capability of the INS to gather consistent information about its client base for protecting the INS against fraudulent applications. This effort serves as the baseline for future enhancements.

Deleted: April 4

1.1.3 Assumptions and Constraints

The following assumptions are related to the CLAIMS 4 functionality noted in the Requirements Traceability Matrix (RTM) NCY01.10019-00.F*0-CSC:

- **Data Entry**—Data Entry provided for naturalization forms currently supported by CLAIMS 4, Release 5.4. However, full system support provided for N-400 applications only. Future releases will provide data entry functions for all naturalization processes and other benefit applications.
- **Imaging**—Imaging will not be supported. Capture and usage of the applicant's photograph for certificate generation purposes will remain a manual process. Generation of the Naturalization Certificate using the imaged photo will be included in future releases.
- **Scheduling**—Scheduling embraces the functionality of the current CLAIMS scheduler with enhancements to support the scheduling of the Oath Ceremony.
- **Adjudications**—Adjudications will not support application profiling.
- **Interface**—The interface is fully automated to mainframe NACS, Central Index System (CIS), and the Receipt and Alien-File Accountability and Control System (RAFACS), RAPS, SID, RNACS, CFR and PAS. In addition, a semi-automated interface to the Federal Bureau of Investigation (FBI) was supported.
- **Workflow**—Workflow supported application capabilities and full N-400 productivity statistics, and reporting in baseline version.

Note: Additional functionality may be included when excluding the functionality causes greater effort than including the proposed functions.

The following constraints were applied within the baseline version of the CLAIMS 4 project:

- **Reengineered Processes**—Support was provided for the reengineered processes only to adequately measure the potential of the reengineered system.
- **Baseline Capacity**—Baseline volume was 1.7 million applications per year.

1.1.4 Interfaces to External Systems

The CLAIMS 4 external interface is designed to provide the capability to interface with systems external to CLAIMS 4, both for queries and for update capability. The systems for which interfaces are required include the Central Index System (CIS), the Receipt and Alien-File Accountability and Control System (RAFACS), the Reengineered Naturalization Automated Casework System (RNACS), the Enterprise-wide Fingerprint Card Tracking System (FD-258 EE), the Scheduler Information Database (SID), the Refugee Asylum and Parole System (RAPS), and the Performance Analysis System (PAS). In addition, the CLAIMS 4 External Interface system also receives fingerprint schedule requests from RAPS, CLAIMS 3, and RNACS, and inserts those requests to SID. Details are as follows:

1.1.4.1 Interface With CIS

The interface with CIS function is designed to accomplish the following:

Deleted: April 4

- **A-Number Validation for Naturalization Applications**—The CLAIMS 4 interface will send a request to CIS to determine whether the A-Number associated with each naturalization application exists. Upon receipt of the A-Number validation request, CIS will respond to CLAIMS 4 interface with a file containing pertinent information for the validated A-Numbers. CLAIMS 4 interface will store this file in the CLAIMS 4 database for later verification and information matching activities.
- **A-File Transfer Request**—The CLAIMS 4 interface will initiate a request to CIS for transfer of the applicant's A-File in the event that it is not located onsite. CIS will in turn send a request to the file owning RAFACS to transfer the A-File to the processing office. The file owning RAFACS will update CIS with a new file location.
- **Central Index Update for Naturalized Applications**—The CLAIMS 4 interface will update CIS when an application is closed out as naturalized at the oath ceremony or at application closeout. The update, which includes the certificate numbers and the date of naturalization, takes place every evening for applications closed out that day. Any other subsequent status changes, such as denaturalization and/or expatriation, are also replicated onto the CIS.

1.1.4.2 Interface With RAFACS

The interface with RAFACS function is designed to accomplish the following:

- **A-File Retrieval**—The CLAIMS 4 interface will send a request through the External Interface Module (EIM) GUI to the local RAFACS system at the processing office to determine if the A-File is located in-house. If the A-File is not found at the processing office, the CLAIMS 4 interface will initiate a request to CIS to have the file transferred to the processing office. The CLAIMS 4 interface will continuously query RAFACS for 30 days, expecting the A-File to eventually show up there. After 30 days, or the "A-File diligent search period" has expired, the A-File retrieval activity will finish allowing the next activity to be active.
- **A-File Creation**—If the application does not have the A-Number, and a new A-Number is assigned to it, the CLAIMS 4 interface will initiate a request to RAFACS to create an A-File for this applicant.
- **Receipt File Creation**—After an application is receipted in CLAIMS 4, the CLAIMS 4 interface will send a request to RAFACS to create a receipt file containing the physical receipt document.
- **A-File Shipment**—Once scheduling has been accomplished and the applicant has been notified, the A-Files must be pulled and shipped to the District Office (DO) before the examination interview and adjudication. The CLAIMS 4 interface produces a pick list of A-Files to be pulled. The DO will acknowledge the receipt of the A-Files and update CIS with the new location via the RAFACS/CIS interface.

Deleted: April 4

1.1.4.3 Interface with RNACS

The interface with RNACS function is designed to perform and allow data entered from naturalization forms to be passed for post-data entry processing. The RNACS interface provides a means of updating RNACS with data on N-470, N-565, N-600, and N-643 forms to enable RNACS to handle all subsequent processing. It also provides a means of updating RNACS with N-400 data sufficient to preclude duplicate application filings and provide a means of querying RNACS to determine whether a given A-Number is associated with a prior RNACS application.

1.1.4.4 Interface With RAPS

The interface with RAPS function is designed to perform and allow data entered from suspension of deportation forms to be passed for post-data entry processing. The RAPS interface provides a means of updating RAPS with data on I-881 forms to enable RAPS to handle all subsequent processing.

1.1.4.5 Interface With CLAIMS 3

The CLAIMS 3 interface function is designed to provide CLAIMS 3 with application data so that CLAIMS 3 can include those in the magnetic tape sent to the FBI for fingerprint checking. This action will be a direct insertion to CLAIMS 3 BTRIEVE database with new CLAIMS 4 application data. **Note:** This interface has not been implemented.

1.1.4.6 Interface With FD-258 EE System

Currently, the FD-258 EE updates an interface table in the EE Schema, which CLAIMS 4 reads from, processes the records for, and then cleans out. Future enhancements would include replacing the direct access to CLAIMS 4 with interface public methods so that FD-258 EE would interface with CLAIMS 4 through these methods. This future design is to encapsulate CLAIMS 4, ensure data integrity, and minimize the operational impact if either system is not available.

1.1.4.7 Interface With CoA-by-Phone Service

As the CoA-by-Phone Service capability is opened up to Naturalization applicants throughout the country, the customers will be able to call the INS National Customer Service Center (NCSC) on the existing 800 number and provide their new address and phone number data. The plan currently calls for a gradual rollout on a city-by-city basis. The customer service representatives at the NCSC, after verifying the applicant is who they say they are, will enter the new address and phone number information using their standard Call Center application, the Edge system.

On a daily basis, the INS data systems, CLAIMS 4 and RNACS, will attempt to find the applicant and update the applicant address data. If the update program cannot make the update, the CoA request record will be flagged to indicate that a manual review and update is required. The target goal is to have every address change applied in no more than 10 days from when it was taken.

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1.1.4.8 Interface With CFR

The CLAIMS 4 to CFR interface will be executed on a daily basis. This interface is an Oracle table-to-table transaction where data are moved from one system to the other.

The CFR system is used to review applicant files. It will identify and obtain any missing documents in order to create a complete file for adjudication. This system will reduce the number of naturalization cases continued for missing documents and provide better service to naturalization applicants by ensuring that applicant files are complete at the time of the naturalization interview. Additionally, it will also provide Adjudicators with a complete file at the time of interview. This will lead to better interviews and more informed decisions.

1.1.4.9 Interface With PAS

The CLAIMS 4 to PAS interface is designed to eliminate a data redundancy that currently exists between the two systems. Fully deployed, the interface will pass from CLAIMS 4 to PAS data for all INS Adjudications and Naturalization applications tracked on the G-22.2 and G-22.3 Report of Field Operations. Information on Supplemental Processing, Evidence Requests, and N-400 Processing currently on the G-22.3 will also be captured.

The interface will be implemented in phases. As CLAIMS 4 expands to capture additional applications, the interface will be expanded to handle these data. Currently, N-400 Direct Mail Naturalization applications are the only applications entered into CLAIMS 4. Therefore, the initial version of the interface will pass N-400 Direct Mail Naturalization data only.

1.1.4.10 Interface with FBI

The CLAIMS 3 interface function is designed to provide CLAIMS 3 with application data so that CLAIMS 3 can include those in the magnetic tape sent to the FBI for fingerprint checking. Currently, the FD-258 Enterprise Edition (EE) updates the CLAIMS 4 database directly with the FBI fingerprint responses.

1.2 Points of Contact

Exhibit 1, Points of Contact, lists CLAIMS 4 key points of contact.

Exhibit 1: Points of Contact

(b)(6)

Name	Position	Group
	Chief, Development Branch	Immigration Services Division
	IT Project Lead	INS
	Project Manager	CSC
	C4 Systems Architect	CSC
	C4 Release Manager	CSC
	C4 Development Lead	CSC
	C4 Test Lead	CSC
	C4 Quality Manager	CSC

Deleted: April 4

Exhibit 1: Points of Contact (continued)

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Name	Position	Group
	Configuration Management	CSC
	C4 Documentation	CSC

1.3 Document References

The following documents were used or referenced in the development of this FRD:

- *System Development Life Cycle (SDLC) Manual*, Version 4.0, June 18, 1999, SMI-0039-DSD -112-NA-10048
- *CLAIMS 4 Requirements Traceability Matrix*, March 4, 2003, NCY01.10019-00.F*0-CSC
- *INS Enterprise Configuration Management Plan*, Version 1.0, November 15, 1999, CFY.90046-00.F*0-SAI
- *System Design Document for CLAIMS 4*, November 15, 2002, NCY00.20009-00.F*0-CSC
- *CLAIMS 4 Operations and Administration Guide*, November 15, 2001, NCY00.50003-00.F*0-EDS
- *Naturalization Adjustment Casework System Reengineering Logical Data Model*, December 1, 1995 (NCY00.20000-00.D*0)
- *Response to Task Order Proposal, Revision 2, 95-BSB-0006.1*, May 31, 1996
- *CLAIMS 4 Reengineering Functional Requirements Document*, June 11, 1996 (NCY00.10000-00.W*0)
- *NACS Phase 1 Functional Requirements Document*, July 21, 1995 (CMY00.10000-00.F*0)
- *Naturalization Automated Casework System*, July 25, 1995 (CMY00.20000-00.F*0)
- *Naturalization Sub-system Hardware Software Configuration Estimate*, April 23, 1996 (NCY00.30001-00.D*0)
- *CLAIMS Functional Requirements for Service Centers* Draft, June 22, 1998
- *CLAIMS Functional Requirements for District Offices* Draft, February 11, 1998 (NCY00.10002-00.D*0)
- *Systems Operations and Administration Guide for CLAIMS 4*, December 15, 1998 (NCY00.50003-00.W*1-EDS)

1.4 Glossary

Appendix A, Glossary, provides a list of acronyms used in this document.

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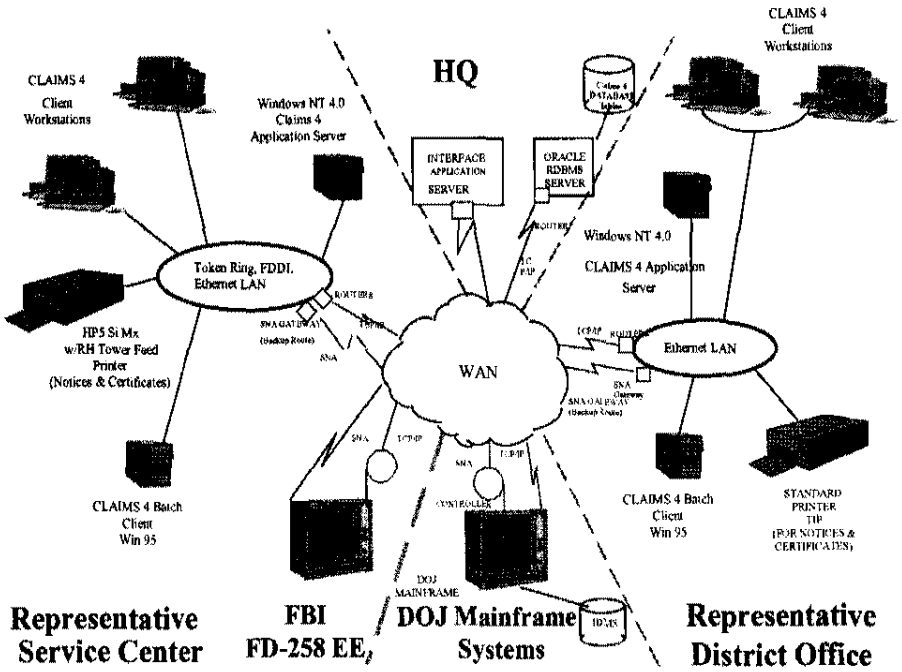
2. FUNCTIONAL PROCESS REQUIREMENTS

This section describes all automated user functions implemented in CLAIMS 4.

2.1 Data Requirements

This section provides a high-level diagram that identifies the INS enterprise network typology. Exhibit 2, CLAIMS 4 Architecture, depicts the hardware infrastructure required for successful deployment of CLAIMS 4 throughout the INS. Exhibit 2 also identifies the required typology for Headquarters, Service Centers (SCs), DOs, and the DOJ mainframe.

Exhibit 2: CLAIMS 4 Architecture



2.2 Functional Process Requirements

The program was designed and developed to support all major naturalization processes:

- Mailroom Receipting and Data Entry
- Finance and Paymerge
- Adjudication
- Case Management
- Scheduler/ Oath Ceremony Management (formerly Document Production)
- Certificate Generation

Deleted: April 4

- Notices
- Report Process
- System Maintenance
- External Interfaces
- Workflow
- Case Status

2.2.1 Mailroom, Receipting, and Data Entry Process Description

The Mailroom, Receipting, and Data Entry function provides the capability to enter data into the system and record the receipt of applications and fees. Mailroom and Data Entry functions initiate the naturalization process for a given application. Receipting sets many other activities in motion, such as requesting background checks to be performed and placing the application into the schedule system. It also assembles the A-File before sending the file containing the completed application and accompanying evidence to the correct office for adjudication.

2.2.1.1 Mailroom Process Description

When a new batch of mail is ready for processing, the user must enter its delivery date and time into the system. For each piece of mail in the batch, the user must generate a request for an application identifier and affix the bar-code label on the outside of the application folder. For applications that need to be entered together (in order to be a group or, if covered by a shared payment), the system will allow the user to enter a lead applicant (primary person) for the group. If an application is entered incorrectly, the system will allow the user to void the application.

2.2.1.2 Data Entry Process Description

After the application passes from the mailroom to data entry, the data entry clerk must enter the data from the application forms in to the system. Data from these forms may be accepted in electronic format from community-based organizations CBOs in the near future, thereby eliminating the need for keyed data entry. Another future system enhancement will be that some of the data may be pre-populated from other systems. The system will allow the user to generate additional bar codes and address labels. The system shall allow partial data entry of an application to be retrieved and updated later. If there are any missing names or A-Numbers, the system shall suspend the application.

When an application is suspended due to missing documentation, it can be held in suspension for a maximum of 87 days. The 87-day clock, controlled by the Workflow function, may be reset at any time by the manual intervention of authorized staff. If the missing documentation is received during the 87-day period, the data entry staff must enter the additional data in to the system to complete the process. Then, the case can proceed to interview scheduling. If the additional required information is not submitted after the 87-day suspense period, an interview must be scheduled at the DO for adjudication. This is in accordance with INS policy that naturalization applications cannot be denied without granting an interview. Following the interview, the application can be denied or the 87-day clock may be started again to allow the applicant another chance to produce evidence.

Deleted: April 4

Upon establishing the A-Number, the system shall initiate a request (through Workflow) to CIS/RAFACS for a physical file transfer to the appropriate DO for an interview. The system will accept payment by check or money order. In the future, payments may be accepted by credit and debit cards. Based upon ZIP code - office-mapping information as provided by INS, the system should determine locations where applicants can be scheduled for interviews and oath ceremonies.

2.2.1.3 Receipting and Data Entry Inputs

The following are inputs to the receipting process:

- Signed application form (hard copy)
- Payment (check, money order, or cash)
- Photograph (hard copy)
- (No FD-258 card required any more...) Other evidence, as required, to support the application (hard copy)
- G-325B form, if applicant has military record
- G-28 form, if an attorney is representing the applicant (hard copy)

2.2.1.4 Receipting and Data Entry Processing

1.1.0-1 (FR3) The system shall provide a GUI.

1.1.0-2 (FR1553) The system shall provide the ability to data enter any currently accepted version of the N-400 using version-specific display conventions and validation rules.

1.1.0-3 (FR1556) The system shall provide the ability to maintain an expiration date for each version of the N-400 form.

1.1.0-4 (FR1557) The system shall prevent users from data entering any version of the N-400 form once the current date is equal to or greater than the version expiration date.

2.2.1.4.1 MAILROOM PROCESSING

1.2.0-1 (FR5) The system shall allow the application to be started in the mailroom.

1.2.0-2 (FR6) The system shall provide a user interface to enter the batch date and time of the mail.

1.2.0-3 (FR7) The system shall allow the user to enter the number of applications and remittances received, using defaults of one for each.

1.2.0-4 (FR8) The system shall generate a new and unique application identification (ID) for each application entered.

Deleted: April 4

1.2.0-5 (FR9) The system shall provide the capability to associate a single payment with multiple applications.

1.2.0-6 (FR10) The system shall print the application ID onto a bar-code label, along with the Mailroom date, receipt (data entry date) and application ID in readable form.

1.2.0-7 (FR11) The system shall generate a unique Payment ID for each payment. (If the number of remittances included in an application packet is zero (underpayment), it will not create a payment identifier.)

1.2.0-8 (FR12) The system shall automatically capture the applicant identifier, along with the current date and time, and the delivery date and time for the mail batch, and store this information for Workflow metrics.

1.2.0-9 (FR13) The system shall allow a user to void an application (by updating the status to Mailroom Void), provided the application has not already proceeded to data entry.

2.2.1.4.2 MAILROOM PROCESSING I-881

1.3-1 (FR1306) The system shall provide the availability to enter payment information only for a given I-881 application or group of applications.

1.3-2 (FR1307) The system shall when processing a payment of an I-881 application(s) provide the ability to generate labels carrying the payment identifier for each I-881 application to which that payment identifier applies.

2.2.1.4.3 PAYMENT DATA ENTRY PROCESSING

1.4-1 (FR15) The system shall provide the capability for a qualified user to select payment entry and to fill out the remittance details.

1.4-2 (FR16) The system shall support required fields as identified by the Immigration and Naturalization Service (INS).

1.4-3 (FR17) The system shall identify a check or money order that is not signed, that is not payable to the INS, that is not in U.S. currency, or where values do not match.

1.4-4 (FR18) The system shall provide stale date logic (not more than 6 months for check and no more than 2 years for money order.)

1.4-5 (FR19) The system shall provide post date logic enforcing the restriction that the date of a check must be less than or equal to the date of data entry.

1.4-6 (FR20) The system shall provide a mechanism to enter a payment by check, money order, or a combination of the two (credit cards will be acceptable in a future release).

Deleted: April 4

1.4-7 (FR21) The system shall accept a payment consisting of multiple remittances, such as two checks and a money order.

1.4-8 (FR22) The system shall record a sequence number on the database along with the payment ID to allow for a single payment with multiple remittances.

1.4-9 (FR23) The system shall print the payment ID and sequence number on the check to identify to the system if it is returned from the bank.

1.4-10 (FR24) The system shall use the payment ID and sequence number on the check to identify the check to the system if it is returned from the bank.

1.4-11 (FR25) The system shall display the payment and the cumulative amount paid as remittances are entered and added to the payment.

1.4-12 (FR26) The system shall allow the user to indicate that a fee waiver has been requested by the applicant.

1.4-13 (FR27) The system shall route the application to a supervisor when a fee waiver has been requested.

1.4-14 (FR28) The system shall insert a blank entry into the remittance table to indicate a missing remittance, where fewer remittances were entered than those accepted in the mailroom (indicating a possible error in mailroom keying.)

2.2.1.4.4 APPLICATION DATA ENTRY PROCESSING

1.5.0-1 (FR30) The system shall allow N-400 data to be entered.

1.5.0-2 (FR1554) The system shall allow users to enter and/or update only one N-400 application at a time.

1.5.0-3 (FR1555) The system shall allow users to view and edit an N-400 application only using its version-specific display conventions and validation rules.

1.5.0-4 (FR31) The system shall allow data entry to begin after entering an application ID, if the initial data entry has not occurred.

1.5.0-5 (FR32) The system shall display the form with any data already entered after entry of an application ID, if the data entry has occurred.

1.5.0-6 (FR33) The system shall prevent the user from entering a new form or from updating a previously entered form if the application or case is not considered available for data entry.

1.5.0-7 (FR34) The system shall issue a warning and prevent updates to the data if the case has already been sent to the DO for adjudication.

Deleted: April 4

1.5.0-8 (FR35) The system shall capture data from forms as entered by data entry personnel.

1.5.0-9 (FR36) The system shall check validity and referential integrity, as appropriate, for data entered on an application.

1.5.0-10 (FR37) The system shall require the applicant name and a mailing address before the N-400 application can be accepted.

1.5.0-11 (FR1538) The system shall allow the entry of the following data for address information:

1. Daytime Phone Number
2. Evening Phone Number
3. E-mail Address? Yes or No
4. E-mail Address (text entry if #3 is checked 'Yes')
5. "Care of" field

1.5.0-12 (FR38) The system shall require alien number (A-Number), date of birth (DOB), and Country of Birth (COB) information before the N-400 application can be fully processed.

1.5.0-13 (FR1514) The system shall require alien number (A-Number), Family Name (Last Name), Date of Birth, Country of Birth, Home Address and Mailing Address information before the 2001 version of the N-400 application can be fully processed.

1.5.0-14 (FR1356) The system shall allow data entry of applicant representative information.

1.5.0-15 (FR1539) The system shall require the user to indicate whether the applicant wants a legal name change when data entering the 2001 version of the N-400.

1.5.0-16 (FR1560) The system shall allow the user to enter the following fields after indicating that the applicant wants a legal name change when data entering the 2001 version of the N-400:

1. Family Name (Last Name)
2. Given Name (First Name)
3. Full Middle Name

1.5.0-17 (FR39) The system shall retrieve attorney data automatically from the Computer-Linked Application Information Management System (CLAIMS) 4 attorney tables after the attorney ID is entered and G-28 form is attached.

1.5.0-18 (FR1357) The system shall allow data entry of CBO information.

1.5.0-19 (FR1559) The system shall allow the user to retrieve the CBO information using the CBO Code and the CBO Location Code.

Deleted: April 4

1.5.0-20 (FR40) The system shall accept or suspend an application depending upon the business rules applied during data entry.

1.5.0-21 (FR41) The system shall require entry or selection of a valid form type for processing a new application.

1.5.0-22 (FR42) The system shall require entry or selection of a valid form type and date of revision for processing a new application.

1.5.0-23 (FR43) The system shall display data entry fields in the sequence as listed on the application, depending upon the form type.

1.5.0-24 (FR44) The system shall provide the capability to capture the basis under which an applicant is applying for citizenship (N-400).

1.5.0-25 (FR45) The system shall provide the following basis of eligibility options for the N-400:

a. I have been a permanent resident for at least 5 years;
b. I have been a permanent resident for at least 3 years, during which I was married to a U. S. citizen;
c. I am applying on the basis of qualifying military service;
d. I am a permanent resident child of U. S. citizen parents;
e. Other.

1.5.0-26 (FR46) The system shall display a longer list of reasons from which the user may select a basis for filing, if Other is selected.

Section 316 (B), INA Absence Due to Employment Abroad;
Section 317, INA Temporary Absence Due to Religious Duties;
Section 319 (B), INA Absence Due to Spouse's Employment Abroad;
Section 319 (D), INA Surviving Spouse of Service-Employed Citizen;
Section 324, INA Lost Citizenship Through Marriage to an Alien;
Section 325, INA Owes Permanent Allegiance to the United States;
Section 326, INA Citizen of Philippines;
Section 327, INA Lost Citizenship Through Foreign Military Duty;
Section 330, INA Service on a U.S. Vessel.

1.5.0-27 (FR1561) The system shall provide the following basis of eligibility options for the 2001 version of the N-400:

A. I have been a Lawful Permanent Resident for at least 5 years;
B. I have been a Lawful Permanent Resident for at least 3 years, and I have been married to and living with the same US citizen for the last 3 years and my spouse has been a US citizen for the last 3 years
C. I am applying on the basis of qualifying military service;
D. Other.

Deleted: April 4

1.5.0-28 (FR1562) The system shall display a longer list of reasons from which the user data entering a 2001 version of the N-400 may select, in the event that eligibility option D. ('Other') is selected.

Section 316 (B), INA Absence Due to Employment Abroad;
Section 317, INA Temporary Absence Due to Religious Duties;
Section 319 (B), INA Absence Due to Spouse's Employment Abroad;
Section 319 (D), INA Surviving Spouse of Service-Employed Citizen;
Section 324, INA Lost Citizenship Through Marriage to an Alien;
Section 325, INA Owes Permanent Allegiance to the United States;
Section 326, INA Citizen of Philippines;
Section 327, INA Lost Citizenship Through Foreign Military Duty;
Section 330, INA Service on a U.S. Vessel.

1.5.0-29 (FR1551) The system shall warn the user data entering a 2001 version of the N-400 in which the user has filed on the basis of eligibility A) ('I have been a Lawful Permanent Resident for at least 5 years'), in the event that the period of residency is less than 4 years and 9 months.

1.5.0-30 (FR1552) The system shall warn the user data entering a 2001 version of the N-400 in which the user has filed on the basis of eligibility B) ('I have been a Lawful Permanent Resident for at least 3 years and have been married to and living with the same US citizen for the last 3 years...'), in the event that the period of residency is less than 2 years and 9 months

1.5.0-31 (FR1563) The system shall allow the user data entering a 1999 or earlier version of the N-400 to record the following information used in the criminal records search:

A. Gender
B. Height (feet) and Height (inches)

1.5.0-32 (FR1541) The system shall allow the user data entering a 2001 version of the N-400 record the following information used in the criminal records search:

A. Gender
B. Height (feet) and Height (inches)
C. Weight (in pounds)
D. Race (choice of 5)
E. Hair color (choice of 8)
F. Eye color (choice of 9)

1.5.0-33 (FR1542) The system shall allow the user data entering a 2001 version of the N-400 to record the following information about time spent outside of the United States:

1. Total days outside U.S. during last 5 years

1.5.0-34 (FR1543) The system shall allow the user data entering a 2001 version of the N-400 to record the following information about marital history:

A. How many times married?
B. Information on current spouse
   1. Spouse's Family Name/Given Name/Middle Name

Deleted: April 4

2. Date of birth
3. Date of Marriage
4. Spouse's Social Security Number
5. Spouse's home address (Street number and name, Apt. number, City, State, Zip code)

C. Is your spouse a U.S. citizen? Yes or No

D. Information about citizen spouse
1. Did spouse become U.S. citizen "At Birth" or "Other"? (2 choices)
2. Date spouse became a citizen (if "other")
3. Place spouse became a citizen (if "other")

E. Information about non-citizen spouse
1. Country of citizenship
2. Spouse's A-number
3. Spouse's Immigration status (LPR or "Other")
Other

F. Information about prior spouse
1. Prior spouse's Family Name/Given Name/Middle Name
2. Prior Spouse's Immigration Status (USC/LPR/ Other)
Other
3 . Date of Marriage
4. Date Marriage Ended
5. How Marriage Ended (Divorce/Death/Other)

G. How many times current spouse has been married
1. Family Name/Given Name/Full Middle Name of spouse's prior spouse
2. Immigration Status of Spouse's Prior Spouse
3. Date of Marriage (to prior spouse)
4. Date Marriage Ended (to prior spouse)
5. How Marriage Ended (to prior spouse) Divorce/Death/Other
Other

1.5.0-35 (FR1544) The system shall allow the user data entering a 2001 version of the N-400 form to record the following additional information:

General
1. Ever claimed to be a US citizen?
2. Ever registered to vote in an election in the U.S.?
3.. Ever voted in an election in the U.S.?
4. Ever failed to file a tax return since becoming an LPR?
5. Owe taxes that are overdue?
6. Have any foreign title of nobility?
7. Been declared legally incompetent or confined to a mental institution?

Affiliations
8. Ever been a member of or associated with any organization?
9. Ever been a member of or associated with
a. The Communist Party?
b. Any other totalitarian party?

Deleted: April 4

c. A terrorist organization?
6. Ever advocated overthrow of any government by force of violence?
7. Ever persecuted any person because of race, religion, national origin, group?
8. Between March 1933 and May 1945, did you work for or associate with:
a. The Nazi government of Germany?
b. Any government (1) occupied by, (2) allied with, or (3) established with help of Nazi government of Germany?
c. Any German, Nazi or S.S. military unit, etc., camp?
9. Have you ever called yourself a 'non-resident on a ...tax return?
10. Ever failed to file a tax return because you considered yourself a "nonresident"?
11. Committed a crime or offense for which you were NOT arrested?
12. Been arrested, cited or detained etc.?
13. Been charged with committing any crime of offense?
14. Been convicted of a crime or offense?
15. Been placed in alternative sentencing or rehabilitative program?
16. Received a suspended sentence, probation or parole?
17. Been in jail or prison?
18. Have you ever:
a. Been a habitual drunkard?
b. Been a prostitute, or pro-cured...for prostitution?
c. sold/smuggled controlled substances, illegal drugs or narcotics?
d. Been married to more than one person at same time?
e. Helped anyone enter or try to enter the U.S. illegally?
f. Gambled illegally or received income from illegal gambling?
g. Failed to support your dependents or pay alimony?
19. Have you ever given false or misleading information while applying for immigration benefit/to prevent removal?
20. Ever lied to a U.S. official to gain entry into the U.S.?
21. Are removal, exclusion, rescission or deportation proceedings pending against you?
22. Have you ever been removed, excluded or deported?
23. Ever been ordered removed, excluded or deported?
24. Ever apply for relief from removal, exclusion, deportation?

1.5.0-36 (FR1545) The system shall allow entry of the following data for military service information:
1. Have your ever served in the U.S. Armed Forces?
2. Left U.S. to avoid being drafted?
3. Applied for exemption from service in U.S. Armed Forces?
4. Deserted from U.S. Armed Forces?

1.5.0-37 (FR1546) The system shall allow entry of the following data for selective service registration information:
1. Are you a male who lived in U.S. between your 18th and 26th birthday?
2. Date registered with Selective Service System
3. Selective Service Number

Deleted: April 4

1.5.0-38 (FR1558) The system shall default to NO for all sections of the N-400 form except Oath requirements (Part 10, Section H).

1.5.0-39 (FR47) The system shall generate an evidence check-off screen, depending on the form type and basis of eligibility.

1.5.0-40 (FR48) The system shall provide an Other button, that when checked, produces a text box in which the user may describe any additional evidence that was supplied.

1.5.0-41 (FR49) The system shall determine if the minimum evidence required has been supplied and warns the user that Workflow will suspend the application if it is missing.

1.5.0-42 (FR50) The system shall allow the user to mark evidence as received or deselect evidence by marking each item or all items on the list.

1.5.0-43 (FR1574) The system shall allow the user to select an option "Mark all evidence as being received" when all items of minimum evidence required have been received.

1.5.0-44 (FR1575) The system shall allow the user to select an option "Mark all evidence as Not being received" when none of the items of minimum evidence required have been received.

1.5.0-45 (FR51) The system shall warn the user if the application has not been marked as signed by the applicant.

1.5.0-46 (FR52) The system shall warn the user that the application will be suspended when required data are missing from an application.

1.5.0-47 (FR53) The system shall allow a user to update applicant information prior to fee reconciliation.

1.5.0-48 (FR54) The system shall calculate fees as the forms are entered using a fee table (that uses the form type as the basis for calculating the fee).

1.5.0-49 (FR55) The system shall prompt the user to select fees receipted elsewhere, fee waiver requested, or payment missed, if the total remittances recorded in the mailroom was zero.

1.5.0-50 (FR56) The system shall capture data from each form once the data are validated.

1.5.0-51 (FR57) The system shall extract data from each form for upload into the Reengineered Naturalization Automated Casework System (RNACS) mainframe system.

1.5.0-52 (FR58) The system shall initiate, through the use of Workflow, a Central Index System (CIS) interface to validate data between the CIS mainframe system and the application.

Deleted: April 4

1.5.0-53 (FR59) The system shall process returns from CIS validation and refer mismatches to Workflow for further resolution.

1.5.0-54 (FR60) The system shall initiate, through the use of Workflow, an RNACS interface to update the RNACS mainframe system with data on N-400 filings.

1.5.0-55 (FR61) The system shall accept the application ID as wanded in or entered from the bar code on the application jacket.

1.5.0-56 (FR62) The system shall allow the user to search for an application when the application ID is not known.

1.5.0-57 (FR63) The system shall trigger the appropriate notices after data entry: Receipt, Receipt with Suspense, or Receipt with Exception.

1.5.0-58 (FR64) The system shall trigger the batch production of receipt notices for accepted applications.

1.5.0-59 (FR65) The system shall trigger the batch production of suspend notices when the evidence is deficient.

1.5.0-60 (FR1547) The system shall ask the user if they would like to waive English/Government requirements by attaching a N-648.

1.5.0-61 (FR1518) The system shall produce the following list of disability accommodations:

1. Deaf/hearing impaired and need interpreter
2. Use the following language
3. Use wheelchair
4. Blind/sight impaired
5. Another accommodation
6. Please explain

1.5.0-62 (FR1564) The system shall allow the user data entering a 2001 version of the N-400 to record the following information about oath requirements:

1. Do you understand the full Oath of Allegiance?
2. Do you support the Constitution and form of government of the United States?
3. Are you willing to take the full Oath of Allegiance?
4. If the law requires it, are you willing to bear arms on behalf of the United States?
5. If law requires it, are you willing to perform noncombatant service?
6. If law requires it, are you willing to perform work under civilian direction?

1.5.0-63 (FR1548) The system shall allow the user to mark "yes" or "no" that the applicant has understood the full Oath of Allegiance.

Deleted: April 4

1.5.0-64 (FR1565) The system shall allow the user data entering a 2001 version of the N-400 to record the following information about the signature:

1. Your signature
2. Month/Day/Year

2.2.1.4.5 GROUP MANIPULATION PROCESSING

1.6.0-1 (FR76) The system shall allow applications to be entered as belonging to groups (such as a family or community-based organization [CBO]).

1.6.0-2 (FR77) The system shall provide a table of CBO information to avoid re-keying the details each time a given CBO is encountered.

1.6.0-3 (FR78) The system shall assign a unique group ID to applicant groups.

1.6.0-4 (FR79) The system shall provide the capability to add applicant groups from the system at any time during the data entry process.

1.6.0-5 (FR80) The system shall provide the capability to change applicant groups from the system at any time during the data entry process.

1.6.0-6 (FR81) The system shall provide the capability to dissolve applicant groups from the system at any time during the data entry process.

1.6.0-7 (FR82) The system shall provide the capability to make groups active or inactive at any time during the data entry process.

1.6.0-8 (FR83) The system shall mark subsequent applications as belonging or not belonging to the current group.

1.6.0-9 (FR84) The system shall link all the current group IDs with the corresponding application records.

1.6.0-10 (FR85) The system shall provide the capability to display members of groups.

1.6.0-11 (FR86) The system shall provide the capability to add to or delete from groups interactively.

1.6.0-12 (FR87) The system shall provide the ability for the user to identify a group primary person for receipt notification in the case of one payment representing more than one applicant.

1.6.0-13 (FR88) The system shall determine the primary person by age, using the DOB indicated on the application, in the event the user does not identify a group primary person for multi-application payments.

Deleted: April 4

2.2.1.4.6 BOUNCED CHECK RECORDING PROCESSING

1.7.0-1 (FR90) The system shall provide the mechanism for recording a bounced check when notification is received from the bank.

1.7.0-2 (FR91) The system shall accept electronic transmission from banks of bounced check data.

1.7.0-3 (FR92) The system shall mark the application(s) associated with the affected payment ID, and put them in Suspend state, when a bounced check is recorded.

1.7.0-4 (FR93) The system shall trigger a notice to the applicants about the bounced check through the Notices sub-system when an application is suspended because of a bounced check.

2.2.1.4.7 BOUNCED CHECK CORRECTION PROCESSING

1.8.0-1 (FR95) The system shall provide a mechanism for recording a corrective payment for a bounced check.

1.8.0-2 (FR96) The system shall accept corrective payment for a bounced check only by money order.

1.8.0-3 (FR97) The system shall update the appropriate application with the payment correction information and remove the Suspend status from the application.

2.2.1.4.8 INTERFACE PROCESSING

1.9.0-1 (FR99) The system shall initiate external background checks and update the Workflow software and CLAIMS 4 status accordingly.

1.9.0-2 (FR100) The system shall allow unlimited days for Federal Bureau of Investigation (FBI) background checks.

1.9.0-3 (FR101) The system shall record the FD-258 FBI card data as processed in support of the transmittal process to the FBI and update the Workflow software.

1.9.0-4 (FR102) The system shall provide the capability to record the FD-258 FBI responses as received and update the Workflow and CLAIMS 4 status.

1.9.0-5 (FR103) The system shall update the CLAIMS 4 database with the correct codes to indicate that the fingerprints were processed.

1.9.0-6 (FR104) The system shall not allow a case to be scheduled until a response has been received from the FBI for the FD-258 fingerprint check.

1.9.0-7 (FR105) The system shall automatically request rescheduling of fingerprint processing the first time an unclassifiable response is received.

Deleted: April 4

1.9.0-8 (FR106) The system shall allow cases that have returned two consecutive unclassifiable FD-258 responses to proceed to interview.

1.9.0-9 (FR107) The system shall hold cases that have yielded an "immediate reject" response from the FD-258 check for further investigation.

1.9.0-10 (FR108) The system shall extract data required by the FBI for the G-325A name/DOB check and update the CLAIMS 4 database to indicate that this process has completed.

1.9.0-11 (FR109) The system shall provide the capability to record the G-325A name/DOB check responses as received and update the Workflow software.

1.9.0-12 (FR110) The system shall provide for updating the CLAIMS 4 database with the correct codes to indicate that the G-325A was processed.

1.9.0-13 (FR111) The system shall automatically upload data for the posting of newly entered N-400 forms to RNACS.

1.9.0-14 (FR112) The system shall include a flag in the data uploaded to the RNACS mainframe system to prevent further processing by that system.

1.9.0-15 (FR113) The system shall provide for a batch update to the attorney information table in Private Attorney Maintenance System (PAMS).

1.9.0-16 (FR114) The system shall provide a table of attorney information to avoid re-keying the attorney address each time a given attorney is encountered.

1.9.0-17 (FR115) The system shall update CLAIMS 4 attorney tables with attorney IDs and other attorney data as reflected in other systems on a periodic basis.

1.9.0-18 (FR116) The system shall provide the capability to record military forms as provided and update the Workflow software.

1.9.0-19 (FR117) The system shall create a request for the alien file (A-File) using the RAFACS and CIS interfaces, when the A-File is not located at the receipting service center (SC).

1.9.0-20 (FR118) The system shall update automatically when the A-File has been received into the local Receipt and Alien-File Accountability and Control System (RAFACS). RAFACS will handle requests to retrieve archived A-Files from the Federal Records Center, if this should be necessary.

1.9.0-21 (FR119) The system shall accept standard formatted records from external systems for scheduling.

1.9.0-22 (FR120) The system shall notify the originating system of case acceptance.

Deleted: April 4

1.9.0-23 (FR121) The system shall notify the originating system of case scheduling.

1.9.0-24 (FR122) The system shall notify the Scheduler Information Database (SID) mainframe system of case acceptance.

1.9.0-25 (FR123) The system shall notify the SID mainframe system of case scheduling.

2.2.1.4.9 ZIP CODE MAPPING PROCESSING

1.10.0-1 (FR125) The system shall incorporate the proper ZIP code, city, and state information.

1.10.0-2 (FR126) The system shall populate the City and State fields when the user enters the five-digit or full nine-digit ZIP code from the application.

1.10.0-3 (FR127) The system shall provide a batch cycle to add the plus 4 to the ZIP code when the five-digit ZIP code is entered.

1.10.0-4 (FR128) The system shall provide a batch cycle if no ZIP code is provided and attempt to add all nine digits to the record.

1.10.0-5 (FR129) The system shall generate an error report for those records that could not be successfully converted to ZIP-plus 4 format.

1.10.0-6 (FR130) The system shall set Workflow to return the application to data entry for re-keying where the ZIP code or Case Control Office (CCO) cannot be determined without the ZIP code (five or nine digits).

1.10.0-7 (FR131) The system shall determine the nine-digit extended ZIP code automatically in all cases.

1.10.0-8 (FR132) The system shall determine which counties are required to determine court jurisdictions and whose boundaries often do not correspond exactly to five-digit ZIP codes from the ZIP-plus 4 fields.

2.2.1.4.10 DATA ENTRY EXIT FUNCTIONS

1.11.0-1 (FR134) The system shall determine the adjudication location once the initial data entry is completed for N-400 applications.

1.11.0-2 (FR135) The system shall determine the adjudication location for suspended N-400 applications more than 87 days old.

1.11.0-3 (FR136) The system shall print a new bar-code label indicating previous and new adjudication locations when applicable.

Deleted: April 4

1.11.0-4 (FR137) The system shall determine the adjudication location based on the applicant's residential address.

1.11.0-5 (FR138) The system shall use the existing CCO table on the RNACS mainframe production system as the basis to determine the office where the application is adjudicated.

1.11.0-6 (FR139) The system shall forward all completed N-400s and suspended N-400s older than 87 days to the scheduler once the A-File is received in RAFACS and the background checks are returned or the period for due diligence has elapsed for uncompleted events.

2.2.1.4.11 Data Entry Tracking and Reporting Function

1.12.0-1 (FR141) The system shall allow data to be entered as they are provided by applicants.

1.12.0-2 (FR142) The system shall update application status automatically, where applicable, when additional evidence or data are provided.

1.12.0-3 (FR143) The system shall trigger Workflow, where applicable, to take a case out of suspense when the data and evidence requirements are met.

1.12.0-4 (FR144) The system shall provide an audit trail of all changes made to data.

1.12.0-5 (FR145) The system shall provide a batch status update to indicate completion of steps to Workflow, CLAIMS 4 Oracle database, and other systems as required.

2.2.1.4.12 Receipting and Data Entry Outputs

Because of processing the items identified in Section 2.1.1.3, Receipting and Data Entry Inputs, the system shall provide the following outputs to the next step in the process:

- The system shall determine the adjudication location once the initial data entry is completed for N-400 applications.
- The system shall use the existing CCO table on the RNACS mainframe production system as the basis to determine the office where the application is adjudicated.
- The system shall forward all completed N-400 applications and suspended N-400 applications older than 87 days to the automated scheduler once the A-File is received in RAFACS, FBI and other background checks are returned, or the period for due diligence has elapsed for all uncompleted events.
- The system shall determine the adjudication location for suspended N-400 applications that are more than 87 days old.
- The system shall print a new bar-code label indicating previous and new adjudication locations when applicable.

Deleted: April 4

2.2.2 Finance Process Description

Financial processing provides the capability to control the handling of remittances and payments. It provides the capability to audit the receipts of the individual cash boxes associated with the keying stations for payment data entry, and generates the manifests that accompany bank deposits. Paymerge processing matches the payments from successfully audited cash boxes with the applications to which they apply. Additionally, paymerge determines whether proper payment has been received. Applications received with an underpayment, or no payment, remain in a state of suspense until fee requirements are satisfied, while those received with at least the correct fee amount are released for subsequent CLAIMS processing.

2.2.3 Cash Box Process Description

Cash box processing requires authorized SC staff to audit the payment transactions entered by the financial clerks and reconcile the actual contents of the cash box with the electronic record. Should any discrepancy be found, the financial clerk, or a designated surrogate, must make appropriate corrections to bring about successful reconciliation. Receipts of the cash boxes that have passed the audit can be included in bank deposit manifests.

2.2.4 Paymerge Process Description

After application and payment data entries have been completed, the system must determine whether the remittance sent with the application is correct. Paymerge matches applications with their associated payment information, and calculates whether there was an overpayment or underpayment, or whether the correct fee was sent. The case can be allowed to proceed only if the applicant has satisfied the fee requirements. Applications sent with underpayments, or no payment, must be suspended, and the applicants are notified of the deficiency. Applications with overpayments are allowed to proceed, and the applicants are notified of the overpayment.

2.2.5 Finance Processing

2.1.0-1 (FR148) The system shall provide a GUI for reconciling and auditing financial receipts.

2.1.0-2 (FR149) The system shall provide a user interface for Paymerge processing to determine whether proper fees have been paid for each application.

2.2.6 Cash Box Processing

2.2.0-1 (FR151) The system shall provide for the data entry of the bank deposit records.

2.2.0-2 (FR152) The system shall create a cash box, cash box ID, and a link to the user ID.

2.2.0-3 (FR153) The system shall allow the user to "close" a cash box, calculating the total number of remittances in the cash box, and the total dollar amount of these remittances.

2.2.0-4 (FR154) The system shall allow the same user to reconcile a cash box.

Deleted: April 4

2.2.0-5 (FR155) The system shall display the user's cash box information online, for a given date or by status (Closed or Rejected).

2.2.0-6 (FR156) The system shall allow a qualified user to audit cash boxes that are ready for auditing (for example, cash boxes in Reconcile status).

2.2.0-7 (FR157) The system shall allow an authorized user the option of either accepting or rejecting a cash box during cash box audit.

2.2.0-8 (FR158) The system shall allow the user to update any remittances when the cash box associated with them has not been audited successfully.

2.2.0-9 (FR159) The system shall allow the user to add remittances to a payment prior to auditing a cash box.

2.2.0-10 (FR160) The system shall allow an authorized user to assume accountability for a cash box from a financial clerk who is currently unavailable and to return the cash box to an authorized user for auditing.

2.2.7 Paymerge Processing

2.3-1 (FR162) The system shall suspend cases following data entry until the required fee has been received.

2.3-2 (FR163) The system shall check applications that have completed data entry against payments that have passed an audit (whether with single or multiple remittances) to determine if minimum fee requirements have been met.

2.3-3 (FR164) The system shall remove the suspense state from a case when fee requirements have been met (including overpayments).

2.3-4 (FR165) The system shall queue a case for refund processing when an overpayment has been received.

2.3-5 (FR166) The system shall retain a case in suspense if Paymerge determines that the fee requirements have not been met.

2.3-6 (FR167) The system shall provide the ability to allow a grace period when fees are changed, during which either old or new fee rates will be honored.

2.3-7 (FR168) The system shall provide the capability for an authorized user to override N-400 case suspensions for failure to remit fingerprint fees when research has indicated that the fee was legitimately "receipted elsewhere."

2.3-8 (FR1610) The system shall not later any basis for calculating the Fingerprint Fee when receipting the ASC Fingerprint Waiver.

Deleted: April 4

2.2.8 *Pay Group Processing*

2.4-1 (FR174) The system shall determine a "lead applicant" when processing groups of applications covered by a single payment, for refund, and underpayment processing.

2.2.9 Adjudication Process Description

In the task of verifying the identity of applicants for INS benefits and deciding whether they are eligible to receive them, District Adjudication Officers (DAOs) bring together information from a number of sources. In the case of N-400 applications, these include the information entered on the N-400 application, results of background checks, other evidence that may be requested from the applicant, results of tests in English and civics/history, and information gathered in an interview with the applicant. The system must provide the ability to access and update this information, and record DAO decisions. Adjudication activities are usually performed at INS DOs, but they may also be conducted at remote locations without connectivity to an INS facility. The system must support adjudication in either environment. In the latter case, provision must be made for the accurate update of the CLAIMS 4 central repository with case information collected remotely.

During interviews with N-400 applicants, DAOs verify the information keyed at data entry, correcting and amplifying it where necessary. They must be able to review and update case data, including personal information and filing basis as entered on the application form, and attorney and/or CBO information, if applicable. They must also be able to view and update other information such as: names used by the applicant; relatives; marriages; employment; and organizational memberships. In addition, they must be able to review residential history and enter changes of address or other corrections, if required. Answers to eligibility questions provided on the form must also be available for review and update during the course of the interview.

The system must allow Adjudicators to determine what background checks and evidence have been received, requested or waived, to assist them in determining whether there are deficiencies. For FBI fingerprint checks and G325 FBI name checks in particular, the system must provide detail on the nature of the results and the date received, so that the DAO can determine if further investigation is necessary and, in the case of fingerprint results, if the results are still valid.

The system must also provide assistance in the administration of tests of English language proficiency and of US civics and history. Test questions are randomly selected from an approved standard set, and results are automatically calculated after the applicant responses are keyed into the system.

The DAO may decide to Approve, Continue, Continue With Intent to Deny, or Deny an application. DAOs must also be able to perform a Withdrawal (when requested by the applicant) or an Administrative Close (for no-shows.) Assistance for adjudicator decisions must be provided through warnings that alert the user to discrepancies or inconsistencies in applicant information that may make the applicant ineligible for the requested benefit. While DAOs must be allowed discretion in many of these situations, in unambiguous cases (such as an N-400 filing

Deleted: April 4

by an individual under 18 years old,) the DAO is to be prevented from approving the application altogether. Many decisions are referred to a supervisor for review; such decisions may be confirmed, reversed, or remanded to the original DAO. All decisions to grant naturalization are subject to re-verification. Applicants can be denied by the SC without an interview only in cases of 'abandonment', in which the applicant has failed to satisfy the requirement for fingerprint processing. Denials often result in applicant requests for a second hearing. Adjudicators must be able to record decisions that are made in response to such requests.

The INS is required to notify the applicant whenever a decision is made to Continue, Continue With Intent to Deny, or Deny a case. For continuances, an N-14 notice listing missing evidence is also sent. The adjudicator may also need to produce any of a number of forms in the course of adjudicating a case: Attorney Waiver; Certificate Preparation and Oath Declaration; Name Change Petition; Record of Withdrawal; Record of Administrative Close; Record of Sworn Statement (regarding fingerprints, ARC card, or T-file.)

Once a decision has been made to grant an application for naturalization, the applicant is scheduled for an oath ceremony. When the applicant has reached the threshold for no-show or cancellation of a scheduled oath ceremony appointment, the DAO has the option of rescheduling the applicant, rather than executing an Administrative Close.

2.2.10 ASC Fingerprint Waiver

According to INS Policy Memorandum #80 (which supersedes Memo #60), the fingerprint requirement may be waived for certain applicants who are unable to provide prints. The INS' Fingerprint Waiver Standard Operating Procedures specify the exact steps an INS official must take to correctly process that waiver. Below is high-level description of how that process will flow in conjunction with CLAIMS 4.

2.2.10.1 Application Support Center

All applicants must be scheduled through CLAIMS 4 and appear for a fingerprint appointment at a local Application Support Center (ASC) to obtain an Fingerprint (FP) Waiver. During the fingerprint session, an INS Officer (as defined in Policy Memo #80 and FP Waiver SOP) will determine if an applicant cannot provide any fingerprints due to a disability, birth defect, etc. For all eligible applicants, the officer will annotate the applicant's Fingerprint Appointment Notice and complete the Fingerprint Waiver Notice and the N-400 Applicant Police Clearance Notice. A copy of the FP Waiver Notice and the original Police Clearance Notice is provided to the applicant. The original FP Waiver Notice, the annotated Fingerprint Appointment Notice and a copy of the Police Clearance Notice are sent to the SC .

2.3 Service Center

At the SC, the original FP Waiver Notice, the annotated Fingerprint Appointment Notice, and a copy of the Police Clearance Notice are received. The SC clerk will record in CLAIMS 4 that a FP Waiver for a particular applicant has been received. The clerk will then file both notices in the appropriate applicant A-file.

Deleted: April 4

2.4 District Office

During an interview, an INS officer will review the applicant's file containing the FP Waiver Notice, the annotated Fingerprint Appointment Notice, and the Police Clearance Notice. The officer will enter the date and the ASC location where waiver was granted into CLAIMS 4. The officer will acknowledge in the system that he/she has physically seen the waiver documentation in the applicant's file. At this time, the officer will also record the receipt of the Police Clearance Records required from the applicant. CLAIMS 4 will not allow the case to be granted until the waiver date, ASC location and acknowledgment of the Police Clearance Records and the waiver documentation are captured. The officer has the option to use any of the court disposition records already in the CLAIMS 4 evidence list, if so needed, to record receipt of this evidence. The officer will then execute the sworn statement, either manually or within CLAIMS 4.

If the officer realizes that a waiver has been erroneously granted to an applicant due to data entry error, he or she will have the option to rescind that waiver designation in CLAIMS 4. The officer may then schedule the applicant for a fingerprint appointment. The case will continue the N-400 process with no further special handling.

2.4.1 Adjudication Processing

3.1.0-1 (FR181) The system shall allow only qualified users identified by the permissions table to execute functions of the CLAIMS 4 Adjudication sub-system.

3.1.0-2 (FR182) The system shall display a table-driven list of Adjudication activities as defined in Workflow for which the user has permission.

3.1.0-3 (FR183) For non-ad hoc Adjudication activities, the system shall allow the user to view the applications in the Workflow queue awaiting the selected activity, displaying application identifier, expected start date, status, and assigned user identifier.

3.1.0-4 (FR184) For Decision and Supervisory Review activities, the system shall allow the user to view the Workflow queue by Office or by assigned adjudicator.

3.1.0-5 (FR185) The system shall allow the user to select an application activity from the queue as displayed for a given Decision or Supervisory Review activity.

3.1.0-6 (FR186) The system shall allow the user to enter an application identifier without pre-selecting the activity on which to work.

3.1.0-7 (FR187) If no activity is pre-selected, the system shall display the activity for which the application is waiting and the choice of activities for which the application can be opened.

3.1.0-8 (FR188) If the application is being processed by another user (as determined by Workflow), the system shall allow the user only to open the application in read-only mode.

Deleted: April 4

3.1.0-9 (FR189) The system shall allow the user to open the application for one activity or work on another while the application continues without retrieving the application data again.

3.1.0-10 (FR190) The system shall allow the user to move from one adjudication activity to the next as established in the Workflow process informing Workflow of the progress.

3.1.0-11 (FR191) If the activity has been assigned to a particular adjudicator, the system shall warn the user that the case has been assigned to that adjudicator.

3.1.0-12 (FR1597) The system shall allow authorized users to override the FBI fingerprint response.

3.1.0-13 (FR1598) The system shall require users performing FBI fingerprint response overrides to indicate the CIDN and the FBI Control Number of the FBI response that is being overridden.

3.1.0-14 (FR194) The system shall require that a valid reason be entered each time the FBI (FD-258) response is overridden.

3.1.0-15 (FR192) The system shall provide an indication when an FBI (FD-258) response override has occurred.

3.1.0-16 (FR193) The system shall allow authorized personnel to add an FBI (FD-258) response.

3.1.0-17 (FR195) The system shall prompt the authorized user each time a FBI FD258 response is added, to enter the CIDN, the 10-character FBI control number, the FBI result, and the date of the response.

3.1.0-18 (FR1611) The system shall record the receipt of the ASC Fingerprint Waiver for a specific case.

3.1.0-19 (FR1612) The system shall capture the User ID of the user recording the receipt of the Waiver.

3.1.0-20 (FR 1613) The system shall capture the User ID of the user recording the date and ASC office of the Waiver.

3.1.0-21 (FR1614) The system shall allow the user the ability to rescind a Waiver.

2.4.2 Remote Adjudication Processing

3.1.1.0-1 (FR1362) The system shall require authorized user confirmation to export case data to remote workstations.

Deleted: April 4

3.1.1.0-2 (FR1363) The system shall prevent cases exported for adjudication processing at an interview location to be updated on-line.

3.1.1.0-3 (FR1364) The system shall allow an authorized user to repeat an export of case data to remote workstations for the same schedule.

3.1.1.0-4 (FR1365) The system shall prevent an authorized user to repeat an export to remote workstations after import from remote workstations is initiated for the same case data export.

3.1.1.0-5 (FR1366) The system shall provide confirmation for case information imported from a remote workstation to the database after adjudication processing.

3.1.1.0-6 (FR1367) The system shall provide a summary report for each case set imported from remote workstations to the database displaying total number of records submitted for import, total number of records successfully imported, and total number of records failed import.

3.1.1.0-7 (FR1368) The system shall provide a detail report for each case set imported from remote workstations to the database displaying each record that erred during import.

3.1.1.0-8 (FR1369) The system shall update each database record once on import from remote workstations.

3.1.1.0-9 (FR1370) The system shall list additional updates for the same case within an import set as an error in the detail report.

3.1.1.0-10 (FR1371) The system shall require authorized user confirmation of additional updates for each record.

3.1.1.0-11 (FR1372) The system shall provide an authorized user override capability to release cases exported to remote workstations that were not processed.

2.4.3 Case Review Function

3.2.0-1 (FR197) The system shall provide a GUI for the Case Review function.

3.2.0-2 (FR198) The system shall allow the adjudicator to view all application data included on the submitted form as data entered at the SC:

1. A-number
2. Mailroom received date
3. Name (Last, First, Middle, Suffix)
4. Date of Birth
5. Country of Birth
6. Phone
7. Date of Entry
8. Country of Citizenship
9. SSN

Deleted: April 4

10. Date of Permanent Residency
11. Marital Status
12. Sex
13. Occupation
14. Height (Feet, Inches)
15. Basis for Eligibility
16. Indicator that applicant can read, speak and write English
17. Indicator that application is signed

3.2.0-3 (FR1580) The system shall allow the adjudicator to view and update data concerning applicant absences from the United States, including:

1. Date on which travel started
2. Date on which travel ended
3. Destination Country
4. Details
5. Reason for trip
6. Indicator that a trip was longer than six months
7. Indicator that a trip occurred since applicant became permanent resident
8. Total number of days absent from the US

3.2.0-4 (FR199) The system shall allow the adjudicator to update any application data included on the submitted form, subject to validation rules as established by the INS.

3.2.0-5 (FR201) The system shall provide the capability to display background check status as appropriate to the specific type of background check.

3.2.0-6 (FR202) The system shall provide the capability to display and indicate status of evidence as Not Received, Received, Waived, or Requested.

3.2.0-7 (FR1588) The system shall display a list of all evidence and background checks that are required or have been requested for the adjudication of an N-400 application, including:

1. Photographs
2. I551 Alien Registration Card
3. Fingerprint response
4. FD258 fingerprint card (if required)
5. Any other required items, as determined by case specifics
6. Any items specifically requested by the adjudicator

3.2.0-8 (FR203) The system shall provide the capability to display the status of background checks as Not Received, Received, Waived, or Requested, and, with the exception of fingerprint results, to modify the status of background checks as Not Received, Received, Waived or Requested.

3.2.0-9 (FR204) The system shall highlight the missing data required for certificate production.

Deleted: April 4

3.2.0-10 (FR205) The system shall indicate "suspicious" data when eligibility questions and answers are displayed, by showing expected answers per submitted data along with applicant answers.

3.2.0-11 (FR206) The system shall provide the capability to view all submitted applications associated with a specific applicant.

3.2.0-11.0-1 (FR207) The system shall provide the capability to view all submitted applications that have last and first names similar to the specific applicant.

3.2.0-11.0-2 (FR208) The system shall provide the capability to work on more than one application at a time.

3.2.0-11.0-3 (FR209) The system shall provide the capability to indicate suspicious applications when all applications associated with the applicant are displayed.

3.2.0-11.0-4 (FR210) The system shall provide the means to conduct a post-adjudication case review after the A-File is received.

3.2.0-11.0-5 (FR211) The system shall provide the capability for the adjudicator to invoke the Scheduler sub-system to schedule a question and answer (Q&A) session.

3.2.0-11.0-6 (FR212) The system shall update CIS when the adjudicator modifies data by invoking the Interfaces component.

3.2.0-11.0-7 (FR213) The system shall provide the adjudicator with the capability to request a new certificate by invoking the Certificate Generation sub-system when a name or A-Number is changed after a naturalization certificate has been printed.

3.2.0-11.0-8 (FR214) The system shall inform Workflow of any data change activity within the Adjudication Case Review function.

3.2.0-11.0-9 (FR215) The Workflow sub-system shall record data change activities within the Adjudication Case Review function as "history."

3.2.0-11.0-10 (FR216) The system shall reflect changes in the current residential address on both the Address tab and the Residential tab regardless of where the change was entered.

3.2.0-11.0-11 (FR217) The system shall update the list of evidence as data changes are made.

3.2.0-11.0-12 (FR218) The system shall display required evidence by form type and evidence.

3.2.0-11.0-13 (FR219) The system shall allow the adjudicator to request evidence for a person other than the applicant.

Deleted: April 4

3.2.0-11.0-14 (FR220) The system shall assume that the individual for whom evidence is being requested is the last person specified.

3.2.0-11.0-15 (FR221) The system shall alert the adjudicator when he or she requests the same type of evidence twice for the same person.

3.2.0-11.0-16 (FR222) The system shall allow the adjudicator to refresh the evidence list after updates so that the display order is maintained.

3.2.0-11.0-17 (FR223) The system shall allow the adjudicator to view either only those evidences for which there is status or all types of evidences.

3.2.0-11.0-18 (FR224) The system shall allow the adjudicator to update the status of the A-File by checking RAFACS online through the Interfaces sub-system.

3.2.0-11.0-19 (FR225) The system shall allow the adjudicator to indicate his or her preference to have the RAFACS check of the A-File done automatically or upon request.

3.2.0-11.0-20 (FR226) The system shall allow the adjudicator to display the application history and current Workflow activities.

3.2.0-11.0-21 (FR227) The system shall allow the adjudicator to display local RAFACS A-File location.

3.2.0-11.0-22 (FR228) The system shall allow the adjudicator to display the national RAFACS A-File location.

3.2.0-11.0-23 (FR229) The system shall allow the adjudicator to indicate preference to have the RAFACS A-File location be included in the history display.

2.4.4 Examination Function

3.3-1 (FR231) The system shall provide a GUI for the Examinations process.

3.3-2 (FR232) The system shall provide the capability to display and update examination results.

3.3-3 (FR233) The system shall provide the capability for the adjudicator to enter information on examinations results conducted by certified testing organizations.

3.3-4 (FR234) The system shall provide the capability for the adjudicator to identify the authorized tester and to indicate the adjudicator's evaluation of the accuracy of the tester's rating of the applicant's proficiency.

3.3-5 (FR235) The system shall provide the capability to generate a random N-400 exam from the INS master list for use by the examiner.

Deleted: April 4

3.3-6 (FR236) The system shall allow the adjudicator to regenerate an entire N-400 exam, but not to delete any particular examination question.

3.3-7 (FR237) The system shall display correct answers for those questions that have well-known answers and do not rely on the location where the applicant resides or where the examination is given.

3.3-8 (FR238) The system shall highlight in red the eligibility questions that did not match the expected answer.

3.3-9 (FR239) The system shall allow the adjudicator to resolve discrepancies in the system's answer evaluation, if necessary.

3.3-10 (FR240) The system shall calculate and display N-400 civics/history examination scores based on the answers entered by the adjudicator and on his or her resolution of any discrepancies.

3.3-11 (FR241) The system shall provide the ability for the adjudicator to save the examination given to each N-400 applicant, including the questions asked and the answers given.

3.3-12 (FR242) The system shall provide the capability to enter the civics/history exam requirements as "waived" on the evidence list, warning the adjudicator if the N-648 evidence is not indicated as received.

3.3-13 (FR243) The system shall provide the capability for the adjudicator to invoke the Scheduler sub-system to schedule a reexamination during the interview process.

3.3-14 (FR244) The system shall inform Workflow of any data change activity within the Adjudication Examination function.

3.3-15 (FR245) The Workflow sub-system shall record data change activities within the Adjudication Examination function as "history."

3.3-16 (FR246) The system shall allow the adjudicator to view a list of all prior examinations with their associated results for the specific application.

3.3-17 (FR247) The system shall allow the adjudicator to select from the list of prior examinations and view the specific details of the exam.

2.4.5 Supervisory Review Adjudication Function

3.4-1 (FR249) The system shall provide the capability to hold a Secondary Adjudication for applications for which a Supervisory Review was requested.

3.4-2 (FR250) The system shall allow the supervisor to confirm the decision to deny or remand this decision.

Deleted: April 4

3.4-3 (FR251) When confirming, the system shall allow the supervisor to send the decision back to the original adjudicator, send to another reviewer, place the decision on hold for later processing, or make the decision final.

3.4-4 (FR252) When remanding, the system shall allow the supervisor to send the decision back to the original adjudicator, send to another reviewer, or make a new decision.

3.4-5 (FR253) The system shall allow the supervisor to update any application data included on the submitted form, subject to validation rules as established by the INS.

3.4-6 (FR254) The system shall allow the supervisor to view a list of all prior decisions with their associated results for the specific application.

3.4-7 (FR255) The system shall allow the supervisor to select from the list of prior decisions and view specific details of the decision.

3.4-8 (FR256) The system shall allow the supervisor to wand in batches of application decisions after review and after re-verification.

2.4.6 Decision Process Function

3.5.0-1 (FR258) The system shall provide a GUI interface for the Decision process.

3.5.0-2 (FR259) The system shall provide the capability to approve, continue with intent to deny, deny/terminate, or continue the application.

3.5.0-3 (FR260) The system shall inform Workflow of the results of the Decision process.

3.5.0-4 (FR261) The system shall allow the adjudicator to place the decision on hold for later processing, to send for supervisory review, or to make the decision final.

3.5.0-5 (FR262) If the adjudicator does not make a decision, the system shall only allow the "Data Change" save option, in which case the decision activity is canceled and a Case Review activity is inserted as complete with data changes.

3.5.0-6 (FR263) The system shall allow an adjudication clerk to enter the decision data post-decision for an adjudicator.

3.5.0-7 (FR264) The system shall allow the adjudicator to indicate the complexity of the application.

3.5.0-8 (FR265) The system shall provide the capability for the adjudicator to add, review, and update comments about the decision.

3.5.0-9 (FR266) The system shall display data that are considered to be "required."

Deleted: April 4

3.5.0-10 (FR1615) The system shall, upon completion of receipting the ASC Fingerprint Waiver, automatically indicate that police clearance records are required evidentiary items, which must be receipted before the case may be granted.

3.5.0-11 (FR267) The system shall display the "Review Cycle" history of the decision.

3.5.0-12 (FR1308) The system shall allow the adjudicator to update any application data included on the submitted form, subject to validation rules as established by the INS.

3.5.0-13 (FR268) The system shall allow the adjudicator to view a list of all prior decisions with their associated results for the specific application.

3.5.0-13-1 (FR269) The system shall allow the adjudicator to select from the list of prior decisions and view the specific details of the decision.

3.5.0-13-2 (FR270) If an attorney is associated with the application, the system shall require the adjudicator to indicate or waive his or her presence at the interview.

3.5.0-13-3 (FR271) If the attorney's presence at the interview is waived, the system shall print a hard copy of the waiver for the applicant to sign.

3.5.0-13-4 (FR272) The system shall provide a menu option to print an attorney waiver after the interview.

2.4.7 Approval

3.6.0-1 (FR274) The system shall prevent the adjudicator from approving an application when any required data are missing or when there are discrepancies considered to be critical that need to be resolved (as specified by INS form type.)

3.6.0-2 (FR275) In the event that the A-File has not been received and no supervisory review has been done on the application, the system shall not allow the Adjudication Complete save option.

3.6.0-3 (FR276) The system shall prevent the adjudicator from granting naturalization when an N-400 applicant's G-325A name search has returned an "indices popular" response (a "hit"), so that he or she must check the A-File for the proper disposition of the candidate rap sheet(s).

3.6.0-4 (FR277) The system shall provide the capability for the adjudicator to release a block on granting of naturalization that is due to a hit on the G-325A FBI name check, when he or she has determined that this does not constitute grounds for denial.

3.6.0-5 (FR278) The system shall require the adjudicator, when releasing a block on naturalization due to G-325A FBI name check results, to indicate the reason for the override as one of the following: A—"Results not related to applicant"; B—"Results reviewed – no derogatory evidence determined"; C—"Other," with a text box for entering specific details.

Deleted: April 4

3.6.0-6 (FR279) The system shall prevent the adjudicator from granting naturalization when the G325A FBI *name* check has been requested and no response has been received from the FBI, unless 60 full days have elapsed since the date the request was sent.

3.6.0-7 (FR1616) The system shall require the user to enter the date of the Waiver prior to allowing a case to be granted.

3.6.0-8 (FR 1617) The system shall require the user to enter the ASC office granting the Waiver prior to allowing a case to be granted. The system shall provide the user the ability to view a list of ASC offices.

3.6.0-9 (FR1618) The system shall require that the adjudicating officer record that he/she has seen the waiver documentation in order for the case to be granted.

3.6.0-10 (FR1584) The system shall prevent the adjudicator attempting to grant a case in the event that he/she is asking for additional evidence.

3.6.0-11 (FR280) The system shall update the application as approved and inform Workflow of the result when the adjudicator successfully approves the application.

3.6.0-12 (FR281) The system shall provide the capability for the applicant to request a judicial or administrative oath ceremony (list only).

3.6.0-13 (FR282) The system shall display information indicating if a judicial or administrative oath ceremony is possible based on the Office Profile.

3.6.0-14 (FR284) In the event that there is an N648 attached and no supervisory review has been done on the application, the system shall not allow the Adjudication Complete save option.

3.6.0-15 (FR285) The system shall alert the adjudicator when there are discrepancies that are considered important, but not critical (as specified by INS per form type) when the approval function is chosen.

3.6.0-16 (FR1581) The system shall warn an adjudicator electing to grant an application for naturalization when the applicant has not been residing in the same district office jurisdiction for at least ninety days prior to the time of filing.

3.6.0-17 (FR1585) The system shall alert the adjudicator during decision or review of an N-400 applicant filing under marriage provisions of section 319a or 319b of the INA who is not currently married to a US citizen.

3.6.0-18 (FR1586) The system shall alert the adjudicator during decision or review of an N-400 applicant filing under marriage provisions of section 319a of the INA who has not been married to a US citizen for at least three years.

Deleted: April 4

3.6.0-19 (FR1582) The system shall alert the adjudicator when an N-400 applicant has failed to meet the requirement that he/she be at least 18 years old as of the date of filing.

3.6.0-20 (FR1583) The system shall prevent the adjudicator from granting naturalization when an N-400 applicant has failed to meet the requirement that he/she be at least 18 years old as of the date of filing.

3.6.0-21 (FR286) Based on form type and approval choice selected, the system shall display a list of notice paragraphs from which the adjudicator may choose. (No approval paragraphs are necessary for N-400 forms.)

3.6.0-22 (FR287) The system shall display a list of approval choices as specified by the INS.

3.6.0-23 (FR288) The system shall display the approval choice list in a prioritized fashion based on form type.

3.6.0-24 (FR289) The system shall ensure that every decision to grant naturalization to an N-400 applicant is subject to a Grant Verification procedure before the applicant is scheduled for an oath ceremony.

3.6.0-25 (FR290) The system shall prevent interactive reverification (through the Adjudication sub-system) of a decision to approve an N-400 application by the same user who issued the approval.

3.6.0-26 (FR1579) The system shall prevent supervisory review of a decision regarding an N-400 application by the same user who made this decision.

2.4.8 Continuance With Intent to Deny

3.7.0-1 (FR292) The system shall display a list of valid reasons for continuing with the intent to deny, which can be adjusted in response to changes in applicable laws and regulations.

3.7.0-2 (FR293) The system shall provide capability to select multiple reasons for continuance with intent to deny.

3.7.0-3 (FR294) The system shall alert the adjudicator if a reason is chosen that does not match the current application data or status.

3.7.0-4 (FR295) The system shall allow the adjudicator to enter the specific other reason, if Other (specify) is chosen, in the Notes area.

3.7.0-5 (FR296) The system shall provide the capability for the adjudicator to review and confirm the reasons chosen.

Deleted: April 4

3.7.0-6 (FR297) The system shall update the application as "continued with intent to deny" and inform Workflow, when the adjudicator successfully selects the Continue With Intent to Deny function.

3.7.0-7 (FR298) The system shall display a list of Continue With Intent to Deny notice paragraphs, based on form type, from which the adjudicator may choose.

3.7.0-8 (FR299) The system shall provide the capability to preview the paragraph template before final selection during the notice selection process.

3.7.0-9 (FR300) The system shall provide the capability to customize Continue With Intent to Deny notices.

3.7.0-10 (FR301) The system shall provide the capability to print a Continue With Intent to Deny notice immediately.

3.7.0-11 (FR302) The system shall print two copies of the final Continue With Intent to Deny notice in final format upon saving, when the Adjudication Complete option is chosen.

3.7.0-12 (FR303) If an attorney is attached, the system shall generate one copy of the final Continue With Intent to Deny notice for the attorney with a cc to the applicant, and one for the applicant with a cc to the attorney.

2.4.9 Denial/Termination

3.8.0-1 (FR305) The system shall display a prioritized list of denial/termination choices, based on form type.

3.8.0-2 (FR306) The system shall display a list of valid reasons for denial/termination that can be adjusted in response to changes in applicable laws and regulations.

3.8.0-3 (FR307) The system shall provide the capability to select multiple denial reasons.

3.8.0-4 (FR308) The system shall alert the adjudicator when the reason chosen does not match the current application data or status.

3.8.0-5 (FR1378) The system shall allow the adjudicator to enter the specific other reason, if Other (specify) is chosen, in the Notes area.

3.8.0-6 (FR1379) The system shall provide the capability for the adjudicator to review and confirm the reasons chosen.

3.8.0-7 (FR309) The system shall update the application as denied/terminated when the adjudicator selects the Denial/Termination function, and shall inform Workflow, which inserts an appropriate Workflow history record.

Deleted: April 4

3.8.0-8 (FR310) The system shall display a list of Denial/Termination notice paragraphs from which the adjudicator may choose, based on form type.

3.8.0-9 (FR311) The system shall provide the capability to preview the denial/terminate paragraph template before final selection during the notice selection process.

3.8.0-10 (FR312) The system shall provide the capability to customize Denial/Termination notices.

3.8.0-11 (FR313) The system shall provide capability to print a Denial notice immediately.

3.8.0-12 (FR1576) The system shall produce the N-336 Request for Hearing, with instructions, with the Denial Notice.

3.8.0-13 (FR314) The system shall not allow the Adjudication Complete save option when the Denial/Terminate function is selected, in the event that the A-File has not been received and no supervisory review has been done on the application.

3.8.0-14 (FR315) The system shall not allow the Adjudication Complete save option when the Denial/Terminate function is selected, in the event that there is an arrest record and no supervisory review has been done on the application.

3.8.0-15 (FR316) The system shall not allow the Adjudication Complete save option when the Denial/Terminate function is selected, in the event that there is a N-648 attached and no supervisory review has been done on the application.

3.8.0-16 (FR317) The system shall print two copies of the Final Denial notice in final format, when the Adjudication Complete option is chosen upon saving.

3.8.0-17 (FR318) The system shall generate one copy of the Final Denial notice for the applicant with a copy to the applicant's file, and one for the attorney if an attorney is attached to the case.

3.8.0-18 (FR319) The system shall provide an option to print a record of withdrawal if the Withdrawal option is chosen.

3.8.0-19 (FR320) The system shall provide an option to print a Record of Termination Because of Lack of Prosecution or Record of Termination Because of Missed Interview if the Terminate option is chosen.

2.4.10 Continuance

3.9.0-1 (FR322) The system shall display a list of continuance reasons arranged depending on the actions taken by the adjudicator and the status of the application.

Deleted: April 4

3.9.0-2 (FR323) The system shall allow the adjudicator to select one or more of the following Currently Missing Evidence continuance reasons for an N-400, indicating to whom the evidence applies (for example, applicant or dependent): Photographs, FD-258 Fingerprint Card, I-551 Alien Registration Card (ARC) or Evidence of Exam Passed.

3.9.0-3 (FR324) The system shall allow the adjudicator to select one or more of the following "Initial Processing Incomplete" continuance reasons for an N-400:

1.Resolution of Another Application
2.Outcome of Background Investigation
3. N-648 Incomplete
4. N-648 Second Request
5. Other (Add notes)

3.9.0-4 (FR325) The system shall allow the adjudicator to select one or more of the following Other continuance reasons for an N-400: Interview Needed Due to Missed Interview (No Show), Need for Question and Answer Session, Need for an Interpreter, Unable to Speak, Read, Write English, Need for N-400 Civics/History Reexam or Lack of Knowledge.

-3.9.0-5 (FR326) The system shall provide the capability to select multiple continuance reasons.

3.9.0-6 (FR327) The system shall alert the adjudicator if the continuance reasons chosen by the adjudicator do not match the current application data or status.

3.9.0-7 (FR1380) The system shall provide the capability for the adjudicator to review and confirm the reasons chosen.

3.9.0-8 (FR328) The system shall update the application as continued when the adjudicator successfully selects the Continuance function, and shall inform Workflow, which inserts an appropriate Workflow history record.

3.9.0-9 (FR329) The system shall compile a Continuance notice, based on the reasons chosen by the adjudicator.

3.9.0-10 (FR330) The system shall allow the adjudicator to print an N-14 continuance notice when missing evidence is indicated, whether or not a reexam is required.

3.9.0-11 (FR331) The system shall provide the capability to preview Continuance notices.

3.9.0-12 (FR332) The system shall provide the capability to customize Continuance notices.

3.9.0-13 (FR333) The system shall provide capability to print Continuance notices immediately.

Deleted: April 4

3.9.0-14 (FR334) The system shall print two copies of the Continuance notice in final format, when the Adjudication Complete option is chosen upon saving.

3.9.0-15 (FR335) The system shall generate one copy of the Continuance notice for the attorney with a copy to the applicant, and one for the applicant with a copy to the attorney, if an attorney is attached to the case.

2.4.11 Service Center Denials and Motion to Reopen

3.10.0-1 (FR337) The system shall provide a means for the SCs to deny a case on the basis of abandonment for one or more of the following reasons: Failure to appear for fingerprinting; Failure by an applicant residing abroad to submit fingerprints; Failure to submit the correct fee for fingerprinting; Nonpayment of the fee for fingerprinting; Undeliverable requests for appearance to be fingerprinted.

3.10.0-2 (FR338) The system shall generate a notice advising the applicant that his or her case has been denied on the basis of abandonment for the following reasons: Failure to appear for fingerprinting; Failure by an applicant residing abroad to submit fingerprints; Failure to submit the correct fee for fingerprinting; Nonpayment of the fee for fingerprinting; Undeliverable requests for appearance to be fingerprinted.

3.10.0-3 (FR339) The system shall generate a notice advising the applicant that the case has been reopened based on either of the following: Service's Motion to Reopen; Applicant's Motion to Reopen.

3.10.0-4 (FR340) The system shall allow a case that has been denied on the basis of abandonment to be reopened with the Service's Motion to Reopen.

3.10.0-5 (FR341) The system shall allow an application that has been denied on the basis of abandonment to be reopened with an applicant's written request for Motion to Reopen within 30 days of the denial of the application. (The District or Service Director has the discretion to waive the 30-day rule for the Motion to Reopen.)

3.10.0-6 (FR342) The system shall provide the capability to generate a report indicating which cases are eligible for SC Denial on the basis of abandonment.

3.10.0-7 (FR343) The system shall provide for future levying of a filing fee for a motion to reopen.

2.4.12 Second Hearing Decision Function

3.11.0-1 (FR345) The system shall provide a GUI interface for the Second Hearing Decision function.

3.11.0-2 (FR346) The system shall display a list of second hearing decision choices from which the adjudicator may choose.

Deleted: April 4

3.11.0-3 (FR347) The system shall display an Second Hearing Decision Choice list in a prioritized fashion based on form type.

3.11.0-4 (FR348) The system shall update the application status appropriately when the adjudicator completes the Second Hearing Decision function, and shall insert an appropriate appeal decision history record.

3.11.0-5 (FR349) The system shall inform Workflow of the results of the Second Hearing Decision function.

2.4.13 Reconciliation Function

3.12.0-1 (FR351) The system shall provide a GUI interface for the Reconciliation function.

3.12.0-2 (FR352) The system shall provide the capability to reconcile the current application to a person already defined in the Oracle database.

3.12.0-3 (FR353) The system shall provide the capability to create a new person in the Oracle database.

3.12.0-4 (FR354) The system shall provide the adjudicator with the capability to reconcile any detachments when changing an A-Number.

3.12.0-5 (FR355) The system shall update CIS with A-Number changes by invoking the Interfaces component.

2.4.14 Interview Decision

3.13-1 (FR357) The system shall provide a GUI for the Interview Decision function.

3.13-2 (FR358) The system shall provide the capability to request a new interview for those applications awaiting Interview Decision.

3.13-3 (FR359) The system shall display a list of Interview sites from which to choose if an adjudicator requests that a new interview be scheduled.

3.13-4 (FR360) The system shall provide the capability to enter information on specifically requested interview sites within the Interview decision activity.

3.13-5 (FR361) The system shall provide the capability to make a decision by invoking the Decision Process function for those applications awaiting Interview Decision.

3.13-6 (FR362) The system shall inform Workflow when an interview has been requested or a decision has been made.

Deleted: April 4

2.4.15 Oath Ceremony Decision

3.14-1 (FR364) The system shall provide a GUI interface for the Oath Ceremony Decision function.

3.14-2 (FR365) The system shall provide the capability to request a new oath ceremony for those applications awaiting Oath Ceremony Decision.

3.14-3 (FR366) The system shall display a list of potential oath ceremony sites, based on applicant residential address, from which to choose if the adjudicator requests a new oath ceremony.

3.14-4 (FR367) The system shall provide the capability to enter information on specifically requested oath ceremony sites within the Oath Ceremony Decision activity.

3.14-5 (FR368) The system shall provide the capability to make a decision by invoking the Decision Process function for those applications awaiting Oath Ceremony Decision.

3.14-6 (FR369) The system shall provide the capability to place the application in a Motion to Reopen and Reconsider status, as a result of the Decision Process function.

3.14-7 (FR370) The system shall inform Workflow that an oath ceremony has been requested, or that the application has been placed in Motion to Reopen and Reconsider status, or that a decision has been made.

2.4.16 Adjudications—Generating Notices and NQP Forms

3.15.0-1 (FR372) The system shall provide the ability to view NQP form templates in conjunction with the interview during the Adjudication process, including the following: Record of Sworn Statement (Fingerprints); Record of Sworn Statement (Missing ARC); Record of Sworn Statement (temporary file [T-File]).

3.15.0-2 (FR1577) The system shall produce the N-652 Notice of test results.

3.15.0-3 (FR1530) The system shall provide the ability to produce the Certificate Preparation and Oath Declaration form.

3.15.0-4 (FR1529) The system shall provide the ability to produce the Name Change Petition.

3.15.0-5 (FR373) The system shall provide the ability to print any NQP form interactively without customizing.

3.15.0 The system shall provide the ability to customize the following: Record of Sworn Statement (Fingerprints); Record of Sworn Statement (Missing ARC); Record of Sworn Statement (temporary file [T-File]).

Deleted: April 4

3.15.0-7 (FR375) The system shall pre-populate the following data from N-400 application to the Certificate Preparation Sheet and Oath Declaration: A-Number; Name; DOB; Sex; Height; Marital status; Country of former nationality.

3.15.0-8 (FR1578) The system shall prompt the user on "Save and Close" to print out the Certificate Preparation and Oath Declaration Sheet when naturalization has been granted or continued.

3.15.0-9 (FR376) The system shall pre-populate the following data from N-400 application to the Petition for Name Change: Name; Address; Country of nationality; DOB; ARC number.

3.15.0-10 (FR377) The system shall pre-populate the NQP forms with the current date.

3.15.0-11 (FR378) The system shall provide the ability to enter data into fields to the form that are not pre-populated for the following: Record of Sworn Statement (Fingerprints); Record of Sworn Statement (Missing ARC); Record of Sworn Statement (T-File).

3.15.0-12 (FR379) The system shall provide the ability to edit pre-populated data not taken from the N-400 application for Record of Sworn Statement (Fingerprints), Record of Sworn Statement (Missing ARC), and record of Sworn Statement (T-File).

3.15.0-13 (FR380) The system shall provide the ability to select an option to print the NQP forms interactively.

3.15.0-14 (FR1587) The system shall allow the user to print one or more copies of naturalization adjudication notices at his/her discretion, including the following form notices and customizable notices:

Form Notices

1. Attorney Waiver
2. Certificate Preparation and Oath Declaration
3. Name Change Petition
4. Record of Withdrawal
5. Record of Administrative Close
6. Record of Sworn Statement (Fingerprints, ARC, T-File)
7. Hard copy of Application Status

Customizable Notices

1. Denial Notices
2. Continuance Notices
3. Notices of Continuance with Intent to Deny
4. N-14 Notices

2.4.17 Case Status Interface

3.16.0-1 (FR382) The system shall provide a GUI interface from Adjudications to the Case Status sub-system.

Deleted: April 4

3.16.0-2 (FR383) The system shall provide the capability to search for applications using the Case Status sub-system from within Adjudications by specifying search criteria.

3.16.0-3 (FR384) The system shall provide the capability to open selected applications on the list returned by the Case Status query.

3.16.0-4 (FR385) The system shall provide the capability to display an application summary through the Case Status sub-system on an application selected from the list returned by the query.

2.4.18 Administrative Close-Out

3.17.0-1 (FR387) The system shall provide functionality for an authorized user in the district office to administratively close a case based on an applicant's failure to appear for an N-400 interview.

3.17.0-2 (FR388) The system shall provide the option to administratively close a case 30 days after the first date the applicant fails to appear for an N-400 interview.

3.17.0-3 (FR389) The system shall provide the functionality to denote the applicant's failure to appear for an N-400 interview as the reason for administratively closing the case.

3.17.0-4 (FR390) The system shall provide the functionality for cases to be administratively closed.

3.17.0-5 (FR391) The system shall provide the functionality for cases to be administratively closed in Interactive mode.

3.17.0-6 (FR392) The system shall generate a notice advising an N-400 applicant when his or her application has been administratively closed.

3.17.0-7 (FR393) The system shall provide the functionality for an N-400 case to be reopened with the same application ID number within 1 year of the administrative close date.

3.17.0-8 (FR394) The system shall capture and store date and time stamp information regarding an applicant's written request to reopen an N-400 case.

3.17.0-9 (FR395) The system shall generate a notice advising an N-400 applicant when his or her case has been reopened and indicating the next course of action for the applicant (that is, fingerprinting or interview.)

3.17.0-10 (FR396) The system shall calculate new naturalization eligibility criteria for a reopened N-400 case, based on the date it is reopened, using the following: Date of physical presence; Dates of travel; Moral character; Validity of fingerprints.

3.17.0-11 (FR397) The system shall provide the ability to apply standard jurisdiction processing rules to an N-400 case that has been administratively closed.

Deleted: April 4

3.17.0-12 (FR398) The system shall provide the functionality for an N-400 case to be dismissed 1 year after the case has been administratively closed, provided the applicant has not submitted a written request for the case to be reopened.

3.17.0-13 (FR399) The system shall provide an online indicator of N-400 cases eligible to be administratively closed.

3.17.0-14 (FR400) The system shall provide an online indicator of N-400 cases eligible to be dismissed.

2.4.19 Change of Address Data Entry

3.18.0-1 (FR1318) The system shall provide a GUI for the data entry of change of address requests.

3.18.0-2 (FR1319) The system shall, when a change of residential address is processed for an applicant, determine if this results in a change of jurisdiction.

3.18.0-3 (FR1320) The system shall warn INS staff entering change of address data when this results in jurisdiction changes, and shall give them the option of backing out the transaction.

3.18.0-4 (FR405) The system shall automatically assign cases with foreign residential addresses to designated local offices (Chicago [CHI], Miami [MIA], New York City [NYC], or Los Angeles [LOS]), depending on the SC that is processing them.

3.18.0-5 (FR406) The system shall reschedule an applicant for fingerprint processing at a different Application Support Center (ASC), when an applicant's change of address results in a change of ASC jurisdiction, and is processed before a fingerprint card has been received for that applicant.

3.18.0-6 (FR1321) The system shall cancel a fingerprint rescheduling process when a fingerprint card is received at the SC, and the applicant is in the process of being rescheduled due to change of jurisdiction.

3.18.0-7 (FR1322) The system shall reschedule a pending interview to a new INS location when an applicant's change of address is processed, only if the INS administrative office changes.

3.18.0-8 (FR1323) The system shall reschedule a pending oath ceremony at a new INS location when an applicant's change of address is processed, only if the INS administrative office or the court changes.

3.18.0-9 (FR1324) Whenever a case is rescheduled for fingerprint processing, interview, or oath ceremony, due to change of jurisdiction, the system shall provide a means of canceling the previous appointment.

Deleted: April 4

3.18.0-10 (FR1325) The system shall generate a Notice of Fingerprint Rescheduling to be sent to the applicant and, if applicable, his or her representative whenever a case is rescheduled for fingerprint processing, interview, or oath ceremony due to change of jurisdiction.

3.18.0-11 (FR1326) The system shall indicate in the initial N-400 receipt notice for cases with foreign residential addresses that, unless the applicant requests otherwise, the interview and oath will be performed at the default location for that SC.

3.18.0-12 (FR1327) The system shall provide authorized SC staff with the ability to reassign the jurisdiction of N-400 applicants with foreign residential addresses, so that they may respond to applicant requests for interviews at locations other than the default.

3.18.0-13 (FR414) The system shall provide a means of notifying file room staff to ship the applicant's A-File/T-File to the File Control Office (FCO) associated with the new jurisdiction whenever a case is rescheduled for interview or oath ceremony due to change of jurisdiction.

2.5 Case Management Process Description

CLAIMS Case Management comprises support for two major processing functions – problem resolution and batch update procedures required for several of the evidence tracking tasks

2.5.1 CLAIMS Resolution Process Description

An N-400 can be processed only if it is associated with a valid A-Number, all required data are provided, and a residential address is provided. If any of these conditions are not met, the application must be reviewed and the deficiency resolved by authorized SC staff.

2.5.2 Batch Status Update Process Description

Case Status updates occur at various points in the application processing cycle. When background checks are requested through manual processes (for example, military checks), a means of recording this is required. Similarly, when results of such checks are returned, they must be entered into the system along with results of oath ceremonies. For convenience, these are made available under a single GUI, with the essential function of allowing batch status updates. This GUI groups the various update options under four major functions.

2.5.3 CLAIMS Resolution Processing

4.1.0-1 (FR417) The system shall prevent scheduling of N-400 interviews if the following data are not provided: Last name DOB;COB; Permanent resident date; Street number; City; State; County; ZIP code.

4.1.0-2 (FR1531) The system shall prevent the retrieval of the applicant A-File and subsequent processing, when no A-Number has been provided, until a valid A-Number is found or assigned.

Deleted: April 4

4.1.0-3 (FR1532) The system shall prevent the retrieval of the applicant's A-File and subsequent processing, when the A-Number with the application has not been encountered in CIS, until a valid A-Number is found or assigned.
4.1.0-4 (FR1533) The system shall prevent the retrieval of the application A-File and subsequent processing, when the A-Number supplied with the application has been found in CIS associated with other personal information (DOB).

4.1.0-5 (FR1534) The system shall provide the capability for authorized staff to identify the cases for their location that are awaiting resolution of required data deficiencies and/or problematic A-Numbers.

4.1.0-6 (FR1535) The system shall allow authorized staff to select individual cases awaiting resolution for further research.

4.1.0-7 (FR1536) The system shall allow authorized staff to list the following fields in addition to the A-Number and Application ID:

1. Last name
2. First name
3. Middle name
4. Date of birth
5. Country of birth
6. Permanent resident date
7. Street number
8. Street name
9. City
10. State
11. County
12. ZIP code

4.1.0-8 (FR418) The system shall allow authorized staff to list from the application and from CIS, for comparison, along with CIS query date the following: A-Number; Last name; First name; Middle name; DOB; Permanent resident date; Address fields.

4.1.0-9 (FR419) The system shall allow authorized staff to correct data in the application when they are satisfied that they are in error.

4.1.0-10 (FR420) The system shall allow authorized staff to indicate that data deficiencies or CIS discrepancies have been resolved.

2.5.4 Batch Status Update Process Description

Case status updates occur at various points in the application processing cycle. When background checks are requested through manual processes (for example, military checks), a means of recording this is required. Similarly, when results of such checks are returned, they must be entered into the system along with results of oath ceremonies. For convenience, these

Deleted: April 4

are made available under a single GUI, with the essential function of allowing batch status updates. This GUI groups the various update options under four major functions.

2.5.4.1 BATCH STATUS UPDATE PROCESSING

4.2.0-1 (FR428) The system shall provide a GUI for the Batch Update sub-function under the Batch Status Update function.

4.2.0-2 (FR429) The system shall provide a GUI for the Close Out Case sub-function under the Batch Status Update function.

4.2.0-3 (FR430) The system shall provide a GUI for the No Show sub-function under the Batch Status Update function.

4.2.0-4 (FR431) The system shall provide a GUI for the Certificate Withheld sub-function under the Batch Status Update function.

2.5.4.2 CLOSE OUT CASE PROCESSING

4.3-1 (FR433) The system shall provide the capability to perform an administrative close out as a sub-function under Close Out Case.

4.3-2 (FR434) The system shall provide the capability to perform a judicial close out as a sub-function under Close Out Case.

4.3-3 (FR435) The system shall provide the capability of selecting an oath ceremony for close out by specifying its date, location, room, and time.

4.3-4 (FR436) The system shall update the appropriate statuses in the appropriate databases for a closed-out ceremony.

4.3-5 (FR437) The system shall allow selection of cases for close out update by entering either the A-Number or the application ID.

4.3-6 (FR438) The system shall maintain information on naturalization date to be used to update the CIS following Close Out Case for naturalized cases.

2.5.4.3 NO SHOW PROCESSING

4.4-1 (FR440) The system shall provide the capability to record oath ceremony no-shows under No-Show.

4.4-2 (FR4410) The system shall provide the capability to record interview no-shows under No-Show.

4.4-3 (FR442) The system shall allow the user to enter cases to record no-show status by A-Number or by application ID.

Deleted: April 4

4.4-4 (FR443) The system shall display the application ID, form number, last name, first name, and DOB of each individual to be marked as no-show.

2.5.4.4 CERTIFICATE WITHHELD PROCESSING

4.5.0-1 (FR445) The system shall provide the ability to enter a case status of Oath Administered—Certificate Withheld under the Certificate Withheld function.

4.5.0-2 (FR446) The system shall provide the ability to enter a case status of Oath Not Administered—Certificate Withheld under the Certificate Withheld function.

4.5.0-3 (FR447) The system shall allow the user to enter the A-Number, the certificate number, or the application ID to select cases to be updated with Certificate Withheld statuses.

2.5.4.5 BATCH UPDATE PROCESSING

The system shall provide the following major functions under Batch Update: Fingerprint/Agency Checks Requested, Fingerprint/Agency Checks Received, Evidence Received, Case Management, and Information Received.

2.5.4.6 BATCH UPDATE PROCESSING

4.6.0-1 (FR449) The system shall provide the ability to perform a Fingerprint/Agency Checks Requested function under Batch Update processing.

4.6.0-2 (FR450) The system shall provide the ability to perform a Fingerprint/Agency Checks Received function under Batch Update processing.

4.6.0-3 (FR451) The system shall provide the ability to perform an Evidence Received function under Batch Update processing.

4.6.0-4 (FR452) The system shall provide the ability to perform a Case Management function under Batch Update processing.

4.6.0-5 (FR453) The system shall provide the ability to perform an Information Received function under Batch Update processing.

2.5.4.7 FINGERPRINT/AGENCY CHECKS REQUESTED FUNCTION

4.8.0-1 (FR459) The system shall provide the capability to update case status as FBI Fingerprint Check Received.

4.8.0-2 (FR460) The system shall provide the capability to update case status as Military Check Received.

4.8.0-3 (FR461) The system shall provide the capability to update case status as G-325B Check Received.

Deleted: April 4

4.8.0-4 (FR462) The system shall provide the capability to update case status as FBI G-325A Name Check Received.

2.5.4.8 FINGERPRINT/AGENCY CHECKS RECEIVED FUNCTION

4.8.0-1 (FR459) The system shall provide the capability to update case status as FBI Fingerprint Check Received.

4.8.0-2 (FR460) The system shall provide the capability to update case status as Military Check Received.

4.8.0-3 (FR461) The system shall provide the capability to update case status as G-325B Check Received.

4.8.0-4 (FR462) The system shall provide the capability to update case status as FBI G-325A Name Check Received.

2.5.4.9 EVIDENCE RECEIVED FUNCTION

4.9.0-1 (FR464) The system shall allow the user to record that a form N-426 has been submitted by the applicant.

4.9.0-1.0-1 (FR465) The system shall allow the user to record that an FD-258 fingerprint card has been received for the applicant.

2.5.4.10 CASE MANAGEMENT FUNCTION

4.10.0-1 (FR467) The system shall provide the capability to indicate that a rap sheet has been placed in the A-File.

4.10.0-2 (FR468) The system shall provide the capability to indicate that information has been received from the applicant concerning a previous motion to reopen decision.

4.10.0-3 (FR469) The system shall provide the capability to update case status in the Request to Reschedule Interview Received option under the Information Received function.

4.10.0-4 (FR470) The system shall provide the capability to update the case with Requested Interview No Show information.

4.10.0-5 (FR471) The system shall provide the capability to indicate that a naturalization certificate has been issued.

4.10.0-6 (FR472) The system shall provide the capability to indicate that a Re-verify Grant has taken place successfully.

4.10.0-7 (FR473) The system shall require an override prior to re-verifying a decision to grant naturalization to an N-400 applicant (thus allowing oath ceremony scheduling) if an override has been required prior to interview.

Deleted: April 4

4.10.0-8 (FR474) The system shall prevent re-verification through the Batch Status Update sub-system of a decision to approve an N-400 application by the same user who issued the approval.

4.10.0-9 (FR475) The system shall allow the user to review fee waiver requests.

4.10.0-10 (FR476) The system shall allow the user to record that a request to reopen the decision has been received.

4.10.0-11 (FR477) The system shall provide the functionality for cases to be administratively closed in batch mode.

2.5.4.11 INFORMATION RECEIVED FUNCTION

4.11.0-1 (FR479) The system shall allow the user to record that a request for withdrawal of an application has been received.

2.5.4.12 INTERFACE FUNCTIONS

4.12.0-1 (FR481) The system shall record the FBI cards task as begun or completed in Workflow by invoking the Workflow component.

4.12.0-2 (FR482) The system shall record the military forms task as begun or completed in Workflow by invoking the Workflow component.

4.12.0-3 (FR483) The system shall record the FBI G-325A Name Check task as begun or completed in Workflow by invoking the Workflow component.

4.12.0-4 (FR484) The system shall inform Workflow of the end condition of case close out.

4.12.0-5 (FR485) The system shall provide a means of expediting and delaying (changing priority) an application in Workflow by invoking the Workflow component.

2.5.4.13 CHANGE OF ADDRESS DATA ENTRY

4.13-1 (FR402) The system shall provide a GUI for the data entry of change of address requests.

4.13-2 (FR403) The system shall, when a change of residential address is processed for an applicant, determine if this results in a change of jurisdiction.

4.13-2.0-1 (FR404) The system shall warn INS staff entering change of address data when this results in jurisdiction changes, and shall give them the option of backing out the transaction.

4.13-2.0-2 (FR486) The system shall automatically assign cases with foreign residential addresses to designated local offices (CHI, MIA, NYC, or LOS), depending on the SC that is processing them.

Deleted: April 4

4.13-2.0-3 (FR487) The system shall reschedule an applicant for fingerprint processing at a different ASC, when an applicant's change of address results in a change of ASC jurisdiction, and is processed before a fingerprint card has been received for that applicant.

4.13-2.0-4 (FR407) The system shall cancel a fingerprint rescheduling process when a fingerprint card is received at the SC, and the applicant is in the process of being rescheduled due to change of jurisdiction.

4.13-2.0-5 (FR408) The system shall reschedule a pending interview to a new INS location when an applicant's change of address is processed, only if the INS administrative office changes.

4.13-2.0-6 (FR409) The system shall reschedule a pending oath ceremony at a new INS location when an applicant's change of address is processed, only if the INS administrative office or the court changes.

4.13-2.0-7 (FR410) Whenever a case is rescheduled for fingerprint processing, interview, or oath ceremony, due to change of jurisdiction, the system shall provide a means of canceling the previous appointment.

4.13-2.0-8 (FR411) The system shall generate a Notice of Fingerprint Rescheduling to be sent to the applicant and, if applicable, his or her representative whenever a case is rescheduled for fingerprint processing, interview, or oath ceremony due to change of jurisdiction.

4.13-2.0-9 (FR412) The system shall indicate in the initial N-400 receipt notice for cases with foreign residential addresses that, unless the applicant requests otherwise, the interview and oath will be performed at the default location for that SC.

4.13-2.0-10 (FR413) The system shall provide authorized SC staff with the ability to reassign the jurisdiction of N-400 applicants with foreign residential addresses, so that they may respond to applicant requests for interviews at locations other than the default.

4.13-2.0-11 (FR488) The system shall provide a means of notifying file room staff to ship the applicant's A-File/T-File to the FCO associated with the new jurisdiction whenever a case is rescheduled for interview or oath ceremony due to change of jurisdiction.

2.5.4.14 INITIAL ADDRESS EDIT

4.14-1 (FR490) The system shall provide the ability to verify that residential and mailing addresses associated with N-400, I-881, and other benefits application forms conform to U.S. Postal Service (USPS) guidelines, as specified in USPS Postal Addressing Standards, Publication 28 (November 1997).

Deleted: April 4

4.14-2 (FR491) The system shall provide the ability to verify that addresses of representatives of applicants for INS benefits conform to USPS guidelines, as specified in USPS Postal Addressing Standards, Publication 28 (November 1997).
4.14-3 (FR492) The system shall provide the ability to verify that all domestic addresses, residential or mailing, for INS benefits applicants or their representatives are consistent in terms of city, state, county, and ZIP code.

4.14-4 (FR493) The system shall provide the ability to verify that the residential ZIP code of each domestic N-400 applicant is associated with a fingerprint scheduling location before the case is allowed to proceed.

4.14-5 (FR494) The system shall provide the ability to verify that the residential ZIP code of each domestic N-400 applicant is associated with an examination scheduling location before the case is allowed to proceed.

4.14-6 (FR495) The system shall provide the ability to verify that the residential ZIP code of each domestic N-400 applicant is associated with an oath ceremony scheduling location before the case is allowed to proceed.

4.14-7 (FR496) The system shall apply the address verification rules immediately following data entry; that is, at time of CIS Matching/Data Verification step.

4.14-8 (FR497) The system shall provide a GUI that displays problem cases and provides means by which address fields can be corrected.

4.14-9 (FR498) The system shall display in the GUI, at a minimum, the following data elements: Name – Last – First – Middle – Suffix (not currently in the GUI; need to confirm) ;(If an applicant) A-Number; (If an applicant) application ID(s) ;(If an attorney or VOLAG) representative or VOLAG name; Address – In care of– Firm name (if a representative address)– Building-room– Street number– Street name– City– State– ZIP code– County– Postal code (if applicable)– Country code;(If an applicant) representative name;(If an applicant) representative ID.

4.14-10 (FR499) The system shall allow the user to select cases for GUI display by application ID.

2.6 Scheduler Process Description

Scheduling is a central function of the benefits processing system. The scheduler will normally be invoked in N-400 processing to assign appointments at three points: during initial processing, when a fingerprint processing appointment must be made at an ASC; following completion of initial processing at the SC, when an interview must be scheduled at a local office; and following approval, when an oath ceremony must be scheduled. In addition, any case may require the capability to schedule re-interviews or Question and Answer (Q&A) sessions, to respond to applicant requests for cancellation, to deschedule if other circumstances demand it, to reschedule.

Deleted: April 4

Users must be able to indicate when the scheduled events have been completed, or when no-shows occur, so that the case can proceed to subsequent Workflow steps.

To automate the scheduling process, the user must be provided with a means of specifying local profile parameters that control the assignment of staff and locations for scheduled events. The scheduler, running in batch mode, can then refer to these in assigning appointments for the individual applicants. Interactive scheduling capabilities must also be provided so that Adjudicators can respond appropriately to the special needs of each case. Group management functions are required to accommodate groups of applicants that it would be beneficial to schedule in contiguous appointment slots, such as members of a single family. Once an event has been scheduled, the system must ensure that an appropriate notice is generated for mailing to the applicant. Operational and management reports are also required to assist Adjudicators and file room staff in completing the interviews and oath ceremonies, and in identifying cases that need special attention.

2.6.1 Scheduler Processing

5.1.0-1 (FR502) The system shall provide a GUI for the Scheduler function.

5.1.0-2 (FR503) The system shall as a default display the scheduler data pertaining only to the sites under the control of the user.

5.1.0-3 (FR504) The system shall provide the capability to schedule cases for interviews.

5.1.0-4 (FR505) The system shall provide the capability to schedule cases for oath ceremonies.

5.1.0-5 (FR506) The system shall provide the capability to schedule cases for fingerprint processing.

5.1.0-6 (FR1619) The system shall, upon completion of receipting the ASC Fingerprint Waiver, preclude scheduling an applicant for fingerprints in the future and the FP waiver will not expire.

5.1.0-7 (FR507) The system shall require an adjudicator to use the cancel or deschedule function once an applicant is scheduled if the goal is to prevent the applicant from appearing for an interview.

5.1.0-8 (FR508) The system shall, upon descheduling or canceling an appointment, make the slot that had been assigned to it available for use in scheduling subsequent appointments.

5.1.0-9 (FR509) The system shall display a warning message to prevent an applicant from being scheduled who has exceeded a predetermined number of missed scheduled events.

5.1.0-10 (FR510) The system shall prevent scheduling of an N-400 case for examination at the District Office unless fingerprint results have been received from the FBI.

Deleted: April 4

5.1.0-11 (FR511) The system shall prevent interview scheduling and oath ceremony scheduling of naturalization cases with expired fingerprints.

5.1.0-12 (FR512) The system shall prevent oath ceremony scheduling when the fingerprint results will have expired by the oath ceremony date.

5.1.0-13 (FR513) The system shall schedule fingerprint sessions based on a prioritization scheme.

5.1.0-14 (FR514) The system shall provide the ability to distinguish rescheduled appointments for fingerprint processing, so that the originating system can track them.

5.1.0-15 (FR515) The system shall reschedule applicants and petitioners for fingerprint processing at the ASC when the original appointment results in the applicant or petitioner fingerprint cards (form FD-258) being returned to the INS as unclassifiable.

5.1.0-16 (FR516) The system shall allow an applicant to be scheduled for interview when the fingerprint card has been returned twice as unclassifiable.

5.1.0-17 (FR517) The system shall reschedule an applicant for fingerprint processing when his or her change of address results in a jurisdiction change, if the fingerprint card for that applicant has not already been received.

5.1.0-18 (FR518) The system shall cancel a fingerprint rescheduling process initiated due to change of jurisdiction if a fingerprint card for that applicant is received at the SC.

5.1.0-19 (FR519) The system shall reschedule a pending interview when a change of address is received only if the INS administrative office changes.
5.1.0-20 (FR520) The system shall reschedule a pending oath ceremony when a change of address is received only if the INS administrative office or the court changes.

5.1.0-21 (FR521) The system shall provide a means of canceling previously scheduled appointments whenever a case is rescheduled for fingerprint processing, interview, or oath ceremony, due to change of jurisdiction.

5.1.0-22 (FR522) The system shall provide the functionality for a reopened N-400 case to be interactively or batch scheduled for fingerprints in the event the applicant's fingerprints have expired.

5.1.0-23 (FR1360) The system shall not provide case information to remote workstations for adjudication processing at an interview location until cases are scheduled.

2.6.2 Scheduler Profile Setup Function

5.2.0-1 (FR524) The system shall provide the capability to maintain Number of Officers per Section under the Interview Office profiles.

Deleted: April 4

5.2.0-2 (FR525) The system shall provide the capability to maintain Scheduling Sites Under an Office under the Interview Office profiles.

5.2.0-3 (FR526) The system shall provide the capability to maintain Interview Locations Under a Scheduling Site under the Interview Office profiles.

5.2.0-4 (FR527) The system shall provide the capability to maintain rooms for an Interview location under the Interview Office profiles.

5.2.0-5 (FR528) The system shall provide the capability to maintain Sections for a Room.

5.2.0-6 (FR529) The system shall provide the capability to maintain Section Profile for a Room.

5.2.0-7 (FR530) The system shall provide the capability to maintain Service Type Profile under the Scheduling Site profiles.

5.2.0-8 (FR531) The system shall provide the capability to maintain Section Exception Profile.

5.2.0-9 (FR532) The system shall provide the capability to maintain Oath Ceremony or Fingerprint Sites Under an Office profile associated with Oath Ceremonies or Fingerprinting.

5.2.0-10 (FR533) The system shall provide the capability to maintain Facilities Under a Site profile associated with Oath Ceremonies.

5.2.0-11 (FR534) The system shall provide the capability to maintain Rooms for a Facility profile associated with Oath Ceremonies.

5.2.0-12 (FR535) The system shall provide the capability to maintain Facility—Room profiles.

5.2.0-13 (FR536) The system shall provide the capability to maintain the Gate profiles under a room at the user's option.

5.2.0-14 (FR537) The system shall provide the capability to maintain Exception profiles associated with Oath Ceremonies.

5.2.0-15 (FR538) The system shall automatically schedule N-400 interviews at the following specified default locations when processing cases with foreign residential addresses: CHI for cases receipted at the Nebraska Service Center; MIA for cases receipted at the Texas Service Center; NYC for cases receipted at the Vermont Service Center; LOS for cases receipted at the California Service Center.

Deleted: April 4

5.2.0-16 (FR539) The system shall provide the ability to schedule cases for a given type of appointment (e.g. N-400 interview) to one of a group of sites that serve the same range of zip codes.

5.2.0-17 (FR540) The system shall allow sites to specify that their cases be automatically scheduled (without manual invocation of the batch scheduler,) as soon as they become ready to schedule.

2.6.3 Batch Scheduling Function

5.3-1 (FR542) The system shall provide automated scheduling of the pool of applicants ready for scheduling.

5.3-2 (FR543) The system shall provide the capability to initiate batch scheduling of individuals for examinations (interviews.)

5.3-3 (FR544) The system shall provide the capability to initiate batch scheduling of individuals for reexaminations.

5.3-4 (FR545) The system shall provide the capability to initiate batch scheduling of individuals for Q&A sessions.

5.3-5 (FR546) The system shall provide the capability to initiate batch scheduling of individuals for oath ceremonies.

5.3-6 (FR547) The system shall provide the capability to initiate batch scheduling of individuals for fingerprint processing.

5.3-7 (FR548) The system shall provide the capability to create time pools for Interviews.

5.3-8 (FR549) The system shall provide the capability to create time pools for Q&A Sessions.

5.3-9 (FR550) The system shall provide the capability to create Slots for Oath Ceremonies.

5.3-10 (FR551) The system shall provide a means of displaying prior to actual slot creation an estimate of the number of slots that would actually be created using a given set of site profile and slot creation options.

5.3-11 (FR552) The system shall provide the capability to add the Time Slots for Interviews for additional future days.

5.3-12 (FR553) The system shall provide the capability to add time slots for fingerprint appointments on the current date or later.

5.3-13 (FR554) The system shall provide the capability to add the Time Slots for Q&A Sessions for additional future days.

Deleted: April 4

5.3-14 (FR555) The system shall provide the capability to add the Time Slots for Oath Ceremonies for additional future events.

5.3-15 (FR556) The system shall provide the capability to remove slots from the time pool for interviews as individuals are scheduled.

5.3-16 (FR557) The system shall provide the capability to remove slots from the time pool for Q& sessions as individuals are scheduled.

5.3-17 (FR558) The system shall provide the capability to remove slots from the time pool for oath ceremonies as individuals are scheduled.

5.3-18 (FR559) The system shall provide the capability to create Simple Queues for Interviews via Interactive Place-In-Queue function.

5.3-19 (FR560) The system shall provide the capability to create Simple Queues for Q&A Sessions via Interactive Place-In-Queue function.

5.3-20 (FR561) The system shall provide the capability to create Simple Queues for Oath Ceremonies via Interactive Place-In-Queue function.

5.3-21 (FR562) The system shall prevent the batch scheduler from scheduling an applicant who has exceeded a predetermined number of missed scheduler events.

5.3-22 (FR563) The system shall schedule applicants for fingerprinting using ASC scheduling profiles and application data.

5.3-23 (FR564) The batch scheduler shall provide confirmation when an applicant has been successfully scheduled for fingerprinting.

5.3-24 (FR565) The batch scheduler shall schedule on a revolving basis (that is, each request remains in a to-be-scheduled state until an ASC or ASC slot becomes available.)

5.3-25 (FR566) The system shall control fingerprint scheduling with an ASC Scheduling profile dictating how far in advance an applicant may be scheduled.

5.3-26 (FR567) The system shall provide the capability to create simple queues for reexaminations via the interactive place-in-queue function.

5.3-27 (FR568) The system shall provide the capability to schedule groups (Family, CBO, Ad Hoc, Attorney) for interviews.

Deleted: April 4

5.3-28 (FR569) The system shall provide the capability to apply user-defined rules (group rules, scheduling rules, allocation rules, location redirection, and site group rules) to interview scheduling.

5.3-29 (FR570) The system shall provide automated scheduling from a pool of applicants ready for oath ceremony scheduling.

5.3-30 (FR571) The system shall provide the capability information to schedule groups (Family, CBO, Ad Hoc) for oath ceremonies.

5.3-31 (FR572) The system shall provide the capability to apply user-defined rules (group rules, scheduling rules, allocation rules, location redirection, and site group rules) to oath ceremony scheduling.

5.3-32 (FR573) The system shall provide the ability to specify a preferred location for a scheduled event (e.g. interview, oath ceremony,) to be used by the batch scheduler in assigning appointments for individuals, either singly or as group members.

5.3-33 (FR574) The system shall pre-populate the batch scheduler screens with the options they had been entered in the most recent prior to execution of the batch scheduler.

5.3-34 (FR575) The system shall provide the ability for authorized users to revise profile information on available time for specified scheduled events on a date-by-date basis.

5.3-35 (FR576) The system shall allow the user to pre-select a maximum number of cases to schedule for a given location and type of service or event using the batch scheduler, or to schedule all cases for a given location and type of service or event until the available slots have been exhausted.

5.3-36 (FR577) The system shall allow the user to define types of scheduled events or services (such as extended interviews for N-400s accompanied by forms I-648 with their associated duration.

5.3-37 (FR578) The system shall provide the ability for the user to delete interview and oath ceremony slots that have been created in error.

2.6.4 Scheduling Prioritization Function

5.4-1 (FR580) The system shall schedule applicants and/or petitioners without regard to the ASC capacity or any other ASC concerns (by sending fingerprint appointment notices,) when the Reason Fingerprinted indicates any of the following form types: I-881; I-589; I-600; I-600A; I-817; I-821.

5.4-2 (FR581) The system shall assign specific fingerprint scheduler appointments for applicants and/or petitioners at each ASC when the Reason Fingerprinted, based on the documented criteria, indicates any of the following reasons in the order shown (this shall be

Deleted: April 4

repeated for applicants and petitioners not scheduled after one pass until all slots are filled or all appointment request are satisfied):

I-485—Schedule all I-485s for any given schedule processing period up to but not exceeding 30 percent of the available fingerprint appointment slots for that processing period.;

N-400 Expired Prints—Schedule all N-400 Expired Prints for any given schedule processing period up to but not exceeding 50 percent of the available fingerprint appointment slots for that processing period.;

Rescheduled Prints for Any Form—Schedule all cases requiring reprinting for any given schedule processing period up to but not exceeding 15 percent of the available fingerprint appointment slots for that processing period.;

Any Other Form Type—Schedule all other form types for any given schedule processing period up to but not exceeding 5 percent of the available fingerprint appointment slots for that processing period.;

N-400 Nonexpired Prints—Schedule all N-400s for any given schedule processing period using any remaining fingerprint appointment slots.

5.4-3 (FR583) The system shall retain in the fingerprint scheduling queue, for consideration during the next processing period, all applicants and petitioners still requiring fingerprint scheduler appointments after all available fingerprint appointment slots have been filled for a given ASC.

5.4-4 (FR584) The system shall assign all fingerprint scheduler appointments for applicants and petitioners with the same Reason Fingerprinted based on the oldest Received/Clock-In Date. No other algorithms or calculations shall apply.
.interactive Interview Scheduling Function

5.5.0-1 (FR586) The system shall allow users to schedule selected applicants interactively for interviews.

5.5.0-2 (FR587) The system shall allow users to schedule selected applicants interactively for re-interviews.

5.5.0-3 (FR588) The system shall allow users to schedule selected applicants interactively for Q&A sessions.

5.5.0-4 (FR589) The system shall allow users to schedule selected applicants interactively for re-interviews without an exam.

5.5.0-5 (FR590) The system shall allow users to select cases for interactive scheduling for interview, re-interview, or Q&A by application ID, A-Number, or group ID.

Deleted: April 4

5.5.0-6 (FR591) The system shall allow users to display other members of the same group and select multiple eligible members of the group for interactive scheduling or interviews, re-interviews or Q&A sessions.

5.5.0-7 (FR592) The system shall allow users to select service type, location, room, date and time to schedule the selected applicants.

5.5.0-8 (FR593) The system shall provide the capability to apply rules (group, scheduling, allocation, location redirection, and site group rules) in scheduling groups for the next available interview, re-interview, or Q&A session.

5.5.0-9 (FR594) The system shall provide a scheduling function within adjudications allowing the adjudicator to enter a specific date and time when interactively scheduling an interview, re-interview, or Q&A session for an individual.

5.5.0-10 (FR595) The system shall display a warning message in the event that the date and time the adjudicator specifies for an individual is not available and give the adjudicator the option of entering another time slot or assigning applicants for the desired spot.

5.5.0-11 (FR596) The system shall warn the user when scheduling for an interview interactively if the capacity for that time slot has been reached.

5.5.0-12 (FR597) The system shall warn the user when scheduling for an interview in the event he/she attempts to assign a given case to a slot that has already been assigned to another case.

5.5.0-13 (FR598) The system shall warn the user if the applicant's fingerprints have expired.

5.5.0-13-1 (FR599) The system shall provide the ability for a reopened N-400 case to be interactively scheduled for interview.

5.5.0-13-2 (FR600) The system shall allow authorized users to interactively schedule applicants for fingerprint processing, even though their cases have been scheduled and are awaiting results from the FBI, to allow for recovery from system or procedural errors.

2.6.5 Interactive Oath Ceremony Scheduling Function

5.6.0-1 (FR602) The system shall allow user to schedule selected applicants for oath ceremonies interactively.

5.6.0-2 (FR603) The system shall allow users to select cases for interactive oath ceremony scheduling by application ID, A-Number, or group ID.

5.6.0-3 (FR604) The system shall allow users to display other member of the same group and select multiple eligible members of the group for interactive oath ceremony scheduling.

Deleted: April 4

5.6.0-4 (FR605) The system shall allow users to select service type, location, room, gate, date, and time to schedule the selected applicants.

5.6.0-5 (FR606) The system shall provide the capability to apply rules (group rules, scheduling rules, allocation rules, location redirection, and site group rules) in scheduling groups for the next available oath ceremony.

5.6.0-6 (FR607) The system shall warn the user when scheduling for Oath Ceremony interactively if the capacity for that time slot has been reached.

2.6.6 Interactive Fingerprint Scheduling Function

5.7.0-1 (FR609) The system shall allow user to schedule selected applicants for fingerprint processing interactively.

5.7.0-2 (FR610) The system shall allow users to select cases for interactive fingerprint scheduling by application ID, A-Number, or group ID.

5.7.0-3 (FR611) The system shall allow users to display other members of the same group and select multiple eligible members of the group for interactive fingerprint scheduling.

5.7.0-4 (FR612) The system shall allow users to select service type, location, room, date, and time to schedule the selected applicants.

5.7.0-5 (FR613) The system shall provide the capability to apply rules (group rules, scheduling rules, allocation rules, location redirection, and site group rules) in scheduling groups for the next available fingerprint appointment slots.

2.6.7 Interactive Removal From Batch Schedule Queue Function

5.8.0-1 (FR615) The system shall allow users to remove selected applicants from the batch interview schedule queue.

5.8.0-2 (FR616) The system shall allow users to select cases for interactive removal from the batch interview schedule queue by application ID, A-Number, or group ID.

5.8.0-3 (FR617) The system shall allow users to display other members of the same group and select multiple eligible members of the group for removal from the batch interview schedule queue.

5.8.0-4 (FR618) The system shall allow users to remove selected applicants from the batch oath ceremony schedule queue.

5.8.0-5 (FR619) The system shall allow users to select cases for interactive removal from the batch oath ceremony schedule queue by application ID, A-Number, or group ID.

Deleted: April 4

5.8.0-6 (FR620) The system shall all users to display other members of the same group and select multiple eligible members of the group for removal from the batch oath ceremony schedule queue.

5.8.0-7 (FR621) The system shall allow users to remove selected applicants from the batch fingerprint schedule queue.

5.8.0-8 (FR622) The system shall allow users to select cases for interactive removal from the batch fingerprint schedule queue by application ID, A-Number, or group ID.

5.8.0-9 (FR623) The system shall allow users to display other members of the same group and select multiple eligible members of the group for removal from the batch fingerprint schedule queue.

2.6.8 Interactive Place in Batch Schedule Queue Function

5.9.0-1 (FR625) The system shall allow users to place selected applicants in the batch interview schedule queue interactively.

5.9.0-2 (FR626) The system shall allow users to select cases for placement in the batch interview schedule queue by entering application ID, A-Number, or group ID.

5.9.0-3 (FR627) The system shall allow users to display other members of the same group and select multiple eligible members of the group for placement in the batch interview schedule queue.

5.9.0-4 (FR628) The system shall in a future release provide the capability to form a group with the selected members and place the selected members in the batch interview schedule queue, in accordance with location redirection rules, site group rules, initial search for the applicants, and reschedule delay date.

5.9.0-5 (FR629) The system shall allow users to place selected applicants in the batch oath ceremony schedule queue interactively.

5.9.0-6 (FR630) The system shall allow users to select cases for placement in the batch oath ceremony schedule queue by entering application ID, A-Number, or group ID.

5.9.0-7 (FR631) The system shall allow users to display other members of the same group and select multiple eligible members of the group for placement in the batch oath ceremony schedule queue.

5.9.0-8 (FR632) The system shall provide the capability to group selected individuals and place them in the batch oath ceremony schedule queue, in accordance with location redirection rules, site group rules, initial search, and reschedule delay date.

Deleted: April 4

5.9.0-9 (FR633) The system shall allow users to place selected applicants in the batch fingerprint schedule queue interactively.

5.9.0-10 (FR634) The system shall allow users to select cases for placement in the batch fingerprint schedule queue by entering application ID, A-Number, or group ID.

5.9.0-11 (FR635) The system shall allow users to display other members of the same group and select multiple eligible members of the group for placement in the batch fingerprint schedule queue.

5.9.0-12 (FR636) The system shall provide the capability to form a group with selected members and place them in the batch fingerprint queue, in accordance with redirection rules, site group rules, initial search for applicants, and reschedule delay date.

2.6.9 Interactive Cancellation Function

5.10.0-1 (FR638) The system shall allow authorized Adjudicators to cancel an individual applicant's appointment for examination (interview).

5.10.0-2 (FR639) The system shall allow authorized Adjudicators to cancel an individual applicant's appointment for reexamination.

5.10.0-3 (FR640) The system shall allow authorized Adjudicators to cancel an individual applicant's appointment for Q&A.

5.10.0-4 (FR641) The system shall allow authorized Adjudicators to cancel an individual applicant's appointment for oath ceremony.

5.10.0-5 (FR642) The system shall allow users to select cases for interactive cancellation by application ID, A-Number, or group ID.

5.10.0-6 (FR1328) The system shall allow the user to query and select cases for interactive recording of interview or oath ceremony cancellation, using any of the criteria: (1) Appointment date passed with no action (2) Appointment date at a specific location passed with no action (3) Applicants scheduled for a specific date at selected locations (4) Name.

5.10.0-7 (FR644) The system shall allow users to display other members of the same group and select multiple eligible members of the group for interactive cancellation.

5.10.0-8 (FR1329) The system shall provide the capability to form a group with selected members and reschedule them, placing them in the selected batch schedule queues based on application information and user-specified rules and parameters (location redirection rules, site group rules, group rules, allocation rules, or rescheduling delay date rules).

5.10.0-9 (FR646) The system shall provide the capability to perform cancellations from the adjudications component.

Deleted: April 4

5.10.0-10 (FR647) The system shall automatically maintain a count of the number of times the interview was canceled.
5.10.0-11 (FR648) The system shall provide the capability to prevent an applicant from being scheduled who has exceeded a predetermined number of missed scheduler events, as tracked in the canceled interview counter.

5.10.0-12 (FR649) The system shall remove the applicant from the queue for the scheduled event (examination, reexamination, Q&A, or oath ceremony) when the appointment is canceled.

5.10.0-13 (FR650) The system shall allow the adjudicator to request an acknowledgment of cancellation notice for the applicant from within the scheduler component.

2.6.10 Interactive Descheduling Function

5.11.0-1 (FR652) The system shall allow authorized users to de-schedule an individual applicant's appointment for examination (interview.)

5.11.0-2 (FR653) The system shall allow authorized users to de-schedule an individual applicant's appointment for reexamination.

5.11.0-3 (FR654) The system shall allow authorized users to de-schedule an individual applicant's appointment for Q&A.

5.11.0-4 (FR655) The system shall allow authorized users to de-schedule an individual applicant's appointment for oath ceremony.

5.11.0-5 (FR656) The system shall allow authorized users to de-schedule an individual applicant's appointment for fingerprinting processing.

5.11.0-6 (FR657) The system shall remove the applicant from the queue for the scheduled event (examination, reexamination, Q&A, or oath ceremony) when the appointment is de-scheduled.

5.11.0-7 (FR658) The system shall allow users to select cases for interactive de-scheduling by application ID, A-Number, or group ID.

5.11.0-8 (FR1330) The system shall allow the user to query and select cases for interactive recording of interview or oath ceremony cancellation, using any of the criteria: (1) Appointment date passed with no action (2) Appointment date at a specific location passed with no action (3) Applicants scheduled for a specific date at selected locations (4) Name.

5.11.0-9 (FR659) The system shall allow users to display other members of the same group and select multiple eligible members of the group for interactive de-scheduling.

Deleted: April 4

5.11.0-10 (FR645) The system shall provide the capability to form a group with selected members and reschedule them, placing them in the selected batch schedule queues based on application information and user-specified rules and parameters (location redirection rules, site group rules, group rules, allocation rules, or rescheduling delay date rules).
5.11.0-11 (FR660) The system shall provide the capability to de-schedule from the adjudications component.

5.11.0-12 (FR661) The system shall allow the adjudicator to request a de-schedule notice for the applicant from within the scheduler component.

5.11.0-13 (FR662) The system shall allow the adjudicator to request de-scheduling of an applicant.

2.6.11 Interactive Recording of Interview Conducted Function

5.12.0-1 (FR664) The system shall provide the capability to record interactively that an interview has been conducted for a selected application.

5.12.0-2 (FR665) The system shall allow users to select cases to record interview completion by application ID, A-Number, or group ID.

5.12.0-3 (FR666) The system shall allow the user to query and select cases for interactive recording of interview or oath ceremony cancellation, using any of the criteria: (1) Appointment date passed with no action (2) Appointment date at a specific location passed with no action (3) Applicants scheduled for a specific date at selected locations (4) Name.

5.12.0-4 (FR667) The system shall allow users to display other members of the same group and select multiple eligible members of the group for recording interview completion.

5.12.0-5 (FR1331) The system shall provide the capability to form a group with selected members.

2.6.12 Interactive Recording of Oath Ceremony Conducted Function

5.13-1 (FR670) The system shall provide the capability to record interactively that an oath ceremony has been conducted for a selected application.

5.13-2 (FR671) The system shall allow users to select cases to record oath ceremony completion by application ID, A-Number, or group ID.

5.13-3 (FR1332) The system shall allow the user to query and select cases for interactive recording of interview or oath ceremony cancellation, using any of the criteria: (1) Appointment date passed with no action (2) Appointment date at a specific location passed with no action (3) Applicants scheduled for a specific date at selected locations (4) Name.

5.13-4 (FR672) The system shall allow users to display other members of the same group and select multiple eligible members of the group for recording oath ceremony completion.

Deleted: April 4

5.13-5 (FR1333) The system shall provide the capability to form a group with selected members.

2.6.13 Interactive Recording of Fingerprint Processing Conducted Function

5.14-1 (FR674) The system shall provide the capability to record interactively that fingerprint processing has been conducted for a selected application.

5.14-2 (FR675) The system shall allow users to select cases to record fingerprint processing completion by application ID, A-Number, or group ID.

5.14-3 (FR676) The system shall allow users to display other members of the same group and select multiple eligible members of the group for recording fingerprint processing completion.

5.14-4 (FR1334) The system shall provide the capability to form a group with selected members.

2.6.14 Interactive Recording of No Show Function

5.15.0-1 (FR678) The system shall provide the capability to record that a selected applicant did not appear for a scheduled interview or oath ceremony.

5.15.0-2 (FR679) The system shall allow users to select cases to record no-show status by application ID, A-Number, or group ID.

5.15.0-3 (FR643) The system shall allow the user to query and select cases for interactive recording of interview or oath ceremony cancellation, using any of the criteria: (1) Appointment date passed with no action (2) Appointment date at a specific location passed with no action (3) Applicants scheduled for a specific date at selected locations (4) Name.

5.15.0-4 (FR680) The system shall allow users to display other members of the same group and select multiple eligible members of the group for recording no-show status.

5.15.0-5 (FR668) The system shall provide the capability to form a group with selected members.

5.15.0-6 (FR681) The system shall provide the capability to form a group with selected members and reschedule them, placing them in the selected batch schedule queues based on application information and user-specified rules and parameters.

5.15.0-7 (FR682) The system shall maintain a count of the number of events for which the applicant was a no-show.

5.15.0-8 (FR683) The system shall provide the capability to prevent an applicant from being scheduled who has exceeded a predetermined number of missed scheduler events, as tracked in the no-show counter.

Deleted: April 4

5.15.0-9 (FR684) The system shall provide the capability to perform an initial search under group management functions using the following criteria: Application ID; A-Number ;Group ID; Last name; First name; Group type; Group name; Location.

5.15.0-10 (FR685) The system shall provide the capability for authorized staff to perform queries by group name.

2.6.15 Group Management Function

5.16.0-1 (FR687) The system shall provide the capability to create a new group.

5.16.0-2 (FR688) The system shall provide the capability to add members to a group.

5.16.0-3 (FR689) The system shall provide the capability to regroup members of existing groups by splitting and joining them.

5.16.0-4 (FR690) The system shall provide the capability to update group detail information.

5.16.0-5 (FR691) The system shall provide the capability to manage group names and group symbols.

5.16.0-6 (FR692) The system shall provide the capability to set up group rules.

5.16.0-7 (FR693) The system shall provide the ability for groups to be scheduled in concurrent slots or in consecutive slots.

5.16.0-8 (FR694) The system shall provide a group set function.

5.16.0-9 (FR695) The system shall provide the capability to perform an initial search under group management operations using the following criteria: Application ID; A-Number ;Group ID ;Last name ;First name
;Group type ;Group name ;Location.

5.16.0-10 (FR1359) The system shall allow an authorized user to query cases that are ready to be scheduled for initial interview by CBO.

5.16.0-11 (FR696) The system shall provide the capability for authorized staff to perform queries by group name.

2.6.16 Scheduler Interface Function

5.17.0-1 (FR698) The system shall queue an applicant in the Scheduler system through Workflow management software when all the required processing and documents are available, thus creating pools of applicants for scheduling events.

Deleted: April 4

5.17.0-2 (FR699) The system shall trigger a request to the Notices component to generate the appropriate notices and documents once the case has been scheduled for an event.
5.17.0-3 (FR700) The system shall provide the capability to request Interview Notices through the Notices component.

5.17.0-4 (FR701) The system shall provide the capability to request Interview Cancellation/De-scheduling Notices through the Notices component.

5.17.0-5 (FR702) The system shall provide the capability to request Interview Rescheduling Notices through the Notices component.

5.17.0-6 (FR703) The system shall provide the capability to request Oath Ceremony Notices through the Notices component.

5.17.0-7 (FR704) The system shall provide the capability to print Interview Notices at the local office.

5.17.0-8 (FR705) The system shall provide the capability to print Interview Rescheduling Notices at the local office.

5.17.0-9 (FR706) The system shall provide the capability to generate Daily Itineraries for INS Facilities by invoking the reporting function from within the scheduler component.

5.17.0-10 (FR707) The system shall provide the capability to generate Examination Pick List reports by invoking the reporting function from within the scheduler component.

5.17.0-11 (FR708) The system shall provide the capability to generate Interview Schedules by Location and Examiner by invoking the reporting function from within the scheduler component.

5.17.0-12 (FR709) The system shall provide the capability to generate Interview schedules by attorney by invoking the reporting function from within the scheduler component.

5.17.0-13 (FR710) The system shall provide the capability to generate reports of available slots for each examiner by invoking the reporting function from within the scheduler component.

5.17.0-14 (FR711) The system shall provide the capability to generate reports of the ready-to-schedule queue for examinations by invoking the reporting function from within the scheduler component.

5.17.0-15 (FR712) The system shall provide the capability to generate reports of cases past interview date with no action by invoking the reporting function from within the scheduler component.

5.17.0-16 (FR713) The system shall provide the capability to generate Cancel/No-show reports by invoking the reporting function from within the scheduler component.

Deleted: April 4

5.17.0-17 (FR714) The system shall provide the capability to generate oath ceremony schedules by reporting location by invoking the reporting function from within the scheduler component.

5.17.0-18 (FR715) The system shall provide the capability to generate reports of available oath ceremony slots by invoking the reporting function from within the scheduler component.

5.17.0-19 (FR716) The system shall provide the capability to generate reports of the ready-to-schedule queue for oath ceremonies by invoking the reporting function from within the scheduler component.

5.17.0-20 (FR717) The system shall provide the capability to generate scheduling reports by section by invoking the reporting function from within the scheduler component.

5.17.0-21 (FR718) The system shall provide the capability to generate scheduling reports by form type by invoking the reporting function from within the scheduler component.

2.7 Certificate Generation Process Description

Several INS processes, including naturalization, require the production of certificates. If an N-400 application is approved, a Certificate of Naturalization must be printed before the applicant is sworn, so that it may be presented at the oath ceremony. This secure document must be produced and handled in a controlled environment, and unusable documents must be explicitly voided and destroyed. The system must void documents that are clearly invalid (for example, certificates that have been printed with a date or oath location, in the event that these have changed.) INS staff must be able to review and verify the information that will appear on the certificates before printing, so as to minimize the number of invalid documents. Typically, certificates are produced at local INS offices in batches for specific oath ceremonies, although individual certificates may be produced on occasion. Specific processes vary somewhat in their details from office to office, so automated support must be flexible enough to support different local practices. (e.g., the order in which certificates are printed, or the specific information that can be pre-printed on them.) Enhancements envisioned for the future include the ability to print applicant photographs and the INS Commissioner's signature on Certificates of Naturalization, and an archive capability Certificate Generation Processing.

6.1.0-1 (FR721) The system shall provide the capability to process a batch of certificates in ascending or descending order.

6.1.0-2 (FR1566) The system shall provide an authorized user the ability to identify and correct cases with missing CCO Codes prior to printing certificates.

6.1.0-3 (FR1567) The system shall allow authorized users to assign specific certificate numbers to individual applicants.

Deleted: April 4

2.7.1 Print and Reprint Function

6.2.0-1 (FR723) The system shall provide the capability to mass print certificates at authorized offices through batch jobs.

6.2.0-2 (FR724) The system shall provide the capability to individually print certificates at authorized offices in real time.

6.2.0-3 (FR1568) The system shall provide the ability to display all of the applicant biographical information that appears on the certificate prior to printing the certificate.

6.2.0-4 (FR1517) The system shall provide the option to print the Oath Ceremony date on the certificate.

6.2.0-5 (FR1569) The system shall provide the option to print the Oath Ceremony location on the certificate.

6.2.0-6 (FR726) The system shall provide the capability to sort the applicant file before printing, in either ascending or descending order on one or more of the following fields: A-Number; A-Number Terminal Digit; Applicant last name; Reporting location.

6.2.0-7 (FR727) The system shall provide the capability of overriding and changing a default sort order specified in a ceremony location profile for any oath ceremony batch print job before printing.

6.2.0-8 (FR729) The system shall provide the capability to reprint on demand a plain paper copy of the certificate, as originally printed.

6.2.0-9 (FR1515) The system shall provide the ability to reprint a batch of certificates.

6.2.0-10 (FR1516) The system shall provide a warning for users entering batch print request reminding them to check the printer settings.

6.2.0-11 (FR730) The system shall provide the capability to process the certification of citizenship (A and AA types), the replacement Certificate of Citizenship and the replacement Certificate of Naturalization.

6.2.0-12 (FR1570) The system shall provide the capability to reset printed certificates to address possible discrepancies between the printed certificate and CLAIMS 4. (Reset refers to releasing A# and Cert# to be able to be available for printing again.)

6.2.0-13 (FR731) The system shall provide the capability to select 8x10 certificate formats during print time.

Deleted: April 4

2.7.1.1 VOID LOG FUNCTION

6.3-1 (FR738) The system shall provide the capability to void certificates in CLAIMS 4.

6.3-2 (FR1571) The system shall perform a "system void" when a certificate is printed with the ceremony location and the applicant is subsequently rescheduled for a ceremony at a different ceremony location.

6.3-3 (FR1572) The system shall perform a "system void" when a certificate is printed with the date on it and the applicant is rescheduled into a new ceremony for a different date.

6.3-4 (FR739) The system shall provide the capability to view a history of printed, reset and voided certificates.

2.7.1.2 TRACKING AND REPORTING FUNCTION

6.4-1 (FR744) The system shall provide a query function to view certificate history by A-Number, and certificate number.

6.4-2 (FR745) The system shall provide the capability to query CLAIMS 4 by using the global find function and other additional criteria to view certificate history.

6.4-3 (FR1573) The system shall delete ceremonies from the Requested Ceremonies List view upon Oath Ceremony close out.

6.4-4 (FR746) The system shall provide the capability to request the following daily and monthly reports from within the Document Production function: Number of Certificates Prepared; Number of Certificates Voided; Number of Certificates Destroyed.

2.7.1.3 IMAGE PROCESSING FUNCTION

6.5.0-1 (FR748) The system shall provide the capability to print the applicant's photograph image and the commissioner's signature image onto certificates.

2.7.1.4 SECURITY FUNCTION

6.6.0-1 (FR753) The system shall provide the capability to allow only authorized users to perform a subset of certificate functions.

2.7.1.5 ARCHIVAL FUNCTION

6.7.0-1 (FR755) The system shall provide the capability to archive certificate production related data.

2.8 Notices Process Description

Notices must be produced at several points in the processing of benefits applications. An applicant, at a minimum, must be notified when applications have been received, when a fingerprint appointment has been made, when an interview has been scheduled, and when an oath

Deleted: April 4

ceremony has been scheduled. In addition, there may be a need to generate special notices, such as those for invalid payments or bounced checks, cancellations, deschedules and reschedules of interviews, oath ceremonies, decisions, and memos. Most routine notices will be mass printed in batch mode at the SCs, although capability to produce notices regularly required in adjudication or scheduling will be provided to local offices in the future. Notices creation functions will use templates and standard message text wherever possible to ensure uniformity and minimize the amount of user intervention required. Utilities will be provided to allow the retrieval and review of messages that have been produced for monitoring notice production and recovery.

2.8.1 Notice Creation Processing

7.1.0-1 (FR758) The system shall provide the capability to produce N-400 Receipt Notices

7.1.0-2 (FR759) The system shall generate a receipt notice informing the primary person of the group balance.

7.1.0-3 (FR760) The system shall generate a receipt notice informing the other members of the group, who are not primary, that a group balance will be refunded to the primary person.

7.1.0-4 (FR761) The system shall generate receipt notices for N-400 applicants with foreign residential addresses indicating that, unless otherwise requested, the interview and oath ceremony will be performed at the default locations for that SC.

7.1.0-5 (FR762) The system shall provide the capability to produce N-400 Suspense Notices.

7.1.0-6 (FR763) The system shall provide the capability to produce N-400 Exception Notices.

7.1.0-7 (FR764) The system shall provide the capability to produce N-400 Invalid Payment Notices.

7.1.0-8 (FR765) The system shall provide the capability to produce N-400 Underpayment Notices.

7.1.0-9 (FR766) The system shall provide the capability to produce N-400 Bounced Check Notices.

7.1.0-10 (FR767) The system shall provide the capability to produce Overpayment Notices.

7.1.0-11 (FR768) The system shall provide the capability to produce N-400 Interview Notices.

7.1.0-12 (FR769) The system shall provide the capability to produce N-400 Re-interview Notices.

7.1.0-13 (FR770) The system shall provide the capability to produce N-400 Interview Cancellation Notices.

Deleted: April 4

7.1.0-14 (FR771) The system shall provide the capability to produce N-400 Interview De-scheduling Notices.

7.1.0-15 (FR772) The system shall provide the capability to produce Continuance Notices.

7.1.0-16 (FR773) The system shall provide the capability to produce Intent-to-Deny Notices.

7.1.0-17 (FR774) The system shall provide the capability to produce N-400 Oath Ceremony Notices.

7.1.0-18 (FR775) The system shall provide the capability to produce N-400 Oath Ceremony Cancellation Notices.

7.1.0-19 (FR776) The system shall provide the capability to produce N-400 Oath Ceremony De-scheduling Notices.

7.1.0-20 (FR777) The system shall provide the capability to produce Memos.

7.1.0-21 (FR778) The system shall provide the capability to produce N-400 Interview No-show Notices.

7.1.0-22 (FR779) The system shall provide the capability to produce N-400 Oath Ceremony No-show Notices.

7.1.0-23 (FR780) The system shall provide the capability to produce Intent-to-Revoke Notices.

7.1.0-24 (FR781) The system shall provide the capability to produce Request for Evidence Notices.

7.1.0-25 (FR1335) The system shall provide the capability to produce N-400 Withdrawal Acknowledgment Notices.

7.1.0-26 (FR783) The system shall provide the capability to produce Approval Notices.

7.1.0-27 (FR784) The system shall provide the ability to produce Administrative Close Notices.

7.1.0-28 (FR785) The system shall provide the ability to produce notices when cases have been reopened.

7.1.0-29 (FR786) The system shall produce FD-258 Fingerprint schedule notices directing applicants to the appear on an appointed date and time, at an ASC, Designated Law Enforcement Agency (DLEA) or Mobile Station (Temporary Outreach Station).

Deleted: April 4

7.1.0-30 (FR787) The system shall provide the capability to produce FD-258 Fingerprint rescheduling notices directing applicants to an ASC on the first occasion when their fingerprint cards have been returned as unclassifiable.

7.1.0-31 (FR788) The system shall provide the capability to produce a notice of rescheduling when an applicant has been rescheduled due to jurisdiction change.

7.1.0-32 (FR789) The system shall produce FD-258 Fingerprint schedule notices directing applicants to appear on an appointed time and date, at an ASC, DLEA, or Mobile Station, and including an explanatory memorandum, when they have been rescheduled due to expiration of their fingerprints.

7.1.0-33 (FR790) The system shall produce FD-258 Fingerprint schedule notices directing applicants to the appear within a proscribed period, at an ASC, DLEA or Mobile Station, when they are being fingerprinted for a Refugee, Asylum, and Parole System (RAPS) application..

7.1.0-34 (FR791) The system shall assign a specific date and hourly slot for routine FD-258 fingerprint schedule notices directing the applicant to a specific ASC, DLEA, or Mobile Station, and shall designate the same hour slot for any makeup appointment.

7.1.0-35 (FR792) The system shall produce applicant notices with a 2-D bar-code containing FD-258 biographic (masthead) data.

7.1.0-36 (FR793) The system shall provide the ability for SC locations to produce OMR markings on notices to support automated mail handling operations.

7.1.0-37 (FR794) The system shall print notices for scheduled events (for example, N-400 interviews or oath ceremonies) in advance of the event, with lead times specified by the local office.

7.1.0-38 (FR795) The system shall produce a duplicate copy of every applicant notice produced, if a representative such as attorney or CBO representative exists for the applicant, with representative name and mailing address.

7.1.0-39 (FR1381) The system shall provide the ability to create and maintain notice templates.

7.1.0-40 (FR797) The system shall provide the capability to reproduce any notice that has been generated.

7.1.0-41 (FR1337) The system shall provide the capability to prioritize the creation of Fingerprint Scheduling Notices based on form type.

7.1.0-42 (FR1338) The system shall generate a notice advising an N-400 applicant that his/her case has been denied on the basis of abandonment for the following reasons: failure to appear for

Deleted: April 4

fingerprinting; failure by an applicant residing abroad to submit fingerprints; failure to submit the correct fee for fingerprinting; non- payment of the fee for fingerprinting; and undeliverable notices.

2.8.2 Notice Creation Processing – Form I-485

7.2.0-1 (FR1342) The system shall generate Fingerprint Schedule Notices for each I-485 applicant who has been scheduled for fingerprinting.

2.8.3 Notice Creation Processing – Form I-589

7.3-1 (FR1343) The system shall generate Fingerprint Notices for each I-589 applicant who has been identified for fingerprinting.

2.8.4 Notice Creation Processing – Form I-881

7.4-1 (FR1344) The system shall generate Fingerprint Notices for each I-881 applicant who has been identified for fingerprinting.

7.4-2 (FR1345) The system shall generate Fingerprint Schedule Notices for each I-881 applicant who has been scheduled for fingerprinting.

2.8.5 Batch Print Processing

7.5.0-1 (FR801) The system shall provide the capability to mass print N-400 Receipt Notices at the SCs.

7.5.0-2 (FR802) The system shall provide the capability to mass print N-400 Suspense Notices at the SCs.

7.5.0-3 (FR803) The system shall provide the capability to mass print N-400 Exception Notices at the SCs.

7.5.0-4 (FR804) The system shall provide the capability to mass print N-400 Invalid Payment Notices at the SCs.

7.5.0-5 (FR805) The system shall provide the capability to mass print N-400 Underpayment Notices at the SCs.

7.5.0-6 (FR806) The system shall provide the capability to mass print N-400 Bounced Check Notices at the SCs.

7.5.0-7 (FR807) The system shall provide the capability to mass print N-400 Interview Notices at the SCs.

7.5.0-8 (FR808) The system shall provide the capability to mass print N-400 Re-interview Notices at the SCs.

Deleted: April 4

7.5.0-9 (FR809) The system shall provide the capability to mass print N-400 Interview Cancellation Notices at the SCs.
7.5.0-10 (FR810) The system shall provide the capability to mass print N-400 Interview De-scheduling Notices at the SCs.

7.5.0-11 (FR811) The system shall provide the capability to mass print N-400 Oath Ceremony Notices at the SCs.
7.5.0-12 (FR812) The system shall provide the capability to mass print N-400 Oath Ceremony Cancellation Notices at the SCs.

7.5.0-13 (FR813) The system shall provide the capability to mass print N-400 Oath Ceremony De-scheduling Notices at the SCs.

7.5.0-14 (FR1382) The system shall provide the capability to produce Data Suspense Notices.

7.5.0-15 (FR1383) The system shall provide the capability to produce FBI Suspense Notices.

7.5.0-16 (FR782) The system shall provide the capability to produce N-400 Withdrawal Acknowledgment Notices.

7.5.0-17 (FR816) The system shall provide the capability to produce N-400 Interview No-Show Notices.

7.5.0-18 (FR817) The system shall provide the capability to produce N-400 Oath Ceremony No-Show Notices.

7.5.0-19 (FR818) The system shall provide the capability to produce Internal A-File Notices.

7.5.0-20 (FR819) Provide the capability to reprint all or part of a batch to recover from printer errors.

7.5.0-21 (FR820) Provides an error recovery function to restart a batch job from the last notice printed.

7.5.0-22 (FR821) Provides the capability to print notices in ZIP code-sorted order to minimize mailing costs.

7.5.0-23 (FR822) Provides the capability to print notices by notice type or location (i.e., service center or district jurisdiction).

7.5.0-24 (FR823) The system shall provide a notice monitor for authorized Service Center staff to indicate the print status of notices.

7.5.0-25 (FR824) Provides a display of the notices being created as the batch notices print job executes, with a progress indicator.

Deleted: April 4

7.5.0-26 (FR1384) The system shall move printed notice records to another table.

7.5.0-27 (FR1346) The system shall provide the capability to mass print N-400 Denial Based on Abandonment Notices.

7.5.0-28 (FR825) The system shall provide the capability to mass print FD-258 Fingerprint schedule notices directing applicants to appear on an appointed date and time at an ASC, Designated Law Enforcement Agency (DLEA) or Mobile Station (Temporary Outreach Station).

2.8.5.1 BATCH NOTICES - I-485

7.6.0-1 (FR1350) The system shall provide the capability to mass print Fingerprint Schedule Notices for I-485 applicants who have been scheduled for fingerprinting.

2.8.5.2 Batch Notices - I-589

7.7.0-1 (FR1351) The system shall provide the capability to mass print Fingerprint Notices for I-589 applicants who have been identified for fingerprinting.

2.8.5.3 Batch Notices – I-881

7.8.0-1 (FR1352) The system shall provide the capability to mass print Fingerprint Notices for I-881 applicants who have been identified for fingerprinting.

7.8.0-2 (FR1353) The system shall provide the capability to mass print Fingerprint Schedule Notices for I-881 applicants who have been scheduled for fingerprinting.

2.8.5.4 Local Batch Printing

7.9.1.1.0-1 (FR1387) The system shall allow an authorized user to create a batch print request of one or more notices.

7.9.1.1.0-2 (FR1512) The system shall allow an authorized user to transfer print jobs to the INS Service Center with jurisdiction.

2.8.5.5 By Event

7.9.1.2.0-1 (FR1389) The system shall allow an authorized user upon completion of interview scheduling to generate and print Interview Notices locally.

7.9.1.2.0-2 (FR1390) The system shall allow an authorized user upon completion of re-interview scheduling to generate and print Re-interview Notices locally.

7.9.1.2.0-3 (FR1391) The system shall allow an authorized user upon completion of canceling an interview to generate and print Interview Cancellation Notices locally.

7.9.1.2.0-4 (FR1392) The system shall allow an authorized user upon completion of de-scheduling an interview to generate and print De-scheduling Notices locally.

Deleted: April 4

7.9.1.2.0-5 (FR1393) The system shall allow an authorized user upon completion of oath ceremony scheduling to generate and print Oath Ceremony Notices locally.

7.9.1.2.0-6 (FR1394) The system shall allow an authorized user upon completion of canceling an Oath Ceremony to generate and print Oath Ceremony Cancellation Notices locally.
7.9.1.2.0-7 (FR1395) The system shall allow an authorized user upon completion of de-scheduling an Oath Ceremony to generate and print Oath Ceremony De-scheduling Notices locally.

7.9.1.2.0-8 (FR1396) The system shall allow an authorized user upon completion of recording a No-Show to generate and print Oath Ceremony No-Show Notices locally.

2.8.5.6 By Notice Type

7.9.1-1 (FR829) The system shall provides the capability to individually print notices by authorized users to print locally.

7.9.1-2 (FR830) The system shall provide an interface to the N-400 Adjudication function to customize Approval Notices and print them locally.

7.9.1-3 (FR831) The system shall provide an interface to the N-400 Adjudication function to customize Continuance Notices and print them locally.

7.9.1-4 (FR832) The system shall provide an interface to the N-400 Adjudication function to customize Intent-to-Deny Notices and print them locally.

7.9.1-5 (FR833) The system shall provide an interface to the N-400 Adjudication function to customize Denial Notices and print them locally.

7.9.1-6 (FR834) The system shall provide an interface to the N-400 Adjudication function to customize Request for Evidence Notices and print them locally.

7.9.1-7 (FR835) The system shall provide an interface to the N-400 Adjudication function to customize Intent-to-Revoke Notices and print them locally.

7.9.1-8 (FR836) The system shall provide an interface to the N-400 Adjudication function to customize Motion to Reopen Notices and print them locally.

7.9.1-9 (FR837) The system shall provide an interface to the N-400 Adjudication function to customize Motion to Reconsider Notices and print them locally.

7.9.1-10 (FR838) The system shall provide an interface to the Scheduling function to print Interview Notices locally.

7.9.1-11 (FR839) The system shall provide an interface to the Scheduling function to print Re-interview Notices locally.

Deleted: April 4

7.9.1-12 (FR840) The system shall provide an interface to the Scheduling function to print Interview Cancellation Notices locally.
7.9.1-13 (FR841) The system shall provide an interface to the Scheduling function to print Interview De-scheduling Notices locally.

7.9.1-14 (FR842) The system shall provide an interface to the Scheduling function to print Interview No-Show Notices locally.

7.9.1-15 (FR843) The system shall provide an interface to the Scheduling function to print Oath Ceremony Notices locally.

7.9.1-16 (FR844) The system shall provide an interface to the Scheduling function to print Oath Ceremony Cancellation Notices locally.

7.9.1-17 (FR845) The system shall provide an interface to the Scheduling function to print Oath Ceremony De-scheduling Notices locally.

7.9.1-18 (FR846) The system shall provide an interface to the Scheduling function to print Oath Ceremony No-Show Notices locally.

2.8.5.7 Print Format Processing

7.10.0-1 (FR848) The system shall provide the capability to produce notices using standardized templates/text.

7.10.0-2 (FR849) The system shall provide the capability to produce notices using a word processor for customized text.

7.10.0-3 (FR850) The system shall provide the capability to produce notices using a combination of standardized and customized text.

7.10.0-4 (FR851) The system shall provide the capability to produce notices addressed to the applicant.

7.10.0-5 (FR852) The system shall produce addresses on notices to applicants and petitioners that conform to USPS guidelines.

7.10.0-6 (FR1385) The system shall provide the capability to print notices addressed to other additional authorized parties, such as the CBO representative and attorney/VOLAG.

7.10.0-7 (FR854) The system shall provide the capability to add a 1-D bar code of the applicant's application ID to all printed N-400 notices.

Deleted: April 4

2.8.5.8 Nonstandard Template Processing

7.11.0-1 (FR856) The system shall provide the capability for any office to use its own notice templates, with Office of Information Resources Management permission, to support local requirements.

2.8.5.9 Utility Processing

7.12.0-1 (FR858) The system shall provide the capability to route designated notices to a review process prior to printing and distribution.

7.12.0-2 (FR859) The system shall provide the capability to preview local print notices before printing.

7.12.0-3 (FR860) The system shall provide the capability to view and reprint notices that have been previously printed, from the same location.

7.12.0-4 (FR861) The system shall provide the capability to view and reprint notices that have been previously printed for notices, from any service center office location.

7.12.0-5 (FR862) The system shall provide the ability to specify a printer other than the default office printer for the production of notices.

7.12.0-6 (FR1354) The system shall provide the ability to add, remove, and edit printers, and to assign paper types to printers for Notices printing.

2.8.5.10 Tracking and Reporting Processing

7.13-1 (FR1374) The system shall provide the capability to maintain, for future display or print, an electronic copy of all notice types that have been previously printed.

7.13-2 (FR865) The system shall allow the user to display notices awaiting production.

7.13-3 (FR1375) The system shall provide a daily production reports of total notices printed by notice type, form type, destination (batch or local), and office.

2.8.5.11 Security Processing

7.14-1 (FR868) The system shall provide notice template level security to authorize or restrict users to specific notice templates.

7.14-2 (FR869) The system shall provide notice function security to authorize or restrict users to specific notice functions.

2.8.5.12 Archival Processing

7.15.0-1 (FR871) The system shall provide the capability to archive Notice Production-related data.

Deleted: April 4

2.9 Reporting Process Description

The system will provide the capability to process a comprehensive number of reports ranging from online to hard copy depending on requirements. Reports will be provided to support a variety of business process functions, including mailroom and finance, adjudications, scheduling, certificate production, notice production, file room operations, as well as management functions.

2.9.1 Reporting Processing

8.1.0-1 (FR874) The system shall provide access to the Reporting function from the screens of any of the main processing areas.

8.1.0-2 (FR875) The system shall provide capability to produce reports online or in hard copy.

8.1.0-3 (FR876) The system shall provide for report storage on disk.

8.1.0-4 (FR877) The system shall provide menu-driven standardized reports with optional selection criteria, including location, date, and sort.

8.1.0-5 (FR878) The system shall provide the capability to build and save queries on standardized reports that use other selection criteria (not including location, date, and sort).

8.1.0-6 (FR879) The system shall support the generation of ad hoc reports with flexibility in the designation of fields for selection and sorting.

8.1.0-7 (FR880) The system shall provide the ability to sort reports on multiple fields.

8.1.0-8 (FR881) The system shall provide the ability to sort reports that include A-Numbers, by A-Number or by terminal digit according to local site specifications.

8.1.0-9 (FR882) The system shall produce weekly manifests with a 2-D bar code for all cases scheduled at ASCs during the week.

8.1.0-10 (FR883) The system shall provide the ability to reprint application labels, displaying name and application ID prominently to minimize the risk of keying error.

8.1.0-11 (FR884) The system shall provide the capability to select a printer, other than the office default, using standard paper for report printing.

8.1.0-12 (FR885) The system shall provide report level security to authorize or restrict users to specific reports, using Report Access Groups.

2.9.2 Certificate Tracking Reporting Function

8.2.0-1 (FR887) The system shall provide a Certificates Prepared report to support the Certificate Tracking function.

Deleted: April 4

8.2.0-2 (FR888) The system shall provide a Certificates Voided/Destroyed report to support the Certificate Tracking function.

8.2.0-3 (FR889) The system shall provide a report of Cases Without Certificate Numbers to support the Certificate Tracking function.

8.2.0-4 (FR890) The system shall provide a Certificate Accountability report to support the Certificate Tracking function.

8.2.0-5 (FR891) The system shall provide a Certificate Issuance report to support the Certificate Tracking function.

8.2.0-6 (FR892) The system shall provide a report of the Number of Certificates Prepared to support the Certificate Tracking function.

2.9.3 Adjudication Reporting Processing

8.3-1 (FR894) The system shall provide a report of Applicant Current Status to support the adjudication function.

8.3-2 (FR895) The system shall provide a report of Applicants Naturalized by the Court to support the adjudication function.

8.3-3 (FR896) The system shall provide an Applicant Status report to support the adjudication function.

8.3-4 (FR897) The system shall provide a Cases on Hold report to support the adjudication function.

8.3-5 (FR898) The system shall provide report of Cases Pending to support the adjudication function.

8.3-6 (FR899) The system shall provide a report of Cases Without A-Numbers to support the adjudication function.

8.3-7 (FR900) The system shall provide a report of Continued Cases to support the adjudication function.

8.3-8 (FR901) The system shall provide a report of Expired Requests for Additional Information to support the adjudication function.

2.9.4 File Room Operation Reporting Function

8.4-1 (FR903) The system shall provide a Daily RAFACS Report (CLAIMS 4) of A-Files Received to support the file room operation function.

Deleted: April 4

8.4-2 (FR904) The system shall provide the following report to support the file room operation function. a report of A-File movement to CLAIMS4 Responsible Parties.

8.4-3 (FR905) The system shall provide a CIS File Transfer Request Report to support the file room operation function.

8.4-4 (FR906) The system shall provide a CLAIMS 4 A-File Request Status Report to support the file room operation function.

8.4-5 (FR907) The system shall provide a report of T-Files Created to support the file room operation function.

8.4-6 (FR908) The system shall provide a File Consolidation Report to support the file room operation function.

8.4-7 (FR909) The system shall provide a File Consolidation and Shipment Report to support the file room operation function.

8.4-8 (FR910) The system shall provide a File Movement and Shipment Report to support the file room operation function.
8.4-9 (FR911) The system shall provide a report of OF-11 Requests to support the file room operation function.

8.4-10 (FR912) The system shall provide a Ship A-File (Transfer Out) report to support the file room operation function.

8.4-11 (FR913) The system shall provide a Ship T-File (Transfer Out) report to support the file room operation function.

8.4-12 (FR914) The system shall provide an Examination/Case Review Pick List to support the file room operation function.

8.4-13 (FR1358) The system shall display the CBO code on the Pick List report.

8.4-14 (FR915) The system shall provide a CIS Name/DOB/COB Change Audit Report to support the file room operation function.

8.4-15 (FR916) The system shall provide a User Audit Trail report to support the file room operation function.

8.4-16 (FR917) The system shall provide an A-File Activity Report to support the file room operation function.

8.4-17 (FR918) The system shall provide a report for the SC identifying, for a specified date, all local offices with scheduled cases requiring that SC to ship A-Files.

Deleted: April 4

8.4-18 (FR919) The system shall provide a report for the SC identifying, for a specified date, local offices not associated with that SC, that have scheduled cases requiring that SC to ship A-Files.

8.4-19 (FR920) The system shall provide a report for the SC identifying, for a specified date, local offices associated with that SC, that have scheduled cases requiring that SC to ship A-Files.

2.9.5 Finance Reporting Function

8.5.0-1 (FR922) The system shall provide a Bank Transmittal Sheet in support of the Finance function, allowing selection of audited cash boxes to be included.

8.5.0-2 (FR923) The system shall provide a Bounced Check Report in support of the Finance function.

8.5.0-3 (FR924) The system shall provide a Detail Audited Cash Box Report in support of the Finance function.

8.5.0-4 (FR925) The system shall provide a Detail Audited Cash Box Report for Supervisors in support of the Finance function.

8.5.0-5 (FR926) The system shall provide a Detail Cash Box Report in support of the Finance function.

8.5.0-6 (FR927) The system shall provide a Detail Cash Box Report for Supervisors in support of the Finance function.

8.5.0-7 (FR928) The system shall provide a Detail Fee Register in support of the Finance function.

8.5.0-8 (FR929) The system shall provide a Detail Register Transaction Report in support of the Finance function.

8.5.0-9 (FR930) The system shall provide a Detail Register Transaction Report for Supervisors in support of the Finance function.

8.5.0-10 (FR931) The system shall provide an Office Fee Register by Payment Type in support of the Finance function.

8.5.0-11 (FR932) The system shall provide an Open Payment Report in support of the Finance function.

8.5.0-12 (FR933) The system shall provide a Refund Due Report in support of the Finance function.

Deleted: April 4

8.5.0-13 (FR934) The system shall provide a Refund Paid Report in support of the Finance function.

8.5.0-14 (FR935) The system shall provide a Summary Active Cash Box Report in support of the Finance function.
8.5.0-15 (FR936) The system shall provide a Summary Active Cash Box. Report for Supervisors in support of the Finance function.

8.5.0-16 (FR937) The system shall provide a Summary Audited Cash Box Report in support of the Finance function.

8.5.0-17 (FR938) The system shall provide a Summary Audited Cash Box Report for Supervisors in support of the Finance function.

8.5.0-18 (FR939) The system shall provide a Summary Cash Box Report in support of the Finance function.

8.5.0-19 (FR940) The system shall provide a Summary Cash Box Report for Supervisors in support of the Finance function.

2.9.6 Mailroom Reporting Function

8.6.0-1 (FR942) The system shall provide a Daily Mailroom Remittance Reconciliation Report in support of the Mailroom function.

8.6.0-2 (FR943) The system shall provide a Daily Mailroom Remittance Reconciliation Report for Supervisors in support of the Mailroom function.

8.6.0-3 (FR944) The system shall provide a Mailroom Remittance Reconciliation Report in support of the Mailroom function.

8.6.0-4 (FR945) The system shall provide a Mailroom Remittance Reconciliation Report for Supervisors in support of the Mailroom function.

8.6.0-5 (FR946) The system shall provide a Mailroom Remittance/Application Reconciliation Report for Supervisors in support of the Mailroom function.

8.6.0-6 (FR947) The system shall provide a report of Unprocessed Applications in support of the Mailroom function.

8.6.0-7 (FR948) The system shall provide a report of Unprocessed Payments in support of the Mailroom function.

2.9.7 Management Reporting Function

8.7.0-1 (FR950) The system shall provide an Access Authorization List in support of the Management function.

Deleted: April 4

8.7.0-2 (FR951) The system shall provide a Cases Pending Aging Report in support of the Management function.
8.7.0-3 (FR952) The system shall provide a Cases Pending Summary Report in support of the Management function.

8.7.0-4 (FR953) The system shall provide a CIS/CLAIMS Mismatch Report in support of the Management function.

8.7.0-5 (FR954) The system shall provide a CLAIMS 4 User List in support of the Management function.

8.7.0-6 (FR1336) The system shall provide a Data Entry Production Report in support of the Management function.

8.7.0-7 (FR955) The system shall provide a Data Entry Production Report 1 in support of the Management function.

8.7.0-8 (FR956) The system shall provide an FD-258 Manifest in support of the Management function.

8.7.0-9 (FR957) The system shall provide a report of Location Relationships in support of the Management function.

8.7.0-10 (FR958) The system shall provide a report of New N-400 Cases in support of the Management function.

8.7.0-11 (FR959) The system shall provide a report of Notices In Error State in support of the Management function.

8.7.0-12 (FR960) The system shall provide a report of Notices Print Production in support of the Management function.

8.7.0-13 (FR961) The system shall provide a report of Notices Ready To Create in support of the Management function.

8.7.0-14 (FR962) The system shall provide a report of Notices Ready to Print in support of the Management function.

8.7.0-15 (FR963) The system shall provide a report of Workflow Status in support of the Management function.

8.7.0-16 (FR964) The system shall provide supervisory staff with the option of querying for statistical summary data, as a way of identifying bottlenecks in the process.

Deleted: April 4

8.7.0-17 (FR965) The system shall extract process-related information captured by the Workflow function for reports on Workflow metrics.
8.7.0-18 (FR966) The system shall report information about the volumes involved for all tasks in the process.

8.7.0-19 (FR967) The system shall provide RNACS Interface Audit reports.

8.7.0-20 (FR968) The system shall provide a Workflow Current Activity Report in support of the Management function.

8.7.0-21 (FR969) The system shall provide a Workflow Current Activity Report for Service Center in support of the Management function.

8.7.0-22 (FR970) The system shall provide a Receipting System FBI Response Override report to monitor the FBI (FD-258) response overrides.

8.7.0-23 (FR971) The receipting system shall provide a Cases Granted—Awaiting Override report to report on N-400 cases that have been granted, but that are pending an FBI (FD-258) response override before they can proceed to oath ceremony.

8.7.0-24 (FR972) The system shall generate on demand an aging report on N-400 cases which have been administratively closed.

8.7.0-25 (FR973) The system shall generate a G-325A FBI Name Check Aging Report to inform the INS of those applicants/petitioners that have not received an FBI response.

8.7.0-26 (FR974) The system shall generate on demand an Address Errors Detail Report displaying, in those cases that have encountered address errors in the initial address edit: Last name; First name; Middle name; A-Number; Mailroom-received date; Error number; Error text.

2.9.7.1 Scheduling Exam (Interview) Reporting Function

8.8.0-1 (FR976) The system shall provide a report of Available Appointment Slots for Examiners in support of the Scheduling Exam function.

8.8.0-2 (FR977) The system shall provide a report of Available Appointment Slots in support of the Scheduling Exam function.

8.8.0-3 (FR978) The system shall provide a Cancel/No Show Report in support of the Scheduling Exam function.

8.8.0-4 (FR979) The system shall provide a report of Cases With Interview Past Due in support of the Scheduling Exam function.

8.8.0-5 (FR980) The system shall provide a Daily Itinerary for INS Facilities in support of the Scheduling Exam function.

Deleted: April 4

8.8.0-6 (FR981) The system shall provide a Daily Schedule for Examiner in support of the Scheduling Exam function.

8.8.0-7 (FR982) The system shall provide a Demographic Report by Interview Date in support of the Scheduling Exam function.

8.8.0-8 (FR983) The system shall provide a Demographic Report by Mail Date in support of the Scheduling Exam function.

8.8.0-9 (FR984) The system shall provide a report of Examiner Appointment Slots Booked Statistics in support of the Scheduling Exam function.

8.8.0-10 (FR985) The system shall provide an Interview Schedule by Attorney in support of the Scheduling Exam function.

8.8.0-11 (FR986) The system shall provide an Interview Schedule by Examiner in support of the Scheduling Exam function.

8.8.0-12 (FR987) The system shall provide an Interview Schedule by Location and Examiner in support of the Scheduling Exam function.

8.8.0-13 (FR988) The system shall provide a report of Interview Sections Booked Statistics in support of the Scheduling Exam function.

8.8.0-14 (FR989) The system shall provide a List of Assigned Examiners in support of the Scheduling Exam function.

8.8.0-15 (FR990) The system shall provide a Pick List by Interview and Schedule Date (including FBI control number) in support of the Scheduling Exam function.

8.8.0-16 (FR991) The system shall provide a report of the Ready to Schedule Queue for Interview in support of the Scheduling Exam function.

8.8.0-17 (FR992) The system shall provide a report of Scheduler Status by Section in support of the Scheduling Exam function.

8.8.0-18 (FR993) The system shall provide a report of Scheduler Status by Form Type in support of the Scheduling Exam function.

2.9.7.2 Scheduling Oath Ceremony Function

8.9.0-1 (FR995) The system shall provide a report of Card Accountability by Oath Ceremony Location in support of the Scheduling Oath Ceremony function.

8.9.0-2 (FR996) The system shall provide a report of Cases With Ceremony Past Due in support of the Scheduling Oath Ceremony function.

Deleted: April 4

8.9.0-3 (FR997) The system shall provide a Completed Oath Ceremony Report in support of the Scheduling Oath Ceremony function.

8.9.0-4 (FR998) The system shall provide a Daily Schedule by Oath Ceremony Facility Room in support of the Scheduling Oath Ceremony function.

8.9.0-5 (FR999) The system shall provide a report of Oath Ceremony by Applicant in support of the Scheduling Oath Ceremony function.

8.9.0-6 (FR1000) The system shall provide a report of Oath Ceremony Cases With No Certificate Numbers in support of the Scheduling Oath Ceremony function.

8.9.0-7 (FR1001) The system shall provide an Oath Ceremony Data Validation Report in support of the Scheduling Oath Ceremony function.

8.9.0-8 (FR1002) The system shall provide an Oath Ceremony Demographic Report in support of the Scheduling Oath Ceremony function.

8.9.0-9 (FR1003) The system shall provide Court Lists for Oath Ceremonies (Forms N-646/N-647) in support of the Scheduling Oath Ceremony function.

8.9.0-10 (FR1004) The system shall provide an Oath Ceremony Schedule by Reporting Location in support of the Scheduling Oath Ceremony function.

8.9.0-11 (FR1005) The system shall provide a list of the Ready to Schedule Queue for Oath Ceremony by Interview and Receipt Date in support of the Scheduling Oath Ceremony function.

8.9.0-12 (FR1006) The system shall provide a list of the Ready to Schedule Queue for Oath Ceremonies in support of the Scheduling Oath Ceremony function.

8.9.0-13 (FR1007) The system shall provide a report of Available Oath Ceremony Slots in support of the Scheduling Oath Ceremony function.

8.9.0-14 (FR1008) The system shall provide a report of Oath Ceremony No Shows in support of the Scheduling Oath Ceremony function.

8.9.0-15 (FR1373) The system shall provide the Certificate Tracking Log report to identify status and usage of certificates processed.

2.9.7.3 Scheduling Fingerprints

8.10.0-1 (FR1010) The system shall provide a report for each ASC that has Unscheduled Fingerprint Appointment Requests showing the following: Received date (sort order: oldest first); Reason fingerprinted; Originating system; Originating system record identifier; A-Number or Social Security number (SSN); Name (last, first, and middle).

Deleted: April 4

8.10.0-2 (FR1011) The system shall generate a report listing applicants/petitioners whose FD-258 cards have not been received in the SC within 97 days of the first date scheduled to appear for re-fingerprinting

2.9.7.4 G22 Function

8.11.0-1 (FR1013) The system shall provide the G-22 Place Pipeline report in support of the G-22 function.

8.11.0-2 (FR1014) The system shall provide the G-22 Place report in support of the G-22 function.

2.10 System Maintenance Process Description

The system must provide a means for authorized SC or DO staff to view and maintain the information in CLAIMS tables on INS Offices and other locations, user profiles, number pools for certificates, Application IDs and Payment IDs. It must provide the capability to view and maintain the data in the various CLAIMS look-up tables referenced during application processing and the capability to view the data in the INS standard look-up tables that are maintained by INS headquarters.

2.10.1 System Maintenance Processing

When users are given access to CLAIMS 4, their privileges within the system are determined by what participant role they are assigned. The Workflow participant roles option is used to define the role a user will take within an office. For example, a small site may need to provide a user with access to all the CLAIMS 4 functions. In this case, the site would create a participant role that includes all the possible Workflow types. A larger site may have a specific set of roles designated for different classes of users. Such a site will create a Workflow participant type for each class of user. Users are assigned participant roles.

9.1.0-1 (FR1017) The system shall provide means for authorized SC or DO staff to view and maintain the information in CLAIMS tables on INS Offices and other locations, user profiles, number pools for certificates, application IDs, and payment IDs.

9.1.0-2 (FR1018) The system shall provide the capability to view and maintain the data in the various CLAIMS look-up tables referenced during application processing, and the capability to view the data in the INS standard look-up tables that are maintained by INS Headquarters.

2.10.1.1 Office Profile Function

9.2.0-1 (FR1020) The system shall provide the capability to configure and maintain information on INS Offices/Locations/Sites/Courts.

9.2.0-2 (FR1021) The system shall maintain an office profile for each office to accurately characterize the resources available in the office to perform specific functions.

9.2.0-3 (FR1022) The system shall provide the capability to add DOs to the system.

Deleted: April 4

9.2.0-4 (FR1023) The system shall provide the capability to add suboffices to the system.

9.2.0-5 (FR1024) The system shall provide the capability to add satellite offices to the system.

9.2.0-6 (FR1025) The system shall provide the capability to update DO profiles.

9.2.0-7 (FR1026) The system shall provide the capability to update suboffice profiles.

9.2.0-8 (FR1027) The system shall provide the capability to update satellite office profiles.

9.2.0-9 (FR1028) The system shall provide the capability to delete DOs from the system.

9.2.0-10 (FR1029) The system shall provide the capability to delete suboffices from the system.

9.2.0-11 (FR1030) The system shall provide the capability to delete satellite offices from the system.

9.2.0-12 (FR1031) The system shall provide the capability to view DO profiles.

9.2.0-13 (FR1032) The system shall provide the capability to view suboffice profiles.

9.2.0-14 (FR1033) The system shall provide the capability to view satellite office profiles.

9.2.0-15 (FR1034) The system shall maintain a location profile for each INS or court location containing information to associate the applicant's place of residence with INS locations and courts where an applicant may have an examination or oath ceremony.

9.2.0-16 (FR1035) The system shall determine the INS locations for an examination or oath ceremony for an applicant based upon the relationship between an applicant's ZIP code and the INS administrative location, unless overridden by a specific request.

9.2.0-17 (FR1036) The system shall maintain the ZIP code to service type relationship at the national level.

9.2.0-18 (FR1037) The system shall allow authorized users to add temporary sites locally for specific events.

9.2.0-19 (FR1038) The system shall prevent saving changes until all the ZIP codes have been reassigned if the user intends to delete a site or to remove ZIP codes from the system.

9.2.0-20 (FR1039) The system shall allow authorized users to add a location to the system.

9.2.0-21 (FR1040) The system shall allow authorized users to update location profiles.

Deleted: April 4

9.2.0-22 (FR1041) The system shall allow authorized users to delete a location from the system.

9.2.0-23 (FR1042) The system shall allow authorized users to view location profiles.

9.2.0-24 (FR1043) The system shall maintain a site profile for each site where interviews or Oath Ceremonies are performed.

9.2.0-25 (FR1044) The system shall allow authorized users to add sites to the system.

9.2.0-26 (FR1045) The system shall allow authorized users to update site profiles.

9.2.0-27 (FR1046) The system shall allow authorized users to delete sites from the system.

9.2.0-28 (FR1047) The system shall allow authorized users to view site profiles.

9.2.0-29 (FR1048) The system shall maintain court profiles, which shall define the contained essential information for each court within an office jurisdiction.

9.2.0-30 (FR1049) The system shall allow authorized users to add court profiles to the system.

9.2.0-31 (FR1050) The system shall allow authorized users to update court profiles.

9.2.0-32 (FR1051) The system shall allow authorized users to delete court profiles from the system.

9.2.0-33 (FR1052) The system shall allow authorized users to view court profiles.

9.2.0-34 (FR1053) The system shall provide the capability to create and maintain officer contact information (for example, title, telephone number and name).

9.2.0-35 (FR1054) The system shall store the required INS customer service telephone number on the printed notices in the database.

9.2.0-36 (FR1055) The system shall provide the ability to create and maintain ASC profiles for the following: address, associated INS Office, etc.

9.2.0-37 (FR1056) The system shall maintain ZIP code ranges handled by each ASC location.

2.10.1.2 User Profile Function

9.3-1 (FR1058) The system shall provide the capability to maintain information on CLAIMS 4 users.

9.3-2 (FR1059) The system shall provide the capability to maintain the access authorization profile for each category of user (participant type code).

Deleted: April 4

9.3-3 (FR1060) The system shall provide the capability to determine and define which features a user is permitted to use based on the Access Authorization profile, by mapping the user to a set of roles.

9.3-4 (FR1061) The system shall provide the capability to add a new CLAIMS 4 user to the system.

9.3-5 (FR1062) The system shall provide the capability to update user profiles.

9.3-6 (FR1063) The system shall provide the capability to delete a user.

9.3-7 (FR1064) The system shall provide the capability to view CLAIMS 4 user information.

9.3-8 (FR1065) The system shall provide the capability to request a report of all the users at a given site, sorted by user ID and name, with columns for the following: user ID, last name, first name, middle name, Sublocation code, report access group, start date, and end date.

9.3-9 (FR1066) The system shall provide the capability to maintain a Report Access Group profile for each site (Report Access Group code).

9.3-10 (FR1067) The system shall provide the capability to determine and define the reports a user is permitted to generate based on the Report Access Group profile that maps the user to a set of reports.

9.3-11 (FR1068) The system shall provide the capability to create Report Access Group codes and assign at least one report to each of them.

9.3-12 (FR1069) The system shall provide the capability to create and maintain participant type roles that, when associated with a user, allow that user to perform all activities associated with that role.

9.3-13 (FR1070) The system shall provide the capability to assign multiple roles to a user.

9.3-14 (FR1071) The system shall assign roles to a participant and allow display of all activities for the selected role.

9.3-15 (FR1072) The system shall provide the capability to enter multiple A-Number blocks during the same session.

9.3-16 (FR1073) The system shall provide the capability to restrict users to a specific group of authorized users who have the authority to add, update, delete, or view information in the CLAIMS 4 database.

9.3-17 (FR1074) The system shall provide a GUI to assist authorized users to perform each specific task.

Deleted: April 4

2.10.1.3 Fingerprint Scheduler Profile

9.4-1 (FR1076) The system shall allow the authorized scheduler administrator to change the percentage values and apply specific percentages to forms not listed in the current fingerprint prioritization scheme.

2.10.1.4 Certificate Number Maintenance Function

9.5.0-1 (FR1078) The system shall provide the means to maintain the Certificate Number pool.

9.5.0-2 (FR1079) The system shall provide authorized users the capability to add Certificate pool information.

9.5.0-3 (FR1080) The system shall provide authorized users the capability to update Certificate pool information.

9.5.0-4 (FR1081) The system shall provide authorized users the capability to void Certificate pool information.

9.5.0-5 (FR1082) The system shall provide authorized users the capability to view the Certificate pool information.

9.5.0-6 (FR1083) The system shall set the date on which the last document status code is assigned.

2.10.1.5 Application ID and Payment ID Maintenance Function

9.6.0-1 (FR1085) The system shall provide authorized users the capability to view the last application ID.

9.6.0-2 (FR1086) The system shall provide authorized users the capability to add last application ID.

9.6.0-3 (FR1087) The system shall provide authorized users the capability to update the last application ID.

9.6.0-4 (FR1088) The system shall provide authorized users the capability to delete the last application ID.

9.6.0-5 (FR1089) The system shall provide authorized users the capability to view the last payment ID.

9.6.0-6 (FR1090) The system shall provide authorized users the capability to add the last payment ID.

9.6.0-7 (FR1091) The system shall provide authorized users the capability to update the last payment ID.

Deleted: April 4

9.6.0-8 (FR1092) The system shall provide authorized users the capability to delete the last payment ID.

2.10.1.6 Form Maintenance Function

9.7.0-1 (FR1094) The system shall allow authorized users the capability to view local profile information on INS forms.

9.7.0-2 (FR1095) The system shall allow authorized users the capability to add local profile information on INS forms.

9.7.0-3 (FR1096) The system shall allow authorized users the capability to update local profile information on INS forms.

9.7.0-4 (FR1097) The system shall allow authorized users the capability to delete local profile information on INS forms.

9.7.0-5 (FR1098) The system shall maintain information for each location to control the processing of each form type it supports.

9.7.0-6 (FR1099) The system shall allow the A-Number counts to be maintained in the local forms profile table for each form.

9.7.0-7 (FR1100) The system shall allow the temporary A-Number counts to be maintained in the local forms profile table for each form.

9.7.0-8 (FR1101) The system shall allow the Government agency FBI ID numbers to be maintained in the local forms profile table for each form.

9.7.0-9 (FR1102) The system shall allow the minimum processing days value to be maintained in the local forms profile table for each form.

9.7.0-10 (FR1103) The system shall allow the maximum processing days to be maintained in the local forms profile table for each form.

9.7.0-11 (FR1104) The system shall allow the values to be maintained in the local forms profile table for each form indicating whether to automatically queue to batch or to alert a clerk instead.

9.7.0-12 (FR1105) The system shall allow the number of readable labels to produce to be maintained in the local forms profile table for each form.

9.7.0-13 (FR1106) The system shall allow the numbers of bar-code labels to produce to be maintained in the local forms profile table for each form.

Deleted: April 4

9.7.0-14 (FR1107) The system shall allow the number of address labels to produce to be maintained in the local forms profile table for each form.

9.7.0-15 (FR1108) The system shall allow the check evidence in processing or bypass value to be maintained in the local forms profile table for each form.

9.7.0-16 (FR1109) The system shall allow the number of A-Number labels to produce to be maintained in the local forms profile table for each form.

9.7.0-17 (FR1110) The system shall allow the number of T-File labels to be produced to be maintained in the local forms profile table for each form.

2.10.1.7 Table Lookup Function

9.8.0-1 (FR1112) The system shall provide the capability to maintain all application look-up tables.

9.8.0-2 (FR1113) The system shall allow authorized users to view a look-up table.

9.8.0-3 (FR1114) The system shall allow authorized users to add records to a look-up table.

9.8.0-4 (FR1115) The system shall allow authorized users to update records in a look-up table.

9.8.0-5 (FR1116) The system shall allow authorized users to delete records from a look-up table.

9.8.0-6 (FR1117) The system shall allow authorized users to perform search in a look-up table.

9.8.0-7 (FR1118) The system shall allow authorized users to sort data in a look-up table.

9.8.0-8 (FR1119) The system shall provide the capability to view data in standard tables (read-only access).

9.8.0-9 (FR1120) The system shall provide the capability to perform searches in standard tables.

9.8.0-10 (FR1121) The system shall provide the capability to sort data in standard tables.

9.8.0-11 (FR1122) The system shall provide the capability to validate user Role or Report Group for authorization when providing access to look-up tables and descriptions.

Deleted: April 4

2.11 External Interface Description

External interfaces are required at various points in N-400 processing. RNACS is the central repository of information on Naturalization applications and must be updated as new applications are receipted and at critical points in their processing. CIS is the central repository of information on individuals with A-Numbers. As new naturalizations are processed, the A-Numbers supplied must be verified against the information contained in this database. Because it is essential that the CIS system be kept current, it must be updated when name change is recorded and when an applicant is naturalized. RAFACS is the file management system in use at INS Service Centers and most local offices. RAFACS must be updated as new naturalization cases are receipted to track the application folders. The interface with RAFACS also checks to see if the A-File is present at the processing site. If not, the files are retrieved through CIS transfer requests and cases are held until the files arrive on-site.

The system must also communicate with the FD-258 tracking system to confirm that the requirement for providing a valid fingerprint card for a FBI check has been satisfied before a case can be scheduled for interview. Additionally, a G-325A FBI name check is submitted on tape for each N-400 applicant. To support the capability for applicant information requests, IVRS and web access systems must be updated. In the future, the system will be enhanced to take advantage of PAMS, a central repository of attorney information.

2.11.1 External Interface Processing

10.1.0-1 (FR1125) The system shall provide the capability to access multiple systems for resolution of required data discrepancies in the SC.

10.1.0-2 (FR1126) The system shall provide the capability to accommodate multiple system access during adjudication in DO.

10.1.0-3 (FR1127) The system shall provide the capability to hot key to a concurrent online session in another system to support real-time inquiries against CIS during adjudication in DO.

2.11.1.1 Interface with RNACS Mainframe

10.2.0-1 (FR1129) The system shall provide a means of updating RNACS with data on N-470, N-565, N-600, and N-643 forms to enable RNACS to handle all subsequent processing.

10.2.0-2 (FR1130) The system shall provide a means of updating RNACS with N-400 data sufficiently to identify duplicate application filings.

10.2.0-3 (FR1131) The system shall provide a means for identifying groups in RNACS.

10.2.0-4 (FR1132) The system shall provide a means to update RNACS with case status at the following point in the processing cycle: Initial data entry (following validation of A-Number)

Deleted: April 4

10.2.0-5 (FR1133) The system shall provide a means to update RNACS with case status at the following point in the processing cycle: Completion of background checks in initial processing

10.2.0-6 (FR1134) The system shall provide a means to update RNACS with case status at the following point in the processing cycle: Examination scheduling

10.2.0-7 (FR1135) The system shall provide a means to update RNACS with case status at the following point in the processing cycle: Approval for oath ceremony (following Re-verification of Grant).

10.2.0-8 (FR1136) The system shall provide a means to update RNACS with case status at the following point in the processing cycle: Oath ceremony scheduling

10.2.0-9 (FR1137) The system shall provide a means to update RNACS with case status at the following point in the processing cycle: Issuance of naturalization certificate

10.2.0-10 (FR1138) The system shall provide a means to update RNACS with case status at the following point in the processing cycle: Denial

10.2.0-11 (FR1139) The system shall provide a means to update RNACS with case status at the following point in the processing cycle: Administrative close-out of case

10.2.0-12 (FR1140) The system shall provide a means to update RNACS with case status at the following point in the processing cycle: Change of Address case status change.

10.2.0-13 (FR1141) The system shall provide a means of querying RNACS to determine whether a given A-Number is associated with a prior application.

10.2.0-14 (FR1142) The system shall provide a means to facilitate the transfer of applications from one office to another by using the RNACS mainframe interface.

2.11.1.2 Interface with CIS

10.3-1 (FR1144) The system shall automatically check CIS to determine whether the A-Number associated with each naturalization application exists in CIS.

10.3-2 (FR1145) The system shall validate the A-Number and DOB against the existing information in CIS.

10.3-3 (FR1146) The system shall provide the capability to access and update CIS online.

10.3-4 (FR1147) The system shall provide the CIS online lookup capability to facilitate efforts to supply missing A-Numbers and at Adjudication.

10.3-5 (FR1148) The system shall update CIS with the certificate numbers, dates of naturalization, and court codes (where provided) for applications that have been closed out.

Deleted: April 4

10.3-6 (FR1149) The system shall update CIS with any other subsequent status changes, such as denaturalization and/or expatriation.

10.3-7 (FR1150) The system shall provide a means of updating name changes in case history data in CIS.

2.11.1.2 INTERFACE WITH RAFACS/CIS

10.4-1 (FR1152) The system shall provide a means of updating RAFACS as application folders are created.

10.4-2 (FR1153) The system shall check CIS automatically to determine the location of A-Files for all applications entered that day that have not had receipt of the A-File acknowledged.

10.4-3 (FR1154) The system shall initiate a file transfer request if the A-File is not in the office where the application is entered.

10.4-4 (FR1155) The system shall generate a pick list and route it to the office's printer if the A-File is already in the office.

10.4-5 (FR1156) The system shall initiate the A-File location check through an interface to the Workflow function.

10.4-6 (FR1157) The system shall invoke the interface to request transfers of applications from the SC to local offices in preparation for interviews.

10.4-7 (FR1158) The system shall generate a pick list.

10.4-8 (FR1159) The system shall provide for a continued use of RAFACS to track the physical files locally.

10.4-9 (FR1160) The system shall track progress of critical file-handling processes through RAFACS interface with Workflow.

2.11.1.3 Interface with PAMS

10.5.0-1 (FR1162) The system shall provide the capability to access and update attorney information held in PAMS.

10.5.0-2 (FR1163) The system shall create a local attorney file using valid PAMS data for the local office, as well as the local attorney files.

10.5.0-3 (FR1164) The system shall support queries for attorney information during application receipting and adjudication, including Attorney State License numbers and lists of attorneys for a given office.

Deleted: April 4

2.11.1.4 Interface with FD-258 Fingerprint Card tracking system

10.6.0-1 (FR1166) The system shall extract information from the tracking system for the FD-258 and update CLAIMS 4 with status information.

10.6.0-2 (FR1167) The system shall support the electronic submission of FD-258 fingerprint and biographical data to the FBI via an interface with IDENT.

10.6.0-3 (FR1168) The system shall provide the ability to reschedule applicants/petitioners for fingerprint processing whose FD-258 cards are returned from the FBI as unclassifiable.

10.6.0-4 (FR1169) The system shall generate rescheduled fingerprint appointment requests containing a code (request type identifier) distinguishing it from the initial scheduling request.

10.6.0-5 (FR1170) The system shall enforce a limit of one on the automatic generation of rescheduling requests for applicants/petitioners whose FD-258s have been returned as unclassifiable.

10.6.0-6 (FR1171) The system shall, upon receiving a second unclassifiable response from the FBI for an N-400 applicant/petitioner, release the case to the next processing step as assigned by INS-established business rules.

2.11.1.5 Interface with FBI Name Check system

10.7.0-1 (FR1173) The system shall provide the capability to generate requests for G-325A FBI Name/DOB checks for each N-400 applicant.

10.7.0-2 (FR1174) The system shall transmit the request to the mainframe or other enterprise platform for shipment to the FBI.

10.7.0-3 (FR1175) The system shall capture the date and time when each G-325A Name/DOB check request was issued.

10.7.0-4 (FR1176) The system shall not allow a naturalization case to be scheduled for examination until results of an FBI name check have been received, or until 45 days have elapsed from the time the request was sent to the FBI.

10.7.0-5 (FR1177) The system shall identify each G-325A Name/DOB check request using a unique 10-character customer identification number.

10.7.0-6 (FR1178) The system shall record the status of the G-325A Name/DOB check associated with the application, distinguishing the following cases: Awaiting submission of the name check; Awaiting responses from the FBI; Satisfied by the FBI.

10.7.0-7 (FR1179) The system shall provide an interface capable of reading the magnetic tape returned by the FBI in response to the G-325A Name/DOB check request.

Deleted: April 4

10.7.0-8 (FR1180) In the event of an FBI response to a G-325A name check request, the system shall read the error records downloaded by the mainframe or other enterprise platform, and record an error response for the relevant applications, and the error message(s), if available.

10.7.0-9 (FR1181) In the event of an FBI response to a G-325A name check request, the system shall read the no-hit records downloaded by the mainframe or other enterprise platform, and record a no-hit response for the relevant applications.

10.7.0-10 (FR1182) In the event of an FBI response to a G-325A name check request, the system shall read the indices popular records downloaded by the mainframe or other enterprise platform, and record an indices popular response for the relevant applications.

10.7.0-11 (FR1183) The system shall process the file of G-325A error responses downloaded from the mainframe or other enterprise system.

10.7.0-12 (FR1184) The system shall alert the adjudicator when an applicant's name search has returned an indices popular response (a hit) indication, so that he or she can check the A-File for the proper disposition of the rap sheet.

10.7.0-13 (FR1185) The system shall provide the capability to transmit requests for G-325A FBI Name/DOB checks for N-400 applicants electronically (rather than by tape) to the FBI.

2.11.1.6 Interface with IVRS

10.8.0-1 (FR1187) The system shall provide basic application status information to the IVRS on a regular periodic basis to allow applicants to obtain application status telephonically.

10.8.0-2 (FR1188) The system shall provide all standard application status codes/information to the IVRS on real-time basis to allow applicants to obtain application status telephonically.

2.11.1.7 Interface with Financial System

(FR1190) The system shall generate a transaction file for the INS payment processing system with information on overpayments.Interface With Change of Address Module (Telephone Center)

10.11.0-1 (FR1199) The system shall accept a National Customer Service Center (NCSC) change of address (CoA) request file for processing.

10.11.0-2 (FR1200) The system shall generate a detail summary file for the INS HQ Exception Broker team.

10.11.0-3 (FR1201) The system shall only update cases for which it receives a verified flag.

10.11.0-4 (FR1202) The system shall update all records in which a combination of the A-Number, last name and first name match the record in the CoA request file. If there is no match

Deleted: April 4

on the A-Number/name combination, the system shall attempt to match and update the record using the A-Number combined with the DOB from the CoA request file.

10.11.0-5 (FR1203) The system shall update all verified CoA request file records for which it finds a matching record regardless of whether the case is a CLAIMS 4 or RNACS case.

10.11.0-6 (FR1204) The system shall update verified, matching CoA requests provided the CoA request does not result in a change of jurisdiction when the case is scheduled or in the queue for scheduling for fingerprint, interview, or oath. A jurisdiction change occurs when the new residential ZIP code matches a CCO that differs from the applicant's currently assigned CCO.

10.11.0-7 (FR1205) The system shall update verified, matching CoA requests provided the applicant is not a member of a Super group or CBO group.

10.11.0-8 (FR1206) The system shall update verified, matching CoA requests when a case is in a closed state, but will set an exception code in the detail summary file to reflect the case status (Administratively Closed, Deny Closed, or Grant Closed).

10.11.0-9 (FR1207) The system shall check an updated record for the presence of a G-28. If a G-28 is present, the system shall copy the corresponding attorney address into the detail summary file.

10.11.0-10 (FR1208) The system shall apply the appropriate exception code to records in the detail summary file to indicate data and update exceptions and/or errors.

10.11.0-11 (FR1210) The system shall post a date/time stamp in each record indicating that a CoA has been posted.

10.11.0-12 (FR1211) The system shall generate a transaction summary file for NCSC containing the record count received from NCSC and record count updated as a result of the CoA request file.

10.11.0-13 (FR1212) The system shall maintain a history record indicating when a CoA was applied to a case.

2.11.1.8 Interface with PAS

10.12.0-1 (FR1214) The system shall provide a means to update PAS with data tracked on the G-22.3 Report of Field Operations for the N-400 application.

10.12.0-2 (FR1215) The system shall provide a means to update PAS with data for the remaining INS Adjudications and Naturalization applications tracked on the G-22.2 and G-22.3 Report of Field Operations.

10.12.0-3 (FR1216) The system shall provide the capability to generate a monthly interface file to PAS.

Deleted: April 4

10.12.0-4 (FR1217) The system shall send a header record that will contain the date of the file (YYYMMDD) and a 9 digit numeric field of the total number of records excluding the header record.

10.12.0-5 (FR1218) The system shall send zero-filled data fields for an office that has no data for a particular month.

2.11.1.9 Interface With Complete File Review module

10.13-1 (FR1220) The system shall communicate to the Complete File Review Intranet application which cases are ready for review according to the following criteria: An FBI response has been received; The applicant's A-File has been received (or due diligence has been exercised in searching for it); The G-325 name check response has been received.

10.13-2 (FR1221) The system shall communicate which cases are ready for review to Complete File Review application prior to the scheduling of these cases for initial interview.

10.13-3 (FR1222) The system shall provide read-only access to the following information in CLAIMS 4 about cases that are ready for Complete File Review: Office (in which the applicant will be interviewed) 3 bytes, character; SC 3 bytes, character; A-Number 10 bytes, character; Application ID 13 bytes, character; A-File or qualifying T-File 1 byte, character; Male or female 1 byte, character; Is there an N-648 1 byte, character; FBI response 1 byte, character; FBI response date 8 bytes, date format MM/DD/YY; Eligibility 1 byte, character; DOB 8 bytes, date format MM/DD/YY; Legal permanent resident date 8 bytes, date format MM/DD/YY; File receipt date (mailroom stamp) 8 bytes, date format MM/DD/YY; Is copy of green card (or Form I-90 present) 1 byte, character; Part 7, Question 15B marked "yes" 1 byte, character; Two photographs 1 byte, character; G-28 filed with the application 1 byte, character; Attorney name 66 bytes, character; Attorney address 1 34 bytes, character; Attorney address 2 78 bytes, character; Attorney city 28 bytes, character; Attorney state 2 bytes, character; Attorney postal code 9 bytes, character; Name (of applicant) 69 bytes, character; Address 1 44 bytes, character; Address 2 34 bytes, character; City 28 bytes, character; State 2 bytes, character; Postal code 9 bytes, character; Attorney postal code 9 bytes, character; Name (of applicant) 69 bytes, character; Address 1 44 bytes, character; Address 2 34 bytes, character; City 28 bytes, character; State 2 bytes, character; Postal code 9 bytes, character.

10.13-4 (FR1224) The system shall prevent cases from being scheduled for initial interview once they are ready for Complete File Review, until the review has been successfully completed.

2.12 Workflow Management Process Description

The system must have the capability to ensure Workflow processes through the necessary managed configuration is properly implemented.

2.12.1 Workflow Management Processing

Workflow ensures that the system processes are configured to meet work-related requirements in a uniform manner with full tracking and accountability.

Deleted: April 4

2.12.1.1 Control and Process Function

11.1.0-1 (FR1227) The system shall control and direct the processing of applications through the update of activity states that subsequently initiate or allow other activities.

11.1.0-2 (FR1228) The system shall validate whether the user has the proper role and/or authority to perform the activity requested.

11.1.0-3 (FR1229) The system shall ensure that users can only perform activities on cases assigned to them or to their role.

11.1.0-4 (FR1230) The system shall ensure that activities are processed in the correct chronological and business requirement order.

11.1.0-5 (FR1231) The system shall have the capability to control case processing based on a user-initiated activity or event.

11.1.0-6 (FR1232) The system shall have the capability to control case processing based on a system-initiated or a time-controlled activity or event.

11.1.0-7 (FR1233) The system shall provide a list of all recent cases submitted to the Workflow Management System at a given site, showing the following: Process name; Process identifier; Status; Start time; End time for each case.

11.1.0-8 (FR1234) The system shall provide a list of all activities performed on a case (selected using a list or text box) displaying the following: Activity name; Status; Expected start time; Expected expiration time; User ID of the person completing the activity.

11.1.0-9 (FR1235) The system shall provide a historical list of activities performed on a selected case, displaying the following for each activity: Activity identifier; Activity name; Start time; User ID of the person who completed the activity.

11.1.0-10 (FR1236) The system shall provide the end conditions that resulted from processing a selected activity.

11.1.0-11 (FR1237) The system shall produce a graphical representation of the status of case processing (a Workflow activity monitor) that shows the state of all activities performed on the case.

11.1.0-12 (FR1238) The system shall update the activity and case status of the Workflow activity monitor information upon user request.

11.1.0-13 (FR1239) The Workflow management system shall clean up scheduler tables after a scheduled event has expired. A scheduled event is defined as an applicant appointment created by the automated CLAIMS 4 scheduler.

Deleted: April 4

11.1.0-14 (FR1240) The system shall provide the capability to zoom in on an N-400 Data Entry to Scheduling tab within the Workflow activity monitor that provides a detailed view of a Workflow process flowchart graphic with vertical and horizontal scroll bars.

11.1.0-15 (FR1241) The system shall provide a Workflow management tool to view and modify the Workflow status of a case.

11.1.0-16 (FR1242) The system shall provide the capability to complete an expired activity and push the process to the next logical step.

11.1.0-17 (FR1243) The system shall provide the capability to evaluate the need for the insertion of expired activities.

11.1.0-18 (FR1244) The system shall provide the capability to track ad hoc or unexpected activities that are not process driven.

11.1.0-19 (FR1245) The system shall provide the capability to establish expected start time and expiration time for time-sensitive activities.

11.1.0-20 (FR1246) The system shall provide the capability to perform parallel activities on a case when necessary.

11.1.0-21 (FR1247) The system shall provide the capability to suspend case processing based on business rules.

11.1.0-22 (FR1248) The system shall provide the capability to perform exclusive processing on a case for specified activities.

2.12.1.2 Metrics and Statistics Function

11.2.0-1 (FR1250) The system shall provide accurate time stamps and audit trail (case history) of all activities performed for a single case.

11.2.0-2 (FR1251) The system shall indicate where an application is located in the process at any given time.

11.2.0-3 (FR1252) The system shall maintain composite statistics of the time spent performing activities.

11.2.0-4 (FR1253) The system shall maintain composite statistics of the time spent between activities waiting for a task to be performed.

11.2.0-5 (FR1254) The system shall maintain production statistics that satisfy the requirements of G-22 accounting.

Deleted: April 4

2.13 Case Status Process Description

The system will provide a GUI for the Case Status sub-system with the capability to perform a series of processes that includes displaying list format and criteria searches, as required.

2.13.1 Case Status Processing

12.1.0-1 (FR1257) The system shall provide a GUI for the Case Status sub-system.

12.1.0-2 (FR1258) The system shall provide the capability to enter search criteria to locate one or more applications.

12.1.0-3 (FR1259) The system shall display in list format those applications that satisfy specified search criteria.

12.1.0-4 (FR1260) The system shall, if only one application satisfies the search criteria, automatically display the following: Workflow history; Status; RAFACS A-File location.

12.1.0-5 (FR1261) The system shall provide the capability, when more than one application satisfies the search criteria, of selecting an application from a displayed list and viewing the following: ;Workflow history; Status; RAFACS A-File location; Any scheduled event.

12.1.0-6 (FR1262) The system shall display the following for each selected case: Name; Application ID; A-Number; Form number; Last name; First name; DOB; COB; Mailing address; Case location; Mailroom date received; CIS match information; Payment ID; Payment status; Fee; Workflow status; Workflow history.

12.1.0-7 (FR1263) If no applications satisfy the query, the system shall display an appropriate message.

12.1.0-8 (FR1264) The system shall accept search criteria that include but are not limited to the following: Application ID; A-Number; Form number; First name; Last name; SSN; DOB; COB; Mailing address; Attorney's last name; Attorney's first name; Attorney legal ID; Attorney state license number; Attorney VOLAG number; Application location; Port of entry; Date of entry range; DOB range; Payment ID; Certificate number.

12.1.0-9 (FR1265) The system shall provide the capability to invoke case status display from other modules or components of the system, including: Adjudication; Batch Status Update; Scheduler.

12.1.0-10 (FR1266) The system shall provide the capability to view the following subforms: Scheduling; Fingerprint; Attorney; Payment details.

12.1.0-11 (FR1267) The system shall display a Scheduling screen within the Case Status sub-system that shows the following, for interviews and oath ceremonies: Interview location address; Interview room and section number; Interview date and time; Ceremony location address;

Deleted: April 4

Ceremony room and gate number; Ceremony date; Ceremony gate time and start time; Ceremony type; Certificate history.

12.1.0-12 (FR1268) The system shall display a Fingerprint screen within the Case Status sub-system that shows the following: Last name; First name; Middle name; Aliases (up to three); Contributor identification number; A-Number; SSN; FBI number; Local originating agency identification (ORI); Regional ORI; Eye color; Hair color; Height; Weight; Sex; Place of birth; DOB; Race.

12.1.0-13 (FR1269) The system shall display an Attorney screen within the Case Status sub-system that shows the following: Attorney's last name; Attorney's first name; Attorney legal ID; Attorney state license number; Attorney VOLAG number; Attorney mailing address; Attorney phone number; Type of appearance.

12.1.0-14 (FR1270) The system shall display a Payment screen within the Case Status sub-system that shows the following: Workflow status; Workflow history; Applicants with the same payment ID; Remittances.

12.1.0-15 (FR1271) The system shall provide the capability to print out the case status as well as various labels.

Deleted: April 4

3. OPERATIONAL REQUIREMENTS

3.1 Security

CLAIMS 4 was designed and developed to support all relevant INS computer and telecommunications security regulations as documented. Specifically, the design will be based on the need to secure naturalization data to prevent both internal and external fraudulent activity. This will be accomplished by designing user ID and password protections on all functions requiring higher levels of authorization for the performance of certain functions and sub-functions and by providing audit trails for all system actions.

Only authorized personnel should have access to the system. The system shall control and limit user access based on the identification and authentication of the user via password and user ID.

All system users are required to have a password with the following standards:

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Deleted: April 4

3.1.1 Discretionary Access Control

Access to the system objects (files, directories, printers, or other devices) will be restricted. This will be implemented by access control lists. The system will keep a file of System Administrators, Supervisors, and Certified Adjudication Officers and use the information in this file to determine whether a user is authorized to access the administrative, supervisor, or Adjudication and Reporting functions.

Software and data can only be modified by authorized individuals. There will be controls to prevent unauthorized modification of an individual's case and case history.

3.2 Audit Trail

3.2.1 Transaction Auditing

Transaction auditing is the production of a set of chronological records that provides evidence of system activity. CLAIMS 4 system used audit trail records to reconstruct, review, and examine transactions from data entry to case close out, in an effort to detect, identify, and combat fraudulent and dishonest transactions. All transactions made against an application for a naturalization benefit were subject to monitoring and review.

Audit trail records were additionally designed to assist in the investigation of system malfunctions or compromise of data. In such an event, the audit trails helped to restore and reconstruct any data that may have been compromised

3.3 Data Currency

Reliability Data were current at both the SC and DO sites. This enabled the shared use of the centralized Oracle database for storage of all character-based case data.

3.4 Reliability

The goal of system reliability is 24 hours a day, 7 days a week. This reliability will be adjusted to accommodate system maintenance time necessary to ensure optimal system performance and maximum data recovery.

3.5 Recoverability

Standard operating procedures to troubleshoot and maintain system operation were followed.

3.6 System Availability

The goal for system availability is 24 hours a day, 7 days a week. This availability will be constrained by normal system maintenance requirements to ensure optimal performance and maximum data recovery.

3.7 Fault Tolerance

Realizing that CLAIMS 4 was developed to operate on a combination of the LAN and wide area network (WAN) protocols, three areas of requirements were addressed:

Deleted: April 4

- **Communications Integrity**—The system was designed in a way that supports data integrity throughout the communications network, while supporting multiple points of access, sharing of data, and avoiding the potential dangers of simultaneous updates.
- **Compromise Protection**—The system ensured that sensitive information transmitted over facilities beyond INS control was protected.
- **Encryption**—If a network is used to transmit sensitive data, encryption of data is recommended.

3.7.1 Software Protection

All software present on a system must be licensed by a vendor or a manufacturer. A virus detection software package is recommended for all PCs. An anti-virus program should be memory resident so that it can detect potential viruses from floppies or tapes.

3.8 Performance

CLAIMS 4 was designed to handle several key performance requirements ranging from sizing and capacity to response, reliability, and system growth.

3.9 Capacity

The reengineered NATS pilot supported 350 to 1,000 applications per day. Sizing calculations were based on 1,000 applications per day. The Release 1 pilot system was operational for several months and evolved into CLAIMS 4. The capacity requirements to support this pilot will be provided in the Hardware/Software Configuration and Estimate deliverable.

3.10 Data Retention

The system will keep closed cases online for 18 months and archive all old cases (more than 18 months old) including denials. Currently, denials remain on the system indefinitely. The system will allow for the transfer of cases.

Deleted: April 4

4. REQUIREMENTS TRACEABILITY MATRIX

The CLAIMS 4 RTM is located in the Enterprise Library under NCY01.10019-00.F*0-CSC. A release-specific RTM has been created for CLAIMS 4 Release 5.13 and can be located in the Enterprise Library under NCY00.10019-02.F*0-CSC.

Deleted: April 4

APPENDIX A—GLOSSARY

A-File	alien file
A-Number	alien number
AAO	Administrative Appeals Office
ADP	Automated Data Personnel
API	Application Programming Interface
ASC	Application Support Center
BSU	Batch Status Update
CBO	community-based organization
CCO	County Control Office
CIDN	Contributor Identification Number
CIS	Central Index System
CLAIMS	Computer-Linked Application Information Management System
CLAIMS 3/MRD	FBI Fingerprint
CM	Configuration Management
CM	Case Management
COB	Country of Birth
CR	CLAIMS Resolution
DAO	District Adjudication Officer
DLL	dynamic link library
DO	District Office
DOB	Date of Birth
DOJ	Department of Justice
EIM	External Interface Module
FBI	Federal Bureau of Investigation
FCO	File Control Office
FD-258	Request for FBI Background Check
FD-258 EE	Enterprise-wide Fingerprint Card Tracking System
FP	Fingerprint
FRD	functional requirements document
GUI	graphical user interface
G-325B	Biographic Information form
HQ	Headquarters
ID	Identification
IDMS	Integrated Database Management System
INS	Immigration and Naturalization Service
ITP	Information Technology Partnership
LAN	local area network
LDM	logical data model
MDI	Multi-Document Interface
MS	Microsoft Corporation
NACS	Naturalization Automated Casework System
NATS	Naturalization System
NCSC	National Customer Service Center
N-400	Application for Naturalization
N-426	Request for Certification of Military or Naval Service

Deleted: April 4

OC	Oath Ceremony
ODBC	Open Database Connectivity
OIRM	INS Office of Information Resources Management
OLE	Object Linking and Embedding
OMG	Open System Management Group
OOD	Object Oriented Design
ORI	organization identification
PAMS	Private Attorney Maintenance System
PAS	Performance Analysis System
PICS	Personal Identification Control System
POE	Port of Entry
QA	Quality Assurance
Q&A	Question and Answer
RAD	Rapid Application Development
RAFACS	Receipt and Alien-File Accountability and Control System
RAPS	Refugee Asylum and Parole System
RDBMS	Relational Database Management System
RDO	Remote Data Object
RNACS	Reengineered Naturalization Automated Casework System
RTM	Requirements Traceability Matrix
SC	Service Center
SDLC	Systems Development Life Cycle
SID	Scheduler Information Database
SNA	System Network Architecture
SQL	Structured Query Language
T&E	Test and Evaluation
T-number	Temporary Number
TBD	To Be Determined
TCP/IP	Transmission Control Protocol/Internet Protocol
TIP	Technology Infrastructure Project
UML	Unified Modeling Language
US	United States
VOLAG	voluntary agency
WAN	wide area network

Deleted: April 4

Entity Name	Entity Definition	Entity Attribute Name	Entity Attribute Definition	Entity Attribute Is PK	Entity Attribute Is FK	Entity Attribute Column Datatype	Entity Attribute Column Null Option
all_jobs							
all_objects							
all_sequences							
all_source							
all_triggers							
all_views							
ATS_MIAMI		LAST_NAME		No	No	VARCHAR2(50)	NULL
ATS_MIAMI		FIRST_NAME		No	No	VARCHAR2(50)	NULL
ATS_MIAMI		MIDDLE_NAME		No	No	VARCHAR2(50)	NULL
ATS_MIAMI		DOB		No	No	DATE	NULL
ATS_MIAMI		A_NUMBER		No	No	VARCHAR2(13)	NULL
ATS_MIAMI		SHEET_NUMBER		No	No	NUMBER	NULL
ATS_MIAMI		ERROR		No	No	NUMBER	NULL
ATS_MIAMI		BATCH		No	No	VARCHAR2(50)	NULL
ATS_MIAMI		BATCH_DATE		No	No	DATE	NULL
ATS_MIAMI		RESPONSE		No	No	VARCHAR2(50)	NULL
ATS_MIAMI		RESPONSE_DATE		No	No	DATE	NULL
ATS_MIAMI		EVENT_DATE		No	No	DATE	NULL
ATS_MIAMI		SYS_ID		No	No	VARCHAR2(20)	NULL
ATS_MIAMI		EVENT_SITE		No	No	VARCHAR2(6)	NULL
ATS_MIAMI		EVENT_TIME		No	No	DATE	NULL
ATS_MIAMI		EVENT_LOC		No	No	VARCHAR2(3)	NULL
C4_AOS_LOAD		REC_ID		Yes	No	NUMBER	NOT NULL
C4_AOS_LOAD		ACTION		No	No	VARCHAR2(1)	NULL
C4_AOS_LOAD		FORMNO		No	No	VARCHAR2(6)	NULL
C4_AOS_LOAD		FPS_NO		No	No	VARCHAR2(13)	NULL
C4_AOS_LOAD		SYS_ID		No	No	VARCHAR2(2)	NULL
C4_AOS_LOAD		RCPT_NO		No	No	VARCHAR2(30)	NULL
C4_AOS_LOAD		RCVD_DT		No	No	VARCHAR2(6)	NULL
C4_AOS_LOAD		A_NUM		No	No	VARCHAR2(10)	NULL
C4_AOS_LOAD		L_NAME		No	No	VARCHAR2(30)	NULL
C4_AOS_LOAD		F_NAME		No	No	VARCHAR2(18)	NULL
C4_AOS_LOAD		M_NAME		No	No	VARCHAR2(18)	NULL
C4_AOS_LOAD		CARE_OF		No	No	VARCHAR2(34)	NULL
C4_AOS_LOAD		STR_NO		No	No	VARCHAR2(10)	NULL
C4_AOS_LOAD		ADDR2		No	No	VARCHAR2(34)	NULL
C4_AOS_LOAD		ADDR3		No	No	VARCHAR2(34)	NULL
C4_AOS_LOAD		CITY		No	No	VARCHAR2(28)	NULL
C4_AOS_LOAD		STATE		No	No	VARCHAR2(2)	NULL
C4_AOS_LOAD		ZIP		No	No	VARCHAR2(5)	NULL
C4_AOS_LOAD		FILL1		No	No	VARCHAR2(25)	NULL
C4_AOS_LOAD		A_FIRM		No	No	VARCHAR2(34)	NULL
C4_AOS_LOAD		A_LNAME		No	No	VARCHAR2(30)	NULL
C4_AOS_LOAD		A_FNAME		No	No	VARCHAR2(18)	NULL
C4_AOS_LOAD		A_MNAME		No	No	VARCHAR2(18)	NULL
C4_AOS_LOAD		A_STRNO		No	No	VARCHAR2(10)	NULL
C4_AOS_LOAD		A_ADDR1		No	No	VARCHAR2(34)	NULL
C4_AOS_LOAD		A_ADDR2		No	No	VARCHAR2(34)	NULL
C4_AOS_LOAD		A_CITY		No	No	VARCHAR2(28)	NULL
C4_AOS_LOAD		A_STATE		No	No	VARCHAR2(2)	NULL
C4_AOS_LOAD		A_ZIP		No	No	VARCHAR2(5)	NULL
C4_AOS_LOAD		AOS_GROUP		No	No	VARCHAR2(9)	NULL
C4_AOS_LOAD		FP_RESP		No	No	VARCHAR2(1)	NULL
C4_AOS_LOAD		FBI_DT		No	No	VARCHAR2(8)	NULL
C4_AOS_LOAD		SVC_ORI		No	No	VARCHAR2(9)	NULL
C4_AOS_LOAD		LOC_ORI		No	No	VARCHAR2(9)	NULL
C4_AOS_LOAD		ORGSITE		No	No	VARCHAR2(3)	NULL
C4_AOS_LOAD		ASYLUM		No	No	VARCHAR2(3)	NULL
C4_AOS_LOAD		DOB		No	No	VARCHAR2(8)	NULL
C4_AOS_LOAD		FILL2		No	No	VARCHAR2(44)	NULL
C4_AOS_LOAD		DATA_ERROR		No	No	VARCHAR2(50)	NULL
C4_AOS_LOAD		SYSTEM_ERROR		No	No	VARCHAR2(255)	NULL
C4_AOS_LOAD		DATE_ERROR		No	No	DATE	NULL

C4_APP_OLDPWD		OLD_PWD_ID		Yes	No	NUMBER	NOT NULL
C4_APP_OLDPWD		USER_SEQ_ID		No	Yes	NUMBER	NOT NULL
C4_APP_OLDPWD		CREATED_DATE		No	No	DATE	NOT NULL
C4_APP_OLDPWD		CREATOR_USER_NAME		No	No	VARCHAR2(30)	NOT NULL
C4_APP_OLDPWD		LAST_UPDATED_DATE		No	No	DATE	NOT NULL
C4_APP_OLDPWD		LAST_UPDATER_USER_NAME		No	No	VARCHAR2(30)	NOT NULL
C4_APP_OLDPWD		OLD_PWD		No	No	VARCHAR2(100)	NULL
C4_APP_OLDPWD		OLD_PWD_DATE		No	No	DATE	NULL
C4_APP_USERS		USER_SEQ_ID		Yes	No	NUMBER	NOT NULL
C4_APP_USERS		USER_NAME	the user-identification code	No	Yes	VARCHAR2(30)	NOT NULL
C4_APP_USERS		CUR_PWD		No	No	VARCHAR2(100)	NOT NULL
C4_APP_USERS		CREATED_DATE		No	No	DATE	NOT NULL
C4_APP_USERS		CREATOR_USER_NAME		No	No	VARCHAR2(30)	NOT NULL
C4_APP_USERS		LAST_UPDATED_DATE		No	No	DATE	NOT NULL
C4_APP_USERS		LAST_UPDATER_USER_NAME		No	No	VARCHAR2(30)	NOT NULL
C4_APP_USERS		CUR_PWD_EXP_DATE		No	No	DATE	NULL
C4_APP_USERS		LOCK_DATE		No	No	DATE	NULL
C4_APP_USERS		LOGIN_TIME		No	No	DATE	NULL
C4_APP_USERS		LOGOUT_TIME		No	No	DATE	NULL
C4_APP_USERS		EXPIRATION_DATE		No	No	DATE	NULL
C4_APP_USERS		INVALID_LOGON_ATTEMPT		No	No	NUMBER	NULL
C4_APP_USERS		LOGIN_COUNT		No	No	NUMBER	NULL
C4_ARCHIVE_WF_REC		ACT_INST_ID	the identification for the activity instance, created by sequence number generator	No	No	NUMBER(10)	NULL
C4_ARCHIVE_WF_REC		STATE_DTIME	the date and time when the activity state is changed	No	No	DATE	NULL
C4_ARCHIVE_WF_REC		ACT_CODE	the activity code that denotes the action to be performed, or that was performed on the case (e.g. DeEnter - Data Entry)	No	No	VARCHAR2(20)	NULL
C4_ARCHIVE_WF_REC		ACT_STATE	the condition defining the status of the activity at a particular point in time (e.g. Inactive, Active, Suspended, Completed, Canceled, Error)	No	No	VARCHAR2(10)	NULL
C4_ARCHIVE_WF_REC		PROCESS_INST_ID	the identification for the specific process (e.g. APP_ID (application ID) if process code is "APP" or "N400", PAYMENT_ID if process code is "PAY"	No	No	VARCHAR2(13)	NULL
C4_ARCHIVE_WF_REC		PARTICIPANT	the user (user-identification code) who is currently working on this activity	No	No	VARCHAR2(8)	NULL
C4_ARCHIVE_WF_REC		LOC_CODE	the code that denotes the location of the INS office	No	No	VARCHAR2(3)	NULL
C4_ARCHIVE_WF_REC		LOC_SUB_CODE	the code that denotes the sub-location of the INS office	No	No	VARCHAR2(3)	NULL
C4_FORM_FEES		FMTE_FORM_NUMBER		Yes	Yes	VARCHAR2(6)	NOT NULL
C4_FORM_FEES		EFFECTIVE_DATE		Yes	No	DATE	NOT NULL
C4_FORM_FEES		FEE_AMOUNT		No	No	NUMBER(12,2)	NOT NULL
C4_FORM_FEES		EXPIRATION_DATE		No	No	DATE	NULL
C4_FORM_FEES		CREATED_DATE		No	No	DATE	NOT NULL
C4_FORM_FEES		CREATOR_USER_NAME		No	No	VARCHAR2(30)	NOT NULL
C4_FORM_FEES		LAST_UPDATED_DATE		No	No	DATE	NULL
C4_FORM_FEES		LAST_UPDATER_USER_NAME		No	No	VARCHAR2(30)	NULL
C4_FORM_TYPES		FORM_NUMBER		Yes	No	VARCHAR2(6)	NOT NULL
C4_FORM_TYPES		FORM_DESCRIPTION		No	No	VARCHAR2(200)	NULL
C4_FORM_TYPES		EFFECTIVE_DATE		No	No	DATE	NOT NULL
C4_FORM_TYPES		EXPIRATION_DATE		No	No	DATE	NULL
C4_FORM_TYPES		CREATED_DATE		No	No	DATE	NOT NULL
C4_FORM_TYPES		CREATOR_USER_NAME		No	No	VARCHAR2(30)	NOT NULL
C4_FORM_TYPES		LAST_UPDATED_DATE		No	No	DATE	NULL
C4_FORM_TYPES		LAST_UPDATER_USER_NAME		No	No	VARCHAR2(30)	NULL
C4_LK_CODE		CODE_ID		Yes	No	NUMBER(5)	NOT NULL
C4_LK_CODE		DOMAIN_ID		No	Yes	NUMBER(5)	NULL
C4_LK_CODE		CODE		No	No	VARCHAR2(15)	NULL
C4_LK_CODE		CODE_DESC		No	No	VARCHAR2(35)	NULL
C4_LK_DOMAIN		DOMAIN_ID		Yes	No	NUMBER(5)	NOT NULL
C4_LK_DOMAIN		DOMAIN_CODE		No	No	VARCHAR2(15)	NULL

C4_LK_DOMAIN		DOMAIN_DESC		No	No	VARCHAR2(35)	NULL
C4_LK_FORM		FORM_NBR		Yes	No	VARCHAR2(6)	NOT NULL
C4_LK_FORM		FORM_VERSION		Yes	No	VARCHAR2(20)	NOT NULL
C4_LK_FORM		FORM_TITLE		No	No	VARCHAR2(200)	NULL
C4_LK_FORM		FORM_FLAG_WORD		No	No	NUMBER(10)	NULL
C4_LK_FORM		FEE_AMT		No	No	NUMBER(12,2)	NULL
C4_LK_FORM		FAMILY_CAP_AMT		No	No	NUMBER(12,2)	NULL
C4_LK_FORM		FEE_AMT_EFF_DT		No	No	DATE	NULL
C4_LK_FORM		GRACE_PERIOD_DT		No	No	DATE	NULL
C4_LK_FORM		OLD_FEE_AMT		No	No	NUMBER(12,2)	NULL
C4_LK_FORM		G22_LINE_NBR		No	No	VARCHAR2(4)	NULL
C4_LK_FORM		SPECIAL_DIST_CODE		No	No	VARCHAR2(3)	NULL
C4_LK_FORM		APPROPRIATION_NBR		No	No	VARCHAR2(2)	NULL
C4_LK_FORM		DEFAULT_CLASS		No	No	VARCHAR2(3)	NULL
C4_LK_FORM		PRODUCTION_LINE_NBR		No	No	VARCHAR2(7)	NULL
C4_LK_MILITARY_BRANCH		BRANCH_CODE		Yes	No	VARCHAR2(10)	NOT NULL
C4_LK_MILITARY_BRANCH		BRANCH_NAME		No	No	VARCHAR2(35)	NOT NULL
C4_LK_MSG_TEXT		MSG_TEXT_ID		Yes	No	NUMBER(8)	NOT NULL
C4_LK_MSG_TEXT		MSG_SHORT_NAME		No	No	VARCHAR2(8)	NULL
C4_LK_MSG_TEXT		MSG_TEXT		No	No	VARCHAR2(255)	NULL
C4_LK_NFTS_CONFIGURATION	Contains the configuration of the service center for NFTS function calls	SC_LOC_CODE	The code that denotes the location of the service center	Yes	No	VARCHAR2(3)	NOT NULL
C4_LK_NFTS_CONFIGURATION	Contains the configuration of the service center for NFTS function calls	NFTSOFFICEID		No	No	VARCHAR2(3)	NOT NULL
C4_LK_NFTS_CONFIGURATION	Contains the configuration of the service center for NFTS function calls	NFTSUSERID		No	No	VARCHAR2(15)	NOT NULL
C4_LK_NFTS_CONFIGURATION	Contains the configuration of the service center for NFTS function calls	C4SECTION		No	No	VARCHAR2(2)	NOT NULL
C4_LK_NFTS_CONFIGURATION	Contains the configuration of the service center for NFTS function calls	C4RESPPARTY		No	No	VARCHAR2(3)	NOT NULL
C4_LK_NFTS_CONFIGURATION	Contains the configuration of the service center for NFTS function calls	NFTS_RULE_NAME		No	No	VARCHAR2(50)	NULL
C4_LK_NOT_TEMPLATE_FORM		FORM_NBR		Yes	No	VARCHAR2(6)	NOT NULL
C4_LK_NOT_TEMPLATE_FORM		FORM_VERSION		Yes	No	VARCHAR2(20)	NOT NULL
C4_LK_NOT_TEMPLATE_FORM		TEMPLATE_FILENAME		Yes	Yes	VARCHAR2(20)	NOT NULL
C4_LK_NOT_TEMPLATE_FORM		NOTICE_CODE		Yes	Yes	VARCHAR2(5)	NOT NULL
C4_LK_NOT_TEMPLATE_FORM		NOTICE_TYPE_CODE		Yes	Yes	VARCHAR2(3)	NOT NULL
C4_LK_NOTICE_TYPE		NOTICE_TYPE_CODE		Yes	No	VARCHAR2(3)	NOT NULL
C4_LK_NOTICE_TYPE		NOTICE_TYPE_DESC		No	No	VARCHAR2(50)	NULL
C4_LK_NOTICE_TYPE		NOTICE_PAPER_TYPE		No	No	VARCHAR2(6)	NULL
C4_LK_NOTICE_TYPE		NOT_SOONER_THAN		No	No	NUMBER(6)	NULL
C4_LK_NOTICE_TYPE		NOT_LATER_THAN		No	No	NUMBER(6)	NULL
C4_LK_NOTICE_TYPE		CODE_ID		No	Yes	NUMBER(5)	NULL
C4_LK_SEC_BUSINESS_RULE		RULE_ID		Yes	No	NUMBER(10)	NOT NULL
C4_LK_SEC_BUSINESS_RULE		RULE_SEQ_NO		No	No	NUMBER(10)	NOT NULL
C4_LK_SEC_BUSINESS_RULE		RULE_NAME		No	No	VARCHAR2(50)	NOT NULL
C4_LK_SEC_BUSINESS_RULE		START_DATE		No	No	DATE	NULL
C4_LK_SEC_BUSINESS_RULE		END_DATE		No	No	DATE	NULL
C4_LK_SEC_BUSINESS_RULE		CREATE_DATE		No	No	DATE	NULL
C4_LK_SEC_BUSINESS_RULE		MODIFY_DATE		No	No	DATE	NULL
C4_LK_SEC_BUSINESS_RULE		CREATED_BY		No	No	VARCHAR2(30)	NOT NULL
C4_LK_SEC_BUSINESS_RULE		MODIFIED_BY		No	No	VARCHAR2(30)	NULL

C4_LK_SEC_BUSINESS_RULE		RULE_DESCRIPTION		No	No	VARCHAR2(1000)	NULL
C4_LK_STD_NOTICE_TEMPLATE		TEMPLATE_FILENAME		Yes	No	VARCHAR2(20)	NOT NULL
C4_LK_STD_NOTICE_TEMPLATE		NOTICE_TYPE_CODE		Yes	Yes	VARCHAR2(3)	NOT NULL
C4_LK_STD_NOTICE_TEMPLATE		NOTICE_CODE		Yes	No	VARCHAR2(5)	NOT NULL
C4_LK_STD_NOTICE_TEMPLATE		TEMPLATE_START_DATE		No	No	DATE	NULL
C4_LK_STD_NOTICE_TEMPLATE		TEMPLATE_DESC		No	No	VARCHAR2(50)	NULL
C4_LK_STD_NOTICE_TEMPLATE		TEMPLATE_PATH_NAME		No	No	VARCHAR2(100)	NULL
C4_LK_STD_NOTICE_TEMPLATE		EXPIRE_DTIME		No	No	DATE	NULL
C4_LK_STD_NOTICE_TEMPLATE		EXPIRE_USERID		No	No	VARCHAR2(8)	NULL
C4_LK_STD_NOTICE_TEMPLATE		ACT_CODE		No	No	VARCHAR2(20)	NULL
C4_LK_STD_NOTICE_TEMPLATE		CODE_ID		No	Yes	NUMBER(5)	NULL
C4_LP_CONFIGURE		LOC_CODE		Yes	No	VARCHAR2(3)	NOT NULL
C4_LP_CONFIGURE		LOC_SUB_CODE		Yes	No	VARCHAR2(3)	NOT NULL
C4_LP_CONFIGURE		NOTICE_PAPER_TYPE		Yes	No	VARCHAR2(6)	NOT NULL
C4_LP_CONFIGURE		PRT_NAME		Yes	No	VARCHAR2(50)	NOT NULL
C4_LP_CONFIGURE		CODE_ID		No	Yes	NUMBER(5)	NULL
C4_MACHINE_SOFTWARE		MACHINE_ID		Yes	Yes	NUMBER(10)	NOT NULL
C4_MACHINE_SOFTWARE		SOFTWARE_TITLE		Yes	No	VARCHAR2(30)	NOT NULL
C4_MACHINE_SOFTWARE		SOFTWARE_VERSION		Yes	No	VARCHAR2(50)	NOT NULL
C4_MULTI_SESSION_USER		USER_ID	the user-identification code	Yes	Yes	VARCHAR2(32)	NOT NULL
C4_MULTI_SESSION_USER		CREATED_DATE		No	No	DATE	NOT NULL
C4_MULTI_SESSION_USER		CREATOR_USER_NAME		No	No	VARCHAR2(30)	NOT NULL
C4_MULTI_SESSION_USER		LAST_UPDATED_DATE		No	No	DATE	NOT NULL
C4_MULTI_SESSION_USER		LAST_UPDATER_USER_NAME		No	No	VARCHAR2(30)	NOT NULL
C4_MULTI_SESSION_USER		EXPIRATION_DATE		No	No	DATE	NULL
C4_NOT_CORRESPONDENCE		CORRES_SEQ_ID		Yes	No	NUMBER(10)	NOT NULL
C4_NOT_CORRESPONDENCE		SUB_CORRES_SEQ_ID		No	No	NUMBER(10)	NULL
C4_NOT_CORRESPONDENCE		APP_ID	the system-generated number used to track receipted cases (i.e., [redacted]	No	Yes	VARCHAR2(13)	NULL
C4_NOT_CORRESPONDENCE		ADDR_TYPE_IND		No	No	VARCHAR2(20)	NULL
C4_NOT_CORRESPONDENCE		SEQ_NBR		No	No	NUMBER(5)	NULL
C4_NOT_CORRESPONDENCE		TEMPLATE_FILENAME		No	No	VARCHAR2(20)	NULL
C4_NOT_CORRESPONDENCE		NOTICE_CODE		No	No	VARCHAR2(5)	NULL
C4_NOT_CORRESPONDENCE		EMPLOYER_ID		No	No	NUMBER(5)	NULL
C4_NOT_CORRESPONDENCE		NOTICE_TYPE_CODE		No	No	VARCHAR2(3)	NULL
C4_NOT_CORRESPONDENCE		JOB_ID		No	Yes	NUMBER(10)	NULL
C4_NOT_CORRESPONDENCE		REP_ID	the system generated identification number that is assigned to the representative	No	Yes	NUMBER(10)	NULL
C4_NOT_CORRESPONDENCE		PRINT_STATUS_CODE		No	No	NUMBER(5)	NULL
C4_NOT_CORRESPONDENCE		ACT_INST_ID		No	No	NUMBER(10)	NULL
C4_NOT_CORRESPONDENCE		SCHED_SEND_DATE		No	No	DATE	NULL

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C4_NOT_CORRESPONDENCE		ACTUAL_SEND_DATE		No	No	DATE	NULL
C4_NOT_CORRESPONDENCE		PRINT_STATUS_DATE		No	No	DATE	NULL
C4_NOT_CORRESPONDENCE		RECIPIENT_CODE		No	No	VARCHAR2(20)	NULL
C4_NOT_CORRESPONDENCE		CODE_ID		No	Yes	NUMBER(5)	NULL
C4_NOT_EXTRACT		CORRES_SEQ_ID		Yes	Yes	NUMBER(10)	NOT NULL
C4_NOT_EXTRACT		SC_LOC_CODE		No	No	VARCHAR2(3)	NULL
C4_NOT_EXTRACT		WF_APP_ID		No	No	VARCHAR2(13)	NULL
C4_NOT_EXTRACT		WF_ACT_CODE		No	No	VARCHAR2(20)	NULL
C4_NOT_EXTRACT		WF_PROCESS_CODE		No	No	VARCHAR2(10)	NULL
C4_NOT_EXTRACT		WF_ACCEPT_DATE_FP		No	No	DATE	NULL
C4_NOT_EXTRACT		FRM_FORM_TITLE		No	No	VARCHAR2(200)	NULL
C4_NOT_EXTRACT		APP_ALIEN_NBR		No	No	VARCHAR2(10)	NULL
C4_NOT_EXTRACT		AP_MR_RECV_DTIME		No	No	DATE	NULL
C4_NOT_EXTRACT		AP_FORM_NBR		No	No	VARCHAR2(10)	NULL
C4_NOT_EXTRACT		AP_EXT_ORIG_SYS_KEY		No	No	VARCHAR2(30)	NULL
C4_NOT_EXTRACT		LOC_STREET_INS		No	No	VARCHAR2(34)	NULL
C4_NOT_EXTRACT		LOC_BLDG_RM_INS		No	No	VARCHAR2(34)	NULL
C4_NOT_EXTRACT		LOC_CITY_INS		No	No	VARCHAR2(28)	NULL
C4_NOT_EXTRACT		LOC_STATE_INS		No	No	VARCHAR2(2)	NULL
C4_NOT_EXTRACT		LOC_ZIP_CODE_INS		No	No	VARCHAR2(9)	NULL
C4_NOT_EXTRACT		LOC_PHONE_NBR		No	No	VARCHAR2(10)	NULL
C4_NOT_EXTRACT		APP_FIRST_NAME		No	No	VARCHAR2(18)	NULL
C4_NOT_EXTRACT		APP_MIDDLE_NAME		No	No	VARCHAR2(18)	NULL
C4_NOT_EXTRACT		APP_LAST_NAME		No	No	VARCHAR2(30)	NULL
C4_NOT_EXTRACT		APP_SUFFIX_CODE		No	No	VARCHAR2(3)	NULL
C4_NOT_EXTRACT		APP_SSN		No	No	VARCHAR2(9)	NULL
C4_NOT_EXTRACT		ADDR_INCAREOF_MAIL		No	No	VARCHAR2(34)	NULL
C4_NOT_EXTRACT		ADDR_STREET_NBR_MAIL		No	No	VARCHAR2(10)	NULL
C4_NOT_EXTRACT		ADDR_STREET_NAME_MAIL		No	No	VARCHAR2(34)	NULL
C4_NOT_EXTRACT		ADDR_BLDG_RM_MAIL		No	No	VARCHAR2(34)	NULL
C4_NOT_EXTRACT		ADDR_CITY_MAIL		No	No	VARCHAR2(28)	NULL
C4_NOT_EXTRACT		ADDR_STATE_CODE_MAIL		No	No	VARCHAR2(2)	NULL
C4_NOT_EXTRACT		ADDR_ZIP_CODE_MAIL		No	No	VARCHAR2(9)	NULL
C4_NOT_EXTRACT		LK_NOTICE_PAPER_TYPE		No	No	VARCHAR2(6)	NULL
C4_NOT_EXTRACT		LK_NOTICE_CODE		No	No	VARCHAR2(5)	NULL
C4_NOT_EXTRACT		LK_NOTICE_TYPE_CODE		No	No	VARCHAR2(3)	NULL
C4_NOT_EXTRACT		LK_TEMPLATE_PATH_NAME		No	No	VARCHAR2(100)	NULL
C4_NOT_EXTRACT		AP_REP_ID		No	No	NUMBER(10)	NULL
C4_NOT_EXTRACT		REP_FIRM_NAME		No	No	VARCHAR2(34)	NULL
C4_NOT_EXTRACT		REP_FIRST_NAME		No	No	VARCHAR2(18)	NULL
C4_NOT_EXTRACT		REP_MIDDLE_NAME		No	No	VARCHAR2(18)	NULL
C4_NOT_EXTRACT		REP_LAST_NAME		No	No	VARCHAR2(30)	NULL
C4_NOT_EXTRACT		REP_STREET_NBR		No	No	VARCHAR2(10)	NULL
C4_NOT_EXTRACT		REP_STREET_NAME		No	No	VARCHAR2(34)	NULL
C4_NOT_EXTRACT		REP_BLDG_RM		No	No	VARCHAR2(34)	NULL
C4_NOT_EXTRACT		REP_CITY		No	No	VARCHAR2(28)	NULL
C4_NOT_EXTRACT		REP_STATE_CODE		No	No	VARCHAR2(2)	NULL
C4_NOT_EXTRACT		REP_ZIP_CODE		No	No	VARCHAR2(9)	NULL
C4_NOT_EXTRACT		APP_DOB_DT		No	No	DATE	NULL
C4_NOT_EXTRACT		ADDR_STREET_NBR_RES		No	No	VARCHAR2(10)	NULL
C4_NOT_EXTRACT		ADDR_STREET_NAME_RES		No	No	VARCHAR2(34)	NULL
C4_NOT_EXTRACT		ADDR_BLDG_RM_RES		No	No	VARCHAR2(34)	NULL
C4_NOT_EXTRACT		ADDR_CITY_RES		No	No	VARCHAR2(28)	NULL
C4_NOT_EXTRACT		ADDR_STATE_CODE_RES		No	No	VARCHAR2(2)	NULL
C4_NOT_EXTRACT		ADDR_ZIP_CODE_RES		No	No	VARCHAR2(9)	NULL
C4_NOT_EXTRACT		LOC_RECV_INT_NOT_DAYS_QTY		No	No	NUMBER(5)	NULL
C4_NOT_EXTRACT		AP_FEE_CHARGED		No	No	NUMBER(10)	NULL
C4_NOT_EXTRACT		PAY_PAYMENT_AMT		No	No	NUMBER(12,2)	NULL
C4_NOT_EXTRACT		NUM_APP_ID_PER_PAYID		No	No	NUMBER(5)	NULL
C4_NOT_EXTRACT		DISCR_DISCREP_AMT		No	No	NUMBER(12,2)	NULL
C4_NOT_EXTRACT		SECT_APPT_INTV_DT		No	No	DATE	NULL

C4_NOT_EXTRACT		SECT_APPT_INTV_START_TIME		No	No	VARCHAR2(10)	NULL
C4_NOT_EXTRACT		LOC_DESC_INT		No	No	VARCHAR2(50)	NULL
C4_NOT_EXTRACT		LOC_STREET_INT		No	No	VARCHAR2(34)	NULL
C4_NOT_EXTRACT		LOC_BLDG_RM_INT		No	No	VARCHAR2(34)	NULL
C4_NOT_EXTRACT		LOC_CITY_INT		No	No	VARCHAR2(28)	NULL
C4_NOT_EXTRACT		LOC_STATE_CODE_INT		No	No	VARCHAR2(2)	NULL
C4_NOT_EXTRACT		LOC_ZIP_CODE_INT		No	No	VARCHAR2(9)	NULL
C4_NOT_EXTRACT		LOC_CODE_INT		No	No	VARCHAR2(3)	NULL
C4_NOT_EXTRACT		LOC_SUB_CODE_INT		No	No	VARCHAR2(3)	NULL
C4_NOT_EXTRACT		WF_STATE_DTIME		No	No	DATE	NULL
C4_NOT_EXTRACT		NUM_AFILE_RETRV		No	No	NUMBER(10)	NULL
C4_NOT_EXTRACT		ASC_HOURS_TEXT1		No	No	VARCHAR2(40)	NULL
C4_NOT_EXTRACT		ASC_HOURS_TEXT2		No	No	VARCHAR2(40)	NULL
C4_NOT_EXTRACT		ASC_HOURS_TEXT3		No	No	VARCHAR2(40)	NULL
C4_NOT_EXTRACT		ASC_HOURS_TEXT4		No	No	VARCHAR2(40)	NULL
C4_NOT_EXTRACT		ASC_HOURS_TEXT5		No	No	VARCHAR2(40)	NULL
C4_NOT_EXTRACT		ASC_HOURS_TEXT6		No	No	VARCHAR2(40)	NULL
C4_NOT_EXTRACT		ASC_HOURS_TEXT7		No	No	VARCHAR2(40)	NULL
C4_NOT_EXTRACT		ASC_HOURS_TEXT8		No	No	VARCHAR2(40)	NULL
C4_NOT_EXTRACT		LOC_DESC_ASC		No	No	VARCHAR2(50)	NULL
C4_NOT_EXTRACT		LOC_STREET_ASC		No	No	VARCHAR2(34)	NULL
C4_NOT_EXTRACT		LOC_BLDG_RM_ASC		No	No	VARCHAR2(34)	NULL
C4_NOT_EXTRACT		LOC_CITY_ASC		No	No	VARCHAR2(28)	NULL
C4_NOT_EXTRACT		LOC_STATE_ASC		No	No	VARCHAR2(2)	NULL
C4_NOT_EXTRACT		LOC_ZIP_CODE_ASC		No	No	VARCHAR2(9)	NULL
C4_NOT_EXTRACT		SC_RM_DESC		No	No	VARCHAR2(50)	NULL
C4_NOT_EXTRACT		NUM_BAD_CHECKS		No	No	NUMBER(5)	NULL
C4_NOT_EXTRACT		SC_RPTG_GATE_DESC		No	No	VARCHAR2(50)	NULL
C4_NOT_EXTRACT		ADDR_PROVINCE_MAIL		No	No	VARCHAR2(20)	NULL
C4_NOT_EXTRACT		ADDR_POSTAL_CODE_MAIL		No	No	VARCHAR2(9)	NULL
C4_NOT_EXTRACT		ADDR_CNTRY_NAME_MAIL		No	No	VARCHAR2(30)	NULL
C4_NOT_EXTRACT		REP_PROVINCE		No	No	VARCHAR2(20)	NULL
C4_NOT_EXTRACT		REP_POSTAL_CODE		No	No	VARCHAR2(9)	NULL
C4_NOT_EXTRACT		REP_CNTRY_NAME		No	No	VARCHAR2(30)	NULL
C4_NOT_EXTRACT		REL_PROCESS_INST_ID		No	No	VARCHAR2(13)	NULL
C4_NOT_EXTRACT		GRP_ID		No	No	VARCHAR2(13)	NULL
C4_NOT_EXTRACT		ADDR_PROVINCE_RES		No	No	VARCHAR2(20)	NULL
C4_NOT_EXTRACT		ADDR_POSTAL_CODE_RES		No	No	VARCHAR2(9)	NULL
C4_NOT_EXTRACT		ADDR_CNTRY_NAME_RES		No	No	VARCHAR2(30)	NULL
C4_NOT_EXTRACT		OFFICER_LAST_NAME		No	No	VARCHAR2(30)	NULL
C4_NOT_EXTRACT		OFFICER_FIRST_NAME		No	No	VARCHAR2(18)	NULL
C4_NOT_EXTRACT		OFFICER_MIDDLE_NAME		No	No	VARCHAR2(18)	NULL
C4_NOT_EXTRACT		OFFICER_SUFFIX_NAME		No	No	VARCHAR2(3)	NULL
C4_NOT_EXTRACT		OFFICER_TITLE		No	No	VARCHAR2(34)	NULL
C4_NOT_EXTRACT		LOC_PROVINCE_INS		No	No	VARCHAR2(20)	NULL
C4_NOT_EXTRACT		LOC_POSTAL_CODE_INS		No	No	VARCHAR2(9)	NULL
C4_NOT_EXTRACT		LOC_CNTRY_NAME_INS		No	No	VARCHAR2(30)	NULL
C4_NOT_EXTRACT_REASON		CORRES_SEQ_ID		Yes	No	NUMBER(10)	NOT NULL
C4_NOT_EXTRACT_REASON		LK_REASON_TYPE_IND		Yes	No	VARCHAR2(3)	NOT NULL
C4_NOT_EXTRACT_REASON		LK_REASON_CODE		Yes	No	NUMBER(10)	NOT NULL
C4_NOT_EXTRACT_REASON		REASON_NOTICE_TEXT		No	No	VARCHAR2(2000)	NULL
C4_NOT_REQUEST		JOB_ID		Yes	No	NUMBER(10)	NOT NULL
C4_NOT_REQUEST		SUB_JOB_ID		No	No	NUMBER(10)	NULL
C4_NOT_REQUEST		LOC_CODE		No	No	VARCHAR2(3)	NULL
C4_NOT_REQUEST		LOC_SUB_CODE		No	No	VARCHAR2(3)	NULL
C4_NOT_REQUEST		NOTICE_TYPE_CODE		No	Yes	VARCHAR2(3)	NULL
C4_NOT_REQUEST		PRINT_STATUS_CODE		No	No	NUMBER(5)	NULL
C4_NOT_REQUEST		PRINT_TYPE_CODE		No	No	NUMBER(5)	NULL
C4_NOT_REQUEST		JOB_SUBMISSION_DTIME		No	No	DATE	NULL
C4_NOT_REQUEST		PRT_NAME		No	No	VARCHAR2(50)	NULL
C4_NOT_REQUEST		NOTICE_TOTAL_COUNT		No	No	NUMBER(5)	NULL

C4_NOT_REQUEST		NOTICE_ERROR_COUNT		No	No	NUMBER(5)	NULL
C4_NOT_REQUEST		NOTICE_PRINTED_COUNT		No	No	NUMBER(5)	NULL
C4_NOT_REQUEST		CODE_ID		No	Yes	NUMBER(5)	NULL
C4_PICS_ACTIVITY_LOG		ACT_SEQ_ID		Yes	No	NUMBER	NOT NULL
C4_PICS_ACTIVITY_LOG		ACTIVITY		No	No	VARCHAR2(100)	NOT NULL
C4_PICS_ACTIVITY_LOG		CREATED_DATE		No	No	DATE	NOT NULL
C4_PICS_ACTIVITY_LOG		CREATOR_USER_NAME		No	No	VARCHAR2(30)	NOT NULL
C4_PICS_ACTIVITY_LOG		LAST_UPDATED_DATE		No	No	DATE	NOT NULL
C4_PICS_ACTIVITY_LOG		LAST_UPDATER_USER_NAME		No	No	VARCHAR2(30)	NOT NULL
C4_PICS_ACTIVITY_LOG		STATUS		No	No	VARCHAR2(10)	NULL
C4_PICS_ACTIVITY_LOG		MSG		No	No	VARCHAR2(255)	NULL
C4_SECURITY_PARAMETER		SEC_NAME		Yes	No	VARCHAR2(30)	NOT NULL
C4_SECURITY_PARAMETER		SEC_VALUE		No	No	VARCHAR2(30)	NOT NULL
C4_SECURITY_PARAMETER		CREATED_DATE		No	No	DATE	NOT NULL
C4_SECURITY_PARAMETER		CREATOR_USER_NAME		No	No	VARCHAR2(30)	NOT NULL
C4_SECURITY_PARAMETER		LAST_UPDATED_DATE		No	No	DATE	NOT NULL
C4_SECURITY_PARAMETER		LAST_UPDATER_USER_NAME		No	No	VARCHAR2(30)	NOT NULL
C4_SECURITY_PARAMETER		DESCRIPTION		No	No	VARCHAR2(100)	NULL
CHAINED_ROWS		OWNER_NAME		No	No	VARCHAR2(30)	NULL
CHAINED_ROWS		TABLE_NAME		No	No	VARCHAR2(30)	NULL
CHAINED_ROWS		CLUSTER_NAME		No	No	VARCHAR2(30)	NULL
CHAINED_ROWS		HEAD_ROWID		No	No	ROWID	NULL
CHAINED_ROWS		TIMESTAMP		No	No	DATE	NULL
COND_TEMP		ACT_INST_ID		No	No	NUMBER(10)	NULL
COND_TEMP		END_COND_CODE		No	No	VARCHAR2(16)	NULL
EXCEPTIONS		ROW_ID		No	No	ROWID	NULL
EXCEPTIONS		OWNER		No	No	VARCHAR2(30)	NULL
EXCEPTIONS		TABLE_NAME		No	No	VARCHAR2(30)	NULL
EXCEPTIONS		CONSTRAINT		No	No	VARCHAR2(30)	NULL
FD258EE_AP_ALIAS		PROCESS_CID		No	No	VARCHAR2(13)	NOT NULL
FD258EE_AP_ALIAS		ALIAS_NAME_ORDER		No	No	NUMBER(5)	NOT NULL
FD258EE_AP_ALIAS		ALIAS_NAME		No	No	VARCHAR2(30)	NULL
FD258EE_AP_BATCH		BATCH_ID		Yes	No	VARCHAR2(13)	NOT NULL
FD258EE_AP_BATCH		USER_ID		No	No	VARCHAR2(8)	NULL
FD258EE_AP_BATCH		SENT_DT		No	No	DATE	NULL
FD258EE_AP_BATCH		RESENT_DT		No	No	DATE	NULL
FD258EE_AP_BATCH		CREATE_DT		No	No	DATE	NULL
FD258EE_AP_BATCH		ORI		No	No	VARCHAR2(9)	NULL
FD258EE_AP_BATCH		LOC_CODE		No	No	VARCHAR2(3)	NULL
FD258EE_AP_BATCH		DELETED_FLAG		No	No	VARCHAR2(1)	NULL
FD258EE_AP_BATCH		TAPE_USER_ID		No	No	VARCHAR2(8)	NULL
FD258EE_AP_BUNDLE		BUNDLE_ID		Yes	No	VARCHAR2(13)	NOT NULL
FD258EE_AP_BUNDLE		BATCH_ID		No	No	VARCHAR2(13)	NULL
FD258EE_AP_BUNDLE		USER_ID		No	No	VARCHAR2(8)	NULL
FD258EE_AP_BUNDLE		CREATE_DT		No	No	DATE	NULL
FD258EE_AP_BUNDLE		LOC_CODE		No	No	VARCHAR2(3)	NULL
FD258EE_AP_BUNDLE		ASC_MANIFEST_ID		No	No	VARCHAR2(20)	NULL
FD258EE_AP_BUNDLE		EXT_SYS		No	No	VARCHAR2(15)	NULL
FD258EE_AP_BUNDLE		DELETED_FLAG		No	No	VARCHAR2(1)	NULL
FD258EE_AP_C4		RECORD_ID		Yes	No	VARCHAR2(13)	NOT NULL
FD258EE_AP_C4		RECORD_TYP		Yes	No	VARCHAR2(1)	NOT NULL
FD258EE_AP_C4		APP_ID		No	No	VARCHAR2(13)	NULL
FD258EE_AP_C4		ANUMBER		No	No	VARCHAR2(10)	NULL
FD258EE_AP_C4		CIDN_OTHER		No	No	VARCHAR2(22)	NULL
FD258EE_AP_C4		EXT_SYS		No	No	VARCHAR2(15)	NULL
FD258EE_AP_C4		LAST_NAME		No	No	VARCHAR2(50)	NULL
FD258EE_AP_C4		FIRST_NAME		No	No	VARCHAR2(50)	NULL
FD258EE_AP_C4		PROCESS_DT		No	No	DATE	NULL
FD258EE_AP_C4		FBI_RESULT		No	No	VARCHAR2(1)	NULL
FD258EE_AP_C4		SC_RCVD_DTIME		No	No	DATE	NULL
FD258EE_AP_C4		FBI_SENT_DT		No	No	DATE	NULL
FD258EE_AP_C4		FBI_RESULT_DT		No	No	DATE	NULL
FD258EE_AP_C4		DOB_DT_1		No	No	DATE	NULL
FD258EE_AP_C4		IAFIS_TCN		No	No	VARCHAR2(40)	NULL

FD258EE_AP_C4		IAFIS_TCR		No	No	VARCHAR2(40)	NULL
FD258EE_AP_CIDN_XFER		PROCESS_CID		Yes	No	VARCHAR2(13)	NOT NULL
FD258EE_AP_CIDN_XFER		CIDN_OLD		No	No	VARCHAR2(10)	NULL
FD258EE_AP_EXT_CARD		CIDN_OTHER		Yes	No	VARCHAR2(22)	NOT NULL
FD258EE_AP_EXT_CARD		PROCESS_CID		No	No	VARCHAR2(13)	NULL
FD258EE_AP_EXT_CARD		ASC_MANIFEST_ID		No	No	VARCHAR2(20)	NULL
FD258EE_AP_EXT_CARD		CARD_MATCH_STATUS		No	No	VARCHAR2(1)	NULL
FD258EE_AP_EXT_CARD		EXT_SYS		No	No	VARCHAR2(15)	NULL
FD258EE_AP_FD258		PROCESS_CID		Yes	No	VARCHAR2(13)	NOT NULL
FD258EE_AP_FD258		BUNDLE_ID		No	No	VARCHAR2(13)	NULL
FD258EE_AP_FD258		CIDN_OTHER		No	No	VARCHAR2(22)	NULL
FD258EE_AP_FD258		USER_ID		No	No	VARCHAR2(8)	NULL
FD258EE_AP_FD258		EXT_SYS		No	No	VARCHAR2(15)	NULL
FD258EE_AP_FD258		EXT_SYS_ID		No	No	VARCHAR2(13)	NULL
FD258EE_AP_FD258		ALIEN_NBR		No	No	VARCHAR2(10)	NULL
FD258EE_AP_FD258		LAST_NAME		No	No	VARCHAR2(50)	NULL
FD258EE_AP_FD258		FIRST_NAME		No	No	VARCHAR2(50)	NULL
FD258EE_AP_FD258		MIDDLE_NAME		No	No	VARCHAR2(50)	NULL
FD258EE_AP_FD258		POB_CODE		No	No	VARCHAR2(2)	NULL
FD258EE_AP_FD258		GENDER_CODE		No	No	VARCHAR2(1)	NULL
FD258EE_AP_FD258		RACE_CODE		No	No	VARCHAR2(1)	NULL
FD258EE_AP_FD258		HEIGHT		No	No	VARCHAR2(3)	NULL
FD258EE_AP_FD258		WEIGHT		No	No	NUMBER(5)	NULL
FD258EE_AP_FD258		EYE_COLOR_CODE		No	No	VARCHAR2(3)	NULL
FD258EE_AP_FD258		HAIR_COLOR_CODE		No	No	VARCHAR2(3)	NULL
FD258EE_AP_FD258		FBI_NBR		No	No	VARCHAR2(9)	NULL
FD258EE_AP_FD258		OCA_NBR		No	No	VARCHAR2(15)	NULL
FD258EE_AP_FD258		MIL_NBR		No	No	VARCHAR2(15)	NULL
FD258EE_AP_FD258		CITZ_NBR		No	No	VARCHAR2(12)	NULL
FD258EE_AP_FD258		MNU_NBR		No	No	VARCHAR2(15)	NULL
FD258EE_AP_FD258		REGIONAL_ORI_NBR		No	No	VARCHAR2(9)	NULL
FD258EE_AP_FD258		LOCAL_ORI_NBR		No	No	VARCHAR2(9)	NULL
FD258EE_AP_FD258		PROC_ORI_NBR		No	No	VARCHAR2(9)	NULL
FD258EE_AP_FD258		FD258_SIGNED_FLAG		No	No	VARCHAR2(1)	NULL
FD258EE_AP_FD258		FP_TAKER_SIGNED_FLAG		No	No	VARCHAR2(1)	NULL
FD258EE_AP_FD258		REASON_FP_FORM		No	No	VARCHAR2(6)	NULL
FD258EE_AP_FD258		FP_TAKEN_DT		No	No	DATE	NULL
FD258EE_AP_FD258		DOB_DT_1		No	No	DATE	NULL
FD258EE_AP_FD258		DOB_DT_2		No	No	DATE	NULL
FD258EE_AP_FD258		DOB_DT_3		No	No	DATE	NULL
FD258EE_AP_FD258		SSN_1		No	No	VARCHAR2(9)	NULL
FD258EE_AP_FD258		SSN_2		No	No	VARCHAR2(9)	NULL
FD258EE_AP_FD258		SSN_3		No	No	VARCHAR2(9)	NULL
FD258EE_AP_FD258		BLDG_RM		No	No	VARCHAR2(34)	NULL
FD258EE_AP_FD258		STREET		No	No	VARCHAR2(34)	NULL
FD258EE_AP_FD258		CITY		No	No	VARCHAR2(28)	NULL
FD258EE_AP_FD258		STATE_CODE		No	No	VARCHAR2(2)	NULL
FD258EE_AP_FD258		ZIP_CODE		No	No	VARCHAR2(9)	NULL
FD258EE_AP_FD258		IMMED_REJECT_FLAG		No	No	VARCHAR2(1)	NULL
FD258EE_AP_FD258		CREATE_DT		No	No	DATE	NULL
FD258EE_AP_FD258		EXT_SYS_ACK_FLAG		No	No	VARCHAR2(1)	NULL
FD258EE_AP_FD258		ASC_SITE_CODE		No	No	VARCHAR2(6)	NULL
FD258EE_AP_FD258		ASC_MACHINE_ID		No	No	VARCHAR2(2)	NULL
FD258EE_AP_FD258		ASC_USER_ID		No	No	VARCHAR2(8)	NULL
FD258EE_AP_FD258		CREATOR_ID		No	No	VARCHAR2(8)	NULL
FD258EE_AP_FD258		LAST_EDIT_DT		No	No	DATE	NULL
FD258EE_AP_FD258		LOC_CODE		No	No	VARCHAR2(3)	NULL
FD258EE_AP_FD258		SCHEDULING_ID		No	No	VARCHAR2(13)	NULL
FD258EE_AP_FD258		FBI_NAME		No	No	VARCHAR2(30)	NULL
FD258EE_AP_FD258		Z_NUMBER		No	No	VARCHAR2(10)	NULL
FD258EE_AP_FD258		IAFIS_TCN		No	No	VARCHAR2(40)	NULL
FD258EE_AP_FD258		FBI_TCR		No	No	VARCHAR2(40)	NULL
FD258EE_AP_FD258		FP_REC_TYPE		No	No	VARCHAR2(6)	NULL
FD258EE_AP_FD258		SCHEDULER_DT		No	No	DATE	NULL
FD258EE_AP_FD258		RAP_WAIVED_FLAG		No	No	VARCHAR2(1)	NULL
FD258EE_AP_FD258		FP_WAIVED_FLAG		No	No	VARCHAR2(1)	NULL

FD258EE_AP_FD258		FBI_SENT_DT		No	No	DATE	NULL
FD258EE_AP_FD258		ARCHIVE_FLAG		No	No	CHAR(1)	NULL
FD258EE_AP_FD258		CONTROL_NUM		No	No	CHAR(7)	NULL
FD258EE_AP_FINGER		PROCESS_CID		Yes	No	VARCHAR2(13)	NOT NULL
FD258EE_AP_FINGER		FINGER_INST		Yes	No	NUMBER(5)	NOT NULL
FD258EE_AP_FINGER		FINGER_IND		No	No	VARCHAR2(3)	NULL
FD258EE_AP_FINGER		FINGER_MISSING_DESC		No	No	VARCHAR2(80)	NULL
FD258EE_AP_IAFIS_EXTRACT		PROCESS_CID		Yes	No	VARCHAR2(22)	NOT NULL
FD258EE_AP_IAFIS_EXTRACT		RECV_DT		Yes	No	DATE	NOT NULL
FD258EE_AP_IAFIS_EXTRACT		RECORD_TYPE		Yes	No	VARCHAR2(1)	NOT NULL
FD258EE_AP_IAFIS_EXTRACT		CIDN_OTHER		No	No	VARCHAR2(22)	NULL
FD258EE_AP_IAFIS_EXTRACT		EXT_SYS_ID		No	No	VARCHAR2(13)	NULL
FD258EE_AP_IAFIS_EXTRACT		LAST_NAME		No	No	VARCHAR2(50)	NULL
FD258EE_AP_IAFIS_EXTRACT		FIRST_NAME		No	No	VARCHAR2(50)	NULL
FD258EE_AP_IAFIS_EXTRACT		MIDDLE_NAME		No	No	VARCHAR2(50)	NULL
FD258EE_AP_IAFIS_EXTRACT		FBI_NAME		No	No	VARCHAR2(30)	NULL
FD258EE_AP_IAFIS_EXTRACT		FBI_SENT_DT		No	No	DATE	NULL
FD258EE_AP_IAFIS_EXTRACT		REGIONAL_ORI_NBR		No	No	VARCHAR2(9)	NULL
FD258EE_AP_IAFIS_EXTRACT		LOCAL_ORI_NBR		No	No	VARCHAR2(9)	NULL
FD258EE_AP_IAFIS_EXTRACT		MNU_NBR		No	No	VARCHAR2(15)	NULL
FD258EE_AP_IAFIS_EXTRACT		FBI_NBR		No	No	VARCHAR2(9)	NULL
FD258EE_AP_IAFIS_EXTRACT		REASON_FP_FORM		No	No	VARCHAR2(6)	NULL
FD258EE_AP_IAFIS_EXTRACT		POB_CODE		No	No	VARCHAR2(2)	NULL
FD258EE_AP_IAFIS_EXTRACT		DOB_DT_1		No	No	DATE	NULL
FD258EE_AP_IAFIS_EXTRACT		ASC_SITE_CODE		No	No	VARCHAR2(6)	NULL
FD258EE_AP_IAFIS_EXTRACT		ASC_USER_ID		No	No	VARCHAR2(8)	NULL
FD258EE_AP_IAFIS_EXTRACT		HEIGHT		No	No	VARCHAR2(3)	NULL
FD258EE_AP_IAFIS_EXTRACT		WEIGHT		No	No	VARCHAR2(3)	NULL
FD258EE_AP_IAFIS_EXTRACT		EYE_COLOR_CODE		No	No	VARCHAR2(3)	NULL
FD258EE_AP_IAFIS_EXTRACT		HAIR_COLOR_CODE		No	No	VARCHAR2(3)	NULL
FD258EE_AP_IAFIS_EXTRACT		IAFIS_TCN		No	No	VARCHAR2(40)	NULL
FD258EE_AP_IAFIS_EXTRACT		FBI_TCR		No	No	VARCHAR2(40)	NULL
FD258EE_AP_IAFIS_EXTRACT		ALIAS_NAME_1		No	No	VARCHAR2(30)	NULL
FD258EE_AP_IAFIS_EXTRACT		ALIAS_NAME_2		No	No	VARCHAR2(30)	NULL
FD258EE_AP_IAFIS_EXTRACT		ALIAS_NAME_3		No	No	VARCHAR2(30)	NULL
FD258EE_AP_IAFIS_EXTRACT		ALIAS_NAME_4		No	No	VARCHAR2(30)	NULL

FD258EE_AP_IAFIS_EXTRACT		ALIAS_NAME_5		No	No	VARCHAR2(30)	NULL
FD258EE_AP_IAFIS_EXTRACT		EXTRACT_ACK_FLAG		No	No	VARCHAR2(1)	NULL
FD258EE_AP_IAFIS_EXTRACT		PROCESS_DT		No	No	DATE	NULL
FD258EE_AP_IAFIS_EXTRACT		FBI_PROCESS_DT		No	No	DATE	NULL
FD258EE_AP_IAFIS_EXTRACT		SEARCH_RESULT		No	No	VARCHAR2(1)	NULL
FD258EE_AP_IAFIS_EXTRACT		SEARCH_REQ_TYPE		No	No	VARCHAR2(1)	NULL
FD258EE_AP_IAFIS_EXTRACT		REJECT_DATA		No	No	VARCHAR2(130)	NULL
FD258EE_AP_IAFIS_EXTRACT		OCA		No	No	VARCHAR2(15)	NULL
FD258EE_AP_IAFIS_EXTRACT		MISC_NBR		No	No	VARCHAR2(15)	NULL
FD258EE_AP_IAFIS_EXTRACT		EXT_SYS_ACK_WORD		No	No	NUMBER(5)	NULL
FD258EE_AP_IAFIS_REPLIES		REPLY_REC_ID	Unique Sequence Number for this record - Generated on Insert	Yes	No	NUMBER(10)	NOT NULL
FD258EE_AP_IAFIS_REPLIES		CREATE_DTIME	Current date/time when the record is inserted - Generated on Insert)	No	No	DATE	NULL
FD258EE_AP_IAFIS_REPLIES		CIDN	The unique id of requested FBI inquiry	No	No	VARCHAR2(10)	NULL
FD258EE_AP_IAFIS_REPLIES		IAFIS_TCN	EFIPS Transaction Control Number as sent to the FBI	No	No	VARCHAR2(40)	NULL
FD258EE_AP_IAFIS_REPLIES		FBI_NAME	the name of the applicant formatted for usage by the FBI	No	No	VARCHAR2(30)	NULL
FD258EE_AP_IAFIS_REPLIES		SC_ORI_NBR	Service Center ORI Number	No	No	VARCHAR2(9)	NULL
FD258EE_AP_IAFIS_REPLIES		FBI_TCR	FBI Transaction Control Response Number	No	No	VARCHAR2(40)	NULL
FD258EE_AP_IAFIS_REPLIES		RECV_DT	Response Received Date	No	No	DATE	NULL
FD258EE_AP_IAFIS_REPLIES		SEARCH_STATUS	FBI Status of the Corresponding Search Request	No	No	VARCHAR2(1)	NULL
FD258EE_AP_IAFIS_REPLIES		SEARCH_REQ_TYPE	Type of Search Request	No	No	VARCHAR2(1)	NULL
FD258EE_AP_IAFIS_REPLIES		REJECT_DATA	Response Message	No	No	VARCHAR2(130)	NULL
FD258EE_AP_IAFIS_REPLIES		FBI_NBR	the assigned number from fbi for a ident case	No	No	VARCHAR2(9)	NULL
FD258EE_AP_IAFIS_REPLIES		MISC_NBR	The military service number, A-number or ... for fbi to search	No	No	VARCHAR2(15)	NULL
FD258EE_AP_IAFIS_REPLIES		FBI_PROCESS_DT	Local date when the FBI Processed the Response	No	No	DATE	NULL
FD258EE_AP_IAFIS_REPLIES		OCA_NBR	local identifier number provided by requester(government agent)	No	No	VARCHAR2(15)	NULL
FD258EE_AP_IAFIS_SENDS		SEND_REC_ID	Unique Sequence Number for this record - Generated on Insert	Yes	No	NUMBER(10)	NOT NULL
FD258EE_AP_IAFIS_SENDS		CREATE_DTIME	Date/Time when the record is inserted. (Automatic? Not Null)	No	No	DATE	NULL
FD258EE_AP_IAFIS_SENDS		ALIEN_NBR	the identification number that is assigned to the alien at the time of entry into the United States	No	No	VARCHAR2(10)	NULL
FD258EE_AP_IAFIS_SENDS		FP_TAKEN_DTIME		No	No	DATE	NULL
FD258EE_AP_IAFIS_SENDS		EXT_SYS		No	No	VARCHAR2(15)	NULL
FD258EE_AP_IAFIS_SENDS		EXT_SYS_ID		No	No	VARCHAR2(13)	NULL
FD258EE_AP_IAFIS_SENDS		REASON_FP_FORM		No	No	VARCHAR2(6)	NULL
FD258EE_AP_IAFIS_SENDS		SCHEDULING_ID		No	No	VARCHAR2(13)	NULL
FD258EE_AP_IAFIS_SENDS		SCHEDULER_DT		No	No	DATE	NULL
FD258EE_AP_IAFIS_SENDS		ASC_SITE_CODE		No	No	VARCHAR2(6)	NULL
FD258EE_AP_IAFIS_SENDS		ASC_MACHINE_ID		No	No	VARCHAR2(2)	NULL
FD258EE_AP_IAFIS_SENDS		ASC_USER_ID		No	No	VARCHAR2(8)	NULL
FD258EE_AP_IAFIS_SENDS		LOCAL_ORI_NBR	the identifier of local INS office to be identified and billed by FBI	No	No	VARCHAR2(9)	NULL
FD258EE_AP_IAFIS_SENDS		SC_ORI_NBR		No	No	VARCHAR2(9)	NULL
FD258EE_AP_IAFIS_SENDS		LAST_NAME	the last name of the person	No	No	VARCHAR2(50)	NULL

FD258EE_AP_IAFIS_SENDS		FIRST_NAME	the first name of the person	No	No	VARCHAR2(50)	NULL
FD258EE_AP_IAFIS_SENDS		MIDDLE_NAME	the middle name of the person	No	No	VARCHAR2(50)	NULL
FD258EE_AP_IAFIS_SENDS		SSN_1		No	No	VARCHAR2(9)	NULL
FD258EE_AP_IAFIS_SENDS		SSN_2		No	No	VARCHAR2(9)	NULL
FD258EE_AP_IAFIS_SENDS		SSN_3		No	No	VARCHAR2(9)	NULL
FD258EE_AP_IAFIS_SENDS		Z_NUMBER		No	No	VARCHAR2(10)	NULL
FD258EE_AP_IAFIS_SENDS		IAFIS_TCN		No	No	VARCHAR2(40)	NULL
FD258EE_AP_IAFIS_SENDS		FP_REC_TYPE		No	No	VARCHAR2(6)	NULL
FD258EE_AP_IAFIS_SENDS		SEARCH_REQ_TYPE		No	No	VARCHAR2(1)	NULL
FD258EE_AP_IAFIS_SENDS		RAP_REQ_TYPE		No	No	VARCHAR2(1)	NULL
FD258EE_AP_IAFIS_SENDS		FBI_SENT_DT		No	No	DATE	NOT NULL
FD258EE_AP_IAFIS_SENDS		FBI_NAME		No	No	VARCHAR2(30)	NULL
FD258EE_AP_IAFIS_SENDS		FBI_TCR		No	No	VARCHAR2(40)	NULL
FD258EE_AP_IAFIS_SENDS		STREET_ADDR		No	No	VARCHAR2(34)	NULL
FD258EE_AP_IAFIS_SENDS		CITY		No	No	VARCHAR2(28)	NULL
FD258EE_AP_IAFIS_SENDS		STATE_CODE		No	No	VARCHAR2(2)	NULL
FD258EE_AP_IAFIS_SENDS		ZIP_CODE		No	No	VARCHAR2(9)	NULL
FD258EE_AP_IAFIS_SENDS		AKA_1		No	No	VARCHAR2(30)	NULL
FD258EE_AP_IAFIS_SENDS		AKA_2		No	No	VARCHAR2(30)	NULL
FD258EE_AP_IAFIS_SENDS		AKA_3		No	No	VARCHAR2(30)	NULL
FD258EE_AP_IAFIS_SENDS		AKA_4		No	No	VARCHAR2(30)	NULL
FD258EE_AP_IAFIS_SENDS		AKA_5		No	No	VARCHAR2(30)	NULL
FD258EE_AP_IAFIS_SENDS		CITZ_CODE		No	No	VARCHAR2(2)	NULL
FD258EE_AP_IAFIS_SENDS		CITZ_NBR		No	No	VARCHAR2(12)	NULL
FD258EE_AP_IAFIS_SENDS		FBI_NBR		No	No	VARCHAR2(9)	NULL
FD258EE_AP_IAFIS_SENDS		MIL_NBR		No	No	VARCHAR2(15)	NULL
FD258EE_AP_IAFIS_SENDS		MNU_NBR		No	No	VARCHAR2(15)	NULL
FD258EE_AP_IAFIS_SENDS		DOB_DT_1		No	No	DATE	NULL
FD258EE_AP_IAFIS_SENDS		DOB_DT_2		No	No	DATE	NULL
FD258EE_AP_IAFIS_SENDS		DOB_DT_3		No	No	DATE	NULL
FD258EE_AP_IAFIS_SENDS		GENDER_CODE		No	No	VARCHAR2(1)	NULL
FD258EE_AP_IAFIS_SENDS		RACE_CODE		No	No	VARCHAR2(1)	NULL
FD258EE_AP_IAFIS_SENDS		HEIGHT		No	No	VARCHAR2(3)	NULL
FD258EE_AP_IAFIS_SENDS		WEIGHT		No	No	VARCHAR2(3)	NULL
FD258EE_AP_IAFIS_SENDS		EYE_COLOR_CODE		No	No	VARCHAR2(3)	NULL
FD258EE_AP_IAFIS_SENDS		HAIR_COLOR_CODE		No	No	VARCHAR2(3)	NULL
FD258EE_AP_IAFIS_SENDS		POB_CODE		No	No	VARCHAR2(2)	NULL
FD258EE_AP_REPLY_ERROR		PROCESS_CID		Yes	No	VARCHAR2(13)	NOT NULL
FD258EE_AP_REPLY_ERROR		RECV_DT		Yes	No	DATE	NOT NULL
FD258EE_AP_REPLY_ERROR		ORI		No	No	VARCHAR2(9)	NULL
FD258EE_AP_REPLY_ERROR		ERR_MSG_1		No	No	VARCHAR2(50)	NULL
FD258EE_AP_REPLY_ERROR		ERR_FIELD_1		No	No	VARCHAR2(7)	NULL
FD258EE_AP_REPLY_ERROR		ERR_MSG_2		No	No	VARCHAR2(50)	NULL
FD258EE_AP_REPLY_ERROR		ERR_FIELD_2		No	No	VARCHAR2(7)	NULL
FD258EE_AP_REPLY_ERROR		ERR_MSG_3		No	No	VARCHAR2(50)	NULL
FD258EE_AP_REPLY_ERROR		ERR_FIELD_3		No	No	VARCHAR2(7)	NULL
FD258EE_AP_REPLY_RESULT		PROCESS_CID		Yes	No	VARCHAR2(13)	NOT NULL
FD258EE_AP_REPLY_RESULT		RECV_DT		Yes	No	DATE	NOT NULL
FD258EE_AP_REPLY_RESULT		CIDN_OTHER		No	No	VARCHAR2(22)	NULL
FD258EE_AP_REPLY_RESULT		PROCESS_DT		No	No	DATE	NULL
FD258EE_AP_REPLY_RESULT		FBI_PROCESS_DT		No	No	DATE	NULL

FD258EE_AP_REPLY_RESULT		FBI_NAME		No	No	VARCHAR2(30)	NULL
FD258EE_AP_REPLY_RESULT		SEARCH_RESULT		No	No	VARCHAR2(1)	NULL
FD258EE_AP_REPLY_RESULT		SEARCH_REQ_TYPE		No	No	VARCHAR2(1)	NULL
FD258EE_AP_REPLY_RESULT		FBI_NBR		No	No	VARCHAR2(9)	NULL
FD258EE_AP_REPLY_RESULT		ORI		No	No	VARCHAR2(9)	NULL
FD258EE_AP_REPLY_RESULT		REJECT_DATA		No	No	VARCHAR2(130)	NULL
FD258EE_AP_REPLY_RESULT		OCA		No	No	VARCHAR2(15)	NULL
FD258EE_AP_REPLY_RESULT		MISC_NBR		No	No	VARCHAR2(15)	NULL
FD258EE_AP_REPLY_RESULT		EXT_SYS_ACK_FLAG		No	No	VARCHAR2(1)	NULL
FD258EE_AP_REPLY_RESULT		EXT_SYS_ACK_WORD		No	No	NUMBER(5)	NULL
FD258EE_AP_REPLY_RESULT		IAFIS_TCN		No	No	VARCHAR2(40)	NULL
FD258EE_AP_REPLY_RESULT		IAFIS_TCR		No	No	VARCHAR2(40)	NULL
FD258EE_AP_RESPONSE		PROCESS_CID		Yes	No	VARCHAR2(13)	NOT NULL
FD258EE_AP_RESPONSE		FBI_RECV_DT		No	No	DATE	NULL
FD258EE_AP_RESPONSE		CIDN_ANUM		No	No	VARCHAR2(10)	NULL
FD258EE_AP_RESPONSE		FBI_NAME		No	No	VARCHAR2(30)	NULL
FD258EE_AP_RESPONSE		PROCESS_DT		No	No	DATE	NULL
FD258EE_AP_RESPONSE		SEARCH_RESULT		No	No	VARCHAR2(1)	NULL
FD258EE_AP_RESPONSE		FBI_PROCESS_DT		No	No	DATE	NULL
FD258EE_AP_RESPONSE		REJECT_DATA		No	No	VARCHAR2(130)	NULL
FD258EE_AP_RESPONSE		FBI_NBR		No	No	VARCHAR2(9)	NULL
FD258EE_AP_RESPONSE		SEARCH_REQ_TYPE		No	No	VARCHAR2(1)	NULL
FD258EE_AP_RESPONSE		SC_ORI		No	No	VARCHAR2(9)	NULL
FD258EE_AP_RESPONSE		OCA		No	No	VARCHAR2(15)	NULL
FD258EE_AP_RESPONSE		CIDN_DT_STAMP		No	No	VARCHAR2(12)	NULL
FD258EE_AP_RESPONSE		MISC_NBR		No	No	VARCHAR2(15)	NULL
FD258EE_AP_RESPONSE		MF_SENT_DT		No	No	DATE	NULL
FD258EE_AP_RESPONSE		EXT_SYS		No	No	VARCHAR2(15)	NULL
FD258EE_AP_RESPONSE		C3_ACK_FLAG		No	No	VARCHAR2(1)	NULL
FD258EE_AP_RESPONSE		C4_ACK_FLAG		No	No	VARCHAR2(1)	NULL
FD258EE_AP_RESPONSE		MF_ACK_FLAG		No	No	VARCHAR2(1)	NULL
FD258EE_AP_RESPONSE		TAPE_ACK_FLAG		No	No	VARCHAR2(1)	NULL
FD258EE_AP_RESPONSE		IAFIS_TCN		No	No	VARCHAR2(40)	NULL
FD258EE_AP_RESPONSE		IAFIS_TCR		No	No	VARCHAR2(40)	NULL
FD258EE_AP_RESPONSE		APPLICANT_DOB		No	No	DATE	NULL
FD258EE_AP_RESPONSE		FBI_SENT_DT		No	No	DATE	NULL
FD258EE_AP_RESULT_BATCH		CIDN		No	No	VARCHAR2(10)	NULL
FD258EE_AP_RESULT_BATCH		FBI_NAME		No	No	VARCHAR2(30)	NULL
FD258EE_AP_RESULT_BATCH		SEARCH_RESULT		No	No	VARCHAR2(1)	NULL
FD258EE_AP_RESULT_BATCH		SEARCH_REQ_TYPE		No	No	VARCHAR2(1)	NULL
FD258EE_AP_RESULT_BATCH		FBI_NBR		No	No	VARCHAR2(9)	NULL
FD258EE_AP_RESULT_BATCH		ORI		No	No	VARCHAR2(9)	NULL
FD258EE_AP_RESULT_BATCH		REJECT_DATA		No	No	VARCHAR2(130)	NULL
FD258EE_AP_RESULT_BATCH		OCA		No	No	VARCHAR2(15)	NULL
FD258EE_AP_RESULT_BATCH		MISC_NBR		No	No	VARCHAR2(15)	NULL

FD258EE_AP_RESULT_BATCH		FBI_PROCESS_DT		No	No	VARCHAR2(8)	NULL
FD258EE_AP_RESULT_BATCH		LOAD_DT		No	No	DATE	NULL
FD258EE_AP_RESULT_BATCH		IAFIS_TCN		No	No	VARCHAR2(40)	NULL
FD258EE_AP_RESULT_BATCH		IAFIS_TCR		No	No	VARCHAR2(40)	NULL
FD258EE_AP_RESULT_BATCH		APPLICANT_DOB		No	No	DATE	NULL
FD258EE_AP_RESULT_BATCH		FBI_SENT_DT		No	No	DATE	NULL
FD258EE_AP_RESULT_BATCH		LOC_CODE		No	No	VARCHAR2(3)	NULL
FD258EE_AP_RESULT_BATCH		EXT_ACK_FLAG		No	No	VARCHAR2(1)	NULL
FD258EE_AP_SEND_DATA		PROCESS_CID		No	No	VARCHAR2(13)	NOT NULL
FD258EE_AP_SEND_DATA		CIDN_ANUM		No	No	VARCHAR2(10)	NULL
FD258EE_AP_SEND_DATA		SCHEDULING_ID		No	No	VARCHAR2(13)	NULL
FD258EE_AP_SEND_DATA		CIDN_DT_STAMP		No	No	VARCHAR2(12)	NULL
FD258EE_AP_SEND_DATA		RETURN_CODE		No	No	VARCHAR2(1)	NULL
FD258EE_AP_SEND_DATA		TYPE_DOCUMENT		No	No	VARCHAR2(1)	NULL
FD258EE_AP_SEND_DATA		TYPE_SEARCH_REQ		No	No	VARCHAR2(1)	NULL
FD258EE_AP_SEND_DATA		PROC_ORI_NBR		No	No	VARCHAR2(9)	NULL
FD258EE_AP_SEND_DATA		MNU_NBR		No	No	VARCHAR2(15)	NULL
FD258EE_AP_SEND_DATA		LAST_NAME		No	No	VARCHAR2(50)	NULL
FD258EE_AP_SEND_DATA		FIRST_NAME		No	No	VARCHAR2(50)	NULL
FD258EE_AP_SEND_DATA		MIDDLE_NAME		No	No	VARCHAR2(50)	NULL
FD258EE_AP_SEND_DATA		REASON_FP_FORM		No	No	VARCHAR2(6)	NULL
FD258EE_AP_SEND_DATA		POB_CODE		No	No	VARCHAR2(2)	NULL
FD258EE_AP_SEND_DATA		DOB_DT_1		No	No	DATE	NULL
FD258EE_AP_SEND_DATA		DOB_DT_2		No	No	DATE	NULL
FD258EE_AP_SEND_DATA		DOB_DT_3		No	No	DATE	NULL
FD258EE_AP_SEND_DATA		SSN_1		No	No	VARCHAR2(9)	NULL
FD258EE_AP_SEND_DATA		SSN_2		No	No	VARCHAR2(9)	NULL
FD258EE_AP_SEND_DATA		SSN_3		No	No	VARCHAR2(9)	NULL
FD258EE_AP_SEND_DATA		FBI_NBR		No	No	VARCHAR2(9)	NULL
FD258EE_AP_SEND_DATA		ASC_SITE_CODE		No	No	VARCHAR2(6)	NULL
FD258EE_AP_SEND_DATA		ASC_MACHINE_ID		No	No	VARCHAR2(2)	NULL
FD258EE_AP_SEND_DATA		ASC_USER_ID		No	No	VARCHAR2(8)	NULL
FD258EE_AP_SEND_DATA		AKA_1		No	No	VARCHAR2(30)	NULL
FD258EE_AP_SEND_DATA		AKA_2		No	No	VARCHAR2(30)	NULL
FD258EE_AP_SEND_DATA		AKA_3		No	No	VARCHAR2(30)	NULL
FD258EE_AP_SEND_DATA		AKA_4		No	No	VARCHAR2(30)	NULL
FD258EE_AP_SEND_DATA		AKA_5		No	No	VARCHAR2(30)	NULL
FD258EE_AP_SEND_DATA		HEIGHT		No	No	VARCHAR2(30)	NULL
FD258EE_AP_SEND_DATA		WEIGHT		No	No	NUMBER(5)	NULL
FD258EE_AP_SEND_DATA		EYE_COLOR_CODE		No	No	VARCHAR2(3)	NULL
FD258EE_AP_SEND_DATA		HAIR_COLOR_CODE		No	No	VARCHAR2(3)	NULL
FD258EE_AP_SEND_DATA		LOCAL_ORI_NBR		No	No	VARCHAR2(9)	NULL
FD258EE_AP_SEND_DATA		FBI_SENT_DT		No	No	DATE	NULL
FD258EE_AP_SEND_DATA		FBI_NAME		No	No	VARCHAR2(30)	NULL
FD258EE_AP_SEND_DATA		BUNDLE_ID		No	No	VARCHAR2(13)	NULL
FD258EE_AP_SEND_DATA		BATCH_ID		No	No	VARCHAR2(13)	NULL
FD258EE_AP_SEND_DATA		BATCH_USER_ID		No	No	VARCHAR2(8)	NULL
FD258EE_AP_SEND_DATA		EXT_SYS		No	No	VARCHAR2(15)	NULL
FD258EE_AP_SEND_DATA		EXT_SYS_ID		No	No	VARCHAR2(13)	NULL
FD258EE_AP_SEND_DATA		REGIONAL_ORI_NBR		No	No	VARCHAR2(9)	NULL
FD258EE_AP_SEND_DATA		GENDER_CODE		No	No	VARCHAR2(1)	NULL
FD258EE_AP_SEND_DATA		RACE_CODE		No	No	VARCHAR2(1)	NULL
FD258EE_AP_SEND_DATA		CITZ_CODE		No	No	VARCHAR2(9)	NULL
FD258EE_AP_SEND_DATA		C3_ACK_FLAG		No	No	VARCHAR2(1)	NULL
FD258EE_AP_SEND_DATA		C4_ACK_FLAG		No	No	VARCHAR2(1)	NULL
FD258EE_AP_SEND_DATA		MF_ACK_FLAG		No	No	VARCHAR2(1)	NULL
FD258EE_AP_SEND_DATA		TAPE_ACK_FLAG		No	No	VARCHAR2(1)	NULL
FD258EE_AP_SEND_DATA		IAFIS_TCN		No	No	VARCHAR2(40)	NULL

FD258EE_AP_SEND_DATA		IAFIS_TCR		No	No	VARCHAR2(40)	NULL
FD258EE_ERROR_LOG	contains all errors that occurred in all fd258ee operations	PROCESS_INST_ID		Yes	No	VARCHAR2(13)	NOT NULL
FD258EE_ERROR_LOG	contains all errors that occurred in all fd258ee operations	ERROR_DTIME		Yes	No	DATE	NOT NULL
FD258EE_ERROR_LOG	contains all errors that occurred in all fd258ee operations	ERROR_NBR		Yes	No	NUMBER(5)	NOT NULL
FD258EE_ERROR_LOG	contains all errors that occurred in all fd258ee operations	ERROR_DESC		No	No	VARCHAR2(255)	NULL
FD258EE_ERROR_LOG	contains all errors that occurred in all fd258ee operations	ERROR_SOURCE		No	No	VARCHAR2(120)	NULL
FD258EE_ERROR_LOG	contains all errors that occurred in all fd258ee operations	ACT_INST_ID		No	No	NUMBER(10)	NULL
FD258EE_ERROR_LOG	contains all errors that occurred in all fd258ee operations	ACT_CODE		No	No	VARCHAR2(20)	NULL
FD258EE_ERROR_LOG	contains all errors that occurred in all fd258ee operations	LOC_CODE		No	No	VARCHAR2(3)	NULL
FD258EE_ERROR_LOG	contains all errors that occurred in all fd258ee operations	LOC_SUB_CODE		No	No	VARCHAR2(3)	NULL
FD258EE_IAFIS_ERROR_LOG		ERROR_REC_ID	Unique Sequence Number for this record - Generated on Insert	Yes	No	NUMBER(5)	NOT NULL
FD258EE_IAFIS_ERROR_LOG		ERROR_DTIME	Current date/time when the record is inserted - Generated on Insert	No	No	DATE	NULL
FD258EE_IAFIS_ERROR_LOG		ERROR_CODE	A Type code created within FD-258 EE	No	No	VARCHAR2(4)	NULL
FD258EE_IAFIS_ERROR_LOG		ERROR_STATUS	A Status code created within FD-258 EE (The EFIPS SP Always supplies 'NEW')	No	No	VARCHAR2(3)	NULL
FD258EE_IAFIS_ERROR_LOG		ERROR_DESC	Description of the Error - Supplied from within the FD-258 EE Error Handler or the EFIPS SP	No	No	VARCHAR2(200)	NULL
FD258EE_IAFIS_ERROR_LOG		ERROR_DATA	The defective data element if any.	No	No	VARCHAR2(130)	NULL
FD258EE_IAFIS_ERROR_LOG		ERROR_SOURCE		No	No	VARCHAR2(120)	NULL
FD258EE_IAFIS_ERROR_LOG		TCN	The identifier for the actual card - Usually present - might be missing, Duplicates OK	No	No	VARCHAR2(40)	NULL
FD258EE_LK_CIDN		FBI_CIDN_KEY	the service center's key to their CIDN Control Number record (i.e., FBIEAC for EAC, FBILIN for LIN, FBISRC for SRC, and FBIWAC for WAC	Yes	No	VARCHAR2(6)	NOT NULL
FD258EE_LK_CIDN		FBI_CIDN_PREFIX	a unique identifier for the CIDN, which identifies the office processing the FD-258 to the FBI (i.e., C for California, N for Nebraska, T for Texas, and V for Vermont)	No	No	VARCHAR2(1)	NULL
FD258EE_LK_CIDN		FBI_CIDN_PROC_DAY_QTY	the sequential processing day in hexadecimal (e.g., day 15 would be "00F"	No	No	NUMBER(5)	NULL
FD258EE_LK_CIDN		FBI_CIDN_SEQ_NBR	the sequential number within the processing day	No	No	NUMBER(5)	NULL
FD258EE_LK_CIDN		FBI_CIDN_LAST_DT	the last date that CIDNs were generated	No	No	DATE	NULL
FD258EE_LK_CIDN		FBI_SER	the service center's ORI number	No	No	VARCHAR2(3)	NULL
FD258EE_LK_EXT_SYS		EXT_SYS		Yes	No	VARCHAR2(15)	NOT NULL
FD258EE_LK_EXT_SYS		FORM_NBR		No	No	VARCHAR2(6)	NULL
FD258EE_LK_EXT_SYS		EXT_SYS_DESC		No	No	VARCHAR2(50)	NULL
FD258EE_LK_EXT_SYS		EXT_SYS_ID_IND		No	No	VARCHAR2(1)	NULL
FD258EE_LK_EYE_COLOR		FBI_EYE_COLOR_CODE		Yes	No	VARCHAR2(30)	NOT NULL
FD258EE_LK_EYE_COLOR		FBI_EYE_COLOR_DESC		No	No	VARCHAR2(30)	NULL
FD258EE_LK_HAIR_COLOR		FBI_HAIR_COLOR_CODE		Yes	No	VARCHAR2(3)	NOT NULL
FD258EE_LK_HAIR_COLOR		FBI_HAIR_COLOR_DESC		No	No	VARCHAR2(30)	NULL
FD258EE_LK_MISC		FBI_MISC_NBR		Yes	No	VARCHAR2(15)	NOT NULL
FD258EE_LK_MISC		FBI_MISC_DESC		No	No	VARCHAR2(80)	NULL
FD258EE_LK_RACE		FBI_RACE_CODE		Yes	No	VARCHAR2(1)	NOT NULL
FD258EE_LK_RACE		FBI_RACE_DESC		No	No	VARCHAR2(80)	NULL
FD258EE_LK_SEX		FBI_SEX_CODE		Yes	No	VARCHAR2(1)	NOT NULL
FD258EE_LK_SEX		FBI_SEX_DESC		No	No	VARCHAR2(30)	NULL
FD258EE_LK_VALID_FORM		FBI_FORM_NBR		Yes	No	VARCHAR2(6)	NOT NULL
FD258EE_LK_VALID_FORM		FBI_FORM_DESC		No	No	VARCHAR2(80)	NULL
IBS_AP_ABSENT_US_HISTORY	contains history of applicant's travel to and from the United States	APP_ID	the system-generated number used to track receipted cases (i.e., [redacted]	Yes	Yes	VARCHAR2(13)	NOT NULL
IBS_AP_ABSENT_US_HISTORY	contains history of applicant's travel to and from the United States	SEQ_NBR	the sequence number to identify the specific occurrence	Yes	No	NUMBER(5)	NOT NULL

(b)(6)

IBS_AP_ABSENT_US_HISTORY	contains history of applicant's travel to and from the United States	FROMUS_DEPARTED_DT	the date the person departed the United States	No	No	DATE	NULL
IBS_AP_ABSENT_US_HISTORY	contains history of applicant's travel to and from the United States	TOUS_RETURN_DT	the date the applicant returned to the United States	No	No	DATE	NULL
IBS_AP_ABSENT_US_HISTORY	contains history of applicant's travel to and from the United States	ABSENT_REASON_DESC	the reason for the absence from the United States	No	No	VARCHAR2(50)	NULL
IBS_AP_ABSENT_US_HISTORY	contains history of applicant's travel to and from the United States	DESTINATION_CNTRY_CODE	the code of the destination country	No	No	VARCHAR2(5)	NULL
IBS_AP_ABSENT_US_HISTORY	contains history of applicant's travel to and from the United States	ABSENT_6_MONTH_FLAG	Yes (Y) No (N) flag that denotes whether the person departed the United States for 6 months or more	No	No	VARCHAR2(1)	NULL
IBS_AP_ABSENT_US_HISTORY	contains history of applicant's travel to and from the United States	FROMUS_POE_DEPARTED_CODE	the United-States departure port-of-entry (POE) code	No	No	VARCHAR2(3)	NULL
IBS_AP_ABSENT_US_HISTORY	contains history of applicant's travel to and from the United States	ABSENT_DETAILS	the details of the absence from the United States	No	No	VARCHAR2(50)	NULL
IBS_AP_ADDRESS	contains applicant's mailing and/or residential address	APP_ID	the system-generated number used to track receipted cases (i.e., [redacted]	Yes	Yes	VARCHAR2(13)	NOT NULL
IBS_AP_ADDRESS	contains applicant's mailing and/or residential address	ADDR_TYPE_IND	the indicator that denotes the applicant's (M)ailing or (R)esidential address	Yes	No	VARCHAR2(2)	NOT NULL
IBS_AP_ADDRESS	contains applicant's mailing and/or residential address	SEQ_NBR	the sequence number to identify the specific occurrence	Yes	No	NUMBER(5)	NOT NULL
IBS_AP_ADDRESS	contains applicant's mailing and/or residential address	START_DT	the start date	No	No	DATE	NULL
IBS_AP_ADDRESS	contains applicant's mailing and/or residential address	END_DT	the end date	No	No	DATE	NULL
IBS_AP_ADDRESS	contains applicant's mailing and/or residential address	INCAREOF	the name of the principal person at the address	No	No	VARCHAR2(34)	NULL
IBS_AP_ADDRESS	contains applicant's mailing and/or residential address	BLDG_RM	the room number within the building at the address	No	No	VARCHAR2(34)	NULL
IBS_AP_ADDRESS	contains applicant's mailing and/or residential address	STREET_NBR	the street number	No	No	VARCHAR2(10)	NULL
IBS_AP_ADDRESS	contains applicant's mailing and/or residential address	STREET_NAME	the street name	No	No	VARCHAR2(34)	NULL
IBS_AP_ADDRESS	contains applicant's mailing and/or residential address	CITY	the name of the city that is located in the United States or abroad	No	No	VARCHAR2(28)	NULL
IBS_AP_ADDRESS	contains applicant's mailing and/or residential address	STATE_CODE	the code that denotes the state within the United States or territory	No	No	VARCHAR2(2)	NULL
IBS_AP_ADDRESS	contains applicant's mailing and/or residential address	ZIP_CODE	the postal-service code that denotes the mailing-address within the geographical area of the city or county	No	No	VARCHAR2(9)	NULL
IBS_AP_ADDRESS	contains applicant's mailing and/or residential address	COUNTY_NAME	the name of the county within a state within the United States	No	No	VARCHAR2(25)	NULL
IBS_AP_ADDRESS	contains applicant's mailing and/or residential address	PROVINCE	the geographical location in the foreign country	No	No	VARCHAR2(20)	NULL
IBS_AP_ADDRESS	contains applicant's mailing and/or residential address	POSTAL_CODE	the code that directs mail delivery to the desired geographical area in the foreign country	No	No	VARCHAR2(9)	NULL
IBS_AP_ADDRESS	contains applicant's mailing and/or residential address	CNTRY_CODE	the standard code that denotes the country	No	No	VARCHAR2(5)	NULL
IBS_AP_ADDRESS	contains applicant's mailing and/or residential address	USER_ID		No	No	VARCHAR2(8)	NULL
IBS_AP_ADDRESS	contains applicant's mailing and/or residential address	UPDATED_DATETIME		No	No	DATE	NULL
IBS_AP_ADDRESS_TEMP		APP_ID		Yes	No	VARCHAR2(13)	NOT NULL
IBS_AP_ADDRESS_TEMP		ADDR_TYPE_IND		No	No	VARCHAR2(2)	NOT NULL
IBS_AP_ADDRESS_TEMP		SEQ_NBR		No	No	NUMBER(5)	NOT NULL
IBS_AP_ADDRESS_TEMP		START_DT		No	No	DATE	NULL
IBS_AP_ADDRESS_TEMP		END_DT		No	No	DATE	NULL
IBS_AP_ADDRESS_TEMP		INCAREOF		No	No	VARCHAR2(34)	NULL
IBS_AP_ADDRESS_TEMP		BLDG_RM		No	No	VARCHAR2(34)	NULL
IBS_AP_ADDRESS_TEMP		STREET_NBR		No	No	VARCHAR2(10)	NULL
IBS_AP_ADDRESS_TEMP		STREET_NAME		No	No	VARCHAR2(34)	NULL
IBS_AP_ADDRESS_TEMP		CITY		No	No	VARCHAR2(28)	NULL
IBS_AP_ADDRESS_TEMP		STATE_CODE		No	No	VARCHAR2(2)	NULL
IBS_AP_ADDRESS_TEMP		ZIP_CODE		No	No	VARCHAR2(9)	NULL
IBS_AP_ADDRESS_TEMP		COUNTY_NAME		No	No	VARCHAR2(25)	NULL
IBS_AP_ADDRESS_TEMP		PROVINCE		No	No	VARCHAR2(20)	NULL

(b)(6)

IBS_AP_ADDRESS_TEMP		POSTAL_CODE		No	No	VARCHAR2(9)	NULL
IBS_AP_ADDRESS_TEMP		CNTRY_CODE		No	No	VARCHAR2(5)	NULL
IBS_AP_ADDRESS_TEMP		USER_ID		No	No	VARCHAR2(8)	NULL
IBS_AP_ADDRESS_TEMP		UPDATED_DATETIME		No	No	DATE	NULL
IBS_AP_ADDRESS_TEMP		NEW_COUNTY_NAME		No	No	VARCHAR2(25)	NULL
IBS_AP_ADDRESS_TEMP		NEW_USER_ID		No	No	VARCHAR2(8)	NULL
IBS_AP_ADDRESS_TEMP		NEW_UPDATE_DATETIME		No	No	DATE	NULL
IBS_AP_ADJ_RSLT	contains results of the adjudication process	APP_ID	the system-generated number used to track receipted cases (i.e., [redacted]	Yes	No	VARCHAR2(13)	NOT NULL
IBS_AP_ADJ_RSLT	contains results of the adjudication process	USER_ID	the user-identification code	Yes	No	VARCHAR2(8)	NOT NULL
IBS_AP_ADJ_RSLT	contains results of the adjudication process	ACT_INST_ID	the identification for the activity instance, created by sequence number generator	Yes	No	NUMBER(10)	NOT NULL
IBS_AP_ADJ_RSLT	contains results of the adjudication process	END_COND_CODE	the end condition code that denotes a logical expression which is evaluated by a workflow engine to decide what other activities will be created/started after completing one activity	No	No	VARCHAR2(16)	NULL
IBS_AP_ADJ_RSLT	contains results of the adjudication process	ADJ_RSLT_REASON	the number that represents the reason for the result	No	No	NUMBER(10)	NULL
IBS_AP_ADJ_RSLT	contains results of the adjudication process	ADJ_RSLT_NOTES	the adjudicator's notes for the application	No	No	VARCHAR2(255)	NULL
IBS_AP_ADJ_RSLT	contains results of the adjudication process	BENE_SEQ_NBR	the system-generated number that denotes the specific instance of the multi-beneficiary, i.e., 1, 2, 3, 4 ...	No	No	NUMBER(5)	NULL
IBS_AP_ADJ_RSLT	contains results of the adjudication process	INTERPRETER_NAME	the name of the interpreter presented with the applicant(s) in front of the adjudicator	No	No	VARCHAR2(50)	NULL
IBS_AP_ADJ_RSLT	contains results of the adjudication process	LANGUAGE	the language is used for interpreting	No	No	VARCHAR2(10)	NULL
IBS_AP_ADJ_RSLT	contains results of the adjudication process	REP_WAIVER_FLAG	Yes (Y) No (N) flag that indicates whether the representative has been waived	No	No	VARCHAR2(1)	NULL
IBS_AP_ADJ_RSLT	contains results of the adjudication process	REP_PRESENT_FLAG	Yes (Y) No (N) flag that indicates whether the representative has been presented	No	No	VARCHAR2(1)	NULL
IBS_AP_ADJ_RSLT	contains results of the adjudication process	GOV_AGENT_REVIEWER	the government agent reviewer	No	No	VARCHAR2(10)	NULL
IBS_AP_ADJ_RSLT	contains results of the adjudication process	ADJ_USER_ID	the adjudicator's user-identification code	No	No	VARCHAR2(8)	NULL
IBS_AP_ADJ_RSLT	contains results of the adjudication process	RSLT_DTIME	the date and time on which the adjudicator decided the case	No	No	DATE	NULL
IBS_AP_ADJ_RSLT	contains results of the adjudication process	NOTICE_TYPE_CODE	the code that denotes the type of notice to be printed in batch, i.e., receipt of application, or notification for performance of the INS service (i.e., REC - Receipt, DEN - Denial)	No	No	VARCHAR2(3)	NULL
IBS_AP_ADJ_RSLT	contains results of the adjudication process	NOTICE_CODE	the code that represents the subsidiary level of the action for the notice	No	No	VARCHAR2(5)	NULL
IBS_AP_ADJ_RSLT	contains results of the adjudication process	NOTICE_ID	the unique number assigned to identify this notice	No	No	NUMBER(10)	NULL
IBS_AP_ADJ_RSLT	contains results of the adjudication process	MENU_ITEM_ID	the identification of the menu item	No	No	VARCHAR2(5)	NULL
IBS_AP_ADJ_RSLT	contains results of the adjudication process	CREATED_DTIME		No	No	DATE	NULL
IBS_AP_ADJ_RSLT	contains results of the adjudication process	REVERIFIER_USER_ID		No	No	VARCHAR2(8)	NULL
IBS_AP_ADJ_RSLT	contains results of the adjudication process	REVERIFIER_RSLT_DTIME		No	No	DATE	NULL
IBS_AP_ADJ_RSLT	contains results of the adjudication process	SUPERVISOR_REVIEWER_USER_ID		No	No	VARCHAR2(8)	NULL
IBS_AP_ADJ_RSLT	contains results of the adjudication process	SUPERVISOR_REVIEWER_RSLT_DTIME		No	No	DATE	NULL
IBS_AP_ALIAS	contains all aliases of an individual	APP_ID	the system-generated number used to track receipted cases (i.e., [redacted]	Yes	Yes	VARCHAR2(13)	NOT NULL
IBS_AP_ALIAS	contains all aliases of an individual	SEQ_NBR	the sequence number to identify the specific occurrence	Yes	No	NUMBER(5)	NOT NULL
IBS_AP_ALIAS	contains all aliases of an individual	ALIAS_LEARNED_DT	the date the Immigration and Naturalization Service (INS) learned the person's alias	No	No	DATE	NULL
IBS_AP_ALIAS	contains all aliases of an individual	ALIAS_LAST_NAME	the last-name alias assumed by the person	No	No	VARCHAR2(30)	NULL
IBS_AP_ALIAS	contains all aliases of an individual	ALIAS_FIRST_NAME	the first-name alias assumed by the person	No	No	VARCHAR2(18)	NULL
IBS_AP_ALIAS	contains all aliases of an individual	ALIAS_MIDDLE_NAME	the middle-name alias assumed by the person	No	No	VARCHAR2(18)	NULL
IBS_AP_ALIAS	contains all aliases of an individual	ALIAS_SUFFIX_CODE	the suffix-name alias assumed by the person	No	No	VARCHAR2(3)	NULL
IBS_AP_ALIAS	contains all aliases of an individual	ALIAS_TYPE_CODE	the code that denotes the specific alias type, ONU = Other Name Used, FBI = FBI Alias, NCP = Name Change Petition	No	No	VARCHAR2(3)	NULL
IBS_AP_APPLICANT	contains applicant's personal data	APP_ID	the system-generated number used to track receipted cases (i.e., [redacted]	Yes	Yes	VARCHAR2(13)	NOT NULL

(b)(6)

(b)(6)

(b)(6)

IBS_AP_APPLICANT	contains applicant's personal data	PER_ID	the system-generated number used to track each individual seeking an INS benefit	No	No	NUMBER(10)	NULL
IBS_AP_APPLICANT	contains applicant's personal data	ALIEN_NBR	the identification number that is assigned to the alien at the time of entry into the United States	No	No	VARCHAR2(10)	NULL
IBS_AP_APPLICANT	contains applicant's personal data	LAST_NAME	the last name of the person	No	No	VARCHAR2(30)	NULL
IBS_AP_APPLICANT	contains applicant's personal data	FIRST_NAME	the first name of the person	No	No	VARCHAR2(18)	NULL
IBS_AP_APPLICANT	contains applicant's personal data	MIDDLE_NAME	the middle name of the person	No	No	VARCHAR2(18)	NULL
IBS_AP_APPLICANT	contains applicant's personal data	SUFFIX_CODE	the name-suffix code of the person (i.e., Sr., Jr., II, III, or IV)	No	No	VARCHAR2(3)	NULL
IBS_AP_APPLICANT	contains applicant's personal data	SOUNDEX	the soundex code assigned to the person's last name for the soundex search	No	No	VARCHAR2(4)	NULL
IBS_AP_APPLICANT	contains applicant's personal data	DOB_DT	the person's birth date as shown on the Form I551 Green Card (the card is actually blue in color)	No	No	DATE	NULL
IBS_AP_APPLICANT	contains applicant's personal data	COB_CODE	the code that denotes the person's country of birth	No	No	VARCHAR2(5)	NULL
IBS_AP_APPLICANT	contains applicant's personal data	BIRTH_STATE_CODE	the code that denotes the person's birth state within the United States or territory	No	No	VARCHAR2(2)	NULL
IBS_AP_APPLICANT	contains applicant's personal data	BIRTH_CITY	the city where the person was born	No	No	VARCHAR2(20)	NULL
IBS_AP_APPLICANT	contains applicant's personal data	BIRTH_PROVINCE	the province where the person was born	No	No	VARCHAR2(20)	NULL
IBS_AP_APPLICANT	contains applicant's personal data	CITIZENSHIP_CNTRY_CODE	the code that denotes the person's country of citizenship	No	No	VARCHAR2(5)	NULL
IBS_AP_APPLICANT	contains applicant's personal data	CITIZENSHIP_BASIS_IND	the code that denotes the person's citizenship based on, such as Birth = B; Derived = D; Marriage = M; Natz = N; Unknown = U; Birth Abroad = A	No	No	VARCHAR2(1)	NULL
IBS_AP_APPLICANT	contains applicant's personal data	GENDER_CODE	the code that denotes the person's sex	No	No	VARCHAR2(1)	NULL
IBS_AP_APPLICANT	contains applicant's personal data	MARITAL_STATUS_CODE	the code that denotes the person's marital status	No	No	VARCHAR2(1)	NULL
IBS_AP_APPLICANT	contains applicant's personal data	ED_CODE	the INS-Regulation code that denotes the person's educational level	No	No	VARCHAR2(3)	NULL
IBS_AP_APPLICANT	contains applicant's personal data	OCC_CODE	the INS-Regulation code that denotes the occupation of the person	No	No	VARCHAR2(3)	NULL
IBS_AP_APPLICANT	contains applicant's personal data	HEIGHT_FEET	the height of the person expressed in feet	No	No	NUMBER(5)	NULL
IBS_AP_APPLICANT	contains applicant's personal data	HEIGHT_INCHES	the height of the person expressed in inches	No	No	NUMBER(5)	NULL
IBS_AP_APPLICANT	contains applicant's personal data	WEIGHT_POUNDS	the weight of the person expressed in pounds	No	No	NUMBER(5)	NULL
IBS_AP_APPLICANT	contains applicant's personal data	ORIGINAL_ADM_STATUS_CODE	the original legal-immigration status conferred upon the alien by the United States (U.S.) Immigration Laws at the time of entry into the U.S., i.e., visitor, temporary worker ...	No	No	VARCHAR2(3)	NULL
IBS_AP_APPLICANT	contains applicant's personal data	CURRENT_STATUS_CODE	the current legal-immigration status conferred upon the person by the U.S. immigration laws, i.e., permanent resident ...	No	No	VARCHAR2(3)	NULL
IBS_AP_APPLICANT	contains applicant's personal data	CURRENT_STATUS_EXP_DT	the expiration date of the alien's current legal-immigration status	No	No	DATE	NULL
IBS_AP_APPLICANT	contains applicant's personal data	EAD_ELIGIBILITY_CODE	the immigration-class code that denotes the employment-eligibility category into which the individual has been classified; i.e., A03 (refugee), A04 (parolee ...	No	No	VARCHAR2(4)	NULL
IBS_AP_APPLICANT	contains applicant's personal data	LAST_ARRIVAL_POE_CODE	the code that denotes the person's (alien or U.S. citizen) last U.S. port-of-entry (POE)	No	No	VARCHAR2(3)	NULL
IBS_AP_APPLICANT	contains applicant's personal data	LAST_ARRIVAL_DT	the most recent arrival date of the person (alien or U.S. citizen) at the United States port-of-entry, i.e., 12/25/1996	No	No	DATE	NULL
IBS_AP_APPLICANT	contains applicant's personal data	SSN	the identification number used by the U.S. government to identify tax-paying individuals who are engaged in legal employment in the U.S.	No	No	VARCHAR2(9)	NULL
IBS_AP_APPLICANT	contains applicant's personal data	FIRM_NAME	the name of the business organization	No	No	VARCHAR2(34)	NULL
IBS_AP_APPLICANT	contains applicant's personal data	TAX_ID	the tax-identification number used by the United States government to identify the commercial organization	No	No	VARCHAR2(10)	NULL
IBS_AP_APPLICANT	contains applicant's personal data	NATZ_CERT_NBR	the identification number that appears on the person's certificate-of-citizenship	No	No	VARCHAR2(12)	NULL
IBS_AP_APPLICANT	contains applicant's personal data	I94_NBR	the admission number assigned to the person upon entry into the United States (U.S.) or territory	No	No	VARCHAR2(11)	NULL
IBS_AP_APPLICANT	contains applicant's personal data	PHONE_NBR	the contact telephone number	No	No	VARCHAR2(10)	NULL
IBS_AP_APPLICANT	contains applicant's personal data	VISA_ISSUE_DT	the date on which the visa was issued to the person	No	No	DATE	NULL

IBS_AP_APPLICANT	contains applicant's personal data	TOTAL_MARRIAGE_NBR	the total number of marriage	No	No	NUMBER(5)	NULL
IBS_AP_APPLICANT	contains applicant's personal data	TOTAL_CHILDREN_NBR	the total number of children	No	No	NUMBER(5)	NULL
IBS_AP_APPLICANT	contains applicant's personal data	PARENT_CITIZ_NBR	the number of parent who have US citizenship	No	No	NUMBER(5)	NULL
IBS_AP_APPLICANT	contains applicant's personal data	LAST_NAME_ON_ARC	the last name on the Alien Registration Card	No	No	VARCHAR2(30)	NULL
IBS_AP_APPLICANT	contains applicant's personal data	FIRST_NAME_ON_ARC	the first name on the Alien Registration Card	No	No	VARCHAR2(18)	NULL
IBS_AP_APPLICANT	contains applicant's personal data	MIDDLE_NAME_ON_ARC	the middle name on the Alien Registration Card	No	No	VARCHAR2(18)	NULL
IBS_AP_APPLICANT	contains applicant's personal data	LOC_BEGIN_LPR	the office where the person start the lawful permanent resident processing	No	No	VARCHAR2(3)	NULL
IBS_AP_APPLICANT	contains applicant's personal data	PERMRES_DT	the date the INS classified the person as a permanent resident of the United States	No	No	DATE	NULL
IBS_AP_APPLICANT	contains applicant's personal data	EYE_COLOR_CODE	Eye color code identifier	No	Yes	CHAR(3)	NULL
IBS_AP_APPLICANT	contains applicant's personal data	HAIR_COLOR_CODE	Hair color code identifier	No	Yes	CHAR(3)	NULL
IBS_AP_APPLICANT	contains applicant's personal data	RACE_CODE	Race code identifier	No	Yes	CHAR(1)	NULL
IBS_AP_APPLICANT	contains applicant's personal data	PHONE_NBR_EVE		No	No	VARCHAR2(10)	NULL
IBS_AP_APPLICANT	contains applicant's personal data	EMAIL_ADDR		No	No	VARCHAR2(100)	NULL
IBS_AP_APPLICANT	contains applicant's personal data	TOTAL_SPOUSE_MARRIAGE_NBR		No	No	NUMBER(5)	NULL
IBS_AP_APPLICANT	contains applicant's personal data	MARITAL_STATUS_EXPL		No	No	VARCHAR2(255)	NULL
IBS_AP_APPLICATION	contains application-data by form type for the applicant	APP_ID	the system-generated number used to track receipted cases (i.e., [redacted]	Yes	No	VARCHAR2(13)	NOT NULL
IBS_AP_APPLICATION	contains application-data by form type for the applicant	FORM_NBR	the number that denotes the Immigration and Naturalization Service's form; i.e., I765, I551...	No	Yes	VARCHAR2(6)	NULL
IBS_AP_APPLICATION	contains application-data by form type for the applicant	MR_RECV_DTIME	the date and time the applicant's mail was received in the mailroom	No	No	DATE	NULL
IBS_AP_APPLICATION	contains application-data by form type for the applicant	PART21_CODE	the code that denotes the selection of part-2-option-1 on the form represented by this record's form number	No	No	VARCHAR2(10)	NULL
IBS_AP_APPLICATION	contains application-data by form type for the applicant	PART22_CODE	the code that denotes the selection of part-2-option-2 on the form represented by this record's form number	No	Yes	VARCHAR2(1)	NULL
IBS_AP_APPLICATION	contains application-data by form type for the applicant	PART2MULTI_WORD	the location on the form or screen where answers to the questions may be indicated by using multiple check-marks	No	No	NUMBER(10)	NULL
IBS_AP_APPLICATION	contains application-data by form type for the applicant	REQ_EXAM_LOC_CODE	the code that denotes the applicant's requested examination location	No	Yes	VARCHAR2(3)	NULL
IBS_AP_APPLICATION	contains application-data by form type for the applicant	REQ_EXAM_LOC_SUB_CODE	the code that denotes the applicant's requested examination sub-location	No	Yes	VARCHAR2(3)	NULL
IBS_AP_APPLICATION	contains application-data by form type for the applicant	REQ_SRVC_TYPE_CODE	the code that denotes whether the requested oath ceremony will be administrative or court held, i.e. J = Judicial, A = Administrative, B = Both	No	Yes	VARCHAR2(10)	NULL
IBS_AP_APPLICATION	contains application-data by form type for the applicant	REQ_OC_LOC_CODE	the code that denotes the applicant's requested oath ceremony location	No	Yes	VARCHAR2(3)	NULL
IBS_AP_APPLICATION	contains application-data by form type for the applicant	REQ_OC_LOC_SUB_CODE	the code that denotes the applicant's requested oath ceremony sub-location	No	Yes	VARCHAR2(3)	NULL
IBS_AP_APPLICATION	contains application-data by form type for the applicant	PAYMENT_ID	the system-generated number used to track the fee charged for performance of the INS service	No	Yes	VARCHAR2(13)	NULL
IBS_AP_APPLICATION	contains application-data by form type for the applicant	FEE_CHARGED	the amount of fee which this application suppose to pay	No	No	NUMBER(10)	NULL
IBS_AP_APPLICATION	contains application-data by form type for the applicant	FEE_INCLUDED_FLAG	Yes (Y) No (N) flag that indicates whether the application fee has been included	No	No	VARCHAR2(1)	NULL
IBS_AP_APPLICATION	contains application-data by form type for the applicant	FEE_WAIVED_FLAG	Yes (Y) No (N) flag that indicates whether the application fee has been waived	No	No	VARCHAR2(1)	NULL
IBS_AP_APPLICATION	contains application-data by form type for the applicant	FEE_RECV_ELSEWHERE_FLAG	Yes (Y) No (N) flag that indicates whether the application fee has been received in other office	No	No	VARCHAR2(1)	NULL
IBS_AP_APPLICATION	contains application-data by form type for the applicant	FEE_RECV_LOC_CODE	the code that denotes the location of the INS office where received application fee	No	Yes	VARCHAR2(3)	NULL
IBS_AP_APPLICATION	contains application-data by form type for the applicant	FEE_RECV_LOC_SUB_CODE	the code that denotes the sub-location of the INS office where received application fee	No	Yes	VARCHAR2(3)	NULL
IBS_AP_APPLICATION	contains application-data by form type for the applicant	VALID_FROM_DT	the beginning date of the approved benefit	No	No	DATE	NULL
IBS_AP_APPLICATION	contains application-data by form type for the applicant	VALID_TO_DT	the ending date of the approved benefit	No	No	DATE	NULL
IBS_AP_APPLICATION	contains application-data by form type for the applicant	APPEALED_CODE	the code that denotes the kind of appeal filed	No	No	VARCHAR2(6)	NULL
IBS_AP_APPLICATION	contains application-data by form type for the applicant	APPEALED_DT	the date the case was appealed	No	No	DATE	NULL
IBS_AP_APPLICATION	contains application-data by form type for the applicant	ASSOCIATED_APP_ID	the application identifier (APP_ID) that is asssociated with an existing case	No	No	VARCHAR2(13)	NULL

(b)(6)

IBS_AP_APPLICATION	contains application-data by form type for the applicant	REP_ID	the system generated identification number that is assigned to the representative	No	Yes	NUMBER(10)	NULL
IBS_AP_APPLICATION	contains application-data by form type for the applicant	CONSULATE_CODE	the code that identifies the United States consulate office	No	Yes	VARCHAR2(20)	NULL
IBS_AP_APPLICATION	contains application-data by form type for the applicant	APP_STATUS_CODE	the code that denotes whether the case has been granted, denied, held, voided, or rejected	No	No	VARCHAR2(5)	NULL
IBS_AP_APPLICATION	contains application-data by form type for the applicant	SRVC_TYPE_CODE	the code that denotes the service type	No	Yes	VARCHAR2(10)	NULL
IBS_AP_APPLICATION	contains application-data by form type for the applicant	APPLICANT_SIGNED_DT	the date that the application was signed by applicant	No	No	DATE	NULL
IBS_AP_APPLICATION	contains application-data by form type for the applicant	APP_SIGNED_FLAG	Yes (Y) No (N) flag that denotes whether the application has been signed by the applicant	No	No	VARCHAR2(1)	NULL
IBS_AP_APPLICATION	contains application-data by form type for the applicant	CIS_MATCH_FLAG	Yes (Y) No (N) flag that denotes whether the application match the A-Nbr, Name, DOB with CIS system	No	No	VARCHAR2(1)	NULL
IBS_AP_APPLICATION	contains application-data by form type for the applicant	NAMED_BENES_QTY	the quantity of all named beneficiaries	No	No	NUMBER(5)	NULL
IBS_AP_APPLICATION	contains application-data by form type for the applicant	UNNAMED_BENES_QTY	the quantity of all unnamed beneficiaries	No	No	NUMBER(5)	NULL
IBS_AP_APPLICATION	contains application-data by form type for the applicant	OWNER_LOC_CODE	the location code that denotes the INS office that owns the case	No	Yes	VARCHAR2(3)	NULL
IBS_AP_APPLICATION	contains application-data by form type for the applicant	OWNER_LOC_SUB_CODE	the sub-location code that denotes the INS office that owns the case	No	Yes	VARCHAR2(3)	NULL
IBS_AP_APPLICATION	contains application-data by form type for the applicant	LAST_INTV_DT	the last interview date	No	No	DATE	NULL
IBS_AP_APPLICATION	contains application-data by form type for the applicant	REQ_RESCH_NO_SOONER_THAN_DT	the latest date for rescheduling interview	No	No	DATE	NULL
IBS_AP_APPLICATION	contains application-data by form type for the applicant	RE_SCH_DELAY_TIME	the elapsed number of days between the initial and rescheduled interview	No	No	DATE	NULL
IBS_AP_APPLICATION	contains application-data by form type for the applicant	SCH_STATUS_CODE	the code that denotes the scheduling status, i.e. ready to be scheduled, scheduled, ...	No	No	VARCHAR2(5)	NULL
IBS_AP_APPLICATION	contains application-data by form type for the applicant	ABSENT_US_SINCE_PR_FLAG	Yes (Y) No (N) indicator that denotes whether the applicant has been absent US since he had LPR status	No	No	VARCHAR2(1)	NULL
IBS_AP_APPLICATION	contains application-data by form type for the applicant	EXPEDITED_PRIORITY_NBR	the number that denotes the level of priority assigned to this application	No	No	NUMBER(5)	NULL
IBS_AP_APPLICATION	contains application-data by form type for the applicant	APP_SECT_OF_LAW_CODE	the code that denotes the section-of-law that authorizes the INS benefit; i.e., EAD's processing authorization, 8 CFR 274a.13 (classes of aliens authorized to accept employment) in the United States	No	No	VARCHAR2(20)	NULL
IBS_AP_APPLICATION	contains application-data by form type for the applicant	READ_WRITE_ENGLISH_FLAG	Yes (Y) No (N) indicator that denotes that the applicant claim that whether he is able to read, speak and write English	No	No	VARCHAR2(1)	NULL
IBS_AP_APPLICATION	contains application-data by form type for the applicant	SIGNED_BY_REP_DT	the date that the application was signed by representative	No	No	DATE	NULL
IBS_AP_APPLICATION	contains application-data by form type for the applicant	SIGNED_BY_REP_FLAG	Yes (Y) No (N) indicator that denotes whether the application was signed by representative	No	No	VARCHAR2(1)	NULL
IBS_AP_APPLICATION	contains application-data by form type for the applicant	NATZ_DT	the date that the applicant naturalized	No	No	DATE	NULL
IBS_AP_APPLICATION	contains application-data by form type for the applicant	EXT_SYS_REC_ID	For cases received from an external system there Unique ID in that system	No	No	VARCHAR2(30)	NULL
IBS_AP_APPLICATION	contains application-data by form type for the applicant	PRIMARY_REF_NBR		No	No	VARCHAR2(13)	NULL
IBS_AP_APPLICATION	contains application-data by form type for the applicant	CBO_LOC_CODE		No	Yes	VARCHAR2(3)	NULL
IBS_AP_APPLICATION	contains application-data by form type for the applicant	CBO_CODE		No	Yes	VARCHAR2(5)	NULL
IBS_AP_APPLICATION	contains application-data by form type for the applicant	FORM_VERSION		No	No	CHAR(1)	NULL
IBS_AP_APPLICATION	contains application-data by form type for the applicant	LEGAL_NAME_CHANGE_FLAG		No	No	CHAR(1)	NULL
IBS_AP_APPLICATION	contains application-data by form type for the applicant	PROPOSED_LEGAL_LAST_NAME		No	No	VARCHAR2(30)	NULL
IBS_AP_APPLICATION	contains application-data by form type for the applicant	PROPOSED_LEGAL_FIRST_NAME		No	No	VARCHAR2(18)	NULL
IBS_AP_APPLICATION	contains application-data by form type for the applicant	PROPOSED_LEGAL_MIDDLE_NAME		No	No	VARCHAR2(18)	NULL

IBS_AP_APPLICATION	contains application-data by form type for the applicant	FORM_N648_ATTACHED_FLAG		No	No	CHAR(1)	NULL
IBS_AP_APPLICATION	contains application-data by form type for the applicant	DISABILITY_FLAG		No	No	CHAR(1)	NULL
IBS_AP_APPLICATION	contains application-data by form type for the applicant	HEARING_IMPAIRED_FLAG		No	No	CHAR(1)	NULL
IBS_AP_APPLICATION	contains application-data by form type for the applicant	SIGN_LANGUAGE_TYPE		No	No	VARCHAR2(256)	NULL
IBS_AP_APPLICATION	contains application-data by form type for the applicant	WHEEL_CHAIR_FLAG		No	No	CHAR(1)	NULL
IBS_AP_APPLICATION	contains application-data by form type for the applicant	VISION_IMPAIRED_FLAG		No	No	CHAR(1)	NULL
IBS_AP_APPLICATION	contains application-data by form type for the applicant	OTHER_DISABILITY_FLAG		No	No	CHAR(1)	NULL
IBS_AP_APPLICATION	contains application-data by form type for the applicant	OTHER_DISABILITY_DESC		No	No	VARCHAR2(256)	NULL
IBS_AP_APPLICATION	contains application-data by form type for the applicant	TOTAL_DAYS_OUTSIDE_US		No	No	NUMBER(5)	NULL
IBS_AP_APPLICATION	contains application-data by form type for the applicant	INTERVIEWER_LAST_NAME		No	No	VARCHAR2(30)	NULL
IBS_AP_APPLICATION	contains application-data by form type for the applicant	TOTAL_TRIPS_OUTSIDE_US		No	No	NUMBER(5)	NULL
IBS_AP_APPLICATION	contains application-data by form type for the applicant	INTERVIEWER_FIRST_NAME		No	No	VARCHAR2(18)	NULL
IBS_AP_APPLICATION	contains application-data by form type for the applicant	INTERVIEWER_MIDDLE_NAME		No	No	VARCHAR2(18)	NULL
IBS_AP_APPLICATION	contains application-data by form type for the applicant	INTERVIEWER_SIGNED_DT		No	No	DATE	NULL
IBS_AP_APPLICATION	contains application-data by form type for the applicant	POSTMARK_DT		No	No	DATE	NULL
IBS_AP_APPLICATION	contains application-data by form type for the applicant	POSTMARK_DT_FLAG		No	No	VARCHAR2(1)	NULL
IBS_AP_APPLICATION	contains application-data by form type for the applicant	POSTMARK_MISSING_FLAG		No	No	VARCHAR2(1)	NULL
IBS_AP_APPLICATION	contains application-data by form type for the applicant	MILITARY	Yes (Y) No (N) flag that indicates whether the application is eligible for No-fee	No	No	CHAR(1)	NULL
IBS_AP_APPLICATION	contains application-data by form type for the applicant	MILITARY_OVERSEAS	Yes (Y) No (N) flag that indicates whether the application is scheduled for Naturalization overseas	No	No	CHAR(1)	NULL
IBS_AP_APPLICATION	contains application-data by form type for the applicant	BRANCH_CODE	the code that denotes the military branch of service	No	Yes	VARCHAR2(10)	NULL
IBS_AP_APPLICATION	contains application-data by form type for the applicant	MILITARY_FINGERPRINT_SCHEDULED	Yes (Y) No (N) flag that indicates whether the application has a fingerprint appointment by DOD	No	No	CHAR(1)	NULL
IBS_AP_APPLICATION	contains application-data by form type for the applicant	MILITARY_ALIENAGE_DISCHARGE		No	No	CHAR(1)	NULL
IBS_AP_APPLICATION	contains application-data by form type for the applicant	MILITARY_ACTIVE_DUTY	Yes (Y) No (N) flag that indicates whether the applicant has an active duty military status	No	No	CHAR(1)	NULL
IBS_AP_BENE	contains beneficiary's personal data	APP_ID	the system-generated number used to track receipted cases (i.e., [redacted]	Yes	Yes	VARCHAR2(13)	NOT NULL
IBS_AP_BENE	contains beneficiary's personal data	BENE_SEQ_NBR	the system-generated number that denotes the specific instance of the multi-beneficiary; i.e., 1, 2, 3, 4 ...	Yes	No	NUMBER(5)	NOT NULL
IBS_AP_BENE	contains beneficiary's personal data	PER_ID	the system-generated number used to track each individual seeking an INS benefit	No	No	NUMBER(10)	NULL
IBS_AP_BENE	contains beneficiary's personal data	ALIEN_NBR	the identification number that is assigned to the alien at the time of entry into the United States	No	No	VARCHAR2(10)	NULL
IBS_AP_BENE	contains beneficiary's personal data	LAST_NAME	the last name of the person	No	No	VARCHAR2(30)	NULL
IBS_AP_BENE	contains beneficiary's personal data	FIRST_NAME	the first name of the person	No	No	VARCHAR2(18)	NULL
IBS_AP_BENE	contains beneficiary's personal data	MIDDLE_NAME	the middle name of the person	No	No	VARCHAR2(18)	NULL
IBS_AP_BENE	contains beneficiary's personal data	SUFFIX_CODE	the name-suffix code of the person (i.e., Sr., Jr., II, III, or IV)	No	No	VARCHAR2(3)	NULL
IBS_AP_BENE	contains beneficiary's personal data	SOUNDEX	the soundex code assigned to the person's last name for the soundex search	No	No	VARCHAR2(4)	NULL
IBS_AP_BENE	contains beneficiary's personal data	DOB_DT	the person's birth date as shown on the Form I551 Green Card (the card is actually blue in color)	No	No	DATE	NULL
IBS_AP_BENE	contains beneficiary's personal data	COB_CODE	the code that denotes the person's country of birth	No	No	VARCHAR2(5)	NULL

(b)(6)

IBS_AP_BENE	contains beneficiary's personal data	BIRTH_STATE_CODE	the code that denotes the person's birth state within the United States or territory	No	No	VARCHAR2(2)	NULL
IBS_AP_BENE	contains beneficiary's personal data	BIRTH_CITY	the city where the person was born	No	No	VARCHAR2(20)	NULL
IBS_AP_BENE	contains beneficiary's personal data	BIRTH_PROVINCE	the province where the person was born	No	No	VARCHAR2(20)	NULL
IBS_AP_BENE	contains beneficiary's personal data	CITIZENSHIP_CNTRY_CODE	the code that denotes the person's country of citizenship	No	No	VARCHAR2(5)	NULL
IBS_AP_BENE	contains beneficiary's personal data	CITIZENSHIP_BASIS_IND	the code that denotes the person's citizenship based on, such as Birth = B; Derived = D; Marriage = M; Natz = N; Unknown = U; Birth Abroad = A	No	No	VARCHAR2(1)	NULL
IBS_AP_BENE	contains beneficiary's personal data	GENDER_CODE	the code that denotes the person's sex	No	No	VARCHAR2(1)	NULL
IBS_AP_BENE	contains beneficiary's personal data	MARITAL_STATUS_CODE	the code that denotes the person's marital status	No	No	VARCHAR2(1)	NULL
IBS_AP_BENE	contains beneficiary's personal data	ED_CODE	the INS-Regulation code that denotes the person's educational level	No	No	VARCHAR2(3)	NULL
IBS_AP_BENE	contains beneficiary's personal data	OCC_CODE	the INS-Regulation code that denotes the occupation of the person	No	No	VARCHAR2(3)	NULL
IBS_AP_BENE	contains beneficiary's personal data	HEIGHT_FEET	the height of the person expressed in feet	No	No	NUMBER(5)	NULL
IBS_AP_BENE	contains beneficiary's personal data	HEIGHT_INCHES	the height of the person expressed in inches	No	No	NUMBER(5)	NULL
IBS_AP_BENE	contains beneficiary's personal data	WEIGHT_POUNDS	the weight of the person expressed in pounds	No	No	NUMBER(5)	NULL
IBS_AP_BENE	contains beneficiary's personal data	ORIGINAL_ADM_STATUS_CODE	the original legal-immigration status conferred upon the alien by the United States (U.S.) Immigration Laws at the time of entry into the U.S., i.e., visitor, temporary worker ...	No	No	VARCHAR2(3)	NULL
IBS_AP_BENE	contains beneficiary's personal data	CURRENT_STATUS_CODE	the current legal-immigration status conferred upon the person by the U.S. immigration laws; i.e., permanent resident ...	No	No	VARCHAR2(3)	NULL
IBS_AP_BENE	contains beneficiary's personal data	CURRENT_STATUS_EXP_DT	the expiration date of the alien's current legal-immigration status	No	No	DATE	NULL
IBS_AP_BENE	contains beneficiary's personal data	EAD_ELIGIBILITY_CODE	the immigration-class code that denotes the employment-eligibility category into which the individual has been classified; i.e., A03 (refugee), A04 (parolee...	No	No	VARCHAR2(4)	NULL
IBS_AP_BENE	contains beneficiary's personal data	LAST_ARRIVAL_POE_CODE	the code that denotes the person's (alien or U.S. citizen) last U.S. port-of-entry (POE)	No	No	VARCHAR2(3)	NULL
IBS_AP_BENE	contains beneficiary's personal data	LAST_ARRIVAL_DT	the most recent arrival date of the person (alien or U.S. citizen) at the United States port-of-entry, i.e., 12/25/1996	No	No	DATE	NULL
IBS_AP_BENE	contains beneficiary's personal data	SSN	the identification number used by the U.S. government to identify tax-paying individuals who are engaged in legal employment in the U.S.	No	No	VARCHAR2(9)	NULL
IBS_AP_BENE	contains beneficiary's personal data	I94_NBR	the admission number assigned to the person upon entry into the United States (U.S.) or teritory	No	No	VARCHAR2(11)	NULL
IBS_AP_BENE	contains beneficiary's personal data	PHONE_NBR	the contact telephone number	No	No	VARCHAR2(10)	NULL
IBS_AP_BENE	contains beneficiary's personal data	VISA_ISSUE_DT	the date on which the visa was issued to the person	No	No	DATE	NULL
IBS_AP_BKGDCHK	contains data of applicant's background check	APP_ID	the system-generated number used to track receipted cases (i.e., [redacted]	Yes	Yes	VARCHAR2(13)	NOT NULL
IBS_AP_BKGDCHK	contains data of applicant's background check	BKGDCHK_TYPE_CODE	the code that denotes the type of background check: example: F = FBI, C = CIS, A = AFile; M = military check,N= FBI Name/DOB check,V= CI SB1 Visa Check	Yes	Yes	VARCHAR2(1)	NOT NULL
IBS_AP_BKGDCHK	contains data of applicant's background check	BKGDCHK_STATE_CODE	the code that denotes the status of the background check; i.e., R = requested, W = waived Y = requested evidence received ...	Yes	Yes	VARCHAR2(1)	NOT NULL
IBS_AP_BKGDCHK	contains data of applicant's background check	BKGDCHK_NOTES	the comments and notes provided by the adjudicator	No	No	VARCHAR2(255)	NULL
IBS_AP_BOUNCED_CHECK	contains bounced-check data	PAYMENT_ID	the system-generated number used to track the fee charged for performance of the INS service	Yes	Yes	VARCHAR2(13)	NOT NULL
IBS_AP_BOUNCED_CHECK	contains bounced-check data	REMITTANCE_SEQ_NBR	the system-generated number that denotes an instance of the application fee, be it one or more, i.e., 1, 2, 3, 4 ...	Yes	Yes	NUMBER(5)	NOT NULL
IBS_AP_BOUNCED_CHECK	contains bounced-check data	RECORDED_DT	the date when the result is recorded	No	No	DATE	NULL
IBS_AP_BOUNCED_CHECK	contains bounced-check data	USER_ID	the user-identification code	No	Yes	VARCHAR2(8)	NULL
IBS_AP_BOUNCED_CHECK	contains bounced-check data	LOC_CODE	the code that denotes the location of the INS office	No	No	VARCHAR2(3)	NULL
IBS_AP_BOUNCED_CHECK	contains bounced-check data	LOC_SUB_CODE	the code that denotes the sub-location of the INS office	No	No	VARCHAR2(3)	NULL
IBS_AP_CASH_BOX	contains all cash-box data and total remittances associated with the individual cash box	CASH_BOX_ID	the system-generated number used to track the cash box for receipting the payment/remittance	Yes	No	VARCHAR2(13)	NOT NULL
IBS_AP_CASH_BOX	contains all cash-box data and total remittances associated with the individual cash box	USER_ID	the user-identification code	No	No	VARCHAR2(8)	NULL
IBS_AP_CASH_BOX	contains all cash-box data and total remittances associated with the individual cash box	CASH_BOX_STATUS_IND	the status which indicate where the cash box is standing, eg, O=Opened, C=Closed, R=Reconciled, A=Audited, J=Rejected	No	No	VARCHAR2(1)	NULL
IBS_AP_CASH_BOX	contains all cash-box data and total remittances associated with the individual cash box	CREATED_DTIME	the date and time when the cash box opened	No	No	DATE	NULL

(b)(6)

IBS_AP_CASH_BOX	contains all cash-box data and total remittances associated with the individual cash box	CLOSED_DTIME	the date and time when the cash box closed	No	No	DATE	NULL
IBS_AP_CASH_BOX	contains all cash-box data and total remittances associated with the individual cash box	TOTAL_MONEY_AMT	the total amount is received when the cash box is closed	No	No	NUMBER(12,2)	NULL
IBS_AP_CASH_BOX	contains all cash-box data and total remittances associated with the individual cash box	TOTAL_REMITTANCE_QTY	the total number of remittances is received when the cash box is closed	No	No	NUMBER(5)	NULL
IBS_AP_CASH_BOX	contains all cash-box data and total remittances associated with the individual cash box	LOC_CODE	the code that denotes the location of the INS office	No	No	VARCHAR2(3)	NULL
IBS_AP_CASH_BOX	contains all cash-box data and total remittances associated with the individual cash box	AUDITED_BY	the person that is actually performing the auditing functionality (e.g. USER_ID)	No	No	VARCHAR2(8)	NULL
IBS_AP_CASH_BOX	contains all cash-box data and total remittances associated with the individual cash box	AUDITED_DT	the date when the audit is performed	No	No	DATE	NULL
IBS_AP_DISCREP_PAYMENT	contains the difference between the payment-amount due for application processing and the amount paid	PAYMENT_ID		Yes	No	VARCHAR2(13)	NOT NULL
IBS_AP_DISCREP_PAYMENT	contains the difference between the payment-amount due for application processing and the amount paid	CREATED_DT		No	No	DATE	NULL
IBS_AP_DISCREP_PAYMENT	contains the difference between the payment-amount due for application processing and the amount paid	APP_ID		No	No	VARCHAR2(13)	NULL
IBS_AP_DISCREP_PAYMENT	contains the difference between the payment-amount due for application processing and the amount paid	DISCREPANCY_AMT		No	No	NUMBER(12,2)	NULL
IBS_AP_DISCREP_PAYMENT	contains the difference between the payment-amount due for application processing and the amount paid	CHECK_NBR		No	No	VARCHAR2(16)	NULL
IBS_AP_DISCREP_PAYMENT	contains the difference between the payment-amount due for application processing and the amount paid	ISSUED_DT		No	No	DATE	NULL
IBS_AP_DISCREP_PAYMENT	contains the difference between the payment-amount due for application processing and the amount paid	ISSUED_AMT		No	No	NUMBER(12,2)	NULL
IBS_AP_DOC_CONTROL	contains control data for each document associated with an application	DOC_CONTROL_NBR	the system-generated or pre-established number that is used to track the printed document	Yes	No	VARCHAR2(12)	NOT NULL
IBS_AP_DOC_CONTROL	contains control data for each document associated with an application	DOC_TYPE_CODE	the code that denotes the specific document; i.e., RE for United States reentry permit, RA for refugee travel document, and NC for naturalization certificate ...	No	No	VARCHAR2(10)	NULL
IBS_AP_DOC_CONTROL	contains control data for each document associated with an application	DOC_STATUS_CODE	the code that denotes the status of the document; i.e., issued (I), pending (P), and destroyed (D)	No	No	VARCHAR2(10)	NULL
IBS_AP_DOC_CONTROL	contains control data for each document associated with an application	USER_ID	the user-identification code	No	No	VARCHAR2(8)	NULL
IBS_AP_DOC_CONTROL	contains control data for each document associated with an application	LAST_STATUS_DTIME	the date and time of the last assigned document-status code	No	No	DATE	NULL
IBS_AP_DOC_CONTROL	contains control data for each document associated with an application	STATUS_LOC_CODE	the code that denotes the location of the INS office, where the status was updated	No	No	VARCHAR2(3)	NULL
IBS_AP_DOC_CONTROL	contains control data for each document associated with an application	STATUS_LOC_SUB_CODE	the code that denotes the sub-location of the INS office, where the status was updated	No	No	VARCHAR2(3)	NULL
IBS_AP_DOC_CONTROL	contains control data for each document associated with an application	DOC_LOC_CODE	the code that denotes the location of the INS office, where the document is located	No	No	VARCHAR2(3)	NULL
IBS_AP_DOC_CONTROL	contains control data for each document associated with an application	DOC_LOC_SUB_CODE	the code that denotes the sub-location of the INS office, where the document is located	No	No	VARCHAR2(3)	NULL

(b)(6)

IBS_AP_EMPLOY_HISTORY	contains employment history of the applicant	APP_ID	the system-generated number used to track receipted cases (i.e., [redacted]	Yes	Yes	VARCHAR2(13)	NOT NULL
IBS_AP_EMPLOY_HISTORY	contains employment history of the applicant	SEQ_NBR	the sequence number to identify the specific occurrence	Yes	No	NUMBER(5)	NOT NULL
IBS_AP_EMPLOY_HISTORY	contains employment history of the applicant	EMP_FROM_DT	the date the employment began	No	No	DATE	NULL
IBS_AP_EMPLOY_HISTORY	contains employment history of the applicant	EMP_TO_DT	the date the employment ended	No	No	DATE	NULL
IBS_AP_EMPLOY_HISTORY	contains employment history of the applicant	EMPLOYER_NAME	the name of the employer	No	No	VARCHAR2(50)	NULL
IBS_AP_EMPLOY_HISTORY	contains employment history of the applicant	OCCUPATION_DESC	the description of the job function in the employment	No	No	VARCHAR2(50)	NULL
IBS_AP_EMPLOY_HISTORY	contains employment history of the applicant	JOB_CODE	the occupational speciality code	No	No	VARCHAR2(3)	NULL
IBS_AP_EMPLOY_HISTORY	contains employment history of the applicant	BLDG_RM	the room number within the building at the address	No	No	VARCHAR2(34)	NULL
IBS_AP_EMPLOY_HISTORY	contains employment history of the applicant	STREET_NBR	the street number	No	No	VARCHAR2(10)	NULL
IBS_AP_EMPLOY_HISTORY	contains employment history of the applicant	STREET_NAME	the street name	No	No	VARCHAR2(34)	NULL
IBS_AP_EMPLOY_HISTORY	contains employment history of the applicant	CITY	the name of the city that is located in the United States or abroad	No	No	VARCHAR2(28)	NULL
IBS_AP_EMPLOY_HISTORY	contains employment history of the applicant	STATE_CODE	the code that denotes the state within the United States or territory	No	No	VARCHAR2(2)	NULL
IBS_AP_EMPLOY_HISTORY	contains employment history of the applicant	ZIP_CODE	the postal-service code that denotes the mailing-address within the geographical area of the city or county	No	No	VARCHAR2(9)	NULL
IBS_AP_EMPLOY_HISTORY	contains employment history of the applicant	PROVINCE	the geographical location in the foreign country	No	No	VARCHAR2(20)	NULL
IBS_AP_EMPLOY_HISTORY	contains employment history of the applicant	POSTAL_CODE	the code that directs mail delivery to the desired geographical area in the foreign country	No	No	VARCHAR2(9)	NULL
IBS_AP_EMPLOY_HISTORY	contains employment history of the applicant	CNTRY_CODE	the standard code that denotes the country	No	No	VARCHAR2(5)	NULL
IBS_AP_EVIDENCE	contains evidence data required to process the application	APP_ID	the system-generated number used to track receipted cases (i.e., [redacted]	Yes	Yes	VARCHAR2(13)	NOT NULL
IBS_AP_EVIDENCE	contains evidence data required to process the application	EVID_SEQ_NBR	the system-generated sequence number that denotes the specific item of evidence for the APP_ID	Yes	No	NUMBER(5)	NOT NULL
IBS_AP_EVIDENCE	contains evidence data required to process the application	EVID_CODE	the code that denotes the specific evidence recognized by INS	No	Yes	NUMBER(5)	NULL
IBS_AP_EVIDENCE	contains evidence data required to process the application	EVID_STATE_IND	the indicator that denotes whether the evidence that corresponds to this record's evidence-type code has been waived; i.e., "W" for waived, "Y" for submitted	No	No	VARCHAR2(1)	NULL
IBS_AP_EVIDENCE	contains evidence data required to process the application	EVID_BELONGS_TO	the evidence belongs to this person	No	No	VARCHAR2(40)	NULL
IBS_AP_EVIDENCE	contains evidence data required to process the application	EVID_NOTES	the notes that describe the evidence represented by this record's application-identification code (APP_ID)	No	No	VARCHAR2(255)	NULL
IBS_AP_FBI_NAME_TEMP_RESULT		CIDN_ANUMBER		No	No	VARCHAR2(10)	NULL
IBS_AP_FBI_NAME_TEMP_RESULT		CIDN_EXT		No	No	VARCHAR2(2)	NULL
IBS_AP_FBI_NAME_TEMP_RESULT		NAME		No	No	VARCHAR2(30)	NULL
IBS_AP_FBI_NAME_TEMP_RESULT		DOB		No	No	DATE	NULL
IBS_AP_FBI_NAME_TEMP_RESULT		BATCH_RESULT_DT		No	No	DATE	NULL
IBS_AP_FBI_NAME_TEMP_RESULT		BATCH_RESULT		No	No	VARCHAR2(2)	NULL
IBS_AP_FBI_NAME_TEMP_RESULT		PRIOR_RESULT		No	No	VARCHAR2(2)	NULL
IBS_AP_FBI_NAME_TEMP_RESULT		ERROR_MESSAGE		No	No	VARCHAR2(30)	NULL

IBS_AP_FBI_NAME_TEMP_RESULT		ERROR_FIELDS		No	No	VARCHAR2(30)	NULL
IBS_AP_FBI_NAME_TEMP_RESULT		FILLER		No	No	VARCHAR2(8)	NULL
IBS_AP_FBI_NAME_TOTALS		TOTAL_ID		Yes	No	NUMBER(10)	NOT NULL
IBS_AP_FBI_NAME_TOTALS		TOTAL_NUMBER		No	No	NUMBER(10)	NULL
IBS_AP_FBI_NAME_UPLOAD		JOB_NUMBER		No	No	NUMBER(10)	NULL
IBS_AP_FBI_NAME_UPLOAD		ACT_INST_ID		No	No	NUMBER(10)	NULL
IBS_AP_FBI_NAME_UPLOAD		ALIEN_CIDN_NBR		No	No	VARCHAR2(10)	NULL
IBS_AP_FBI_NAME_UPLOAD		CIDN_EXT		No	No	VARCHAR2(2)	NULL
IBS_AP_FBI_NAME_UPLOAD		RQT_REASON		No	No	VARCHAR2(1)	NULL
IBS_AP_FBI_NAME_UPLOAD		NAME		No	No	VARCHAR2(30)	NULL
IBS_AP_FBI_NAME_UPLOAD		ALIAS		No	No	VARCHAR2(30)	NULL
IBS_AP_FBI_NAME_UPLOAD		ALIAS2		No	No	VARCHAR2(30)	NULL
IBS_AP_FBI_NAME_UPLOAD		ALIAS3		No	No	VARCHAR2(30)	NULL
IBS_AP_FBI_NAME_UPLOAD		ALIAS4		No	No	VARCHAR2(30)	NULL
IBS_AP_FBI_NAME_UPLOAD		ALIAS5		No	No	VARCHAR2(30)	NULL
IBS_AP_FBI_NAME_UPLOAD		DOB		No	No	VARCHAR2(8)	NULL
IBS_AP_FBI_NAME_UPLOAD		DOB2		No	No	VARCHAR2(8)	NULL
IBS_AP_FBI_NAME_UPLOAD		DOB3		No	No	VARCHAR2(8)	NULL
IBS_AP_FBI_NAME_UPLOAD		GENDER		No	No	VARCHAR2(1)	NULL
IBS_AP_FBI_NAME_UPLOAD		RACE		No	No	VARCHAR2(1)	NULL
IBS_AP_FBI_NAME_UPLOAD		COB		No	No	VARCHAR2(4)	NULL
IBS_AP_FBI_NAME_UPLOAD		SOC		No	No	VARCHAR2(9)	NULL
IBS_AP_FBI_NAME_UPLOAD		SOC2		No	No	VARCHAR2(9)	NULL
IBS_AP_FBI_NAME_UPLOAD		SOC3		No	No	VARCHAR2(9)	NULL
IBS_AP_FBI_NAME_UPLOAD		UTDYEAR		No	No	VARCHAR2(4)	NULL
IBS_AP_FBI_NAME_UPLOAD		USERFEE		No	No	VARCHAR2(1)	NULL
IBS_AP_FBI_NAME_UPLOAD		SEARCHLEVEL		No	No	VARCHAR2(1)	NULL
IBS_AP_FBI_NAME_UPLOAD		MISC1		No	No	VARCHAR2(15)	NULL
IBS_AP_FBI_NAME_UPLOAD		MISC2		No	No	VARCHAR2(15)	NULL
IBS_AP_FBI_NAME_UPLOAD		MISC3		No	No	VARCHAR2(15)	NULL
IBS_AP_FBI_NAME_UPLOAD		EMPDATA		No	No	VARCHAR2(64)	NULL
IBS_AP_FBI_NAME_UPLOAD		STREETNAME		No	No	VARCHAR2(30)	NULL
IBS_AP_FBI_NAME_UPLOAD		STREETNUMBER		No	No	VARCHAR2(10)	NULL
IBS_AP_FBI_NAME_UPLOAD		ACOUNTRY		No	No	VARCHAR2(4)	NULL
IBS_AP_FBI_NAME_UPLOAD		ASTATE		No	No	VARCHAR2(2)	NULL
IBS_AP_FBI_NAME_UPLOAD		ACITY		No	No	VARCHAR2(20)	NULL
IBS_AP_FBI_NAME_UPLOAD		FROMYEAR		No	No	VARCHAR2(4)	NULL
IBS_AP_FBI_NAME_UPLOAD		TOYEAR		No	No	VARCHAR2(4)	NULL
IBS_AP_FBI_NAME_UPLOAD		STREETNAME2		No	No	VARCHAR2(30)	NULL
IBS_AP_FBI_NAME_UPLOAD		STREETNUMBER2		No	No	VARCHAR2(10)	NULL
IBS_AP_FBI_NAME_UPLOAD		ACOUNTRY2		No	No	VARCHAR2(4)	NULL
IBS_AP_FBI_NAME_UPLOAD		ASTATE2		No	No	VARCHAR2(2)	NULL
IBS_AP_FBI_NAME_UPLOAD		ACITY2		No	No	VARCHAR2(20)	NULL
IBS_AP_FBI_NAME_UPLOAD		FROMYEAR2		No	No	VARCHAR2(4)	NULL
IBS_AP_FBI_NAME_UPLOAD		TOYEAR2		No	No	VARCHAR2(4)	NULL
IBS_AP_FBI_NAME_UPLOAD		STREETNAME3		No	No	VARCHAR2(30)	NULL
IBS_AP_FBI_NAME_UPLOAD		STREETNUMBER3		No	No	VARCHAR2(10)	NULL
IBS_AP_FBI_NAME_UPLOAD		ACOUNTRY3		No	No	VARCHAR2(4)	NULL
IBS_AP_FBI_NAME_UPLOAD		ASTATE3		No	No	VARCHAR2(2)	NULL
IBS_AP_FBI_NAME_UPLOAD		ACITY3		No	No	VARCHAR2(20)	NULL
IBS_AP_FBI_NAME_UPLOAD		FROMYEAR3		No	No	VARCHAR2(4)	NULL
IBS_AP_FBI_NAME_UPLOAD		TOYEAR3		No	No	VARCHAR2(4)	NULL
IBS_AP_FBI_NAME_UPLOAD		MILITARY		No	No	VARCHAR2(1)	NULL
IBS_AP_FBI_NAME_UPLOAD		HEIGHT		No	No	VARCHAR2(3)	NULL
IBS_AP_FBI_NAME_UPLOAD		WEIGHT		No	No	VARCHAR2(3)	NULL
IBS_AP_FBI_NAME_UPLOAD		EYECOLOR		No	No	VARCHAR2(3)	NULL
IBS_AP_FBI_NAME_UPLOAD		HAIRCOLOR		No	No	VARCHAR2(3)	NULL
IBS_AP_FBI_RESPONSE		APP_ID		Yes	No	VARCHAR2(13)	NOT NULL
IBS_AP_FBI_RESPONSE		CREATE_DTIME		Yes	No	DATE	NOT NULL
IBS_AP_FBI_RESPONSE		CIDN		No	No	VARCHAR2(10)	NULL
IBS_AP_FBI_RESPONSE		FBI_CONTROL_NBR		No	No	VARCHAR2(7)	NULL
IBS_AP_FBI_RESPONSE		RESPONSE_TYPE_CODE		No	No	VARCHAR2(1)	NULL
IBS_AP_FBI_RESPONSE		RESPONSE_CODE		No	No	VARCHAR2(1)	NULL
IBS_AP_FBI_RESPONSE		RESPONSE_DT		No	No	DATE	NULL

IBS_AP_FBI_RESPONSE		RESPONSE_USER_ID		No	No	VARCHAR2(9)	NULL
IBS_AP_FBI_RESPONSE		RESPONSE_ENTEREDBY_USER_ID		No	No	VARCHAR2(9)	NULL
IBS_AP_FBI_RESPONSE		MODIFIED_RESPONSE_CODE		No	No	VARCHAR2(1)	NULL
IBS_AP_FBI_RESPONSE		MODIFIED_RESPONSE_CODE_DT		No	No	DATE	NULL
IBS_AP_FBI_RESPONSE		MODIFIEDBY_USER_ID		No	No	VARCHAR2(9)	NULL
IBS_AP_FBI_RESPONSE		MODIFY_ENTEREDBY_USER_ID		No	No	VARCHAR2(9)	NULL
IBS_AP_FBI_RESPONSE		MODIFIED_REASON		No	No	VARCHAR2(255)	NULL
IBS_AP_FBI_RESPONSE		MODIFIED_DTIME		No	No	DATE	NULL
IBS_AP_FBI_RESPONSE		CURRENT_FLAG		No	No	VARCHAR2(1)	NULL
IBS_AP_FBI_RESPONSE		FBI_RESPONSE_CODE		No	No	VARCHAR2(2)	NULL
IBS_AP_FD258	contains FD258 MRD in CLAIMS 4 for FBI interface	APP_ID	the system-generated number used to track receipted cases (i.e., [redacted]	Yes	No	VARCHAR2(13)	NOT NULL
IBS_AP_FD258	contains FD258 MRD in CLAIMS 4 for FBI interface	CIDN	the unique id of requested FBI inquiry	No	No	VARCHAR2(10)	NULL
IBS_AP_FD258	contains FD258 MRD in CLAIMS 4 for FBI interface	ALIEN_NBR	the identification number that is assigned to the alien at the time of entry into the United States	No	No	VARCHAR2(10)	NULL
IBS_AP_FD258	contains FD258 MRD in CLAIMS 4 for FBI interface	APPLICANT_TYPE	the indicator specifying if the applicant is direct("D") or non-direct ("N"	No	No	VARCHAR2(1)	NULL
IBS_AP_FD258	contains FD258 MRD in CLAIMS 4 for FBI interface	LAST_NAME	the last name of the person	No	No	VARCHAR2(30)	NULL
IBS_AP_FD258	contains FD258 MRD in CLAIMS 4 for FBI interface	FIRST_NAME	the first name of the person	No	No	VARCHAR2(18)	NULL
IBS_AP_FD258	contains FD258 MRD in CLAIMS 4 for FBI interface	MIDDLE_NAME	the middle name of the person	No	No	VARCHAR2(18)	NULL
IBS_AP_FD258	contains FD258 MRD in CLAIMS 4 for FBI interface	DOB_DT	the person's birth date as shown on the Form I551 Green Card (the card is actually blue in color)	No	No	DATE	NULL
IBS_AP_FD258	contains FD258 MRD in CLAIMS 4 for FBI interface	POB_CODE	the code that denotes the person's place of birth	No	No	VARCHAR2(5)	NULL
IBS_AP_FD258	contains FD258 MRD in CLAIMS 4 for FBI interface	ALIAS_NAME_1	the first alternative name for the applicant	No	No	VARCHAR2(30)	NULL
IBS_AP_FD258	contains FD258 MRD in CLAIMS 4 for FBI interface	ALIAS_NAME_2	the second alternative name for the applicant	No	No	VARCHAR2(30)	NULL
IBS_AP_FD258	contains FD258 MRD in CLAIMS 4 for FBI interface	ALIAS_NAME_3	the third alternative name for the applicant	No	No	VARCHAR2(30)	NULL
IBS_AP_FD258	contains FD258 MRD in CLAIMS 4 for FBI interface	GENDER_CODE	the code that denotes the person's sex	No	No	VARCHAR2(1)	NULL
IBS_AP_FD258	contains FD258 MRD in CLAIMS 4 for FBI interface	RACE_CODE	the code that denotes the person's ethnics	No	No	VARCHAR2(1)	NULL
IBS_AP_FD258	contains FD258 MRD in CLAIMS 4 for FBI interface	HEIGHT_CODE	the height of the person expressed in feet	No	No	VARCHAR2(3)	NULL
IBS_AP_FD258	contains FD258 MRD in CLAIMS 4 for FBI interface	WEIGHT_CODE	the weight of the person expressed in pounds	No	No	NUMBER(5)	NULL
IBS_AP_FD258	contains FD258 MRD in CLAIMS 4 for FBI interface	EYE_COLOR	the color code that denotes the person's eye color	No	No	VARCHAR2(3)	NULL
IBS_AP_FD258	contains FD258 MRD in CLAIMS 4 for FBI interface	HAIR_COLOR	the color code that denotes the person's hair color	No	No	VARCHAR2(3)	NULL
IBS_AP_FD258	contains FD258 MRD in CLAIMS 4 for FBI interface	SSN	the identification number used by the U.S. government to identify tax-paying individuals who are engaged in legal employment in the U.S.	No	No	VARCHAR2(9)	NULL
IBS_AP_FD258	contains FD258 MRD in CLAIMS 4 for FBI interface	FBI_NBR	the assigned number from fbi for a ident case	No	No	VARCHAR2(9)	NULL
IBS_AP_FD258	contains FD258 MRD in CLAIMS 4 for FBI interface	OCA_NBR	local identifier number provided by requester(government agent)	No	No	VARCHAR2(15)	NULL
IBS_AP_FD258	contains FD258 MRD in CLAIMS 4 for FBI interface	MISC_NBR	the military service number, A-number or ... for fbi to search	No	No	VARCHAR2(15)	NULL
IBS_AP_FD258	contains FD258 MRD in CLAIMS 4 for FBI interface	REGIONAL_ORI_NBR	the identifier of SC's regional government agency to be identified and billed by FBI	No	No	VARCHAR2(9)	NULL
IBS_AP_FD258	contains FD258 MRD in CLAIMS 4 for FBI interface	LOCAL_ORI_NBR	the identifier of local INS office to be identified and billed by FBI	No	No	VARCHAR2(9)	NULL

(b)(6)

IBS_AP_FD258	contains FD258 MRD in CLAIMS 4 for FBI interface	FD258_SIGNED_FLAG	the (Y)es or (N)o flag that denotes whether the applicant signed on the FD258 card	No	No	VARCHAR2(1)	NULL
IBS_AP_FD258	contains FD258 MRD in CLAIMS 4 for FBI interface	FP_TAKER_SIGNED_FLAG	the (Y)es or (N)o flag that denotes whether the fingerprint taker signed on the FD258 card	No	No	VARCHAR2(1)	NULL
IBS_AP_FD258	contains FD258 MRD in CLAIMS 4 for FBI interface	DFS_CODE	the code that denotes the Designated Fingerprinting Service	No	No	VARCHAR2(13)	NULL
IBS_AP_FD258	contains FD258 MRD in CLAIMS 4 for FBI interface	DFS_EMPLOYEE	the employ of DFS	No	No	VARCHAR2(5)	NULL
IBS_AP_FD258	contains FD258 MRD in CLAIMS 4 for FBI interface	REASON_FINGERPRINT	the reason for this fingerprint check	No	No	VARCHAR2(6)	NULL
IBS_AP_FD258	contains FD258 MRD in CLAIMS 4 for FBI interface	USER_ID	the user-identification code	No	No	VARCHAR2(8)	NULL
IBS_AP_FD258	contains FD258 MRD in CLAIMS 4 for FBI interface	SECTION_ID	the section ID of the user entering the FD-258 data into the system	No	No	VARCHAR2(1)	NULL
IBS_AP_FD258	contains FD258 MRD in CLAIMS 4 for FBI interface	ENTERED_DT	the date the FD-258 data is entered into the system (e.g. YYYYMMDD, YY= YEAR, MM = Month, DD = Day of the month	No	No	DATE	NULL
IBS_AP_FD258	contains FD258 MRD in CLAIMS 4 for FBI interface	ENTERED_TIME	the time the FD-258 data is entered into the system (e.g. HHMM, HH= hour from midnight, MM = minutes	No	No	DATE	NULL
IBS_AP_FD258	contains FD258 MRD in CLAIMS 4 for FBI interface	FBI_NAME	the name of the applicant formatted for usage by the FBI	No	No	VARCHAR2(30)	NULL
IBS_AP_FD258	contains FD258 MRD in CLAIMS 4 for FBI interface	PRIORITY_FLAG	the priority of a fingerprint card to be processed at the FBI. Values are E = expedite and N = non-expedite (default)	No	No	VARCHAR2(1)	NULL
IBS_AP_FD258	contains FD258 MRD in CLAIMS 4 for FBI interface	PCN	FBI control Number storage	No	No	VARCHAR2(12)	NULL
IBS_AP_FD258	contains FD258 MRD in CLAIMS 4 for FBI interface	FBI_RESPONSE_DT	store finger print taken date	No	No	DATE	NULL
IBS_AP_GRP	contains identifiers that identify the group status, i.e., active or inactive	GRP_ID	the identifier that denotes the group that is represented by this record's group-type code	Yes	No	VARCHAR2(13)	NOT NULL
IBS_AP_GRP	contains identifiers that identify the group status, i.e., active or inactive	APP_ID	the system-generated number used to track receipted cases (i.e., [redacted]	Yes	Yes	VARCHAR2(13)	NOT NULL
IBS_AP_GRP	contains identifiers that identify the group status, i.e., active or inactive	MEMBER_STATUS_IND	the indicator that denotes the group-member status; i.e., (A) active, (I) inactive ...	No	No	VARCHAR2(1)	NULL
IBS_AP_GRP	contains identifiers that identify the group status, i.e., active or inactive	GRP_TYPE_CODE	the code that denotes the specific group, i.e., ETHN=ethnic, FAMILY=family, REP=representative, CBO=cbo, or ADHOC=adhoc group ...	No	No	VARCHAR2(6)	NULL
IBS_AP_GRP_DETAIL	contains detailed data about a specific group's application	GRP_ID	the identifier that denotes the group that is represented by this record's group-type code	Yes	No	VARCHAR2(13)	NOT NULL
IBS_AP_GRP_DETAIL	contains detailed data about a specific group's application	GRP_DESC	the name of the specific group (only for CBO and Ad-Hoc group type)	No	No	VARCHAR2(50)	NULL
IBS_AP_GRP_DETAIL	contains detailed data about a specific group's application	GRP_TYPE_CODE	the code that denotes the specific group, i.e., ETHN=ethnic, FAMILY=family, REP=representative, CBO=cbo, or ADHOC=adhoc group ...	No	No	VARCHAR2(6)	NULL
IBS_AP_GRP_DETAIL	contains detailed data about a specific group's application	GRP_RULE_ID	the identification that denotes the rule which is used for scheduling the group to the INS services	No	No	VARCHAR2(6)	NULL
IBS_AP_GRP_DETAIL	contains detailed data about a specific group's application	GRP_STATUS_IND	the indicator that denotes the group status; i.e., (A) active, (I) inactive, (C) closed	No	No	VARCHAR2(1)	NULL
IBS_AP_GRP_DETAIL	contains detailed data about a specific group's application	SEND_NOTICE_IND	the indicator that denotes whether the notice should be sent to the group or individual members; i.e., (B) Both Group and individual members, (G) Group only, (I) Individual members only	No	No	VARCHAR2(1)	NULL
IBS_AP_GRP_DETAIL	contains detailed data about a specific group's application	MAX_MEMBERS_QTY	the maximum number of members in a group	No	No	NUMBER(5)	NULL
IBS_AP_GRP_DETAIL	contains detailed data about a specific group's application	GRP_ACTIVATED_DT	the date when the group's status is active	No	No	DATE	NULL
IBS_AP_GRP_DETAIL	contains detailed data about a specific group's application	GRP_CLOSED_DT	the date when the group's status is closed	No	No	DATE	NULL
IBS_AP_GRP_DETAIL	contains detailed data about a specific group's application	CBO_LOC_CODE	the code that denotes the location of the INS office	No	Yes	VARCHAR2(3)	NULL
IBS_AP_GRP_DETAIL	contains detailed data about a specific group's application	CBO_CODE	the unique identifier that assigned by INS to denotes a specific CBO organization	No	Yes	VARCHAR2(5)	NULL
IBS_AP_GRP_DETAIL	contains detailed data about a specific group's application	REP_ID	the system generated identification number that is assigned to the representative	No	No	NUMBER(5)	NULL

(b)(6)

IBS_AP_GRP_FAM_ADDRESS		GRP_ID	the identifier that denotes the group that is represented by this record's group-type code	Yes	Yes	VARCHAR2(13)	NOT NULL
IBS_AP_GRP_FAM_ADDRESS		BLDG_RM	the room number within the building at the address	No	No	VARCHAR2(34)	NULL
IBS_AP_GRP_FAM_ADDRESS		STREET_NBR	the street number	No	No	VARCHAR2(10)	NULL
IBS_AP_GRP_FAM_ADDRESS		STREET_NAME	the street name	No	No	VARCHAR2(34)	NULL
IBS_AP_GRP_FAM_ADDRESS		CITY	the name of the city that is located in the United States or abroad	No	No	VARCHAR2(28)	NULL
IBS_AP_GRP_FAM_ADDRESS		STATE_CODE	the code that denotes the state within the United States or territory	No	No	VARCHAR2(2)	NULL
IBS_AP_GRP_FAM_ADDRESS		ZIP_CODE	the postal-service code that denotes the mailing-address within the geographical area of the city or county	No	No	VARCHAR2(9)	NULL
IBS_AP_MARRIAGE_HIST	contains marriage history of both applicant and spouse	APP_ID	the system-generated number used to track receipted cases (i.e., [redacted]	Yes	Yes	VARCHAR2(13)	NOT NULL
IBS_AP_MARRIAGE_HIST	contains marriage history of both applicant and spouse	SEQ_NBR	the sequence number to identify the specific occurrence	Yes	No	NUMBER(5)	NOT NULL
IBS_AP_MARRIAGE_HIST	contains marriage history of both applicant and spouse	PER_ID	the system-generated number used to track each individual seeking an INS benefit	No	No	NUMBER(10)	NULL
IBS_AP_MARRIAGE_HIST	contains marriage history of both applicant and spouse	SPOUSE_PER_ID	the non-modifiable spouse's identification code; note, spouse might already be resident in the database	No	No	NUMBER(10)	NULL
IBS_AP_MARRIAGE_HIST	contains marriage history of both applicant and spouse	MARRIAGE_DT	the date on which the marriage occurred	No	No	DATE	NULL
IBS_AP_MARRIAGE_HIST	contains marriage history of both applicant and spouse	SPOUSE_LAST_NAME	the last name of the spouse	No	No	VARCHAR2(30)	NULL
IBS_AP_MARRIAGE_HIST	contains marriage history of both applicant and spouse	SPOUSE_MIDDLE_NAME	the middle name of the spouse	No	No	VARCHAR2(18)	NULL
IBS_AP_MARRIAGE_HIST	contains marriage history of both applicant and spouse	SPOUSE_FIRST_NAME	the first name of the spouse	No	No	VARCHAR2(18)	NULL
IBS_AP_MARRIAGE_HIST	contains marriage history of both applicant and spouse	SPOUSE_MAIDEN_NAME	the maiden name of the spouse	No	No	VARCHAR2(18)	NULL
IBS_AP_MARRIAGE_HIST	contains marriage history of both applicant and spouse	SPOUSE_ALIEN_NBR	the identification number assigned an alien at the time of entry into the United States	No	No	VARCHAR2(10)	NULL
IBS_AP_MARRIAGE_HIST	contains marriage history of both applicant and spouse	SPOUSE_SSN	the identification number used by the U.S. government to identify tax-paying individuals who are engaged in legal employment in the U.S.	No	No	VARCHAR2(9)	NULL
IBS_AP_MARRIAGE_HIST	contains marriage history of both applicant and spouse	SPOUSE_DOB_DT	the spouse's birth date as shown on the Form I551 Green Card (the card is actually blue in color)	No	No	DATE	NULL
IBS_AP_MARRIAGE_HIST	contains marriage history of both applicant and spouse	SPOUSE_COB_CODE	the code that designates the spouse's country of birth	No	No	VARCHAR2(5)	NULL
IBS_AP_MARRIAGE_HIST	contains marriage history of both applicant and spouse	SPOUSE_CITIZENSHIP_CNTRY_CODE	the code that denotes the spouse's country of citizenship	No	No	VARCHAR2(5)	NULL
IBS_AP_MARRIAGE_HIST	contains marriage history of both applicant and spouse	RECORDED_DT	the recorded date of marriage	No	No	DATE	NULL
IBS_AP_MARRIAGE_HIST	contains marriage history of both applicant and spouse	END_OF_MARRIAGE_DT	the date when the marriage ended	No	No	DATE	NULL
IBS_AP_MARRIAGE_HIST	contains marriage history of both applicant and spouse	SPOUSE_NATZ_DT	the date that the naturalization occurred	No	No	DATE	NULL
IBS_AP_MARRIAGE_HIST	contains marriage history of both applicant and spouse	SPOUSE_NATZ_CITY	the city where the naturalization occurred	No	No	VARCHAR2(28)	NULL
IBS_AP_MARRIAGE_HIST	contains marriage history of both applicant and spouse	SPOUSE_NATZ_STATE_CODE	the state where the naturalization occurred	No	No	VARCHAR2(2)	NULL
IBS_AP_MARRIAGE_HIST	contains marriage history of both applicant and spouse	DIVORCE_CNTRY_CODE	the country code of the country in which the divorce occurred	No	No	VARCHAR2(5)	NULL
IBS_AP_MARRIAGE_HIST	contains marriage history of both applicant and spouse	HOW_MARRIAGE_ENDED	the reasons for how the marriage ended	No	No	VARCHAR2(255)	NULL
IBS_AP_MARRIAGE_HIST	contains marriage history of both applicant and spouse	SPOUSE_STATUS_CODE	the prior spouse's immigration-status code, if applicable	No	No	VARCHAR2(3)	NULL
IBS_AP_MARRIAGE_HIST	contains marriage history of both applicant and spouse	SPOUSE_PRIOR_MARRIAGE	the code that denotes whether spouse had prior marriage	No	No	VARCHAR2(1)	NULL

(b)(6)

IBS_AP_MARRIAGE_HIST	contains marriage history of both applicant and spouse	SPOUSE_NATZ_CERT_NBR	the spouse's naturalization certificate number	No	No	VARCHAR2(12)	NULL
IBS_AP_MARRIAGE_HIST	contains marriage history of both applicant and spouse	BLDG_RM	the room number within the building at the address	No	No	VARCHAR2(34)	NULL
IBS_AP_MARRIAGE_HIST	contains marriage history of both applicant and spouse	STREET_NBR	the street number	No	No	VARCHAR2(10)	NULL
IBS_AP_MARRIAGE_HIST	contains marriage history of both applicant and spouse	STREET_NAME	the street name	No	No	VARCHAR2(34)	NULL
IBS_AP_MARRIAGE_HIST	contains marriage history of both applicant and spouse	CITY	the name of the city that is located in the United States or abroad	No	No	VARCHAR2(28)	NULL
IBS_AP_MARRIAGE_HIST	contains marriage history of both applicant and spouse	STATE_CODE	the code that denotes the state within the United States or territory	No	No	VARCHAR2(2)	NULL
IBS_AP_MARRIAGE_HIST	contains marriage history of both applicant and spouse	ZIP_CODE	the postal-service code that denotes the mailing-address within the geographical area of the city or county	No	No	VARCHAR2(9)	NULL
IBS_AP_MARRIAGE_HIST	contains marriage history of both applicant and spouse	PROVINCE	the geographical location in the foreign country	No	No	VARCHAR2(20)	NULL
IBS_AP_MARRIAGE_HIST	contains marriage history of both applicant and spouse	POSTAL_CODE	the code that directs mail delivery to the desired geographical area in the foreign country	No	No	VARCHAR2(9)	NULL
IBS_AP_MARRIAGE_HIST	contains marriage history of both applicant and spouse	CNTRY_CODE	the standard code that denotes the country	No	No	VARCHAR2(5)	NULL
IBS_AP_MARRIAGE_HIST	contains marriage history of both applicant and spouse	SPOUSE_US_CITIZEN_FLAG		No	No	CHAR(1)	NULL
IBS_AP_MARRIAGE_HIST	contains marriage history of both applicant and spouse	SPOUSE_US_CITIZEN_TYPE		No	No	CHAR(1)	NULL
IBS_AP_MARRIAGE_HIST	contains marriage history of both applicant and spouse	SPOUSE_STATUS_OTHER_DESC		No	No	VARCHAR2(50)	NULL
IBS_AP_N400_ALLEG_RSLT	contains allegiance-criteria selected in the application by the applicant	APP_ID	the system-generated number used to track receipted cases (i.e., [redacted]	Yes	Yes	VARCHAR2(13)	NOT NULL
IBS_AP_N400_ALLEG_RSLT	contains allegiance-criteria selected in the application by the applicant	ANSWER_ALLEG_1	Yes (Y) or No (N) that indicates the answer of the allegiance question 1	No	No	VARCHAR2(1)	NULL
IBS_AP_N400_ALLEG_RSLT	contains allegiance-criteria selected in the application by the applicant	ANSWER_ALLEG_2	Yes (Y) or No (N) that indicates the answer of the allegiance question 2	No	No	VARCHAR2(1)	NULL
IBS_AP_N400_ALLEG_RSLT	contains allegiance-criteria selected in the application by the applicant	ANSWER_ALLEG_3	Yes (Y) or No (N) that indicates the answer of the allegiance question 3	No	No	VARCHAR2(1)	NULL
IBS_AP_N400_ALLEG_RSLT	contains allegiance-criteria selected in the application by the applicant	ANSWER_ALLEG_4	Yes (Y) or No (N) that indicates the answer of the allegiance question 4	No	No	VARCHAR2(1)	NULL
IBS_AP_N400_ALLEG_RSLT	contains allegiance-criteria selected in the application by the applicant	ANSWER_ALLEG_5	Yes (Y) or No (N) that indicates the answer of the allegiance question 5	No	No	VARCHAR2(1)	NULL
IBS_AP_N400_ALLEG_RSLT	contains allegiance-criteria selected in the application by the applicant	ANSWER_ALLEG_10H35		No	No	CHAR(1)	NULL
IBS_AP_N400_ELIG_RSLT	contains the eligibility answers that were selected in the application	APP_ID	the system-generated number used to track receipted cases (i.e., [redacted]	Yes	Yes	VARCHAR2(13)	NOT NULL
IBS_AP_N400_ELIG_RSLT	contains the eligibility answers that were selected in the application	ANSWER_ELIG_1	Yes (Y) or No (N) that indicates the answer of the question related to eligibility factor 1	No	No	VARCHAR2(1)	NULL
IBS_AP_N400_ELIG_RSLT	contains the eligibility answers that were selected in the application	ANSWER_ELIG_2A	Yes (Y) or No (N) that indicates the answer of the question related to eligibility factor 2A	No	No	VARCHAR2(1)	NULL
IBS_AP_N400_ELIG_RSLT	contains the eligibility answers that were selected in the application	ANSWER_ELIG_2B	Yes (Y) or No (N) that indicates the answer of the question related to eligibility factor 2B	No	No	VARCHAR2(1)	NULL
IBS_AP_N400_ELIG_RSLT	contains the eligibility answers that were selected in the application	ANSWER_ELIG_3	Yes (Y) or No (N) that indicates the answer of the question related to eligibility factor 3	No	No	VARCHAR2(1)	NULL
IBS_AP_N400_ELIG_RSLT	contains the eligibility answers that were selected in the application	ANSWER_ELIG_4	Yes (Y) or No (N) that indicates the answer of the question related to eligibility factor 4	No	No	VARCHAR2(1)	NULL
IBS_AP_N400_ELIG_RSLT	contains the eligibility answers that were selected in the application	ANSWER_ELIG_5	Yes (Y) or No (N) that indicates the answer of the question related to eligibility factor 5	No	No	VARCHAR2(1)	NULL
IBS_AP_N400_ELIG_RSLT	contains the eligibility answers that were selected in the application	SELECT_SRVC_NBR	the selective service number that was registered under the Selective Register laws	No	No	VARCHAR2(10)	NULL
IBS_AP_N400_ELIG_RSLT	contains the eligibility answers that were selected in the application	SRVC_REGISTER_DT	the date that the selective service was registered	No	No	DATE	NULL

(b)(6)

(b)(6)

IBS_AP_N400_ELIG_RSLT	contains the eligibility answers that were selected in the application	LOCAL_BOARD_NBR	the local board number which represented the board where the selective service was registered before 1978	No	No	VARCHAR2(10)	NULL
IBS_AP_N400_ELIG_RSLT	contains the eligibility answers that were selected in the application	CLASSIFICATION	the classification of the selective service which was registered before 1978	No	No	VARCHAR2(30)	NULL
IBS_AP_N400_ELIG_RSLT	contains the eligibility answers that were selected in the application	ANSWER_ELIG_6	Yes (Y) or No (N) that indicates the answer of the question related to eligibility factor 6	No	No	VARCHAR2(1)	NULL
IBS_AP_N400_ELIG_RSLT	contains the eligibility answers that were selected in the application	ANSWER_ELIG_7	Yes (Y) or No (N) that indicates the answer of the question related to eligibility factor 7	No	No	VARCHAR2(1)	NULL
IBS_AP_N400_ELIG_RSLT	contains the eligibility answers that were selected in the application	ANSWER_ELIG_8	Yes (Y) or No (N) that indicates the answer of the question related to eligibility factor 8	No	No	VARCHAR2(1)	NULL
IBS_AP_N400_ELIG_RSLT	contains the eligibility answers that were selected in the application	ANSWER_ELIG_9	Yes (Y) or No (N) that indicates the answer of the question related to eligibility factor 9	No	No	VARCHAR2(1)	NULL
IBS_AP_N400_ELIG_RSLT	contains the eligibility answers that were selected in the application	ANSWER_ELIG_10	Yes (Y) or No (N) that indicates the answer of the question related to eligibility factor 10	No	No	VARCHAR2(1)	NULL
IBS_AP_N400_ELIG_RSLT	contains the eligibility answers that were selected in the application	ANSWER_ELIG_11	Yes (Y) or No (N) that indicates the answer of the question related to eligibility factor 11	No	No	VARCHAR2(1)	NULL
IBS_AP_N400_ELIG_RSLT	contains the eligibility answers that were selected in the application	ANSWER_ELIG_12A	Yes (Y) or No (N) that indicates the answer of the question related to eligibility factor 12A	No	No	VARCHAR2(1)	NULL
IBS_AP_N400_ELIG_RSLT	contains the eligibility answers that were selected in the application	ANSWER_ELIG_12B	Yes (Y) or No (N) that indicates the answer of the question related to eligibility factor 12B	No	No	VARCHAR2(1)	NULL
IBS_AP_N400_ELIG_RSLT	contains the eligibility answers that were selected in the application	ANSWER_ELIG_12C	Yes (Y) or No (N) that indicates the answer of the question related to eligibility factor 12C	No	No	VARCHAR2(1)	NULL
IBS_AP_N400_ELIG_RSLT	contains the eligibility answers that were selected in the application	ANSWER_ELIG_12D	Yes (Y) or No (N) that indicates the answer of the question related to eligibility factor 12D	No	No	VARCHAR2(1)	NULL
IBS_AP_N400_ELIG_RSLT	contains the eligibility answers that were selected in the application	ANSWER_ELIG_12E	Yes (Y) or No (N) that indicates the answer of the question related to eligibility factor 12E	No	No	VARCHAR2(1)	NULL
IBS_AP_N400_ELIG_RSLT	contains the eligibility answers that were selected in the application	ANSWER_ELIG_12F	Yes (Y) or No (N) that indicates the answer of the question related to eligibility factor 12F	No	No	VARCHAR2(1)	NULL
IBS_AP_N400_ELIG_RSLT	contains the eligibility answers that were selected in the application	ANSWER_ELIG_12G	Yes (Y) or No (N) that indicates the answer of the question related to eligibility factor 12G	No	No	VARCHAR2(1)	NULL
IBS_AP_N400_ELIG_RSLT	contains the eligibility answers that were selected in the application	ANSWER_ELIG_13	Yes (Y) or No (N) that indicates the answer of the question related to eligibility factor 13	No	No	VARCHAR2(1)	NULL
IBS_AP_N400_ELIG_RSLT	contains the eligibility answers that were selected in the application	ANSWER_ELIG_14	Yes (Y) or No (N) that indicates the answer of the question related to eligibility factor 14	No	No	VARCHAR2(1)	NULL
IBS_AP_N400_ELIG_RSLT	contains the eligibility answers that were selected in the application	ANSWER_ELIG_15A	Yes (Y) or No (N) that indicates the answer of the question related to eligibility factor 15A	No	No	VARCHAR2(1)	NULL
IBS_AP_N400_ELIG_RSLT	contains the eligibility answers that were selected in the application	ANSWER_ELIG_15B	Yes (Y) or No (N) that indicates the answer of the question related to eligibility factor 15B	No	No	VARCHAR2(1)	NULL
IBS_AP_N400_ELIG_RSLT	contains the eligibility answers that were selected in the application	ANSWER_ELIG_16		No	No	VARCHAR2(1)	NULL
IBS_AP_N400_ELIG_RSLT	contains the eligibility answers that were selected in the application	ANSWER_ELIG_10A2		No	No	CHAR(1)	NULL
IBS_AP_N400_ELIG_RSLT	contains the eligibility answers that were selected in the application	ANSWER_ELIG_10A3		No	No	CHAR(1)	NULL
IBS_AP_N400_ELIG_RSLT	contains the eligibility answers that were selected in the application	ANSWER_ELIG_10A5		No	No	CHAR(1)	NULL
IBS_AP_N400_ELIG_RSLT	contains the eligibility answers that were selected in the application	ANSWER_ELIG_10B8A		No	No	CHAR(1)	NULL

IBS_AP_N400_ELIG_RSLT	contains the eligibility answers that were selected in the application	ANSWER_ELIG_10B9B		No	No	CHAR(1)	NULL
IBS_AP_N400_ELIG_RSLT	contains the eligibility answers that were selected in the application	ANSWER_ELIG_10B9C		No	No	CHAR(1)	NULL
IBS_AP_N400_ELIG_RSLT	contains the eligibility answers that were selected in the application	ANSWER_ELIG_10B10		No	No	CHAR(1)	NULL
IBS_AP_N400_ELIG_RSLT	contains the eligibility answers that were selected in the application	ANSWER_ELIG_10B11		No	No	CHAR(1)	NULL
IBS_AP_N400_ELIG_RSLT	contains the eligibility answers that were selected in the application	ANSWER_ELIG_10B12C		No	No	CHAR(1)	NULL
IBS_AP_N400_ELIG_RSLT	contains the eligibility answers that were selected in the application	ANSWER_ELIG_10C13		No	No	CHAR(1)	NULL
IBS_AP_N400_ELIG_RSLT	contains the eligibility answers that were selected in the application	ANSWER_ELIG_10D17		No	No	CHAR(1)	NULL
IBS_AP_N400_ELIG_RSLT	contains the eligibility answers that were selected in the application	ANSWER_ELIG_10D18		No	No	CHAR(1)	NULL
IBS_AP_N400_ELIG_RSLT	contains the eligibility answers that were selected in the application	ANSWER_ELIG_10D19		No	No	CHAR(1)	NULL
IBS_AP_N400_ELIG_RSLT	contains the eligibility answers that were selected in the application	ANSWER_ELIG_10D20		No	No	CHAR(1)	NULL
IBS_AP_N400_ELIG_RSLT	contains the eligibility answers that were selected in the application	ANSWER_ELIG_10D21		No	No	CHAR(1)	NULL
IBS_AP_N400_ELIG_RSLT	contains the eligibility answers that were selected in the application	ANSWER_ELIG_10D22G		No	No	CHAR(1)	NULL
IBS_AP_N400_ELIG_RSLT	contains the eligibility answers that were selected in the application	ANSWER_ELIG_10D24		No	No	CHAR(1)	NULL
IBS_AP_N400_ELIG_RSLT	contains the eligibility answers that were selected in the application	ANSWER_ELIG_10E25		No	No	CHAR(1)	NULL
IBS_AP_N400_ELIG_RSLT	contains the eligibility answers that were selected in the application	ANSWER_ELIG_10E27		No	No	CHAR(1)	NULL
IBS_AP_N400_ELIG_RSLT	contains the eligibility answers that were selected in the application	ANSWER_ELIG_10E28		No	No	CHAR(1)	NULL
IBS_AP_N400_ELIG_RSLT	contains the eligibility answers that were selected in the application	ANSWER_ELIG_10F29		No	No	CHAR(1)	NULL
IBS_AP_N400_ELIG_RSLT	contains the eligibility answers that were selected in the application	ANSWER_ELIG_10G33		No	No	CHAR(1)	NULL
IBS_AP_N400_ELIG15_ATTACH	contains data that identifies both incident and the location of it	APP_ID	the system-generated number used to track receipted cases (i.e., [redacted]	Yes	Yes	VARCHAR2(13)	NOT NULL
IBS_AP_N400_ELIG15_ATTACH	contains data that identifies both incident and the location of it	INCIDENT_SEQ_NBR	the number of the occurence that related to break or violate any law	Yes	No	NUMBER(5)	NOT NULL
IBS_AP_N400_ELIG15_ATTACH	contains data that identifies both incident and the location of it	INCIDENT_CITY	the city where the incident occurred	No	No	VARCHAR2(28)	NULL
IBS_AP_N400_ELIG15_ATTACH	contains data that identifies both incident and the location of it	INCIDENT_STATE_CODE	the state where the incident occurred	No	No	VARCHAR2(2)	NULL
IBS_AP_N400_ELIG15_ATTACH	contains data that identifies both incident and the location of it	INCIDENT_COUNTRY_CODE	the country where the incident occurred	No	No	VARCHAR2(5)	NULL
IBS_AP_N400_ELIG15_ATTACH	contains data that identifies both incident and the location of it	INCIDENT_DTIME	the date and time when the incident occurred	No	No	DATE	NULL
IBS_AP_N400_ELIG15_ATTACH	contains data that identifies both incident and the location of it	OFFENSE_NATURE	the nature of the offense	No	No	VARCHAR2(255)	NULL
IBS_AP_N400_ELIG15_ATTACH	contains data that identifies both incident and the location of it	CASE_OUTCOME	the disposition of the case	No	No	VARCHAR2(255)	NULL
IBS_AP_N400_RSLT_ARCH	contains the eligibility answers that were selected in the application	APP_ID	the system-generated number used to track receipted cases (i.e., [redacted]	Yes	Yes	VARCHAR2(13)	NOT NULL
IBS_AP_N400_RSLT_ARCH	contains the eligibility answers that were selected in the application	ANSWER_ELIG_1	Yes (Y) or No (N) that indicates the answer of the question related to eligibility factor 1	No	No	CHAR(1)	NULL
IBS_AP_N400_RSLT_ARCH	contains the eligibility answers that were selected in the application	ANSWER_ELIG_2A	Yes (Y) or No (N) that indicates the answer of the question related to eligibility factor 2A	No	No	CHAR(1)	NULL
IBS_AP_N400_RSLT_ARCH	contains the eligibility answers that were selected in the application	ANSWER_ELIG_2B	Yes (Y) or No (N) that indicates the answer of the question related to eligibility factor 2B	No	No	CHAR(1)	NULL
IBS_AP_N400_RSLT_ARCH	contains the eligibility answers that were selected in the application	ANSWER_ELIG_3	Yes (Y) or No (N) that indicates the answer of the question related to eligibility factor 3	No	No	CHAR(1)	NULL

(b)(6)

(b)(6)

IBS_AP_N400_RSLT_ARCH	contains the eligibility answers that were selected in the application	ANSWER_ELIG_4	Yes (Y) or No (N) that indicates the answer of the question related to eligibility factor 4	No	No	CHAR(1)	NULL
IBS_AP_N400_RSLT_ARCH	contains the eligibility answers that were selected in the application	ANSWER_ELIG_5	Yes (Y) or No (N) that indicates the answer of the question related to eligibility factor 5	No	No	CHAR(1)	NULL
IBS_AP_N400_RSLT_ARCH	contains the eligibility answers that were selected in the application	SELECT_SRVC_NBR	the selective service number that was registered under the Selective Register laws	No	No	VARCHAR2(10)	NULL
IBS_AP_N400_RSLT_ARCH	contains the eligibility answers that were selected in the application	SRVC_REGISTER_DT	the date that the selective service was registered	No	No	DATE	NULL
IBS_AP_N400_RSLT_ARCH	contains the eligibility answers that were selected in the application	LOCAL_BOARD_NBR	the local board number which represented the board where the selective service was registered before 1978	No	No	VARCHAR2(10)	NULL
IBS_AP_N400_RSLT_ARCH	contains the eligibility answers that were selected in the application	CLASSIFICATION	the classification of the selective service which was registered before 1978	No	No	VARCHAR2(30)	NULL
IBS_AP_N400_RSLT_ARCH	contains the eligibility answers that were selected in the application	ANSWER_ELIG_6	Yes (Y) or No (N) that indicates the answer of the question related to eligibility factor 6	No	No	CHAR(1)	NULL
IBS_AP_N400_RSLT_ARCH	contains the eligibility answers that were selected in the application	ANSWER_ELIG_7	Yes (Y) or No (N) that indicates the answer of the question related to eligibility factor 7	No	No	CHAR(1)	NULL
IBS_AP_N400_RSLT_ARCH	contains the eligibility answers that were selected in the application	ANSWER_ELIG_8	Yes (Y) or No (N) that indicates the answer of the question related to eligibility factor 8	No	No	CHAR(1)	NULL
IBS_AP_N400_RSLT_ARCH	contains the eligibility answers that were selected in the application	ANSWER_ELIG_9	Yes (Y) or No (N) that indicates the answer of the question related to eligibility factor 9	No	No	CHAR(1)	NULL
IBS_AP_N400_RSLT_ARCH	contains the eligibility answers that were selected in the application	ANSWER_ELIG_10	Yes (Y) or No (N) that indicates the answer of the question related to eligibility factor 10	No	No	CHAR(1)	NULL
IBS_AP_N400_RSLT_ARCH	contains the eligibility answers that were selected in the application	ANSWER_ELIG_11	Yes (Y) or No (N) that indicates the answer of the question related to eligibility factor 11	No	No	CHAR(1)	NULL
IBS_AP_N400_RSLT_ARCH	contains the eligibility answers that were selected in the application	ANSWER_ELIG_12A	Yes (Y) or No (N) that indicates the answer of the question related to eligibility factor 12A	No	No	CHAR(1)	NULL
IBS_AP_N400_RSLT_ARCH	contains the eligibility answers that were selected in the application	ANSWER_ELIG_12B	Yes (Y) or No (N) that indicates the answer of the question related to eligibility factor 12B	No	No	CHAR(1)	NULL
IBS_AP_N400_RSLT_ARCH	contains the eligibility answers that were selected in the application	ANSWER_ELIG_12C	Yes (Y) or No (N) that indicates the answer of the question related to eligibility factor 12C	No	No	CHAR(1)	NULL
IBS_AP_N400_RSLT_ARCH	contains the eligibility answers that were selected in the application	ANSWER_ELIG_12D	Yes (Y) or No (N) that indicates the answer of the question related to eligibility factor 12D	No	No	CHAR(1)	NULL
IBS_AP_N400_RSLT_ARCH	contains the eligibility answers that were selected in the application	ANSWER_ELIG_12E	Yes (Y) or No (N) that indicates the answer of the question related to eligibility factor 12E	No	No	CHAR(1)	NULL
IBS_AP_N400_RSLT_ARCH	contains the eligibility answers that were selected in the application	ANSWER_ELIG_12F	Yes (Y) or No (N) that indicates the answer of the question related to eligibility factor 12F	No	No	CHAR(1)	NULL
IBS_AP_N400_RSLT_ARCH	contains the eligibility answers that were selected in the application	ANSWER_ELIG_12G	Yes (Y) or No (N) that indicates the answer of the question related to eligibility factor 12G	No	No	CHAR(1)	NULL
IBS_AP_N400_RSLT_ARCH	contains the eligibility answers that were selected in the application	ANSWER_ELIG_13	Yes (Y) or No (N) that indicates the answer of the question related to eligibility factor 13	No	No	CHAR(1)	NULL
IBS_AP_N400_RSLT_ARCH	contains the eligibility answers that were selected in the application	ANSWER_ELIG_14	Yes (Y) or No (N) that indicates the answer of the question related to eligibility factor 14	No	No	CHAR(1)	NULL
IBS_AP_N400_RSLT_ARCH	contains the eligibility answers that were selected in the application	ANSWER_ELIG_15A	Yes (Y) or No (N) that indicates the answer of the question related to eligibility factor 15A	No	No	CHAR(1)	NULL

IBS_AP_N400_RSLT_ARCH	contains the eligibility answers that were selected in the application	ANSWER_ELIG_15B	Yes (Y) or No (N) that indicates the answer of the question related to eligibility factor 15B	No	No	CHAR(1)	NULL
IBS_AP_N400_RSLT_ARCH	contains the eligibility answers that were selected in the application	ANSWER_ELIG_16		No	No	CHAR(1)	NULL
IBS_AP_N400_RSLT_ARCH	contains the eligibility answers that were selected in the application	ANSWER_ELIG_10A2		No	No	CHAR(1)	NULL
IBS_AP_N400_RSLT_ARCH	contains the eligibility answers that were selected in the application	ANSWER_ELIG_10A3		No	No	CHAR(1)	NULL
IBS_AP_N400_RSLT_ARCH	contains the eligibility answers that were selected in the application	ANSWER_ELIG_10A5		No	No	CHAR(1)	NULL
IBS_AP_N400_RSLT_ARCH	contains the eligibility answers that were selected in the application	ANSWER_ELIG_10B8A		No	No	CHAR(1)	NULL
IBS_AP_N400_RSLT_ARCH	contains the eligibility answers that were selected in the application	ANSWER_ELIG_10B9B		No	No	CHAR(1)	NULL
IBS_AP_N400_RSLT_ARCH	contains the eligibility answers that were selected in the application	ANSWER_ELIG_10B9C		No	No	CHAR(1)	NULL
IBS_AP_N400_RSLT_ARCH	contains the eligibility answers that were selected in the application	ANSWER_ELIG_10B10		No	No	CHAR(1)	NULL
IBS_AP_N400_RSLT_ARCH	contains the eligibility answers that were selected in the application	ANSWER_ELIG_10B11		No	No	CHAR(1)	NULL
IBS_AP_N400_RSLT_ARCH	contains the eligibility answers that were selected in the application	ANSWER_ELIG_10B12C		No	No	CHAR(1)	NULL
IBS_AP_N400_RSLT_ARCH	contains the eligibility answers that were selected in the application	ANSWER_ELIG_10C13		No	No	CHAR(1)	NULL
IBS_AP_N400_RSLT_ARCH	contains the eligibility answers that were selected in the application	ANSWER_ELIG_10D17		No	No	CHAR(1)	NULL
IBS_AP_N400_RSLT_ARCH	contains the eligibility answers that were selected in the application	ANSWER_ELIG_10D18		No	No	CHAR(1)	NULL
IBS_AP_N400_RSLT_ARCH	contains the eligibility answers that were selected in the application	ANSWER_ELIG_10D19		No	No	CHAR(1)	NULL
IBS_AP_N400_RSLT_ARCH	contains the eligibility answers that were selected in the application	ANSWER_ELIG_10D20		No	No	CHAR(1)	NULL
IBS_AP_N400_RSLT_ARCH	contains the eligibility answers that were selected in the application	ANSWER_ELIG_10D21		No	No	CHAR(1)	NULL
IBS_AP_N400_RSLT_ARCH	contains the eligibility answers that were selected in the application	ANSWER_ELIG_10D22G		No	No	CHAR(1)	NULL
IBS_AP_N400_RSLT_ARCH	contains the eligibility answers that were selected in the application	ANSWER_ELIG_10D24		No	No	CHAR(1)	NULL
IBS_AP_N400_RSLT_ARCH	contains the eligibility answers that were selected in the application	ANSWER_ELIG_10E25		No	No	CHAR(1)	NULL
IBS_AP_N400_RSLT_ARCH	contains the eligibility answers that were selected in the application	ANSWER_ELIG_10E27		No	No	CHAR(1)	NULL
IBS_AP_N400_RSLT_ARCH	contains the eligibility answers that were selected in the application	ANSWER_ELIG_10E28		No	No	CHAR(1)	NULL
IBS_AP_N400_RSLT_ARCH	contains the eligibility answers that were selected in the application	ANSWER_ELIG_10F29		No	No	CHAR(1)	NULL
IBS_AP_N400_RSLT_ARCH	contains the eligibility answers that were selected in the application	ANSWER_ELIG_10G33		No	No	CHAR(1)	NULL
IBS_AP_N400_RSLT_ARCH	contains the eligibility answers that were selected in the application	ANSWER_ALLEG_10H35		No	No	CHAR(1)	NULL
IBS_AP_N400_RSLT_ARCH	contains the eligibility answers that were selected in the application	ANSWER_ALLEG_1		No	No	CHAR(1)	NULL
IBS_AP_N400_RSLT_ARCH	contains the eligibility answers that were selected in the application	PART21_CODE		No	No	VARCHAR2(10)	NULL
IBS_AP_N400_RSLT_ARCH	contains the eligibility answers that were selected in the application	MARITAL_STATUS_CODE		No	No	CHAR(1)	NULL
IBS_AP_NOSHOW_CANCEL	contains the count of both noshows and cancellations by the applicant for a scheduled interview or oath ceremony	APP_ID	the system-generated number used to track receipted cases (i.e., [redacted]	Yes	Yes	VARCHAR2(13)	NOT NULL
IBS_AP_NOSHOW_CANCEL	contains the count of both noshows and cancellations by the applicant for a scheduled interview or oath ceremony	INTV_APP_CANCEL_QTY	the number of cancellations by the applicant for interview	No	No	NUMBER(5)	NULL
IBS_AP_NOSHOW_CANCEL	contains the count of both noshows and cancellations by the applicant for a scheduled interview or oath ceremony	INTV_APP_NOSHOW_QTY	the number of noshows by the applicant for interview	No	No	NUMBER(5)	NULL

(b)(6)

IBS_AP_NOSHOW_CANCEL	contains the count of both noshows and cancellations by the applicant for a scheduled interview or oath ceremony	OC_APP_CANCEL_QTY	the number of cancellations by the applicant for oath ceremony	No	No	NUMBER(5)	NULL
IBS_AP_NOSHOW_CANCEL	contains the count of both noshows and cancellations by the applicant for a scheduled interview or oath ceremony	OC_APP_NOSHOW_QTY	the number of noshows by the applicant for oath ceremony	No	No	NUMBER(5)	NULL
IBS_AP_ORGANIZATION	contains data pertaining to the organization with which the applicant is in or has been associated	APP_ID	the system-generated number used to track receipted cases (i.e., [redacted]	Yes	Yes	VARCHAR2(13)	NOT NULL
IBS_AP_ORGANIZATION	contains data pertaining to the organization with which the applicant is in or has been associated	ORG_SEQ_NBR	the sequence number of the oragnizations which the person had associated with	Yes	No	NUMBER(5)	NOT NULL
IBS_AP_ORGANIZATION	contains data pertaining to the organization with which the applicant is in or has been associated	ORG_FROM_DT	the date that the person begin the association with the organization	No	No	DATE	NULL
IBS_AP_ORGANIZATION	contains data pertaining to the organization with which the applicant is in or has been associated	ORG_TO_DT	the date that the person stop the association with the organization	No	No	DATE	NULL
IBS_AP_ORGANIZATION	contains data pertaining to the organization with which the applicant is in or has been associated	ORG_NAME	the name of the organization	No	No	VARCHAR2(50)	NULL
IBS_AP_ORGANIZATION	contains data pertaining to the organization with which the applicant is in or has been associated	ORG_DESC	the text that describe the nature of the organization	No	No	VARCHAR2(255)	NULL
IBS_AP_ORGANIZATION	contains data pertaining to the organization with which the applicant is in or has been associated	ORG_CITY	the city where the organization is located	No	No	VARCHAR2(28)	NULL
IBS_AP_ORGANIZATION	contains data pertaining to the organization with which the applicant is in or has been associated	ORG_STATE_CODE	the state where the organization is located	No	No	VARCHAR2(2)	NULL
IBS_AP_ORGANIZATION	contains data pertaining to the organization with which the applicant is in or has been associated	ORG_COUNTRY_CODE	the country where the organization is located	No	No	VARCHAR2(5)	NULL
IBS_AP_PAYMENT	contains applicant's payment data	PAYMENT_ID	the system-generated number used to track the fee charged for performance of the INS service	Yes	No	VARCHAR2(13)	NOT NULL
IBS_AP_PAYMENT	contains applicant's payment data	TOTAL_PAYMENT_AMT	the total amount paid for one or more applications	No	No	NUMBER(12,2)	NULL
IBS_AP_PAYMENT	contains applicant's payment data	PAYMENT_DESC	the description of this payment	No	No	VARCHAR2(30)	NULL
IBS_AP_PAYMENT	contains applicant's payment data	NBR_OF_INITIAL_REMITTANCES	NBR_OF_INITIAL_REMITTANCES Number(5); varchar2(1)	No	No	NUMBER(5)	NULL
IBS_AP_PAYMENT	contains applicant's payment data	PAYMENT_STATUS_IND	the status indicator denoting the location where the payment was entered;	No	No	VARCHAR2(1)	NULL
IBS_AP_QA_RSLT	contains answers to application questions	APP_ID	the system-generated number used to track receipted cases (i.e., [redacted]	Yes	Yes	VARCHAR2(13)	NOT NULL
IBS_AP_QA_RSLT	contains answers to application questions	RECORDED_DTIME	the date and time when the result is recorded	Yes	No	DATE	NOT NULL
IBS_AP_QA_RSLT	contains answers to application questions	FORM_QUESTION_TYPE	the type of question	Yes	No	VARCHAR2(3)	NOT NULL
IBS_AP_QA_RSLT	contains answers to application questions	QUESTION_NBR	the pre-asigned number that denotes the question	Yes	No	VARCHAR2(4)	NOT NULL
IBS_AP_QA_RSLT	contains answers to application questions	ANSWER_GIVEN	the answer given by the applicant on the question	No	No	VARCHAR2(255)	NULL
IBS_AP_RELATIVE	contains required relative data in order to show the relationships with the applicant	APP_ID	the system-generated number used to track receipted cases (i.e., [redacted]	Yes	Yes	VARCHAR2(13)	NOT NULL
IBS_AP_RELATIVE	contains required relative data in order to show the relationships with the applicant	RELATIVE_SEQ_NBR	the sequence number of relative for this specific application	Yes	No	NUMBER(5)	NOT NULL
IBS_AP_RELATIVE	contains required relative data in order to show the relationships with the applicant	RELATIVE_TYPE_CODE	the code that identifies the type of relative except spouse; i.e., M is for mother, F is for father, C is for Child, and MB is for multi-beneficiary...	No	Yes	VARCHAR2(2)	NULL
IBS_AP_RELATIVE	contains required relative data in order to show the relationships with the applicant	RELATIVE_PER_ID	the system-generated number that denotes the person who has the relationship with the applicant	No	No	NUMBER(10)	NULL
IBS_AP_RELATIVE	contains required relative data in order to show the relationships with the applicant	RELATIVE_LAST_NAME	the last name of the person	No	No	VARCHAR2(30)	NULL
IBS_AP_RELATIVE	contains required relative data in order to show the relationships with the applicant	RELATIVE_FIRST_NAME	the first name of the person	No	No	VARCHAR2(18)	NULL
IBS_AP_RELATIVE	contains required relative data in order to show the relationships with the applicant	RELATIVE_MIDDLE_NAME	the middle name of the person	No	No	VARCHAR2(18)	NULL

IBS_AP_RELATIVE	contains required relative data in order to show the relationships with the applicant	RELATIVE_ALIEN_NBR	the identification number assigned an alien at the time of entry into the United States	No	No	VARCHAR2(10)	NULL
IBS_AP_RELATIVE	contains required relative data in order to show the relationships with the applicant	RELATIVE_DOB_DT	the person's birth date as shown on the Form I551 Green Card (the card is actually blue in color)	No	No	DATE	NULL
IBS_AP_RELATIVE	contains required relative data in order to show the relationships with the applicant	RELATIVE_COB_CODE	the code that designaties the person's country of birth	No	No	VARCHAR2(5)	NULL
IBS_AP_RELATIVE	contains required relative data in order to show the relationships with the applicant	CITIZENSHIP_CNTRY_CODE	the code that denotes the person's country of citizenship	No	No	VARCHAR2(5)	NULL
IBS_AP_RELATIVE	contains required relative data in order to show the relationships with the applicant	CITIZENSHIP_BASIS_IND	the code that denotes the person's citizenship based on, such as Birth = B; Derived = D; Marriage = M; Natz = N; Unknown = U; Birth Abroad = A	No	No	VARCHAR2(1)	NULL
IBS_AP_RELATIVE	contains required relative data in order to show the relationships with the applicant	RELATIVE_STATUS_CODE	the code that denotes the dependent's legal immigration status	No	No	VARCHAR2(3)	NULL
IBS_AP_RELATIVE	contains required relative data in order to show the relationships with the applicant	RELATIVE_EFF_DT	the effective date of dependency; i.e., marriage or legal custody	No	No	DATE	NULL
IBS_AP_RELATIVE	contains required relative data in order to show the relationships with the applicant	RELATIVE_END_DT	the ending date of dependency; i.e., marriage or legal custody	No	No	DATE	NULL
IBS_AP_RELATIVE	contains required relative data in order to show the relationships with the applicant	DEPENDENCY_FLAG	Yes (Y) No (N) flag that denotes whether this relative is a dependent	No	No	VARCHAR2(1)	NULL
IBS_AP_RELATIVE	contains required relative data in order to show the relationships with the applicant	LIVE_WITH_APPLICANT_FLAG	Yes (Y) No (N) flag that denotes whether dependent lives with applicant	No	No	VARCHAR2(1)	NULL
IBS_AP_RELATIVE	contains required relative data in order to show the relationships with the applicant	CHILD_SUPPORT_PD_FLAG	Yes (Y) No (N) flag that denotes whether CHILD-SUPPORT HAS been paid	No	No	VARCHAR2(1)	NULL
IBS_AP_RELATIVE	contains required relative data in order to show the relationships with the applicant	CHILD_SUPPORT_LATE_FLAG	Yes (Y) No (N) flag that denotes on-time or late CHILD-SUPPORT payment	No	No	VARCHAR2(1)	NULL
IBS_AP_RELATIVE	contains required relative data in order to show the relationships with the applicant	CHILD_SUPPORT_NOW_LATE_FLAG	Yes (Y) No (N) flag that denotes whether child-support payments are currently late	No	No	VARCHAR2(1)	NULL
IBS_AP_RELATIVE	contains required relative data in order to show the relationships with the applicant	LAST_5YRS_REQD_FLAG	Yes (Y) No (N) flag that denotes whether CHILD-SUPPORT PAYMENTS were REQUIRED WITHIN LAST 5 YEARS	No	No	VARCHAR2(1)	NULL
IBS_AP_RELATIVE	contains required relative data in order to show the relationships with the applicant	GT_2WKS_BHND_LAST_5YRS_FLAG	Yes (Y) No (N) flag that denotes CHILD-SUPPORT PAYMENTS have been MORE THAN TWO WEEKS BEHIND within LAST FIVE YEARS	No	No	VARCHAR2(1)	NULL
IBS_AP_RELATIVE	contains required relative data in order to show the relationships with the applicant	GT_2WKS_BHND_NOW_FLAG	Yes (Y) No (N) flag that denotes CHILD-SUPPORT PAYMENTS are NOW MORE THAN TWO WEEKS BEHIND	No	No	VARCHAR2(1)	NULL
IBS_AP_RELATIVE	contains required relative data in order to show the relationships with the applicant	NATZ_CERT_NBR	the identification number that appears on the person's certificate-of-citizenship	No	No	VARCHAR2(12)	NULL
IBS_AP_RELATIVE	contains required relative data in order to show the relationships with the applicant	NAL_IND	the indicator that denotes the type of dependency N:natural born, A:adoptive, L:legitimated	No	No	VARCHAR2(1)	NULL
IBS_AP_RELATIVE	contains required relative data in order to show the relationships with the applicant	ADOPT_LEGIT_DT	the date that the adoptive legal process is done	No	No	DATE	NULL
IBS_AP_RELATIVE	contains required relative data in order to show the relationships with the applicant	LEGAL_CUSTODY_FLAG	Yes (Y) No (N) flag that denotes whether this relative is a legal custody dependent	No	No	VARCHAR2(1)	NULL
IBS_AP_RELATIVE	contains required relative data in order to show the relationships with the applicant	DESEASED_FLAG	Yes (Y) No (N) flag that denotes whether this relative is live or died	No	No	VARCHAR2(1)	NULL
IBS_AP_RELATIVE	contains required relative data in order to show the relationships with the applicant	BLDG_RM	the room number within the building at the address	No	No	VARCHAR2(34)	NULL
IBS_AP_RELATIVE	contains required relative data in order to show the relationships with the applicant	STREET_NBR	the street number	No	No	VARCHAR2(10)	NULL
IBS_AP_RELATIVE	contains required relative data in order to show the relationships with the applicant	STREET_NAME	the street name	No	No	VARCHAR2(34)	NULL
IBS_AP_RELATIVE	contains required relative data in order to show the relationships with the applicant	CITY	the name of the city that is located in the United States or abroad	No	No	VARCHAR2(28)	NULL
IBS_AP_RELATIVE	contains required relative data in order to show the relationships with the applicant	STATE_CODE	the code that denotes the state within the United States or territory	No	No	VARCHAR2(2)	NULL
IBS_AP_RELATIVE	contains required relative data in order to show the relationships with the applicant	ZIP_CODE	the postal-service code that denotes the mailing-address within the geographical area of the city or county	No	No	VARCHAR2(9)	NULL
IBS_AP_RELATIVE	contains required relative data in order to show the relationships with the applicant	PROVINCE	the geographical location in the foreign country	No	No	VARCHAR2(20)	NULL

IBS_AP_RELATIVE	contains required relative data in order to show the relationships with the applicant	POSTAL_CODE	the code that directs mail delivery to the desired geographical area in the foreign country	No	No	VARCHAR2(9)	NULL
IBS_AP_RELATIVE	contains required relative data in order to show the relationships with the applicant	CNTRY_CODE	the standard code that denotes the country	No	No	VARCHAR2(5)	NULL
IBS_AP_REMITTANCE	contains various types of remittance data	PAYMENT_ID	the system-generated number used to track the fee charged for performance of the INS service	Yes	Yes	VARCHAR2(13)	NOT NULL
IBS_AP_REMITTANCE	contains various types of remittance data	REMITTANCE_SEQ_NBR	the system-generated number that denotes an instance of the application fee, be it one or more, i.e., 1, 2, 3, 4 ...	Yes	No	NUMBER(22)	NOT NULL
IBS_AP_REMITTANCE	contains various types of remittance data	USER_ID	the user-identification code	No	No	VARCHAR2(8)	NULL
IBS_AP_REMITTANCE	contains various types of remittance data	REMIT_RECEIPT_DT	the date the applicaton fee was received and secured	No	No	DATE	NULL
IBS_AP_REMITTANCE	contains various types of remittance data	REMIT_TYPE_CODE	the code that denotes the remittance type	No	Yes	VARCHAR2(3)	NULL
IBS_AP_REMITTANCE	contains various types of remittance data	PAID_AMT	the application-fee amount received at an INS office	No	No	NUMBER(12,2)	NULL
IBS_AP_REMITTANCE	contains various types of remittance data	REMITTER_LAST_NAME	the last name of the person	No	No	VARCHAR2(30)	NULL
IBS_AP_REMITTANCE	contains various types of remittance data	REMITTER_FIRST_NAME	the first name of the person	No	No	VARCHAR2(18)	NULL
IBS_AP_REMITTANCE	contains various types of remittance data	REMITTER_MIDDLE_NAME	the middle name of the person	No	No	VARCHAR2(18)	NULL
IBS_AP_REMITTANCE	contains various types of remittance data	REMITTER_SUFFIX_CODE	the name-suffix code of the person (i.e., Sr., Jr., II, III, or IV)	No	Yes	VARCHAR2(3)	NULL
IBS_AP_REMITTANCE	contains various types of remittance data	REMIT_NBR	money order number, check serial number, credit card number	No	No	VARCHAR2(16)	NULL
IBS_AP_REMITTANCE	contains various types of remittance data	REMIT_DT	the negotiable instrument's purchase date, i.e., money order, personal check(draft date) ...	No	No	DATE	NULL
IBS_AP_REMITTANCE	contains various types of remittance data	CREDIT_CARD_AUTH_NBR	the authorization-purchase number returned when a credit card is swiped through a magnetic-stripe reader	No	No	VARCHAR2(6)	NULL
IBS_AP_REMITTANCE	contains various types of remittance data	CREDIT_CARD_ISSUANCE_DT	the credit card issuance date	No	No	DATE	NULL
IBS_AP_REMITTANCE	contains various types of remittance data	CREDIT_CARD_EXP_DT	the credit card expiration date	No	No	DATE	NULL
IBS_AP_REMITTANCE	contains various types of remittance data	IMO_CITY	the name of the city in which the International Money Order was purchased	No	No	VARCHAR2(20)	NULL
IBS_AP_REMITTANCE	contains various types of remittance data	IMO_CNTRY_CODE	the name of the country in which the International Money Order was purchased	No	No	VARCHAR2(5)	NULL
IBS_AP_REMITTANCE	contains various types of remittance data	REMIT_STATUS_IND	the status indicator denoting whether the negotiable instrument was backed by sufficient funds or bounced; i.e., V for void or B for bounced	No	No	VARCHAR2(1)	NULL
IBS_AP_REMITTANCE	contains various types of remittance data	REMIT_SIGNED_FLAG	Yes (Y) No (N) flag that denotes whether a negotiable instument requiring a signature has been signed by individual paying the application fee	No	No	VARCHAR2(1)	NULL
IBS_AP_REMITTANCE	contains various types of remittance data	PAYABLE_IN_US_CUR_FLAG	Yes (Y) No (N) flag that denotes whether the payment is in U.S. currency	No	No	VARCHAR2(1)	NULL
IBS_AP_REMITTANCE	contains various types of remittance data	PAYABLE_TO_INS_FLAG	Yes (Y) No (N) flag that denotes whether the payment is payable to INS	No	No	VARCHAR2(1)	NULL
IBS_AP_REMITTANCE	contains various types of remittance data	USABLE_REMIT_FLAG	Yes (Y) No (N) flag that denotes whether the payment is usable by INS	No	No	VARCHAR2(1)	NULL
IBS_AP_REMITTANCE	contains various types of remittance data	REMIT_ACCEPTABLE_FLAG	Yes (Y) No (N) flag that denotes whether the payment is acceptable by INS	No	No	VARCHAR2(1)	NULL
IBS_AP_REMITTANCE	contains various types of remittance data	CASH_BOX_ID	the system-generated number used to track the cash box for receipting the payment/remittance	No	Yes	VARCHAR2(13)	NULL
IBS_AP_REPRESENTATIVE	contains data pertaining to the attorney who represents the applicant	REP_ID	the system generated identification number that is assigned to the representative	Yes	No	NUMBER(10)	NOT NULL
IBS_AP_REPRESENTATIVE	contains data pertaining to the attorney who represents the applicant	REP_LEGALSYSTEM_ID	the license number assigned to the representative by the legal system that grants authorization to practice of law	No	No	VARCHAR2(9)	NULL
IBS_AP_REPRESENTATIVE	contains data pertaining to the attorney who represents the applicant	REP_STATE_LICENSE_NBR	the identification number assigned the representative for successfully passing the state's bar-examination	No	No	VARCHAR2(10)	NULL
IBS_AP_REPRESENTATIVE	contains data pertaining to the attorney who represents the applicant	REP_VOLAG_NBR	the representative number that associates the representative with the volunteer-organization; i.e., religious, charitable, social service, or similar United States organization	No	No	VARCHAR2(10)	NULL
IBS_AP_REPRESENTATIVE	contains data pertaining to the attorney who represents the applicant	FIRM_NAME	the name of the business organization	No	No	VARCHAR2(34)	NULL
IBS_AP_REPRESENTATIVE	contains data pertaining to the attorney who represents the applicant	BLDG_RM	the room number within the building at the address	No	No	VARCHAR2(34)	NULL

IBS_AP_REPRESENTATIVE	contains data pertaining to the attorney who represents the applicant	STREET_NBR	the street number	No	No	VARCHAR2(10)	NULL
IBS_AP_REPRESENTATIVE	contains data pertaining to the attorney who represents the applicant	STREET_NAME	the street name	No	No	VARCHAR2(34)	NULL
IBS_AP_REPRESENTATIVE	contains data pertaining to the attorney who represents the applicant	CITY	the name of the city that is located in the United States or abroad	No	No	VARCHAR2(28)	NULL
IBS_AP_REPRESENTATIVE	contains data pertaining to the attorney who represents the applicant	STATE_CODE	the code that denotes the state within the United States or territory	No	No	VARCHAR2(2)	NULL
IBS_AP_REPRESENTATIVE	contains data pertaining to the attorney who represents the applicant	ZIP_CODE	the postal-service code that denotes the mailing-address within the geographical area of the city or county	No	No	VARCHAR2(9)	NULL
IBS_AP_REPRESENTATIVE	contains data pertaining to the attorney who represents the applicant	PROVINCE	the geographical location in the foreign country	No	No	VARCHAR2(20)	NULL
IBS_AP_REPRESENTATIVE	contains data pertaining to the attorney who represents the applicant	POSTAL_CODE	the code that directs mail delivery to the desired geographical area in the foreign country	No	No	VARCHAR2(9)	NULL
IBS_AP_REPRESENTATIVE	contains data pertaining to the attorney who represents the applicant	CNTRY_CODE	the standard code that denotes the country	No	No	VARCHAR2(5)	NULL
IBS_AP_REPRESENTATIVE	contains data pertaining to the attorney who represents the applicant	PHONE_NBR	the contact telephone number	No	No	VARCHAR2(10)	NULL
IBS_AP_REPRESENTATIVE	contains data pertaining to the attorney who represents the applicant	BEEPER_NBR	the person's beeper number	No	No	VARCHAR2(10)	NULL
IBS_AP_REPRESENTATIVE	contains data pertaining to the attorney who represents the applicant	MOBILE_NBR	the person's mobile-telephone number	No	No	VARCHAR2(10)	NULL
IBS_AP_REPRESENTATIVE	contains data pertaining to the attorney who represents the applicant	LAST_NAME	the last name of the person	No	No	VARCHAR2(30)	NULL
IBS_AP_REPRESENTATIVE	contains data pertaining to the attorney who represents the applicant	FIRST_NAME	the first name of the person	No	No	VARCHAR2(18)	NULL
IBS_AP_REPRESENTATIVE	contains data pertaining to the attorney who represents the applicant	MIDDLE_NAME	the middle name of the person	No	No	VARCHAR2(18)	NULL
IBS_AP_REPRESENTATIVE	contains data pertaining to the attorney who represents the applicant	REP_TITLE	the representative's job title	No	No	VARCHAR2(18)	NULL
IBS_AP_REPRESENTATIVE	contains data pertaining to the attorney who represents the applicant	VOLAG_SRVC_TYPE	the code that denotes the type of INS service the volunteer organization is authorized to perform	No	No	VARCHAR2(2)	NULL
IBS_AP_REPRESENTATIVE	contains data pertaining to the attorney who represents the applicant	PAMS_KEY_NBR	the system generated key in PAMS as an unique identifier	No	No	VARCHAR2(9)	NULL
IBS_AP_REPRESENTATIVE	contains data pertaining to the attorney who represents the applicant	USER_ID		No	No	VARCHAR2(8)	NULL
IBS_AP_REPRESENTATIVE	contains data pertaining to the attorney who represents the applicant	UPDATED_DATETIME		No	No	DATE	NULL
IBS_AP_SPOUSE_MARRIAGE_HIST		APP_ID	the system-generated number used to track receipted cases (i.e., [redacted]	Yes	Yes	VARCHAR2(13)	NOT NULL
IBS_AP_SPOUSE_MARRIAGE_HIST		MARRIAGE_HIST_SEQ_NBR	The sequence number to identify the specific occurrence of the applicant's marriage history record	Yes	Yes	NUMBER(5)	NOT NULL
IBS_AP_SPOUSE_MARRIAGE_HIST		SPOUSE_MARRIAGE_HIST_SEQ_NBR	The sequence number to identify the specific occurrence of the applicant's spouse's marriage history record	Yes	No	NUMBER(5)	NOT NULL
IBS_AP_SPOUSE_MARRIAGE_HIST		MARRIAGE_DT	the date on which the marriage occurred	No	No	DATE	NULL
IBS_AP_SPOUSE_MARRIAGE_HIST		END_OF_MARRIAGE_DT	the date when the marriage ended	No	No	DATE	NULL
IBS_AP_SPOUSE_MARRIAGE_HIST		PRIOR_SPOUSE_LAST_NAME	The last name of the applicant's spouse's prior spouse	No	No	VARCHAR2(30)	NULL
IBS_AP_SPOUSE_MARRIAGE_HIST		PRIOR_SPOUSE_FIRST_NAME	The first name of the applicant's spouse's prior spouse	No	No	VARCHAR2(18)	NULL
IBS_AP_SPOUSE_MARRIAGE_HIST		PRIOR_SPOUSE_MIDDLE_NAME	The middle name of the applicant's spouse's prior spouse	No	No	VARCHAR2(18)	NULL
IBS_AP_SPOUSE_MARRIAGE_HIST		SPOUSE_STATUS_CODE	the prior spouse's immigration-status code, if applicable	No	No	VARCHAR2(3)	NULL
IBS_AP_SPOUSE_MARRIAGE_HIST		HOW_MARRIAGE_ENDED	The reasons for how the marriage ended	No	No	VARCHAR2(255)	NULL
IBS_AP_SPOUSE_MARRIAGE_HIST		SPOUSE_STATUS_OTHER_DESC		No	No	VARCHAR2(50)	NULL
IBS_AP_TEST_RSLT		APP_ID	the system-generated number used to track receipted cases (i.e., [redacted]	Yes	Yes	VARCHAR2(13)	NOT NULL
IBS_AP_TEST_RSLT		RECORDED_DTIME	the date and time when the result is recorded	Yes	No	DATE	NOT NULL
IBS_AP_TEST_RSLT		TEST_DT	the date that the test happened	No	No	DATE	NULL

(b)(6)

(b)(6)

IBS_AP_TEST_RSLT		CITZ_END_COND_CODE	the end condition code that denotes a logical expression which is evaluated by a workflow engine to decide what other activities will be created/started after completing citizenship test	No	No	VARCHAR2(16)	NULL
IBS_AP_TEST_RSLT		ENGL_END_COND_CODE	the end condition code that denotes a logical expression which is evaluated by a workflow engine to decide what other activities will be created/started after completing English proficiency test	No	No	VARCHAR2(16)	NULL
IBS_AP_TEST_RSLT		TEST_SCORE	the test score earned by the applicant who has taken the INS-naturalization test	No	No	NUMBER(5)	NULL
IBS_AP_TEST_RSLT		TEST_AFFILIATION	the affiliation name of the INS service provider	No	No	VARCHAR2(20)	NULL
IBS_AP_TEST_RSLT		TEST_CENTER_NBR	the center or station number which represent the subsidary work force of the provider affiliation	No	No	VARCHAR2(20)	NULL
IBS_AP_TEST_RSLT		TEST_LOC_CODE	the test location code or identification code of the INS-approved testing organization	No	No	VARCHAR2(3)	NULL
IBS_AP_TEST_RSLT		TEST_LOC_SUB_CODE	the test sub-location code or identification code of the INS-approved testing organization	No	No	VARCHAR2(3)	NULL
IBS_AP_TEST_RSLT		TEST_ADMIN	the name of the test-administrator administering the INS naturalization test	No	No	VARCHAR2(30)	NULL
IBS_AP_TEST_RSLT		TEST_ADMIN_RATING	the test administrator's proficiency rating (on the scale of 1-5) assigned by the INS adjudicator	No	No	NUMBER(5)	NULL
IBS_AP_TEST_RSLT		ADJ_NOTES	the adjudicator's subjective notes	No	No	VARCHAR2(255)	NULL
IBS_AP_TEST_RSLT		USER_ID	the user-identification code	No	No	VARCHAR2(8)	NULL
IBS_AP_TEST_RSLT		ENGL_READ_SAMPLE_NBR		No	No	NUMBER(5)	NULL
IBS_AP_TEST_RSLT		ENGL_WRITE_SAMPLE_NBR		No	No	NUMBER(5)	NULL
IBS_AP_TEST_RSLT		QUESTION_TYPE_1		No	No	VARCHAR2(3)	NULL
IBS_AP_TEST_RSLT		QUESTION_NBR_1		No	No	VARCHAR2(4)	NULL
IBS_AP_TEST_RSLT		ANSWER_1		No	No	VARCHAR2(255)	NULL
IBS_AP_TEST_RSLT		CORRECT_1_FLAG		No	No	VARCHAR2(1)	NULL
IBS_AP_TEST_RSLT		QUESTION_TYPE_2		No	No	VARCHAR2(3)	NULL
IBS_AP_TEST_RSLT		QUESTION_NBR_2		No	No	VARCHAR2(4)	NULL
IBS_AP_TEST_RSLT		ANSWER_2		No	No	VARCHAR2(255)	NULL
IBS_AP_TEST_RSLT		CORRECT_2_FLAG		No	No	VARCHAR2(1)	NULL
IBS_AP_TEST_RSLT		QUESTION_TYPE_3		No	No	VARCHAR2(3)	NULL
IBS_AP_TEST_RSLT		QUESTION_NBR_3		No	No	VARCHAR2(4)	NULL
IBS_AP_TEST_RSLT		ANSWER_3		No	No	VARCHAR2(255)	NULL
IBS_AP_TEST_RSLT		CORRECT_3_FLAG		No	No	VARCHAR2(1)	NULL
IBS_AP_TEST_RSLT		QUESTION_TYPE_4		No	No	VARCHAR2(3)	NULL
IBS_AP_TEST_RSLT		QUESTION_NBR_4		No	No	VARCHAR2(4)	NULL
IBS_AP_TEST_RSLT		ANSWER_4		No	No	VARCHAR2(255)	NULL
IBS_AP_TEST_RSLT		CORRECT_4_FLAG		No	No	VARCHAR2(1)	NULL
IBS_AP_TEST_RSLT		QUESTION_TYPE_5		No	No	VARCHAR2(3)	NULL
IBS_AP_TEST_RSLT		QUESTION_NBR_5		No	No	VARCHAR2(4)	NULL
IBS_AP_TEST_RSLT		ANSWER_5		No	No	VARCHAR2(255)	NULL
IBS_AP_TEST_RSLT		CORRECT_5_FLAG		No	No	VARCHAR2(1)	NULL
IBS_AP_TEST_RSLT		QUESTION_TYPE_6		No	No	VARCHAR2(3)	NULL
IBS_AP_TEST_RSLT		QUESTION_NBR_6		No	No	VARCHAR2(4)	NULL
IBS_AP_TEST_RSLT		ANSWER_6		No	No	VARCHAR2(255)	NULL
IBS_AP_TEST_RSLT		CORRECT_6_FLAG		No	No	VARCHAR2(1)	NULL
IBS_AP_TEST_RSLT		QUESTION_TYPE_7		No	No	VARCHAR2(3)	NULL
IBS_AP_TEST_RSLT		QUESTION_NBR_7		No	No	VARCHAR2(4)	NULL
IBS_AP_TEST_RSLT		ANSWER_7		No	No	VARCHAR2(255)	NULL
IBS_AP_TEST_RSLT		CORRECT_7_FLAG		No	No	VARCHAR2(1)	NULL
IBS_AP_TEST_RSLT		QUESTION_TYPE_8		No	No	VARCHAR2(3)	NULL
IBS_AP_TEST_RSLT		QUESTION_NBR_8		No	No	VARCHAR2(4)	NULL
IBS_AP_TEST_RSLT		ANSWER_8		No	No	VARCHAR2(255)	NULL
IBS_AP_TEST_RSLT		CORRECT_8_FLAG		No	No	VARCHAR2(1)	NULL
IBS_AP_TEST_RSLT		QUESTION_TYPE_9		No	No	VARCHAR2(3)	NULL
IBS_AP_TEST_RSLT		QUESTION_NBR_9		No	No	VARCHAR2(4)	NULL
IBS_AP_TEST_RSLT		ANSWER_9		No	No	VARCHAR2(255)	NULL
IBS_AP_TEST_RSLT		CORRECT_9_FLAG		No	No	VARCHAR2(1)	NULL
IBS_AP_TEST_RSLT		QUESTION_TYPE_10		No	No	VARCHAR2(3)	NULL
IBS_AP_TEST_RSLT		QUESTION_NBR_10		No	No	VARCHAR2(4)	NULL
IBS_AP_TEST_RSLT		ANSWER_10		No	No	VARCHAR2(255)	NULL
IBS_AP_TEST_RSLT		CORRECT_10_FLAG		No	No	VARCHAR2(1)	NULL
IBS_CBO_ERROR_LOG		APP_ID		No	No	VARCHAR2(13)	NULL
IBS_CBO_ERROR_LOG		INS_OFFICE_LOC_CODE		No	No	VARCHAR2(3)	NULL
IBS_CBO_ERROR_LOG		START_INTV_DT		No	No	DATE	NULL

IBS_CBO_ERROR_LOG		END_INTV_DT		No	No	DATE	NULL
IBS_CBO_ERROR_LOG		ERROR_DTIME		No	No	DATE	NULL
IBS_CBO_ERROR_LOG		ERROR_DESC		No	No	VARCHAR2(200)	NULL
IBS_CERT_DATA	contains the data from which certificate data will be extracted to place on the naturalization certificate	INS_ADMIN_LOC_CODE	the location code that denotes the district office, case-control office, or sometimes the service center	Yes	No	VARCHAR2(3)	NOT NULL
IBS_CERT_DATA	contains the data from which certificate data will be extracted to place on the naturalization certificate	OC_SCH_SITE_LOC_CODE	the code that denotes the scheduling location for the oath ceremony within the geographical area represented by the INS-administrative-location code	Yes	No	VARCHAR2(3)	NOT NULL
IBS_CERT_DATA	contains the data from which certificate data will be extracted to place on the naturalization certificate	OC_SCH_SITE_LOC_SUB_CODE	the code that denotes the scheduling sub-location for the oath ceremony within the geographical area represented by the INS-administrative-location code	Yes	No	VARCHAR2(3)	NOT NULL
IBS_CERT_DATA	contains the data from which certificate data will be extracted to place on the naturalization certificate	OC_LOC_CODE	the code that denotes the oath ceremony location within the geographical area represented by the INS-administrative-location code	Yes	No	VARCHAR2(3)	NOT NULL
IBS_CERT_DATA	contains the data from which certificate data will be extracted to place on the naturalization certificate	OC_LOC_SUB_CODE	the code that denotes the oath ceremony sub-location within the geographical area represented by the INS-administrative-location code	Yes	No	VARCHAR2(3)	NOT NULL
IBS_CERT_DATA	contains the data from which certificate data will be extracted to place on the naturalization certificate	OC_RM_ID	the code that denotes the oath-ceremony room designation, i.e., 46A, 46B, 460 ...	Yes	No	VARCHAR2(5)	NOT NULL
IBS_CERT_DATA	contains the data from which certificate data will be extracted to place on the naturalization certificate	OC_DT	the oath ceremony date	Yes	No	DATE	NOT NULL
IBS_CERT_DATA	contains the data from which certificate data will be extracted to place on the naturalization certificate	OC_START_TIME	the oath ceremony start-time	Yes	No	DATE	NOT NULL
IBS_CERT_DATA	contains the data from which certificate data will be extracted to place on the naturalization certificate	APP_ID	the system-generated number used to track receipted cases (i.e., [redacted]	Yes	No	VARCHAR2(13)	NOT NULL
IBS_CERT_DATA	contains the data from which certificate data will be extracted to place on the naturalization certificate	CERT_NBR	the certificate number appeared on the certificate	No	No	VARCHAR2(12)	NULL
IBS_CERT_DATA	contains the data from which certificate data will be extracted to place on the naturalization certificate	ALIEN_NBR	the identification number that is assigned to the alien at the time of entry into the United States	No	No	VARCHAR2(10)	NULL
IBS_CERT_DATA	contains the data from which certificate data will be extracted to place on the naturalization certificate	LAST_NAME	the last name of the person	No	No	VARCHAR2(30)	NULL
IBS_CERT_DATA	contains the data from which certificate data will be extracted to place on the naturalization certificate	FIRST_NAME	the first name of the person	No	No	VARCHAR2(18)	NULL
IBS_CERT_DATA	contains the data from which certificate data will be extracted to place on the naturalization certificate	MIDDLE_NAME	the middle name of the person	No	No	VARCHAR2(18)	NULL
IBS_CERT_DATA	contains the data from which certificate data will be extracted to place on the naturalization certificate	SUFFIX_CODE	the description of this record's suffix code	No	No	VARCHAR2(3)	NULL
IBS_CERT_DATA	contains the data from which certificate data will be extracted to place on the naturalization certificate	DOB_DT	the person's birth date as shown on the Form I551 Green Card (the card is actually blue in color)	No	No	DATE	NULL
IBS_CERT_DATA	contains the data from which certificate data will be extracted to place on the naturalization certificate	GENDER_DESC	the text that describes sexual identity: i.e. M = Male; F = Female; and U = Unknown	No	No	VARCHAR2(10)	NULL
IBS_CERT_DATA	contains the data from which certificate data will be extracted to place on the naturalization certificate	HEIGHT_FEET	the height of the person expressed in feet	No	No	NUMBER(5)	NULL
IBS_CERT_DATA	contains the data from which certificate data will be extracted to place on the naturalization certificate	HEIGHT_INCHES	the height of the person expressed in inches	No	No	NUMBER(5)	NULL
IBS_CERT_DATA	contains the data from which certificate data will be extracted to place on the naturalization certificate	MARITAL_STATUS_DESC	the text that describes the marital status represented by this record's marital-status code: 1) single; 2) married; 3) widowed; 4) divorced; 5) separated; 9) unknown	No	No	VARCHAR2(20)	NULL
IBS_CERT_DATA	contains the data from which certificate data will be extracted to place on the naturalization certificate	CITIZENSHIP_CNTRY_DESC	the text that describes the person's country of citizenship	No	No	VARCHAR2(30)	NULL

(b)(6)

IBS_CERT_DATA	contains the data from which certificate data will be extracted to place on the naturalization certificate	DO_CITY	the city of the district office location	No	No	VARCHAR2(28)	NULL
IBS_CERT_DATA	contains the data from which certificate data will be extracted to place on the naturalization certificate	DO_STATE_NAME	the state of the district office location	No	No	VARCHAR2(30)	NULL
IBS_CERT_DATA	contains the data from which certificate data will be extracted to place on the naturalization certificate	OC_CONDUCTED_BY	the name of the person who conducted the oath ceremony	No	No	VARCHAR2(50)	NULL
IBS_CERT_DATA	contains the data from which certificate data will be extracted to place on the naturalization certificate	OC_CITY	the city of the oath ceremony location	No	No	VARCHAR2(28)	NULL
IBS_CERT_DATA	contains the data from which certificate data will be extracted to place on the naturalization certificate	OC_STATE_NAME	the state of the oath ceremony location	No	No	VARCHAR2(30)	NULL
IBS_CERT_DATA	contains the data from which certificate data will be extracted to place on the naturalization certificate	OC_LOC_DESC_FLAG	Yes (Y) No (N) flag that indicates whether the description of the location is printed on the certificate	No	No	VARCHAR2(1)	NULL
IBS_CERT_DATA	contains the data from which certificate data will be extracted to place on the naturalization certificate	OC_DATE_FLAG	Yes (Y) No (N) flag that indicates whether the date is printed on the certificate	No	No	VARCHAR2(1)	NULL
IBS_CERT_DATA	contains the data from which certificate data will be extracted to place on the naturalization certificate	APP_PHOTO_FLAG	Yes (Y) No (N) flag that indicates whether the photo is used	No	No	VARCHAR2(1)	NULL
IBS_CERT_DATA	contains the data from which certificate data will be extracted to place on the naturalization certificate	APP_PHOTO_PATH_NAME	the path name where the photo template is located	No	No	VARCHAR2(100)	NULL
IBS_CERT_DATA	contains the data from which certificate data will be extracted to place on the naturalization certificate	COMMISSIONER_SIGN_FLAG	Yes (Y) No (N) flag that indicates whether the commissioner name is used	No	No	VARCHAR2(1)	NULL
IBS_CERT_DATA	contains the data from which certificate data will be extracted to place on the naturalization certificate	COMMISSIONER_SIGN_PATH_NAME	the path name where the commissioner stamp is located	No	No	VARCHAR2(255)	NULL
IBS_CERT_DATA	contains the data from which certificate data will be extracted to place on the naturalization certificate	BARCODE_FLAG	Yes (Y) No (N) flag that indicates whether the barcode is used	No	No	VARCHAR2(1)	NULL
IBS_CERT_DATA	contains the data from which certificate data will be extracted to place on the naturalization certificate	COURT_CODE		No	No	VARCHAR2(10)	NULL
IBS_CERT_DATA_ARCH		APP_ID		Yes	No	VARCHAR2(13)	NOT NULL
IBS_CERT_DATA_ARCH		CERT_NBR		Yes	No	VARCHAR2(12)	NOT NULL
IBS_CERT_DATA_ARCH		INS_ADMIN_LOC_CODE		No	No	VARCHAR2(3)	NULL
IBS_CERT_DATA_ARCH		OC_SCH_SITE_LOC_CODE		No	No	VARCHAR2(3)	NULL
IBS_CERT_DATA_ARCH		OC_SCH_SITE_LOC_SUB_CODE		No	No	VARCHAR2(3)	NULL
IBS_CERT_DATA_ARCH		OC_LOC_CODE		No	No	VARCHAR2(3)	NULL
IBS_CERT_DATA_ARCH		OC_LOC_SUB_CODE		No	No	VARCHAR2(3)	NULL
IBS_CERT_DATA_ARCH		OC_RM_ID		No	No	VARCHAR2(5)	NULL
IBS_CERT_DATA_ARCH		OC_DT		No	No	DATE	NULL
IBS_CERT_DATA_ARCH		OC_START_TIME		No	No	DATE	NULL
IBS_CERT_DATA_ARCH		ALIEN_NBR		No	No	VARCHAR2(10)	NULL
IBS_CERT_DATA_ARCH		LAST_NAME		No	No	VARCHAR2(30)	NULL
IBS_CERT_DATA_ARCH		FIRST_NAME		No	No	VARCHAR2(18)	NULL
IBS_CERT_DATA_ARCH		MIDDLE_NAME		No	No	VARCHAR2(18)	NULL
IBS_CERT_DATA_ARCH		SUFFIX_CODE		No	No	VARCHAR2(3)	NULL
IBS_CERT_DATA_ARCH		DOB_DT		No	No	DATE	NULL
IBS_CERT_DATA_ARCH		GENDER_DESC		No	No	VARCHAR2(10)	NULL
IBS_CERT_DATA_ARCH		HEIGHT_FEET		No	No	NUMBER(5)	NULL
IBS_CERT_DATA_ARCH		HEIGHT_INCHES		No	No	NUMBER(5)	NULL
IBS_CERT_DATA_ARCH		MARITAL_STATUS_DESC		No	No	VARCHAR2(20)	NULL
IBS_CERT_DATA_ARCH		CITIZENSHIP_CNTRY_DESC		No	No	VARCHAR2(30)	NULL
IBS_CERT_DATA_ARCH		DO_CITY		No	No	VARCHAR2(28)	NULL
IBS_CERT_DATA_ARCH		DO_STATE_NAME		No	No	VARCHAR2(30)	NULL
IBS_CERT_DATA_ARCH		OC_CONDUCTED_BY		No	No	VARCHAR2(50)	NULL
IBS_CERT_DATA_ARCH		OC_CITY		No	No	VARCHAR2(28)	NULL
IBS_CERT_DATA_ARCH		OC_STATE_NAME		No	No	VARCHAR2(30)	NULL

IBS_CERT_DATA_ARCH		OC_LOC_DESC_FLAG		No	No	VARCHAR2(1)	NULL
IBS_CERT_DATA_ARCH		OC_DATE_FLAG		No	No	VARCHAR2(1)	NULL
IBS_CERT_DATA_ARCH		APP_PHOTO_FLAG		No	No	VARCHAR2(1)	NULL
IBS_CERT_DATA_ARCH		APP_PHOTO_PATH_NAME		No	No	VARCHAR2(100)	NULL
IBS_CERT_DATA_ARCH		COMMISSIONER_SIGN_FLAG		No	No	VARCHAR2(1)	NULL
IBS_CERT_DATA_ARCH		COMMISSIONER_SIGN_PATH_NAME		No	No	VARCHAR2(255)	NULL
IBS_CERT_DATA_ARCH		BARCODE_FLAG		No	No	VARCHAR2(1)	NULL
IBS_CERT_HISTORY	contains historical data pertaining to the applicant's naturalization certificate	CERT_NBR	the certificate number appeared on the certificate	Yes	No	VARCHAR2(12)	NOT NULL
IBS_CERT_HISTORY	contains historical data pertaining to the applicant's naturalization certificate	STATUS_DTIME	the date and time when any action was performed	Yes	No	DATE	NOT NULL
IBS_CERT_HISTORY	contains historical data pertaining to the applicant's naturalization certificate	USER_ID	the user-identification code	No	No	VARCHAR2(8)	NULL
IBS_CERT_HISTORY	contains historical data pertaining to the applicant's naturalization certificate	CERT_STATUS_CODE	the code that denotes the action to be performed, or that was performed on the case	No	No	VARCHAR2(10)	NULL
IBS_CERT_HISTORY	contains historical data pertaining to the applicant's naturalization certificate	CERT_STATUS_REASON	the reason that describe the action to be performed, or that was performed on the case	No	No	VARCHAR2(255)	NULL
IBS_CERT_HISTORY	contains historical data pertaining to the applicant's naturalization certificate	STATUS_LOC_CODE	the code that denotes the location of the INS office, where the status was updated	No	No	VARCHAR2(3)	NULL
IBS_CERT_HISTORY	contains historical data pertaining to the applicant's naturalization certificate	STATUS_LOC_SUB_CODE	the code that denotes the sub-location of the INS office, where the status was updated	No	No	VARCHAR2(3)	NULL
IBS_CERT_HISTORY	contains historical data pertaining to the applicant's naturalization certificate	ALIEN_NBR		No	No	VARCHAR2(10)	NULL
IBS_CERT_PRT_OPTION	contains naturalization certificate print-option data, i.e., Ceremony_Date or Ceremony_Location	INS_ADMIN_LOC_CODE	the location code that denotes the district office, case-control office, or sometimes the service center	Yes	No	VARCHAR2(3)	NOT NULL
IBS_CERT_PRT_OPTION	contains naturalization certificate print-option data, i.e., Ceremony_Date or Ceremony_Location	OC_SCH_SITE_LOC_CODE	the code that denotes the scheduling location for the oath ceremony within the geographical area represented by the INS-administrative-location code	Yes	No	VARCHAR2(3)	NOT NULL
IBS_CERT_PRT_OPTION	contains naturalization certificate print-option data, i.e., Ceremony_Date or Ceremony_Location	OC_SCH_SITE_LOC_SUB_CODE	the code that denotes the scheduling sub-location for the oath ceremony within the geographical area represented by the INS-administrative-location code	Yes	No	VARCHAR2(3)	NOT NULL
IBS_CERT_PRT_OPTION	contains naturalization certificate print-option data, i.e., Ceremony_Date or Ceremony_Location	OC_LOC_CODE	the code that denotes the oath ceremony location within the geographical area represented by the INS-administrative-location code	Yes	No	VARCHAR2(3)	NOT NULL
IBS_CERT_PRT_OPTION	contains naturalization certificate print-option data, i.e., Ceremony_Date or Ceremony_Location	OC_LOC_SUB_CODE	the code that denotes the oath ceremony sub-location within the geographical area represented by the INS-administrative-location code	Yes	No	VARCHAR2(3)	NOT NULL
IBS_CERT_PRT_OPTION	contains naturalization certificate print-option data, i.e., Ceremony_Date or Ceremony_Location	OC_RM_ID	the code that denotes the oath-ceremony room designation, i.e., 46A, 46B, 460 ...	Yes	No	VARCHAR2(5)	NOT NULL
IBS_CERT_PRT_OPTION	contains naturalization certificate print-option data, i.e., Ceremony_Date or Ceremony_Location	OC_DT	the oath ceremony date	Yes	No	DATE	NOT NULL
IBS_CERT_PRT_OPTION	contains naturalization certificate print-option data, i.e., Ceremony_Date or Ceremony_Location	OC_START_TIME	the oath ceremony start-time	Yes	No	DATE	NOT NULL
IBS_CERT_PRT_OPTION	contains naturalization certificate print-option data, i.e., Ceremony_Date or Ceremony_Location	CERT_PRT_OPTION	the printing option for the certificate	Yes	No	VARCHAR2(40)	NOT NULL
IBS_CERT_PRT_REQ	contains the certificate-printing data for the oath ceremony	INS_ADMIN_LOC_CODE	the location code that denotes the district office, case-control office, or sometimes the service center	Yes	No	VARCHAR2(3)	NOT NULL
IBS_CERT_PRT_REQ	contains the certificate-printing data for the oath ceremony	OC_SCH_SITE_LOC_CODE	the code that denotes the scheduling location for the oath ceremony within the geographical area represented by the INS-administrative-location code	Yes	No	VARCHAR2(3)	NOT NULL

IBS_CERT_PRT_REQ	contains the certificate-printing data for the oath ceremony	OC_SCH_SITE_LOC_SUB_COD E	the code that denotes the scheduling sub-location for the oath ceremony within the geographical area represented by the INS-administrative-location code	Yes	No	VARCHAR2(3)	NOT NULL
IBS_CERT_PRT_REQ	contains the certificate-printing data for the oath ceremony	OC_LOC_CODE	the code that denotes the oath ceremony location within the geographical area represented by the INS-administrative-location code	Yes	No	VARCHAR2(3)	NOT NULL
IBS_CERT_PRT_REQ	contains the certificate-printing data for the oath ceremony	OC_LOC_SUB_CODE	the code that denotes the oath ceremony sub-location within the geographical area represented by the INS-administrative-location code	Yes	No	VARCHAR2(3)	NOT NULL
IBS_CERT_PRT_REQ	contains the certificate-printing data for the oath ceremony	OC_RM_ID	the code that denotes the oath-ceremony room designation, i.e., 46A, 46B, 460 ...	Yes	No	VARCHAR2(5)	NOT NULL
IBS_CERT_PRT_REQ	contains the certificate-printing data for the oath ceremony	OC_DT	the oath ceremony date	Yes	No	DATE	NOT NULL
IBS_CERT_PRT_REQ	contains the certificate-printing data for the oath ceremony	OC_START_TIME	the oath ceremony start-time	Yes	No	DATE	NOT NULL
IBS_CERT_PRT_REQ	contains the certificate-printing data for the oath ceremony	PRT_REQ_DTIME	the date and time when the certificate print job was requested	No	No	DATE	NULL
IBS_CERT_PRT_REQ	contains the certificate-printing data for the oath ceremony	PRT_REQ_USER_ID	the user-identification code who requested the print job	No	No	VARCHAR2(8)	NULL
IBS_CERT_PRT_REQ	contains the certificate-printing data for the oath ceremony	CERT_TOT_QTY	total number of applicants that are required to attend this oath ceremony	No	No	NUMBER(5)	NULL
IBS_CERT_PRT_REQ	contains the certificate-printing data for the oath ceremony	CERT_PRT_Q_QTY	total number of applicants that are remain to be printed for this oath ceremony	No	No	NUMBER(5)	NULL
IBS_CERT_PRT_REQ	contains the certificate-printing data for the oath ceremony	LAST_APP_ID_PROCESSED	the last applicant identification code processed in the print job	No	No	VARCHAR2(13)	NULL
IBS_CERT_PRT_REQ	contains the certificate-printing data for the oath ceremony	CERT_PAPER_SIZE	the code that identifies different size of paper used for certificate printing (i.e. CERT_SIZE_CODE in IBS_LK_N400_CERT_FORMAT table)	No	No	VARCHAR2(3)	NULL
IBS_CERT_PRT_REQ	contains the certificate-printing data for the oath ceremony	COURT_CODE		No	No	VARCHAR2(10)	NULL
IBS_CERT_PRT_SORT	contains the order in which candidate information is sorted for a given ceremony, i.e., OC_RM_ID, OC_DT ...	INS_ADMIN_LOC_CODE	the location code that denotes the district office, case-control office, or sometimes the service center	Yes	No	VARCHAR2(3)	NOT NULL
IBS_CERT_PRT_SORT	contains the order in which candidate information is sorted for a given ceremony, i.e., OC_RM_ID, OC_DT ...	OC_SCH_SITE_LOC_CODE	the code that denotes the scheduling location for the oath ceremony within the geographical area represented by the INS-administrative-location code	Yes	No	VARCHAR2(3)	NOT NULL
IBS_CERT_PRT_SORT	contains the order in which candidate information is sorted for a given ceremony, i.e., OC_RM_ID, OC_DT ...	OC_SCH_SITE_LOC_SUB_COD E	the code that denotes the scheduling sub-location for the oath ceremony within the geographical area represented by the INS-administrative-location code	Yes	No	VARCHAR2(3)	NOT NULL
IBS_CERT_PRT_SORT	contains the order in which candidate information is sorted for a given ceremony, i.e., OC_RM_ID, OC_DT ...	OC_LOC_CODE	the code that denotes the oath ceremony location within the geographical area represented by the INS-administrative-location code	Yes	No	VARCHAR2(3)	NOT NULL
IBS_CERT_PRT_SORT	contains the order in which candidate information is sorted for a given ceremony, i.e., OC_RM_ID, OC_DT ...	OC_LOC_SUB_CODE	the code that denotes the oath ceremony sub-location within the geographical area represented by the INS-administrative-location code	Yes	No	VARCHAR2(3)	NOT NULL
IBS_CERT_PRT_SORT	contains the order in which candidate information is sorted for a given ceremony, i.e., OC_RM_ID, OC_DT ...	OC_RM_ID	the code that denotes the oath-ceremony room designation, i.e., 46A, 46B, 460 ...	Yes	No	VARCHAR2(5)	NOT NULL
IBS_CERT_PRT_SORT	contains the order in which candidate information is sorted for a given ceremony, i.e., OC_RM_ID, OC_DT ...	OC_DT	the oath ceremony date	Yes	No	DATE	NOT NULL
IBS_CERT_PRT_SORT	contains the order in which candidate information is sorted for a given ceremony, i.e., OC_RM_ID, OC_DT ...	OC_START_TIME	the oath ceremony start-time	Yes	No	DATE	NOT NULL
IBS_CERT_PRT_SORT	contains the order in which candidate information is sorted for a given ceremony, i.e., OC_RM_ID, OC_DT ...	SORT_RQMNT_NBR	the number of sort requirement	Yes	No	VARCHAR2(3)	NOT NULL
IBS_CERT_PRT_SORT	contains the order in which candidate information is sorted for a given ceremony, i.e., OC_RM_ID, OC_DT ...	CERT_SORT_SEQ_NBR	the sequence number for the certificate sorting algorithm	Yes	No	NUMBER(5)	NOT NULL

IBS_CERT_PRT_SORT	contains the order in which candidate information is sorted for a given ceremony, i.e., OC_RM_ID, OC_DT ...	CERT_SORT_TABLE_NAME	the table name used in the certificate sorting algorithm	No	No	VARCHAR2(30)	NULL
IBS_CERT_PRT_SORT	contains the order in which candidate information is sorted for a given ceremony, i.e., OC_RM_ID, OC_DT ...	CERT_SORT_COLUMN_NAME	the column name used in the certificate sorting algorithm	No	No	VARCHAR2(30)	NULL
IBS_CERT_PRT_SORT	contains the order in which candidate information is sorted for a given ceremony, i.e., OC_RM_ID, OC_DT ...	CERT_SORT_ORDER	the sorting order (ascending, descending) used in the certificate sorting algorithm	No	No	VARCHAR2(1)	NULL
IBS_CPRS_COMP_ACT	contains completed workflow activities data for the application, which also supports the Integrated Voice Response System	ACT_INST_ID		Yes	No	NUMBER(10)	NOT NULL
IBS_CPRS_COMP_ACT	contains completed workflow activities data for the application, which also supports the Integrated Voice Response System	ACT_CODE		No	No	VARCHAR2(20)	NULL
IBS_CPRS_COMP_ACT	contains completed workflow activities data for the application, which also supports the Integrated Voice Response System	STATE_DTIME		No	No	DATE	NULL
IBS_CPRS_COMP_ACT	contains completed workflow activities data for the application, which also supports the Integrated Voice Response System	PROCESS_INST_ID		No	No	VARCHAR2(13)	NULL
IBS_CPRS_COMP_ACT	contains completed workflow activities data for the application, which also supports the Integrated Voice Response System	LOC_CODE		No	No	VARCHAR2(3)	NULL
IBS_CPRS_COMP_ACT	contains completed workflow activities data for the application, which also supports the Integrated Voice Response System	LOC_SUB_CODE		No	No	VARCHAR2(3)	NULL
IBS_CPRS_DATA	contains case status data for the application which also supports the Integrated Voice Response System	APP_ID		Yes	No	VARCHAR2(13)	NOT NULL
IBS_CPRS_DATA	contains case status data for the application which also supports the Integrated Voice Response System	ACTION_CODE		No	No	VARCHAR2(5)	NULL
IBS_CPRS_DATA	contains case status data for the application which also supports the Integrated Voice Response System	ACTION_CODE_DTIME		No	No	DATE	NULL
IBS_CPRS_DATA	contains case status data for the application which also supports the Integrated Voice Response System	ACTION_LOC_SUBLOC_CODE		No	No	VARCHAR2(6)	NULL
IBS_CPRS_DATA	contains case status data for the application which also supports the Integrated Voice Response System	ALIEN_NBR		No	No	VARCHAR2(10)	NULL
IBS_CPRS_DATA	contains case status data for the application which also supports the Integrated Voice Response System	FORM_NBR		No	No	VARCHAR2(6)	NULL
IBS_CPRS_DATA	contains case status data for the application which also supports the Integrated Voice Response System	MR_RECV_DTIME		No	No	DATE	NULL
IBS_CPRS_DATA	contains case status data for the application which also supports the Integrated Voice Response System	LAST_UPDATED_DTIME		No	No	DATE	NULL
IBS_CPRS_DATA	contains case status data for the application which also supports the Integrated Voice Response System	CASE_LOC_SUBLOC_CODE		No	No	VARCHAR2(6)	NULL
IBS_CPRS_DATA	contains case status data for the application which also supports the Integrated Voice Response System	CASE_PROCESS_MIN_DAY_QTY		No	No	NUMBER(5)	NULL
IBS_CPRS_DATA	contains case status data for the application which also supports the Integrated Voice Response System	CASE_PROCESS_MAX_DAY_QTY		No	No	NUMBER(5)	NULL
IBS_CPRS_DATA	contains case status data for the application which also supports the Integrated Voice Response System	ZIP_CODE		No	No	VARCHAR2(9)	NULL
IBS_CPRS_DATA	contains case status data for the application which also supports the Integrated Voice Response System	CPRS_ARCHIVE_INFO		No	No	NUMBER(10)	NULL

IBS_CPRS_DATA	contains case status data for the application which also supports the Integrated Voice Response System	CPRS_ERROR_CODE		No	No	VARCHAR2(6)	NULL
IBS_CPRS_DATA	contains case status data for the application which also supports the Integrated Voice Response System	CPRS_TEMP_DT		No	No	DATE	NULL
IBS_CPRS_DATE	contains status-date data relative to the case, which also supports the Integrated Voice Respone System	APP_ID		Yes	No	VARCHAR2(13)	NOT NULL
IBS_CPRS_DATE	contains status-date data relative to the case, which also supports the Integrated Voice Respone System	ACTION_CODE		Yes	No	VARCHAR2(5)	NOT NULL
IBS_CPRS_DATE	contains status-date data relative to the case, which also supports the Integrated Voice Respone System	VAR_DT_NAME		Yes	No	VARCHAR2(50)	NOT NULL
IBS_CPRS_DATE	contains status-date data relative to the case, which also supports the Integrated Voice Respone System	VAR_DT		No	No	DATE	NULL
IBS_CPRS_STRING	contains status text related to the case, which also supports the Intergrated Voice Response System	APP_ID		Yes	No	VARCHAR2(13)	NOT NULL
IBS_CPRS_STRING	contains status text related to the case, which also supports the Intergrated Voice Response System	ACTION_CODE		Yes	No	VARCHAR2(5)	NOT NULL
IBS_CPRS_STRING	contains status text related to the case, which also supports the Intergrated Voice Response System	VAR_STR_NAME		Yes	No	VARCHAR2(50)	NOT NULL
IBS_CPRS_STRING	contains status text related to the case, which also supports the Intergrated Voice Response System	VAR_STR		No	No	VARCHAR2(50)	NULL
IBS_ERROR_LOG	contains all errors that occurred in all CLAIMS 4 operations	PROCESS_INST_ID	the identification for the specific process (e.g. APP_ID (application ID) if process code is "APP" or "N400", PAYMENT_ID if process code is "PAY"	No	No	VARCHAR2(13)	NULL
IBS_ERROR_LOG	contains all errors that occurred in all CLAIMS 4 operations	ERROR_DTIME	the date and time when the error occurs	No	No	DATE	NULL
IBS_ERROR_LOG	contains all errors that occurred in all CLAIMS 4 operations	ERROR_NBR	the error number	No	No	NUMBER(10)	NULL
IBS_ERROR_LOG	contains all errors that occurred in all CLAIMS 4 operations	ERROR_DESC	the description of the error message	No	No	VARCHAR2(255)	NULL
IBS_ERROR_LOG	contains all errors that occurred in all CLAIMS 4 operations	ERROR_SOURCE	the source or starting point when the error occurs	No	No	VARCHAR2(2000)	NULL
IBS_ERROR_LOG	contains all errors that occurred in all CLAIMS 4 operations	ACT_INST_ID	the identification for the activity instance, created by sequence number generator	No	No	NUMBER(10)	NULL
IBS_ERROR_LOG	contains all errors that occurred in all CLAIMS 4 operations	ACT_CODE	the activity code that denotes the action to be performed, or that was performed on the case (e.g. DeEnter - Data Entry)	No	No	VARCHAR2(20)	NULL
IBS_ERROR_LOG	contains all errors that occurred in all CLAIMS 4 operations	LOC_CODE	the code that denotes the location of the INS office	No	No	VARCHAR2(3)	NULL
IBS_ERROR_LOG	contains all errors that occurred in all CLAIMS 4 operations	LOC_SUB_CODE	the code that denotes the sub-location of the INS office	No	No	VARCHAR2(3)	NULL
IBS_INT_CIS_CHK_ERROR	contains errors resulting from Central Index System (CIS) processing of alien number	ALIEN_NBR	the identification number that is assigned to the alien at the time of entry into the United States	Yes	No	VARCHAR2(10)	NOT NULL
IBS_INT_CIS_CHK_ERROR	contains errors resulting from Central Index System (CIS) processing of alien number	RECEIVED_DT	the date when the notification file is received from CIS mainframe system	No	No	DATE	NULL
IBS_INT_CIS_CHK_ERROR	contains errors resulting from Central Index System (CIS) processing of alien number	ERROR_MESSAGE	the description of the error message	No	No	VARCHAR2(60)	NULL
IBS_INT_CIS_CHK_ERROR	contains errors resulting from Central Index System (CIS) processing of alien number	VALID_REC_IND	the code that denotes the validation of the record	No	No	VARCHAR2(1)	NULL
IBS_INT_CIS_CHK_ERROR	contains errors resulting from Central Index System (CIS) processing of alien number	FCO_CODE	the code that denotes the location of the INS FCO office	No	No	VARCHAR2(3)	NULL
IBS_INT_CIS_CHK_MATCH_RSLT	contains interface data input from the Central Index System (CIS), i.e., match result of CIS check	ALIEN_NBR	the identification number that is assigned to the alien at the time of entry into the United States	Yes	No	VARCHAR2(10)	NOT NULL

IBS_INT_CIS_CHK_MATCH_RSLT	contains interface data input from the Central Index System (CIS), i.e., match result of CIS check	LAST_NAME	the last name of the person	No	No	VARCHAR2(40)	NULL
IBS_INT_CIS_CHK_MATCH_RSLT	contains interface data input from the Central Index System (CIS), i.e., match result of CIS check	FIRST_NAME	the first name of the person	No	No	VARCHAR2(25)	NULL
IBS_INT_CIS_CHK_MATCH_RSLT	contains interface data input from the Central Index System (CIS), i.e., match result of CIS check	MIDDLE_INITIAL	the middle initial of the person	No	No	VARCHAR2(1)	NULL
IBS_INT_CIS_CHK_MATCH_RSLT	contains interface data input from the Central Index System (CIS), i.e., match result of CIS check	DOB_DT	the person's birth date as shown on the Form I551 Green Card (the card is actually blue in color)	No	No	DATE	NULL
IBS_INT_CIS_CHK_MATCH_RSLT	contains interface data input from the Central Index System (CIS), i.e., match result of CIS check	COB_CODE	the code that denotes the person's country of birth	No	No	VARCHAR2(5)	NULL
IBS_INT_CIS_CHK_MATCH_RSLT	contains interface data input from the Central Index System (CIS), i.e., match result of CIS check	COA_CODE	the code that denotes the class of admission	No	No	VARCHAR2(3)	NULL
IBS_INT_CIS_CHK_MATCH_RSLT	contains interface data input from the Central Index System (CIS), i.e., match result of CIS check	ACTION_DT	the date when the CIS verification is performed on the CIS system	No	No	DATE	NULL
IBS_INT_CIS_CHK_MATCH_RSLT	contains interface data input from the Central Index System (CIS), i.e., match result of CIS check	COA_DATE_SOURCE	the date source of the class of admission	No	No	VARCHAR2(1)	NULL
IBS_INT_CIS_CHK_MATCH_RSLT	contains interface data input from the Central Index System (CIS), i.e., match result of CIS check	FCO_CODE	the code that denotes the location of the INS FCO office	No	No	VARCHAR2(3)	NULL
IBS_INT_CIS_CHK_MATCH_RSLT	contains interface data input from the Central Index System (CIS), i.e., match result of CIS check	VALID_REC_IND	the code that denotes the validation of the record	No	No	VARCHAR2(1)	NULL
IBS_INT_CIS_CHK_MATCH_RSLT	contains interface data input from the Central Index System (CIS), i.e., match result of CIS check	LAST_UPDATED_DTIME	the date and time when this record was last updated	No	No	DATE	NULL
IBS_INT_CIS_CLOSE_EXTRACT	contains all of the closed cases to be delivered to Central Index System (CIS) for updates	C_ALIEN_NBR	the identification number that is assigned to the alien at the time of entry into the United States	Yes	No	VARCHAR2(9)	NOT NULL
IBS_INT_CIS_CLOSE_EXTRACT	contains all of the closed cases to be delivered to Central Index System (CIS) for updates	C_LAST_NAME	the last name of the person	No	No	VARCHAR2(40)	NULL
IBS_INT_CIS_CLOSE_EXTRACT	contains all of the closed cases to be delivered to Central Index System (CIS) for updates	C_FIRST_NAME	the first name of the person	No	No	VARCHAR2(25)	NULL
IBS_INT_CIS_CLOSE_EXTRACT	contains all of the closed cases to be delivered to Central Index System (CIS) for updates	C_MIDDLE_NAME	the middle name of the person	No	No	VARCHAR2(25)	NULL
IBS_INT_CIS_CLOSE_EXTRACT	contains all of the closed cases to be delivered to Central Index System (CIS) for updates	C_DOB_DT	the person's birth date as shown on the Form I551 Green Card (the card is actually blue in color)	No	No	VARCHAR2(6)	NULL
IBS_INT_CIS_CLOSE_EXTRACT	contains all of the closed cases to be delivered to Central Index System (CIS) for updates	C_CERT_LAST_NAME	the last name of the person	No	No	VARCHAR2(40)	NULL
IBS_INT_CIS_CLOSE_EXTRACT	contains all of the closed cases to be delivered to Central Index System (CIS) for updates	C_CERT_FIRST_NAME	the first name of the person	No	No	VARCHAR2(25)	NULL
IBS_INT_CIS_CLOSE_EXTRACT	contains all of the closed cases to be delivered to Central Index System (CIS) for updates	C_CERT_NBR_C	naturalization certificate number	No	No	VARCHAR2(8)	NULL
IBS_INT_CIS_CLOSE_EXTRACT	contains all of the closed cases to be delivered to Central Index System (CIS) for updates	C_CERT_NBR_AA	citizenship (AA) number	No	No	VARCHAR2(7)	NULL
IBS_INT_CIS_CLOSE_EXTRACT	contains all of the closed cases to be delivered to Central Index System (CIS) for updates	C_CERT_NBR_DA	derivative citizenship (DA) number	No	No	VARCHAR2(7)	NULL
IBS_INT_CIS_CLOSE_EXTRACT	contains all of the closed cases to be delivered to Central Index System (CIS) for updates	C_CERT_TYPE_IND	the indicator that denotes whether the type of naturalization certificate is A= NS, B= DR	No	No	VARCHAR2(1)	NULL

IBS_INT_CIS_CLOSE_EXTRACT	contains all of the closed cases to be delivered to Central Index System (CIS) for updates	C_LOC_CODE	the code that denotes the location of the INS office	No	No	VARCHAR2(3)	NULL
IBS_INT_CIS_CLOSE_EXTRACT	contains all of the closed cases to be delivered to Central Index System (CIS) for updates	C_OC_DT	the oath ceremony date	No	No	VARCHAR2(6)	NULL
IBS_INT_CIS_CLOSE_EXTRACT	contains all of the closed cases to be delivered to Central Index System (CIS) for updates	C_CERT_STATUS_CODE	the code that denotes the action to be performed, or that was performed on the case	No	No	VARCHAR2(1)	NULL
IBS_INT_CIS_CLOSE_EXTRACT	contains all of the closed cases to be delivered to Central Index System (CIS) for updates	C_CERT_REASON_CODE	oath ceremony location code or court number, where the type of naturalization certificate is A	No	No	VARCHAR2(5)	NULL
IBS_INT_CIS_CLOSE_EXTRACT	contains all of the closed cases to be delivered to Central Index System (CIS) for updates	EXTRACT_COUNT_QTY	the number of times when this specific record is extracted to be uploaded to CIS system	No	No	NUMBER(5)	NULL
IBS_INT_CIS_REQ_Q	contains the request for Central Index System (CIS) check	APP_ID	the system-generated number used to track receipted cases (i.e., [redacted]	Yes	No	VARCHAR2(13)	NOT NULL
IBS_INT_CIS_REQ_Q	contains the request for Central Index System (CIS) check	ALIEN_NBR	the identification number that is assigned to the alien at the time of entry into the United States	Yes	No	VARCHAR2(10)	NOT NULL
IBS_INT_CIS_REQ_Q	contains the request for Central Index System (CIS) check	ACT_INST_ID	the identification for the activity instance, created by sequence number generator	Yes	No	NUMBER(10)	NOT NULL
IBS_INT_CIS_REQ_Q	contains the request for Central Index System (CIS) check	RQT_DTIME	the date and time when the CIS verification is requested for extraction	No	No	DATE	NULL
IBS_INT_CIS_REQ_Q	contains the request for Central Index System (CIS) check	LOC_CODE	the code that denotes the location of the INS office	No	No	VARCHAR2(3)	NULL
IBS_INT_CIS_REQ_Q	contains the request for Central Index System (CIS) check	LOC_SUB_CODE	the code that denotes the sub-location of the INS office	No	No	VARCHAR2(3)	NULL
IBS_INT_CIS_VERIFY_EXTRACT	contains concatenation of ten alien numbers of applicants from CLAIMS4 to Central Index System (CIS) for verification purpose	TEN_ALIEN_NBR	this field consists of 10 alien number, starting from the second character for each alien number	No	No	VARCHAR2(72)	NULL
IBS_INT_ERROR_LOG		APP_ID		No	No	VARCHAR2(13)	NULL
IBS_INT_ERROR_LOG		ERROR_CODE		No	Yes	VARCHAR2(2)	NULL
IBS_INT_ERROR_LOG		UPLOAD_DATE		No	No	DATE	NULL
IBS_INT_ERROR_LOG		APP_SYS_ID		No	Yes	VARCHAR2(10)	NULL
IBS_INT_ERROR_LOG		ERROR_FIELD		No	Yes	VARCHAR2(2)	NULL
IBS_INT_ERROR_LOG		ALIEN_NBR		No	No	VARCHAR2(10)	NULL
IBS_INT_FBI_MCHD_ANUM		APP_ID		No	No	VARCHAR2(13)	NULL
IBS_INT_FBI_MCHD_ANUM		ALIEN_NBR		No	No	VARCHAR2(10)	NULL
IBS_INT_FBI_MCHD_ANUM		LAST_NAME		No	No	VARCHAR2(30)	NULL
IBS_INT_FBI_MCHD_ANUM		FIRST_NAME		No	No	VARCHAR2(30)	NULL
IBS_INT_FBI_MCHD_ANUM		DOB		No	No	DATE	NULL
IBS_INT_FBI_MCHD_ANUM		FBI_LAST_NAME		No	No	VARCHAR2(30)	NULL
IBS_INT_FBI_MCHD_ANUM		FBI_FIRST_NAME		No	No	VARCHAR2(30)	NULL
IBS_INT_FBI_MCHD_ANUM		FBI_DOB		No	No	DATE	NULL
IBS_INT_FBI_MCHD_ANUM		FBI_PROCESS_DATE		No	No	DATE	NULL
IBS_INT_FBI_MCHD_ANUM		RESPONSE_CODE		No	No	VARCHAR2(1)	NULL
IBS_INT_FBI_MCHD_ANUM		MATCH_TYPE		No	No	VARCHAR2(1)	NULL
IBS_INT_FBI_SCRAPE		ALIEN_NBR		No	No	VARCHAR2(10)	NULL
IBS_INT_FBI_SCRAPE		LAST_NAME		No	No	VARCHAR2(30)	NULL
IBS_INT_FBI_SCRAPE		FIRST_NAME		No	No	VARCHAR2(30)	NULL
IBS_INT_FBI_SCRAPE		DOB		No	No	DATE	NULL
IBS_INT_FBI_SCRAPE		REASON_FP		No	No	VARCHAR2(5)	NULL
IBS_INT_FBI_SCRAPE		FBI_PROCESS_DATE		No	No	DATE	NULL
IBS_INT_FBI_SCRAPE		RESPONSE_CODE		No	No	VARCHAR2(1)	NULL
IBS_INT_NACS_DUP	contains partial NACS data to be loaded into CLAIMS 4	APP_ID	the system-generated number used to track receipted cases (i.e., [redacted]	No	No	VARCHAR2(13)	NULL
IBS_INT_NACS_DUP	contains partial NACS data to be loaded into CLAIMS 4	INT_ALIEN_NBR	the identification number that is assigned to the alien at the time of entry into the United States	No	No	VARCHAR2(10)	NULL
IBS_INT_NACS_DUP	contains partial NACS data to be loaded into CLAIMS 4	INT_RCPT_NBR	the system-generated number used to track receipted cases by NACS mainframe	No	No	VARCHAR2(13)	NULL
IBS_INT_NACS_DUP	contains partial NACS data to be loaded into CLAIMS 4	INT_FORM_NBR	the number that denotes the Immigration and Naturalization Service's form; i.e., I765, I551...	No	No	VARCHAR2(5)	NULL

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IBS_INT_NACS_DUP	contains partial NACS data to be loaded into CLAIMS 4	INT_LAST_NAME	the last name of the person	No	No	VARCHAR2(30)	NULL
IBS_INT_NACS_DUP	contains partial NACS data to be loaded into CLAIMS 4	INT_STREET	the street name	No	No	VARCHAR2(30)	NULL
IBS_INT_NACS_DUP	contains partial NACS data to be loaded into CLAIMS 4	INT_CITY	the name of the city that is located in the United States or abroad	No	No	VARCHAR2(16)	NULL
IBS_INT_NACS_DUP	contains partial NACS data to be loaded into CLAIMS 4	INT_STATE_CODE	the code that denotes the state within the United States or territory	No	No	VARCHAR2(2)	NULL
IBS_INT_NACS_DUP	contains partial NACS data to be loaded into CLAIMS 4	INT_COUNTY_NAME	the name of the county within a state within the United States	No	No	VARCHAR2(16)	NULL
IBS_INT_NACS_DUP	contains partial NACS data to be loaded into CLAIMS 4	INT_ZIP_CODE	the postal-service code that denotes the mailing-address within the geographical area of the city or county	No	No	VARCHAR2(5)	NULL
IBS_INT_NACS_DUP	contains partial NACS data to be loaded into CLAIMS 4	INT_DOB_DT	the person's birth date as shown on the Form I551 Green Card (the card is actually blue in color)	No	No	DATE	NULL
IBS_INT_NACS_DUP	contains partial NACS data to be loaded into CLAIMS 4	INT_COB_CODE	the code that denotes the person's country of birth	No	No	VARCHAR2(5)	NULL
IBS_INT_NACS_DUP	contains partial NACS data to be loaded into CLAIMS 4	INT_PERMRES_DT	the date the INS classified the person as a permanent resident of the United States	No	No	DATE	NULL
IBS_INT_NACS_DUP	contains partial NACS data to be loaded into CLAIMS 4	INT_CCO_CODE	the code that denotes the location of the INS CCO office	No	No	VARCHAR2(3)	NULL
IBS_INT_NACS_EXTRACT		EXTRACT_ID		Yes	No	NUMBER(8)	NOT NULL
IBS_INT_NACS_EXTRACT		APP_ID		No	No	VARCHAR2(13)	NULL
IBS_INT_NACS_EXTRACT		ALIEN_NBR		No	No	CHAR(11)	NULL
IBS_INT_NACS_EXTRACT		TRANSACTION_CODE		No	No	CHAR(2)	NULL
IBS_INT_NACS_EXTRACT		ACT_CODE		No	No	VARCHAR2(20)	NULL
IBS_INT_NACS_EXTRACT		ACT_INST_ID		No	No	NUMBER(10)	NULL
IBS_INT_NACS_EXTRACT		RCPT_NBR		No	No	CHAR(13)	NULL
IBS_INT_NACS_EXTRACT		FORM_NBR		No	No	CHAR(5)	NULL
IBS_INT_NACS_EXTRACT		LAST_NAME		No	No	VARCHAR2(30)	NULL
IBS_INT_NACS_EXTRACT		FIRST_NAME		No	No	VARCHAR2(18)	NULL
IBS_INT_NACS_EXTRACT		MIDDLE_NAME		No	No	VARCHAR2(18)	NULL
IBS_INT_NACS_EXTRACT		SUFFIX_CODE		No	No	VARCHAR2(3)	NULL
IBS_INT_NACS_EXTRACT		INCAREOF		No	No	VARCHAR2(30)	NULL
IBS_INT_NACS_EXTRACT		RES_STREET		No	No	VARCHAR2(30)	NULL
IBS_INT_NACS_EXTRACT		RES_CITY		No	No	VARCHAR2(16)	NULL
IBS_INT_NACS_EXTRACT		RES_STATE_CODE		No	No	CHAR(2)	NULL
IBS_INT_NACS_EXTRACT		RES_COUNTY_NAME		No	No	VARCHAR2(16)	NULL
IBS_INT_NACS_EXTRACT		RES_ZIP_CODE		No	No	CHAR(5)	NULL
IBS_INT_NACS_EXTRACT		DOB_DT		No	No	CHAR(8)	NULL
IBS_INT_NACS_EXTRACT		COB_CODE		No	No	CHAR(5)	NULL
IBS_INT_NACS_EXTRACT		CITIZENSHIP_CNTRY_CODE		No	No	CHAR(5)	NULL
IBS_INT_NACS_EXTRACT		PERMRES_DT		No	No	CHAR(8)	NULL
IBS_INT_NACS_EXTRACT		LOC_BEGIN_LPR		No	No	CHAR(3)	NULL
IBS_INT_NACS_EXTRACT		GENDER_CODE		No	No	CHAR(1)	NULL
IBS_INT_NACS_EXTRACT		MARITAL_STATUS_CODE		No	No	CHAR(1)	NULL
IBS_INT_NACS_EXTRACT		HEIGHT_FEET		No	No	CHAR(1)	NULL
IBS_INT_NACS_EXTRACT		HEIGHT_INCHES		No	No	CHAR(2)	NULL
IBS_INT_NACS_EXTRACT		PART21_CODE		No	No	CHAR(1)	NULL
IBS_INT_NACS_EXTRACT		PART22_CODE		No	No	CHAR(1)	NULL
IBS_INT_NACS_EXTRACT		PARENT_CITZ_FLAG		No	No	CHAR(1)	NULL
IBS_INT_NACS_EXTRACT		MAIL_STREET		No	No	VARCHAR2(30)	NULL
IBS_INT_NACS_EXTRACT		MAIL_STREET2		No	No	VARCHAR2(30)	NULL
IBS_INT_NACS_EXTRACT		MAIL_CITY		No	No	VARCHAR2(28)	NULL
IBS_INT_NACS_EXTRACT		MAIL_STATE_CODE		No	No	CHAR(2)	NULL
IBS_INT_NACS_EXTRACT		MAIL_ZIP_CODE		No	No	CHAR(5)	NULL
IBS_INT_NACS_EXTRACT		CERT_LAST_NAME		No	No	VARCHAR2(30)	NULL
IBS_INT_NACS_EXTRACT		CERT_FIRST_NAME		No	No	VARCHAR2(18)	NULL
IBS_INT_NACS_EXTRACT		CERT_MIDDLE_NAME		No	No	VARCHAR2(18)	NULL
IBS_INT_NACS_EXTRACT		CERT_SUFFIX_CODE		No	No	CHAR(3)	NULL
IBS_INT_NACS_EXTRACT		MR_RECV_DTIME		No	No	CHAR(8)	NULL
IBS_INT_NACS_EXTRACT		SSN		No	No	CHAR(9)	NULL
IBS_INT_NACS_EXTRACT		NATLTY_CODE		No	No	CHAR(2)	NULL
IBS_INT_NACS_EXTRACT		SOUNDEX		No	No	CHAR(4)	NULL
IBS_INT_NACS_EXTRACT		PAMS_KEY_NBR		No	No	CHAR(9)	NULL

IBS_INT_NACS_EXTRACT		MILITARY_FLAG		No	No	CHAR(1)	NULL
IBS_INT_NACS_EXTRACT		FP_FLAG		No	No	CHAR(1)	NULL
IBS_INT_NACS_EXTRACT		CERT_TYPE_CODE		No	No	CHAR(1)	NULL
IBS_INT_NACS_EXTRACT		APP_SECT_OF_LAW_CODE		No	No	VARCHAR2(20)	NULL
IBS_INT_NACS_EXTRACT		CCO_LOC_CODE		No	No	CHAR(3)	NULL
IBS_INT_NACS_EXTRACT		I551_DOC_FLAG		No	No	CHAR(1)	NULL
IBS_INT_NACS_EXTRACT		PHOTO_FLAG		No	No	CHAR(1)	NULL
IBS_INT_NACS_EXTRACT		FD258_DOC_FLAG		No	No	CHAR(1)	NULL
IBS_INT_NACS_EXTRACT		G325B_DOC_FLAG		No	No	CHAR(1)	NULL
IBS_INT_NACS_EXTRACT		N426_DOC_FLAG		No	No	CHAR(1)	NULL
IBS_INT_NACS_EXTRACT		AFFIDAVIT_FLAG		No	No	CHAR(1)	NULL
IBS_INT_NACS_EXTRACT		ORIG_DOC_FLAG		No	No	CHAR(1)	NULL
IBS_INT_NACS_EXTRACT		BIRTH_CERT_FLAG		No	No	CHAR(1)	NULL
IBS_INT_NACS_EXTRACT		ADOPT_DECREE_FLAG		No	No	CHAR(1)	NULL
IBS_INT_NACS_EXTRACT		CITZ_PARENT_FLAG		No	No	CHAR(1)	NULL
IBS_INT_NACS_EXTRACT		PROVINCE		No	No	CHAR(14)	NULL
IBS_INT_NACS_EXTRACT		FILLER		No	No	CHAR(6)	NULL
IBS_INT_NACS_EXTRACT		POSTAL_CODE		No	No	CHAR(9)	NULL
IBS_INT_NACS_EXTRACT		MAIL_CNTRY_CODE		No	No	CHAR(5)	NULL
IBS_INT_NACS_EXTRACT		CASE_STATUS_CODE		No	No	CHAR(2)	NULL
IBS_INT_NACS_EXTRACT		DENIAL_REASON		No	No	CHAR(2)	NULL
IBS_INT_NACS_EXTRACT		CASE_CLOSED_DT		No	No	CHAR(8)	NULL
IBS_INT_NACS_EXTRACT		CASE_STRPPED_DT		No	No	CHAR(8)	NULL
IBS_INT_NACS_EXTRACT		FBI_RESPONSE_FLAG		No	No	CHAR(1)	NULL
IBS_INT_NACS_EXTRACT		FBI_PROCESS_DT		No	No	CHAR(8)	NULL
IBS_INT_NACS_EXTRACT		OVERRIDE_IND		No	No	CHAR(1)	NULL
IBS_INT_NACS_EXTRACT		OVERRIDE_USER_ID		No	No	CHAR(8)	NULL
IBS_INT_NACS_EXTRACT		EXPEDITE_FLAG		No	No	CHAR(1)	NULL
IBS_INT_NACS_EXTRACT		EXPEDITE_DT		No	No	CHAR(8)	NULL
IBS_INT_NACS_EXTRACT		EXPEDITE_USER_ID		No	No	CHAR(8)	NULL
IBS_INT_NACS_EXTRACT		CLOCK_IN_DT		No	No	CHAR(8)	NULL
IBS_INT_NACS_EXTRACT		AFILE_RECV_FLAG		No	No	CHAR(1)	NULL
IBS_INT_NACS_EXTRACT		AFILE_RECV_DT		No	No	CHAR(8)	NULL
IBS_INT_NACS_EXTRACT		EXAM_DT		No	No	CHAR(8)	NULL
IBS_INT_NACS_EXTRACT		EXAM_START_TIME		No	No	CHAR(4)	NULL
IBS_INT_NACS_EXTRACT		EXAM_LOC_CODE		No	No	CHAR(4)	NULL
IBS_INT_NACS_EXTRACT		OATH_DT		No	No	CHAR(8)	NULL
IBS_INT_NACS_EXTRACT		OATH_START_TIME		No	No	CHAR(4)	NULL
IBS_INT_NACS_EXTRACT		OATH_LOC_CODE		No	No	CHAR(4)	NULL
IBS_INT_NACS_EXTRACT		NATURALIZED_DT		No	No	CHAR(8)	NULL
IBS_INT_NACS_EXTRACT		CERT_NBR		No	No	CHAR(10)	NULL
IBS_INT_NACS_EXTRACT		GROUP_FAMILY_NBR		No	No	CHAR(16)	NULL
IBS_INT_NACS_EXTRACT		GROUP_CBO_NBR		No	No	CHAR(5)	NULL
IBS_INT_NACS_EXTRACT		GROUP_CBO_NAME		No	No	VARCHAR2(30)	NULL
IBS_INT_NACS_EXTRACT		PHOTORECV_FLAG		No	No	CHAR(1)	NULL
IBS_INT_NACS_EXTRACT		APP_SIGNED_FLAG		No	No	CHAR(1)	NULL
IBS_INT_NACS_EXTRACT		FP_DT		No	No	CHAR(8)	NULL
IBS_INT_NACS_EXTRACT		FP_LOC_CODE		No	No	CHAR(6)	NULL
IBS_INT_NACS_EXTRACT		AFILE_REQ_DT1		No	No	CHAR(8)	NULL
IBS_INT_NACS_EXTRACT		AFILE_REQ_DT2		No	No	CHAR(8)	NULL
IBS_INT_NACS_EXTRACT		AFILE_REQ_DT3		No	No	CHAR(8)	NULL
IBS_INT_NACS_EXTRACT		AFILE_DLG_FLAG		No	No	CHAR(1)	NULL
IBS_INT_NACS_EXTRACT		NAME_CHGD_FLAG		No	No	CHAR(1)	NULL
IBS_INT_NACS_EXTRACT		CHGD_NAME_FIRST		No	No	VARCHAR2(18)	NULL
IBS_INT_NACS_EXTRACT		CHGD_NAME_MIDDLE		No	No	VARCHAR2(18)	NULL
IBS_INT_NACS_EXTRACT		CHGD_NAME_LAST		No	No	VARCHAR2(30)	NULL
IBS_INT_NACS_EXTRACT		CHGD_SUFFIX_CODE		No	No	CHAR(3)	NULL
IBS_INT_NACS_EXTRACT		OCCUPATION_CODE		No	No	CHAR(3)	NULL
IBS_INT_NACS_EXTRACT		CASE_NATZ_CLSD_DT		No	No	CHAR(8)	NULL
IBS_INT_NACS_EXTRACT		DENL_REASONS		No	No	VARCHAR2(48)	NULL
IBS_INT_NACS_EXTRACT		CASE_DEN_CLSD_DT		No	No	CHAR(8)	NULL
IBS_INT_NACS_EXTRACT		CASE_ADM_CLSD_DT		No	No	CHAR(8)	NULL
IBS_INT_NACS_EXTRACT		RNRCASE_ENTER_DT		No	No	CHAR(8)	NULL
IBS_INT_NACS_EXTRACT		FBI_NAMECHK_DT		No	No	CHAR(8)	NULL
IBS_INT_NACS_EXTRACT		FBI_NAME_RESULTS		No	No	CHAR(16)	NULL
IBS_INT_NACS_EXTRACT		INSERTED_DT		No	No	CHAR(8)	NULL

IBS_INT_NACS_EXTRACT		SENT_TO_RNACS_FLAG		No	No	CHAR(1)	NULL
IBS_INT_NACS_RESULT		APP_ID		Yes	No	CHAR(13)	NOT NULL
IBS_INT_NACS_RESULT		TRANSACTION_TYPE		Yes	No	CHAR(2)	NOT NULL
IBS_INT_NACS_RESULT		STATUS_CODE		Yes	No	CHAR(2)	NOT NULL
IBS_INT_NACS_RESULT		UPLOAD_RESULT		No	No	CHAR(1)	NULL
IBS_INT_NACS_RESULT		ANUMBER		No	No	CHAR(10)	NULL
IBS_INT_NACS_RESULT		FORM_NUMBER		No	No	CHAR(5)	NULL
IBS_INT_NACS_RESULT		ERROR_CODE		No	No	CHAR(2)	NULL
IBS_INT_NACS_RESULT		ERROR_REASON		No	No	VARCHAR2(120)	NULL
IBS_INT_NACS_RESULT		LAST_NAME		No	No	VARCHAR2(30)	NULL
IBS_INT_NACS_RESULT		FIRST_NAME		No	No	VARCHAR2(18)	NULL
IBS_INT_NACS_RESULT		DOB		No	No	CHAR(8)	NULL
IBS_INT_NACS_RESULT		CCO_CODE		No	No	CHAR(3)	NULL
IBS_INT_NACS_RESULT		PROCESSED_DATETIME		No	No	DATE	NULL
IBS_INT_NACS_RESULT		UPDATE_FLAG		No	No	CHAR(1)	NULL
IBS_JOB_LOG_DTL		JOB_LOG_ID		Yes	No	NUMBER(8)	NOT NULL
IBS_JOB_LOG_DTL		JOB_CODE		No	Yes	CHAR(4)	NOT NULL
IBS_JOB_LOG_DTL		JOB_DATETIME_START		No	No	DATE	NULL
IBS_JOB_LOG_DTL		JOB_DATETIME_END		No	No	DATE	NULL
IBS_JOB_LOG_DTL		COMPLETED_RECORDS		No	No	NUMBER(8)	NULL
IBS_JOB_LOG_DTL		ERR_RECORDS		No	No	NUMBER(8)	NULL
IBS_JOB_LOG_DTL		TOTAL_RECORDS		No	No	NUMBER(10)	NULL
IBS_JOB_LOG_DTL		COMMENTS		No	No	VARCHAR2(50)	NULL
IBS_JOB_LOG_DTL		APP_ID		No	No	CHAR(13)	NULL
IBS_JOB_LOG_DTL		USER_ID		No	No	CHAR(8)	NULL
IBS_JOB_LOG_MST		JOB_CODE		Yes	No	CHAR(4)	NOT NULL
IBS_JOB_LOG_MST		TYPE_CODE		No	No	CHAR(4)	NULL
IBS_JOB_LOG_MST		JOB_NAME		No	No	VARCHAR2(30)	NULL
IBS_JOB_LOG_MST		JOB_DESC		No	No	VARCHAR2(120)	NULL
IBS_JOB_LOG_MST		JOB_FREQUENCY		No	No	CHAR(8)	NULL
IBS_JOB_LOG_MST		DATETIME_CREATED		No	No	DATE	NULL
IBS_LK_ACT_BUTTON		ACT_CODE		Yes	No	VARCHAR2(20)	NOT NULL
IBS_LK_ACT_BUTTON		BUTTON		Yes	No	VARCHAR2(25)	NOT NULL
IBS_LK_ACT_BUTTON		OVERSEAS_MILITARY_ENABLED		No	No	CHAR(1)	NULL
IBS_LK_ACT_END_COND		ACT_CODE	the activity code that denotes the action to be performed, or that was performed on the case (e.g. DeEnter - Data Entry)	Yes	Yes	VARCHAR2(20)	NOT NULL
IBS_LK_ACT_END_COND		END_COND_CODE	the end condition code that denotes a logical expression which is evaluated by a workflow engine to decide what other activities will be created/started after completing one activity	Yes	Yes	VARCHAR2(16)	NOT NULL
IBS_LK_ACTIVITY		ACT_CODE	the activity code that denotes the action to be performed, or that was performed on the case (e.g. DeEnter - Data Entry)	Yes	No	VARCHAR2(20)	NOT NULL
IBS_LK_ACTIVITY		ACT_DESC	the description of the activity code	No	No	VARCHAR2(80)	NULL
IBS_LK_ACTIVITY		ROLE_CODE	the code that denotes the proper function or responsibility of a user	No	Yes	VARCHAR2(12)	NULL
IBS_LK_ACTIVITY		INDEPENDENT_FLAG	Yes (Y) No (N) flag that indicates whether the activity is independent, not affect by any other activities	No	No	VARCHAR2(1)	NULL
IBS_LK_ADNMENU		MENU_CODE	the code that groups menu subject matter by category	Yes	No	VARCHAR2(3)	NOT NULL
IBS_LK_ADNMENU		DISPLAY_SEQ_NBR	the default display order of the item (if no specific column exists for the current form number)	Yes	No	NUMBER(5)	NOT NULL
IBS_LK_ADNMENU		MENU_DESC	the description of the menu category that corresponds to the menu code	No	No	VARCHAR2(50)	NULL
IBS_LK_ADNMENU		MENU_ITEM_ID	the identification of the menu item	No	No	VARCHAR2(5)	NULL
IBS_LK_ADNMENU		ACT_CODE	the activity code that denotes the action to be performed, or that was performed on the case (e.g. DeEnter - Data Entry)	No	Yes	VARCHAR2(20)	NULL
IBS_LK_ADNMENU		END_COND_CODE	the end condition code that denotes a logical expression which is evaluated by a workflow engine to decide what other activities will be created/started after completing one activity	No	Yes	VARCHAR2(16)	NULL

IBS_LK_ADNMENU		APW_DATA	this Action Proc Word data is used for different purposes depending on the action proc word,	No	No	VARCHAR2(20)	NULL
IBS_LK_ADNMENU		ACTION_PROC_WORD	the code that denotes the action that will be performed on the case subsequent to the menu selection	No	No	NUMBER(10)	NULL
IBS_LK_ADNMENU		NEXT_MENU_CODE	the code that transfers menu control to the next menu preference	No	No	VARCHAR2(3)	NULL
IBS_LK_ADNMENU		N400_DISPLAY_SEQ_NBR	the display order of the item for N400	No	No	NUMBER(5)	NULL
IBS_LK_ADNMENU		N600_DISPLAY_SEQ_NBR	the display order of the item for N600	No	No	NUMBER(5)	NULL
IBS_LK_ADNMENU		N643_DISPLAY_SEQ_NBR	the display order of the item for N643	No	No	NUMBER(5)	NULL
IBS_LK_ADNMENU		N565_DISPLAY_SEQ_NBR	the display order of the item for N565	No	No	NUMBER(5)	NULL
IBS_LK_ADNMENU		N470_DISPLAY_SEQ_NBR	the display order of the item for N470	No	No	NUMBER(5)	NULL
IBS_LK_ADNMENU		NOTICE_TYPE_CODE	the code that denotes the type of notice to be printed in batch; i.e., receipt of application, or notification for performance of the INS service (i.e., REC - Receipt, DEN - Denial)	No	Yes	VARCHAR2(3)	NULL
IBS_LK_APP_ELIG		FORM_NBR	the number that denotes the Immigration and Naturalization Service's form; i.e., I765, I551...	Yes	No	VARCHAR2(6)	NOT NULL
IBS_LK_APP_ELIG		SECT_OF_LAW_CODE	the code that denotes the section-of-law that authorizes the INS benefit; i.e., EAD's processing authorization, 8 CFR 274a.13 (classes of aliens authorized to accept employment) in the United States	Yes	No	VARCHAR2(20)	NOT NULL
IBS_LK_APP_ELIG		EAD_ELIGIBILITY_CODE	the immigration-class code that denotes the employment-eligibility category into which the individual has been classified; i.e., A03 (refugee), A04 (parolee ...	No	No	VARCHAR2(4)	NULL
IBS_LK_APP_ELIG		FEE_WORD	the 32-bit word used to denote the application-filing fee charged for the eligibility-admission's category into which the individual has been classified	No	No	NUMBER(10)	NULL
IBS_LK_APP_ELIG		CO_PARA_NBR	the paragraph-identification number assigned by INS's central office that associates the laser-printed notice to the previously submitted application	No	No	NUMBER(10)	NULL
IBS_LK_APP_ELIG		EMP_CONDITIONS	employment speciality in which INS permits employment	No	No	VARCHAR2(40)	NULL
IBS_LK_APP_ELIG		DEFLT_EMP_MONTH_QTY	the standard (default) amount of allowable-employment months	No	No	NUMBER(5)	NULL
IBS_LK_APP_SYSTEM		APP_SYS_ID		Yes	No	VARCHAR2(10)	NOT NULL
IBS_LK_APP_SYSTEM		SYS_TITLE		No	No	VARCHAR2(80)	NULL
IBS_LK_BKGDCHK_STATE		BKGDCHK_TYPE_CODE	the code that denotes the type of background check: example; F = FBI, C = CIS, A = AFile; M = military check,N= FBI Name/DOB check,V= CI SB1 Visa Check	Yes	No	VARCHAR2(1)	NOT NULL
IBS_LK_BKGDCHK_STATE		BKGDCHK_STATE_CODE	the code that denotes the status of the background check; i.e., R = requested, W = waived Y = requested evidence received ...	Yes	No	VARCHAR2(1)	NOT NULL
IBS_LK_BKGDCHK_STATE		BKGDCHK_STATE_DESC	the description of the background state that is represented by the bkgdchk-type code	No	No	VARCHAR2(50)	NULL
IBS_LK_BUSINESS_RULE		RULE_ID		Yes	No	NUMBER(10)	NOT NULL
IBS_LK_BUSINESS_RULE		RULE_SEQ_NO		No	No	NUMBER(10)	NOT NULL
IBS_LK_BUSINESS_RULE		RULE_NAME		No	No	VARCHAR2(50)	NOT NULL
IBS_LK_BUSINESS_RULE		START_DATE		No	No	DATE	NULL
IBS_LK_BUSINESS_RULE		END_DATE		No	No	DATE	NULL
IBS_LK_BUSINESS_RULE		CREATE_DATE		No	No	DATE	NULL
IBS_LK_BUSINESS_RULE		MODIFY_DATE		No	No	DATE	NULL
IBS_LK_BUSINESS_RULE		CREATED_BY		No	No	VARCHAR2(30)	NOT NULL
IBS_LK_BUSINESS_RULE		MODIFIED_BY		No	No	VARCHAR2(30)	NULL
IBS_LK_BUSINESS_RULE		RULE_DESCRIPTION		No	No	VARCHAR2(1000)	NULL
IBS_LK_C4_CCO		SERVICE_CENTER		No	No	VARCHAR2(3)	NULL
IBS_LK_C4_CCO		DISTRICT_NBR		No	No	VARCHAR2(3)	NULL
IBS_LK_C4_CCO		STATE_CODE		No	No	VARCHAR2(2)	NULL
IBS_LK_C4_CCO		COUNTY_NAME		No	No	VARCHAR2(25)	NULL

IBS_LK_C4_CCO		INS_ADMIN_LOC_CODE		No	No	VARCHAR2(3)	NULL
IBS_LK_CBO_ORG		CBO_LOC_CODE		Yes	No	VARCHAR2(3)	NOT NULL
IBS_LK_CBO_ORG		CBO_CODE		Yes	No	VARCHAR2(5)	NOT NULL
IBS_LK_CBO_ORG		CBO_ORG_DESC		No	No	VARCHAR2(50)	NULL
IBS_LK_CBO_ORG		BLDG_RM		No	No	VARCHAR2(34)	NULL
IBS_LK_CBO_ORG		STREET_NBR		No	No	VARCHAR2(10)	NULL
IBS_LK_CBO_ORG		STREET_NAME		No	No	VARCHAR2(34)	NULL
IBS_LK_CBO_ORG		CITY		No	No	VARCHAR2(28)	NULL
IBS_LK_CBO_ORG		STATE_CODE		No	No	VARCHAR2(2)	NULL
IBS_LK_CBO_ORG		ZIP_CODE		No	No	VARCHAR2(10)	NULL
IBS_LK_CERT_STATUS		CERT_STATUS_CODE	the code that denotes the status of the certificate	Yes	No	VARCHAR2(10)	NOT NULL
IBS_LK_CERT_STATUS		CERT_STATUS_DESC	the description of the certificate status code	No	No	VARCHAR2(40)	NULL
IBS_LK_CODE_TRANSLATION		CODE_TYPE		Yes	No	VARCHAR2(1)	NOT NULL
IBS_LK_CODE_TRANSLATION		FOREIGN_CODE		Yes	No	VARCHAR2(10)	NOT NULL
IBS_LK_CODE_TRANSLATION		C4_CODE		No	No	VARCHAR2(10)	NULL
IBS_LK_COLOR_CODE		COLOR_CODE	the code for a color name	Yes	No	VARCHAR2(10)	NOT NULL
IBS_LK_COLOR_CODE		COLOR_DESC	the description of the color codes (for above)	No	No	VARCHAR2(25)	NULL
IBS_LK_CPRS_ACT_END_COND		PROCESS_CODE	Process Code, the type of process allowed for each application (e.g. APP, PAY, N400)	Yes	Yes	VARCHAR2(10)	NOT NULL
IBS_LK_CPRS_ACT_END_COND		ACT_CODE	the activity code that denotes the action to be performed, or that was performed on the case (e.g. DeEnter - Data Entry)	Yes	Yes	VARCHAR2(20)	NOT NULL
IBS_LK_CPRS_ACT_END_COND		END_COND_CODE	the end condition code that denotes a logical expression which is evaluated by a workflow engine to decide what other activities will be created/started after completing one activity	Yes	Yes	VARCHAR2(16)	NOT NULL
IBS_LK_CPRS_ACT_END_COND		ACTION_CODE		Yes	Yes	VARCHAR2(5)	NOT NULL
IBS_LK_CPRS_ACTION_CODE		ACTION_CODE		Yes	No	VARCHAR2(5)	NOT NULL
IBS_LK_CPRS_ACTION_CODE		ACTION_CODE_DESC		No	No	VARCHAR2(80)	NULL
IBS_LK_DOC_TYPE		DOC_TYPE_CODE	the code that denotes the specific document: i.e., RE for United States reentry permit, RA for refugee travel document, and NC for naturalization certificate ...	Yes	No	VARCHAR2(10)	NOT NULL
IBS_LK_DOC_TYPE		DOC_TYPE_DESC	the text that describes the document that is represented by the document-type code	No	No	VARCHAR2(100)	NULL
IBS_LK_EC_ACT_TRANSIT		PROCESS_CODE	Process Code, the type of process allowed for each application (e.g. APP, PAY, N400)	Yes	Yes	VARCHAR2(10)	NOT NULL
IBS_LK_EC_ACT_TRANSIT		COMP_ACT_CODE	Completed Activity Code	Yes	Yes	VARCHAR2(20)	NOT NULL
IBS_LK_EC_ACT_TRANSIT		END_COND_CODE	the end condition code that denotes a logical expression which is evaluated by a workflow engine to decide what other activities will be created/started after completing one activity	Yes	Yes	VARCHAR2(16)	NOT NULL
IBS_LK_EC_ACT_TRANSIT		NEXT_ACT_CODE	the next activity that is needed to be created based on the completed activity and end condition code	Yes	No	VARCHAR2(20)	NOT NULL
IBS_LK_EC_ACT_TRANSIT		NEXT_ACT_STATE	the condition defining the status of the next activity at a particular point in time (e.g. Inactive, Active, Suspended, Completed, Canceled, Error)	No	No	VARCHAR2(10)	NULL
IBS_LK_END_COND		END_COND_CODE	the end condition code that denotes a logical expression which is evaluated by a workflow engine to decide what other activities will be created/started after completing one activity	Yes	No	VARCHAR2(16)	NOT NULL
IBS_LK_END_COND		END_COND_DESC	the description of the end condition code (END_COND_CODE)	No	No	VARCHAR2(80)	NULL

IBS_LK_ENGL_READ_SAMPLE		ENGL_READ_SAMPLE_NBR	the number of the reading sample for testing the English readig proficiency	Yes	No	NUMBER(5)	NOT NULL
IBS_LK_ENGL_READ_SAMPLE		ENGL_READ_SAMPLE_DESC	the text of the reading sample for testing the English readig proficiency	No	No	VARCHAR2(255)	NULL
IBS_LK_ENGL_WRITE_SAMPLE		ENGL_WRITE_SAMPLE_NBR	the number of the writing sample for testing the English writing proficiency	Yes	No	NUMBER(5)	NOT NULL
IBS_LK_ENGL_WRITE_SAMPLE		ENGL_WRITE_SAMPLE_DESC	the text of the writing sample for testing the English writing proficiency	No	No	VARCHAR2(255)	NULL
IBS_LK_ERROR_SEVERITY		ERR_SEVERITY_CODE		Yes	No	CHAR(1)	NOT NULL
IBS_LK_ERROR_SEVERITY		ERR_SEVERITY_DESC		No	No	VARCHAR2(30)	NULL
IBS_LK_ERROR_SUBTYPE	contains error subtype codes and descriptions	ERR_TYPE_CODE		Yes	Yes	CHAR(4)	NOT NULL
IBS_LK_ERROR_SUBTYPE	contains error subtype codes and descriptions	ERR_SUBTYPE_CODE		Yes	No	CHAR(4)	NOT NULL
IBS_LK_ERROR_SUBTYPE	contains error subtype codes and descriptions	ERR_SUBTYPE_DESC		No	No	VARCHAR2(50)	NULL
IBS_LK_ERROR_TEXT	contains error text descriptions	ERR_TEXT_ID		Yes	No	NUMBER(8)	NOT NULL
IBS_LK_ERROR_TEXT	contains error text descriptions	ERR_TYPE_CODE		No	Yes	CHAR(4)	NOT NULL
IBS_LK_ERROR_TEXT	contains error text descriptions	ERR_SUBTYPE_CODE		No	Yes	CHAR(4)	NOT NULL
IBS_LK_ERROR_TEXT	contains error text descriptions	ERR_SEVERITY_CODE		No	Yes	CHAR(1)	NOT NULL
IBS_LK_ERROR_TEXT	contains error text descriptions	ERR_TEXT		No	No	VARCHAR2(255)	NULL
IBS_LK_ERROR_TEXT	contains error text descriptions	ERR_SOURCE		No	No	VARCHAR2(120)	NULL
IBS_LK_ERROR_TYPE	contains error codes and descriptions	ERR_TYPE_CODE		Yes	No	CHAR(4)	NOT NULL
IBS_LK_ERROR_TYPE	contains error codes and descriptions	ERR_TYPE_DESC		No	No	VARCHAR2(30)	NULL
IBS_LK_EVIDENCE		EVID_CODE	the code that denotes the specific evidence recognized by INS	Yes	No	NUMBER(5)	NOT NULL
IBS_LK_EVIDENCE		EVID_DESC	the text that describes the item that is represented by the evidence-type code	No	No	VARCHAR2(50)	NULL
IBS_LK_EVIDENCE		EVID_NOTICE_TEXT	the certain section of standard text that is used to incorporate into different notices	No	No	VARCHAR2(2000)	NULL
IBS_LK_EYE_COLOR		EYE_COLOR_CODE	Eye color code identifier	Yes	No	CHAR(3)	NOT NULL
IBS_LK_EYE_COLOR		EYE_COLOR_CODE_DESC	Eye color code description	No	No	VARCHAR2(20)	NULL
IBS_LK_EYE_COLOR		ACTIVE_FLAG	Flag to determine whether the current record is active	No	No	CHAR(1)	NULL
IBS_LK_FORM		FORM_NBR	the number that denotes the Immigration and Naturalization Service's form; i.e., I765, I551...	Yes	No	VARCHAR2(6)	NOT NULL
IBS_LK_FORM		FORM_TITLE	the name of the form that corresponds to this record's form number	No	No	VARCHAR2(200)	NULL
IBS_LK_FORM		FORM_FLAG_WORD	the 32-bit word used to denote actions that may be taken on the application	No	No	NUMBER(10)	NULL
IBS_LK_FORM		FEE_AMT	the application-fee amount required for processing the form denoted by this record's form number	No	No	NUMBER(12,2)	NULL
IBS_LK_FORM		FAMILY_CAP_AMT	the maximun allowable-application fee established by INS for the family group	No	No	NUMBER(12,2)	NULL
IBS_LK_FORM		FEE_AMT_EFF_DT	the date that denotes implimentation of current fee amount	No	No	DATE	NULL
IBS_LK_FORM		GRACE_PERIOD_DT	the date that denotes the end of the grace period during fee changes	No	No	DATE	NULL
IBS_LK_FORM		OLD_FEE_AMT	the previous application-fee amount for the form denoted by this record's form number	No	No	NUMBER(12,2)	NULL
IBS_LK_FORM		G22_LINE_NBR	the line-number on the INS form that is associated with statistical and workload analysis data	No	No	VARCHAR2(4)	NULL
IBS_LK_FORM		SPECIAL_DIST_CODE	the code that denotes the recipient on the INS distribution list, i.e., Social Security Administration (SSA) , Internal Revenue Service (IRS) ...	No	No	VARCHAR2(3)	NULL
IBS_LK_FORM		APPROPRIATION_NBR	the appropriation number that is associated with the specific INS form	No	No	VARCHAR2(2)	NULL
IBS_LK_FORM		DEFAULT_CLASS	the default class-of-admission (COA) most frequently granted for approval of the related form	No	No	VARCHAR2(3)	NULL
IBS_LK_FORM		PRODUCTION_LINE_NBR	the production-report line number that identifies the INS form by category and the action performed	No	No	VARCHAR2(7)	NULL

IBS_LK_FORM_DETAIL	Contains details about specific versions of a particular form	FORM_DETAIL_ID	Form detail record identifier - system generated	Yes	No	NUMBER(5)	NOT NULL
IBS_LK_FORM_DETAIL	Contains details about specific versions of a particular form	FORM_NBR	the number that denotes the Immigration and Naturalization Service's form	No	Yes	VARCHAR2(6)	NULL
IBS_LK_FORM_DETAIL	Contains details about specific versions of a particular form	FORM_VERSION	Specific version of the form	No	No	CHAR(1)	NULL
IBS_LK_FORM_DETAIL	Contains details about specific versions of a particular form	FORM_USE_BEGIN_DATE	Date the form version become effective	No	No	DATE	NULL
IBS_LK_FORM_DETAIL	Contains details about specific versions of a particular form	FORM_USE_END_DATE	Date the form version expired	No	No	DATE	NULL
IBS_LK_GRP_RULE		GRP_RULE_ID		Yes	No	VARCHAR2(6)	NOT NULL
IBS_LK_GRP_RULE		GRP_RULE_DESC		No	No	VARCHAR2(255)	NULL
IBS_LK_GRP_RULE		GRP_RULE_TYPE		No	No	VARCHAR2(10)	NULL
IBS_LK_GRP_TYPE		GRP_TYPE_CODE		Yes	No	VARCHAR2(6)	NOT NULL
IBS_LK_GRP_TYPE		GRP_TYPE_DESC		No	No	VARCHAR2(255)	NULL
IBS_LK_GRP_TYPE		DEFLT_GRP_RULE_ID		No	No	VARCHAR2(6)	NULL
IBS_LK_HAIR_COLOR		HAIR_COLOR_CODE	Hair color code identifier	Yes	No	CHAR(3)	NOT NULL
IBS_LK_HAIR_COLOR		HAIR_COLOR_CODE_DESC	Hair color code description	No	No	VARCHAR2(20)	NULL
IBS_LK_HAIR_COLOR		ACTIVE_FLAG	Flag to determine whether the current record is active	No	No	CHAR(1)	NULL
IBS_LK_HELP_URL		ID		Yes	No	NUMBER(10)	NOT NULL
IBS_LK_HELP_URL		NAME		No	No	VARCHAR2(20)	NOT NULL
IBS_LK_HELP_URL		URL		No	No	VARCHAR2(200)	NOT NULL
IBS_LK_INN		APPROPRIATION_NBR	the appropriation number that is associated with the specific INS form	Yes	No	VARCHAR2(2)	NOT NULL
IBS_LK_INN		ACCT_NBR	the INS bank account number associated with the appropriation number, i.e., 12X34567	No	No	VARCHAR2(8)	NULL
IBS_LK_INN		APPROPRIATION_DESC	the text that describes the appropriation that is represented by this record's appropriation number	No	No	VARCHAR2(12)	NULL
IBS_LK_INT_ACT_LOC_TYPE		PROCESS_CODE	Process Code, the type of process allowed for each application (e.g. APP, PAY, N400)	Yes	Yes	VARCHAR2(10)	NOT NULL
IBS_LK_INT_ACT_LOC_TYPE		ACT_CODE	the activity code that denotes the action to be performed, or that was performed on the case (e.g. DeEnter - Data Entry)	Yes	Yes	VARCHAR2(20)	NOT NULL
IBS_LK_INT_ACT_LOC_TYPE		LOC_TYPE_CODE	the code that denotes the location type: i.e., District Office (DO); Sub Office (SO); and Satellite Office (SAT)	Yes	Yes	VARCHAR2(3)	NOT NULL
IBS_LK_INT_ERROR_CODE		APP_SYS_ID		Yes	Yes	VARCHAR2(10)	NOT NULL
IBS_LK_INT_ERROR_CODE		ERROR_CODE		Yes	No	VARCHAR2(2)	NOT NULL
IBS_LK_INT_ERROR_CODE		ERROR_CODE_DESC		No	No	VARCHAR2(255)	NOT NULL
IBS_LK_INT_ERROR_FIELD		APP_SYS_ID		Yes	Yes	VARCHAR2(10)	NOT NULL
IBS_LK_INT_ERROR_FIELD		ERROR_FIELD		Yes	No	VARCHAR2(2)	NOT NULL
IBS_LK_INT_ERROR_FIELD		ERROR_FIELD_DESC		No	No	VARCHAR2(255)	NOT NULL
IBS_LK_LOC_TYPE		LOC_TYPE_CODE	the code that denotes the location type: i.e., District Office (DO); Sub Office (SO); and Satellite Office (SAT)	Yes	No	VARCHAR2(3)	NOT NULL
IBS_LK_LOC_TYPE		LOC_TYPE_DESC	the text that describes the location denoted by the the location-type code	No	No	VARCHAR2(60)	NULL
IBS_LK_LOCATION_RULE		LOC_RULE_CODE	the code that denotes the rule which is used for redirecting to temporary location where the INS service will be conducted	Yes	No	VARCHAR2(4)	NOT NULL
IBS_LK_LOCATION_RULE		LOC_RULE_DESC	the text that describes this record's temporary-redirection-rule code	No	No	VARCHAR2(100)	NULL
IBS_LK_LOCATION_RULE		REC_MOD_DTIME	the date and time this record was modified	No	No	DATE	NULL
IBS_LK_MERGE_CREATE		PROCESS_CODE	Process Code, the type of process allowed for each application (e.g. APP, PAY, N400)	Yes	Yes	VARCHAR2(10)	NOT NULL
IBS_LK_MERGE_CREATE		COMP_ACT_CODE	Completed Activity Code	Yes	Yes	VARCHAR2(20)	NOT NULL
IBS_LK_MERGE_CREATE		END_COND_CODE	the end condition code that denotes a logical expression which is evaluated by a workflow engine to decide what other activities will be created/started after completing one activity	Yes	Yes	VARCHAR2(16)	NOT NULL
IBS_LK_MERGE_CREATE		MERGE_ACT_CODE	Activity code that is waiting on concurrent activities to be completed	Yes	Yes	VARCHAR2(20)	NOT NULL

IBS_LK_MERGE_CREATE		POS_BIT_WORD	the binary representation of a concurrent activity that is merged to the merge activity	No	No	NUMBER(10)	NULL
IBS_LK_MERGE_UPDATE		PROCESS_CODE	Process Code, the type of process allowed for each application (e.g. APP, PAY, N400)	Yes	Yes	VARCHAR2(10)	NOT NULL
IBS_LK_MERGE_UPDATE		MERGE_ACT_CODE	Activity code that is waiting on concurrent activities to be completed	Yes	Yes	VARCHAR2(20)	NOT NULL
IBS_LK_MERGE_UPDATE		PARALLEL_ACT_CODE	Concurrent activity code	Yes	Yes	VARCHAR2(20)	NOT NULL
IBS_LK_MERGE_UPDATE		PARALLEL_END_COND_CODE	the end condition code that denotes a logical expression which is evaluated by a workflow engine to decide what other activities will be created/started after completing the parallel activity	Yes	Yes	VARCHAR2(16)	NOT NULL
IBS_LK_MERGE_UPDATE		POS_BIT_WORD	the binary representation of a concurrent activity that is merged to the merge activity	Yes	No	NUMBER(10)	NOT NULL
IBS_LK_MIL_NATZ_LOC		LOC_CODE		Yes	No	VARCHAR2(3)	NOT NULL
IBS_LK_MIL_NATZ_LOC		LOC_SUB_CODE		Yes	No	VARCHAR2(3)	NOT NULL
IBS_LK_MIL_NATZ_LOC		START_DATE		No	No	DATE	NULL
IBS_LK_MIL_NATZ_LOC		END_DATE		No	No	DATE	NULL
IBS_LK_N400_CERT_FORMAT		CERT_SIZE_CODE		Yes	No	VARCHAR2(3)	NOT NULL
IBS_LK_N400_CERT_FORMAT		CERT_SIZE_DESC		No	No	VARCHAR2(15)	NULL
IBS_LK_N400_CERT_FORMAT		PRT_LOC_CERT_X_NBR		No	No	NUMBER(5)	NULL
IBS_LK_N400_CERT_FORMAT		PRT_LOC_CERT_Y_NBR		No	No	NUMBER(5)	NULL
IBS_LK_N400_CERT_FORMAT		PRT_LOC_ALIEN_X_NBR		No	No	NUMBER(5)	NULL
IBS_LK_N400_CERT_FORMAT		PRT_LOC_ALIEN_Y_NBR		No	No	NUMBER(5)	NULL
IBS_LK_N400_CERT_FORMAT		PRT_LOC_NAME_X_NBR		No	No	NUMBER(5)	NULL
IBS_LK_N400_CERT_FORMAT		PRT_LOC_NAME_Y_NBR		No	No	NUMBER(5)	NULL
IBS_LK_N400_CERT_FORMAT		PRT_LOC_DOB_X_NBR		No	No	NUMBER(5)	NULL
IBS_LK_N400_CERT_FORMAT		PRT_LOC_DOB_Y_NBR		No	No	NUMBER(5)	NULL
IBS_LK_N400_CERT_FORMAT		PRT_LOC_SEX_X_NBR		No	No	NUMBER(5)	NULL
IBS_LK_N400_CERT_FORMAT		PRT_LOC_SEX_Y_NBR		No	No	NUMBER(5)	NULL
IBS_LK_N400_CERT_FORMAT		PRT_LOC_HEIGHT_X_NBR		No	No	NUMBER(5)	NULL
IBS_LK_N400_CERT_FORMAT		PRT_LOC_HEIGHT_Y_NBR		No	No	NUMBER(5)	NULL
IBS_LK_N400_CERT_FORMAT		PRT_LOC_MARITAL_X_NBR		No	No	NUMBER(5)	NULL
IBS_LK_N400_CERT_FORMAT		PRT_LOC_MARITAL_Y_NBR		No	No	NUMBER(5)	NULL
IBS_LK_N400_CERT_FORMAT		PRT_LOC_COUNTRY_X_NBR		No	No	NUMBER(5)	NULL
IBS_LK_N400_CERT_FORMAT		PRT_LOC_COUNTRY_Y_NBR		No	No	NUMBER(5)	NULL
IBS_LK_N400_CERT_FORMAT		PRT_LOC_DO_CITY_ST_X_NBR		No	No	NUMBER(5)	NULL
IBS_LK_N400_CERT_FORMAT		PRT_LOC_DO_CITY_ST_Y_NBR		No	No	NUMBER(5)	NULL
IBS_LK_N400_CERT_FORMAT		PRT_LOC_OC_DATE_X_NBR		No	No	NUMBER(5)	NULL
IBS_LK_N400_CERT_FORMAT		PRT_LOC_OC_DATE_Y_NBR		No	No	NUMBER(5)	NULL
IBS_LK_N400_CERT_FORMAT		PRT_LOC_OC_CONDUCTED_BY_X_NBR		No	No	NUMBER(5)	NULL

IBS_LK_N400_CERT_FORMAT		PRT_LOC_OC_CONDUCTED_BY_Y_NBR		No	No	NUMBER(5)	NULL
IBS_LK_N400_CERT_FORMAT		PRT_LOC_OC_CITY_ST_X_NBR		No	No	NUMBER(5)	NULL
IBS_LK_N400_CERT_FORMAT		PRT_LOC_OC_CITY_ST_Y_NBR		No	No	NUMBER(5)	NULL
IBS_LK_N400_CERT_FORMAT		ACTIVE_FLAG		No	No	CHAR(1)	NULL
IBS_LK_N400_CERT_FORMAT		EXPIRED_DTIME		No	No	DATE	NULL
IBS_LK_N400_CERT_FORMAT		EFFECTIVE_DTIME		No	No	DATE	NULL
IBS_LK_N400_CERT_FORMAT		OC_CONDUCTED_BY		No	No	VARCHAR2(50)	NULL
IBS_LK_NOTICE_TYPE		NOTICE_TYPE_CODE	the code that denotes the type of notice to be printed in batch; i.e., receipt of application, or notification for performance of the INS service (i.e., REC - Receipt, DEN - Denial)	Yes	No	VARCHAR2(3)	NOT NULL
IBS_LK_NOTICE_TYPE		NOTICE_TYPE_DESC	the text that describes this record's notice-type code	No	No	VARCHAR2(50)	NULL
IBS_LK_NOTICE_TYPE		NOTICE_PAPER_TYPE	the type of notice form, e.g. I797, I797A, I797B, I797C	No	No	VARCHAR2(8)	NULL
IBS_LK_OCC_DISPLAY		OCCDISP_ID	the menu code that denotes a specific occupational speciality;, I.E., AA, AB, AJ, ...	Yes	No	VARCHAR2(2)	NOT NULL
IBS_LK_OCC_DISPLAY		OCCDISP_DESC	the text that describes the occupation represented by the occupation disposition identification code	Yes	No	VARCHAR2(255)	NOT NULL
IBS_LK_OCC_DISPLAY		SUBOCCDISP_ID	the menu code that denotes the next menu category to which control will be transferred	No	No	VARCHAR2(2)	NULL
IBS_LK_OCC_DISPLAY		OCC_CODE	the INS-Regulation code that denotes the occupation of the person	No	No	VARCHAR2(3)	NULL
IBS_LK_PART21		FORM_NBR	the number that denotes the Immigration and Naturalization Service's form; i.e., I765, I551...	Yes	Yes	VARCHAR2(6)	NOT NULL
IBS_LK_PART21		PART21_CODE	the code that denotes the selection of part-2-option-1 on the form represented by this record's form number	Yes	No	VARCHAR2(1)	NOT NULL
IBS_LK_PART21		PART21_DESC	the text that describes the meaning of the specific part21_code in the form represented by this record's form number	No	No	VARCHAR2(65)	NULL
IBS_LK_PART21		G22_LINE_NBR	the line-number on the INS form that is associated with statistical and workload analysis data	No	No	VARCHAR2(4)	NULL
IBS_LK_PART21		FEE_AMT	the application-fee amount required for processing the form denoted by this record's form number	No	No	NUMBER(12,2)	NULL
IBS_LK_PART21		OLD_FEE_AMT	the previous application-fee amount for the form denoted by this record's form number	No	No	NUMBER(12,2)	NULL
IBS_LK_PART21		PRODUCTION_LINE_NBR	the production-report line number that identifies the INS form by category and the action performed	No	No	VARCHAR2(7)	NULL
IBS_LK_PART22		FORM_NBR	the number that denotes the Immigration and Naturalization Service's form; i.e., I765, I551...	Yes	Yes	VARCHAR2(6)	NOT NULL
IBS_LK_PART22		PART22_CODE	the code that denotes the selection of part-2-option-2 on the form represented by this record's form number	Yes	No	VARCHAR2(1)	NOT NULL
IBS_LK_PART22		PART22_DESC	the text that describes the meaning of the specific part22_code in the form represented by this record's form number	No	No	VARCHAR2(65)	NULL
IBS_LK_PART22		G22_LINE_NBR	the line-number on the INS form that is associated with statistical and workload analysis data	No	No	VARCHAR2(4)	NULL

IBS_LK_PART22		FEE_AMT	the application-fee amount required for processing the form denoted by this record's form number	No	No	NUMBER(12,2)	NULL
IBS_LK_PART22		OLD_FEE_AMT	the previous application-fee amount for the form denoted by this record's form number	No	No	NUMBER(12,2)	NULL
IBS_LK_PART22		PRODUCTION_LINE_NBR	the production-report line number that identifies the INS form by category and the action performed	No	No	VARCHAR2(7)	NULL
IBS_LK_PRIORITY_CONTROL		FORM_NBR	the number that denotes the Immigration and Naturalization Services form, i.e., I765, I551...	Yes	No	VARCHAR2(6)	NOT NULL
IBS_LK_PRIORITY_CONTROL		APP_PRIORITY_TYPE	the type code that identify the type of application prioritization	Yes	No	VARCHAR2(1)	NOT NULL
IBS_LK_PRIORITY_CONTROL		PRIORITY_NBR	the number that denotes the priority in which INS assign available interview slots; 0 is the lowest priority	Yes	No	NUMBER(5)	NOT NULL
IBS_LK_PRIORITY_CONTROL		SLOT_PCTG	the percentage of all available slots which should be allocated	No	No	NUMBER(5)	NULL
IBS_LK_PROCESS		PROCESS_CODE	Process Code, the type of process allowed for each application (e.g. APP, PAY, N400)	Yes	No	VARCHAR2(10)	NOT NULL
IBS_LK_PROCESS		PROCESS_DESC	the description of the process code	No	No	VARCHAR2(80)	NULL
IBS_LK_PROCESS_ACT		PROCESS_CODE	Process Code, the type of process allowed for each application (e.g. APP, PAY, N400)	Yes	Yes	VARCHAR2(10)	NOT NULL
IBS_LK_PROCESS_ACT		ACT_CODE	the activity code that denotes the action to be performed, or that was performed on the case (e.g. DeEnter - Data Entry)	Yes	Yes	VARCHAR2(20)	NOT NULL
IBS_LK_PROCESS_ACT		DEFAULT_DELAY_DAY_QTY	the number of days this activity will be delay (default = 0)	No	No	NUMBER(10)	NULL
IBS_LK_PROCESS_ACT		DEFAULT_LEAD_DAY_QTY	the number of days this activity has to be performed in advance before the scheduled event day (default = -1, otherwise >= 0 when this activity is event day dependent)	No	No	NUMBER(10)	NULL
IBS_LK_PROCESS_ACT		MAX_DURATION_DAY_QTY	the maximum duration of days when the activity starts and untill the activity ends (default = 0)	No	No	NUMBER(10)	NULL
IBS_LK_PROCESS_ACT		EXPIR_FLAG	Yes (Y) No (N) flag that indicates whether the activity can be expired. If Yes, do not insert activity when calculated Expected Expiration Date (EXPCT_EXPIR_DTIME) has already passed today date.	No	No	VARCHAR2(1)	NULL
IBS_LK_PROCESS_ACT		BATCH_PROCESS_NAME		No	No	VARCHAR2(100)	NULL
IBS_LK_PROCESS_ACT_STATE		PROCESS_CODE	Process Code, the type of process allowed for each application (e.g. APP, PAY, N400)	Yes	Yes	VARCHAR2(10)	NOT NULL
IBS_LK_PROCESS_ACT_STATE		ACT_CODE	the activity code that denotes the action to be performed, or that was performed on the case (e.g. DeEnter - Data Entry)	Yes	Yes	VARCHAR2(20)	NOT NULL
IBS_LK_PROCESS_ACT_STATE		ACT_STATE_TO	the updated condition defining the status of the activity at a particular point in time (e.g. Inactive, Active, Suspended, Completed, Canceled, Error)	Yes	No	VARCHAR2(10)	NOT NULL
IBS_LK_PROCESS_ACT_STATE		PROCESS_STATE_TO	the updated condition defining the status of the process instance at a particular point in time (e.g. Active, Running, Suspended, Completed, Terminated)	No	No	VARCHAR2(10)	NULL
IBS_LK_PROVIDER		PROVIDER_AFFILIATION	the affiliation name of the INS service provider	Yes	No	VARCHAR2(20)	NOT NULL
IBS_LK_PROVIDER		PROVIDER_CENTER_NBR	the center or station number which represent the subsidary work force of the provider affiliation	Yes	No	VARCHAR2(20)	NOT NULL
IBS_LK_PROVIDER		PROVIDER_NAME	the name of the INS service provider	No	No	VARCHAR2(50)	NULL
IBS_LK_PROVIDER		PROVIDER_TYPE_IND	the indicator that denotes the type of services provided by the provider	No	No	VARCHAR2(1)	NULL
IBS_LK_PROVIDER		BLDG_RM	the room number within the building at the address	No	No	VARCHAR2(34)	NULL
IBS_LK_PROVIDER		STREET	the street address	No	No	VARCHAR2(34)	NULL
IBS_LK_PROVIDER		CITY	the name of the city that is located in the United States or abroad	No	No	VARCHAR2(28)	NULL

IBS_LK_PROVIDER		STATE_CODE	the code that denotes the state within the United States or territory	No	No	VARCHAR2(2)	NULL
IBS_LK_PROVIDER		ZIP_CODE	the postal-service code that denotes the mailing-address within the geographical area of the city or county	No	No	VARCHAR2(9)	NULL
IBS_LK_PROVIDER		COUNTY_NAME	the name of the county within a state within the United States	No	No	VARCHAR2(25)	NULL
IBS_LK_PROVIDER		PROVINCE	the geographical location in the foreign country	No	No	VARCHAR2(20)	NULL
IBS_LK_PROVIDER		POSTAL_CODE	the code that directs mail delivery to the desired geographical area in the foreign country	No	No	VARCHAR2(9)	NULL
IBS_LK_PROVIDER		CNTRY_CODE	the standard code that denotes the country	No	No	VARCHAR2(5)	NULL
IBS_LK_PROVIDER		PHONE_NBR	the contact telephone number	No	No	VARCHAR2(10)	NULL
IBS_LK_PROVIDER		CONTACT_PERSON	the name of the contact person works in the provider	No	No	VARCHAR2(50)	NULL
IBS_LK_QUESTION		FORM_NBR	the number that denotes the Immigration and Naturalization Service's form; i.e., I765, I551...	Yes	Yes	VARCHAR2(6)	NOT NULL
IBS_LK_QUESTION		FORM_QUESTION_TYPE	the type of question	Yes	No	VARCHAR2(3)	NOT NULL
IBS_LK_QUESTION		QUESTION_NBR	the pre-asigned number that denotes the question	Yes	No	VARCHAR2(4)	NOT NULL
IBS_LK_QUESTION		QUESTION_TEXT	the text that describes the question that is represented by this record's question-number type code	No	No	VARCHAR2(2000)	NULL
IBS_LK_QUESTION		EXPECTED_ANSWER	the correct answer to the question	No	No	VARCHAR2(255)	NULL
IBS_LK_RACE		RACE_CODE	Race code identifier	Yes	No	CHAR(1)	NOT NULL
IBS_LK_RACE		RACE_CODE_DESC	Race code description	No	No	CHAR(50)	NULL
IBS_LK_RACE		ACTIVE_FLAG	Flag to determine whether the current record is active	No	No	CHAR(1)	NULL
IBS_LK_REASON	contains reasons and sections-of-law (SOL) that authorize them	REASON_TYPE_IND	the indicator that denotes the type of reason, ex. DEN=Denial, CON=Continued,REJ=Rejected, ABS=Absence or others ,..	Yes	No	VARCHAR2(3)	NOT NULL
IBS_LK_REASON	contains reasons and sections-of-law (SOL) that authorize them	REASON_CODE	the system-generated code that denotes the reason for the reason type; i.e.,01, 02, 03, 04 ,..,	Yes	No	NUMBER(10)	NOT NULL
IBS_LK_REASON	contains reasons and sections-of-law (SOL) that authorize them	REASON_DESC	the description of the reason that corresponds to the reason type	No	No	VARCHAR2(64)	NULL
IBS_LK_REASON	contains reasons and sections-of-law (SOL) that authorize them	REASON_SOL_CODE	the code that denotes the section of law code for the specific reason	No	No	VARCHAR2(20)	NULL
IBS_LK_REASON	contains reasons and sections-of-law (SOL) that authorize them	REASON_SOL_LEGAL_TEXT	the description of the section of law code for the specific reason	No	No	LONG	NULL
IBS_LK_REASON	contains reasons and sections-of-law (SOL) that authorize them	REASON_NOTICE_TEXT		No	No	VARCHAR2(2000)	NULL
IBS_LK_REASON	contains reasons and sections-of-law (SOL) that authorize them	REASON_MRO_ORG_TEXT		No	No	VARCHAR2(255)	NULL
IBS_LK_REASON	contains reasons and sections-of-law (SOL) that authorize them	REASON_MRO_REOPEN_TEXT	the description of the section of law code for the specific reason	No	No	VARCHAR2(600)	NULL
IBS_LK_REASON_DISPLAY		REASON_DISP_ID	the menu code that denotes a specific reason category	Yes	No	VARCHAR2(4)	NOT NULL
IBS_LK_REASON_DISPLAY		REASON_DISP_DESC	the text that describes the reason represented by the reason category id	Yes	No	VARCHAR2(80)	NOT NULL
IBS_LK_REASON_DISPLAY		REASON_TYPE_IND	the indicator that denotes the type of reason. ex. DEN=Denial, CON=Continued, REJ=Rejected, ABS=Absence or others ...	No	Yes	VARCHAR2(3)	NULL
IBS_LK_REASON_DISPLAY		REASON_CODE	the system-generated code that denotes the reason for the reason type; i.e., 01, 02, 03, 04 ...	No	Yes	NUMBER(10)	NULL
IBS_LK_REASON_DISPLAY		SUB_REASON_DISP_ID	the menu code that denotes the next menu category to which control will be transferred	No	No	VARCHAR2(4)	NULL
IBS_LK_REASON_DISPLAY		REASON_SOL_CODE	the code that denotes the section of law code for the specific reason	No	No	VARCHAR2(20)	NULL
IBS_LK_RELATIVE_TYPE		RELATIVE_TYPE_CODE	the code that identifies the type of relative except spouse; i.e., M is for mother, F is for father, C is for Child, and MB is for multi-beneficiary ...	Yes	No	VARCHAR2(2)	NOT NULL
IBS_LK_RELATIVE_TYPE		RELATIVE_TYPE_DESC	the code that denotes the type of relationship with the applicant, i.e., M is for mother, F is for father, C is for Child, and MB is for multi-beneficiary ...	No	No	VARCHAR2(30)	NULL
IBS_LK_REPORT	contains available management reports that are generated in CLAIMS 4	RPT_NAME	the name of the report	Yes	No	VARCHAR2(80)	NOT NULL
IBS_LK_REPORT	contains available management reports that are generated in CLAIMS 4	FUNC_AREA	the name of function area	No	No	VARCHAR2(30)	NULL

IBS_LK_REPORT	contains available management reports that are generated in CLAIMS 4	RPT_TYPE_CODE	the type of this report, ex. CAN=canned, AGE=aging, TRK=tracking reports	No	Yes	VARCHAR2(4)	NULL
IBS_LK_REPORT	contains available management reports that are generated in CLAIMS 4	DATE1_TABLE_NAME	name of the table which include the date field that the timely basis report is based on	No	No	VARCHAR2(60)	NULL
IBS_LK_REPORT	contains available management reports that are generated in CLAIMS 4	DATE1_COLUMN_NAME	name of the date field which specify the date that the timely basis report is based on	No	No	VARCHAR2(60)	NULL
IBS_LK_REPORT	contains available management reports that are generated in CLAIMS 4	DATE1_COLUMN_DESC	the description of the date field	No	No	VARCHAR2(50)	NULL
IBS_LK_REPORT	contains available management reports that are generated in CLAIMS 4	DATE2_TABLE_NAME	name of the table which include the date field that the timely basis report is based on	No	No	VARCHAR2(60)	NULL
IBS_LK_REPORT	contains available management reports that are generated in CLAIMS 4	DATE2_COLUMN_NAME	name of the date field which specify the date that the timely basis report is based on	No	No	VARCHAR2(60)	NULL
IBS_LK_REPORT	contains available management reports that are generated in CLAIMS 4	DATE2_COLUMN_DESC	the description of the date field	No	No	VARCHAR2(50)	NULL
IBS_LK_REPORT	contains available management reports that are generated in CLAIMS 4	LOC_TABLE_NAME	location of the INS	No	No	VARCHAR2(30)	NULL
IBS_LK_REPORT	contains available management reports that are generated in CLAIMS 4	LOC_COLUMN1_NAME	location code	No	No	VARCHAR2(30)	NULL
IBS_LK_REPORT	contains available management reports that are generated in CLAIMS 4	LOC_COLUMN2_NAME	location sub code	No	No	VARCHAR2(30)	NULL
IBS_LK_REPORT	contains available management reports that are generated in CLAIMS 4	LOC_COLUMN12_DESC	the description of the location field	No	No	VARCHAR2(30)	NULL
IBS_LK_REPORT	contains available management reports that are generated in CLAIMS 4	RPT_TEMPLATE_FILE_NAME	the template file name for this report	No	No	VARCHAR2(15)	NULL
IBS_LK_REPORT	contains available management reports that are generated in CLAIMS 4	RPT_SECURITY_LEVEL_CODE	the code that denotes the security level for the report	No	No	VARCHAR2(1)	NULL
IBS_LK_REPORT	contains available management reports that are generated in CLAIMS 4	SQL_FIELD_CLAUSE	the content of all the fields in a SQL statement	No	No	VARCHAR2(1000)	NULL
IBS_LK_REPORT	contains available management reports that are generated in CLAIMS 4	SQL_FROM_CLAUSE	the content of FROM clause in a SQL statement	No	No	VARCHAR2(255)	NULL
IBS_LK_REPORT	contains available management reports that are generated in CLAIMS 4	SQL_WHERE_CLAUSE	the content of WHERE clause in a SQL statement	No	No	VARCHAR2(2000)	NULL
IBS_LK_REPORT	contains available management reports that are generated in CLAIMS 4	SQL_GROUP_CLAUSE	the content of GROUP clause in a SQL statement	No	No	VARCHAR2(500)	NULL
IBS_LK_REPORT	contains available management reports that are generated in CLAIMS 4	FORM_TABLE_NAME		No	No	VARCHAR2(60)	NULL
IBS_LK_REPORT	contains available management reports that are generated in CLAIMS 4	FORM_COLUMN_NAME		No	No	VARCHAR2(60)	NULL
IBS_LK_REPORT	contains available management reports that are generated in CLAIMS 4	PROC_TABLE_NAME		No	No	VARCHAR2(60)	NULL
IBS_LK_REPORT	contains available management reports that are generated in CLAIMS 4	PROC_COLUMN_NAME		No	No	VARCHAR2(60)	NULL
IBS_LK_REQUIRED_EVID_MASK		EVID_FORM_NBR	the form number of the application or petition	Yes	Yes	VARCHAR2(6)	NOT NULL
IBS_LK_REQUIRED_EVID_MASK		EVID_MASKID	the mask identification that denotes the specific situation described in the INA or 8CFR	Yes	No	VARCHAR2(5)	NOT NULL
IBS_LK_REQUIRED_EVID_MASK		EVID_MASK_NBR_ADJ	the number that can represent the specific evidence requirements for the above specific situation	No	No	VARCHAR2(255)	NULL
IBS_LK_REQUIRED_EVID_MASK		EVID_MASK_NBR_DE		No	No	VARCHAR2(255)	NULL
IBS_LK_RNACS_C4_CCO		RNACS_CCO		Yes	No	VARCHAR2(3)	NOT NULL
IBS_LK_RNACS_C4_CCO		C4_CCO		No	No	VARCHAR2(3)	NULL
IBS_LK_ROLE		ROLE_CODE	the code that denotes the proper function or responsibility of a user	Yes	No	VARCHAR2(12)	NOT NULL
IBS_LK_ROLE		ROLE_DESC	the description of the role_code	No	No	VARCHAR2(80)	NULL
IBS_LK_ROLE		ROLE_TIME_OUT		No	No	NUMBER	NULL
IBS_LK_RPT_FLD	contains the fields displayed on the reports	RPT_NAME	the name of the report	Yes	No	VARCHAR2(80)	NOT NULL
IBS_LK_RPT_FLD	contains the fields displayed on the reports	RPT_FLD_NAME	the name of the field that is printed on this report	Yes	No	VARCHAR2(50)	NOT NULL
IBS_LK_RPT_FLD	contains the fields displayed on the reports	FUNC_AREA	the name of function area	No	No	VARCHAR2(30)	NULL
IBS_LK_RPT_FLD	contains the fields displayed on the reports	FLD_TABLE_NAME	the name of the table that stores the data for the printed field	No	No	VARCHAR2(30)	NULL
IBS_LK_RPT_FLD	contains the fields displayed on the reports	FLD_COLUMN_NAME	the name of the column that stores the data for the printed field	No	No	VARCHAR2(30)	NULL

IBS_LK_RPT_FLD_LK_MAP	contains the fields displayed in the report with the associated field in the look-up tables	RPT_NAME	the name of the report	Yes	No	VARCHAR2(80)	NOT NULL
IBS_LK_RPT_FLD_LK_MAP	contains the fields displayed in the report with the associated field in the look-up tables	APP_FLD_DESC	the description of the application data which will be printed on the report, ex. REQUESTED EXAM LOCATION, APPLICANT NAME	Yes	No	VARCHAR2(50)	NOT NULL
IBS_LK_RPT_FLD_LK_MAP	contains the fields displayed in the report with the associated field in the look-up tables	FUNC_AREA	the name of function area	No	No	VARCHAR2(30)	NULL
IBS_LK_RPT_FLD_LK_MAP	contains the fields displayed in the report with the associated field in the look-up tables	APP_TABLE_NAME	name of the table which store the application data, ex. IBS_AP_APPLICATION, IBS_AP_APPLICANT	No	No	VARCHAR2(30)	NULL
IBS_LK_RPT_FLD_LK_MAP	contains the fields displayed in the report with the associated field in the look-up tables	APP_COLUMN_NAME_1	the primary name of the field that store the application data REQ_EXAM_LOC_CODE	No	No	VARCHAR2(30)	NULL
IBS_LK_RPT_FLD_LK_MAP	contains the fields displayed in the report with the associated field in the look-up tables	APP_COLUMN_NAME_2	the secondary name of the field that store the application data, ex. REQ_EXAM_LOC_SUB_CODE	No	No	VARCHAR2(30)	NULL
IBS_LK_RPT_FLD_LK_MAP	contains the fields displayed in the report with the associated field in the look-up tables	LK_TABLE_NAME	name of the table which is a look up table that the application should refer to IBS_LP_LOCATION	No	No	VARCHAR2(30)	NULL
IBS_LK_RPT_FLD_LK_MAP	contains the fields displayed in the report with the associated field in the look-up tables	LK_COLUMN_CODE_1	the primary code field name in the look up table, ex. LOC_CODE	No	No	VARCHAR2(30)	NULL
IBS_LK_RPT_FLD_LK_MAP	contains the fields displayed in the report with the associated field in the look-up tables	LK_COLUMN_CODE_2	the secondary code field name in the look up table, ex LOC_SUB_CODE	No	No	VARCHAR2(30)	NULL
IBS_LK_RPT_FLD_LK_MAP	contains the fields displayed in the report with the associated field in the look-up tables	LK_COLUMN_DESC_1	the primary description/value of the field in the look up table	No	No	VARCHAR2(30)	NULL
IBS_LK_RPT_FLD_LK_MAP	contains the fields displayed in the report with the associated field in the look-up tables	LK_COLUMN_DESC_2	the secondary description/value of the field in the look up table	No	No	VARCHAR2(30)	NULL
IBS_LK_RPT_FLD_LK_MAP	contains the fields displayed in the report with the associated field in the look-up tables	LK_COLUMN_DESC_3	the third description/value of the field in the look up table	No	No	VARCHAR2(30)	NULL
IBS_LK_RPT_FLD_LK_MAP	contains the fields displayed in the report with the associated field in the look-up tables	HELPCONTEXTID	the context identification of the help system	No	No	NUMBER(5)	NULL
IBS_LK_RPT_SECURITY_LEVEL		RPT_SECURITY_LEVEL_CODE	the code that denotes the security level for the report	Yes	No	VARCHAR2(1)	NOT NULL
IBS_LK_RPT_SECURITY_LEVEL		RPT_SECURITY_LEVEL_DESC	the text that describes this record's report-security-level code	No	No	VARCHAR2(50)	NULL
IBS_LK_RPT_TYPE		RPT_TYPE_CODE	the type of this report, ex. CAN=canned, AGE=aging, TRK=tracking reports	Yes	No	VARCHAR2(4)	NOT NULL
IBS_LK_RPT_TYPE		RPT_TYPE_DESC	the text that describes this record's report-type code	No	No	VARCHAR2(50)	NULL
IBS_LK_SECTION_OF_LAW		SOL_CRITERIA	the form number of the application or petition	Yes	No	VARCHAR2(7)	NOT NULL
IBS_LK_SECTION_OF_LAW		SOL_CLASS	the classification code for the specific section of law	Yes	No	VARCHAR2(4)	NOT NULL
IBS_LK_SECTION_OF_LAW		SECT_OF_LAW_CODE	the code that denotes the section-of-law that authorizes the INS benefit; i.e., EAD's processing authorization, 8 CFR 274a.13 (classes of aliens authorized to accept employment) in the United States	No	No	VARCHAR2(20)	NULL
IBS_LK_SECTION_OF_LAW		SECT_OF_LAW_DESC	the content of the section of law	No	No	VARCHAR2(40)	NULL
IBS_LK_SECTION_OF_LAW		STD_CODE		No	No	VARCHAR2(4)	NULL
IBS_LK_SECTION_OF_LAW		ACTIVATION_DATE		No	No	DATE	NULL
IBS_LK_SECTION_OF_LAW		EXPIRATION_DATE		No	No	DATE	NULL
IBS_LK_SERVICE_TYPE		SRVC_TYPE_CODE	the code that denotes the service type	Yes	No	VARCHAR2(10)	NOT NULL
IBS_LK_SERVICE_TYPE		SRVC_TYPE_DESC	the text that describes the INS service denoted by this record's service-type code	No	No	VARCHAR2(50)	NULL
IBS_LK_SORT_RQMNT		SORT_RQMNT_NBR	the number of sort requirement	Yes	No	VARCHAR2(3)	NOT NULL
IBS_LK_SORT_RQMNT		SORT_FLD_SEQ_NBR	the sort sequence number of the field to be sorted	Yes	No	NUMBER(5)	NOT NULL
IBS_LK_SORT_RQMNT		SORT_TABLE_NAME	the table name of the field to be sorted	No	No	VARCHAR2(30)	NULL
IBS_LK_SORT_RQMNT		SORT_COLUMN_NAME	the column name of the field to be sorted	No	No	VARCHAR2(30)	NULL
IBS_LK_SORT_RQMNT		SORT_ORDER	the order of the field to be sorted, ex. A=Ascending, D=Descending	No	No	VARCHAR2(1)	NULL

IBS_LK_SPECIAL_DIST		SPECIAL_DIST_CODE	the code that denotes the recipient on the INS distribution list, i.e., Social Security Administration (SSA) , Internal Revenue Service (IRS) ...	Yes	No	VARCHAR2(3)	NOT NULL
IBS_LK_SPECIAL_DIST		INCAREOF	the name of the principal person at the address	No	No	VARCHAR2(34)	NULL
IBS_LK_SPECIAL_DIST		BLDG_RM	the room number within the building at the address	No	No	VARCHAR2(34)	NULL
IBS_LK_SPECIAL_DIST		STREET	the street address	No	No	VARCHAR2(34)	NULL
IBS_LK_SPECIAL_DIST		CITY	the name of the city that is located in the United States or abroad	No	No	VARCHAR2(28)	NULL
IBS_LK_SPECIAL_DIST		STATE_CODE	the code that denotes the state within the United States or territory	No	No	VARCHAR2(2)	NULL
IBS_LK_SPECIAL_DIST		ZIP_CODE	the postal-service code that denotes the mailing-address within the geographical area of the city or county	No	No	VARCHAR2(9)	NULL
IBS_LK_STD_NOTICE_TEMPLATE		FORM_NBR	the number that denotes the Immigration and Naturalization Service's form; i.e., I765, I551...	Yes	Yes	VARCHAR2(6)	NOT NULL
IBS_LK_STD_NOTICE_TEMPLATE		NOTICE_CODE		Yes	No	VARCHAR2(5)	NOT NULL
IBS_LK_STD_NOTICE_TEMPLATE		NOTICE_TYPE_CODE	the code that denotes the type of notice to be printed in batch; i.e., receipt of application, or notification for performance of the INS service (i.e., REC - Receipt, DEN - Denial)	Yes	Yes	VARCHAR2(3)	NOT NULL
IBS_LK_STD_NOTICE_TEMPLATE		TEMPLATE_DESC		No	No	VARCHAR2(50)	NULL
IBS_LK_STD_NOTICE_TEMPLATE		TEMPLATE_PATH_NAME		No	No	VARCHAR2(100)	NULL
IBS_LK_STD_NOTICE_TEMPLATE		EXPIRE_DTIME		No	No	DATE	NULL
IBS_LK_STD_NOTICE_TEMPLATE		EXPIRE_USERID		No	No	VARCHAR2(8)	NULL
IBS_LK_STD_NOTICE_TEMPLATE		ACT_CODE	the activity code that denotes the action to be performed, or that was performed on the case (e.g. DeEnter - Data Entry)	No	Yes	VARCHAR2(20)	NULL
IBS_LK_SYS_CHECKIN_CODE		CHECKIN_STAT_CODE		Yes	No	VARCHAR2(10)	NOT NULL
IBS_LK_SYS_CHECKIN_CODE		CHECKIN_STAT_DESC		No	No	VARCHAR2(50)	NULL
IBS_LK_SYS_SWITCHBOARD		APP_SYS_ID		Yes	No	VARCHAR2(10)	NOT NULL
IBS_LK_SYS_SWITCHBOARD		BUTTON		Yes	No	VARCHAR2(25)	NOT NULL
IBS_LK_SYS_SWITCHBOARD		EXECUTABLE_NAME		Yes	No	VARCHAR2(80)	NOT NULL
IBS_LK_SYS_SWITCHBOARD		ICON_NBR		No	No	NUMBER(5)	NULL
IBS_LK_SYS_SWITCHBOARD		BUTTON_SEQ_NBR		No	No	NUMBER(5)	NULL
IBS_LK_SYS_SWITCHBOARD		FILEDATE	date stamp of the latest released version	No	No	DATE	NULL
IBS_LK_SYS_SWITCHBOARD		BLOCKED	block the user from using out-of-date version	No	No	VARCHAR2(1)	NULL
IBS_LP_ASC_HOURS		ASC_LOC_CODE		Yes	No	VARCHAR2(3)	NOT NULL
IBS_LP_ASC_HOURS		ASC_LOC_SUB_CODE		Yes	No	VARCHAR2(3)	NOT NULL
IBS_LP_ASC_HOURS		ASC_HOURS_TEXT1		No	No	VARCHAR2(40)	NULL
IBS_LP_ASC_HOURS		ASC_HOURS_TEXT2		No	No	VARCHAR2(40)	NULL
IBS_LP_ASC_HOURS		ASC_HOURS_TEXT3		No	No	VARCHAR2(40)	NULL
IBS_LP_ASC_HOURS		ASC_HOURS_TEXT4		No	No	VARCHAR2(40)	NULL
IBS_LP_ASC_HOURS		ASC_HOURS_TEXT5		No	No	VARCHAR2(40)	NULL
IBS_LP_ASC_HOURS		ASC_HOURS_TEXT6		No	No	VARCHAR2(40)	NULL
IBS_LP_ASC_HOURS		ASC_HOURS_TEXT7		No	No	VARCHAR2(40)	NULL
IBS_LP_ASC_HOURS		ASC_HOURS_TEXT8		No	No	VARCHAR2(40)	NULL
IBS_LP_ASC_HOURS_AUD		ASC_LOC_CODE		No	No	VARCHAR2(3)	NULL
IBS_LP_ASC_HOURS_AUD		ASC_LOC_SUB_CODE		No	No	VARCHAR2(3)	NULL
IBS_LP_ASC_HOURS_AUD		ASC_HOURS_TEXT1		No	No	VARCHAR2(40)	NULL
IBS_LP_ASC_HOURS_AUD		ASC_HOURS_TEXT2		No	No	VARCHAR2(40)	NULL
IBS_LP_ASC_HOURS_AUD		ASC_HOURS_TEXT3		No	No	VARCHAR2(40)	NULL
IBS_LP_ASC_HOURS_AUD		ASC_HOURS_TEXT4		No	No	VARCHAR2(40)	NULL
IBS_LP_ASC_HOURS_AUD		ASC_HOURS_TEXT5		No	No	VARCHAR2(40)	NULL

IBS_LP_ASC_HOURS_AUD		ASC_HOURS_TEXT6		No	No	VARCHAR2(40)	NULL
IBS_LP_ASC_HOURS_AUD		ASC_HOURS_TEXT7		No	No	VARCHAR2(40)	NULL
IBS_LP_ASC_HOURS_AUD		ASC_HOURS_TEXT8		No	No	VARCHAR2(40)	NULL
IBS_LP_ASC_HOURS_AUD		AUD_USERNAME		No	No	VARCHAR2(30)	NULL
IBS_LP_ASC_HOURS_AUD		AUD_CHANGE_DTIME		No	No	DATE	NULL
IBS_LP_ASC_HOURS_AUD		AUD_ACTION_FLAG		No	No	VARCHAR2(1)	NULL
IBS_LP_CONFIGURE		LOC_CODE		Yes	No	VARCHAR2(3)	NOT NULL
IBS_LP_CONFIGURE		LOC_SUB_CODE		Yes	No	VARCHAR2(3)	NOT NULL
IBS_LP_CONFIGURE		NOTICE_PAPER_TYPE		Yes	No	VARCHAR2(6)	NOT NULL
IBS_LP_CONFIGURE		PRT_NAME		Yes	No	VARCHAR2(50)	NOT NULL
IBS_LP_FORM		SITE_LOC_CODE	the code that denotes the site	Yes	Yes	VARCHAR2(3)	NOT NULL
IBS_LP_FORM		SITE_LOC_SUB_CODE	the code that denotes the sub-location of the site	Yes	Yes	VARCHAR2(3)	NOT NULL
IBS_LP_FORM		FORM_NBR	the number that denotes the Immigration and Naturalization Service's form; i.e., I765, I551...	Yes	Yes	VARCHAR2(6)	NOT NULL
IBS_LP_FORM		PT_FROM_NBR	the minimun number of days used to process the application denoted by this record's form number	No	No	VARCHAR2(3)	NULL
IBS_LP_FORM		PT_TO_NBR	the maximum number of days used to process the application	No	No	VARCHAR2(3)	NULL
IBS_LP_FORM		SEND_TO_CLERICAL_FLAG	Yes (Y) No (N) flag, where Y denotes that the notice will be sent to clerical and the batch-queue record will not be automatically created, whereas N denotes that the batch-queue record will be automatically created	No	No	VARCHAR2(1)	NULL
IBS_LP_FORM		HR_LABELS_QTY	the number of human-readable labels	No	No	NUMBER(5)	NULL
IBS_LP_FORM		BC_LABELS_QTY	the number of barcode labels	No	No	NUMBER(5)	NULL
IBS_LP_FORM		ADDR_LABELS_QTY	the number of address labels	No	No	NUMBER(5)	NULL
IBS_LP_FORM		CHECK_EVID_FLAG	Yes (Y) No (N) flag that denotes whether the evidence will be checked or bypassed	No	No	VARCHAR2(1)	NULL
IBS_LP_FORM		ANBR_LABEL_QTY		No	No	NUMBER(10)	NULL
IBS_LP_FORM		TNBR_LABEL_QTY		No	No	NUMBER(10)	NULL
IBS_LP_FORM		CIDN_LABEL_QTY		No	No	NUMBER(10)	NULL
IBS_LP_HOLIDAY		SITE_LOC_CODE		No	No	VARCHAR2(3)	NOT NULL
IBS_LP_HOLIDAY		SITE_LOC_SUB_CODE		No	No	VARCHAR2(3)	NOT NULL
IBS_LP_HOLIDAY		HOLIDAY_DT		No	No	DATE	NOT NULL
IBS_LP_HOLIDAY		HOLIDAY_DESC		No	No	VARCHAR2(20)	NULL
IBS_LP_INSERTER		LOC_CODE		Yes	No	VARCHAR2(3)	NOT NULL
IBS_LP_INSERTER		LOC_SUB_CODE		Yes	No	VARCHAR2(3)	NOT NULL
IBS_LP_INSERTER		OMR_MARK1_V		No	No	NUMBER(7,2)	NULL
IBS_LP_INSERTER		OMR_MARK2_V		No	No	NUMBER(7,2)	NULL
IBS_LP_INSERTER		OMR_MARK1_H		No	No	NUMBER(7,2)	NULL
IBS_LP_INSERTER		OMR_MARK2_H		No	No	NUMBER(7,2)	NULL
IBS_LP_LOCATION	contains all locations where INS services are provided	LOC_CODE	the code that denotes the location of the INS office	Yes	No	VARCHAR2(3)	NOT NULL
IBS_LP_LOCATION	contains all locations where INS services are provided	LOC_SUB_CODE	the code that denotes the sub-location of the INS office	Yes	No	VARCHAR2(3)	NOT NULL
IBS_LP_LOCATION	contains all locations where INS services are provided	LOC_TYPE_CODE	the code that denotes the location type: i.e., District Office (DO); Sub Office (SO); and Satellite Office (SAT)	No	Yes	VARCHAR2(3)	NULL
IBS_LP_LOCATION	contains all locations where INS services are provided	LOC_DESC	the text that describes the location denoted by the location-type code	No	No	VARCHAR2(50)	NULL
IBS_LP_LOCATION	contains all locations where INS services are provided	LOC_ACTIVE_IND	the indicator that denotes whether this location is (A)ctive or (D)eactive.	No	No	VARCHAR2(1)	NULL
IBS_LP_LOCATION	contains all locations where INS services are provided	PARENT_LOC_CODE	the code that denotes the parent location of this record's location code	No	No	VARCHAR2(3)	NULL
IBS_LP_LOCATION	contains all locations where INS services are provided	PARENT_LOC_SUB_CODE	the code that denotes the parent sub-location of this record's location code	No	No	VARCHAR2(3)	NULL
IBS_LP_LOCATION	contains all locations where INS services are provided	FCO_LOC_CODE	the code that denotes the location of the INS FCO office	No	No	VARCHAR2(3)	NULL
IBS_LP_LOCATION	contains all locations where INS services are provided	FCO_LOC_SUB_CODE	the code that denotes the sub-location of the INS FCO office	No	No	VARCHAR2(3)	NULL
IBS_LP_LOCATION	contains all locations where INS services are provided	CCO_LOC_CODE	the code that denotes the location of the INS CCO office	No	No	VARCHAR2(3)	NULL
IBS_LP_LOCATION	contains all locations where INS services are provided	CCO_LOC_SUB_CODE	the code that denotes the sub-location of the INS CCO office	No	No	VARCHAR2(3)	NULL

IBS_LP_LOCATION	contains all locations where INS services are provided	ASY_LOC_IND	the indicator, when set, indicates that this record's location code represents the location of the asylum office	No	No	VARCHAR2(1)	NULL
IBS_LP_LOCATION	contains all locations where INS services are provided	POE_LOC_IND	the indicator, when set, indicates that this record's location code represents the location of the port-of-entry office	No	No	VARCHAR2(1)	NULL
IBS_LP_LOCATION	contains all locations where INS services are provided	BPO_LOC_IND	the indicator, when set, indicates that this record's location code represents the border partol office	No	No	VARCHAR2(1)	NULL
IBS_LP_LOCATION	contains all locations where INS services are provided	LEG_LOC_IND	the indicator, when set, indicates that this record's location code represents the legalization office	No	No	VARCHAR2(1)	NULL
IBS_LP_LOCATION	contains all locations where INS services are provided	INTV_SITE_IND	the indicator, when set, indicates that this record's location code represents the interview site	No	No	VARCHAR2(1)	NULL
IBS_LP_LOCATION	contains all locations where INS services are provided	JUDICIAL_OC_IND	the indicator, when set, indicates that this record's location code represents the place where serve judicial oath ceremony	No	No	VARCHAR2(1)	NULL
IBS_LP_LOCATION	contains all locations where INS services are provided	ADMIN_OC_IND	the indicator, when set, indicates that this record's location code represents the place where serve administrative oath ceremony	No	No	VARCHAR2(1)	NULL
IBS_LP_LOCATION	contains all locations where INS services are provided	COURT_TYPE_IND	the indicator, when set, indicates that this record's location code represents the type of court	No	No	VARCHAR2(1)	NULL
IBS_LP_LOCATION	contains all locations where INS services are provided	COURT_TITLE	the title of the court	No	No	VARCHAR2(30)	NULL
IBS_LP_LOCATION	contains all locations where INS services are provided	COURT_EXCLUSIVITY_FLAG	Yes (Y) No (N) flag that denotes whether the court want to exercise the exclusivity	No	No	VARCHAR2(1)	NULL
IBS_LP_LOCATION	contains all locations where INS services are provided	REGION_CODE	the code that denotes the region in which the INS office is located; i.e., Eastern Office Region (EOR), Western Office Region (WOR), Central Office Region (COR, and Foreign Office Region (FOR)	No	No	VARCHAR2(3)	NULL
IBS_LP_LOCATION	contains all locations where INS services are provided	DISTRICT_NBR	the number that corresponds to the district office that is represented by this record's location code	No	No	VARCHAR2(3)	NULL
IBS_LP_LOCATION	contains all locations where INS services are provided	SECTOR_NBR	the number that corresponds to the sector headquarter office of this record's location code	No	No	VARCHAR2(3)	NULL
IBS_LP_LOCATION	contains all locations where INS services are provided	SERVICE_CENTER_CODE	the code that denotes the service-center office within the STATE represented by this record's STATE code; i.e., Vermont Service Center (VSC), Nebraska Service Center (NSC), California Service Center (CSC), and Texas Service Center (TSC)	No	No	VARCHAR2(3)	NULL
IBS_LP_LOCATION	contains all locations where INS services are provided	NEW_ADD_RESP_PARTY	the code that denotes the person responsible for the alien file or the location where it is filed	No	No	VARCHAR2(5)	NULL
IBS_LP_LOCATION	contains all locations where INS services are provided	OFFICER_TITLE	the officer's title of the location of the INS office	No	No	VARCHAR2(34)	NULL
IBS_LP_LOCATION	contains all locations where INS services are provided	BLDG_RM	the room number within the building at the address	No	No	VARCHAR2(50)	NULL
IBS_LP_LOCATION	contains all locations where INS services are provided	STREET	the street address	No	No	VARCHAR2(34)	NULL
IBS_LP_LOCATION	contains all locations where INS services are provided	CITY	the name of the city that is located in the United States or abroad	No	No	VARCHAR2(28)	NULL
IBS_LP_LOCATION	contains all locations where INS services are provided	STATE_CODE	the code that denotes the state within the United States or territory	No	No	VARCHAR2(2)	NULL
IBS_LP_LOCATION	contains all locations where INS services are provided	ZIP_CODE	the postal-service code that denotes the mailing-address within the geographical area of the city or county	No	No	VARCHAR2(9)	NULL
IBS_LP_LOCATION	contains all locations where INS services are provided	COUNTY_NAME	the name of the county within a state within the United States	No	No	VARCHAR2(25)	NULL
IBS_LP_LOCATION	contains all locations where INS services are provided	PROVINCE	the geographical location in the foreign country	No	No	VARCHAR2(20)	NULL

IBS_LP_LOCATION	contains all locations where INS services are provided	POSTAL_CODE	the code that directs mail delivery to the desired geographical area in the foreign country	No	No	VARCHAR2(9)	NULL
IBS_LP_LOCATION	contains all locations where INS services are provided	CNTRY_CODE	the standard code that denotes the country	No	No	VARCHAR2(5)	NULL
IBS_LP_LOCATION	contains all locations where INS services are provided	PHONE_NBR	the contact telephone number	No	No	VARCHAR2(10)	NULL
IBS_LP_LOCATION	contains all locations where INS services are provided	DAYS_OF_OPERATION	the days of operation at this location	No	No	NUMBER(5)	NULL
IBS_LP_LOCATION	contains all locations where INS services are provided	HOURS_OF_OPERATION	the hours of operation at this location	No	No	NUMBER(5)	NULL
IBS_LP_LOCATION	contains all locations where INS services are provided	RECV_INTV_NOTICE_DAYS_QTY	the number of days the applicant will receive interview notice	No	No	NUMBER(5)	NULL
IBS_LP_LOCATION	contains all locations where INS services are provided	OFFICER_LAST_NAME	the officer's last name for this INS office	No	No	VARCHAR2(30)	NULL
IBS_LP_LOCATION	contains all locations where INS services are provided	OFFICER_FIRST_NAME	the officer's first name for this INS office	No	No	VARCHAR2(18)	NULL
IBS_LP_LOCATION	contains all locations where INS services are provided	OFFICER_MIDDLE_NAME	the officer's middle name for this INS office	No	No	VARCHAR2(18)	NULL
IBS_LP_LOCATION	contains all locations where INS services are provided	OFFICER_SUFFIX_NAME	the officer's suffix name for this INS office	No	No	VARCHAR2(3)	NULL
IBS_LP_LOCATION	contains all locations where INS services are provided	RELATED_FP_LOC_CODE	the code that denotes the related primary location for fingerprinting besides the mobile ASC (actual scheduled)location	No	No	VARCHAR2(3)	NULL
IBS_LP_LOCATION	contains all locations where INS services are provided	ALT_RAPS_LOC_CODE	the code that denotes the alternate primary location for fingerprinting on all RAPS requests	No	No	VARCHAR2(3)	NULL
IBS_LP_LOCATION	contains all locations where INS services are provided	ASC_TYPE_IND	the code that identifies the reason and paragraph for fingerprint (i.e. reason_code in ibs_lk_reason)	No	No	VARCHAR2(1)	NULL
IBS_LP_LOCATION	contains all locations where INS services are provided	ACCT_NBR	the INS bank account number associated with the appropriation number, i.e., [redacted]	No	No	VARCHAR2(30)	NULL
IBS_LP_LOCATION	contains all locations where INS services are provided	FP_EXPIR_INTV_LEAD_DAYS_QTY	the parameter that denotes the number of days, required at the specific site, since the finger print expiration date before scheduling interview for any applicant	No	No	NUMBER(5)	NULL
IBS_LP_LOCATION	contains all locations where INS services are provided	AREA_LOC_CODE		No	No	VARCHAR2(10)	NULL
IBS_LP_LOCATION	contains all locations where INS services are provided	BANK_ACCT		No	No	VARCHAR2(13)	NULL
IBS_LP_LOCATION_AUD		LOC_CODE		No	No	VARCHAR2(3)	NULL
IBS_LP_LOCATION_AUD		LOC_SUB_CODE		No	No	VARCHAR2(3)	NULL
IBS_LP_LOCATION_AUD		LOC_TYPE_CODE		No	No	VARCHAR2(3)	NULL
IBS_LP_LOCATION_AUD		LOC_DESC		No	No	VARCHAR2(50)	NULL
IBS_LP_LOCATION_AUD		LOC_ACTIVE_IND		No	No	VARCHAR2(1)	NULL
IBS_LP_LOCATION_AUD		PARENT_LOC_CODE		No	No	VARCHAR2(3)	NULL
IBS_LP_LOCATION_AUD		PARENT_LOC_SUB_CODE		No	No	VARCHAR2(3)	NULL
IBS_LP_LOCATION_AUD		FCO_LOC_CODE		No	No	VARCHAR2(3)	NULL
IBS_LP_LOCATION_AUD		FCO_LOC_SUB_CODE		No	No	VARCHAR2(3)	NULL
IBS_LP_LOCATION_AUD		CCO_LOC_CODE		No	No	VARCHAR2(3)	NULL
IBS_LP_LOCATION_AUD		CCO_LOC_SUB_CODE		No	No	VARCHAR2(3)	NULL
IBS_LP_LOCATION_AUD		ASY_LOC_IND		No	No	VARCHAR2(1)	NULL
IBS_LP_LOCATION_AUD		POE_LOC_IND		No	No	VARCHAR2(1)	NULL
IBS_LP_LOCATION_AUD		BPO_LOC_IND		No	No	VARCHAR2(1)	NULL
IBS_LP_LOCATION_AUD		LEG_LOC_IND		No	No	VARCHAR2(1)	NULL
IBS_LP_LOCATION_AUD		INTV_SITE_IND		No	No	VARCHAR2(1)	NULL
IBS_LP_LOCATION_AUD		JUDICIAL_OC_IND		No	No	VARCHAR2(1)	NULL
IBS_LP_LOCATION_AUD		ADMIN_OC_IND		No	No	VARCHAR2(1)	NULL
IBS_LP_LOCATION_AUD		COURT_TYPE_IND		No	No	VARCHAR2(1)	NULL
IBS_LP_LOCATION_AUD		COURT_TITLE		No	No	VARCHAR2(30)	NULL
IBS_LP_LOCATION_AUD		COURT_EXCLUSIVITY_FLAG		No	No	VARCHAR2(1)	NULL
IBS_LP_LOCATION_AUD		REGION_CODE		No	No	VARCHAR2(3)	NULL
IBS_LP_LOCATION_AUD		DISTRICT_NBR		No	No	VARCHAR2(3)	NULL
IBS_LP_LOCATION_AUD		SECTOR_NBR		No	No	VARCHAR2(3)	NULL
IBS_LP_LOCATION_AUD		SERVICE_CENTER_CODE		No	No	VARCHAR2(3)	NULL
IBS_LP_LOCATION_AUD		NEW_ADD_RESP_PARTY		No	No	VARCHAR2(5)	NULL
IBS_LP_LOCATION_AUD		OFFICER_TITLE		No	No	VARCHAR2(34)	NULL
IBS_LP_LOCATION_AUD		BLDG_RM		No	No	VARCHAR2(50)	NULL
IBS_LP_LOCATION_AUD		STREET		No	No	VARCHAR2(34)	NULL
IBS_LP_LOCATION_AUD		CITY		No	No	VARCHAR2(28)	NULL

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IBS_LP_LOCATION_AUD		STATE_CODE		No	No	VARCHAR2(2)	NULL
IBS_LP_LOCATION_AUD		ZIP_CODE		No	No	VARCHAR2(9)	NULL
IBS_LP_LOCATION_AUD		COUNTY_NAME		No	No	VARCHAR2(25)	NULL
IBS_LP_LOCATION_AUD		PROVINCE		No	No	VARCHAR2(20)	NULL
IBS_LP_LOCATION_AUD		POSTAL_CODE		No	No	VARCHAR2(9)	NULL
IBS_LP_LOCATION_AUD		CNTRY_CODE		No	No	VARCHAR2(5)	NULL
IBS_LP_LOCATION_AUD		PHONE_NBR		No	No	VARCHAR2(10)	NULL
IBS_LP_LOCATION_AUD		DAYS_OF_OPERATION		No	No	NUMBER(5)	NULL
IBS_LP_LOCATION_AUD		HOURS_OF_OPERATION		No	No	NUMBER(5)	NULL
IBS_LP_LOCATION_AUD		RECV_INTV_NOTICE_DAYS_QTY		No	No	NUMBER(5)	NULL
IBS_LP_LOCATION_AUD		OFFICER_LAST_NAME		No	No	VARCHAR2(30)	NULL
IBS_LP_LOCATION_AUD		OFFICER_FIRST_NAME		No	No	VARCHAR2(18)	NULL
IBS_LP_LOCATION_AUD		OFFICER_MIDDLE_NAME		No	No	VARCHAR2(18)	NULL
IBS_LP_LOCATION_AUD		OFFICER_SUFFIX_NAME		No	No	VARCHAR2(3)	NULL
IBS_LP_LOCATION_AUD		RELATED_FP_LOC_CODE		No	No	VARCHAR2(3)	NULL
IBS_LP_LOCATION_AUD		ALT_RAPS_LOC_CODE		No	No	VARCHAR2(3)	NULL
IBS_LP_LOCATION_AUD		ASC_TYPE_IND		No	No	VARCHAR2(1)	NULL
IBS_LP_LOCATION_AUD		ACCT_NBR		No	No	VARCHAR2(30)	NULL
IBS_LP_LOCATION_AUD		FP_EXPIR_INTV_LEAD_DAYS_QTY		No	No	NUMBER(5)	NULL
IBS_LP_LOCATION_AUD		AUD_USERNAME		No	No	VARCHAR2(30)	NULL
IBS_LP_LOCATION_AUD		AUD_CHANGE_DTIME		No	No	DATE	NULL
IBS_LP_LOCATION_AUD		AUD_ACTION_FLAG		No	No	VARCHAR2(1)	NULL
IBS_LP_NONSTD_NOTICE_TEMPLATE		LOC_CODE	the code that denotes the location of the INS office	Yes	Yes	VARCHAR2(3)	NOT NULL
IBS_LP_NONSTD_NOTICE_TEMPLATE		LOC_SUB_CODE	the code that denotes the sub-location of the INS office	Yes	Yes	VARCHAR2(3)	NOT NULL
IBS_LP_NONSTD_NOTICE_TEMPLATE		FORM_NBR	the number that denotes the Immigration and Naturalization Service's form; i.e., I765, I551,,,	Yes	No	VARCHAR2(6)	NOT NULL
IBS_LP_NONSTD_NOTICE_TEMPLATE		NOTICE_CODE	the code that represents the subsidiary level of the action for the notice	Yes	No	VARCHAR2(5)	NOT NULL
IBS_LP_NONSTD_NOTICE_TEMPLATE		TEMPLATE_DESC	the description of the template	Yes	No	VARCHAR2(50)	NOT NULL
IBS_LP_NONSTD_NOTICE_TEMPLATE		NOTICE_TYPE_CODE	the code that denotes the type of notice to be printed in batch; i.e., receipt of application, or notification for performance of the INS service (i.e., REC - Receipt, DEN - Denial)	No	Yes	VARCHAR2(3)	NULL
IBS_LP_NONSTD_NOTICE_TEMPLATE		TEMPLATE_PATH_NAME	the name of the location where stores the template	No	No	VARCHAR2(100)	NULL
IBS_LP_NONSTD_NOTICE_TEMPLATE		EXPIRE_DTIME	the expiration date and time of the template	No	No	DATE	NULL
IBS_LP_NONSTD_NOTICE_TEMPLATE		EXPIRE_USERID	the identification code of the user who defined the expiration date/time of the template	No	No	VARCHAR2(8)	NULL
IBS_LP_NONSTD_NOTICE_TEMPLATE		ACT_CODE	the activity code that denotes the action to be performed, or that was performed on the case (e.g. DeEnter - Data Entry)	No	Yes	VARCHAR2(20)	NULL
IBS_LP_NUM_POOL		SITE_LOC_CODE	the code that denotes the site	Yes	No	VARCHAR2(3)	NOT NULL
IBS_LP_NUM_POOL		NBR_TYPE_IND	the indicator that denotes the type of identification number, ex. A=APP_ID, P=PAYMENT_ID, N=NOT_JOB_ID, B=A_NBR	Yes	No	VARCHAR2(1)	NOT NULL
IBS_LP_NUM_POOL		NBR_LAST_RESET_MOD_DT	the LAST date on which the block of alien numbers were reset	No	No	DATE	NULL
IBS_LP_NUM_POOL		NBR_LAST_USED	the last number assigned to the specific type of identification number	No	No	VARCHAR2(13)	NULL
IBS_LP_NUM_POOL		CEILING_NBR	the highest reserved alien number at the office that will be assigned to the employment-authorization document (EAD) applicant	No	No	VARCHAR2(10)	NULL
IBS_LP_PARTICIPANT_TYPE	contains the different participant types at an office location	LOC_CODE	the code that denotes the location of the INS office	Yes	No	VARCHAR2(3)	NOT NULL
IBS_LP_PARTICIPANT_TYPE	contains the different participant types at an office location	LOC_SUB_CODE	the code that denotes the sub-location of the INS office	Yes	No	VARCHAR2(3)	NOT NULL
IBS_LP_PARTICIPANT_TYPE	contains the different participant types at an office location	PARTICIPANT_TYPE_CODE	the code that denotes the participant type; i.e., data entry, clerical, adjudicator ...	Yes	No	VARCHAR2(5)	NOT NULL
IBS_LP_PARTICIPANT_TYPE	contains the different participant types at an office location	ROLE_CODE	the code that denotes the proper function or responsibility of a user	Yes	Yes	VARCHAR2(12)	NOT NULL
IBS_LP_PARTICIPANT_TYPE	contains the different participant types at an office location	PARTICIPANT_TYPE_DESC	the description of the participant type	No	No	VARCHAR2(35)	NULL

IBS_LP_PARTICIPANT_TYPE_AUD		LOC_CODE		No	No	VARCHAR2(3)	NULL
IBS_LP_PARTICIPANT_TYPE_AUD		LOC_SUB_CODE		No	No	VARCHAR2(3)	NULL
IBS_LP_PARTICIPANT_TYPE_AUD		PARTICIPANT_TYPE_CODE		No	No	VARCHAR2(5)	NULL
IBS_LP_PARTICIPANT_TYPE_AUD		PARTICIPANT_TYPE_DESC		No	No	VARCHAR2(35)	NULL
IBS_LP_PARTICIPANT_TYPE_AUD		ROLE_CODE		No	No	VARCHAR2(12)	NULL
IBS_LP_PARTICIPANT_TYPE_AUD		AUD_USERNAME		No	No	VARCHAR2(30)	NULL
IBS_LP_PARTICIPANT_TYPE_AUD		AUD_CHANGE_DTIME		No	No	DATE	NULL
IBS_LP_PARTICIPANT_TYPE_AUD		AUD_ACTION_FLAG		No	No	VARCHAR2(1)	NULL
IBS_LP_RPT_ACCESS_GRP		LOC_CODE	the code that denotes the location of the INS office	Yes	No	VARCHAR2(3)	NOT NULL
IBS_LP_RPT_ACCESS_GRP		LOC_SUB_CODE	the code that denotes the sub-location of the INS office	Yes	No	VARCHAR2(3)	NOT NULL
IBS_LP_RPT_ACCESS_GRP		RPT_ACCESS_GRP_CODE	the code that denotes the group that has accessibility or permission of certain reports	Yes	No	VARCHAR2(7)	NOT NULL
IBS_LP_RPT_ACCESS_GRP		RPT_ACCESS_GRP_DESC	the description of the group that has accessibility or permission of certain reports	No	No	VARCHAR2(80)	NULL
IBS_LP_RPT_ACCESS_GRP_AUD		LOC_CODE		No	No	VARCHAR2(3)	NULL
IBS_LP_RPT_ACCESS_GRP_AUD		LOC_SUB_CODE		No	No	VARCHAR2(3)	NULL
IBS_LP_RPT_ACCESS_GRP_AUD		RPT_ACCESS_GRP_CODE		No	No	VARCHAR2(7)	NULL
IBS_LP_RPT_ACCESS_GRP_AUD		RPT_ACCESS_GRP_DESC		No	No	VARCHAR2(80)	NULL
IBS_LP_RPT_ACCESS_GRP_AUD		AUD_USERNAME		No	No	VARCHAR2(30)	NULL
IBS_LP_RPT_ACCESS_GRP_AUD		AUD_CHANGE_DTIME		No	No	DATE	NULL
IBS_LP_RPT_ACCESS_GRP_AUD		AUD_ACTION_FLAG		No	No	VARCHAR2(1)	NULL
IBS_LP_RPT_ACCESS_GRP_DETA_AUD		LOC_CODE		No	No	VARCHAR2(3)	NULL
IBS_LP_RPT_ACCESS_GRP_DETA_AUD		LOC_SUB_CODE		No	No	VARCHAR2(3)	NULL
IBS_LP_RPT_ACCESS_GRP_DETA_AUD		RPT_ACCESS_GRP_CODE		No	No	VARCHAR2(7)	NULL
IBS_LP_RPT_ACCESS_GRP_DETA_AUD		RPT_NAME		No	No	VARCHAR2(80)	NULL
IBS_LP_RPT_ACCESS_GRP_DETA_AUD		AUD_USERNAME		No	No	VARCHAR2(30)	NULL
IBS_LP_RPT_ACCESS_GRP_DETA_AUD		AUD_CHANGE_DTIME		No	No	DATE	NULL
IBS_LP_RPT_ACCESS_GRP_DETA_AUD		AUD_ACTION_FLAG		No	No	VARCHAR2(1)	NULL
IBS_LP_RPT_ACCESS_GRP_DETAIL		LOC_CODE	the code that denotes the location of the INS office	Yes	No	VARCHAR2(3)	NOT NULL
IBS_LP_RPT_ACCESS_GRP_DETAIL		LOC_SUB_CODE	the code that denotes the sub-location of the INS office	Yes	No	VARCHAR2(3)	NOT NULL
IBS_LP_RPT_ACCESS_GRP_DETAIL		RPT_ACCESS_GRP_CODE	the code that denotes the group that has accessibility or permission of certain reports	Yes	No	VARCHAR2(7)	NOT NULL
IBS_LP_RPT_ACCESS_GRP_DETAIL		RPT_NAME	the name of the report	Yes	No	VARCHAR2(80)	NOT NULL
IBS_LP_SERVICE_LOC	contains the default and temporary locations based on the provided service type, zip range, state and county for the specific office	ZIP_FROM	the code that denotes the minimum range of the postal-service's 5-digit zipcode; i.e., 00000	Yes	No	VARCHAR2(9)	NOT NULL

IBS_LP_SERVICE_LOC	contains the default and temporary locations based on the provided service type, zip range, state and county for the specific office	ZIP_TO	the code that denotes the maximum range of the postal-service's 5-digit zipcode; i.e., 99999	Yes	No	VARCHAR2(9)	NOT NULL
IBS_LP_SERVICE_LOC	contains the default and temporary locations based on the provided service type, zip range, state and county for the specific office	SRVC_TYPE_CODE	the code that denotes the service type	Yes	Yes	VARCHAR2(10)	NOT NULL
IBS_LP_SERVICE_LOC	contains the default and temporary locations based on the provided service type, zip range, state and county for the specific office	LOC_CODE	the code that denotes the location of the INS office	Yes	Yes	VARCHAR2(3)	NOT NULL
IBS_LP_SERVICE_LOC	contains the default and temporary locations based on the provided service type, zip range, state and county for the specific office	LOC_SUB_CODE	the code that denotes the sub-location of the INS office	Yes	Yes	VARCHAR2(3)	NOT NULL
IBS_LP_SERVICE_LOC	contains the default and temporary locations based on the provided service type, zip range, state and county for the specific office	STATE_CODE	the code that denotes the state within the United States or territory	Yes	No	VARCHAR2(2)	NOT NULL
IBS_LP_SERVICE_LOC	contains the default and temporary locations based on the provided service type, zip range, state and county for the specific office	COUNTY_NAME	the name of the county within a state within the United States	Yes	No	VARCHAR2(25)	NOT NULL
IBS_LP_SERVICE_LOC	contains the default and temporary locations based on the provided service type, zip range, state and county for the specific office	START_DT	the start date	Yes	No	DATE	NOT NULL
IBS_LP_SERVICE_LOC	contains the default and temporary locations based on the provided service type, zip range, state and county for the specific office	END_DT	the end date	No	No	DATE	NULL
IBS_LP_SERVICE_LOC	contains the default and temporary locations based on the provided service type, zip range, state and county for the specific office	DEFLT_SRVC_LOC_CODE	the location code that, if not preempted by a temporary-location-redirection rule, represents the location where the INS-service will be conducted	No	Yes	VARCHAR2(3)	NULL
IBS_LP_SERVICE_LOC	contains the default and temporary locations based on the provided service type, zip range, state and county for the specific office	DEFLT_SRVC_LOC_SUB_CODE	the sub-location code that, if not preempted by a temporary-location-redirection rule, represents the sub-location where the INS-service will be conducted	No	Yes	VARCHAR2(3)	NULL
IBS_LP_SERVICE_LOC	contains the default and temporary locations based on the provided service type, zip range, state and county for the specific office	LOC_RULE_CODE	the code that denotes the rule which is used for redirecting to temporary location where the INS service will be conducted	No	Yes	VARCHAR2(4)	NULL
IBS_LP_SERVICE_LOC	contains the default and temporary locations based on the provided service type, zip range, state and county for the specific office	TEMP_LOC_CODE	the temporary location where the INS service will be conducted	No	Yes	VARCHAR2(3)	NULL
IBS_LP_SERVICE_LOC	contains the default and temporary locations based on the provided service type, zip range, state and county for the specific office	TEMP_LOC_SUB_CODE	the sub-location code that represents the temporary-sub-location where the INS-service will be conducted	No	Yes	VARCHAR2(3)	NULL
IBS_LP_SERVICE_LOC	contains the default and temporary locations based on the provided service type, zip range, state and county for the specific office	SITE_GRP_ID	the id which denotes the group of sites that can be scheduled for this applicant	No	No	VARCHAR2(5)	NULL
IBS_LP_SERVICE_LOC	contains the default and temporary locations based on the provided service type, zip range, state and county for the specific office	REC_MOD_DTIME	the date and time this record was modified	No	No	DATE	NULL
IBS_LP_SERVICE_LOC_AUD		LOC_CODE		No	No	VARCHAR2(3)	NULL
IBS_LP_SERVICE_LOC_AUD		LOC_SUB_CODE		No	No	VARCHAR2(3)	NULL
IBS_LP_SERVICE_LOC_AUD		SRVC_TYPE_CODE		No	No	VARCHAR2(10)	NULL
IBS_LP_SERVICE_LOC_AUD		ZIP_FROM		No	No	VARCHAR2(9)	NULL
IBS_LP_SERVICE_LOC_AUD		ZIP_TO		No	No	VARCHAR2(9)	NULL
IBS_LP_SERVICE_LOC_AUD		STATE_CODE		No	No	VARCHAR2(2)	NULL

IBS_LP_SERVICE_LOC_AUD		COUNTY_NAME		No	No	VARCHAR2(25)	NULL
IBS_LP_SERVICE_LOC_AUD		START_DT		No	No	DATE	NULL
IBS_LP_SERVICE_LOC_AUD		END_DT		No	No	DATE	NULL
IBS_LP_SERVICE_LOC_AUD		DEFLT_SRVC_LOC_CODE		No	No	VARCHAR2(3)	NULL
IBS_LP_SERVICE_LOC_AUD		DEFLT_SRVC_LOC_SUB_COD E		No	No	VARCHAR2(3)	NULL
IBS_LP_SERVICE_LOC_AUD		LOC_RULE_CODE		No	No	VARCHAR2(4)	NULL
IBS_LP_SERVICE_LOC_AUD		TEMP_LOC_CODE		No	No	VARCHAR2(3)	NULL
IBS_LP_SERVICE_LOC_AUD		TEMP_LOC_SUB_CODE		No	No	VARCHAR2(3)	NULL
IBS_LP_SERVICE_LOC_AUD		SITE_GRP_ID		No	No	VARCHAR2(5)	NULL
IBS_LP_SERVICE_LOC_AUD		REC_MOD_DTIME		No	No	DATE	NULL
IBS_LP_SERVICE_LOC_AUD		AUD_USERNAME		No	No	VARCHAR2(30)	NULL
IBS_LP_SERVICE_LOC_AUD		AUD_CHANGE_DTIME		No	No	DATE	NULL
IBS_LP_SERVICE_LOC_AUD		AUD_ACTION_FLAG		No	No	VARCHAR2(1)	NULL
IBS_LP_SM_PERMISSION	contains the list of lookup table security levels, which can be accessed by the user in the system-maintenance module in the CLAIMS4 system	USER_ID	the user-identification code	Yes	No	VARCHAR2(8)	NOT NULL
IBS_LP_SM_PERMISSION	contains the list of lookup table security levels, which can be accessed by the user in the system-maintenance module in the CLAIMS4 system	LOC_CODE	the code that denotes the location of the INS office	No	No	VARCHAR2(3)	NULL
IBS_LP_SM_PERMISSION	contains the list of lookup table security levels, which can be accessed by the user in the system-maintenance module in the CLAIMS4 system	LOC_SUB_CODE	the code that denotes the sub-location of the INS office	No	No	VARCHAR2(3)	NULL
IBS_LP_SM_PERMISSION	contains the list of lookup table security levels, which can be accessed by the user in the system-maintenance module in the CLAIMS4 system	SM_IND	the indicator that denotes whether this user has the privilege to access system maintenance	No	No	VARCHAR2(1)	NULL
IBS_LP_SM_PERMISSION	contains the list of lookup table security levels, which can be accessed by the user in the system-maintenance module in the CLAIMS4 system	LKSM_IND	the indicator that denotes whether this user has the privilege to access look up tables	No	No	VARCHAR2(1)	NULL
IBS_LP_SM_PERMISSION	contains the list of lookup table security levels, which can be accessed by the user in the system-maintenance module in the CLAIMS4 system	STDSM_IND	the indicator that denotes whether this user has the privilege to access standard tables	No	No	VARCHAR2(1)	NULL
IBS_LP_SM_PERMISSION_AU D		USER_ID		No	No	VARCHAR2(8)	NULL
IBS_LP_SM_PERMISSION_AU D		LOC_CODE		No	No	VARCHAR2(3)	NULL
IBS_LP_SM_PERMISSION_AU D		LOC_SUB_CODE		No	No	VARCHAR2(3)	NULL
IBS_LP_SM_PERMISSION_AU D		SM_IND		No	No	VARCHAR2(1)	NULL
IBS_LP_SM_PERMISSION_AU D		LKSM_IND		No	No	VARCHAR2(1)	NULL
IBS_LP_SM_PERMISSION_AU D		STDSM_IND		No	No	VARCHAR2(1)	NULL
IBS_LP_SM_PERMISSION_AU D		AUD_USERNAME		No	No	VARCHAR2(30)	NULL
IBS_LP_SM_PERMISSION_AU D		AUD_CHANGE_DTIME		No	No	DATE	NULL
IBS_LP_SM_PERMISSION_AU D		AUD_ACTION_FLAG		No	No	VARCHAR2(1)	NULL
IBS_LP_SORT_DEFAULT		LOC_CODE	the code that denotes the location of the INS office	Yes	No	VARCHAR2(3)	NOT NULL
IBS_LP_SORT_DEFAULT		LOC_SUB_CODE	the code that denotes the sub-location of the INS office	Yes	No	VARCHAR2(3)	NOT NULL
IBS_LP_SORT_DEFAULT		SORT_RQMNT_NBR	the number of sort requirement	Yes	Yes	VARCHAR2(3)	NOT NULL
IBS_LP_SORT_DEFAULT		SORT_FLD_SEQ_NBR	the sort sequence number of the field to be sorted	Yes	Yes	NUMBER(5)	NOT NULL
IBS_LP_SORT_DEFAULT		SORT_TABLE_NAME	the table name of the field to be sorted	No	No	VARCHAR2(30)	NULL
IBS_LP_SORT_DEFAULT		SORT_COLUMN_NAME	the column name of the field to be sorted	No	No	VARCHAR2(30)	NULL
IBS_LP_SORT_DEFAULT		SORT_ORDER	the order of the field to be sorted, ex, A=Ascending, D=Descending	No	No	VARCHAR2(1)	NULL
IBS_LP_USER	contains the list of users assigned to the specific office	USER_ID	the user-identification code	Yes	No	VARCHAR2(8)	NOT NULL

IBS_LP_USER	contains the list of users assigned to the specific office	PARTICIPANT_TYPE_CODE	the code that denotes the participant type; i.e., data entry, clerical, adjudicator ...	No	No	VARCHAR2(5)	NULL
IBS_LP_USER	contains the list of users assigned to the specific office	LOC_CODE	the code that denotes the location of the INS office	No	No	VARCHAR2(3)	NULL
IBS_LP_USER	contains the list of users assigned to the specific office	LOC_SUB_CODE	the code that denotes the sub-location of the INS office	No	No	VARCHAR2(3)	NULL
IBS_LP_USER	contains the list of users assigned to the specific office	LAST_NAME	the last name of the person	No	No	VARCHAR2(30)	NULL
IBS_LP_USER	contains the list of users assigned to the specific office	FIRST_NAME	the first name of the person	No	No	VARCHAR2(18)	NULL
IBS_LP_USER	contains the list of users assigned to the specific office	MIDDLE_NAME	the middle name of the person	No	No	VARCHAR2(18)	NULL
IBS_LP_USER	contains the list of users assigned to the specific office	SUFFIX_CODE	the name-suffix code of the person (i.e., Sr., Jr., II, III, or IV)	No	No	VARCHAR2(3)	NULL
IBS_LP_USER	contains the list of users assigned to the specific office	START_DT	the start date	No	No	DATE	NULL
IBS_LP_USER	contains the list of users assigned to the specific office	END_DT	the end date	No	No	DATE	NULL
IBS_LP_USER	contains the list of users assigned to the specific office	RPT_ACCESS_GRP_CODE	the code that denotes the group that has accessibility or permission of certain reports	No	No	VARCHAR2(7)	NULL
IBS_LP_USER	contains the list of users assigned to the specific office	ACTIVATION_DATE		No	No	DATE	NULL
IBS_LP_USER_AUD		USER_ID		No	No	VARCHAR2(8)	NULL
IBS_LP_USER_AUD		PARTICIPANT_TYPE_CODE		No	No	VARCHAR2(5)	NULL
IBS_LP_USER_AUD		LOC_CODE		No	No	VARCHAR2(3)	NULL
IBS_LP_USER_AUD		LOC_SUB_CODE		No	No	VARCHAR2(3)	NULL
IBS_LP_USER_AUD		LAST_NAME		No	No	VARCHAR2(30)	NULL
IBS_LP_USER_AUD		FIRST_NAME		No	No	VARCHAR2(18)	NULL
IBS_LP_USER_AUD		MIDDLE_NAME		No	No	VARCHAR2(18)	NULL
IBS_LP_USER_AUD		SUFFIX_CODE		No	No	VARCHAR2(3)	NULL
IBS_LP_USER_AUD		START_DT		No	No	DATE	NULL
IBS_LP_USER_AUD		END_DT		No	No	DATE	NULL
IBS_LP_USER_AUD		RPT_ACCESS_GRP_CODE		No	No	VARCHAR2(7)	NULL
IBS_LP_USER_AUD		AUD_USERNAME		No	No	VARCHAR2(30)	NULL
IBS_LP_USER_AUD		AUD_CHANGE_DTIME		No	No	DATE	NULL
IBS_LP_USER_AUD		AUD_ACTION_FLAG		No	No	VARCHAR2(1)	NULL
IBS_MACHINE_ERROR		ID		Yes	No	NUMBER(10)	NOT NULL
IBS_MACHINE_ERROR		MACHINE_ID		No	No	NUMBER(10)	NOT NULL
IBS_MACHINE_ERROR		ERR_NUM		No	No	VARCHAR2(15)	NULL
IBS_MACHINE_ERROR		ERR_DESC		No	No	VARCHAR2(2000)	NULL
IBS_MACHINE_ERROR		CREATED_DTIME		No	No	DATE	NULL
IBS_MACHINE_FILE_INFO		MACHINE_ID		Yes	Yes	NUMBER(10)	NOT NULL
IBS_MACHINE_FILE_INFO		FILE_NAME		Yes	No	VARCHAR2(30)	NOT NULL
IBS_MACHINE_FILE_INFO		FILE_LOCATION		Yes	No	VARCHAR2(50)	NOT NULL
IBS_MACHINE_FILE_INFO		DATE_MODIFIED		No	No	DATE	NOT NULL
IBS_MACHINE_FILE_INFO		FILE_SIZE		No	No	VARCHAR2(8)	NULL
IBS_MACHINE_FILE_INFO		FILE_VERSION		No	No	VARCHAR2(15)	NULL
IBS_MACHINE_INFO		ID		Yes	No	NUMBER(10)	NOT NULL
IBS_MACHINE_INFO		APP_NAME		No	No	VARCHAR2(30)	NOT NULL
IBS_MACHINE_INFO		MACHINE_NAME		No	No	VARCHAR2(20)	NOT NULL
IBS_MACHINE_INFO		USERID		No	No	VARCHAR2(30)	NOT NULL
IBS_MACHINE_INFO		LOCATION		No	No	VARCHAR2(30)	NOT NULL
IBS_MACHINE_INFO		PHYSICAL_MEMORY		No	No	VARCHAR2(15)	NOT NULL
IBS_MACHINE_INFO		OS_TYPE		No	No	VARCHAR2(30)	NOT NULL
IBS_MACHINE_INFO		REPORT_DATE		No	No	DATE	NOT NULL
IBS_MACHINE_INFO		INSTALL_TYPE		No	No	VARCHAR2(50)	NULL
IBS_MACHINE_INFO		INSTALL_VERSION		No	No	VARCHAR2(15)	NULL
IBS_MACHINE_INFO		WORKFLOW_TYPE		No	No	VARCHAR2(6)	NULL
IBS_MACHINE_INFO		WORKFLOW_SERVER		No	No	VARCHAR2(20)	NULL
IBS_MACHINE_INFO		MDAC_VERSION		No	No	VARCHAR2(20)	NULL
IBS_MACHINE_INFO		IE_VERSION		No	No	VARCHAR2(20)	NULL
IBS_MACHINE_INFO		FREE_DISK_SPACE		No	No	VARCHAR2(20)	NULL
IBS_MACHINE_INFO		PROCESSOR_SPEED		No	No	VARCHAR2(50)	NULL
IBS_NOT_EXTRACT	contains the required application data needed for printing notices	WF_ACT_INST_ID	the identifier of the activity instance of notice printing for the specific application	Yes	No	VARCHAR2(13)	NOT NULL

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IBS_NOT_EXTRACT	contains the required application data needed for printing notices	SC_LOC_CODE	the code that denotes the location of the service center	No	No	VARCHAR2(3)	NULL
IBS_NOT_EXTRACT	contains the required application data needed for printing notices	WF_APP_ID	the system-generated number used to track receipted cases(i.e., [redacted]	No	No	VARCHAR2(13)	NULL
IBS_NOT_EXTRACT	contains the required application data needed for printing notices	WF_ACT_CODE	the activity code that denotes the action to be performed, or that was performed on the case (e.g. DeEnter - Data Entry)	No	No	VARCHAR2(20)	NULL
IBS_NOT_EXTRACT	contains the required application data needed for printing notices	WF_PROCESS_CODE	the type of process allowed for each application (e.g. APP, PAY,N400)	No	No	VARCHAR2(10)	NULL
IBS_NOT_EXTRACT	contains the required application data needed for printing notices	WF_ACCEPT_DATE_FP	the date and time the process is started	No	No	DATE	NULL
IBS_NOT_EXTRACT	contains the required application data needed for printing notices	FRM_FORM_TITLE	the name of the form that corresponds to the form number of this record	No	No	VARCHAR2(200)	NULL
IBS_NOT_EXTRACT	contains the required application data needed for printing notices	APP_ALIEN_NBR	the identification number that is assigned to the alien at the time of entry into the United States	No	No	VARCHAR2(10)	NULL
IBS_NOT_EXTRACT	contains the required application data needed for printing notices	AP_MR_RECV_DTIME	the date and time mail of the applicant was received in the mailroom	No	No	DATE	NULL
IBS_NOT_EXTRACT	contains the required application data needed for printing notices	AP_FORM_NBR	the number that denotes the Immigration and Naturalization Service form; i.e., I765, I551,..	No	No	VARCHAR2(10)	NULL
IBS_NOT_EXTRACT	contains the required application data needed for printing notices	AP_EXT_ORIG_SYS_KEY	for applications within CLAIMS4 that originated externally from sources such as CLAIMS3, the original primary key value of the application within the previous system	No	No	VARCHAR2(30)	NULL
IBS_NOT_EXTRACT	contains the required application data needed for printing notices	LOC_STREET_INS	location street address	No	No	VARCHAR2(34)	NULL
IBS_NOT_EXTRACT	contains the required application data needed for printing notices	LOC_BLDG_RM_INS	the room number within the building at the location address	No	No	VARCHAR2(34)	NULL
IBS_NOT_EXTRACT	contains the required application data needed for printing notices	LOC_CITY_INS	the name of the location city that is located in the United States or abroad	No	No	VARCHAR2(28)	NULL
IBS_NOT_EXTRACT	contains the required application data needed for printing notices	LOC_STATE_INS	location state	No	No	VARCHAR2(2)	NULL
IBS_NOT_EXTRACT	contains the required application data needed for printing notices	LOC_ZIP_CODE_INS	the location postal-service code that denotes the mailing-address within the geographical area of the city or county	No	No	VARCHAR2(9)	NULL
IBS_NOT_EXTRACT	contains the required application data needed for printing notices	LOC_PHONE_NBR	location telephone number	No	No	VARCHAR2(10)	NULL
IBS_NOT_EXTRACT	contains the required application data needed for printing notices	APP_FIRST_NAME	the first name of the applicant	No	No	VARCHAR2(18)	NULL
IBS_NOT_EXTRACT	contains the required application data needed for printing notices	APP_MIDDLE_NAME	the middle name of the applicant	No	No	VARCHAR2(18)	NULL
IBS_NOT_EXTRACT	contains the required application data needed for printing notices	APP_LAST_NAME	the last name of the applicant	No	No	VARCHAR2(30)	NULL
IBS_NOT_EXTRACT	contains the required application data needed for printing notices	APP_SUFFIX_CODE	the name-suffix code of the applicant (i.e., Sr., Jr., II, III, or IV)	No	No	VARCHAR2(3)	NULL
IBS_NOT_EXTRACT	contains the required application data needed for printing notices	APP_SSN	the applicant identification number used by the U.S. government to identify tax-paying individuals who are engaged in legal employment in the U.S.	No	No	VARCHAR2(9)	NULL
IBS_NOT_EXTRACT	contains the required application data needed for printing notices	ADDR_INCAREOF_MAIL	the name of the principal person at the applicant mailing address	No	No	VARCHAR2(34)	NULL
IBS_NOT_EXTRACT	contains the required application data needed for printing notices	ADDR_STREET_NBR_MAIL	the applicant mailing address street number	No	No	VARCHAR2(10)	NULL
IBS_NOT_EXTRACT	contains the required application data needed for printing notices	ADDR_STREET_NAME_MAIL	the applicant mailing address street name	No	No	VARCHAR2(34)	NULL
IBS_NOT_EXTRACT	contains the required application data needed for printing notices	ADDR_BLDG_RM_MAIL	the room number within the building at the applicant mailing address	No	No	VARCHAR2(34)	NULL
IBS_NOT_EXTRACT	contains the required application data needed for printing notices	ADDR_CITY_MAIL	the name of the applicant mailing address city that is located in the United States or abroad	No	No	VARCHAR2(28)	NULL
IBS_NOT_EXTRACT	contains the required application data needed for printing notices	ADDR_STATE_CODE_MAIL	the code that denotes the applicant mailing address state within the United States or a territory	No	No	VARCHAR2(2)	NULL
IBS_NOT_EXTRACT	contains the required application data needed for printing notices	ADDR_ZIP_CODE_MAIL	the postal-service code that denotes the applicant mailing address within the geographical area of the city or county	No	No	VARCHAR2(9)	NULL
IBS_NOT_EXTRACT	contains the required application data needed for printing notices	LK_NOTICE_PAPER_TYPE	the type of notice form, e.g. I797, I797A, I797B, I797C	No	No	VARCHAR2(6)	NULL
IBS_NOT_EXTRACT	contains the required application data needed for printing notices	LK_NOTICE_CODE	the code that represents the sub level of the action for the notice	No	No	VARCHAR2(5)	NULL
IBS_NOT_EXTRACT	contains the required application data needed for printing notices	LK_NOTICE_TYPE_CODE	the code that denotes the type of notice to be printed in batch; i.e., receipt of application, or notification for performance of the INS service (i.e., REC - Receipt, DEN - Denial)	No	No	VARCHAR2(3)	NULL

IBS_NOT_EXTRACT	contains the required application data needed for printing notices	LK_TEMPLATE_PATH_NAME	the location where the template is stored	No	No	VARCHAR2(100)	NULL
IBS_NOT_EXTRACT	contains the required application data needed for printing notices	AP_REP_ID	the system generated identification number that is assigned to the applicant representative	No	No	NUMBER(10)	NULL
IBS_NOT_EXTRACT	contains the required application data needed for printing notices	REP_FIRM_NAME	the name of the business organization of the representative	No	No	VARCHAR2(34)	NULL
IBS_NOT_EXTRACT	contains the required application data needed for printing notices	REP_FIRST_NAME	the first name of the representative	No	No	VARCHAR2(18)	NULL
IBS_NOT_EXTRACT	contains the required application data needed for printing notices	REP_MIDDLE_NAME	the middle name of the representative	No	No	VARCHAR2(18)	NULL
IBS_NOT_EXTRACT	contains the required application data needed for printing notices	REP_LAST_NAME	the last name of the representative	No	No	VARCHAR2(30)	NULL
IBS_NOT_EXTRACT	contains the required application data needed for printing notices	REP_STREET_NBR	the street number for the representative	No	No	VARCHAR2(10)	NULL
IBS_NOT_EXTRACT	contains the required application data needed for printing notices	REP_STREET_NAME	the street name for the representative	No	No	VARCHAR2(34)	NULL
IBS_NOT_EXTRACT	contains the required application data needed for printing notices	REP_BLDG_RM	the room number within the building at the address for the representative	No	No	VARCHAR2(34)	NULL
IBS_NOT_EXTRACT	contains the required application data needed for printing notices	REP_CITY	city of the representative	No	No	VARCHAR2(28)	NULL
IBS_NOT_EXTRACT	contains the required application data needed for printing notices	REP_STATE_CODE	state of the representative	No	No	VARCHAR2(2)	NULL
IBS_NOT_EXTRACT	contains the required application data needed for printing notices	REP_ZIP_CODE	zip-code of the representative	No	No	VARCHAR2(9)	NULL
IBS_NOT_EXTRACT	contains the required application data needed for printing notices	APP_DOB_DT	the applicant birth date as shown on the Form I551 Green Card, which is actually blue in color	No	No	DATE	NULL
IBS_NOT_EXTRACT	contains the required application data needed for printing notices	ADDR_STREET_NBR_RES	the applicant residence street number	No	No	VARCHAR2(10)	NULL
IBS_NOT_EXTRACT	contains the required application data needed for printing notices	ADDR_STREET_NAME_RES	the applicant residence street name	No	No	VARCHAR2(34)	NULL
IBS_NOT_EXTRACT	contains the required application data needed for printing notices	ADDR_BLDG_RM_RES	the room number within the building at the applicant residence address	No	No	VARCHAR2(34)	NULL
IBS_NOT_EXTRACT	contains the required application data needed for printing notices	ADDR_CITY_RES	the name of the applicant residence city	No	No	VARCHAR2(28)	NULL
IBS_NOT_EXTRACT	contains the required application data needed for printing notices	ADDR_STATE_CODE_RES	the code that denotes the applicant residence state	No	No	VARCHAR2(2)	NULL
IBS_NOT_EXTRACT	contains the required application data needed for printing notices	ADDR_ZIP_CODE_RES	the postal-service code that denotes the applicant residence address	No	No	VARCHAR2(9)	NULL
IBS_NOT_EXTRACT	contains the required application data needed for printing notices	LOC_RECV_INT_NOT_DAYS_QTY	the number of days in which the applicant will receive an interview notice	No	No	NUMBER(5)	NULL
IBS_NOT_EXTRACT	contains the required application data needed for printing notices	AP_FEE_CHARGED	the fee amount to be paid for this application	No	No	NUMBER(10)	NULL
IBS_NOT_EXTRACT	contains the required application data needed for printing notices	PAY_PAYMENT_AMT	the total amount paid for one or more applications	No	No	NUMBER(12,2)	NULL
IBS_NOT_EXTRACT	contains the required application data needed for printing notices	NUM_APP_ID_PER_PAYID	the number of applicants associated with a given payment, identified by payment-ID	No	No	NUMBER(5)	NULL
IBS_NOT_EXTRACT	contains the required application data needed for printing notices	DISCR_DISCREP_AMT	the discrepancy payment amount, either an over or under payment	No	No	NUMBER(12,2)	NULL
IBS_NOT_EXTRACT	contains the required application data needed for printing notices	SECT_APPT_INTV_DT	the date of the interview or the date on which the oath ceremony will be conducted	No	No	DATE	NULL
IBS_NOT_EXTRACT	contains the required application data needed for printing notices	SECT_APPT_INTV_START_TIME	the time slot of the interview or the date on which the oath ceremony will be conducted	No	No	VARCHAR2(10)	NULL
IBS_NOT_EXTRACT	contains the required application data needed for printing notices	LOC_DESC_INT	the text that describes the location denoted by the location-type code	No	No	VARCHAR2(40)	NULL
IBS_NOT_EXTRACT	contains the required application data needed for printing notices	LOC_STREET_INT	the street address	No	No	VARCHAR2(34)	NULL
IBS_NOT_EXTRACT	contains the required application data needed for printing notices	LOC_BLDG_RM_INT	the room number within the building at the address	No	No	VARCHAR2(34)	NULL
IBS_NOT_EXTRACT	contains the required application data needed for printing notices	LOC_CITY_INT	the name of the city that is located in the United States or abroad	No	No	VARCHAR2(28)	NULL
IBS_NOT_EXTRACT	contains the required application data needed for printing notices	LOC_STATE_CODE_INT	the code that denotes the state within the United States or territory	No	No	VARCHAR2(2)	NULL
IBS_NOT_EXTRACT	contains the required application data needed for printing notices	LOC_ZIP_CODE_INT	the postal-service code that denotes the mailing-address within the geographical area of the city or county	No	No	VARCHAR2(9)	NULL
IBS_NOT_EXTRACT	contains the required application data needed for printing notices	LOC_CODE_INT	the code that denotes the location of the INS office	No	No	VARCHAR2(3)	NULL

IBS_NOT_EXTRACT	contains the required application data needed for printing notices	LOC_SUB_CODE_INT	the code that denotes the sub-location of the INS office	No	No	VARCHAR2(3)	NULL
IBS_NOT_EXTRACT	contains the required application data needed for printing notices	WF_STATE_DTIME	the date and time the process is started	No	No	DATE	NULL
IBS_NOT_EXTRACT	contains the required application data needed for printing notices	NUM_AFILE_RETRV	count of completed AFileRtrv/Completed workflow act_codes	No	No	NUMBER(10)	NULL
IBS_NOT_EXTRACT	contains the required application data needed for printing notices	ASC_HOURS_TEXT1	first line of Application Support Center hours-open comments	No	No	VARCHAR2(40)	NULL
IBS_NOT_EXTRACT	contains the required application data needed for printing notices	ASC_HOURS_TEXT2	second line of Application Support Center hours-open comments	No	No	VARCHAR2(40)	NULL
IBS_NOT_EXTRACT	contains the required application data needed for printing notices	ASC_HOURS_TEXT3	third line of Application Support Center hours-open comments	No	No	VARCHAR2(40)	NULL
IBS_NOT_EXTRACT	contains the required application data needed for printing notices	ASC_HOURS_TEXT4	fourth line of Application Support Center hours-open comments	No	No	VARCHAR2(40)	NULL
IBS_NOT_EXTRACT	contains the required application data needed for printing notices	ASC_HOURS_TEXT5	fifth line of Application Support Center hours-open comments	No	No	VARCHAR2(40)	NULL
IBS_NOT_EXTRACT	contains the required application data needed for printing notices	ASC_HOURS_TEXT6	sixth line of Application Support Center hours-open comments	No	No	VARCHAR2(40)	NULL
IBS_NOT_EXTRACT	contains the required application data needed for printing notices	ASC_HOURS_TEXT7	seventh line of Application Support Center hours-open comments	No	No	VARCHAR2(40)	NULL
IBS_NOT_EXTRACT	contains the required application data needed for printing notices	ASC_HOURS_TEXT8	eighth line of Application Support Center hours-open comments	No	No	VARCHAR2(40)	NULL
IBS_NOT_EXTRACT	contains the required application data needed for printing notices	LOC_DESC_ASC	text describing the application support center location denoted by the location-type code	No	No	VARCHAR2(40)	NULL
IBS_NOT_EXTRACT	contains the required application data needed for printing notices	LOC_STREET_ASC	street address for the application support center	No	No	VARCHAR2(34)	NULL
IBS_NOT_EXTRACT	contains the required application data needed for printing notices	LOC_BLDG_RM_ASC	the room number within the building at the address for application support center	No	No	VARCHAR2(34)	NULL
IBS_NOT_EXTRACT	contains the required application data needed for printing notices	LOC_CITY_ASC	city for application support center	No	No	VARCHAR2(28)	NULL
IBS_NOT_EXTRACT	contains the required application data needed for printing notices	LOC_STATE_ASC	state for application support center	No	No	VARCHAR2(2)	NULL
IBS_NOT_EXTRACT	contains the required application data needed for printing notices	LOC_ZIP_CODE_ASC	zip code for application support center	No	No	VARCHAR2(9)	NULL
IBS_NOT_EXTRACT	contains the required application data needed for printing notices	SC_RM_DESC	description of room	No	No	VARCHAR2(50)	NULL
IBS_NOT_EXTRACT	contains the required application data needed for printing notices	NUM_BAD_CHECKS	the number of bad checks	No	No	NUMBER(5)	NULL
IBS_NOT_EXTRACT	contains the required application data needed for printing notices	SC_RPTG_GATE_DESC		No	No	VARCHAR2(50)	NULL
IBS_NOT_EXTRACT	contains the required application data needed for printing notices	ADDR_PROVINCE_MAIL		No	No	VARCHAR2(20)	NULL
IBS_NOT_EXTRACT	contains the required application data needed for printing notices	ADDR_POSTAL_CODE_MAIL		No	No	VARCHAR2(9)	NULL
IBS_NOT_EXTRACT	contains the required application data needed for printing notices	ADDR_CNTRY_NAME_MAIL		No	No	VARCHAR2(30)	NULL
IBS_NOT_EXTRACT	contains the required application data needed for printing notices	REP_PROVINCE		No	No	VARCHAR2(20)	NULL
IBS_NOT_EXTRACT	contains the required application data needed for printing notices	REP_POSTAL_CODE		No	No	VARCHAR2(9)	NULL
IBS_NOT_EXTRACT	contains the required application data needed for printing notices	REP_CNTRY_NAME		No	No	VARCHAR2(30)	NULL
IBS_NOT_EXTRACT	contains the required application data needed for printing notices	REL_PROCESS_INST_ID		No	No	VARCHAR2(13)	NULL
IBS_NOT_EXTRACT	contains the required application data needed for printing notices	GRP_ID		No	No	VARCHAR2(13)	NULL
IBS_NOT_EXTRACT	contains the required application data needed for printing notices	ADDR_PROVINCE_RES		No	No	VARCHAR2(20)	NULL
IBS_NOT_EXTRACT	contains the required application data needed for printing notices	ADDR_POSTAL_CODE_RES		No	No	VARCHAR2(9)	NULL
IBS_NOT_EXTRACT	contains the required application data needed for printing notices	ADDR_CNTRY_NAME_RES		No	No	VARCHAR2(30)	NULL
IBS_NOT_EXTRACT_REASON	contains required reason codes associated with notices	SC_LOC_CODE	the code that denotes the location of the service center	Yes	No	VARCHAR2(3)	NOT NULL

IBS_NOT_EXTRACT_REASON	contains required reason codes associated with notices	LK_NOTICE_TYPE_CODE	the code that denotes the type of notice to be printed in batch; i.e., receipt of application, or notification for performance of the INS service (i.e., REC - Receipt, DEN - Denial)	Yes	No	VARCHAR2(3)	NOT NULL
IBS_NOT_EXTRACT_REASON	contains required reason codes associated with notices	LK_NOTICE_CODE	the code that represents the sub level of the action for the notice	Yes	No	VARCHAR2(5)	NOT NULL
IBS_NOT_EXTRACT_REASON	contains required reason codes associated with notices	WF_ACT_INST_ID	the identifier of the activity instance of notice printing for the specific application.	Yes	No	VARCHAR2(13)	NOT NULL
IBS_NOT_EXTRACT_REASON	contains required reason codes associated with notices	LK_REASON_TYPE_IND	the indicator that denotes the type of reason, ex. DEN=Denial, CON=Continued, REJ=Rejected, ABS=Absence or others ...	Yes	No	VARCHAR2(3)	NOT NULL
IBS_NOT_EXTRACT_REASON	contains required reason codes associated with notices	LK_REASON_CODE	the system-generated code that denotes the reason for the reason type; i.e., 01, 02, 03, 04 ...	Yes	No	NUMBER(10)	NOT NULL
IBS_NOT_JOB_STAT		NOT_JOB_ID	the job-identification code (JOB_ID) that denotes the collection of batches; Note: One job contains one or more batches.	Yes	No	NUMBER(10)	NOT NULL
IBS_NOT_JOB_STAT		NOT_JOB_SUBMISSION_DT	the date and time the job denoted by this record's job-identification code (JOB_ID) was submitted	No	No	DATE	NULL
IBS_NOT_JOB_STAT		NOTICE_TYPE_CODE	the code that denotes the type of notice to be printed in batch; i.e., receipt of application, or notification for performance of the INS service (i.e., REC - Receipt, DEN - Denial)	No	Yes	VARCHAR2(3)	NULL
IBS_NOT_JOB_STAT		NOTICE_COUNT_QTY	the total count of notices	No	No	NUMBER(10)	NULL
IBS_NOT_JOB_STAT		ORIGINATING_OFF_CODE	the code that denotes the location of the INS office that queued the notice to print	No	No	VARCHAR2(3)	NULL
IBS_NOT_PRINT_Q	contains notice print-queue data	NOTICE_ID	the unique number assigned to identify this notice	Yes	No	NUMBER(10)	NOT NULL
IBS_NOT_PRINT_Q	contains notice print-queue data	NOTICE_TYPE_CODE	the code that denotes the type of notice to be printed in batch; i.e., receipt of application, or notification for performance of the INS service (i.e., REC - Receipt, DEN - Denial)	No	No	VARCHAR2(3)	NULL
IBS_NOT_PRINT_Q	contains notice print-queue data	APP_ID	the system-generated number used to track receipted cases (i.e., [redacted]	No	No	VARCHAR2(13)	NULL
IBS_NOT_PRINT_Q	contains notice print-queue data	JOB_ID	the job-identification code (JOB_ID) that denotes the collection of batches; Note: One job contains one or more batches.	No	No	NUMBER(10)	NULL
IBS_NOT_PRINT_Q	contains notice print-queue data	NOTICE_PRINT_STATUS	the text that describes the status of the notice being printed or that has been printed; i.e., not printed, printing, completed ...	No	No	VARCHAR2(5)	NULL
IBS_NOT_PRINT_Q	contains notice print-queue data	NOTICE_CREATE_DTIME	the date and time on which the notice was created for printing; i.e., the system date	No	No	DATE	NULL
IBS_NOT_PRINT_Q	contains notice print-queue data	NOTICE_CREATE_FLAG	Yes (Y) No (N) flag that denotes whether the notice was created	No	No	VARCHAR2(1)	NULL
IBS_NOT_PRINT_Q	contains notice print-queue data	FORM_NBR	the number that denotes the Immigration and Naturalization Service's form; i.e., I765, I551,...	No	No	VARCHAR2(6)	NULL
IBS_NOT_PRINT_Q	contains notice print-queue data	LOC_CODE	the code that denotes the location of the INS office	No	No	VARCHAR2(3)	NULL
IBS_NOT_PRINT_Q	contains notice print-queue data	LOC_SUB_CODE	the code that denotes the sub-location of the INS office	No	No	VARCHAR2(3)	NULL
IBS_NOT_PRINT_Q	contains notice print-queue data	NOTICE_CODE	the code that represents the subsidiary level of the action for the notice	No	No	VARCHAR2(5)	NULL
IBS_NOT_PRINT_Q	contains notice print-queue data	ZIP_CODE	the postal-service code that denotes the mailing-address within the geographical area of the city or county	No	No	VARCHAR2(9)	NULL
IBS_NOT_PRINT_Q	contains notice print-queue data	PRINT_LOC_SUBLOC_CODE	the code that denotes the location of the INS office where the notice was printed	No	No	VARCHAR2(6)	NULL
IBS_NOT_PRINT_Q	contains notice print-queue data	PRINTED_DTIME	the date and time when the document was printed	No	No	DATE	NULL
IBS_NOT_PRINT_Q	contains notice print-queue data	NOTICE_PATH_NAME	the path and filename of the notice electronic file that was created, e.g. rich-text format with the file extension of "rtf"	No	No	VARCHAR2(100)	NULL
IBS_NOT_PRINT_Q	contains notice print-queue data	MASTER_DOC_FILENAME	the filename of the combined document which consists of multiple notices	No	No	VARCHAR2(100)	NULL
IBS_NOT_PRINT_Q	contains notice print-queue data	JOB_SUBMISSION_DTIME	the date and time the job denoted by this record's job-identification code (JOB_ID) was submitted	No	No	DATE	NULL
IBS_NOT_PRINT_Q	contains notice print-queue data	ACT_INST_ID	the identification for the activity instance, created by sequence number generator	No	No	NUMBER(10)	NULL
IBS_NOT_PRINT_Q	contains notice print-queue data	ACT_CODE	the activity code that denotes the action to be performed, or that was performed on the case (e.g. DeEnter - Data Entry)	No	No	VARCHAR2(20)	NULL
IBS_NOT_PRINT_Q	contains notice print-queue data	RECIPIENT_CODE	the code that denotes the recipient of the notice, i.e., APP = applicant or ATNY = attorney	No	No	VARCHAR2(5)	NULL
IBS_NOT_PRINT_Q_ARCH		NOTICE_ID	the unique number assigned to identify this notice	Yes	No	NUMBER(10)	NOT NULL
IBS_NOT_PRINT_Q_ARCH		NOTICE_TYPE_CODE	the code that denotes the type of notice to be printed in batch; i.e., receipt of application, or notification for performance of the INS service (i.e., REC - Receipt, DEN - Denial)	No	No	VARCHAR2(3)	NULL
IBS_NOT_PRINT_Q_ARCH		APP_ID	the system-generated number used to track receipted cases (i.e., [redacted]	No	No	VARCHAR2(13)	NULL
IBS_NOT_PRINT_Q_ARCH		JOB_ID	the job-identification code (JOB_ID) that denotes the collection of batches; Note: One job contains one or more batches.	No	No	NUMBER(10)	NULL

(b)(6)

(b)(6)

IBS_NOT_PRINT_Q_ARCH		NOTICE_PRINT_STATUS	the text that describes the status of the notice being printed or that has been printed; i.e., not printed, printing, completed ...	No	No	VARCHAR2(5)	NULL
IBS_NOT_PRINT_Q_ARCH		NOTICE_CREATE_DTIME	the date and time on which the notice was created for printing; i.e., the system date	No	No	DATE	NULL
IBS_NOT_PRINT_Q_ARCH		NOTICE_CREATE_FLAG	Yes (Y) No (N) flag that denotes whether the notice was created	No	No	VARCHAR2(1)	NULL
IBS_NOT_PRINT_Q_ARCH		FORM_NBR	the number that denotes the Immigration and Naturalization Service's form; i.e., I765, I551...	No	No	VARCHAR2(6)	NULL
IBS_NOT_PRINT_Q_ARCH		LOC_CODE	the code that denotes the location of the INS office	No	No	VARCHAR2(3)	NULL
IBS_NOT_PRINT_Q_ARCH		LOC_SUB_CODE	the code that denotes the sub-location of the INS office	No	No	VARCHAR2(3)	NULL
IBS_NOT_PRINT_Q_ARCH		NOTICE_CODE	the code that represents the subsidiary level of the action for the notice	No	No	VARCHAR2(5)	NULL
IBS_NOT_PRINT_Q_ARCH		ZIP_CODE	the postal-service code that denotes the mailing-address within the geographical area of the city or county	No	No	VARCHAR2(9)	NULL
IBS_NOT_PRINT_Q_ARCH		PRINT_LOC_SUBLOC_CODE	the code that denotes the location of the INS office where the notice was printed	No	No	VARCHAR2(6)	NULL
IBS_NOT_PRINT_Q_ARCH		PRINTED_DTIME	the date and time when the document was printed	No	No	DATE	NULL
IBS_NOT_PRINT_Q_ARCH		NOTICE_PATH_NAME	the path and filename of the notice electronic file that was created, e.g. rich-text format with the file extension of "rtf"	No	No	VARCHAR2(100)	NULL
IBS_NOT_PRINT_Q_ARCH		MASTER_DOC_FILENAME	the filename of the combined document which consists of multiple notices	No	No	VARCHAR2(100)	NULL
IBS_NOT_PRINT_Q_ARCH		JOB_SUBMISSION_DTIME	the date and time the job denoted by this record's job-identification code (JOB_ID) was submitted	No	No	DATE	NULL
IBS_NOT_PRINT_Q_ARCH		ACT_INST_ID	the identification for the activity instance, created by sequence number generator	No	No	NUMBER(10)	NULL
IBS_NOT_PRINT_Q_ARCH		ACT_CODE	the activity code that denotes the action to be performed, or that was performed on the case (e.g. DeEnter - Data Entry)	No	No	VARCHAR2(20)	NULL
IBS_NOT_PRINT_Q_ARCH		RECIPIENT_CODE	the code that denotes the recipient of the notice, i.e., APP = applicant or ATNY = attorney	No	No	VARCHAR2(5)	NULL
IBS_NOT_REQUEST	contains requests for printing notices	NOTICE_TYPE_CODE	the code that denotes the type of notice to be printed in batch; i.e., receipt of application, or notification for performance of the INS service (i.e., REC - Receipt, DEN - Denial)	No	No	VARCHAR2(3)	NULL
IBS_NOT_REQUEST	contains requests for printing notices	REQUEST_TYPE_IND	extra1 the indicator that denotes the type of requests for notice job (N for new request, either by one or all office or notice type. R for reprint request, by app_id or zip code range or notice type)	No	No	VARCHAR2(1)	NULL
IBS_NOT_REQUEST	contains requests for printing notices	LOC_CODE	the code that denotes the location of the INS office	No	No	VARCHAR2(3)	NULL
IBS_NOT_REQUEST	contains requests for printing notices	LOC_SUB_CODE	the code that denotes the sub-location of the INS office	No	No	VARCHAR2(3)	NULL
IBS_NOT_REQUEST	contains requests for printing notices	JOB_PRINT_STATUS	the text that describes the status of the printed job	No	No	VARCHAR2(20)	NULL
IBS_NOT_REQUEST	contains requests for printing notices	JOB_ID	the job-identification code (JOB_ID) that denotes the collection of batches; Note: One job contains one or more batches.	No	No	NUMBER(10)	NULL
IBS_NOT_REQUEST	contains requests for printing notices	JOB_SUBMISSION_DTIME	the date and time the job denoted by this record's job-identification code (JOB_ID) was submitted	No	No	DATE	NULL
IBS_NOT_REQUEST	contains requests for printing notices	APP_ID	the system-generated number used to track receipted cases (i.e., [redacted]	No	No	VARCHAR2(13)	NULL
IBS_NOT_REQUEST	contains requests for printing notices	ZIPCODE_FROM	the code that denotes the beginning range of the postal-service's 9-digit zipcode;	No	No	VARCHAR2(9)	NULL
IBS_NOT_REQUEST	contains requests for printing notices	ZIPCODE_TO	the code that denotes the ending range of the postal-service's 9-digit zipcode;	No	No	VARCHAR2(9)	NULL
IBS_NOT_REQUEST	contains requests for printing notices	PRT_NAME	the printer name	No	No	VARCHAR2(50)	NULL
IBS_PRODUCTION_LOG		PROGRAM_SOURCE		Yes	No	VARCHAR2(120)	NOT NULL
IBS_PRODUCTION_LOG		COMPLETED_DTIME		Yes	No	DATE	NOT NULL
IBS_PRODUCTION_LOG		USER_ID		Yes	No	VARCHAR2(8)	NOT NULL
IBS_PRODUCTION_LOG		PROCESS_INST_ID		No	No	VARCHAR2(13)	NULL
IBS_PRODUCTION_LOG		AFFECTED_LOC_CODE		No	No	VARCHAR2(3)	NULL
IBS_PRODUCTION_LOG		BATCH_DESC		No	No	VARCHAR2(255)	NULL
IBS_PRODUCTION_LOG		ACT_CODE		No	No	VARCHAR2(20)	NULL
IBS_PRODUCTION_LOG		USER_ID_LOC_CODE		No	No	VARCHAR2(3)	NULL
IBS_PRODUCTION_LOG		USER_ID_LOC_SUB_CODE		No	No	VARCHAR2(3)	NULL

(b)(6)

(b)(6)

IBS_PS_QUEUE	contains batch print queue data	LOC_CODE	the code that denotes the location of the INS office	Yes	No	VARCHAR2(3)	NOT NULL
IBS_PS_QUEUE	contains batch print queue data	LOC_SUB_CODE	the code that denotes the sub-location of the INS office	Yes	No	VARCHAR2(3)	NOT NULL
IBS_PS_QUEUE	contains batch print queue data	PRT_PRIORITY_IND	the order in which the Print Server will process the record "1" - Highest, "2" - Next Highest, "3" - Normal Printing (Default Value)	Yes	No	VARCHAR2(1)	NOT NULL
IBS_PS_QUEUE	contains batch print queue data	MOD_DTIME	the Date and Time the record was inserted or last updated	Yes	No	DATE	NOT NULL
IBS_PS_QUEUE	contains batch print queue data	APP_ID	the system-generated number used to track receipted cases (i.e., [redacted]	Yes	No	VARCHAR2(13)	NOT NULL
IBS_PS_QUEUE	contains batch print queue data	SYS_ID	the code that identifies the system to extract the data from "C" - CLAIMS, "N" - NATS, "E" - External System - All card data provided	No	No	VARCHAR2(1)	NULL
IBS_PS_QUEUE	contains batch print queue data	BATCH_ID	the value that groups print request together	No	No	VARCHAR2(8)	NULL
IBS_PS_QUEUE	contains batch print queue data	PRT_STATUS_IND	the current print status of the record "W" - Wait, "R" - Request Print Request Generation, "E" - Error Encountered, "P" - Produced Print Request, "I" - In Process	No	No	VARCHAR2(1)	NULL
IBS_PS_QUEUE	contains batch print queue data	FORM_NBR	the number that denotes the Immigration and Naturalization Service's form; i.e., I765, I551...	No	No	VARCHAR2(6)	NULL
IBS_PS_QUEUE	contains batch print queue data	PROCESSED_DTIME	the Date and Time the print request was processed	No	No	DATE	NULL
IBS_PS_STATUS	contains status of the print server	PRT_LOC	the name of a printing location	Yes	No	VARCHAR2(6)	NOT NULL
IBS_PS_STATUS	contains status of the print server	IP_ADDRESS	IP Address of the printing location	Yes	No	VARCHAR2(15)	NOT NULL
IBS_PS_STATUS	contains status of the print server	OPERATIONAL_STATUS_IND	indicated whether print site is operational "O" - Operational, "N" - Not Operational	No	No	VARCHAR2(1)	NULL
IBS_RPT_AFILE_LOCATION	contains A-file location data	ALIEN_NBR	the identification number that is assigned to the alien at the time of entry into the United States	Yes	No	VARCHAR2(10)	NOT NULL
IBS_RPT_AFILE_LOCATION	contains A-file location data	LOC_CODE	the code that denotes the location of the INS office	No	No	VARCHAR2(3)	NULL
IBS_RPT_AFILE_LOCATION	contains A-file location data	LOC_SUB_CODE	the code that denotes the sub-location of the INS office	No	No	VARCHAR2(3)	NULL
IBS_RPT_AFILE_LOCATION	contains A-file location data	RESP_PARTY_CODE	the code that denotes the responsible party which maintains the Alien File	No	No	VARCHAR2(3)	NULL
IBS_RPT_AFILE_LOCATION	contains A-file location data	RESP_PARTY_DESC	the description of the responsible party	No	No	VARCHAR2(20)	NULL
IBS_RPT_AFILE_LOCATION	contains A-file location data	SECTION_CODE	the code that denotes the section of the office	No	No	VARCHAR2(2)	NULL
IBS_RPT_AFILE_LOCATION	contains A-file location data	SECTION_DESC	the description for the section of the office	No	No	VARCHAR2(20)	NULL
IBS_RPT_AFILE_LOCATION	contains A-file location data	LAST_UPDATE_DTIME	the date and time of the last update	No	No	DATE	NULL
IBS_RPT_BATCH	contains data necessary for printing batch reports	RPT_BATCH_ID	the identification of the report batch printing	Yes	No	VARCHAR2(10)	NOT NULL
IBS_RPT_BATCH	contains data necessary for printing batch reports	LOC_CODE	the code that denotes the location of the INS office	Yes	No	VARCHAR2(3)	NOT NULL
IBS_RPT_BATCH	contains data necessary for printing batch reports	LOC_SUB_CODE	the code that denotes the sub-location of the INS office	Yes	No	VARCHAR2(3)	NOT NULL
IBS_RPT_BATCH	contains data necessary for printing batch reports	RPT_NAME	the name of the report	Yes	Yes	VARCHAR2(80)	NOT NULL
IBS_RPT_BATCH	contains data necessary for printing batch reports	FUNC_AREA	the name of function area	No	No	VARCHAR2(30)	NULL
IBS_RPT_BATCH	contains data necessary for printing batch reports	RPT_FREQ_IND	the indicator that denotes the frequency of report. ex. 00=Ad Hoc, 01=Daily, 02=Weekly, 03=Semi-Monthly, 04=Monthly, 05=Bi-Monthly, 06=Quarterly, 07=Semi-Annual, 08=Annual	No	No	VARCHAR2(2)	NULL
IBS_RPT_BATCH	contains data necessary for printing batch reports	REQ_PRT_DTIME	the date and time of the printing request for the specific report	No	No	DATE	NULL
IBS_RPT_BATCH	contains data necessary for printing batch reports	CRYSTAL_SORT_SCRIPT	the sort algorithm used in the crystal report	No	No	VARCHAR2(255)	NULL
IBS_RPT_BATCH	contains data necessary for printing batch reports	CRYSTAL_CONNECT_STRING	the connection string for Crystal Report to access the database	No	No	VARCHAR2(50)	NULL
IBS_RPT_BATCH	contains data necessary for printing batch reports	RPT_DESTINATION	the destination of the generated report. ex. 00=printer, 01=file	No	No	VARCHAR2(2)	NULL
IBS_RPT_BATCH	contains data necessary for printing batch reports	RPT_SQL_SCRIPT	the SQL (Structured Query Language), set of commands used to access data within the database, used to produce the report	No	No	VARCHAR2(255)	NULL
IBS_RPT_BATCH	contains data necessary for printing batch reports	RPT_FORMULA_1	the first formula used in the report	No	No	VARCHAR2(75)	NULL
IBS_RPT_BATCH	contains data necessary for printing batch reports	RPT_FORMULA_2	the second formula used in the report	No	No	VARCHAR2(75)	NULL
IBS_RPT_BATCH	contains data necessary for printing batch reports	RPT_FORMULA_3	the third formula used in the report	No	No	VARCHAR2(75)	NULL
IBS_RPT_BATCH	contains data necessary for printing batch reports	RPT_FORMULA_4	the fourth formula used in the report	No	No	VARCHAR2(75)	NULL
IBS_RPT_BATCH	contains data necessary for printing batch reports	RPT_FORMULA_5	the fifth formula used in the report	No	No	VARCHAR2(75)	NULL

IBS_RPT_BATCH	contains data necessary for printing batch reports	RPT_FORMULA_6	the sixth formula used in the report	No	No	VARCHAR2(75)	NULL
IBS_RPT_BATCH	contains data necessary for printing batch reports	RPT_FORMULA_7	the seventh formula used in the report	No	No	VARCHAR2(75)	NULL
IBS_RPT_BATCH	contains data necessary for printing batch reports	RPT_FORMULA_8	the eighth formula used in the report	No	No	VARCHAR2(75)	NULL
IBS_RPT_BATCH	contains data necessary for printing batch reports	RPT_FORMULA_9	the nineth formula used in the report	No	No	VARCHAR2(75)	NULL
IBS_RPT_BATCH	contains data necessary for printing batch reports	RPT_FORMULA_10	the tenth formula used in the report	No	No	VARCHAR2(75)	NULL
IBS_RPT_BATCH	contains data necessary for printing batch reports	RPT_FORMULA_11	the eleventh formula used in the report	No	No	VARCHAR2(75)	NULL
IBS_RPT_BATCH	contains data necessary for printing batch reports	RPT_FORMULA_12	the twelfth formula used in the report	No	No	VARCHAR2(75)	NULL
IBS_RPT_BATCH	contains data necessary for printing batch reports	READY_TO_PRT_FLAG	Yes (Y) No (N) flag that indicates whether the report is ready to print	No	No	VARCHAR2(1)	NULL
IBS_RPT_BATCH	contains data necessary for printing batch reports	RPT_CRYSTAL_TEMPLATE	the template name in the crystal report	No	No	VARCHAR2(30)	NULL
IBS_RPT_BATCH	contains data necessary for printing batch reports	RPT_TYPE_CODE	the type of this report, ex. CAN=canned, AGE=aging, TRK=tracking reports	No	No	VARCHAR2(4)	NULL
IBS_RPT_BATCH	contains data necessary for printing batch reports	USER_ID	the user-identification code	No	No	VARCHAR2(8)	NULL
IBS_RPT_BATCH_LOG	contains logs of batch-print jobs	RPT_BATCH_ID	the identification of the report batch printing	Yes	No	VARCHAR2(10)	NOT NULL
IBS_RPT_BATCH_LOG	contains logs of batch-print jobs	LOC_CODE	the code that denotes the location of the INS office	Yes	No	VARCHAR2(3)	NOT NULL
IBS_RPT_BATCH_LOG	contains logs of batch-print jobs	LOC_SUB_CODE	the code that denotes the sub-location of the INS office	Yes	No	VARCHAR2(3)	NOT NULL
IBS_RPT_BATCH_LOG	contains logs of batch-print jobs	RPT_NAME	the name of the report	Yes	No	VARCHAR2(80)	NOT NULL
IBS_RPT_BATCH_LOG	contains logs of batch-print jobs	PRINTED_DTIME	the date and time when the document was printed	Yes	No	DATE	NOT NULL
IBS_RPT_BATCH_LOG	contains logs of batch-print jobs	FUNC_AREA	the name of function area	No	No	VARCHAR2(30)	NULL
IBS_RPT_BATCH_LOG	contains logs of batch-print jobs	RPT_FREQ_IND	the indicator that denotes the frequency of report, ex. 00=Ad Hoc, 01=Daily, 02=Weekly, 03=Semi-Monthly, 04=Monthly, 05=Bi-Monthly, 06=Quarterly, 07=Semi-Annual, 08=Annual	No	No	VARCHAR2(2)	NULL
IBS_RPT_BATCH_LOG	contains logs of batch-print jobs	REQ_PRT_DTIME	the date and time of the printing request for the specific report	No	No	DATE	NULL
IBS_RPT_BATCH_LOG	contains logs of batch-print jobs	COMPLETE_FLAG	Yes (Y) No (N) flag that denotes whether the printing of the report was completed	No	No	VARCHAR2(1)	NULL
IBS_RPT_BATCH_LOG	contains logs of batch-print jobs	ERROR_CODE	the error code occured during the report batch printing	No	No	VARCHAR2(16)	NULL
IBS_RPT_BATCH_LOG	contains logs of batch-print jobs	RPT_CRYSTAL_TEMPLATE	the template name in the crystal report	No	No	VARCHAR2(30)	NULL
IBS_RPT_BATCH_LOG	contains logs of batch-print jobs	USER_ID	the user-identification code	No	No	VARCHAR2(8)	NULL
IBS_RPT_G22	contains statistical counts of cases at different stages that are used for generating G22 production report by location	LOC_CODE	the code that denotes the location of the INS office	Yes	No	VARCHAR2(3)	NOT NULL
IBS_RPT_G22	contains statistical counts of cases at different stages that are used for generating G22 production report by location	LOC_SUB_CODE	the code that denotes the sub-location of the INS office	Yes	No	VARCHAR2(3)	NOT NULL
IBS_RPT_G22	contains statistical counts of cases at different stages that are used for generating G22 production report by location	G22_RPT_DT	the date that the report is generated	Yes	No	DATE	NOT NULL
IBS_RPT_G22	contains statistical counts of cases at different stages that are used for generating G22 production report by location	G22_PROD_LINE	the code that denotes the production line on G22	Yes	No	VARCHAR2(6)	NOT NULL
IBS_RPT_G22	contains statistical counts of cases at different stages that are used for generating G22 production report by location	STAGE_A_QTY	the quantity of cases in stage A for the specific production line	No	No	NUMBER(10)	NULL
IBS_RPT_G22	contains statistical counts of cases at different stages that are used for generating G22 production report by location	STAGE_B_QTY	the quantity of cases in stage B for the specific production line	No	No	NUMBER(10)	NULL
IBS_RPT_G22	contains statistical counts of cases at different stages that are used for generating G22 production report by location	STAGE_C_QTY	the quantity of cases in stage C for the specific production line	No	No	NUMBER(10)	NULL
IBS_RPT_G22	contains statistical counts of cases at different stages that are used for generating G22 production report by location	STAGE_D_QTY	the quantity of cases in stage D for the specific production line	No	No	NUMBER(10)	NULL
IBS_RPT_G22	contains statistical counts of cases at different stages that are used for generating G22 production report by location	STAGE_E_QTY	the quantity of cases in stage E for the specific production line	No	No	NUMBER(10)	NULL

IBS_RPT_G22	contains statistical counts of cases at different stages that are used for generating G22 production report by location	STAGE_F_QTY	the quantity of cases in stage F for the specific production line	No	No	NUMBER(10)	NULL
IBS_RPT_G22	contains statistical counts of cases at different stages that are used for generating G22 production report by location	STAGE_G_QTY	the quantity of cases in stage G for the specific production line	No	No	NUMBER(10)	NULL
IBS_RPT_G22	contains statistical counts of cases at different stages that are used for generating G22 production report by location	STAGE_H_QTY	the quantity of cases in stage H for the specific production line	No	No	NUMBER(10)	NULL
IBS_RPT_G22	contains statistical counts of cases at different stages that are used for generating G22 production report by location	STAGE_I_QTY	the quantity of cases in stage I for the specific production line	No	No	NUMBER(10)	NULL
IBS_RPT_G22	contains statistical counts of cases at different stages that are used for generating G22 production report by location	STAGE_J_QTY	the quantity of cases in stage J for the specific production line	No	No	NUMBER(10)	NULL
IBS_RPT_G22	contains statistical counts of cases at different stages that are used for generating G22 production report by location	STAGE_K_QTY	the quantity of cases in stage K for the specific production line	No	No	NUMBER(10)	NULL
IBS_RPT_G22	contains statistical counts of cases at different stages that are used for generating G22 production report by location	STAGE_L_QTY	the quantity of cases in stage L for the specific production line	No	No	NUMBER(10)	NULL
IBS_RPT_G22	contains statistical counts of cases at different stages that are used for generating G22 production report by location	STAGE_M_QTY	the quantity of cases in stage M for the specific production line	No	No	NUMBER(10)	NULL
IBS_RPT_G22	contains statistical counts of cases at different stages that are used for generating G22 production report by location	STAGE_N_QTY	the quantity of cases in stage N for the specific production line	No	No	NUMBER(10)	NULL
IBS_RPT_G22	contains statistical counts of cases at different stages that are used for generating G22 production report by location	SERVICE_CENTER_CODE	the code that denotes the service-center offices such as the Vermont Service Center (VSC), Nebraska Service Center (NSC), California Service Center (CSC), and Texas Service Center (TSC)	No	No	VARCHAR2(3)	NULL
IBS_RPT_G22	contains statistical counts of cases at different stages that are used for generating G22 production report by location	COMPLETED_DTIME		No	No	DATE	NULL
IBS_RPT_G22_ADJUSTMENT	contains adjustments for each stage of the production line in the G22 production report	LOC_CODE	the code that denotes the location of the INS office	Yes	No	VARCHAR2(3)	NOT NULL
IBS_RPT_G22_ADJUSTMENT	contains adjustments for each stage of the production line in the G22 production report	LOC_SUB_CODE	the code that denotes the sub-location of the INS office	Yes	No	VARCHAR2(3)	NOT NULL
IBS_RPT_G22_ADJUSTMENT	contains adjustments for each stage of the production line in the G22 production report	G22_RPT_TYPE_IND	the indicator that denotes the G22 report type: i.e., Actual (A); Projection (P);	Yes	No	VARCHAR2(3)	NOT NULL
IBS_RPT_G22_ADJUSTMENT	contains adjustments for each stage of the production line in the G22 production report	G22_PROD_LINE	the code that denotes the PRODUCTION Line on G22	Yes	No	VARCHAR2(6)	NOT NULL
IBS_RPT_G22_ADJUSTMENT	contains adjustments for each stage of the production line in the G22 production report	STAGE	the text that depict the stage of the production line	Yes	No	VARCHAR2(50)	NOT NULL
IBS_RPT_G22_ADJUSTMENT	contains adjustments for each stage of the production line in the G22 production report	PREV_VALUE	the text that describe the previous value	Yes	No	VARCHAR2(50)	NOT NULL
IBS_RPT_G22_ADJUSTMENT	contains adjustments for each stage of the production line in the G22 production report	CURR_VALUE	the text that decribe the current value	Yes	No	VARCHAR2(50)	NOT NULL
IBS_RPT_G22_ADJUSTMENT	contains adjustments for each stage of the production line in the G22 production report	MODIFIED_DTIME	the date and time when it is modified	Yes	No	DATE	NOT NULL
IBS_RPT_G22_ADJUSTMENT	contains adjustments for each stage of the production line in the G22 production report	MODIFIED_COL_NAME	the column name of the data which is modified	No	No	VARCHAR2(50)	NULL
IBS_RPT_G22_ADJUSTMENT	contains adjustments for each stage of the production line in the G22 production report	COUNTER	the count for the adjustment	No	No	NUMBER(5)	NULL
IBS_RPT_G22_PROJECTION	contains forecasted statistical data about cases at different stages for generating G22 production reports	LOC_CODE	the code that denotes the location of the INS office	Yes	No	VARCHAR2(3)	NOT NULL
IBS_RPT_G22_PROJECTION	contains forecasted statistical data about cases at different stages for generating G22 production reports	LOC_SUB_CODE	the code that denotes the sub-location of the INS office	Yes	No	VARCHAR2(3)	NOT NULL
IBS_RPT_G22_PROJECTION	contains forecasted statistical data about cases at different stages for generating G22 production reports	G22_RPT_DT	the date that the report is generated	Yes	No	DATE	NOT NULL
IBS_RPT_G22_PROJECTION	contains forecasted statistical data about cases at different stages for generating G22 production reports	G22_PROD_LINE	the code that denotes the production line on G22	Yes	No	VARCHAR2(6)	NOT NULL

IBS_RPT_G22_PROJECTION	contains forecasted statistical data about cases at different stages for generating G22 production reports	STAGE_A_QTY	the quantity of cases in stage A for the specific production line	No	No	NUMBER(10)	NULL
IBS_RPT_G22_PROJECTION	contains forecasted statistical data about cases at different stages for generating G22 production reports	STAGE_B_QTY	the quantity of cases in stage B for the specific production line	No	No	NUMBER(10)	NULL
IBS_RPT_G22_PROJECTION	contains forecasted statistical data about cases at different stages for generating G22 production reports	STAGE_C_QTY	the quantity of cases in stage C for the specific production line	No	No	NUMBER(10)	NULL
IBS_RPT_G22_PROJECTION	contains forecasted statistical data about cases at different stages for generating G22 production reports	STAGE_D_QTY	the quantity of cases in stage D for the specific production line	No	No	NUMBER(10)	NULL
IBS_RPT_G22_PROJECTION	contains forecasted statistical data about cases at different stages for generating G22 production reports	STAGE_E_QTY	the quantity of cases in stage E for the specific production line	No	No	NUMBER(10)	NULL
IBS_RPT_G22_PROJECTION	contains forecasted statistical data about cases at different stages for generating G22 production reports	STAGE_F_QTY	the quantity of cases in stage F for the specific production line	No	No	NUMBER(10)	NULL
IBS_RPT_G22_PROJECTION	contains forecasted statistical data about cases at different stages for generating G22 production reports	STAGE_G_QTY	the quantity of cases in stage G for the specific production line	No	No	NUMBER(10)	NULL
IBS_RPT_G22_PROJECTION	contains forecasted statistical data about cases at different stages for generating G22 production reports	STAGE_H_QTY	the quantity of cases in stage H for the specific production line	No	No	NUMBER(10)	NULL
IBS_RPT_G22_PROJECTION	contains forecasted statistical data about cases at different stages for generating G22 production reports	STAGE_I_QTY	the quantity of cases in stage I for the specific production line	No	No	NUMBER(10)	NULL
IBS_RPT_G22_PROJECTION	contains forecasted statistical data about cases at different stages for generating G22 production reports	STAGE_J_QTY	the quantity of cases in stage J for the specific production line	No	No	NUMBER(10)	NULL
IBS_RPT_G22_PROJECTION	contains forecasted statistical data about cases at different stages for generating G22 production reports	STAGE_K_QTY	the quantity of cases in stage K for the specific production line	No	No	NUMBER(10)	NULL
IBS_RPT_G22_PROJECTION	contains forecasted statistical data about cases at different stages for generating G22 production reports	STAGE_L_QTY	the quantity of cases in stage L for the specific production line	No	No	NUMBER(10)	NULL
IBS_RPT_G22_PROJECTION	contains forecasted statistical data about cases at different stages for generating G22 production reports	STAGE_M_QTY	the quantity of cases in stage M for the specific production line	No	No	NUMBER(10)	NULL
IBS_RPT_G22_PROJECTION	contains forecasted statistical data about cases at different stages for generating G22 production reports	STAGE_N_QTY	the quantity of cases in stage N for the specific production line	No	No	NUMBER(10)	NULL
IBS_RPT_G22_PROJECTION	contains forecasted statistical data about cases at different stages for generating G22 production reports	SERVICE_CENTER_CODE	the code that denotes the service-center offices such as the Vermont Service Center (VSC), Nebraska Service Center (NSC), California Service Center (CSC), and Texas Service Center (TSC)	No	No	VARCHAR2(3)	NULL
IBS_RPT_G22_PROJECTION	contains forecasted statistical data about cases at different stages for generating G22 production reports	COMPLETED_DTIME		No	No	DATE	NULL
IBS_RPT_MR		PROCESS_INST_ID		Yes	No	VARCHAR2(13)	NOT NULL
IBS_RPT_MR		STATE_DTIME		Yes	No	DATE	NOT NULL
IBS_RPT_MR		LOC_CODE		Yes	No	VARCHAR2(3)	NOT NULL
IBS_RPT_MR		LOC_SUB_CODE		Yes	No	VARCHAR2(3)	NOT NULL
IBS_RPT_MR		PARTICIPANT		Yes	No	VARCHAR2(8)	NOT NULL
IBS_RPT_MR		MR_DTIME		No	No	DATE	NULL
IBS_RPT_MR		NBR_OF_REMITS		No	No	NUMBER(5)	NULL
IBS_RPT_MR		STATUS_IND		No	No	VARCHAR2(1)	NULL
IBS_RPT_MR_HISTORY		PROCESS_INST_ID		Yes	No	VARCHAR2(13)	NOT NULL
IBS_RPT_MR_HISTORY		STATE_DTIME		Yes	No	DATE	NOT NULL
IBS_RPT_MR_HISTORY		LOC_CODE		Yes	No	VARCHAR2(3)	NOT NULL
IBS_RPT_MR_HISTORY		LOC_SUB_CODE		Yes	No	VARCHAR2(3)	NOT NULL
IBS_RPT_MR_HISTORY		PARTICIPANT		Yes	No	VARCHAR2(8)	NOT NULL
IBS_RPT_MR_HISTORY		MR_DTIME		No	No	DATE	NULL
IBS_RPT_MR_HISTORY		NBR_OF_REMITS		No	No	NUMBER(5)	NULL
IBS_RPT_MR_HISTORY		STATUS_IND		No	No	VARCHAR2(1)	NULL
IBS_RPT_QUERY	contains report query criteria	RPT_NAME	the name of the report	Yes	Yes	VARCHAR2(80)	NOT NULL
IBS_RPT_QUERY	contains report query criteria	QUERY_NAME	the name of the query	Yes	No	VARCHAR2(30)	NOT NULL

IBS_RPT_QUERY	contains report query criteria	QUERY_PART	the portion of this query	Yes	No	VARCHAR2(50)	NOT NULL
IBS_RPT_QUERY	contains report query criteria	FUNC_AREA	the name of function area	No	No	VARCHAR2(30)	NULL
IBS_RPT_QUERY	contains report query criteria	MULTI_SELECT_SCRIPT	the SQL script for the Select statement	No	No	VARCHAR2(50)	NULL
IBS_RPT_QUERY	contains report query criteria	SELECT_FORMULA	the formula used for the Select statement	No	No	VARCHAR2(50)	NULL
IBS_RPT_QUERY	contains report query criteria	QUERY_HEADING_1	the heading 1 which is displayed from the query	No	No	VARCHAR2(20)	NULL
IBS_RPT_QUERY	contains report query criteria	QUERY_HEADING_2	the heading 2 which is displayed from the query	No	No	VARCHAR2(20)	NULL
IBS_RPT_QUERY	contains report query criteria	QUERY_HEADING_3	the heading 3 which is displayed from the query	No	No	VARCHAR2(20)	NULL
IBS_RPT_QUERY	contains report query criteria	QUERY_HEADING_4	the heading 4 which is displayed from the query	No	No	VARCHAR2(20)	NULL
IBS_RPT_QUERY	contains report query criteria	QUERY_HEADING_5	the heading 5 which is displayed from the query	No	No	VARCHAR2(20)	NULL
IBS_RPT_QUERY	contains report query criteria	QUERY_HEADING_6	the heading 6 which is displayed from the query	No	No	VARCHAR2(20)	NULL
IBS_RPT_QUERY	contains report query criteria	QUERY_HEADING_7	the heading 7 which is displayed from the query	No	No	VARCHAR2(20)	NULL
IBS_RPT_QUERY	contains report query criteria	QUERY_HEADING_8	the heading 8 which is displayed from the query	No	No	VARCHAR2(20)	NULL
IBS_RPT_QUERY	contains report query criteria	QUERY_HEADING_9	the heading 9 which is displayed from the query	No	No	VARCHAR2(20)	NULL
IBS_RPT_WF_AFILE_REQUEST	contains A-file transfer request information for the batch report	APP_ID	the system-generated number used to track receipted cases (i.e., EAC9600150001)	Yes	No	VARCHAR2(13)	NOT NULL
IBS_RPT_WF_AFILE_REQUEST	contains A-file transfer request information for the batch report	ALIEN_NBR	the identification number that is assigned to the alien at the time of entry into the United States	No	No	VARCHAR2(10)	NULL
IBS_RPT_WF_AFILE_REQUEST	contains A-file transfer request information for the batch report	LOC_CODE	the code that denotes the location of the INS office	No	No	VARCHAR2(3)	NULL
IBS_RPT_WF_AFILE_REQUEST	contains A-file transfer request information for the batch report	LOC_SUB_CODE	the code that denotes the sub-location of the INS office	No	No	VARCHAR2(3)	NULL
IBS_RPT_WF_AFILE_REQUEST	contains A-file transfer request information for the batch report	RESP_PARTY_CODE	the code that denotes the responsible party which maintains the Alien File	No	No	VARCHAR2(3)	NULL
IBS_RPT_WF_AFILE_REQUEST	contains A-file transfer request information for the batch report	SECTION_CODE	the code that denotes the section of the office	No	No	VARCHAR2(2)	NULL
IBS_RPT_WF_AFILE_REQUEST	contains A-file transfer request information for the batch report	AFILE_WF_ACT_IND	the indication that denotes the afile workflow activity	No	No	VARCHAR2(1)	NULL
IBS_RPT_WF_AFILE_REQUEST	contains A-file transfer request information for the batch report	ACT_CODE	the activity code that denotes the action to be performed, or that was performed on the case (e.g. DeEnter - Data Entry)	No	Yes	VARCHAR2(20)	NULL
IBS_RPT_WF_AFILE_REQUEST	contains A-file transfer request information for the batch report	AFILE_LOC_IND	the indicator that denotes whether the afile exists at the location	No	No	VARCHAR2(1)	NULL
IBS_RPT_WF_AFILE_REQUEST	contains A-file transfer request information for the batch report	DEST_LOC_CODE	the code that denotes the location where the Afile will be sent	No	No	VARCHAR2(3)	NULL
IBS_RPT_WF_AFILE_REQUEST	contains A-file transfer request information for the batch report	DEST_LOC_SUB_CODE	the code that denotes the sub-location where the Afile will be sent	No	No	VARCHAR2(3)	NULL
IBS_RPT_WF_AFILE_REQUEST	contains A-file transfer request information for the batch report	REQ_COUNT_QTY	the number of time the afile was requested	No	No	NUMBER(5)	NULL
IBS_RPT_WF_AFILE_REQUEST	contains A-file transfer request information for the batch report	LAST_ACTION_DT	the date when the last action was performed on this afile	No	No	DATE	NULL
IBS_RPT_WF_AGR_DATA		LOC_CODE	Location code	Yes	No	VARCHAR2(3)	NOT NULL
IBS_RPT_WF_AGR_DATA		LOC_SUB_CODE	Location Sub Code	Yes	No	VARCHAR2(3)	NOT NULL
IBS_RPT_WF_AGR_DATA		WF_AGR_DT	Year/Month of collecting aggregate statistics	Yes	No	DATE	NOT NULL
IBS_RPT_WF_AGR_DATA		ACT_CODE	Activity Code	Yes	No	VARCHAR2(20)	NOT NULL
IBS_RPT_WF_AGR_DATA		ACT_TYPE	Activity Type	Yes	No	VARCHAR2(4)	NOT NULL
IBS_RPT_WF_AGR_DATA		COMP_PARTICIPANT	WF participant who complete the activity	Yes	No	VARCHAR2(8)	NOT NULL
IBS_RPT_WF_AGR_DATA		ACT_COUNT_QTY	Number of activities completed in thei Year/Month by this WF participant	No	No	NUMBER(5)	NULL
IBS_RPT_WF_AGR_DATA		ACT_AVG_HOLD_SEC_QTY	Average inte(in minutes) this activity was waiting in a queue	No	No	NUMBER(10)	NULL
IBS_RPT_WF_AGR_DATA		WORK_AVG_SEC_QTY	Average time(in seconds)spent to perform this activity	No	No	NUMBER(10)	NULL
IBS_RPT_WORKLOAD_AGE	contains the count of 30-, 60-, or 90-day backlog for the workload aging report	LOC_CODE	the code that denotes the location of the INS office	Yes	No	VARCHAR2(3)	NOT NULL
IBS_RPT_WORKLOAD_AGE	contains the count of 30-, 60-, or 90-day backlog for the workload aging report	LOC_SUB_CODE	the code that denotes the sub-location of the INS office	Yes	No	VARCHAR2(3)	NOT NULL
IBS_RPT_WORKLOAD_AGE	contains the count of 30-, 60-, or 90-day backlog for the workload aging report	WK_DATE	Workflow Date	Yes	No	DATE	NOT NULL
IBS_RPT_WORKLOAD_AGE	contains the count of 30-, 60-, or 90-day backlog for the workload aging report	TEMPLATE_GRP	A group index to determine where on a report to put the line	Yes	No	NUMBER(10)	NOT NULL
IBS_RPT_WORKLOAD_AGE	contains the count of 30-, 60-, or 90-day backlog for the workload aging report	TEMPLATE_LINE	An index used to determine what order to put on the report	Yes	No	NUMBER(10)	NOT NULL
IBS_RPT_WORKLOAD_AGE	contains the count of 30-, 60-, or 90-day backlog for the workload aging report	STAGE_30_QTY	Aged cases < 30 old	No	No	NUMBER(10)	NULL
IBS_RPT_WORKLOAD_AGE	contains the count of 30-, 60-, or 90-day backlog for the workload aging report	STAGE_30_60_QTY	Aged cases between 30 and 60 days old	No	No	NUMBER(10)	NULL

IBS_RPT_WORKLOAD_AGE	contains the count of 30-, 60-, or 90-day backlog for the workload aging report	STAGE_60_90_QTY	Aged cases between 60 and 90 days old	No	No	NUMBER(10)	NULL
IBS_RPT_WORKLOAD_AGE	contains the count of 30-, 60-, or 90-day backlog for the workload aging report	STAGE_90_QTY	Aged cases > 90 days old	No	No	NUMBER(10)	NULL
IBS_SC_BATCH_SCH_JOB_Q	contains data for batch-scheduler jobs at a designated location	BATCH_SCH_JOB_ID	the job-identification code that denotes the batch scheduling	Yes	No	NUMBER(10)	NOT NULL
IBS_SC_BATCH_SCH_JOB_Q	contains data for batch-scheduler jobs at a designated location	SRVC_CTR_LOC_CODE	Service Center Location Code	No	No	VARCHAR2(3)	NULL
IBS_SC_BATCH_SCH_JOB_Q	contains data for batch-scheduler jobs at a designated location	SRVC_CTR_ACTIVE_FLAG	Yes (Y) No (N) flag that denotes whether the service center is current active	No	No	VARCHAR2(1)	NULL
IBS_SC_BATCH_SCH_JOB_Q	contains data for batch-scheduler jobs at a designated location	INS_I_OFFICE_LOC_CODE	INS Interview Office Location Code	No	No	VARCHAR2(3)	NULL
IBS_SC_BATCH_SCH_JOB_Q	contains data for batch-scheduler jobs at a designated location	INS_I_OFFICE_ACTIVE_FLAG	Yes (Y) No (N) flag that denotes whether the INS Interview Office is current active	No	No	VARCHAR2(1)	NULL
IBS_SC_BATCH_SCH_JOB_Q	contains data for batch-scheduler jobs at a designated location	SCH_INTV_SITE_LOC_CODE	Scheduling Interview Site Location Code	No	No	VARCHAR2(3)	NULL
IBS_SC_BATCH_SCH_JOB_Q	contains data for batch-scheduler jobs at a designated location	SCH_INTV_SITE_LOC_SUB_CODE	Scheduling Interview Site Location Sub-Code	No	No	VARCHAR2(3)	NULL
IBS_SC_BATCH_SCH_JOB_Q	contains data for batch-scheduler jobs at a designated location	SCH_INTV_SITE_ACTIVE_FLAG	Yes (Y) No (N) flag that denotes whether the Scheduling Interview Site is current active	No	No	VARCHAR2(1)	NULL
IBS_SC_BATCH_SCH_JOB_Q	contains data for batch-scheduler jobs at a designated location	ADD_INTV_AVAIL_SLOTS_DAY_QTY	Quantity of additional days to create the Available Slots	No	No	NUMBER(5)	NULL
IBS_SC_BATCH_SCH_JOB_Q	contains data for batch-scheduler jobs at a designated location	INS_OC_OFFICE_LOC_CODE	INS Oath Ceremony Office Location Code	No	No	VARCHAR2(3)	NULL
IBS_SC_BATCH_SCH_JOB_Q	contains data for batch-scheduler jobs at a designated location	INS_OC_OFFICE_ACTIVE_FLAG	Yes (Y) No (N) flag that denotes whether the INS Oath Ceremony Office is current active	No	No	VARCHAR2(1)	NULL
IBS_SC_BATCH_SCH_JOB_Q	contains data for batch-scheduler jobs at a designated location	SCH_OC_SITE_LOC_CODE	Scheduling Oath Ceremony Site Location Code	No	No	VARCHAR2(3)	NULL
IBS_SC_BATCH_SCH_JOB_Q	contains data for batch-scheduler jobs at a designated location	SCH_OC_SITE_LOC_SUB_CODE	Scheduling Oath Ceremony Site Location Sub-Code	No	No	VARCHAR2(3)	NULL
IBS_SC_BATCH_SCH_JOB_Q	contains data for batch-scheduler jobs at a designated location	SCH_OC_SITE_ACTIVE_FLAG	Yes (Y) No (N) flag that denotes whether the Scheduling Oath Ceremony Site is current active	No	No	VARCHAR2(1)	NULL
IBS_SC_BATCH_SCH_JOB_Q	contains data for batch-scheduler jobs at a designated location	ADD_OC_AVAIL_SLOTS_DAY_QTY	Quantity of additional days to create the Available Slots	No	No	NUMBER(5)	NULL
IBS_SC_HISTORY	contains historical data for the interview and oath ceremony schedule for an applicant	APP_ID	the system-generated number used to track receipted cases (i.e., [redacted]	Yes	No	VARCHAR2(13)	NOT NULL
IBS_SC_HISTORY	contains historical data for the interview and oath ceremony schedule for an applicant	SRVC_TYPE_CODE	the code that denotes the service type, such as for case review or question and answer activities	Yes	No	VARCHAR2(10)	NOT NULL
IBS_SC_HISTORY	contains historical data for the interview and oath ceremony schedule for an applicant	CREATE_DT	the date/time where the interview or oath ceremony was first scheduled	Yes	No	DATE	NOT NULL
IBS_SC_HISTORY	contains historical data for the interview and oath ceremony schedule for an applicant	INTV_OC_SCH_SITE_LOC_CODE	the code that denotes the scheduling location for the interview or oath ceremony within the geographical area represented by the INS-administrative-location code	No	No	VARCHAR2(3)	NULL
IBS_SC_HISTORY	contains historical data for the interview and oath ceremony schedule for an applicant	INTV_OC_SCH_SITE_LOC_SUB_CODE	the code that denotes the scheduling sub-location for the interview or oath ceremony within the geographical area represented by the INS-administrative-location code	No	No	VARCHAR2(3)	NULL
IBS_SC_HISTORY	contains historical data for the interview and oath ceremony schedule for an applicant	INTV_OC_LOC_CODE	the code that denotes the interview or oath ceremony location within the geographical area represented by the INS-administrative-location code	No	No	VARCHAR2(3)	NULL
IBS_SC_HISTORY	contains historical data for the interview and oath ceremony schedule for an applicant	INTV_OC_LOC_SUB_CODE	the code that denotes the interview or oath ceremony sub-location within the geographical area represented by the INS-administrative-location code	No	No	VARCHAR2(3)	NULL
IBS_SC_HISTORY	contains historical data for the interview and oath ceremony schedule for an applicant	INTV_OC_RM_ID	the code that denotes the interview or oath ceremony room designation, i.e., 46A, 46B, 460 ...	No	No	VARCHAR2(5)	NULL
IBS_SC_HISTORY	contains historical data for the interview and oath ceremony schedule for an applicant	INTV_RM_SECT_RPTG_GATE_NBR	the code that denotes the interview room designation, i.e., 46A, 46B, 460 ... or the entrance into the oath-ceremony facility; i.e., doors, gates ...	No	No	VARCHAR2(5)	NULL
IBS_SC_HISTORY	contains historical data for the interview and oath ceremony schedule for an applicant	INTV_OC_DT	the date/time slot of the interview or the date on which the oath ceremony will be conducted	No	No	DATE	NULL
IBS_SC_HISTORY	contains historical data for the interview and oath ceremony schedule for an applicant	REP_ID	the system generated identification number that is assigned to the representative	No	No	NUMBER(10)	NULL
IBS_SC_HISTORY	contains historical data for the interview and oath ceremony schedule for an applicant	INTV_OC_1ST_SCH_ACTION_CODE	the action code that denotes when the interview or oath ceremony was first scheduled	No	No	VARCHAR2(13)	NULL
IBS_SC_HISTORY	contains historical data for the interview and oath ceremony schedule for an applicant	DISPOSE_DT	the date/time where the interview or oath ceremony was completed successfully	No	No	DATE	NULL

(b)(6)

IBS_SC_HISTORY	contains historical data for the interview and oath ceremony schedule for an applicant	DISPOSE_ACTION_CODE	the action code that denotes when the interview or oath ceremony was completed successfully	No	No	VARCHAR2(13)	NULL
IBS_SC_I_INTVLOC	contains selected data for an INS administrative office, interview schedule site, and interview location	INS_OFFICE_LOC_CODE	the location code that denotes the district office, case-control office, or sometimes the service center	Yes	Yes	VARCHAR2(3)	NOT NULL
IBS_SC_I_INTVLOC	contains selected data for an INS administrative office, interview schedule site, and interview location	INTV_SCH_SITE_LOC_CODE	the code that denotes the scheduling location for the interview within the geographical area represented by the INS-administrative-location code	Yes	Yes	VARCHAR2(3)	NOT NULL
IBS_SC_I_INTVLOC	contains selected data for an INS administrative office, interview schedule site, and interview location	INTV_SCH_SITE_LOC_SUB_CODE	the code that denotes the scheduling sub-location for the interview within the geographical area represented by the INS-administrative-location code	Yes	Yes	VARCHAR2(3)	NOT NULL
IBS_SC_I_INTVLOC	contains selected data for an INS administrative office, interview schedule site, and interview location	INTV_LOC_CODE	the code that denotes the interview location within the geographical area represented by the INS-administrative-location code	Yes	No	VARCHAR2(3)	NOT NULL
IBS_SC_I_INTVLOC	contains selected data for an INS administrative office, interview schedule site, and interview location	INTV_LOC_SUB_CODE	the code that denotes the interview sub-location within the geographical area represented by the INS-administrative-location code	Yes	No	VARCHAR2(3)	NOT NULL
IBS_SC_I_INTVLOC	contains selected data for an INS administrative office, interview schedule site, and interview location	INS_OFFICE_LOC_SUB_CODE	the location sub-code that denotes the district office, case-control office, or sometimes the service center	No	No	VARCHAR2(3)	NULL
IBS_SC_I_INTVLOC	contains selected data for an INS administrative office, interview schedule site, and interview location	INTV_LOC_DESC	the detailed description of the interview location attributes	No	No	VARCHAR2(40)	NULL
IBS_SC_I_INTVLOC_PROF	contains the profile of interview location	INS_OFFICE_LOC_CODE	the location code that denotes the district office, case-control office, or sometimes the service center	Yes	Yes	VARCHAR2(3)	NOT NULL
IBS_SC_I_INTVLOC_PROF	contains the profile of interview location	INTV_SCH_SITE_LOC_CODE	the code that denotes the scheduling location for the interview within the geographical area represented by the INS-administrative-location code	Yes	Yes	VARCHAR2(3)	NOT NULL
IBS_SC_I_INTVLOC_PROF	contains the profile of interview location	INTV_SCH_SITE_LOC_SUB_CODE	the code that denotes the scheduling sub-location for the interview within the geographical area represented by the INS-administrative-location code	Yes	Yes	VARCHAR2(3)	NOT NULL
IBS_SC_I_INTVLOC_PROF	contains the profile of interview location	INTV_LOC_CODE	the code that denotes the interview location within the geographical area represented by the INS-administrative-location code	Yes	Yes	VARCHAR2(3)	NOT NULL
IBS_SC_I_INTVLOC_PROF	contains the profile of interview location	INTV_LOC_SUB_CODE	the code that denotes the interview sub-location within the geographical area represented by the INS-administrative-location code	Yes	Yes	VARCHAR2(3)	NOT NULL
IBS_SC_I_INTVLOC_PROF	contains the profile of interview location	EFF_DT	the effective date when this location can be start scheduling activities	Yes	No	DATE	NOT NULL
IBS_SC_I_INTVLOC_PROF	contains the profile of interview location	AVAIL_FLAG	Yes (Y) No (N) that indicates if the location is active and accepting interview scheduling	No	No	VARCHAR2(1)	NULL
IBS_SC_I_INTVLOC_PROF	contains the profile of interview location	RM_ALLOC_RULE_ID	the rule id from the rules-table which describes the allocation of room scheduling, i.e., round-robin method, sequencial method, special-consideration ...	No	No	VARCHAR2(6)	NULL
IBS_SC_I_INTVLOC_PROF	contains the profile of interview location	INS_OFFICE_LOC_SUB_CODE	the location sub-code that denotes the district office, case-control office, or sometimes the service center	No	No	VARCHAR2(3)	NULL
IBS_SC_I_OFFICE_SITE	contains the profile of interview-scheduling site	INS_OFFICE_LOC_CODE	the location code that denotes the district office, case-control office, or sometimes the service center	Yes	No	VARCHAR2(3)	NOT NULL
IBS_SC_I_OFFICE_SITE	contains the profile of interview-scheduling site	INTV_SCH_SITE_LOC_CODE	the code that denotes the scheduling location for the interview within the geographical area represented by the INS-administrative-location code	Yes	Yes	VARCHAR2(3)	NOT NULL
IBS_SC_I_OFFICE_SITE	contains the profile of interview-scheduling site	INTV_SCH_SITE_LOC_SUB_CODE	the code that denotes the scheduling sub-location for the interview within the geographical area represented by the INS-administrative-location code	Yes	Yes	VARCHAR2(3)	NOT NULL

IBS_SC_I_OFFICE_SITE	contains the profile of interview-scheduling site	INS_OFFICE_LOC_SUB_CODE	the location sub-code that denotes the district office, case-control office, or sometimes the service center	No	No	VARCHAR2(3)	NULL
IBS_SC_I_OFFICE_SITE	contains the profile of interview-scheduling site	SCH_RULE_ID	the ID denotes the scheduling rule, e.g., use priority number, mail room date, etc.,,, ID is from the rule table	No	No	VARCHAR2(6)	NULL
IBS_SC_I_OFFICE_SITE	contains the profile of interview-scheduling site	INTV_LOC_ALLOC_RULE_ID	the ID from the rules tables which describes how the cases are to be distributed between interview locations	No	No	VARCHAR2(6)	NULL
IBS_SC_I_OFFICE_SITE	contains the profile of interview-scheduling site	EARLIEST_A_FILE_PICK_DAY_QTY	the amount of days AFTER which the alien file may be pulled for shipment	No	No	NUMBER(5)	NULL
IBS_SC_I_OFFICE_SITE	contains the profile of interview-scheduling site	LATEST_A_FILE_PICK_DAY_QTY	the amount of days BEFORE which the alien file may be pulled for shipment	No	No	NUMBER(5)	NULL
IBS_SC_I_OFFICE_SITE	contains the profile of interview-scheduling site	SCH_NO_SOONER_THAN_DAY_QTY	the amount of days, BEFORE which the facility WILL NOT be scheduled	No	No	NUMBER(5)	NULL
IBS_SC_I_OFFICE_SITE	contains the profile of interview-scheduling site	SCH_NO_LATER_THAN_DAY_QTY	the amount of days, AFTER which the facility WILL NOT be scheduled	No	No	NUMBER(5)	NULL
IBS_SC_I_OFFICE_SITE	contains the profile of interview-scheduling site	LOW_PERCENT_NBR_TRIG	when the number of cases in this site reach the low point stored in this field, mail is sent to the user	No	No	NUMBER(5)	NULL
IBS_SC_I_OFFICE_SITE	contains the profile of interview-scheduling site	HIGH_PERCENT_NBR_TRIG	when the number of cases in this site reach the high point stored in this field, mail is sent to the user	No	No	NUMBER(5)	NULL
IBS_SC_I_OFFICE_SITE	contains the profile of interview-scheduling site	ADVANCE_TRIG_DAY_QTY	the value stored in this field indicates when the high/low point condition should be checked, in number of days	No	No	NUMBER(5)	NULL
IBS_SC_I_OFFICE_SITE	contains the profile of interview-scheduling site	NBR_INTV_NOSHOW_ALLOW	maximum number of no shows allowed for re-scheduling to proceed	No	No	NUMBER(5)	NULL
IBS_SC_I_OFFICE_SITE	contains the profile of interview-scheduling site	NBR_INTV_CANCEL_ALLOW	maximum number of cancellations allowed for re-scheduling to proceed	No	No	NUMBER(5)	NULL
IBS_SC_I_OFFICE_SITE	contains the profile of interview-scheduling site	NOT_PRT_NO_SOONER_THAN_DAY_QTY	the number of days before which the notice will not be printed	No	No	NUMBER(5)	NULL
IBS_SC_I_OFFICE_SITE	contains the profile of interview-scheduling site	NOT_PRT_NO_LATER_THAN_DAY_QTY	the number of days after which the notice will not be printed	No	No	NUMBER(5)	NULL
IBS_SC_I_OFFICE_SITE	contains the profile of interview-scheduling site	INTV_OFFICE_DESC	the detailed description of the interview office attributes	No	No	VARCHAR2(40)	NULL
IBS_SC_I_OFFICE_SITE	contains the profile of interview-scheduling site	INTV_SITE_DESC	the detailed description of the interview site attributes	No	No	VARCHAR2(40)	NULL
IBS_SC_I_OFFICE_SITE	contains the profile of interview-scheduling site	MAX_SLOTS_CREATE_DT	the maximum date which available slots have been created	No	No	DATE	NULL
IBS_SC_I_OFFICE_SITE	contains the profile of interview-scheduling site	MAX_SLOTS_WK_NBR	the week number corresponding to the max_slots_create_dt, either 1 or 2	No	No	NUMBER(5)	NULL
IBS_SC_I_RDY2SCHQ	contains the cases that are ready to be scheduled for interview	APP_ID	the system-generated number used to track receipted cases (i.e., [redacted]	Yes	Yes	VARCHAR2(13)	NOT NULL
IBS_SC_I_RDY2SCHQ	contains the cases that are ready to be scheduled for interview	SRVC_TYPE_CODE	the code that denotes the service type	Yes	Yes	VARCHAR2(10)	NOT NULL
IBS_SC_I_RDY2SCHQ	contains the cases that are ready to be scheduled for interview	SITE_GRP_ID	the id which denotes the group of sites that can be scheduled for this applicant	No	No	VARCHAR2(5)	NULL
IBS_SC_I_RDY2SCHQ	contains the cases that are ready to be scheduled for interview	INS_OFFICE_LOC_CODE	the location code that denotes the district office, case-control office, or sometimes the service center	No	No	VARCHAR2(3)	NULL
IBS_SC_I_RDY2SCHQ	contains the cases that are ready to be scheduled for interview	INS_OFFICE_LOC_SUB_CODE	the location sub-code that denotes the district office, case-control office, or sometimes the service center	No	No	VARCHAR2(3)	NULL
IBS_SC_I_RDY2SCHQ	contains the cases that are ready to be scheduled for interview	INTV_SCH_SITE_LOC_CODE	the code that denotes the scheduling location for the interview within the geographical area represented by the INS-administrative-location code	No	No	VARCHAR2(3)	NULL
IBS_SC_I_RDY2SCHQ	contains the cases that are ready to be scheduled for interview	INTV_SCH_SITE_LOC_SUB_CODE	the code that denotes the scheduling sub-location for the interview within the geographical area represented by the INS-administrative-location code	No	No	VARCHAR2(3)	NULL
IBS_SC_I_RDY2SCHQ	contains the cases that are ready to be scheduled for interview	INTV_LOC_CODE	the code that denotes the interview location within the geographical area represented by the INS-administrative-location code	No	No	VARCHAR2(3)	NULL

(b)(6)

IBS_SC_I_RDY2SCHQ	contains the cases that are ready to be scheduled for interview	INTV_LOC_SUB_CODE	the code that denotes the interview sub-location within the geographical area represented by the INS-administrative-location code	No	No	VARCHAR2(3)	NULL
IBS_SC_I_RDY2SCHQ	contains the cases that are ready to be scheduled for interview	INTV_RM_ID	the code that denotes the interview room designation, i.e., 46A, 46B, 460 ...	No	No	VARCHAR2(5)	NULL
IBS_SC_I_RDY2SCHQ	contains the cases that are ready to be scheduled for interview	FORM_NBR	the number that denotes the Immigration and Naturalization Service's form; i.e., I765, I551...	No	Yes	VARCHAR2(6)	NULL
IBS_SC_I_RDY2SCHQ	contains the cases that are ready to be scheduled for interview	MR_RECV_DTIME	the date and time the applicant's mail was received in the mailroom	No	No	DATE	NULL
IBS_SC_I_RDY2SCHQ	contains the cases that are ready to be scheduled for interview	IN_INTV_Q_DTIME	the date and time the interview denoted by this record's service-type code was submitted to the interview-job queue	No	No	DATE	NULL
IBS_SC_I_RDY2SCHQ	contains the cases that are ready to be scheduled for interview	APP_PRIORITY_NBR	the job-execution priority number for the applicant	No	No	NUMBER(5)	NULL
IBS_SC_I_RDY2SCHQ	contains the cases that are ready to be scheduled for interview	FAMILY_GRP_ID	the system-generated number used to represent the principal person of the family group (i.e., [redacted]	No	No	VARCHAR2(13)	NULL
IBS_SC_I_RDY2SCHQ	contains the cases that are ready to be scheduled for interview	REP_GRP_ID	the system-generated number that is used to denote the representative that provides legal services to members of the representative-group	No	No	VARCHAR2(13)	NULL
IBS_SC_I_RDY2SCHQ	contains the cases that are ready to be scheduled for interview	REP_ID	the system generated identification number that is assigned to the representative	No	Yes	NUMBER(10)	NULL
IBS_SC_I_RDY2SCHQ	contains the cases that are ready to be scheduled for interview	CBO_GRP_ID	the system-generated number used to represent the principal person of the community based organizaton (CBO) group, i.e., 9999999999999	No	No	VARCHAR2(13)	NULL
IBS_SC_I_RDY2SCHQ	contains the cases that are ready to be scheduled for interview	ADHOC_GRP_ID	the system-generated number that denotes the ad hoc group leader	No	No	VARCHAR2(13)	NULL
IBS_SC_I_RDY2SCHQ	contains the cases that are ready to be scheduled for interview	REQ_EXAM_LOC_CODE	the code that denotes the applicant's requested examination location	No	No	VARCHAR2(3)	NULL
IBS_SC_I_RDY2SCHQ	contains the cases that are ready to be scheduled for interview	REQ_EXAM_LOC_SUB_CODE	the code that denotes the applicant's requested examination sub-location	No	No	VARCHAR2(3)	NULL
IBS_SC_I_RDY2SCHQ	contains the cases that are ready to be scheduled for interview	RESCH_DELAY_DT	date of service if the applicant is rescheduled	No	No	DATE	NULL
IBS_SC_I_RDY2SCHQ	contains the cases that are ready to be scheduled for interview	ALIEN_NBR	the identification number that is assigned to the alien at the time of entry into the United States	No	No	VARCHAR2(10)	NULL
IBS_SC_I_RDY2SCHQ	contains the cases that are ready to be scheduled for interview	SRVC_TYPE_PRIORITY_NBR	the job-execution priority number	No	No	NUMBER(5)	NULL
IBS_SC_I_RDY2SCHQ	contains the cases that are ready to be scheduled for interview	LAST_SCH_DT	date of the last scheduled unsuccessful interview, which is given by adjudicator	No	No	DATE	NULL
IBS_SC_I_RM	contains the room profile for the interview location	INS_OFFICE_LOC_CODE	the location code that denotes the district office, case-control office, or sometimes the service center	Yes	Yes	VARCHAR2(3)	NOT NULL
IBS_SC_I_RM	contains the room profile for the interview location	INTV_SCH_SITE_LOC_CODE	the code that denotes the scheduling location for the interview within the geographical area represented by the INS-administrative-location code	Yes	Yes	VARCHAR2(3)	NOT NULL
IBS_SC_I_RM	contains the room profile for the interview location	INTV_SCH_SITE_LOC_SUB_CODE	the code that denotes the scheduling sub-location for the interview within the geographical area represented by the INS-administrative-location code	Yes	Yes	VARCHAR2(3)	NOT NULL
IBS_SC_I_RM	contains the room profile for the interview location	INTV_LOC_CODE	the code that denotes the interview location within the geographical area represented by the INS-administrative-location code	Yes	Yes	VARCHAR2(3)	NOT NULL
IBS_SC_I_RM	contains the room profile for the interview location	INTV_LOC_SUB_CODE	the code that denotes the interview sub-location within the geographical area represented by the INS-administrative-location code	Yes	Yes	VARCHAR2(3)	NOT NULL
IBS_SC_I_RM	contains the room profile for the interview location	INTV_RM_ID	the code that denotes the interview room designation, i.e., 46A, 46B, 460 ...	Yes	No	VARCHAR2(5)	NOT NULL
IBS_SC_I_RM	contains the room profile for the interview location	INS_OFFICE_LOC_SUB_CODE	the location sub-code that denotes the district office, case-control office, or sometimes the service center	No	No	VARCHAR2(3)	NULL
IBS_SC_I_RM	contains the room profile for the interview location	RM_DESC	the detailed description of the attributes of the room	No	No	VARCHAR2(50)	NULL

IBS_SC_I_RM_AVAIL_TIME	contains the available time for the room at the interview location	INS_OFFICE_LOC_CODE	the location code that denotes the district office, case-control office, or sometimes the service center	Yes	Yes	VARCHAR2(3)	NOT NULL
IBS_SC_I_RM_AVAIL_TIME	contains the available time for the room at the interview location	INTV_SCH_SITE_LOC_CODE	the code that denotes the scheduling location for the interview within the geographical area represented by the INS-administrative-location code	Yes	Yes	VARCHAR2(3)	NOT NULL
IBS_SC_I_RM_AVAIL_TIME	contains the available time for the room at the interview location	INTV_SCH_SITE_LOC_SUB_CODE	the code that denotes the scheduling sub-location for the interview within the geographical area represented by the INS-administrative-location code	Yes	Yes	VARCHAR2(3)	NOT NULL
IBS_SC_I_RM_AVAIL_TIME	contains the available time for the room at the interview location	INTV_LOC_CODE	the code that denotes the interview location within the geographical area represented by the INS-administrative-location code	Yes	Yes	VARCHAR2(3)	NOT NULL
IBS_SC_I_RM_AVAIL_TIME	contains the available time for the room at the interview location	INTV_LOC_SUB_CODE	the code that denotes the interview sub-location within the geographical area represented by the INS-administrative-location code	Yes	Yes	VARCHAR2(3)	NOT NULL
IBS_SC_I_RM_AVAIL_TIME	contains the available time for the room at the interview location	INTV_RM_ID	the code that denotes the interview room designation, i.e., 46A, 46B, 460 ...	Yes	Yes	VARCHAR2(5)	NOT NULL
IBS_SC_I_RM_AVAIL_TIME	contains the available time for the room at the interview location	ADJ_COUNT_NBR	the number of adjudicator's available for the room and time given	Yes	No	NUMBER(5)	NOT NULL
IBS_SC_I_RM_AVAIL_TIME	contains the available time for the room at the interview location	AVAIL_DT	the availability date	Yes	No	DATE	NOT NULL
IBS_SC_I_RM_AVAIL_TIME	contains the available time for the room at the interview location	AVAIL_BEGIN_TIME	the availability start-time	Yes	No	DATE	NOT NULL
IBS_SC_I_RM_AVAIL_TIME	contains the available time for the room at the interview location	AVAIL_END_TIME	the availability end-time	No	No	DATE	NULL
IBS_SC_I_RM_AVAIL_TIME	contains the available time for the room at the interview location	INS_OFFICE_LOC_SUB_CODE	the location sub-code that denotes the district office, case-control office, or sometimes the service center	No	No	VARCHAR2(3)	NULL
IBS_SC_I_RM_PROF	contains the room profile for the interview location	INS_OFFICE_LOC_CODE	the location code that denotes the district office, case-control office, or sometimes the service center	Yes	Yes	VARCHAR2(3)	NOT NULL
IBS_SC_I_RM_PROF	contains the room profile for the interview location	INTV_SCH_SITE_LOC_CODE	the code that denotes the scheduling location for the interview within the geographical area represented by the INS-administrative-location code	Yes	Yes	VARCHAR2(3)	NOT NULL
IBS_SC_I_RM_PROF	contains the room profile for the interview location	INTV_SCH_SITE_LOC_SUB_CODE	the code that denotes the scheduling sub-location for the interview within the geographical area represented by the INS-administrative-location code	Yes	Yes	VARCHAR2(3)	NOT NULL
IBS_SC_I_RM_PROF	contains the room profile for the interview location	INTV_LOC_CODE	the code that denotes the interview location within the geographical area represented by the INS-administrative-location code	Yes	Yes	VARCHAR2(3)	NOT NULL
IBS_SC_I_RM_PROF	contains the room profile for the interview location	INTV_LOC_SUB_CODE	the code that denotes the interview sub-location within the geographical area represented by the INS-administrative-location code	Yes	Yes	VARCHAR2(3)	NOT NULL
IBS_SC_I_RM_PROF	contains the room profile for the interview location	INTV_RM_ID	the code that denotes the interview room designation, i.e., 46A, 46B, 460 ...	Yes	Yes	VARCHAR2(5)	NOT NULL
IBS_SC_I_RM_PROF	contains the room profile for the interview location	EFF_DT	the effective date when this location can be start scheduling activities	Yes	No	DATE	NOT NULL
IBS_SC_I_RM_PROF	contains the room profile for the interview location	INS_OFFICE_LOC_SUB_CODE	the location sub-code that denotes the district office, case-control office, or sometimes the service center	No	No	VARCHAR2(3)	NULL
IBS_SC_I_RM_PROF	contains the room profile for the interview location	MAX_NBR_CON_ADJ	the interview start-time on the day and date denoted by this record's effective-day and day-of-the-week data elements	No	No	NUMBER(5)	NULL
IBS_SC_I_RM_PROF	contains the room profile for the interview location	RM_SECT_ALLOC_RULE_ID	the rule id from the rules-table which describes the allocation of room scheduling, i.e., round-robin method, sequencial method, special-consideration ...	No	No	VARCHAR2(6)	NULL
IBS_SC_I_RM_PROF	contains the room profile for the interview location	AVAIL_FLAG	Yes (Y) No (N) that indicates if the location is active and accepting interview scheduling	No	No	VARCHAR2(1)	NULL

IBS_SC_I_SECT	contains the section identified in the room at the interview location	INS_OFFICE_LOC_CODE	the location code that denotes the district office, case-control office, or sometimes the service center	Yes	Yes	VARCHAR2(3)	NOT NULL
IBS_SC_I_SECT	contains the section identified in the room at the interview location	INTV_SCH_SITE_LOC_CODE	the code that denotes the scheduling location for the interview within the geographical area represented by the INS-administrative-location code	Yes	Yes	VARCHAR2(3)	NOT NULL
IBS_SC_I_SECT	contains the section identified in the room at the interview location	INTV_SCH_SITE_LOC_SUB_CODE	the code that denotes the scheduling sub-location for the interview within the geographical area represented by the INS-administrative-location code	Yes	Yes	VARCHAR2(3)	NOT NULL
IBS_SC_I_SECT	contains the section identified in the room at the interview location	INTV_LOC_CODE	the code that denotes the interview location within the geographical area represented by the INS-administrative-location code	Yes	Yes	VARCHAR2(3)	NOT NULL
IBS_SC_I_SECT	contains the section identified in the room at the interview location	INTV_LOC_SUB_CODE	the code that denotes the interview sub-location within the geographical area represented by the INS-administrative-location code	Yes	Yes	VARCHAR2(3)	NOT NULL
IBS_SC_I_SECT	contains the section identified in the room at the interview location	INTV_RM_ID	the code that denotes the interview room designation, i.e., 46A, 46B, 460 ...	Yes	Yes	VARCHAR2(5)	NOT NULL
IBS_SC_I_SECT	contains the section identified in the room at the interview location	RM_SECT_ID	the designation that denotes the specific section within the room where the interview will be conducted	Yes	No	VARCHAR2(5)	NOT NULL
IBS_SC_I_SECT	contains the section identified in the room at the interview location	INS_OFFICE_LOC_SUB_CODE	the location sub-code that denotes the district office, case-control office, or sometimes the service center	No	No	VARCHAR2(3)	NULL
IBS_SC_I_SECT	contains the section identified in the room at the interview location	ADJ_ALLOC_RULE_ID	the code stored in the rules' table that facilitates the adjudicator assignment to a specific section within the room; i.e., round-robin technique, sequential, special-consideration ...	No	No	VARCHAR2(6)	NULL
IBS_SC_I_SECT	contains the section identified in the room at the interview location	SECT_DESC	the detail description of the section attributes	No	No	VARCHAR2(50)	NULL
IBS_SC_I_SECT_ADJ_AVAIL_TIME	contains adjudication availability time for performing the INS service	INS_OFFICE_LOC_CODE	the location code that denotes the district office, case-control office, or sometimes the service center	Yes	Yes	VARCHAR2(3)	NOT NULL
IBS_SC_I_SECT_ADJ_AVAIL_TIME	contains adjudication availability time for performing the INS service	INTV_SCH_SITE_LOC_CODE	the code that denotes the scheduling location for the interview within the geographical area represented by the INS-administrative-location code	Yes	Yes	VARCHAR2(3)	NOT NULL
IBS_SC_I_SECT_ADJ_AVAIL_TIME	contains adjudication availability time for performing the INS service	INTV_SCH_SITE_LOC_SUB_CODE	the code that denotes the scheduling sub-location for the interview within the geographical area represented by the INS-administrative-location code	Yes	Yes	VARCHAR2(3)	NOT NULL
IBS_SC_I_SECT_ADJ_AVAIL_TIME	contains adjudication availability time for performing the INS service	INTV_LOC_CODE	the code that denotes the interview location within the geographical area represented by the INS-administrative-location code	Yes	Yes	VARCHAR2(3)	NOT NULL
IBS_SC_I_SECT_ADJ_AVAIL_TIME	contains adjudication availability time for performing the INS service	INTV_LOC_SUB_CODE	the code that denotes the interview sub-location within the geographical area represented by the INS-administrative-location code	Yes	Yes	VARCHAR2(3)	NOT NULL
IBS_SC_I_SECT_ADJ_AVAIL_TIME	contains adjudication availability time for performing the INS service	INTV_RM_ID	the code that denotes the interview room designation, i.e., 46A, 46B, 460 ...	Yes	Yes	VARCHAR2(5)	NOT NULL
IBS_SC_I_SECT_ADJ_AVAIL_TIME	contains adjudication availability time for performing the INS service	RM_SECT_ID	the designation that denotes the specific section within the room where the interview will be conducted	Yes	Yes	VARCHAR2(5)	NOT NULL
IBS_SC_I_SECT_ADJ_AVAIL_TIME	contains adjudication availability time for performing the INS service	ADJ_NBR	the number that denotes the adjudicator logically	Yes	No	NUMBER(5)	NOT NULL
IBS_SC_I_SECT_ADJ_AVAIL_TIME	contains adjudication availability time for performing the INS service	AVAIL_DT	the availability date	Yes	No	DATE	NOT NULL
IBS_SC_I_SECT_ADJ_AVAIL_TIME	contains adjudication availability time for performing the INS service	AVAIL_BEGIN_TIME	the availability start-time	Yes	No	DATE	NOT NULL
IBS_SC_I_SECT_ADJ_AVAIL_TIME	contains adjudication availability time for performing the INS service	AVAIL_END_TIME	the availability end-time	No	No	DATE	NULL
IBS_SC_I_SECT_ADJ_AVAIL_TIME	contains adjudication availability time for performing the INS service	INS_OFFICE_LOC_SUB_CODE	the location sub-code that denotes the district office, case-control office, or sometimes the service center	No	No	VARCHAR2(3)	NULL

IBS_SC_I_SECT_ADJ_AVAIL_TIME	contains adjudication availability time for performing the INS service	DEFLT_SRVC_TIME_USE_FLAG	Yes (Y) No (N) that denotes if the default service time should be used	No	No	VARCHAR2(1)	NULL
IBS_SC_I_SECT_ADJ_BKD_STAT	contains the booked status of the adjudicator who will be using the designated section within the designated room	INS_OFFICE_LOC_CODE	the location code that denotes the district office, case-control office, or sometimes the service center	Yes	Yes	VARCHAR2(3)	NOT NULL
IBS_SC_I_SECT_ADJ_BKD_STAT	contains the booked status of the adjudicator who will be using the designated section within the designated room	INTV_SCH_SITE_LOC_CODE	the code that denotes the scheduling location for the interview within the geographical area represented by the INS-administrative-location code	Yes	Yes	VARCHAR2(3)	NOT NULL
IBS_SC_I_SECT_ADJ_BKD_STAT	contains the booked status of the adjudicator who will be using the designated section within the designated room	INTV_SCH_SITE_LOC_SUB_CODE	the code that denotes the scheduling sub-location for the interview within the geographical area represented by the INS-administrative-location code	Yes	Yes	VARCHAR2(3)	NOT NULL
IBS_SC_I_SECT_ADJ_BKD_STAT	contains the booked status of the adjudicator who will be using the designated section within the designated room	INTV_LOC_CODE	the code that denotes the interview location within the geographical area represented by the INS-administrative-location code	Yes	Yes	VARCHAR2(3)	NOT NULL
IBS_SC_I_SECT_ADJ_BKD_STAT	contains the booked status of the adjudicator who will be using the designated section within the designated room	INTV_LOC_SUB_CODE	the code that denotes the interview sub-location within the geographical area represented by the INS-administrative-location code	Yes	Yes	VARCHAR2(3)	NOT NULL
IBS_SC_I_SECT_ADJ_BKD_STAT	contains the booked status of the adjudicator who will be using the designated section within the designated room	INTV_RM_ID	the code that denotes the interview room designation, i.e., 46A, 46B, 460 ...	Yes	Yes	VARCHAR2(5)	NOT NULL
IBS_SC_I_SECT_ADJ_BKD_STAT	contains the booked status of the adjudicator who will be using the designated section within the designated room	RM_SECT_ID	the designation that denotes the specific section within the room where the interview will be conducted	Yes	Yes	VARCHAR2(5)	NOT NULL
IBS_SC_I_SECT_ADJ_BKD_STAT	contains the booked status of the adjudicator who will be using the designated section within the designated room	ADJ_NBR	the number that denotes the adjudicator logically	Yes	No	NUMBER(5)	NOT NULL
IBS_SC_I_SECT_ADJ_BKD_STAT	contains the booked status of the adjudicator who will be using the designated section within the designated room	INTV_DT	the interview date	Yes	No	DATE	NOT NULL
IBS_SC_I_SECT_ADJ_BKD_STAT	contains the booked status of the adjudicator who will be using the designated section within the designated room	INTV_START_TIME	the start-time on the day and date denoted by this record's effective-day and day-of-the-week data elements	Yes	No	DATE	NOT NULL
IBS_SC_I_SECT_ADJ_BKD_STAT	contains the booked status of the adjudicator who will be using the designated section within the designated room	INTV_END_TIME	the end-time on the day and date denoted by this record's effective-day and day-of-the-week data elements	No	No	DATE	NULL
IBS_SC_I_SECT_ADJ_BKD_STAT	contains the booked status of the adjudicator who will be using the designated section within the designated room	INIT_AVAIL_HR_QTY	the total initial time available in hours	No	No	NUMBER(10)	NULL
IBS_SC_I_SECT_ADJ_BKD_STAT	contains the booked status of the adjudicator who will be using the designated section within the designated room	PERCENT_FULL	percentage of location open for interview versus initial total time available	No	No	NUMBER(5)	NULL
IBS_SC_I_SECT_ADJ_BKD_STAT	contains the booked status of the adjudicator who will be using the designated section within the designated room	INS_OFFICE_LOC_SUB_CODE	the location sub-code that denotes the district office, case-control office, or sometimes the service center	No	No	VARCHAR2(3)	NULL
IBS_SC_I_SECT_ADJ_LAST_USED	contains data on the last adjudicator to use a designated section within a designated room	INS_OFFICE_LOC_CODE	the location code that denotes the district office, case-control office, or sometimes the service center	Yes	Yes	VARCHAR2(3)	NOT NULL
IBS_SC_I_SECT_ADJ_LAST_USED	contains data on the last adjudicator to use a designated section within a designated room	INTV_SCH_SITE_LOC_CODE	the code that denotes the scheduling location for the interview within the geographical area represented by the INS-administrative-location code	Yes	Yes	VARCHAR2(3)	NOT NULL
IBS_SC_I_SECT_ADJ_LAST_USED	contains data on the last adjudicator to use a designated section within a designated room	INTV_SCH_SITE_LOC_SUB_CODE	the code that denotes the scheduling sub-location for the interview within the geographical area represented by the INS-administrative-location code	Yes	Yes	VARCHAR2(3)	NOT NULL
IBS_SC_I_SECT_ADJ_LAST_USED	contains data on the last adjudicator to use a designated section within a designated room	INTV_LOC_CODE	the code that denotes the interview location within the geographical area represented by the INS-administrative-location code	Yes	Yes	VARCHAR2(3)	NOT NULL
IBS_SC_I_SECT_ADJ_LAST_USED	contains data on the last adjudicator to use a designated section within a designated room	INTV_LOC_SUB_CODE	the code that denotes the interview sub-location within the geographical area represented by the INS-administrative-location code	Yes	Yes	VARCHAR2(3)	NOT NULL
IBS_SC_I_SECT_ADJ_LAST_USED	contains data on the last adjudicator to use a designated section within a designated room	INTV_RM_ID	the code that denotes the interview room designation, i.e., 46A, 46B, 460 ...	Yes	Yes	VARCHAR2(5)	NOT NULL

IBS_SC_I_SECT_ADJ_LAST_USED	contains data on the last adjudicator to use a designated section within a designated room	RM_SECT_ID	the designation that denotes the specific section within the room where the interview will be conducted	Yes	Yes	VARCHAR2(5)	NOT NULL
IBS_SC_I_SECT_ADJ_LAST_USED	contains data on the last adjudicator to use a designated section within a designated room	ADJ_NBR	the number that denotes the adjudicator logically	Yes	No	NUMBER(5)	NOT NULL
IBS_SC_I_SECT_ADJ_LAST_USED	contains data on the last adjudicator to use a designated section within a designated room	INS_OFFICE_LOC_SUB_CODE	the location sub-code that denotes the district office, case-control office, or sometimes the service center	No	No	VARCHAR2(3)	NULL
IBS_SC_I_SECT_ADJ_LAST_USED	contains data on the last adjudicator to use a designated section within a designated room	LAST_USED_FLAG	Yes (Y) No (N) flag that denotes whether this is the last used for scheduling	No	No	VARCHAR2(1)	NULL
IBS_SC_I_SECT_APP_APPT	contains scheduled appointment of applicants or group assigned to a designated section within a designated room	APP_ID	the system-generated number used to track receipted cases (i.e., [redacted]	Yes	Yes	VARCHAR2(13)	NOT NULL
IBS_SC_I_SECT_APP_APPT	contains scheduled appointment of applicants or group assigned to a designated section within a designated room	INS_OFFICE_LOC_CODE	the location code that denotes the district office, case-control office, or sometimes the service center	No	Yes	VARCHAR2(3)	NULL
IBS_SC_I_SECT_APP_APPT	contains scheduled appointment of applicants or group assigned to a designated section within a designated room	INS_OFFICE_LOC_SUB_CODE	the location sub-code that denotes the district office, case-control office, or sometimes the service center	No	No	VARCHAR2(3)	NULL
IBS_SC_I_SECT_APP_APPT	contains scheduled appointment of applicants or group assigned to a designated section within a designated room	INTV_SCH_SITE_LOC_CODE	the code that denotes the scheduling location for the interview within the geographical area represented by the INS-administrative-location code	No	Yes	VARCHAR2(3)	NULL
IBS_SC_I_SECT_APP_APPT	contains scheduled appointment of applicants or group assigned to a designated section within a designated room	INTV_SCH_SITE_LOC_SUB_CODE	the code that denotes the scheduling sub-location for the interview within the geographical area represented by the INS-administrative-location code	No	Yes	VARCHAR2(3)	NULL
IBS_SC_I_SECT_APP_APPT	contains scheduled appointment of applicants or group assigned to a designated section within a designated room	INTV_LOC_CODE	the code that denotes the interview location within the geographical area represented by the INS-administrative-location code	No	Yes	VARCHAR2(3)	NULL
IBS_SC_I_SECT_APP_APPT	contains scheduled appointment of applicants or group assigned to a designated section within a designated room	INTV_LOC_SUB_CODE	the code that denotes the interview sub-location within the geographical area represented by the INS-administrative-location code	No	Yes	VARCHAR2(3)	NULL
IBS_SC_I_SECT_APP_APPT	contains scheduled appointment of applicants or group assigned to a designated section within a designated room	INTV_RM_ID	the code that denotes the interview room designation, i.e., 46A, 46B, 460 ...	No	Yes	VARCHAR2(5)	NULL
IBS_SC_I_SECT_APP_APPT	contains scheduled appointment of applicants or group assigned to a designated section within a designated room	RM_SECT_ID	the designation that denotes the specific section within the room where the interview will be conducted	No	Yes	VARCHAR2(5)	NULL
IBS_SC_I_SECT_APP_APPT	contains scheduled appointment of applicants or group assigned to a designated section within a designated room	INTV_DT	the interview date	No	No	DATE	NULL
IBS_SC_I_SECT_APP_APPT	contains scheduled appointment of applicants or group assigned to a designated section within a designated room	INTV_START_TIME	the start-time on the day and date denoted by this record's effective-day and day-of-the-week data elements	No	No	DATE	NULL
IBS_SC_I_SECT_APP_APPT	contains scheduled appointment of applicants or group assigned to a designated section within a designated room	FAMILY_GRP_ID	the system-generated number used to represent the principal person of the family group (i.e., [redacted]	No	No	VARCHAR2(13)	NULL
IBS_SC_I_SECT_APP_APPT	contains scheduled appointment of applicants or group assigned to a designated section within a designated room	REP_GRP_ID	the system-generated number that is used to denote the representative that provides legal services to members of the representative-group	No	No	VARCHAR2(13)	NULL

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IBS_SC_I_SECT_APP_APPT	contains scheduled appointment of applicants or group assigned to a designated section within a designated room	REP_ID	the system generated identification number that is assigned to the representative	No	Yes	NUMBER(10)	NULL
IBS_SC_I_SECT_APP_APPT	contains scheduled appointment of applicants or group assigned to a designated section within a designated room	CBO_GRP_ID	the system-generated number used to represent the principal person of the community based organizaton (CBO) group, i.e., 9999999999999	No	No	VARCHAR2(13)	NULL
IBS_SC_I_SECT_APP_APPT	contains scheduled appointment of applicants or group assigned to a designated section within a designated room	ADJ_NBR	the number that denotes the adjudicator logically	No	No	NUMBER(5)	NULL
IBS_SC_I_SECT_APP_APPT	contains scheduled appointment of applicants or group assigned to a designated section within a designated room	SRVC_TYPE_CODE	the code that denotes the service type	No	Yes	VARCHAR2(10)	NULL
IBS_SC_I_SECT_APP_APPT	contains scheduled appointment of applicants or group assigned to a designated section within a designated room	FORM_NBR	the number that denotes the Immigration and Naturalization Service's form; i.e., I765, I551...	No	Yes	VARCHAR2(6)	NULL
IBS_SC_I_SECT_APP_APPT	contains scheduled appointment of applicants or group assigned to a designated section within a designated room	ALIEN_NBR	the identification number that is assigned to the alien at the time of entry into the United States	No	No	VARCHAR2(10)	NULL
IBS_SC_I_SECT_PROF	contains the profile of the designated section within the designated room at an interview location	INS_OFFICE_LOC_CODE	the location code that denotes the district office, case-control office, or sometimes the service center	Yes	Yes	VARCHAR2(3)	NOT NULL
IBS_SC_I_SECT_PROF	contains the profile of the designated section within the designated room at an interview location	INTV_SCH_SITE_LOC_CODE	the code that denotes the scheduling location for the interview within the geographical area represented by the INS-administrative-location code	Yes	Yes	VARCHAR2(3)	NOT NULL
IBS_SC_I_SECT_PROF	contains the profile of the designated section within the designated room at an interview location	INTV_SCH_SITE_LOC_SUB_CODE	the code that denotes the scheduling sub-location for the interview within the geographical area represented by the INS-administrative-location code	Yes	Yes	VARCHAR2(3)	NOT NULL
IBS_SC_I_SECT_PROF	contains the profile of the designated section within the designated room at an interview location	INTV_LOC_CODE	the code that denotes the interview location within the geographical area represented by the INS-administrative-location code	Yes	Yes	VARCHAR2(3)	NOT NULL
IBS_SC_I_SECT_PROF	contains the profile of the designated section within the designated room at an interview location	INTV_LOC_SUB_CODE	the code that denotes the interview sub-location within the geographical area represented by the INS-administrative-location code	Yes	Yes	VARCHAR2(3)	NOT NULL
IBS_SC_I_SECT_PROF	contains the profile of the designated section within the designated room at an interview location	INTV_RM_ID	the code that denotes the interview room designation, i.e., 46A, 46B, 460...	Yes	Yes	VARCHAR2(5)	NOT NULL
IBS_SC_I_SECT_PROF	contains the profile of the designated section within the designated room at an interview location	RM_SECT_ID	the designation that denotes the specific section within the room where the interview will be conducted	Yes	Yes	VARCHAR2(5)	NOT NULL
IBS_SC_I_SECT_PROF	contains the profile of the designated section within the designated room at an interview location	WEEK_NBR	the week number e.g 1 of 2. the profile is set for a 2 week period	Yes	No	NUMBER(5)	NOT NULL
IBS_SC_I_SECT_PROF	contains the profile of the designated section within the designated room at an interview location	EFF_DT	the effective date when this location can be start scheduling activities	Yes	No	DATE	NOT NULL
IBS_SC_I_SECT_PROF	contains the profile of the designated section within the designated room at an interview location	DAY_OF_WEEK	the name of the day; i.e., Mon, Tue, Wed, Thu, and Fri, or as specified	Yes	No	VARCHAR2(3)	NOT NULL
IBS_SC_I_SECT_PROF	contains the profile of the designated section within the designated room at an interview location	WEEK_START_DT	the following monday of the week in which eff_dt falls	No	No	DATE	NULL
IBS_SC_I_SECT_PROF	contains the profile of the designated section within the designated room at an interview location	INS_OFFICE_LOC_SUB_CODE	the location sub-code that denotes the district office, case-control office, or sometimes the service center	No	No	VARCHAR2(3)	NULL
IBS_SC_I_SECT_PROF	contains the profile of the designated section within the designated room at an interview location	INTV_START_TIME	the start-time on the day and date denoted by this record's effective-day and day-of-the-week data elements	No	No	DATE	NULL

IBS_SC_I_SECT_PROF	contains the profile of the designated section within the designated room at an interview location	INTV_END_TIME	the end-time on the day and date denoted by this record's effective-day and day-of-the-week data elements	No	No	DATE	NULL
IBS_SC_I_SECT_PROF	contains the profile of the designated section within the designated room at an interview location	NBR_OF_ADJ	the quantity of adjudicators where concurrent-INS services performed on the day and date denoted by this record's effective-day and day-of-the-week data elements	No	No	NUMBER(5)	NULL
IBS_SC_I_SECT_PROF	contains the profile of the designated section within the designated room at an interview location	FIRST_BREAK_START_TIME	the first break start-time on the day and date denoted by this record's effective-day and day-of-the-week data elements	No	No	DATE	NULL
IBS_SC_I_SECT_PROF	contains the profile of the designated section within the designated room at an interview location	FIRST_BREAK_END_TIME	the first break end-time on the day and date denoted by this record's effective-day and day-of-the-week data elements	No	No	DATE	NULL
IBS_SC_I_SECT_PROF	contains the profile of the designated section within the designated room at an interview location	SECOND_BREAK_START_TIME	the second break start-time on the day and date denoted by this record's effective-day and day-of-the-week data elements	No	No	DATE	NULL
IBS_SC_I_SECT_PROF	contains the profile of the designated section within the designated room at an interview location	SECOND_BREAK_END_TIME	the second break end-time on the day and date denoted by this record's effective-day and day-of-the-week data elements	No	No	DATE	NULL
IBS_SC_I_SECT_PROF	contains the profile of the designated section within the designated room at an interview location	THIRD_BREAK_START_TIME	the third break start-time on the day and date denoted by this record's effective-day and day-of-the-week data elements	No	No	DATE	NULL
IBS_SC_I_SECT_PROF	contains the profile of the designated section within the designated room at an interview location	THIRD_BREAK_END_TIME	the third break end-time on the day and date denoted by this record's effective-day and day-of-the-week data elements	No	No	DATE	NULL
IBS_SC_I_SECT_PROF	contains the profile of the designated section within the designated room at an interview location	DEFLT_SRVC_TIME_USE_FLAG	Yes (Y) No (N) that denotes if the default service time should be used	No	No	VARCHAR2(1)	NULL
IBS_SC_I_SECT_PROF	contains the profile of the designated section within the designated room at an interview location	REC_MOD_DTIME	the date and time this record was modified	No	No	DATE	NULL
IBS_SC_I_SECT_PROF	contains the profile of the designated section within the designated room at an interview location	REC_MOD_FLAG	Yes (Y) No (N) that denotes if record modified and profile change is processed	No	No	VARCHAR2(1)	NULL
IBS_SC_I_SECT_PROF	contains the profile of the designated section within the designated room at an interview location	AVAIL_FLAG	Yes (Y) No (N) that indicates if the location is active and accepting interview scheduling	No	No	VARCHAR2(1)	NULL
IBS_SC_I_SECT_SRVC	contains the relationship of the service type and the section of the room at the interview location	INS_OFFICE_LOC_CODE	the location code that denotes the district office, case-control office, or sometimes the service center	Yes	Yes	VARCHAR2(3)	NOT NULL
IBS_SC_I_SECT_SRVC	contains the relationship of the service type and the section of the room at the interview location	INTV_SCH_SITE_LOC_CODE	the code that denotes the scheduling location for the interview within the geographical area represented by the INS-administrative-location code	Yes	Yes	VARCHAR2(3)	NOT NULL
IBS_SC_I_SECT_SRVC	contains the relationship of the service type and the section of the room at the interview location	INTV_SCH_SITE_LOC_SUB_CODE	the code that denotes the scheduling sub-location for the interview within the geographical area represented by the INS-administrative-location code	Yes	Yes	VARCHAR2(3)	NOT NULL
IBS_SC_I_SECT_SRVC	contains the relationship of the service type and the section of the room at the interview location	INTV_LOC_CODE	the code that denotes the interview location within the geographical area represented by the INS-administrative-location code	Yes	Yes	VARCHAR2(3)	NOT NULL
IBS_SC_I_SECT_SRVC	contains the relationship of the service type and the section of the room at the interview location	INTV_LOC_SUB_CODE	the code that denotes the interview sub-location within the geographical area represented by the INS-administrative-location code	Yes	Yes	VARCHAR2(3)	NOT NULL
IBS_SC_I_SECT_SRVC	contains the relationship of the service type and the section of the room at the interview location	INTV_RM_ID	the code that denotes the interview room designation, i.e., 46A, 46B, 460 ...	Yes	Yes	VARCHAR2(5)	NOT NULL
IBS_SC_I_SECT_SRVC	contains the relationship of the service type and the section of the room at the interview location	RM_SECT_ID	the designation that denotes the specific section within the room where the interview will be conducted	Yes	Yes	VARCHAR2(5)	NOT NULL
IBS_SC_I_SECT_SRVC	contains the relationship of the service type and the section of the room at the interview location	SRVC_TYPE_CODE	the code that denotes the service type	Yes	Yes	VARCHAR2(10)	NOT NULL

IBS_SC_I_SECT_SRVC	contains the relationship of the service type and the section of the room at the interview location	INS_OFFICE_LOC_SUB_CODE	the location sub-code that denotes the district office, case-control office, or sometimes the service center	No	No	VARCHAR2(3)	NULL
IBS_SC_I_SECT_XCEP	contains the exception profile for the section of the room at the interview location	INS_OFFICE_LOC_CODE	the location code that denotes the district office, case-control office, or sometimes the service center	Yes	Yes	VARCHAR2(3)	NOT NULL
IBS_SC_I_SECT_XCEP	contains the exception profile for the section of the room at the interview location	INTV_SCH_SITE_LOC_CODE	the code that denotes the scheduling location for the interview within the geographical area represented by the INS-administrative-location code	Yes	Yes	VARCHAR2(3)	NOT NULL
IBS_SC_I_SECT_XCEP	contains the exception profile for the section of the room at the interview location	INTV_SCH_SITE_LOC_SUB_CODE	the code that denotes the scheduling sub-location for the interview within the geographical area represented by the INS-administrative-location code	Yes	Yes	VARCHAR2(3)	NOT NULL
IBS_SC_I_SECT_XCEP	contains the exception profile for the section of the room at the interview location	INTV_LOC_CODE	the code that denotes the interview location within the geographical area represented by the INS-administrative-location code	Yes	Yes	VARCHAR2(3)	NOT NULL
IBS_SC_I_SECT_XCEP	contains the exception profile for the section of the room at the interview location	INTV_LOC_SUB_CODE	the code that denotes the interview sub-location within the geographical area represented by the INS-administrative-location code	Yes	Yes	VARCHAR2(3)	NOT NULL
IBS_SC_I_SECT_XCEP	contains the exception profile for the section of the room at the interview location	INTV_RM_ID	the code that denotes the interview room designation, i.e., 46A, 46B, 460 ...	Yes	Yes	VARCHAR2(5)	NOT NULL
IBS_SC_I_SECT_XCEP	contains the exception profile for the section of the room at the interview location	RM_SECT_ID	the designation that denotes the specific section within the room where the interview will be conducted	Yes	Yes	VARCHAR2(5)	NOT NULL
IBS_SC_I_SECT_XCEP	contains the exception profile for the section of the room at the interview location	INTV_XCEP_SCH_DT	the NON-STANDARD workday	Yes	No	DATE	NOT NULL
IBS_SC_I_SECT_XCEP	contains the exception profile for the section of the room at the interview location	INS_OFFICE_LOC_SUB_CODE	the location sub-code that denotes the district office, case-control office, or sometimes the service center	No	No	VARCHAR2(3)	NULL
IBS_SC_I_SECT_XCEP	contains the exception profile for the section of the room at the interview location	INTV_XCEP_START_TIME	the start-time on the day and date denoted by this record's effective-day and day-of-the-week data elements	No	No	DATE	NULL
IBS_SC_I_SECT_XCEP	contains the exception profile for the section of the room at the interview location	INTV_XCEP_END_TIME	the end-time on the day and date denoted by this record's effective-day and day-of-the-week data elements	No	No	DATE	NULL
IBS_SC_I_SECT_XCEP	contains the exception profile for the section of the room at the interview location	FIRST_BREAK_START_TIME	the first break start-time on the day and date denoted by this record's effective-day and day-of-the-week data elements	No	No	DATE	NULL
IBS_SC_I_SECT_XCEP	contains the exception profile for the section of the room at the interview location	FIRST_BREAK_END_TIME	the first break end-time on the day and date denoted by this record's effective-day and day-of-the-week data elements	No	No	DATE	NULL
IBS_SC_I_SECT_XCEP	contains the exception profile for the section of the room at the interview location	SECOND_BREAK_START_TIME	the second break start-time on the day and date denoted by this record's effective-day and day-of-the-week data elements	No	No	DATE	NULL
IBS_SC_I_SECT_XCEP	contains the exception profile for the section of the room at the interview location	SECOND_BREAK_END_TIME	the second break end-time on the day and date denoted by this record's effective-day and day-of-the-week data elements	No	No	DATE	NULL
IBS_SC_I_SECT_XCEP	contains the exception profile for the section of the room at the interview location	THIRD_BREAK_START_TIME	the third break start-time on the day and date denoted by this record's effective-day and day-of-the-week data elements	No	No	DATE	NULL
IBS_SC_I_SECT_XCEP	contains the exception profile for the section of the room at the interview location	THIRD_BREAK_END_TIME	the third break end-time on the day and date denoted by this record's effective-day and day-of-the-week data elements	No	No	DATE	NULL
IBS_SC_I_SECT_XCEP	contains the exception profile for the section of the room at the interview location	INTV_XCEP_REASON	the reason for conducting the interview on the NON-STANDARD date	No	No	VARCHAR2(20)	NULL
IBS_SC_I_SECT_XCEP	contains the exception profile for the section of the room at the interview location	NBR_OF_ADJ	the quantity of adjudicators where concurrent-INS services performed on the day and date denoted by this record's effective-day and day-of-the-week data elements	No	No	NUMBER(5)	NULL
IBS_SC_I_SECT_XCEP	contains the exception profile for the section of the room at the interview location	REC_MOD_DTIME	the date and time this record was modified	No	No	DATE	NULL
IBS_SC_I_SECT_XCEP	contains the exception profile for the section of the room at the interview location	REC_MOD_FLAG	Yes (Y) No (N) that denotes if record modified and profile change is processed	No	No	VARCHAR2(1)	NULL

IBS_SC_I_SECT_XCEP	contains the exception profile for the section of the room at the interview location	AVAIL_FLAG	Yes (Y) No (N) that indicates if the location is active and accepting interview scheduling	No	No	VARCHAR2(1)	NULL
IBS_SC_I_SITE_GRPMEM_ADDTIME	contains the average additional time taken for interviewing an additional group member of the specific group type at the scheduling site	INS_OFFICE_LOC_CODE	the location code that denotes the district office, case-control office, or sometimes the service center	Yes	Yes	VARCHAR2(3)	NOT NULL
IBS_SC_I_SITE_GRPMEM_ADDTIME	contains the average additional time taken for interviewing an additional group member of the specific group type at the scheduling site	INTV_SCH_SITE_LOC_CODE	the code that denotes the scheduling location for the interview within the geographical area represented by the INS-administrative-location code	Yes	Yes	VARCHAR2(3)	NOT NULL
IBS_SC_I_SITE_GRPMEM_ADDTIME	contains the average additional time taken for interviewing an additional group member of the specific group type at the scheduling site	INTV_SCH_SITE_LOC_SUB_CODE	the code that denotes the scheduling sub-location for the interview within the geographical area represented by the INS-administrative-location code	Yes	Yes	VARCHAR2(3)	NOT NULL
IBS_SC_I_SITE_GRPMEM_ADDTIME	contains the average additional time taken for interviewing an additional group member of the specific group type at the scheduling site	SRVC_TYPE_CODE	the code that denotes the service type	Yes	Yes	VARCHAR2(10)	NOT NULL
IBS_SC_I_SITE_GRPMEM_ADDTIME	contains the average additional time taken for interviewing an additional group member of the specific group type at the scheduling site	GRP_TYPE_CODE	the code that denotes the specific group, i.e., ethnic, family, representative, cbo, or adhoc group ...	Yes	No	VARCHAR2(1)	NOT NULL
IBS_SC_I_SITE_GRPMEM_ADDTIME	contains the average additional time taken for interviewing an additional group member of the specific group type at the scheduling site	GRP_TYPE_GRP_NAME_ALL_GRP	the name of the group which will have time added	Yes	No	VARCHAR2(6)	NOT NULL
IBS_SC_I_SITE_GRPMEM_ADDTIME	contains the average additional time taken for interviewing an additional group member of the specific group type at the scheduling site	ADD_TIME_PER_MEMBER_MIN_QTY	the incremental minutes for additional person in a interview	No	No	NUMBER(5)	NULL
IBS_SC_I_SITE_GRPMEM_ADDTIME	contains the average additional time taken for interviewing an additional group member of the specific group type at the scheduling site	INS_OFFICE_LOC_SUB_CODE	the location sub-code that denotes the district office, case-control office, or sometimes the service center	No	No	VARCHAR2(3)	NULL
IBS_SC_I_SITE_GRPMEM_ADDTIME	contains the average additional time taken for interviewing an additional group member of the specific group type at the scheduling site	REC_MOD_DTIME	the date and time this record was modified	No	No	DATE	NULL
IBS_SC_I_SITE_GRPMEM_ADDTIME	contains the average additional time taken for interviewing an additional group member of the specific group type at the scheduling site	REC_MOD_FLAG	Yes (Y) No (N) that denotes if record modified and profile change is processed	No	No	VARCHAR2(1)	NULL
IBS_SC_I_SITE_SRVC_PROF	contains the profile of the service type and interview site	INS_OFFICE_LOC_CODE	the location code that denotes the district office, case-control office, or sometimes the service center	Yes	Yes	VARCHAR2(3)	NOT NULL
IBS_SC_I_SITE_SRVC_PROF	contains the profile of the service type and interview site	INTV_SCH_SITE_LOC_CODE	the code that denotes the scheduling location for the interview within the geographical area represented by the INS-administrative-location code	Yes	Yes	VARCHAR2(3)	NOT NULL
IBS_SC_I_SITE_SRVC_PROF	contains the profile of the service type and interview site	INTV_SCH_SITE_LOC_SUB_CODE	the code that denotes the scheduling sub-location for the interview within the geographical area represented by the INS-administrative-location code	Yes	Yes	VARCHAR2(3)	NOT NULL
IBS_SC_I_SITE_SRVC_PROF	contains the profile of the service type and interview site	SRVC_TYPE_CODE	the code that denotes the service type	Yes	Yes	VARCHAR2(10)	NOT NULL
IBS_SC_I_SITE_SRVC_PROF	contains the profile of the service type and interview site	CASE_PRIORITY_NBR	the number that denotes case-processing priority in the NATS's system for this service type	No	No	NUMBER(5)	NULL
IBS_SC_I_SITE_SRVC_PROF	contains the profile of the service type and interview site	SCH_NO_SOONER_THAN_DAY_QTY	the amount of days, BEFORE which the facility WILL NOT be scheduled	No	No	NUMBER(5)	NULL
IBS_SC_I_SITE_SRVC_PROF	contains the profile of the service type and interview site	SCH_NO_LATER_THAN_DAY_QTY	the amount of days, AFTER which the facility WILL NOT be scheduled	No	No	NUMBER(5)	NULL
IBS_SC_I_SITE_SRVC_PROF	contains the profile of the service type and interview site	SRVC_TIME_LENGTH_MIN_QTY	the ESTIMATED time (IN MINUTES) required to complete the service represented by this record's service-type code	No	No	NUMBER(5)	NULL

IBS_SC_I_SITE_SRVC_PROF	contains the profile of the service type and interview site	BUF_BTWN_SRVC_WOREP_MIN_QTY	the slack time (IN MINUTES) between performance of the next INS service represented by this record's service-type code when a representative IS NOT required	No	No	NUMBER(5)	NULL
IBS_SC_I_SITE_SRVC_PROF	contains the profile of the service type and interview site	BUF_BTWN_SRVC_WREP_MIN_QTY	the slack time (IN MINUTES) between performance of the next INS service represented by this record's service-type code when a representative IS required	No	No	NUMBER(5)	NULL
IBS_SC_I_SITE_SRVC_PROF	contains the profile of the service type and interview site	INCR_LENGTH_GRP_MEM_MIN_QTY	the estimated INCREMENTAL time (IN MINUTES) for EACH group member that will be used to increase the Interview-Length time	No	No	NUMBER(5)	NULL
IBS_SC_I_SITE_SRVC_PROF	contains the profile of the service type and interview site	INS_OFFICE_LOC_SUB_CODE	the location sub-code that denotes the district office, case-control office, or sometimes the service center	No	No	VARCHAR2(3)	NULL
IBS_SC_I_SITE_SRVC_PROF	contains the profile of the service type and interview site	REC_MOD_DTIME	the date and time this record was modified	No	No	DATE	NULL
IBS_SC_I_SITE_SRVC_PROF	contains the profile of the service type and interview site	REC_MOD_FLAG	Yes (Y) No (N) that denotes if record modified and profile change is processed	No	No	VARCHAR2(1)	NULL
IBS_SC_OC_ADJ_AVAIL	contains the available adjudicator and the oath ceremony location for the scheduling site	INS_OFFICE_LOC_CODE	the location code that denotes the district office, case-control office, or sometimes the service center	Yes	No	VARCHAR2(3)	NOT NULL
IBS_SC_OC_ADJ_AVAIL	contains the available adjudicator and the oath ceremony location for the scheduling site	OC_SCH_SITE_LOC_CODE	the code that denotes the scheduling location for the oath ceremony within the geographical area represented by the INS-administrative-location code	Yes	No	VARCHAR2(3)	NOT NULL
IBS_SC_OC_ADJ_AVAIL	contains the available adjudicator and the oath ceremony location for the scheduling site	OC_SCH_SITE_LOC_SUB_CODE	the code that denotes the scheduling sub-location for the oath ceremony within the geographical area represented by the INS-administrative-location code	Yes	No	VARCHAR2(3)	NOT NULL
IBS_SC_OC_ADJ_AVAIL	contains the available adjudicator and the oath ceremony location for the scheduling site	OC_LOC_CODE	the code that denotes the oath ceremony location within the geographical area represented by the INS-administrative-location code	Yes	No	VARCHAR2(3)	NOT NULL
IBS_SC_OC_ADJ_AVAIL	contains the available adjudicator and the oath ceremony location for the scheduling site	OC_LOC_SUB_CODE	the code that denotes the oath ceremony sub-location within the geographical area represented by the INS-administrative-location code	Yes	No	VARCHAR2(3)	NOT NULL
IBS_SC_OC_ADJ_AVAIL	contains the available adjudicator and the oath ceremony location for the scheduling site	OC_RM_ID	the code that denotes the oath-ceremony room designation, i.e., 46A, 46B, 460...	Yes	No	VARCHAR2(5)	NOT NULL
IBS_SC_OC_ADJ_AVAIL	contains the available adjudicator and the oath ceremony location for the scheduling site	USER_ID	the user-identification code	Yes	Yes	VARCHAR2(8)	NOT NULL
IBS_SC_OC_ADJ_AVAIL	contains the available adjudicator and the oath ceremony location for the scheduling site	INS_OFFICE_LOC_SUB_CODE	the location sub-code that denotes the district office, case-control office, or sometimes the service center	No	No	VARCHAR2(3)	NULL
IBS_SC_OC_ADJ_AVAIL	contains the available adjudicator and the oath ceremony location for the scheduling site	USE_PROF_FLAG	Yes (Y) No (N) that denotes whether the profile for adjudicator should be used or not	No	No	VARCHAR2(1)	NULL
IBS_SC_OC_ADJ_BKD_STAT	contains the booked status for the adjudicator and oath ceremony location	INS_OFFICE_LOC_CODE	the location code that denotes the district office, case-control office, or sometimes the service center	Yes	No	VARCHAR2(3)	NOT NULL
IBS_SC_OC_ADJ_BKD_STAT	contains the booked status for the adjudicator and oath ceremony location	OC_SCH_SITE_LOC_CODE	the code that denotes the scheduling location for the oath ceremony within the geographical area represented by the INS-administrative-location code	Yes	No	VARCHAR2(3)	NOT NULL
IBS_SC_OC_ADJ_BKD_STAT	contains the booked status for the adjudicator and oath ceremony location	OC_SCH_SITE_LOC_SUB_CODE	the code that denotes the scheduling sub-location for the oath ceremony within the geographical area represented by the INS-administrative-location code	Yes	No	VARCHAR2(3)	NOT NULL
IBS_SC_OC_ADJ_BKD_STAT	contains the booked status for the adjudicator and oath ceremony location	OC_LOC_CODE	the code that denotes the oath ceremony location within the geographical area represented by the INS-administrative-location code	Yes	No	VARCHAR2(3)	NOT NULL
IBS_SC_OC_ADJ_BKD_STAT	contains the booked status for the adjudicator and oath ceremony location	OC_LOC_SUB_CODE	the code that denotes the oath ceremony sub-location within the geographical area represented by the INS-administrative-location code	Yes	No	VARCHAR2(3)	NOT NULL
IBS_SC_OC_ADJ_BKD_STAT	contains the booked status for the adjudicator and oath ceremony location	OC_RM_ID	the code that denotes the oath-ceremony room designation, i.e., 46A, 46B, 460...	Yes	No	VARCHAR2(5)	NOT NULL
IBS_SC_OC_ADJ_BKD_STAT	contains the booked status for the adjudicator and oath ceremony location	OC_DT	the oath ceremony date	Yes	No	DATE	NOT NULL

IBS_SC_OC_ADJ_BKD_STAT	contains the booked status for the adjudicator and oath ceremony location	OC_START_TIME	the oath ceremony start-time	Yes	No	DATE	NOT NULL
IBS_SC_OC_ADJ_BKD_STAT	contains the booked status for the adjudicator and oath ceremony location	USER_ID	the user-identification code	Yes	Yes	VARCHAR2(8)	NOT NULL
IBS_SC_OC_ADJ_BKD_STAT	contains the booked status for the adjudicator and oath ceremony location	REPORT_START_TIME	Adjudicator arrives at oath ceremony	Yes	No	DATE	NOT NULL
IBS_SC_OC_ADJ_BKD_STAT	contains the booked status for the adjudicator and oath ceremony location	INS_OFFICE_LOC_SUB_CODE	the location sub-code that denotes the district office, case-control office, or sometimes the service center	No	No	VARCHAR2(3)	NULL
IBS_SC_OC_ADJ_BKD_STAT	contains the booked status for the adjudicator and oath ceremony location	REPORT_END_TIME	Adjudicator leaves at oath ceremony	No	No	DATE	NULL
IBS_SC_OC_ADJ_BKD_STAT	contains the booked status for the adjudicator and oath ceremony location	USER_TYPE_CODE	the code that denotes the user type; i.e., data entry, clerical, adjudicator,..	No	No	VARCHAR2(2)	NULL
IBS_SC_OC_ADJ_PROF	contains the working profile of the adjudicator at the oath ceremony scheduling site	INS_OFFICE_LOC_CODE	the location code that denotes the district office, case-control office, or sometimes the service center	Yes	No	VARCHAR2(3)	NOT NULL
IBS_SC_OC_ADJ_PROF	contains the working profile of the adjudicator at the oath ceremony scheduling site	OC_SCH_SITE_LOC_CODE	the code that denotes the scheduling location for the oath ceremony within the geographical area represented by the INS-administrative-location code	Yes	No	VARCHAR2(3)	NOT NULL
IBS_SC_OC_ADJ_PROF	contains the working profile of the adjudicator at the oath ceremony scheduling site	OC_SCH_SITE_LOC_SUB_CODE	the code that denotes the scheduling sub-location for the oath ceremony within the geographical area represented by the INS-administrative-location code	Yes	No	VARCHAR2(3)	NOT NULL
IBS_SC_OC_ADJ_PROF	contains the working profile of the adjudicator at the oath ceremony scheduling site	USER_ID	the user-identification code	Yes	Yes	VARCHAR2(8)	NOT NULL
IBS_SC_OC_ADJ_PROF	contains the working profile of the adjudicator at the oath ceremony scheduling site	ADJ_PROF_BEGIN_DT	the start date of the adjudicator profile	Yes	No	DATE	NOT NULL
IBS_SC_OC_ADJ_PROF	contains the working profile of the adjudicator at the oath ceremony scheduling site	OC_WEEK_NBR	the oath ceremony week number, e.g. 1, 2 ... (for 2-week periods)	Yes	No	NUMBER(5)	NOT NULL
IBS_SC_OC_ADJ_PROF	contains the working profile of the adjudicator at the oath ceremony scheduling site	OC_DAY_OF_WEEK	the name of the day; i.e., Mon, Tue, Wed, Thu, and Fri, or as specified	Yes	No	VARCHAR2(3)	NOT NULL
IBS_SC_OC_ADJ_PROF	contains the working profile of the adjudicator at the oath ceremony scheduling site	ADJ_PROF_START_TIME	the adjudicator start-time	Yes	No	DATE	NOT NULL
IBS_SC_OC_ADJ_PROF	contains the working profile of the adjudicator at the oath ceremony scheduling site	INS_OFFICE_LOC_SUB_CODE	the location sub-code that denotes the district office, case-control office, or sometimes the service center	No	No	VARCHAR2(3)	NULL
IBS_SC_OC_ADJ_PROF	contains the working profile of the adjudicator at the oath ceremony scheduling site	ADJ_PROF_END_TIME	the adjudicator end-time	No	No	DATE	NULL
IBS_SC_OC_ADJ_PROF	contains the working profile of the adjudicator at the oath ceremony scheduling site	ADJ_PROF_END_DT	the end-date of the adjudicator profile	No	No	DATE	NULL
IBS_SC_OC_ADJ_PROF	contains the working profile of the adjudicator at the oath ceremony scheduling site	REC_MOD_DTIME	the date and time this record was modified	No	No	DATE	NULL
IBS_SC_OC_ADJ_PROF	contains the working profile of the adjudicator at the oath ceremony scheduling site	REC_MOD_FLAG	Yes (Y) No (N) that denotes if record modified and profile change is processed	No	No	VARCHAR2(1)	NULL
IBS_SC_OC_ADJ_XCEP	contains the exception profile of the adjudicator at the oath ceremony scheduling site	INS_OFFICE_LOC_CODE	the location code that denotes the district office, case-control office, or sometimes the service center	Yes	No	VARCHAR2(3)	NOT NULL
IBS_SC_OC_ADJ_XCEP	contains the exception profile of the adjudicator at the oath ceremony scheduling site	OC_SCH_SITE_LOC_CODE	the code that denotes the scheduling location for the oath ceremony within the geographical area represented by the INS-administrative-location code	Yes	No	VARCHAR2(3)	NOT NULL
IBS_SC_OC_ADJ_XCEP	contains the exception profile of the adjudicator at the oath ceremony scheduling site	OC_SCH_SITE_LOC_SUB_CODE	the code that denotes the scheduling sub-location for the oath ceremony within the geographical area represented by the INS-administrative-location code	Yes	No	VARCHAR2(3)	NOT NULL
IBS_SC_OC_ADJ_XCEP	contains the exception profile of the adjudicator at the oath ceremony scheduling site	USER_ID	the user-identification code	Yes	Yes	VARCHAR2(8)	NOT NULL

IBS_SC_OC_ADJ_XCEP	contains the exception profile of the adjudicator at the oath ceremony scheduling site	ADJ_PROF_XCEP_DT	the date of the adjudicator's profile exception	Yes	No	DATE	NOT NULL
IBS_SC_OC_ADJ_XCEP	contains the exception profile of the adjudicator at the oath ceremony scheduling site	ADJ_PROF_XCEP_START_TIME	the adjudicator start-time	Yes	No	DATE	NOT NULL
IBS_SC_OC_ADJ_XCEP	contains the exception profile of the adjudicator at the oath ceremony scheduling site	INS_OFFICE_LOC_SUB_CODE	the location sub-code that denotes the district office, case-control office, or sometimes the service center	No	No	VARCHAR2(3)	NULL
IBS_SC_OC_ADJ_XCEP	contains the exception profile of the adjudicator at the oath ceremony scheduling site	ADJ_PROF_XCEP_END_TIME	the adjudicator end-time	No	No	DATE	NULL
IBS_SC_OC_ADJ_XCEP	contains the exception profile of the adjudicator at the oath ceremony scheduling site	REC_MOD_DTIME	the date and time this record was modified	No	No	DATE	NULL
IBS_SC_OC_ADJ_XCEP	contains the exception profile of the adjudicator at the oath ceremony scheduling site	REC_MOD_FLAG	Yes (Y) No (N) that denotes if record modified and profile change is processed	No	No	VARCHAR2(1)	NULL
IBS_SC_OC_FACIL	contains the oath ceremony facilities within the OC scheduling site	INS_OFFICE_LOC_CODE	the location code that denotes the district office, case-control office, or sometimes the service center	Yes	Yes	VARCHAR2(3)	NOT NULL
IBS_SC_OC_FACIL	contains the oath ceremony facilities within the OC scheduling site	OC_SCH_SITE_LOC_CODE	the code that denotes the scheduling location for the oath ceremony within the geographical area represented by the INS-administrative-location code	Yes	Yes	VARCHAR2(3)	NOT NULL
IBS_SC_OC_FACIL	contains the oath ceremony facilities within the OC scheduling site	OC_SCH_SITE_LOC_SUB_CODE	the code that denotes the scheduling sub-location for the oath ceremony within the geographical area represented by the INS-administrative-location code	Yes	Yes	VARCHAR2(3)	NOT NULL
IBS_SC_OC_FACIL	contains the oath ceremony facilities within the OC scheduling site	OC_LOC_CODE	the code that denotes the oath ceremony location within the geographical area represented by the INS-administrative-location code	Yes	No	VARCHAR2(3)	NOT NULL
IBS_SC_OC_FACIL	contains the oath ceremony facilities within the OC scheduling site	OC_LOC_SUB_CODE	the code that denotes the oath ceremony sub-location within the geographical area represented by the INS-administrative-location code	Yes	No	VARCHAR2(3)	NOT NULL
IBS_SC_OC_FACIL	contains the oath ceremony facilities within the OC scheduling site	INS_OFFICE_LOC_SUB_CODE	the location sub-code that denotes the district office, case-control office, or sometimes the service center	No	No	VARCHAR2(3)	NULL
IBS_SC_OC_FACIL	contains the oath ceremony facilities within the OC scheduling site	RM_ALLOC_RULE_ID	the rule id from the rules-table which describes the allocation of room scheduling, i.e., round-robin method, sequential method, special-consideration ...	No	No	VARCHAR2(6)	NULL
IBS_SC_OC_FACIL	contains the oath ceremony facilities within the OC scheduling site	OC_LOC_DESC	the description of the oath ceremony location	No	No	VARCHAR2(40)	NULL
IBS_SC_OC_OFFICE_SITE	contains the profile of the oath ceremony scheduling site	INS_OFFICE_LOC_CODE	the location code that denotes the district office, case-control office, or sometimes the service center	Yes	No	VARCHAR2(3)	NOT NULL
IBS_SC_OC_OFFICE_SITE	contains the profile of the oath ceremony scheduling site	OC_SCH_SITE_LOC_CODE	the code that denotes the scheduling location for the oath ceremony within the geographical area represented by the INS-administrative-location code	Yes	Yes	VARCHAR2(3)	NOT NULL
IBS_SC_OC_OFFICE_SITE	contains the profile of the oath ceremony scheduling site	OC_SCH_SITE_LOC_SUB_CODE	the code that denotes the scheduling sub-location for the oath ceremony within the geographical area represented by the INS-administrative-location code	Yes	Yes	VARCHAR2(3)	NOT NULL
IBS_SC_OC_OFFICE_SITE	contains the profile of the oath ceremony scheduling site	INS_OFFICE_LOC_SUB_CODE	the location sub-code that denotes the district office, case-control office, or sometimes the service center	No	No	VARCHAR2(3)	NULL
IBS_SC_OC_OFFICE_SITE	contains the profile of the oath ceremony scheduling site	SCH_RULE_ID	the ID denotes the scheduling rule, e.g., use priority number, mail room date, etc.... ID is from the rule table	No	No	VARCHAR2(6)	NULL
IBS_SC_OC_OFFICE_SITE	contains the profile of the oath ceremony scheduling site	OC_LOC_ALLOC_RULE_ID	the ID from the rules tables which describes how the cases are to be distributed between oath ceremony locations	No	No	VARCHAR2(6)	NULL
IBS_SC_OC_OFFICE_SITE	contains the profile of the oath ceremony scheduling site	SCH_NO_SOONER_THAN_DAY_QTY	the amount of days, before which the facility will not be scheduled	No	No	NUMBER(5)	NULL
IBS_SC_OC_OFFICE_SITE	contains the profile of the oath ceremony scheduling site	SCH_NO_LATER_THAN_DAY_QTY	the amount of days, after which the facility will not be scheduled	No	No	NUMBER(5)	NULL
IBS_SC_OC_OFFICE_SITE	contains the profile of the oath ceremony scheduling site	LOW_PERCENT_NBR_TRIG	when the number of cases in this site reach the low point stored in this field, mail is sent to the user	No	No	NUMBER(5)	NULL
IBS_SC_OC_OFFICE_SITE	contains the profile of the oath ceremony scheduling site	HIGH_PERCENT_NBR_TRIG	when the number of cases in this site reach the high point stored in this field, mail is sent to the user	No	No	NUMBER(5)	NULL
IBS_SC_OC_OFFICE_SITE	contains the profile of the oath ceremony scheduling site	ADVANCE_TRIG_DAY_QTY	the value stored in this field indicates when the high/low point condition should be checked, in number of days	No	No	NUMBER(5)	NULL
IBS_SC_OC_OFFICE_SITE	contains the profile of the oath ceremony scheduling site	NBR_OC_NOSHOW_ALLOW	maximum number of no shows allowed for re-scheduling to proceed	No	No	NUMBER(5)	NULL

IBS_SC_OC_OFFICE_SITE	contains the profile of the oath ceremony scheduling site	NBR_OC_CANCEL_ALLOW	maximum number of cancellations allowed for re-scheduling to proceed	No	No	NUMBER(5)	NULL
IBS_SC_OC_OFFICE_SITE	contains the profile of the oath ceremony scheduling site	NOT_PRT_NO_SOONER_THAN_DAY_QTY	the number of days before which the notice will not be printed	No	No	NUMBER(5)	NULL
IBS_SC_OC_OFFICE_SITE	contains the profile of the oath ceremony scheduling site	NOT_PRT_NO_LATER_THAN_DAY_QTY	the number of days after which the notice will not be printed	No	No	NUMBER(5)	NULL
IBS_SC_OC_OFFICE_SITE	contains the profile of the oath ceremony scheduling site	CERT_PRT_NOSOONER_THAN_DAY_QTY	the number of days before which the certificate will not be printed	No	No	NUMBER(5)	NULL
IBS_SC_OC_OFFICE_SITE	contains the profile of the oath ceremony scheduling site	CERT_PRT_NO_LATER_THAN_DAY_QTY	the number of days after which the certificate will not be printed	No	No	NUMBER(5)	NULL
IBS_SC_OC_OFFICE_SITE	contains the profile of the oath ceremony scheduling site	OC_OFFICE_DESC	the detailed description of the oath ceremony office attributes	No	No	VARCHAR2(40)	NULL
IBS_SC_OC_OFFICE_SITE	contains the profile of the oath ceremony scheduling site	OC_SITE_DESC	the detailed description of the oath ceremony site attributes	No	No	VARCHAR2(40)	NULL
IBS_SC_OC_RDY2SCHQ	contains the cases which are ready to be scheduled for an oath ceremony	APP_ID	the system-generated number used to track receipted cases (i.e., [redacted]	Yes	Yes	VARCHAR2(13)	NOT NULL
IBS_SC_OC_RDY2SCHQ	contains the cases which are ready to be scheduled for an oath ceremony	SITE_GRP_ID	the id which denotes the group of sites that can be scheduled for this applicant	No	No	VARCHAR2(5)	NULL
IBS_SC_OC_RDY2SCHQ	contains the cases which are ready to be scheduled for an oath ceremony	SRVC_TYPE_CODE	the code that denotes the service type, such as for case review or question and answer activities	No	Yes	VARCHAR2(10)	NULL
IBS_SC_OC_RDY2SCHQ	contains the cases which are ready to be scheduled for an oath ceremony	INS_OFFICE_LOC_CODE	the location code that denotes the district office, case-control office, or sometimes the service center	No	No	VARCHAR2(3)	NULL
IBS_SC_OC_RDY2SCHQ	contains the cases which are ready to be scheduled for an oath ceremony	INS_OFFICE_LOC_SUB_CODE	the location sub-code that denotes the district office, case-control office, or sometimes the service center	No	No	VARCHAR2(3)	NULL
IBS_SC_OC_RDY2SCHQ	contains the cases which are ready to be scheduled for an oath ceremony	OC_SCH_SITE_LOC_CODE	the code that denotes the scheduling location for the oath ceremony within the geographical area represented by the INS-administrative-location code	No	No	VARCHAR2(3)	NULL
IBS_SC_OC_RDY2SCHQ	contains the cases which are ready to be scheduled for an oath ceremony	OC_SCH_SITE_LOC_SUB_CODE	the code that denotes the scheduling sub-location for the oath ceremony within the geographical area represented by the INS-administrative-location code	No	No	VARCHAR2(3)	NULL
IBS_SC_OC_RDY2SCHQ	contains the cases which are ready to be scheduled for an oath ceremony	OC_LOC_CODE	the code that denotes the oath ceremony location within the geographical area represented by the INS-administrative-location code	No	No	VARCHAR2(3)	NULL
IBS_SC_OC_RDY2SCHQ	contains the cases which are ready to be scheduled for an oath ceremony	OC_LOC_SUB_CODE	the code that denotes the oath ceremony sub-location within the geographical area represented by the INS-administrative-location code	No	No	VARCHAR2(3)	NULL
IBS_SC_OC_RDY2SCHQ	contains the cases which are ready to be scheduled for an oath ceremony	REQ_OC_LOC_CODE	the code that denotes the applicant-requested oath ceremony location	No	No	VARCHAR2(3)	NULL
IBS_SC_OC_RDY2SCHQ	contains the cases which are ready to be scheduled for an oath ceremony	REQ_OC_LOC_SUB_CODE	the code that denotes the applicant-requested oath ceremony sub-location	No	No	VARCHAR2(3)	NULL
IBS_SC_OC_RDY2SCHQ	contains the cases which are ready to be scheduled for an oath ceremony	OC_RM_ID	the code that denotes the oath-ceremony room designation, i.e., 45A, 46B, 460 ...	No	No	VARCHAR2(5)	NULL
IBS_SC_OC_RDY2SCHQ	contains the cases which are ready to be scheduled for an oath ceremony	REQ_SRVC_TYPE_CODE	the code that denotes whether the requested oath ceremony will be administrative or court held, i.e. J = Judicial, A = Administrative, B = Both	No	Yes	VARCHAR2(10)	NULL
IBS_SC_OC_RDY2SCHQ	contains the cases which are ready to be scheduled for an oath ceremony	MR_RECV_DTIME	the date and time mail of was received in the mailroom	No	No	DATE	NULL
IBS_SC_OC_RDY2SCHQ	contains the cases which are ready to be scheduled for an oath ceremony	IN_OC_Q_DTIME	the date and time the oath ceremony denoted by oath-ceremony-type code of record was submitted to the oath-ceremony-job queue	No	No	DATE	NULL
IBS_SC_OC_RDY2SCHQ	contains the cases which are ready to be scheduled for an oath ceremony	APP_PRIORITY_NBR	the job-execution priority number for the applicant	No	No	NUMBER(5)	NULL
IBS_SC_OC_RDY2SCHQ	contains the cases which are ready to be scheduled for an oath ceremony	FAMILY_GRP_ID	the system-generated number used to represent the principal person of the family group (i.e., [redacted]	No	No	VARCHAR2(13)	NULL
IBS_SC_OC_RDY2SCHQ	contains the cases which are ready to be scheduled for an oath ceremony	CBO_GRP_ID	the system-generated number used to represent the principal person of the community based organization (CBO) group, i.e., 9999999999999	No	No	VARCHAR2(13)	NULL
IBS_SC_OC_RDY2SCHQ	contains the cases which are ready to be scheduled for an oath ceremony	ADHOC_GRP_ID	the system-generated number that denotes the ad hoc group leader	No	No	VARCHAR2(13)	NULL
IBS_SC_OC_RDY2SCHQ	contains the cases which are ready to be scheduled for an oath ceremony	NOTICE_FLAG_WORD	flag that denotes the recipient of printed output; i.e., group, representative ...	No	No	NUMBER(10)	NULL
IBS_SC_OC_RDY2SCHQ	contains the cases which are ready to be scheduled for an oath ceremony	ALIEN_NBR	the identification number that is assigned to the alien at the time of entry into the United States	No	No	VARCHAR2(10)	NULL
IBS_SC_OC_RDY2SCHQ	contains the cases which are ready to be scheduled for an oath ceremony	RESCH_DELAY_DT	date of service if the applicant is rescheduled	No	No	DATE	NULL
IBS_SC_OC_RDY2SCHQ	contains the cases which are ready to be scheduled for an oath ceremony	FORM_NBR	the number that denotes the Immigration and Naturalization Service form; i.e., I765, I551...	No	Yes	VARCHAR2(6)	NULL

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IBS_SC_OC_RM	contains the room profile for the oath ceremony location	INS_OFFICE_LOC_CODE	the location code that denotes the district office, case-control office, or sometimes the service center	Yes	Yes	VARCHAR2(3)	NOT NULL
IBS_SC_OC_RM	contains the room profile for the oath ceremony location	OC_SCH_SITE_LOC_CODE	the code that denotes the scheduling location for the oath ceremony within the geographical area represented by the INS-administrative-location code	Yes	Yes	VARCHAR2(3)	NOT NULL
IBS_SC_OC_RM	contains the room profile for the oath ceremony location	OC_SCH_SITE_LOC_SUB_COD E	the code that denotes the scheduling sub-location for the oath ceremony within the geographical area represented by the INS-administrative-location code	Yes	Yes	VARCHAR2(3)	NOT NULL
IBS_SC_OC_RM	contains the room profile for the oath ceremony location	OC_LOC_CODE	the code that denotes the oath ceremony location within the geographical area represented by the INS-administrative-location code	Yes	Yes	VARCHAR2(3)	NOT NULL
IBS_SC_OC_RM	contains the room profile for the oath ceremony location	OC_LOC_SUB_CODE	the code that denotes the oath ceremony sub-location within the geographical area represented by the INS-administrative-location code	Yes	Yes	VARCHAR2(3)	NOT NULL
IBS_SC_OC_RM	contains the room profile for the oath ceremony location	OC_RM_ID	the code that denotes the oath-ceremony room designation, i.e., 46A, 46B, 460 ...	Yes	No	VARCHAR2(5)	NOT NULL
IBS_SC_OC_RM	contains the room profile for the oath ceremony location	INS_OFFICE_LOC_SUB_CODE	the location sub-code that denotes the district office, case-control office, or sometimes the service center	No	No	VARCHAR2(3)	NULL
IBS_SC_OC_RM	contains the room profile for the oath ceremony location	OC_RM_DESC	description of room	No	No	VARCHAR2(50)	NULL
IBS_SC_OC_RM	contains the room profile for the oath ceremony location	RPTG_GATE_ALLOC_RULE_ID	the rules-table code that facilitates entrance assignment for entry into the oath-ceremony facility; doors, gates ...	No	No	VARCHAR2(6)	NULL
IBS_SC_OC_RM	contains the room profile for the oath ceremony location	RPTG_GATE_ADV_START_MIN _QTY	amount of time to have persons arrive in advance of oath ceremony	No	No	NUMBER(5)	NULL
IBS_SC_OC_RM	contains the room profile for the oath ceremony location	RPTG_GATE_STAGGER_MIN_ QTY	interval of time to stagger the arrival of persons at oath ceremony	No	No	NUMBER(5)	NULL
IBS_SC_OC_RM_AVAIL_TIME	contains data about the time of availability for an oath ceremony in a particular room	INS_OFFICE_LOC_CODE	the location code that denotes the district office, case-control office, or sometimes the service center	Yes	Yes	VARCHAR2(3)	NOT NULL
IBS_SC_OC_RM_AVAIL_TIME	contains data about the time of availability for an oath ceremony in a particular room	OC_SCH_SITE_LOC_CODE	the code that denotes the scheduling location for the oath ceremony within the geographical area represented by the INS-administrative-location code	Yes	Yes	VARCHAR2(3)	NOT NULL
IBS_SC_OC_RM_AVAIL_TIME	contains data about the time of availability for an oath ceremony in a particular room	OC_SCH_SITE_LOC_SUB_COD E	the code that denotes the scheduling sub-location for the oath ceremony within the geographical area represented by the INS-administrative-location code	Yes	Yes	VARCHAR2(3)	NOT NULL
IBS_SC_OC_RM_AVAIL_TIME	contains data about the time of availability for an oath ceremony in a particular room	OC_LOC_CODE	the code that denotes the oath ceremony location within the geographical area represented by the INS-administrative-location code	Yes	Yes	VARCHAR2(3)	NOT NULL
IBS_SC_OC_RM_AVAIL_TIME	contains data about the time of availability for an oath ceremony in a particular room	OC_LOC_SUB_CODE	the code that denotes the oath ceremony sub-location within the geographical area represented by the INS-administrative-location code	Yes	Yes	VARCHAR2(3)	NOT NULL
IBS_SC_OC_RM_AVAIL_TIME	contains data about the time of availability for an oath ceremony in a particular room	OC_RM_ID	the code that denotes the oath-ceremony room designation, i.e., 46A, 46B, 460 ...	Yes	Yes	VARCHAR2(5)	NOT NULL
IBS_SC_OC_RM_AVAIL_TIME	contains data about the time of availability for an oath ceremony in a particular room	OC_DT	the oath ceremony date	Yes	No	DATE	NOT NULL
IBS_SC_OC_RM_AVAIL_TIME	contains data about the time of availability for an oath ceremony in a particular room	OC_START_TIME	the oath ceremony start-time	Yes	No	DATE	NOT NULL
IBS_SC_OC_RM_AVAIL_TIME	contains data about the time of availability for an oath ceremony in a particular room	INS_OFFICE_LOC_SUB_CODE	the location sub-code that denotes the district office, case-control office, or sometimes the service center	No	No	VARCHAR2(3)	NULL
IBS_SC_OC_RM_AVAIL_TIME	contains data about the time of availability for an oath ceremony in a particular room	OC_SLOTS_AVAIL_QTY	the quantity of remaining oath-ceremony slots that still may be filled for the oath ceremony	No	No	NUMBER(5)	NULL
IBS_SC_OC_RM_AVAIL_TIME	contains data about the time of availability for an oath ceremony in a particular room	OC_SLOTS_RESERVED_QTY	the slots that will be reserved when expediting the case for the oath ceremony; i.e., expedited cases bypass standard scheduling and are automatically scheduled for the oath-ceremony processing	No	No	NUMBER(5)	NULL
IBS_SC_OC_RM_AVAIL_TIME	contains data about the time of availability for an oath ceremony in a particular room	SRVC_TYPE_CODE	the code that denotes the service type, such as for case review or question and answer activities	No	Yes	VARCHAR2(10)	NULL
IBS_SC_OC_RM_AVAIL_TIME	contains data about the time of availability for an oath ceremony in a particular room	RESERVED_SLOTS_FILLED_Q TY	the quantity of reserved slots already scheduled	No	No	NUMBER(5)	NULL
IBS_SC_OC_RM_AVAIL_TIME	contains data about the time of availability for an oath ceremony in a particular room	OC_SLOTS_FILLED_QTY	the quantity of oath ceremony slots already scheduled	No	No	NUMBER(5)	NULL
IBS_SC_OC_RM_AVAIL_TIME	contains data about the time of availability for an oath ceremony in a particular room	CERT_BATCH_PRT_REQ_IND	the indicator that denotes whether request exists with oath ceremony to print certificate in batch mode	No	No	VARCHAR2(1)	NULL
IBS_SC_OC_RM_PROF	contains the room profile for the oath ceremony location	INS_OFFICE_LOC_CODE	the location code that denotes the district office, case-control office, or sometimes the service center	Yes	Yes	VARCHAR2(3)	NOT NULL
IBS_SC_OC_RM_PROF	contains the room profile for the oath ceremony location	OC_SCH_SITE_LOC_CODE	the code that denotes the scheduling location for the oath ceremony within the geographical area represented by the INS-administrative-location code	Yes	Yes	VARCHAR2(3)	NOT NULL

IBS_SC_OC_RM_PROF	contains the room profile for the oath ceremony location	OC_SCH_SITE_LOC_SUB_COD E	the code that denotes the scheduling sub-location for the oath ceremony within the geographical area represented by the INS-administrative-location code	Yes	Yes	VARCHAR2(3)	NOT NULL
IBS_SC_OC_RM_PROF	contains the room profile for the oath ceremony location	OC_LOC_CODE	the code that denotes the oath ceremony location within the geographical area represented by the INS-administrative-location code	Yes	Yes	VARCHAR2(3)	NOT NULL
IBS_SC_OC_RM_PROF	contains the room profile for the oath ceremony location	OC_LOC_SUB_CODE	the code that denotes the oath ceremony sub-location within the geographical area represented by the INS-administrative-location code	Yes	Yes	VARCHAR2(3)	NOT NULL
IBS_SC_OC_RM_PROF	contains the room profile for the oath ceremony location	OC_RM_ID	the code that denotes the oath-ceremony room designation, i.e., 46A, 46B, 460 ...	Yes	Yes	VARCHAR2(5)	NOT NULL
IBS_SC_OC_RM_PROF	contains the room profile for the oath ceremony location	OC_PROF_BEGIN_DT	the profile begin-date	Yes	No	DATE	NOT NULL
IBS_SC_OC_RM_PROF	contains the room profile for the oath ceremony location	OC_WEEK_NBR	the oath ceremony week number, e.g. 1, 2 ... (for 2-week periods)	Yes	No	NUMBER(5)	NOT NULL
IBS_SC_OC_RM_PROF	contains the room profile for the oath ceremony location	OC_DAY_OF_WEEK	the name of the day; i.e., Mon, Tue, Wed, Thu, and Fri, or as specified	Yes	No	VARCHAR2(3)	NOT NULL
IBS_SC_OC_RM_PROF	contains the room profile for the oath ceremony location	OC_START_TIME	the oath ceremony start-time	Yes	No	DATE	NOT NULL
IBS_SC_OC_RM_PROF	contains the room profile for the oath ceremony location	INS_OFFICE_LOC_SUB_CODE	the location sub-code that denotes the district office, case-control office, or sometimes the service center	No	No	VARCHAR2(3)	NULL
IBS_SC_OC_RM_PROF	contains the room profile for the oath ceremony location	OC_END_TIME	the oath ceremony end-time	No	No	DATE	NULL
IBS_SC_OC_RM_PROF	contains the room profile for the oath ceremony location	OC_PROF_END_DT	the profile end-date	No	No	DATE	NULL
IBS_SC_OC_RM_PROF	contains the room profile for the oath ceremony location	SRVC_TYPE_CODE	the code that denotes the service type	No	Yes	VARCHAR2(10)	NULL
IBS_SC_OC_RM_PROF	contains the room profile for the oath ceremony location	OC_SLOTS_CAP_QTY	the maximum quantity of oath-ceremony slots available for scheduling the oath ceremony	No	No	NUMBER(5)	NULL
IBS_SC_OC_RM_PROF	contains the room profile for the oath ceremony location	OC_SLOTS_AVAIL_QTY	the quantity of remaining oath-ceremony slots that still may be filled for the oath ceremony	No	No	NUMBER(5)	NULL
IBS_SC_OC_RM_PROF	contains the room profile for the oath ceremony location	OC_SLOTS_RESERVED_QTY	the slots that will be reserved when expediting the case for the oath ceremony; i.e., expedited cases bypass standard scheduling and are automatically scheduled for the oath-ceremony processing	No	No	NUMBER(5)	NULL
IBS_SC_OC_RM_PROF	contains the room profile for the oath ceremony location	NBR_OF_ADJ	the number of adjudicators where concurrent-INS services are performed on the day and date denoted by the effective-day and day-of-the-week data elements of this record	No	No	NUMBER(5)	NULL
IBS_SC_OC_RM_PROF	contains the room profile for the oath ceremony location	REC_MOD_FLAG	Yes (Y) No (N) that denotes if record is modified and profile change is processed	No	No	VARCHAR2(1)	NULL
IBS_SC_OC_RM_XCEP	contains the exception profile of the room for the oath ceremony location	INS_OFFICE_LOC_CODE	the location code that denotes the district office, case-control office, or sometimes the service center	Yes	Yes	VARCHAR2(3)	NOT NULL
IBS_SC_OC_RM_XCEP	contains the exception profile of the room for the oath ceremony location	OC_SCH_SITE_LOC_CODE	the code that denotes the scheduling location for the oath ceremony within the geographical area represented by the INS-administrative-location code	Yes	Yes	VARCHAR2(3)	NOT NULL
IBS_SC_OC_RM_XCEP	contains the exception profile of the room for the oath ceremony location	OC_SCH_SITE_LOC_SUB_COD E	the code that denotes the scheduling sub-location for the oath ceremony within the geographical area represented by the INS-administrative-location code	Yes	Yes	VARCHAR2(3)	NOT NULL
IBS_SC_OC_RM_XCEP	contains the exception profile of the room for the oath ceremony location	OC_LOC_CODE	the code that denotes the oath ceremony location within the geographical area represented by the INS-administrative-location code	Yes	Yes	VARCHAR2(3)	NOT NULL
IBS_SC_OC_RM_XCEP	contains the exception profile of the room for the oath ceremony location	OC_LOC_SUB_CODE	the code that denotes the oath ceremony sub-location within the geographical area represented by the INS-administrative-location code	Yes	Yes	VARCHAR2(3)	NOT NULL
IBS_SC_OC_RM_XCEP	contains the exception profile of the room for the oath ceremony location	OC_RM_ID	the code that denotes the oath-ceremony room designation, i.e., 46A, 46B, 460 ...	Yes	Yes	VARCHAR2(5)	NOT NULL
IBS_SC_OC_RM_XCEP	contains the exception profile of the room for the oath ceremony location	OC_RM_XCEP_SCH_DT	the date of the oath ceremony having the room exception	Yes	No	DATE	NOT NULL
IBS_SC_OC_RM_XCEP	contains the exception profile of the room for the oath ceremony location	OC_RM_XCEP_START_TIME	the start-time of the exception-oath-ceremony event	Yes	No	DATE	NOT NULL
IBS_SC_OC_RM_XCEP	contains the exception profile of the room for the oath ceremony location	INS_OFFICE_LOC_SUB_CODE	the location sub-code that denotes the district office, case-control office, or sometimes the service center	No	No	VARCHAR2(3)	NULL
IBS_SC_OC_RM_XCEP	contains the exception profile of the room for the oath ceremony location	OC_RM_XCEP_END_TIME	the end-of-work-day time for the exception-oath-ceremony event	No	No	DATE	NULL
IBS_SC_OC_RM_XCEP	contains the exception profile of the room for the oath ceremony location	OC_RM_XCEP_REASON	the reason for conducting the interview on the non-standard date	No	No	VARCHAR2(20)	NULL

IBS_SC_OC_RM_XCEP	contains the exception profile of the room for the oath ceremony location	NBR_OF_ADJ	the number of adjudicators where concurrent-INS services are performed on the day and date denoted by the effective-day and day-of-the-week data elements of this record	No	No	NUMBER(5)	NULL
IBS_SC_OC_RM_XCEP	contains the exception profile of the room for the oath ceremony location	OC_SLOTS_CAP_QTY	the maximum quantity of oath-ceremony slots available for scheduling the oath ceremony	No	No	NUMBER(5)	NULL
IBS_SC_OC_RM_XCEP	contains the exception profile of the room for the oath ceremony location	OC_SLOTS_AVAIL_QTY	the quantity of remaining oath-ceremony slots that still may be filled for the oath ceremony	No	No	NUMBER(5)	NULL
IBS_SC_OC_RM_XCEP	contains the exception profile of the room for the oath ceremony location	OC_SLOTS_RESERVED_QTY	the slot that will be reserved when expediting the case for the oath ceremony; i.e., expedited cases bypass standard scheduling and are automatically scheduled for the oath-ceremony processing	No	No	NUMBER(5)	NULL
IBS_SC_OC_RM_XCEP	contains the exception profile of the room for the oath ceremony location	SRVC_TYPE_CODE	the code that denotes the service type, such as for case review or question and answer activities	No	Yes	VARCHAR2(10)	NULL
IBS_SC_OC_RM_XCEP	contains the exception profile of the room for the oath ceremony location	RM_AVAIL_FLAG	Yes (Y) or No (N) flag that denotes whether the room is available for oath ceremony	No	No	VARCHAR2(1)	NULL
IBS_SC_OC_RM_XCEP	contains the exception profile of the room for the oath ceremony location	REC_MOD_DTIME	the date and time this record was modified	No	No	DATE	NULL
IBS_SC_OC_RM_XCEP	contains the exception profile of the room for the oath ceremony location	REC_MOD_FLAG	Yes (Y) No (N) that denotes if record is modified and profile change is processed	No	No	VARCHAR2(1)	NULL
IBS_SC_OC_RPTG_GATE	contains the gates through which applicants pass to the location for the Oath Ceremony	INS_OFFICE_LOC_CODE	the location code that denotes the district office, case-control office, or sometimes the service center	Yes	No	VARCHAR2(3)	NOT NULL
IBS_SC_OC_RPTG_GATE	contains the gates through which applicants pass to the location for the Oath Ceremony	OC_SCH_SITE_LOC_CODE	the code that denotes the scheduling location for the oath ceremony within the geographical area represented by the INS-administrative-location code	Yes	No	VARCHAR2(3)	NOT NULL
IBS_SC_OC_RPTG_GATE	contains the gates through which applicants pass to the location for the Oath Ceremony	OC_SCH_SITE_LOC_SUB_CODE	the code that denotes the scheduling sub-location for the oath ceremony within the geographical area represented by the INS-administrative-location code	Yes	No	VARCHAR2(3)	NOT NULL
IBS_SC_OC_RPTG_GATE	contains the gates through which applicants pass to the location for the Oath Ceremony	OC_LOC_CODE	the code that denotes the oath ceremony location within the geographical area represented by the INS-administrative-location code	Yes	No	VARCHAR2(3)	NOT NULL
IBS_SC_OC_RPTG_GATE	contains the gates through which applicants pass to the location for the Oath Ceremony	OC_LOC_SUB_CODE	the code that denotes the oath ceramony sub-location within the geographical area represented by the INS-administrative-location code	Yes	No	VARCHAR2(3)	NOT NULL
IBS_SC_OC_RPTG_GATE	contains the gates through which applicants pass to the location for the Oath Ceremony	OC_RM_ID	the code that denotes the oath-ceremony room designation, i.e., 46A, 46B, 460 ...	Yes	No	VARCHAR2(5)	NOT NULL
IBS_SC_OC_RPTG_GATE	contains the gates through which applicants pass to the location for the Oath Ceremony	RPTG_GATE_NBR	the entrance into the oath-ceremony facility, i.e., doors, gates ...	Yes	No	VARCHAR2(5)	NOT NULL
IBS_SC_OC_RPTG_GATE	contains the gates through which applicants pass to the location for the Oath Ceremony	INS_OFFICE_LOC_SUB_CODE	the location sub-code that denotes the district office, case-control office, or sometimes the service center	No	No	VARCHAR2(3)	NULL
IBS_SC_OC_RPTG_GATE	contains the gates through which applicants pass to the location for the Oath Ceremony	RPTG_GATE_DESC	the text that describes the entrance into the oath-ceremony facility, i.e., the 1st door on the right, gate #3 ...	No	No	VARCHAR2(50)	NULL
IBS_SC_OC_RPTG_GATE	contains the gates through which applicants pass to the location for the Oath Ceremony	RPTG_GATE_COLOR_CODE	the color identifier that corresponds to the designated reporting time	No	Yes	VARCHAR2(10)	NULL
IBS_SC_OC_RPTG_GATE_APP_APPT	contains the scheduled appointment of applicants for the Oath Ceremony	APP_ID	the system-generated number used to track receipted cases (i.e., [redacted]	Yes	No	VARCHAR2(13)	NOT NULL
IBS_SC_OC_RPTG_GATE_APP_APPT	contains the scheduled appointment of applicants for the Oath Ceremony	INS_OFFICE_LOC_CODE	the location code that denotes the district office, case-control office, or sometimes the service center	No	No	VARCHAR2(3)	NULL
IBS_SC_OC_RPTG_GATE_APP_APPT	contains the scheduled appointment of applicants for the Oath Ceremony	INS_OFFICE_LOC_SUB_CODE	the location sub-code that denotes the district office, case-control office, or sometimes the service center	No	No	VARCHAR2(3)	NULL
IBS_SC_OC_RPTG_GATE_APP_APPT	contains the scheduled appointment of applicants for the Oath Ceremony	OC_SCH_SITE_LOC_CODE	the code that denotes the scheduling location for the oath ceremony within the geographical area represented by the INS-administrative-location code	No	No	VARCHAR2(3)	NULL
IBS_SC_OC_RPTG_GATE_APP_APPT	contains the scheduled appointment of applicants for the Oath Ceremony	OC_SCH_SITE_LOC_SUB_CODE	the code that denotes the scheduling sub-location for the oath ceremony within the geographical area represented by the INS-administrative-location code	No	No	VARCHAR2(3)	NULL
IBS_SC_OC_RPTG_GATE_APP_APPT	contains the scheduled appointment of applicants for the Oath Ceremony	OC_LOC_CODE	the code that denotes the oath ceremony location within the geographical area represented by the INS-administrative-location code	No	No	VARCHAR2(3)	NULL
IBS_SC_OC_RPTG_GATE_APP_APPT	contains the scheduled appointment of applicants for the Oath Ceremony	OC_LOC_SUB_CODE	the code that denotes the oath ceremony sub-location within the geographical area represented by the INS-administrative-location code	No	No	VARCHAR2(3)	NULL

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IBS_SC_OC_RPTG_GATE_APP_APPT	contains the scheduled appointment of applicants for the Oath Ceremony	OC_RM_ID	the code that denotes the oath-ceremony room designation, i.e., 46A, 46B, 460 ...	No	No	VARCHAR2(5)	NULL
IBS_SC_OC_RPTG_GATE_APP_APPT	contains the scheduled appointment of applicants for the Oath Ceremony	OC_DT	the oath ceremony date	No	No	DATE	NULL
IBS_SC_OC_RPTG_GATE_APP_APPT	contains the scheduled appointment of applicants for the Oath Ceremony	OC_START_TIME	the oath ceremony start-time	No	No	DATE	NULL
IBS_SC_OC_RPTG_GATE_APP_APPT	contains the scheduled appointment of applicants for the Oath Ceremony	RPTG_GATE_NBR	the entrance into the oath-ceremony facility; i.e., doors, gates ...	No	No	VARCHAR2(5)	NULL
IBS_SC_OC_RPTG_GATE_APP_APPT	contains the scheduled appointment of applicants for the Oath Ceremony	RPTG_TIME	the reporting time for oath ceremony	No	No	DATE	NULL
IBS_SC_OC_RPTG_GATE_APP_APPT	contains the scheduled appointment of applicants for the Oath Ceremony	RPTG_GATE_COLOR_CODE	the color identifier that corresponds to the designated reporting time	No	No	VARCHAR2(10)	NULL
IBS_SC_OC_RPTG_GATE_APP_APPT	contains the scheduled appointment of applicants for the Oath Ceremony	SRVC_TYPE_CODE	the code that denotes the service type, such as for case review or question and answer activities	No	No	VARCHAR2(10)	NULL
IBS_SC_OC_RPTG_GATE_APP_APPT	contains the scheduled appointment of applicants for the Oath Ceremony	ALIEN_NBR	the identification number that is assigned to the alien at the time of entry into the United States	No	No	VARCHAR2(10)	NULL
IBS_SC_OC_RPTG_GATE_APP_APPT	contains the scheduled appointment of applicants for the Oath Ceremony	CERT_PRT_REQ_IND	Yes (Y) No (N) flag that indicates whether to print certificate with oath ceremony	No	No	VARCHAR2(1)	NULL
IBS_SC_OC_RPTG_GATE_APP_APPT	contains the scheduled appointment of applicants for the Oath Ceremony	FORM_NBR	the number that denotes Immigration and Naturalization Service form; i.e., I765, I551...	No	No	VARCHAR2(6)	NULL
IBS_SC_OC_RPTG_GATE_BKD_STAT	contains the booked status of the particular gate used for an oath ceremony	INS_OFFICE_LOC_CODE	the location code that denotes the district office, case-control office, or sometimes the service center	Yes	Yes	VARCHAR2(3)	NOT NULL
IBS_SC_OC_RPTG_GATE_BKD_STAT	contains the booked status of the particular gate used for an oath ceremony	OC_SCH_SITE_LOC_CODE	the code that denotes the scheduling location for the oath ceremony within the geographical area represented by the INS-administrative-location code	Yes	Yes	VARCHAR2(3)	NOT NULL
IBS_SC_OC_RPTG_GATE_BKD_STAT	contains the booked status of the particular gate used for an oath ceremony	OC_SCH_SITE_LOC_SUB_CODE	the code that denotes the scheduling sub-location for the oath ceremony within the geographical area represented by the INS-administrative-location code	Yes	Yes	VARCHAR2(3)	NOT NULL
IBS_SC_OC_RPTG_GATE_BKD_STAT	contains the booked status of the particular gate used for an oath ceremony	OC_LOC_CODE	the code that denotes the oath ceremony location within the geographical area represented by the INS-administrative-location code	Yes	Yes	VARCHAR2(3)	NOT NULL
IBS_SC_OC_RPTG_GATE_BKD_STAT	contains the booked status of the particular gate used for an oath ceremony	OC_LOC_SUB_CODE	the code that denotes the oath ceremony sub-location within the geographical area represented by the INS-administrative-location code	Yes	Yes	VARCHAR2(3)	NOT NULL
IBS_SC_OC_RPTG_GATE_BKD_STAT	contains the booked status of the particular gate used for an oath ceremony	OC_RM_ID	the code that denotes the oath-ceremony room designation, i.e., 46A, 46B, 460 ...	Yes	Yes	VARCHAR2(5)	NOT NULL
IBS_SC_OC_RPTG_GATE_BKD_STAT	contains the booked status of the particular gate used for an oath ceremony	OC_DT	the oath ceremony date	Yes	No	DATE	NOT NULL
IBS_SC_OC_RPTG_GATE_BKD_STAT	contains the booked status of the particular gate used for an oath ceremony	OC_START_TIME	the oath ceremony start-time	Yes	No	DATE	NOT NULL
IBS_SC_OC_RPTG_GATE_BKD_STAT	contains the booked status of the particular gate used for an oath ceremony	RPTG_GATE_NBR	the entrance into the oath-ceremony facility; i.e., doors, gates ...	Yes	Yes	VARCHAR2(5)	NOT NULL
IBS_SC_OC_RPTG_GATE_BKD_STAT	contains the booked status of the particular gate used for an oath ceremony	RPTG_TIME	the reporting time for oath ceremony	Yes	No	DATE	NOT NULL
IBS_SC_OC_RPTG_GATE_BKD_STAT	contains the booked status of the particular gate used for an oath ceremony	INS_OFFICE_LOC_SUB_CODE	the location sub-code that denotes the district office, case-control office, or sometimes the service center	No	No	VARCHAR2(3)	NULL
IBS_SC_OC_RPTG_GATE_BKD_STAT	contains the booked status of the particular gate used for an oath ceremony	INIT_ALLOC_NBR	initial estimate of allocated applicants	No	No	NUMBER(5)	NULL
IBS_SC_OC_RPTG_GATE_BKD_STAT	contains the booked status of the particular gate used for an oath ceremony	NBR_ASSIGN	the actual numbers of applicants as currently assigned to the specific gate in the oath ceremony	No	No	NUMBER(5)	NULL
IBS_SC_OC_RPTG_GATE_PROF	contains the profile of a given gate used as part of an Oath Ceremony	INS_OFFICE_LOC_CODE	the location code that denotes the district office, case-control office, or sometimes the service center	Yes	Yes	VARCHAR2(3)	NOT NULL
IBS_SC_OC_RPTG_GATE_PROF	contains the profile of a given gate used as part of an Oath Ceremony	OC_SCH_SITE_LOC_CODE	the code that denotes the scheduling location for the oath ceremony within the geographical area represented by the INS-administrative-location code	Yes	Yes	VARCHAR2(3)	NOT NULL

IBS_SC_OC_RPTG_GATE_PROF	contains the profile of a given gate used as part of an Oath Ceremony	OC_SCH_SITE_LOC_SUB_CODE	the code that denotes the scheduling sub-location for the oath ceremony within the geographical area represented by the INS-administrative-location code	Yes	Yes	VARCHAR2(3)	NOT NULL
IBS_SC_OC_RPTG_GATE_PROF	contains the profile of a given gate used as part of an Oath Ceremony	OC_LOC_CODE	the code that denotes the oath ceremony location within the geographical area represented by the INS-administrative-location code	Yes	Yes	VARCHAR2(3)	NOT NULL
IBS_SC_OC_RPTG_GATE_PROF	contains the profile of a given gate used as part of an Oath Ceremony	OC_LOC_SUB_CODE	the code that denotes the oath ceremony sub-location within the geographical area represented by the INS-administrative-location code	Yes	Yes	VARCHAR2(3)	NOT NULL
IBS_SC_OC_RPTG_GATE_PROF	contains the profile of a given gate used as part of an Oath Ceremony	OC_RM_ID	the code that denotes the oath-ceremony room designation, i.e., 46A, 46B, 460 ...	Yes	Yes	VARCHAR2(5)	NOT NULL
IBS_SC_OC_RPTG_GATE_PROF	contains the profile of a given gate used as part of an Oath Ceremony	RPTG_GATE_NBR	the entrance into the oath-ceremony facility; i.e., doors, gates ...	Yes	Yes	VARCHAR2(5)	NOT NULL
IBS_SC_OC_RPTG_GATE_PROF	contains the profile of a given gate used as part of an Oath Ceremony	OC_PROF_BEGIN_DT	the profile begin-date	Yes	No	DATE	NOT NULL
IBS_SC_OC_RPTG_GATE_PROF	contains the profile of a given gate used as part of an Oath Ceremony	OC_WEEK_NBR	the oath ceremony week number, e.g. 1, 2 ... (for 2-week periods)	Yes	No	NUMBER(5)	NOT NULL
IBS_SC_OC_RPTG_GATE_PROF	contains the profile of a given gate used as part of an Oath Ceremony	OC_DAY_OF_WEEK	the name of the day; i.e., Mon, Tue, Wed, Thu, and Fri, or as specified	Yes	No	VARCHAR2(3)	NOT NULL
IBS_SC_OC_RPTG_GATE_PROF	contains the profile of a given gate used as part of an Oath Ceremony	OC_START_TIME	the oath ceremony start-time	Yes	No	DATE	NOT NULL
IBS_SC_OC_RPTG_GATE_PROF	contains the profile of a given gate used as part of an Oath Ceremony	INS_OFFICE_LOC_SUB_CODE	the location sub-code that denotes the district office, case-control office, or sometimes the service center	No	No	VARCHAR2(3)	NULL
IBS_SC_OC_RPTG_GATE_PROF	contains the profile of a given gate used as part of an Oath Ceremony	RPTG_GATE_ADV_START_MIN_QTY	amount of time to have persons arrive in advance of oath ceremony	No	No	NUMBER(5)	NULL
IBS_SC_OC_RPTG_GATE_PROF	contains the profile of a given gate used as part of an Oath Ceremony	RPTG_GATE_STAGGER_MIN_QTY	interval of time to stagger the arrival of persons at oath ceremony	No	No	NUMBER(5)	NULL
IBS_SC_OC_RPTG_GATE_PROF	contains the profile of a given gate used as part of an Oath Ceremony	GATE_AVAIL_FLAG	Yes (Y) No (N) that denotes whether the entrance denoted by this record's reporting-gate field is available for use	No	No	VARCHAR2(1)	NULL
IBS_SC_OC_RPTG_GATE_PROF	contains the profile of a given gate used as part of an Oath Ceremony	MAX_ALLOC_NBR	the maximum capacity allocated to an entrance denoted	No	No	NUMBER(10)	NULL
IBS_SC_OC_RPTG_GATE_PROF	contains the profile of a given gate used as part of an Oath Ceremony	REC_MOD_FLAG	Yes (Y) No (N) that denotes if record modified and profile change is processed	No	No	VARCHAR2(1)	NULL
IBS_SC_OC_RPTG_GATE_XCEP	contains the exception profile of the gate used as part of an Oath Ceremony	INS_OFFICE_LOC_CODE	the location code that denotes the district office, case-control office, or sometimes the service center	Yes	Yes	VARCHAR2(3)	NOT NULL
IBS_SC_OC_RPTG_GATE_XCEP	contains the exception profile of the gate used as part of an Oath Ceremony	OC_SCH_SITE_LOC_CODE	the code that denotes the scheduling location for the oath ceremony within the geographical area represented by the INS-administrative-location code	Yes	Yes	VARCHAR2(3)	NOT NULL
IBS_SC_OC_RPTG_GATE_XCEP	contains the exception profile of the gate used as part of an Oath Ceremony	OC_SCH_SITE_LOC_SUB_CODE	the code that denotes the scheduling sub-location for the oath ceremony within the geographical area represented by the INS-administrative-location code	Yes	Yes	VARCHAR2(3)	NOT NULL
IBS_SC_OC_RPTG_GATE_XCEP	contains the exception profile of the gate used as part of an Oath Ceremony	OC_LOC_CODE	the code that denotes the oath ceremony location within the geographical area represented by the INS-administrative-location code	Yes	Yes	VARCHAR2(3)	NOT NULL
IBS_SC_OC_RPTG_GATE_XCEP	contains the exception profile of the gate used as part of an Oath Ceremony	OC_LOC_SUB_CODE	the code that denotes the oath ceremony sub-location within the geographical area represented by the INS-administrative-location code	Yes	Yes	VARCHAR2(3)	NOT NULL
IBS_SC_OC_RPTG_GATE_XCEP	contains the exception profile of the gate used as part of an Oath Ceremony	OC_RM_ID	the code that denotes the oath-ceremony room designation, i.e., 46A, 46B, 460...	Yes	Yes	VARCHAR2(5)	NOT NULL
IBS_SC_OC_RPTG_GATE_XCEP	contains the exception profile of the gate used as part of an Oath Ceremony	RPTG_GATE_NBR	the entrance into the oath-ceremony facility; i.e., doors, gates ...	Yes	Yes	VARCHAR2(5)	NOT NULL
IBS_SC_OC_RPTG_GATE_XCEP	contains the exception profile of the gate used as part of an Oath Ceremony	OC_RM_XCEP_SCH_DT	the date of the oath ceremony having the room exception	Yes	No	DATE	NOT NULL
IBS_SC_OC_RPTG_GATE_XCEP	contains the exception profile of the gate used as part of an Oath Ceremony	OC_RM_XCEP_START_TIME	the start-time of the exception-oath-ceremony event	Yes	No	DATE	NOT NULL
IBS_SC_OC_RPTG_GATE_XCEP	contains the exception profile of the gate used as part of an Oath Ceremony	INS_OFFICE_LOC_SUB_CODE	the location sub-code that denotes the district office, case-control office, or sometimes the service center	No	No	VARCHAR2(3)	NULL
IBS_SC_OC_RPTG_GATE_XCEP	contains the exception profile of the gate used as part of an Oath Ceremony	RPTG_GATE_ADV_START_MIN_QTY	amount of time to have persons arrive in advance of oath ceremony	No	No	NUMBER(5)	NULL
IBS_SC_OC_RPTG_GATE_XCEP	contains the exception profile of the gate used as part of an Oath Ceremony	RPTG_GATE_STAGGER_MIN_QTY	interval of time to stagger the arrival of persons at oath ceremony	No	No	NUMBER(5)	NULL

IBS_SC_OC_RPTG_GATE_XCEP	contains the exception profile of the gate used as part of an Oath Ceremony	GATE_AVAIL_FLAG	Yes (Y) No (N) that denotes whether the entrance denoted by this record's reporting-gate field is available for use	No	No	VARCHAR2(1)	NULL
IBS_SC_OC_RPTG_GATE_XCEP	contains the exception profile of the gate used as part of an Oath Ceremony	MAX_ALLOC_NBR	the maximum capacity allocated to an entrance denoted	No	No	NUMBER(10)	NULL
IBS_SC_OC_RPTG_GATE_XCEP	contains the exception profile of the gate used as part of an Oath Ceremony	REC_MOD_FLAG	Yes (Y) No (N) that denotes if record modified and profile change is processed	No	No	VARCHAR2(1)	NULL
IBS_SC_RULE	contains the rules that pertain to scheduling	SCH_RULE_ID	the ID denotes the scheduling rule, e.g., use priority number, mail room date, etc.,.. ID is from the rule table	Yes	No	VARCHAR2(8)	NOT NULL
IBS_SC_RULE	contains the rules that pertain to scheduling	SRVC_TYPE_CODE	the code that denotes the service type	No	No	VARCHAR2(10)	NULL
IBS_SC_RULE	contains the rules that pertain to scheduling	RULE_TYPE	the name of rule for each category, e.g. room-allocation, section-allocation	No	No	VARCHAR2(10)	NULL
IBS_SC_RULE	contains the rules that pertain to scheduling	RULE_DESC	the detailed description of each rule	No	No	VARCHAR2(100)	NULL
IBS_SC_RULE	contains the rules that pertain to scheduling	PRIORITY_ID	the unique ID for priority group	No	No	VARCHAR2(6)	NULL
IBS_SC_RULE	contains the rules that pertain to scheduling	REC_MOD_DTIME	the date and time this record was modified	No	No	DATE	NULL
IBS_SC_TRACKING	contains the Interview and Oath Ceremony data for applicants	APP_ID	the system-generated number used to track receipted cases (i.e., [redacted]	Yes	Yes	VARCHAR2(13)	NOT NULL
IBS_SC_TRACKING	contains the Interview and Oath Ceremony data for applicants	SRVC_TYPE_CODE	the code that denotes the service type, such as for case review or question and answer activities	No	No	VARCHAR2(10)	NULL
IBS_SC_TRACKING	contains the Interview and Oath Ceremony data for applicants	INTV_OC_SCH_SITE_LOC_CODE	the code that denotes the scheduling location for the interview or oath ceremony within the geographical area represented by the INS-administrative-location code	No	No	VARCHAR2(3)	NULL
IBS_SC_TRACKING	contains the Interview and Oath Ceremony data for applicants	INTV_OC_SCH_SITE_LOC_SUB_CODE	the code that denotes the scheduling sub-location for the interview or oath ceremony within the geographical area represented by the INS-administrative-location code	No	No	VARCHAR2(3)	NULL
IBS_SC_TRACKING	contains the Interview and Oath Ceremony data for applicants	INTV_OC_LOC_CODE	the code that denotes the interview or oath ceremony location within the geographical area represented by the INS-administrative-location code	No	No	VARCHAR2(3)	NULL
IBS_SC_TRACKING	contains the Interview and Oath Ceremony data for applicants	INTV_OC_LOC_SUB_CODE	the code that denotes the interview or oath ceremony sub-location within the geographical area represented by the INS-administrative-location code	No	No	VARCHAR2(3)	NULL
IBS_SC_TRACKING	contains the Interview and Oath Ceremony data for applicants	INTV_OC_RM_ID	the code that denotes the interview or oath ceremony room designation, i.e., 46A, 46B, 460 ...	No	No	VARCHAR2(5)	NULL
IBS_SC_TRACKING	contains the Interview and Oath Ceremony data for applicants	INTV_RM_SECT_OC_RPTG_GATE_ID	the code that denotes the interview room designation, i.e., 46A, 46B, 460 ... or the entrance into the oath-ceremony facility, i.e., doors, gates ...	No	No	VARCHAR2(5)	NULL
IBS_SC_TRACKING	contains the Interview and Oath Ceremony data for applicants	INTV_OC_DT	the date/time slot of the interview or the date on which the oath ceremony will be conducted	No	No	DATE	NULL
IBS_SC_TRACKING	contains the Interview and Oath Ceremony data for applicants	ACTION_CODE	the code that denotes the action to be performed, or that was performed on the case	No	No	VARCHAR2(5)	NULL
IBS_SC_TRACKING	contains the Interview and Oath Ceremony data for applicants	ACTION_DTIME	the date and time the action was performed on the case	No	No	DATE	NULL
IBS_SYS_CHECKOUT		APP_ID		Yes	No	VARCHAR2(13)	NOT NULL
IBS_SYS_CHECKOUT		NATL_CHECKOUT_DT		No	No	DATE	NULL
IBS_SYS_CHECKOUT		NATL_CHECKOUT_UID		No	No	VARCHAR2(50)	NULL
IBS_SYS_CHECKOUT		NATL_CHECKIN_DT		No	No	DATE	NULL
IBS_SYS_CHECKOUT		NATL_CHECKIN_UID		No	No	VARCHAR2(50)	NULL
IBS_SYS_CHECKOUT		NATL_STAT_CODE		No	Yes	VARCHAR2(10)	NULL
IBS_SYS_CHECKOUT		REMOTE_CHECKOUT_DT		No	No	DATE	NULL
IBS_SYS_CHECKOUT		REMOTE_CHECKOUT_UID		No	No	VARCHAR2(50)	NULL
IBS_SYS_CHECKOUT		REMOTE_CHECKIN_DT		No	No	DATE	NULL
IBS_SYS_CHECKOUT		REMOTE_CHECKIN_UID		No	No	VARCHAR2(50)	NULL
IBS_SYS_CHECKOUT		REMOTE_STAT_CODE		No	Yes	VARCHAR2(10)	NULL
IBS_SYSTEM_USER_ERROR_LOG	contains error codes and descriptions	ERR_LOG_ID		Yes	No	NUMBER(8)	NOT NULL
IBS_SYSTEM_USER_ERROR_LOG	contains error codes and descriptions	ERR_TEXT_ID		No	Yes	NUMBER(8)	NOT NULL
IBS_SYSTEM_USER_ERROR_LOG	contains error codes and descriptions	ERR_TYPE_CODE		No	Yes	CHAR(4)	NOT NULL
IBS_SYSTEM_USER_ERROR_LOG	contains error codes and descriptions	ERR_SUBTYPE_CODE		No	Yes	CHAR(4)	NOT NULL
IBS_SYSTEM_USER_ERROR_LOG	contains error codes and descriptions	SYS_USER_TYPE		No	No	CHAR(1)	NOT NULL
IBS_SYSTEM_USER_ERROR_LOG	contains error codes and descriptions	ERR_TEXT_GENERATED		No	No	VARCHAR2(2000)	NULL

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IBS_SYSTEM_USER_ERROR_LOG	contains error codes and descriptions	APP_ID		No	No	CHAR(13)	NULL
IBS_SYSTEM_USER_ERROR_LOG	contains error codes and descriptions	LOC_CODE		No	No	CHAR(3)	NULL
IBS_SYSTEM_USER_ERROR_LOG	contains error codes and descriptions	LOC_SUB_CODE		No	No	CHAR(3)	NULL
IBS_SYSTEM_USER_ERROR_LOG	contains error codes and descriptions	ACT_INST_ID		No	No	NUMBER(10)	NULL
IBS_SYSTEM_USER_ERROR_LOG	contains error codes and descriptions	ACT_CODE		No	No	VARCHAR2(20)	NULL
IBS_SYSTEM_USER_ERROR_LOG	contains error codes and descriptions	INT_ERROR_CODE		No	No	CHAR(2)	NULL
IBS_SYSTEM_USER_ERROR_LOG	contains error codes and descriptions	INT_ERROR_FIELD		No	No	CHAR(2)	NULL
IBS_SYSTEM_USER_ERROR_LOG	contains error codes and descriptions	ERR_DATETIME		No	No	DATE	NULL
IBS_WF_ACT_INST	contains the latest workflow instances for an applicant	ACT_INST_ID	the identification for the activity instance, created by sequence number generator	Yes	No	NUMBER(10)	NOT NULL
IBS_WF_ACT_INST	contains the latest workflow instances for an applicant	ACT_CODE	the activity code that denotes the action to be performed, or that was performed on the case (e.g. DeEnter - Data Entry)	No	Yes	VARCHAR2(20)	NULL
IBS_WF_ACT_INST	contains the latest workflow instances for an applicant	ACT_STATE	the condition defining the status of the activity at a particular point in time (e.g. Inactive, Active, Suspended, Completed, Canceled, Error)	No	No	VARCHAR2(10)	NULL
IBS_WF_ACT_INST	contains the latest workflow instances for an applicant	STATE_DTIME	the date and time when the activity state is changed	No	No	DATE	NULL
IBS_WF_ACT_INST	contains the latest workflow instances for an applicant	EXPCT_START_DTIME	the date and time when the activity is expected to start	No	No	DATE	NULL
IBS_WF_ACT_INST	contains the latest workflow instances for an applicant	EXPCT_EXPIR_DTIME	the date and time when the activity is expected to end	No	No	DATE	NULL
IBS_WF_ACT_INST	contains the latest workflow instances for an applicant	PROCESS_INST_ID	the identification for the specific process (e.g. APP_ID (application ID) if process code is "APP" or "N400", PAYMENT_ID if process code is "PAY"	No	Yes	VARCHAR2(13)	NULL
IBS_WF_ACT_INST	contains the latest workflow instances for an applicant	PARTICIPANT	the user (user-identification code) who is currently working on this activity	No	No	VARCHAR2(8)	NULL
IBS_WF_ACT_INST	contains the latest workflow instances for an applicant	LOC_CODE	the code that denotes the location of the INS office	No	No	VARCHAR2(3)	NULL
IBS_WF_ACT_INST	contains the latest workflow instances for an applicant	LOC_SUB_CODE	the code that denotes the sub-location of the INS office	No	No	VARCHAR2(3)	NULL
IBS_WF_ACT_INST	contains the latest workflow instances for an applicant	ASGN_PARTICIPANT	the user (user-identification code) who is assigned to work on this activity (default ?, no one is assigned for now)	No	No	VARCHAR2(8)	NULL
IBS_WF_ACT_INST	contains the latest workflow instances for an applicant	MERGE_BIT_WORD	the sum of the binary representation of all the concurrent activities that are branched from the merge activity (e.g. will be subtracted when any of the concurrent activities is completed)	No	No	NUMBER(10)	NULL
IBS_WF_ACT_INST_STATE		ACT_INST_ID	the identification for the activity instance, created by sequence number generator	Yes	No	NUMBER(10)	NOT NULL
IBS_WF_ACT_INST_STATE		STATE_DTIME	the date and time when the activity state is changed	Yes	No	DATE	NOT NULL
IBS_WF_ACT_INST_STATE		ACT_CODE	the activity code that denotes the action to be performed, or that was performed on the case (e.g. DeEnter - Data Entry)	Yes	Yes	VARCHAR2(20)	NOT NULL
IBS_WF_ACT_INST_STATE		ACT_STATE	the condition defining the status of the activity at a particular point in time (e.g. Inactive, Active, Suspended, Completed, Canceled, Error)	Yes	No	VARCHAR2(10)	NOT NULL
IBS_WF_ACT_INST_STATE		PROCESS_INST_ID	the identification for the specific process (e.g. APP_ID (application ID) if process code is "APP" or "N400", PAYMENT_ID if process code is "PAY"	No	Yes	VARCHAR2(13)	NULL
IBS_WF_ACT_INST_STATE		PARTICIPANT	the user (user-identification code) who is currently working on this activity	No	No	VARCHAR2(8)	NULL
IBS_WF_ACT_INST_STATE		LOC_CODE	the code that denotes the location of the INS office	No	No	VARCHAR2(3)	NULL

IBS_WF_ACT_INST_STATE		LOC_SUB_CODE	the code that denotes the sub-location of the INS office	No	No	VARCHAR2(3)	NULL
IBS_WF_BATCH_PROCESS		ACT_INST_ID		Yes	No	NUMBER(10)	NOT NULL
IBS_WF_BATCH_PROCESS		BATCH_ID		No	No	NUMBER(10)	NULL
IBS_WF_BATCH_PROCESS		PROCESS_INST_ID		No	No	VARCHAR2(13)	NOT NULL
IBS_WF_BATCH_PROCESS		BATCH_PROCESS_NAME		No	No	VARCHAR2(100)	NOT NULL
IBS_WF_END_COND_INST	contains the end-condition code for the workflow activity	ACT_INST_ID	the identification for the activity instance, created by sequence number generator	Yes	No	NUMBER(10)	NOT NULL
IBS_WF_END_COND_INST	contains the end-condition code for the workflow activity	END_COND_CODE	the end condition code that denotes a logical expression which is evaluated by a workdow engine to decide what other activities will be created/started after completing one activity	Yes	Yes	VARCHAR2(16)	NOT NULL
IBS_WF_PROCESS_INST	contains the case status data for the applicant process	PROCESS_INST_ID	the identification for the specific process (e.g. APP_ID (application ID) if process code is "APP" or "N400", PAYMENT_ID if process code is "PAY"	Yes	No	VARCHAR2(13)	NOT NULL
IBS_WF_PROCESS_INST	contains the case status data for the applicant process	PROCESS_CODE	Process Code, the type of process allowed for each application (e.g. APP, PAY, N400)	No	Yes	VARCHAR2(10)	NULL
IBS_WF_PROCESS_INST	contains the case status data for the applicant process	START_DTIME	the date and time when the process is started	No	No	DATE	NULL
IBS_WF_PROCESS_INST	contains the case status data for the applicant process	END_DTIME	the date and time when the process is ended	No	No	DATE	NULL
IBS_WF_PROCESS_INST	contains the case status data for the applicant process	EVENT_DT	the date when this event is taken place	No	No	DATE	NULL
IBS_WF_PROCESS_INST	contains the case status data for the applicant process	PROCESS_STATE	the condition defining the status of the process instance at a particular point in time (e.g. Active, Running, Suspended, Completed, Terminated)	No	No	VARCHAR2(10)	NULL
IBS_WF_PROCESS_INST	contains the case status data for the applicant process	MR_DTIME	the date and time the applicant's mail was received in the mailroom	No	No	DATE	NULL
IBS_WF_PROCESS_INST	contains the case status data for the applicant process	PRIORITY_NBR	the number that denotes the level of priority assigned to this activity	No	No	NUMBER(5)	NULL
IBS_WF_PROCESS_INST	contains the case status data for the applicant process	GROUP_ID	the identifier that denotes the group	No	No	VARCHAR2(6)	NULL
IBS_WF_PROCESS_INST	contains the case status data for the applicant process	OC_ID	the identification for the oath ceremony	No	No	VARCHAR2(50)	NULL
IBS_WF_PROCESS_INST	contains the case status data for the applicant process	REL_PROCESS_INST_ID	the related identification for this specific process (e.g. APP_ID (application ID) if process code is "APP" or "N400", PAYMENT_ID if process code is "PAY"	No	No	VARCHAR2(13)	NULL
IBS_WF_PROCESS_INST	contains the case status data for the applicant process	SC_LOC_CODE	the code that denotes the location of the service center which the case is received or began	No	No	VARCHAR2(3)	NULL
IBS_WF_PROCESS_INST	contains the case status data for the applicant process	OFFICE_LOC_CODE	the code that denotes the location of the administrative office based on the applicant's zip code	No	No	VARCHAR2(3)	NULL
IBS_WF_PROCESS_INST	contains the case status data for the applicant process	OFFICE_LOC_SUB_CODE	the code that denotes the sub-location of the administrative office based on the applicant's zip code	No	No	VARCHAR2(3)	NULL
IBS_WF_PROCESS_INST	contains the case status data for the applicant process	CASE_LOC_CODE	the code that denotes the location of the INS office where this specific case begins or the interview will occur	No	No	VARCHAR2(3)	NULL
IBS_WF_PROCESS_INST	contains the case status data for the applicant process	CASE_LOC_SUB_CODE	the code that denotes the sub-location of the INS office where this specific case begins or the interview will occur	No	No	VARCHAR2(3)	NULL
IBS_WF_PROCESS_INST	contains the case status data for the applicant process	HOLD_ACT_INST_ID	the identification for the activity instance (created by sequence number generator) which caused the process state to be on suspended or running	No	No	NUMBER(10)	NULL
IBS_WK_PROD_01		APP_ID_IDX		No	No	VARCHAR2(13)	NULL
IBS_WK_PROD_01		APP_ID		No	No	VARCHAR2(13)	NULL
IBS_WK_PROD_01		ALIEN_NBR_IDX		No	No	VARCHAR2(10)	NULL
IBS_WK_PROD_01		ALIEN_NBR		No	No	VARCHAR2(10)	NULL
IBS_WK_PROD_01		LOC_CODE1		No	No	VARCHAR2(3)	NULL
IBS_WK_PROD_01		LOC_SUB_CODE1		No	No	VARCHAR2(3)	NULL

IBS_WK_PROD_01		LOC_CODE2		No	No	VARCHAR2(3)	NULL
IBS_WK_PROD_01		LOC_SUB_CODE2		No	No	VARCHAR2(3)	NULL
IBS_WK_PROD_01		NBR_IDX		No	No	NUMBER(38)	NULL
IBS_WK_PROD_01		NBR		No	No	NUMBER(38)	NULL
IBS_WK_PROD_01		DATE1		No	No	DATE	NULL
IBS_WK_PROD_01		DATE2		No	No	DATE	NULL
IBS_WK_PROD_01		TEXT1		No	No	VARCHAR2(2000)	NULL
IBS_WK_PROD_01		TEXT2		No	No	VARCHAR2(2000)	NULL
IBS_WK_PROD_01		TEXT3		No	No	VARCHAR2(2000)	NULL
IBS_WK_PROD_02		APP_ID_IDX		No	No	VARCHAR2(13)	NULL
IBS_WK_PROD_02		APP_ID		No	No	VARCHAR2(13)	NULL
IBS_WK_PROD_02		ALIEN_NBR_IDX		No	No	VARCHAR2(10)	NULL
IBS_WK_PROD_02		ALIEN_NBR		No	No	VARCHAR2(10)	NULL
IBS_WK_PROD_02		LOC_CODE1		No	No	VARCHAR2(3)	NULL
IBS_WK_PROD_02		LOC_SUB_CODE1		No	No	VARCHAR2(3)	NULL
IBS_WK_PROD_02		LOC_CODE2		No	No	VARCHAR2(3)	NULL
IBS_WK_PROD_02		LOC_SUB_CODE2		No	No	VARCHAR2(3)	NULL
IBS_WK_PROD_02		NBR_IDX		No	No	NUMBER(38)	NULL
IBS_WK_PROD_02		NBR		No	No	NUMBER(38)	NULL
IBS_WK_PROD_02		DATE1		No	No	DATE	NULL
IBS_WK_PROD_02		DATE2		No	No	DATE	NULL
IBS_WK_PROD_02		TEXT1		No	No	VARCHAR2(2000)	NULL
IBS_WK_PROD_02		TEXT2		No	No	VARCHAR2(2000)	NULL
IBS_WK_PROD_02		TEXT3		No	No	VARCHAR2(2000)	NULL
IBS_WK_PROD_03		APP_ID_IDX		No	No	VARCHAR2(13)	NULL
IBS_WK_PROD_03		APP_ID		No	No	VARCHAR2(13)	NULL
IBS_WK_PROD_03		ALIEN_NBR_IDX		No	No	VARCHAR2(10)	NULL
IBS_WK_PROD_03		ALIEN_NBR		No	No	VARCHAR2(10)	NULL
IBS_WK_PROD_03		LOC_CODE1		No	No	VARCHAR2(3)	NULL
IBS_WK_PROD_03		LOC_SUB_CODE1		No	No	VARCHAR2(3)	NULL
IBS_WK_PROD_03		LOC_CODE2		No	No	VARCHAR2(3)	NULL
IBS_WK_PROD_03		LOC_SUB_CODE2		No	No	VARCHAR2(3)	NULL
IBS_WK_PROD_03		NBR_IDX		No	No	NUMBER(38)	NULL
IBS_WK_PROD_03		NBR		No	No	NUMBER(38)	NULL
IBS_WK_PROD_03		DATE1		No	No	DATE	NULL
IBS_WK_PROD_03		DATE2		No	No	DATE	NULL
IBS_WK_PROD_03		TEXT1		No	No	VARCHAR2(2000)	NULL
IBS_WK_PROD_03		TEXT2		No	No	VARCHAR2(2000)	NULL
IBS_WK_PROD_03		TEXT3		No	No	VARCHAR2(2000)	NULL
MATCHED_CCO		DISTRICT_NBR		No	No	VARCHAR2(3)	NULL
MATCHED_CCO		STATE_CODE		No	No	VARCHAR2(2)	NULL
MATCHED_CCO		COUNTY_NAME		No	No	VARCHAR2(25)	NULL
MATCHED_CCO		INS_ADMIN_LOC_CODE		No	No	VARCHAR2(3)	NULL
PLAN_TABLE		STATEMENT_ID		No	No	VARCHAR2(30)	NULL
PLAN_TABLE		TIMESTAMP		No	No	DATE	NULL
PLAN_TABLE		REMARKS		No	No	VARCHAR2(80)	NULL
PLAN_TABLE		OPERATION		No	No	VARCHAR2(30)	NULL
PLAN_TABLE		OPTIONS		No	No	VARCHAR2(30)	NULL
PLAN_TABLE		OBJECT_NODE		No	No	VARCHAR2(128)	NULL
PLAN_TABLE		OBJECT_OWNER		No	No	VARCHAR2(30)	NULL
PLAN_TABLE		OBJECT_NAME		No	No	VARCHAR2(30)	NULL
PLAN_TABLE		OBJECT_INSTANCE		No	No	INTEGER	NULL
PLAN_TABLE		OBJECT_TYPE		No	No	VARCHAR2(30)	NULL
PLAN_TABLE		OPTIMIZER		No	No	VARCHAR2(255)	NULL
PLAN_TABLE		SEARCH_COLUMNS		No	No	NUMBER	NULL
PLAN_TABLE		ID		No	No	INTEGER	NULL
PLAN_TABLE		PARENT_ID		No	No	INTEGER	NULL
PLAN_TABLE		POSITION		No	No	INTEGER	NULL
PLAN_TABLE		COST		No	No	INTEGER	NULL
PLAN_TABLE		CARDINALITY		No	No	INTEGER	NULL
PLAN_TABLE		BYTES		No	No	INTEGER	NULL
PLAN_TABLE		OTHER_TAG		No	No	VARCHAR2(255)	NULL
PLAN_TABLE		PARTITION_START		No	No	VARCHAR2(255)	NULL
PLAN_TABLE		PARTITION_STOP		No	No	VARCHAR2(255)	NULL
PLAN_TABLE		PARTITION_ID		No	No	INTEGER	NULL
PLAN_TABLE		OTHER		No	No	LONG	NULL

rf_retrofitted_objects							
STATE_TEMP		ACT_INST_ID		No	No	NUMBER(10)	NULL
STATE_TEMP		STATE_DTIME		No	No	DATE	NULL
STATE_TEMP		ACT_CODE		No	No	VARCHAR2(20)	NULL
STATE_TEMP		ACT_STATE		No	No	VARCHAR2(10)	NULL
STATE_TEMP		PROCESS_INST_ID		No	No	VARCHAR2(13)	NULL
STATE_TEMP		PARTICIPANT		No	No	VARCHAR2(8)	NULL
STATE_TEMP		LOC_CODE		No	No	VARCHAR2(3)	NULL
STATE_TEMP		LOC_SUB_CODE		No	No	VARCHAR2(3)	NULL
STD_CONSULATE		CONSULATE_CODE	the code that identifies the United States consulate office	Yes	No	VARCHAR2(20)	NOT NULL
STD_CONSULATE		CLOSED_FLAG	Yes (Y) No (N) flag that denotes whether the consulate is open for business	No	No	VARCHAR2(1)	NULL
STD_CONSULATE		NIV_FLAG	Yes (Y) No (N) flag that denotes whether visa is non-immigrant	No	No	VARCHAR2(1)	NULL
STD_CONSULATE		BLDG_RM	the room number within the building at the address	No	No	VARCHAR2(34)	NULL
STD_CONSULATE		STREET	the street address	No	No	VARCHAR2(34)	NULL
STD_CONSULATE		CITY	the name of the city that is located in the United States or abroad	No	No	VARCHAR2(28)	NULL
STD_CONSULATE		STATE_CODE	the code that denotes the state within the United States or territory	No	No	VARCHAR2(2)	NULL
STD_CONSULATE		ZIP_CODE	the postal-service code that denotes the mailing-address within the geographical area of the city or county	No	No	VARCHAR2(9)	NULL
STD_CONSULATE		CNTRY_CODE	the standard code that denotes the country	No	No	VARCHAR2(5)	NULL
STD_CONSULATE		CONSULATE_PHONE_NBR	the contact telephone number	No	No	VARCHAR2(16)	NULL
STD_COUNTRY		CNTRY_CODE	the standard code that denotes the country	Yes	No	VARCHAR2(5)	NOT NULL
STD_COUNTRY		CNTRY_NAME	the name of the country denoted by this record's country code	No	No	VARCHAR2(30)	NULL
STD_COUNTRY		CNTRY_NBR	the INS assigned number that corresponds to the country code	No	No	NUMBER(5)	NULL
STD_COUNTRY		EAD_ELIGIBILITY_CODE	the immigration-class code that denotes the employment-eligibility category into which the individual has been classified; i.e., A03 (refugee), A04 (parolee ...	No	No	VARCHAR2(4)	NULL
STD_COUNTRY		TEMP_PROT_STATUS_START_DT	the beginning date	No	No	DATE	NULL
STD_COUNTRY		TEMP_PROT_STATUS_END_DT	the ending date	No	No	DATE	NULL
STD_COUNTRY		TEMP_PROT_STATUS_FEE_WORD	the 32-bit word used to denote different fee assessments for granting temporary protected status to immigrants	No	No	NUMBER(10)	NULL
STD_COUNTRY		RESTRICTED_TRAVEL_FLAG	the indicator that denotes restricted travel to the country represented by this record's country code	No	No	VARCHAR2(1)	NULL
STD_COUNTRY		ICPS_CNTRY		No	No	VARCHAR2(30)	NULL
STD_COUNTRY		FBI_LOCALITY_CODE		No	No	VARCHAR2(4)	NULL
STD_EDUCATION		ED_CODE	the INS-Regulation code that denotes the person's educational level	Yes	No	VARCHAR2(3)	NOT NULL
STD_EDUCATION		ED_DESC	the text that describes the educational level represented by this record's educational code	No	No	VARCHAR2(20)	NULL
STD_ELIGIBILITY_NEWN400		ELIGIBILITY_CODE		Yes	No	CHAR(1)	NOT NULL
STD_ELIGIBILITY_NEWN400		ELIGIBILITY_DESC		No	No	VARCHAR2(255)	NULL
STD_ETHNIC		ETHNIC_CODE	the code that denotes the ethnic category	Yes	No	VARCHAR2(5)	NOT NULL
STD_ETHNIC		ETHNIC_DESC	the description of the ethnic, e.g. ARMEN = ARMENIAN, CHINE = CHINESE, INDIA = INDIAN, RUSSI = RUSSIAN	No	No	VARCHAR2(28)	NULL
STD_FBI_GEO		FBI_GEO_CODE	the code that denote the geographical area which defined by FBI	Yes	No	VARCHAR2(2)	NOT NULL
STD_FBI_GEO		FBI_GEO_DESC	the description of a specified geographical code	No	No	VARCHAR2(50)	NULL
STD_FBI_LOCALITY		LOCALITY_CODE	the standard code that denotes the locality for interfacing with FBI	No	No	VARCHAR2(4)	NULL
STD_FBI_LOCALITY		LOCALITY_DESC	the description of the locality denoted by this record's locality code	No	No	VARCHAR2(50)	NULL
STD_FBI_ORI		FBI_ORI		Yes	No	VARCHAR2(9)	NOT NULL
STD_FBI_ORI		FBI_OFFICE_NAME	the office name to be identified by FBI	No	No	VARCHAR2(50)	NULL
STD_FBI_ORI		FBI_CCO	the identifier of case control office to be identified and billed by FBI	No	No	VARCHAR2(3)	NULL
STD_FBI_ORI		FBI_SC_ORI	the service center's ORI number	No	No	VARCHAR2(9)	NULL
STD_FORM		FORM_NBR		Yes	No	VARCHAR2(6)	NOT NULL
STD_FORM		FORM_TITLE		No	No	VARCHAR2(200)	NULL
STD_GENDER		GENDER_CODE	the code that denotes the person's sex	Yes	No	VARCHAR2(1)	NOT NULL
STD_GENDER		GENDER_DESC	the text that describes sexual identity; i.e. M = Male, F = Female, and U = Unknown	No	No	VARCHAR2(10)	NULL
STD_HOLIDAY		HOLIDAY_DT	the date of the legal holiday	Yes	No	DATE	NOT NULL

STD_HOLIDAY		HOLIDAY_DESC	Christmas, New Year's, Presidents' Day, Memorial Day ...	No	No	VARCHAR2(20)	NULL
STD_IMM_AND_NONIMM		STATUS_TYPE	the type of INS assigned status code	Yes	No	VARCHAR2(1)	NOT NULL
STD_IMM_AND_NONIMM		STATUS_CODE	the status code INS assigns to the individual who enters the United States of America or a territory	Yes	No	VARCHAR2(3)	NOT NULL
STD_IMM_AND_NONIMM		STATUS_DESC	the INS status code may be IMMIGRATION (i.e., E31 = skilled worker ...) or NON-IMMIGRATION (i.e., N4 = official of NATO ...)	No	No	VARCHAR2(50)	NULL
STD_IMM_AND_NONIMM		COND_RESIDENCY_FLAG	Yes (Y) No (N) indicator that denotes whether the alien's residency is conditional	No	No	VARCHAR2(1)	NULL
STD_IMM_AND_NONIMM		EAD_ELIGIBILITY_CODE	the immigration-class code that denotes the employment-eligibility category into which the individual has been classified; i.e., A03 (refugee), A04 (parolee ...	No	No	VARCHAR2(4)	NULL
STD_IMM_AND_NONIMM		JOB_CODE	the occupational speciality code	No	No	VARCHAR2(3)	NULL
STD_LOCATION		LOC_CODE	the code that denotes the location of the INS office	Yes	No	VARCHAR2(3)	NOT NULL
STD_LOCATION		LOC_TYPE_CODE	the code that denotes the location type: i.e., District Office (DO); Sub Office (SO); and Satellite Office (SAT)	No	No	VARCHAR2(3)	NULL
STD_LOCATION		LOC_DESC	the text that describes the location denoted by the location-type code	No	No	VARCHAR2(40)	NULL
STD_LOCATION		ASY_LOC_IND	the indicator, when set, indicates that this record's location code represents the location of the asylum office	No	No	VARCHAR2(1)	NULL
STD_LOCATION		POE_LOC_IND	the indicator, when set, indicates that this record's location code represents the location of the port-of-entry office	No	No	VARCHAR2(1)	NULL
STD_LOCATION		BPO_LOC_IND	the indicator, when set, indicates that this record's location code represents the border partol office	No	No	VARCHAR2(1)	NULL
STD_LOCATION		LEG_LOC_IND	the indicator, when set, indicates that this record's location code represents the legalization office	No	No	VARCHAR2(1)	NULL
STD_LOCATION		INTV_SITE_IND	the indicator, when set, indicates that this record's location code represents the interview site	No	No	VARCHAR2(1)	NULL
STD_LOCATION		JUDICIAL_OC_IND	the indicator, when set, indicates that this record's location code represents the place where serve judicial oath ceremony	No	No	VARCHAR2(1)	NULL
STD_LOCATION		ADMIN_OC_IND	the indicator, when set, indicates that this record's location code represents the place where serve administrative oath ceremony	No	No	VARCHAR2(1)	NULL
STD_LOCATION		REGION_CODE	the code that denotes the region in which the INS office is located; i.e., Eastern Office Region (EOR), Western Office Region (WOR), Central Office Region (COR, and Foreign Office Region (FOR)	No	No	VARCHAR2(3)	NULL
STD_LOCATION		DISTRICT_NBR	the number that corresponds to the district office that is represented by this record's location code	No	No	VARCHAR2(3)	NULL
STD_LOCATION		SECTOR_NBR	the number that corresponds to the sector headquarter office of this record's location code	No	No	VARCHAR2(3)	NULL
STD_LOCATION		SERVICE_CENTER_CODE	the code that denotes the service-center office within the STATE represented by this record's STATE code; i.e., Vermont Service Center (VSC), Nebraska Service Center (NSC), California Service Center (CSC), and Texas Service Center (TSC)	No	No	VARCHAR2(3)	NULL
STD_LOCATION		OFFICER_TITLE	the officer's title of the location of the INS office	No	No	VARCHAR2(34)	NULL
STD_LOCATION		BLDG_RM	the room number within the building at the address	No	No	VARCHAR2(34)	NULL
STD_LOCATION		STREET	the street address	No	No	VARCHAR2(34)	NULL
STD_LOCATION		CITY	the name of the city that is located in the United States or abroad	No	No	VARCHAR2(28)	NULL
STD_LOCATION		STATE_CODE	the code that denotes the state within the United States or territory	No	No	VARCHAR2(2)	NULL

STD_LOCATION		ZIP_CODE	the postal-service code that denotes the mailing-address within the geographical area of the city or county	No	No	VARCHAR2(9)	NULL
STD_LOCATION		COUNTY_NAME	the name of the county within a state within the United States	No	No	VARCHAR2(25)	NULL
STD_LOCATION		PROVINCE	the geographical location in the foreign country	No	No	VARCHAR2(20)	NULL
STD_LOCATION		POSTAL_CODE	the code that directs mail delivery to the desired geographical area in the foreign country	No	No	VARCHAR2(9)	NULL
STD_LOCATION		CNTRY_CODE	the standard code that denotes the country	No	No	VARCHAR2(5)	NULL
STD_LOCATION		PHONE_NBR	the contact telephone number	No	No	VARCHAR2(10)	NULL
STD_LOCATION		DAYS_OF_OPERATION	the days of operation at this location	No	No	NUMBER(5)	NULL
STD_LOCATION		HOURS_OF_OPERATION	the hours of operation at this location	No	No	NUMBER(5)	NULL
STD_MARITAL_STATUS		MARITAL_STATUS_CODE	the code that denotes the person's marital status	Yes	No	VARCHAR2(1)	NOT NULL
STD_MARITAL_STATUS		MARITAL_STATUS_DESC	the text that describes the marital status represented by this record's marital-status code: 1) single; 2) married; 3) widowed; 4) divorced; 5) separated;9) unknown	No	No	VARCHAR2(20)	NULL
STD_MARITAL_STATUS_NEWN400		MARITAL_STATUS_CODE	the code that denotes the person's marital status	Yes	No	VARCHAR2(1)	NOT NULL
STD_MARITAL_STATUS_NEWN400		MARITAL_STATUS_DESC	the text that describes the marital status represented by this record's marital-status code: 1) single; 2) married; 3) widowed; 4) divorced; 5) separated;9) unknown	No	No	VARCHAR2(20)	NULL
STD_OCCUPATION		JOB_CODE	the occupational speciality code	Yes	No	VARCHAR2(3)	NOT NULL
STD_OCCUPATION		JOB_DESC	the text that describes the occupational speciality represented by the job code of this record	No	No	VARCHAR2(30)	NULL
STD_RELIGION		RELIGION_CODE	the code that denotes a religious category: 1) BUDDH; 2) BAHAI; 3) CATHO; 4) CHRIS; 5) DRUZE; 6) HINDU; 7) JAINS; 8) JEWIS; 9)MOSLE; 10) ORTHO; 11) OTHER; 12) PARSI; 13) PENTE; 14) PROTE; 15) SHIIT; 16) SIKH; 17) SUNNI; 18) UNKNO; 19) ZOROA	Yes	No	VARCHAR2(5)	NOT NULL
STD_RELIGION		RELIGION_DESC	1) Buddhist, 2) Bahi, 3) Chris-Cath; 4) Chris; 5) Mos Druze; 6) Hindu; 7) Jains; 8)Jewish; 9) Mos; 10) Chris-Ortho; 11) Other; 12) Parsi (Zoroastrian); 13 Chris-Pente; 14) Chris-Prost; 15) Mos-Shiite; 16) Sikh; 17) Mos-Sunni; 18) Unk; 19) Zoroastrian	No	No	VARCHAR2(40)	NULL
STD_REMIT_TYPE		REMIT_TYPE_CODE	the code that denotes the remittance type	Yes	No	VARCHAR2(3)	NOT NULL
STD_REMIT_TYPE		REMIT_TYPE_DESC	the text that describes the remittance type represented by this record's remittance-type code; i.e., Cash, Commerical Money Order,Treasury Check, U.S. Postal Money Order, Credit Card, International Money Order, or Personal Check	No	No	VARCHAR2(25)	NULL
STD_STATE		STATE_CODE	the code that denotes the state within the United States or territory	Yes	No	VARCHAR2(2)	NOT NULL
STD_STATE		STATE_NAME	the name of the state represented by the state code	No	No	VARCHAR2(30)	NULL
STD_SUFFIX		SUFFIX_CODE	the name-suffix code of the person (i.e., Sr., Jr., II, III, or IV)	Yes	No	VARCHAR2(3)	NOT NULL
STD_SUFFIX		SUFFIX_DESC	the description of this record's suffix code	No	No	VARCHAR2(10)	NULL
STD_ZIP_CODE		ZIP_CODE	the postal-service code that denotes the mailing-address within the geographical area of the city or county	Yes	No	VARCHAR2(9)	NOT NULL
STD_ZIP_CODE		CITY	the name of the city that is located in the United States or abroad	Yes	No	VARCHAR2(28)	NOT NULL
STD_ZIP_CODE		ZIP_CLASSIFICATION_CODE	the code that denotes zipcode classification; i.e., M = APO or FPO, P = PO BOX ...	No	No	VARCHAR2(1)	NULL
STD_ZIP_CODE		STATE_CODE	the code that denotes the state within the United States or territory	No	No	VARCHAR2(2)	NULL
STD_ZIP_CODE		COUNTY_NAME	the name of the county within a state within the United States	No	No	VARCHAR2(25)	NULL
STD_ZIP_CODE		INS_ADMIN_LOC_CODE	the location code that denotes the district office, case-control office, or sometimes the service center	No	No	VARCHAR2(3)	NULL
STD_ZIP_CODE_AUD		ZIP_CODE		No	No	VARCHAR2(9)	NULL
STD_ZIP_CODE_AUD		CITY		No	No	VARCHAR2(28)	NULL
STD_ZIP_CODE_AUD		ZIP_CLASSIFICATION_CODE		No	No	VARCHAR2(1)	NULL
STD_ZIP_CODE_AUD		STATE_CODE		No	No	VARCHAR2(2)	NULL

STD_ZIP_CODE_AUD		COUNTY_NAME		No	No	VARCHAR2(25)	NULL
STD_ZIP_CODE_AUD		INS_ADMIN_LOC_CODE		No	No	VARCHAR2(3)	NULL
STD_ZIP_CODE_AUD		AUD_USERNAME		No	No	VARCHAR2(30)	NULL
STD_ZIP_CODE_AUD		AUD_CHANGE_DTIME		No	No	DATE	NULL
STD_ZIP_CODE_AUD		AUD_ACTION_FLAG		No	No	VARCHAR2(1)	NULL

Date Reviewed	ITSR Number	Initiative	CCB Vote	Rqmt. For Trans-formation	LAT Vote	Comments
12/1/2005		I-485 Overlap	Approved		Concur	
12/15/2005		C4 De-Scheduling Issue	Approved		Concur	Capability to be included in C4 Super User Access
12/15/2005		Add Scheduled-On Date Query to C4	Approved		Concur	Capability to be included in C4 Super User Access
12/15/2005		InfoPass - Standard Appointment Matrix	Approved		Concur	
1/26/2006		ITSR 475 Premium Processing	Approved		Concur	
3/16/2006		C4 Super User	Approved		Concur	Approval was for Option 2, to start after the migration
3/16/2006		C4 Access to the NRC	Approved		Concur	Approval was for Option 2
3/16/2006		C4 Release 5.16 *(emergency release review)*	Approved		Concur	
4/19/2006		C3 MF: Phase 3 A-Number Fix	Approved		Concur	This change was approved by both Operations and OCIO. The scope of the change has been reduced and is now estimated at 2,600 hours. This change will be included in the contract re-compete.
4/19/2006	ITSR: 770 & 771	C3 FY05 Count of EAD Initial Receipts I-765 & I-131	Approved		Concur	OCIO to notify [redacted] of the kind of info that gets reported to the Ombudsman as a result of reports
4/19/2006	ITSR: 906	EAD Eligibility Codes	Approved		Concur	Req approved with exception of the (c)(9)(ii) Fam-based adj of status pending
4/19/2006	ITSR: 897	Supervisory Hold	Approved		Concur	Notify divine of # of records impacted as a ruselt of changes. Notify [redacted] when the I-181 hold change to C3 is scheduled.
4/19/2006	SCR: 5688	C3 Approval Data Drop	Approved		Concur	Approved Assessment Only
4/19/2006	SCR's: 5786, 5787	TPS Routing Modifications & Routing Modifications for Bi-Specialization	Approved		Concur	[redacted] to work w [redacted] to resolve outstanding questions
4/19/2006	SCR 5523	Bug Fix for C3 MF	Approved		Concur	
5/11/2006	ITSR: 1133	Claims 3 Replacement Print Spooler	Approved		Concur	
5/11/2006	ITSR: 1134	Open Case Query	Approved		Concur	
5/25/2006	ITSR: 746	Add Quick Civics Lesson Note to Notices	Approved		Concur	
5/25/2006	ITSR 1146	Fingerprint Appointment b DOD Button	Approved		Concur	
5/25/2006	ITSR *pending*	I-765 ICMS Module	Approved		Concur	
6/27/2006	SCR's: 1052, 1927, 4408, 4597, 5248	C3 Case Transfer - Defect Corrections	Approved			[redacted] requested one page with schedule and timeline.
6/27/2006	ITSR: 1317 SCR's: 5237, 5238-4, 6021-5	CLAIMS 4 Release 5.19: Overseas Military Natz.	Approved			International Ops agreed to fund
8/17/2006	ITSR: 1412	Change CoA Application	Approved		Concur	Out-Of-Cycle Approval. CCB has no objections with this approval.
8/17/2006	ITSR: 1304	Eliminate Dependency on C4 MS Access	Approved		Concur	
8/17/2006	ITSR: 1160	C3 MF Release 3.7 - Additions to the Approved Scope (Delete the EAD eligibility for of C26, and add the A20 code)	Approved		Concur	
8/17/2006	ITSR: 0974	Printer Server Replacement/Removal of Novell Print Commands	Approved		Concur	
8/17/2006	ITSR: 1485	Correct C3 Printing of Beneficiary Name on the Receipt Notice	Approved		Concur	
8/17/2006	ITSR: 1435	Changes to the I-730 Approval Notices	Approved		Concur	

Date Reviewed	ITSR Number	Initiative	CCB Vote	Rqmt. For Trans-formation	LAT Vote	Comments
8/17/2006	ITSR: 1300	Allow Fee Receipt Elsewhere in the New Premium Processing Module	Approved		Concur	
9/21/2006	SCR's: 5458, 5457, 6224, 6099	C3 LAN Release 6.14 – NFTS Interface Issues	Approved		Concur	
9/21/2006	SCR's: 5736, 6050(5650), 6073	C3 LAN Release 3.17 – Additional SCRs	Approved		Concur	
9/21/2006	ITSR: 1076	NIV Interface Change – Addition to C3 MF Release 3.7	Approved		Concur	
9/21/2006	ITSR: 1378	Remove Upper Age Limit for FBI Name Check – Addition to C3 MF Release 3.7	Approved		Concur	
9/21/2006	ITSR: 1770	Minimize the Number of "Undeliverable Mail" for Applications Processed at the Chicago Lockbox	Approved		Concur	
9/21/2006	ITSR: 1771	Allowing the Premium Processing Functionality for Forms I-539 & I-765	Approved		Concur	
9/21/2006	SCR: 2897	Migrate Data via Section Codes from within a FCO to Another FCO	Approved		Concur	
9/21/2006	SCR: 2869	Add the Shipping Account Information and Tracking Number	Approved		Concur	
9/21/2006	SCR: 2441	Request that the Barcode Printer, Print Requested Range of Barcode	Approved		Concur	
9/21/2006	SCR: 2839	Migration to Crystal Reports v11	Approved		Concur	
9/21/2006	SCR: 2862	Correct the Office Transfer Out Report	Approved		Concur	
9/21/2006	SCR: 2825	Update External Request Status	Approved		Concur	
9/21/2006	SCR: 2844	Audit Transactions are Updating the Location of Consolidated Files	Approved		Concur	
9/21/2006	SCR: 28905	Provide a Warning Message Before Processing Bulk Transfer Forward	Approved		Concur	
9/21/2006	ITSR: 1486	I-751 Notice Changes	Approved		Concur	
10/19/2006	ITSR: 1662	Adjudication Hold Flag	Approved		Concur	
12/14/2006	SCR: 6405	Update Claims 4 Military Module - Emergency Release 5.19.1.1	Approved		Concur	
12/14/2006	SCR: 6365	C3 MF I-539 Upload Issues	Approved		Concur	SEVIS update will be added to SCR 6365.
12/14/2006	SCR: 6353	Claims 3 GUI doesn't consider 'C51' as a Conditional Class Code	Approved		Concur	IT will check card production issues that could occur due to SCR 6353.
12/14/2006	ITSR: 458	Pervasive P.SQL v8.7 Upgrade for C3 LAN	Approved		Concur	The CCB unanimously voted to approve this request, but only for the development of a project plan, test plan, and outlined costs. Action: Quickbeam will resolve all issues with the appropriate licenses and provide clarification on what C3 is connected to. CSCorp, Quickbeam, and ICMS need to be working together on all upcoming changes.
12/14/2006	ITSR: 225	Modify "Force Batch Case Transfer"	Approved		Concur	
1/18/2007	ITSR: 458	Pervasive P.SQL v8.7 Upgrade for C3 LAN	Approved		Concur	Quickbeam will set up weekly teleconferences to discuss the status of the upgrade, and will proceed ahead with NBC.
2/22/2007	ITSRs: 506, 507, 508, 785	Claims 3 - Field Realignment	Approved		Concur	

Date Reviewed	ITSR Number	Initiative	CCB Vote	Rqmt. For Trans-formation	LAT Vote	Comments
2/22/2007	ITSR: 509	Modify Claims 4 for Office Re-alignement	Approved		Concur	Alternative C was approved
3/15/2007	ITSR: 883	I-765 Module Validity Date Modification	Approved		Concur	
3/15/2007	ITSR: 886	Fee Changes - C4	Approved		Concur	
3/20/2007	ITSR: 885, 887	Fee Changes - C3	Approved		Concur	Option E was approved. That combined Choice A and Choice D (option ii). The approval does not include the bundling of interim fees for I-485. The bundling portion will be decided later.
5/3/2007	ITSR: 1089	Claims 3 Emergency Release 6.13.2	Approved		Concur	[redacted] will verify whether the 200 million series will still work.
8/2/2007	ITSR: 1723	Claims 4 Release 6.1.1	Approved		Concur	
8/16/2007	ITSRs: 268, 286, 385, 436, 1175, 1192, 1368, 1744, 1745, 1746	Claims 4 Release 6.3	Approved		Concur	
9/27/2007	ITSR: 2256	C4 Frontlog Receipting	Approved		Concur	
12/20/2007	ITSRs: 1561, 1828, 1840 SCRs: 7099	C3 MF Release 3.11	Approved		Concur	
12/20/2007	ITSR: 543	I-131 Express Functionality into Claims 3	Approved		Concur	
2/27/2008	ITSR: 1286	C4 FBI NameCheck Interface	Approved		Concur	
3/20/2008	ITSR: 1942	Claims 3 Emergency Release 6.15.2	Approved		Concur	
3/20/2008	ITSR: 1754	Claims 4 Release 7.0	Approved		Concur	
5/15/2008	ITSR: OCIO-06-SR01487, SCRs 7375, 7389, 7391, 7393	C3 LAN Release 6.18	Approved		Concur	
5/15/2008	ITSR: OCIO07SR001178, OCIO07SR001179, OIT08SR01560, OIT08SR02963 OIT08SR02967	C3 MF Release 3.12	Approved		Concur	
5/15/2008	ITSR: OIT08SR01755	C4 Release 8.0	Approved		Concur	
7/16/2008	OIT08SR02449	I-131 Country of Citizenship	Approved		Concur	
7/16/2008	OIT08SR03486	Claims 4 Release 8.0 Additional ITSR	Approved		Concur	
8/28/2008	OIT08SR04693, OIT08SR4899, OIT08SR04900	C3 MF Release 3.12 - Additional ITSRs	Approved		Concur	
10/16/2008	SCR # 7890	C3 Emergency Release 6.16.1	Approved		Concur	
11/14/2008	OIT09SR438	C3 Release 6.16.2	Approved		Concur	
12/8/2008	OIT09SR616	C3 MF Release 3.11.1	Approved			
12/18/2008	OIT09SR912	Claims 3 Release 6.18 - Additional Requirement	Approved			
1/15/2009	OIT09SR1133	C4 Emergency Release 8.0.1	Approved			
2/19/2009	OIT09SR1000	Lockbox Release 3 – Claims 3 Support	Approved			
2/19/2009	OIT09SR10089	Update C3 notices with "Document Veracity"	Approved			
2/19/2009	OIT09SR10282, OIT09SR10139	Claims 4 Release 8.1	Approved			
3/19/2009	OIT09SR1001	Lockbox Release 4	Approved			
4/16/2009	OIT09SR11044	FBI Name Check Claims 3 MF Phase 1	Approved			

(b)(6)

Date Reviewed	ITSR Number	Initiative	CCB Vote	Rqmt. For Trans-formation	LAT Vote	Comments
6/3/2009	OIT09SR11758	Claims 4 modification to support NCAR	Approved			
6/18/2009	OIT09SR12160	Lockbox Release 5 - C3 Development	Approved			
7/30/2009	OIT09SR12875	NCAR Initiative: Claims 4 Release 8.2	Approved			
7/30/2009	OIT09SR12876	NCAR Initiative: Claims 4 Release 8.3	Approved			
10/15/2009	OIT09SR10282, OIT09SR11758, OIT10SR10120	Claims 4 Release 8.1	Approved			

(b)(6)

	Id	Owner	Title
	7553		NFTS not functioning...
	7667		Activating NFTS at the Vermont Service Center (ESC)
	7668		June 2008 Zip Codes
	7705		Resolved Underpay cases transferred from SSC to NBC prematurely
	7712		Turn WSC (California Service Center) on to ship N400 cases to NBC
	7714		July 2008 Zip Codes
	7733		APO/FPO Addresses sent from the bank
	7541		No test location for RAL001 - Table Release 5
	7734		RAFACSInitial and RqtCISVerify Expected Start Dates
	7735		Permanent Residency Date validation
	7736		Data entry validation of "parents US citizens" question.
	7737		The lockbox Reports return errors
	7739		Section of Law error
	7741		Section of Law warning in Address Change
	7742		Message prompts for Section of Law 325
	7744		Turn LIN (Nebraska Service Center) on to ship N400 cases to NBC
	7745		Error occurs when DOB is not entered
	7749		Section of Law not saved when BoE is "D"
	7750		CLAIMS 4 Lockbox - Three Additional Rejection Reasons
	7487		C4 - Extraneous Button on Marriage Tab in Adjudications
	7467		Country Code for Kosovo
	7518		April 2008 Zip Codes
	7533		Address Update at the National Benefits Center
	7534		Realign zip codes from DEN001 to DEN002
	7539		Missing Location Cod
	7547		Address not showing for I485 interview notices
	7551		Missing "number of days" on Receipt/Transfer notices...

		7552	Workflow problems for cases data entered at NBC000
		7424	Raleigh/Durham Field Office
		7426	March 2008 Zip Codes
		7510	NFTS Activation at the Nebraska Service Center (LIN)
		7554	Evidence being duplicated on Evidence in Data Entry
		7555	Cannot update Address for case Data Entered at NBC
		7556	Cannot save case after entering FP response
		7590	Roanoke Temporary realignment to Norfolk
		7466	Rollback NFTS at Vermont Service Center (ESC)
		7473	NFTS Activation at the Vermont Service Center (ESC)
		7543	New ASC location for Raleigh
		7584	Evidence screen issue
		7585	Error message in Reporting Module
		7458	NBC Stand-up
		7605	CLAIMS 4 - Lockbox Operations
		7448	Change FBI Name Check Workflow to Send XX Results to FBINameResponse
		7588	May 2008 Zip Codes
		7591	Realign Zip Codes from LOS001 to LOS002
		7618	Turn SSC (Texas Service Center) on to ship N400 cases to NBC
		7665	C4 7.0 UAT - Data Entry Locking Up When Saving
		7666	C4 7.0 UAT - Phantom Notice Generated after Data Entry Error
		7682	C4 7.0 UAT - Type of Appearance Generating Error on G28 Tab
		7683	C4 7.0 UAT - A-File Alert Erroneously Generated in Adjudications Module
		7684	C4 7.0 UAT - Denial Due To Abandonment Notice Wording Incorrect for NBC
		7685	C4 7.0 UAT - Data Entry Locks Up When Selecting I551 Card on Evidence Tab
		7687	Activating NFTS at NBC (National Benefit Center)
		8404	March 2009 Zip Code per OIT09SR1456
		8128	C4 8.0 - JPMC Reject Notice for Fee Issue: Correct Filing Fee Amt is Misleading

	8145	[redacted]	C4 8.0 - Incorrect USCIS Office Address Displayed on Reject Notices from JPMC
	8146		C4 8.0 - Notices Reprinted from CLAIMS4 are not the Original Lockbox Notices
	8080		C4 8.0 - JPMC Truncating Foreign Address Postal Codes to 5 Characters
	8086		C4 8.0 - First Occupation Code is Displayed Incorrectly in Adjudications
	8087		C4 8.0 - JPMC Should Not Require BioFee Update If FD258 Form is Received
	8091		C4 8.0 - JPMC Not Marking FD258 Evidence as Required for Applicants <75
	8093		C4 8.0 - Street Numbers Provided by JPMC are Shifting to Previous Residence
	8094		C4 8.0 - JPMC Unable to Process a G28 for Multiple Applicants
	8098		C4 8.0 - JPMC Should Not Require Overseas Applicants to Pay Biometric Fee
	8127		C4 8.0 - BioFee Updates Rejected for N400s with Unresolved Address/Data Errors
	8129		December 2008 Zip Codes
	8154		C4 8.0 - Requirement 7605.26 needs update
	8155		C4 8.0 - JPMC unable to process N400 dated 07/30/2007
	8106		New USCIS Field Offices per OIT09SR504
	8222		Ingesting Duplicate Applications
	8204		Duplicate Address per OIT09SR1133
	8243		January 2009 Zip Codes
	8244		PHI and PIT zip codes realignment per OIT09SR1189
	8119		C4 8.0 - Street No. & Employer/School info are shifting from previous record
	8274		Remove Duplicate FBI Locality Data per OIT09SR1309
	8085		New CBP Ports of Entry per OIT09SR466
	8090		C4 8.0 - Section of Law Description Incorrect for 319(B) and 319 (C)
	8092		C4 8.0 - A Reject Notice is Printed with 3 Pages
	8315		ESB Address Return Error per OIT09SR1459

📎	8316	[redacted]	Re-create Receipt Notices printed by JPMC; allow print of notices without Anum
	8317		Allow Data Entry and Update of Part 3: Address Information to fix address errors
	8318		Allow Data Entry and Display of Part 7: Trips and Multiple Countries per Trip
	8319		Data Entry - display spouses ex-spouses
	8320		Allow Data Entry and Display of Part 9: Children
📎	8321		BSU - Determine the correct FP fee
📎	8322		Create 2 new reports for NBC
	8323		Synchronize Lockbox Remittance Data per ITSR08SR1755
	8324		Record Multiple Countries per Trip per ITSR08SR1755
	8325		Multiple Fixes in the N400 Form Ingest Routine per ITSR08SR1755
	8338		Error when printing notice for case with Service Type CRN400
	8348		CLAIMS 4 - allow special characters in Name and Address fields
	8350		February 2009 Zip Code per OIT09SR1456
	8356		Print Updated Naturalization Certificate N-550
	9014		Redirect zip codes from DAL002 to DAL001 per OIT09SR12856
	9017		System displays error message during Notice printing
	9018		The order of ingested records for applicant's marriage history is changed in DB.
	9026		JAWS is unable to read some labels for 508 compliance.
	9042		Problem with address error case with a Foreign Address
	9052		Address Change at Providence per OIT09SR12952
	9053		San Fernando Valley (SFV) Office Setup
	9054		C4 Data Change for CRIS
	9055		C4 Holidays for 2010 - 2011 - 2012
📎	9056		Fingerprint Notice Change - NCAR
	9057		Biometric Retrieval Utility - C4/NCAR
	9058		Erroneous message is displayed when required field is missing.
	9061		Blank rows created in Spouse_Marriage_Hist table
	9069		C4 user is unable to view address errors in DE.

	9074	[redacted]	Redirect Zip Codes from WAS003 to WAS001 per OIT09SR13082
	8804		Request Check Military Evidence per INC000000268758
	8805		Extra Evidence record displayed in Adjudication per INC000000287949
	8849		July 2009 Zip Code per OIT09SR1456
	8850		August 2009 Zip Code per OIT09SR1456
	8879		ADJ: Abs Tab Missing Data Errors Warning Symbol
	8880		Status not showing for rejected cases
	8881		Attorney notices not showing in "Notices" module
	8882		Notices are not properly formatted.
	8929		Cannot print Abandonment notice
	8999		Problem when selecting jurisdication for cases with foreign address
	8803		Request Check FBI for applicants over 75 years old per INC000000289858
	8993		Rejection Notices printed with stuck-together words.
	8994		Rejection Notices not printed. Via Batch Notice client
	9001		Discrepancy message in Adjudications
	9006		Error received when more than 40 char email address entered in DE module.
	9007		User's input changed by the system.
	9008		State datafield is enabled instead of being disabled.
	9009		Spouse's immigration status not saved to database.
	9499		Lockbox cases: A Row is Created on Emp History tab in Adj When Blank on N400 PDF
	9514		December 2009 Zip Code per OIT10SR10073
	9522		Ireland COB Code per OIT10SR10890
	9523		Reassign Zip Codes for East Los Angeles per OIT10SR10835
	9533		Remove all Hints from CLAIMS 4 Packages, Procedures, and Functions OIT10SR11240
	9500		Lockbox Cases: Multiple Race Codes are Sent by JPMC but C4 Only Allows 1 Code
	9508		Add SAI, ROP, and TIQ Port Of Entry to CLAIMS 4 per OIT10SR10805

	9551	[redacted]	C4 8.1: Date of Birth Error Generated in DE When Saving Existing Lockbox Cases
📎	9552		C4 8.1: Lockbox N400s Are Stuck at a DeComplete State in the Workflow
	9556		Change Interfaces Program to Create New Log Every Day
	9557		C4 8.1: Error "Invalid procedure call or argument" is Generated in Data Entry
	9558		C4 8.1: The Two New Reports Are Sorting by Date Incorrectly
	9559		Error N400B message in Data Entry.
	9564		C4 8.1: Typo In the New Unknown Forms w/o Application or Check Reject Notice
	9575		January 2010 Zip Code per OIT10SR10073
	9532		Modify the XML codes from the ingest packages for Oracle 11g per OIT10SR11240
	9593		Naturalization Processing for Spouses of Active Duty Military Members Residing O
📎	9604		Zip Codes Realignment from SEA to POO per OIT10SR11256
	9560		BoE "D" with blank Section of Law causes an error
	9613		Attorney Data Modifications in C4 Adjudication Module
	9622		C4 8.1: Cases Interactively Scheduled are Not Included on the Interview Report
	9636		February 2010 Zip Code per OIT10SR10073
	9658		C4 8.1: The "Awaiting Bio Fee" Notice Should Be Updated to Remove "or petition"
	9662		Rejection Notice printed for Data Entered Underpayment
	9663		C4 8.1:Specific Notices Reprinted in C4 Require 2 Pages While Bank Uses 1 Page
📎	9664		C4 8.1: Home Address and Mailing Address Auto-Correction is Inconsistent in DE
📎	9688		C4 Removal of Database Invalid Objects
	9702		C4 8.1:Multiple Attorney Rep IDs Created When the G28 Is Received w/o a Zip Code
📎	9703		C4 8.1: Payment Information on the Fee Waiver Notice Does Not Include $0.00
	9706		March 2010 Zip Code per OIT10SR10073
	9714		C4 8.1: N400 Missing Required Data (Family Name) is Not Always Display on Report

	9733	[redacted]	C4 8.1: Unable to Complete 'MergeMil' for Applications with Section of Law 316B
	9773		C4 8.1: Documentation: Req 9056-2, SCR 9556 and SCR 8316 will be Updated
	9774		April 2010 Zip Code per OIT10SR10073
	9785		Unable to Print Receipt, Interview, or Oath Ceremony Notices Using Military Case
	9632		C4 8.1: How Marriage Ended Radial Buttons Should be Updated in Data Entry
	9646		National Interfaces needs changed files
	9786		Unable to Print Local Notices Using Interactive Interview or Oath Ceremony Sched
	9791		CLAIMS 4 MAN Address Change per OIT10SR12379
	9799		Error generated when using ProductionVB50 utility
	9800		Unable to Reprint Fingerprint, Receipt, Interview, or Oath Ceremony Notices
	144		Provide Interface to National File Tracking System (NFTS)
	295		C4 5.13 Occupation Code is not displayed in the New Adjudications
	300		C4 Release 5.13 Unable to print notices from Adjudications
	206		Fingerprint Notices = current printing as expired
	209		New N400 Data Entry - Selective Service
	212		Bellflower Upload/Download stored procedure problem...
	213		Adjudications - new N400 - Single Marital status, marriage record created
	219		Old N400 (old adjudications) - e-basis for eligibility
	220		Old Adjudication - eligibility answers not population from de
	222		New N400 Data Entry clarification requested - good moral character
	224		PIC report = using New N400
	316		C4 5.13 Error being generated when attempting to Grant an Applicant in Adj
	320		C4 5.13 Application Open.Mode-Pending Act. isn't displaying all options in Adj
	322		New N400 - marital status not changing with basis for eligibility
	323		New N400 - country not automatically populating with G28

	331	[redacted]	C4 5.13 Answers to Allegiance questions not carrying over to the New Adj
📎	333		C4 5.13 The Total Days spent outside of the US is not carrying over to New Adj
📎	334		CLAIMS4 RAPS fingerprint cases workflow fix.
📎	336		C4 5.13 No discrepancy is displayed for trips that exceed the allowable time
📎	337		C4 5.13 Discrepancy alert is displaying incorrect information for Absences
📎	341		C4 5.13 The Allegiance Question are not numbered correctly in the New Adj
📎	342		C4 5.13 A Flag is needed to identify Converted N400's when opening in Adj
	345		C4 5.13 RNACSUpdate Activity Code is being cancelled when Interface is run
	346		C4 5.13 Receipt Notice for Military Applicant isn't displaying all evid needed
📎	350		C4 5.13 Allegiance questions in New Adj slightly different than New N400 form
📎	353		C4 5.13 Wrong Section of law Code written to RNACS output file (test SCR11336)
	356		Adjudication notice results in a type mismatch
📎	360		In System Maintenance, Profile, a debug message was not removed
	361		CLAIMS4 - RAPS fingerprint case office location validation
	362		Fingerprint scheduling message box has misspelling
	369		Remove 'Pop-Up' Continuance Notice Text Selection Form from Adjudications
	376		Case Resolution not shutting down after completion
	377		Old N400 Data Entry - Date Residency began disappearing
	379		Old N400 Part 4 displaying with Part 3
📎	380		Modify Password Character Set
	382		C4 5.13 Occupation code displayed twice in Adjudications for Old DE form
📎	383		C4 5.13 Part 10 questions not defaulting in New Adjudications for New DE form
	153		G-28 Data will not save when keyed into system

	162		Create task group to discuss issues concerning processing military apps
	191		Revocation of Natz pursuant to INA 340
	202		Admininstrative Close Business Rules Implementation
	1		Update Zip Code Table
	2		Denial Notice : P.o. Box vs. P.O. Box
	3		C4 5.10 COA TPRs
	51		C4 National Scheduler--Add foreign system Receipt number
	53		Reporting - Add page break for Pick list
	57		Electronic link needed between C4 and DMC for bounced check processing
	62		NQP Attachment 4 changes
	77		Examination Case Review Picklist
	123		Oath Ceremony Management Error Handling
	124		Implement Case Review Functionality in Scheduler
	126		Provide IBIS check capability
	739		C4 - Benefits Systems Compliance with DHS Security Guidance Doc
	744		Adj Notices - DOJ Seal on Motion to Reopen Notice Overlays Heading Text
	757		C4 5.13 Occupation Position/Title not changing with an Occupation Code change
	760		C4 5.13 build 11 SMS - Incorrect fee on the N-336 instructions
	790		Emergency SCR - IBIS Database Structure
	798		C4 5.13 Days spent outside the US on the Abs is calculated incorrectly
	618		Adj - PHO Office wants to be able to alter/control office address on notices
	620		C4 5.13 Error message received in Case Status when the FP icon is clicked
	624		W2K Batch Client
	625		W2K User Profile/Location Code
	626		W2K Adjudications Templates/Notices
	236		C4 5.13 Unable to successfully run VerifyData activity on National Interface

	237	[redacted]	C4 5.13 Form # label does not print after DE for Old N400 forms
	238		C4 5.13 Barcode labels not printing correctly after DE for A and T labels
	239		C4 5.13 New N400 is still being converted to Old N400
	241		C4 5.13 Error Number 380 when Converted N400 opened in Old Adj
	242		C4 5.13 Knowledge Training for Batch Place in Queue
	243		Seattle Database Request
	244		C4 5.13 The wrong applicants are displayed in Adj when using the view feature
	250		Adjudication - spouse is US citizen, misleading alert
	417		Upgrade Bellflower Database Components to Oracle 8i
	426		C4 5.13 Deleted trips reappear on the Absence tab (New N400)
	427		C4 5.13 Exam is changing from Received to Not Received in Adjudications
	431		C4 5.13 Two Oath Ceremony rooms are displayed with the same people in each
	432		C4 5.13 Discrepancy exclamation remains on the evidence tab for a military app
	440		Terminate "Old N400" Data Entry Application
	446		C4 5.13 Alert on FP tab is not consistent for Old and New Adjudications
	447		C4 5.13 N-14 Notice states missing information not required for ASC FP Waiver
	456		Fingerprint Appointment Notice Text change
	473		Updated .sql file not included in delivered build
	570		C4 5.13 09 Adjudications Discrepancies Alert missing warning
	581		C4 Unable to save comments in Adjudications on the Evids/ Bkgds tab
	582		C4 5.13 09 Incorrect Date printed on Denial Due to Abandonment Notice
	588		C4 5.13 Error message generated when printing applicant data in Case Status
	590		COAProcess Not Updating WorkFlow State for all Applicants when all are updated
	496		BackDated OC Error: ORA-01756: quoted string not properly terminated

	506	[redacted]	C4 5.13 Unable to open the Scheduling module
	550		C4 5.13 Unable to Approve/Continue/Deny applicants with ASC FP Waiver
	395		5.13 C4 Missing evid is not listed on the Receipt w/ Exception Notice for Mil
	396		C4 5.13 Receipt with exception is generated for basis of elig C. in OLD DE
	397		Update G22 Calculation
	398		Oath Ceremony Management - Phase II
	409		C4 5.13 Marital Status not defaulting to "married" for basis of elig B.
	410		Unable to select correct printer for Oath Decl. & Cert.Prep.
	412		C4 5.13 Mailing county field does not exist in the new DE
	413		C4 5.13 Misspelled word on the Biographic tab of the new Adjudications
	731		C4 5.13 SMS- Jumbled text on a Receipt with Exception for a Military appl
	843		C4 5.13 Build 11, Check for City/Zip Code Combination for NON US Mailing Addr
	1160		5.13 C4 Adjudications appears to be unstable when opening applications
	1161		C4 5.13 Error Number 380 when Converted N400 opened in Old Adj
	1162		Provide Fee Change to Support IBIS Processing
	1163		C4 5.13 OCM: Unable to print certificates for ceremonies created after b.16
	1166		Selection Box not in focus when saving adjudication records
	1168		In adjudications, the 'dirty flag' is not clearing
	1172		Adjudication records not closing with the Cancel option in save data box
	1179		C4 5.13 CIS Post Natz Error Report not displaying the correct name
	1183		C4 5.13 CIS Post Natz Report shows errors that were not identified initially
	1202		App ID listview doe not show all pending AppIDs
	1211		In adjudications, problem closing child record
	1213		Workflow Process Status Update

	1215	[redacted]	Opening CONVERTED case for REVERIFY GRANT.
	1216		C4 5.13 Exclamation isn't displayed on marr. tab until discrepancies refreshed
	1226		Unable to create an 'Intent to Deny' Notice from Adjudication module
	1227		Minimze Preview/Open Window Minimizes 'Adjudications Manager'
	1238		Adjudication shut down = cancel option
	1247		Timer settings in AdjPrior
	1251		Problem printing Notices from Adjudications module
	1255		W2K Reporting Module
	1263		Annual Update to STD_HOLIDAY Table
	1269		Add capability to track "pushed" cases
	630		W2K Signature on Templates
	631		W2K Data Source Name (DSN) Nile 1
	632		W2K Reporting Module-Error Message
	667		C4 5.13 Old Fee printed on the Denial Due to Abandonment Notice created in Adj
	672		C4 5.13 Marriage City/State information not carrying over to Adju correctly
	673		Fix Automation error problem that is occuring in interfaces.
	688		COAProcess Updating the County for Mailing Address, when only updating the Res
	689		AD HOC activity: Push Cases Stuck at Adjudications Decision Notices
	690		COAProcess Incorrect Exception Code for Denied Closed
	691		COAProcess Incorrect Exception Code for Grant Closed
	697		C4 5.13 build 11 Invalid Pop-up for 'Zip Code Not Found' in Case Management
	698		C4 5.13 The ellipsis button is not appearing for the Cntry of Citznship field
	702		C4 5.13.Build 11 Run-time Error '438' Received Canceling in Data Entry
	863		C4, 5.13 Build 11,Check for State/Zip Code Combination for NON US Home/Res Add
	866		mmigrant displayed instead of Immigration on New DE and ADJ

	873		C4 5.13 Build 11, Receiving an Invalid Discrepancy Alert for Communist Party
	890		Existing Fingerprint Check before scheduling for Prints
	1017		Workflow not updated on closed cases in CoA
	927		C4 5.13 Build 11 Workflow Admin Office Location displaying '??' before DataEnt
	930		Populate 2D Barcode (New N400 Data)
	931		Electronic Manifests
	932		Display Receipt Number as Numeric String on all Notices
	939		Extract of C4 Production Case Data by Country
	831		C4 - Bounced Check Notice DMC address change
	832		C4 5.13 Years of marriage calculated incorrectly for app filing under 3 years
	1428		Receive an error message on the Evds/Bkgds tab in ADJ module.
	1436		Fee Waiver Functionality Needs to Distinguish Between Base Fee and FP Fee
	1439		Sorting Option requested for Cert Log Report
	1445		CHL cases -Missing CCO code error in RNACS updates
	1275		Zip code realignments for NOL district offices
	1279		Unable to batch schedule fingerprints from COW000
	1300		Provide Ability to Update G-28 Attorney/CBO Information in Case Management
	1301		Modify FBI NameCheck Processing
	1606		C4 5.13 Win2000 Adjudications main screen not in focus
	1607		C45.13 Win2000 Main window does not pop-up for Old Adj when App entered in New
	1611		C4 5.13 Win2000 Slip printer spacing slightly off
	1615		C4 5.13 Win2000 City data not storing when mouse is used in New DE
	1633		C4 5.13 Win2000 Unable to View Fingerprint Notices in the Notice module
	1635		C4 5.13 Win2000 ActiveX error created when saving in Case Management/Resolutio
	1639		Require Supervisory Approval for Fee Waivers

	1644	[redacted]	Modify CLAIMS 4 to accept 300 Million Series A#
	1659		CLAIMS 4 - Old SCR/TPR ticket cleanup - Umbrella SCR for Release 5.14
	1660		CLAIMS 4 - Replace InterSolv ODBC drivers with Microsoft ODBC drivers
	1661		Attorney Waiver Notice Printing - if atty present or not
	1675		C4 shall properly check for FP validity when scheduling interveiw or oath
	1678		Eliminate Local MS Access file from the Old Data Entry Module
	1679		Eliminate Local MS Access file from the New Data Entry Module
	1680		Eliminate Local MS Access file from the Old Adjudications Module
	1073		Keep track of Mailing address history
	1127		Out of Memory Error in Adjudication
	1136		Adjudication shut down process problem
	1143		C4 5.13 Adjudications windows - unable to use shortcut key and arrow key (s)
	1144		C4 5.13 New Adjudications - Case Review/No changes, requires users to save
	1145		Adjudication error messages not visable
	1146		C45.13 Adjudications - Save message box not displaying over Application window
	1147		In Data Entry module system doesn't recognize used Application ID
	1148		Problems opening records in adjudications
	1311		C4 5.13 Error generated when Preview/Open window is open for Old and New Adj
	1312		C4 5.13 The text in a discrepancy alert is incorrect
	1349		C4 5.13 Info is not cleared from the Current Spouse's Previous Mar. sub tab
	1358		C4 5.13 Build 21 Bellflower Over 75 applicants unable to reconcile
	1464		C4 5.13 Unable to Access Case Release Utility
	1465		5.13 Build 24 Receipt w/Suspense Notice printing incorrect through BatchNotice
	1466		5.13 Build 24 Receipt w/Suspense Notice printing incorrect in SMS Batch Notice

	1475		C4 5.13 Problems running the VerifyData Activity on the National Interface
	1365		CLAIMS4 - Fingerprint Utility should allow additional data updates
	1372		C4 5.13 Unable to Reconcile Continued cases back to the National Database
	1374		C4 5.13 Cases w/ Current Spouse's Previous Marriage info not Reconciling
	1375		Differences btwn SMS and Setup.exe - schbats.exe
	1378		C4 5.13 G325B evidence item is requested when Applicants employment is 990
	1412		Receive and error message on the FPResp tab. in ADJ
	1830		C4 Invalid Zip Code messages vary between modules.
	1831		Create New Upload Process for FBI Name Check
	1832		FBI Name Check Results Processing
	1855		FBI Name Check Options in BSU won't work properly in new FBI Name process
	1856		FBI Name Check Error Program
	1857		W2K/Adjudications Denial Notices do not printed correctly with local printer.
	1863		MISSING ADMIN LOC CODE in STD ZIP causing Notice printing errors
	1864		C4 New Data Entry - Cancel after zip code info
	1865		C4 - New Zip codes not sorting alphabetically in New Data Entry
	1866		C4 Adjudications Zip code.
	1867		C4 - Mailroom Post Mark Date
	1868		C4- New Data Entry, print labels
	1869		C4 Labels printing differently between Zebra and DataMax
	1870		C4 - Adjudications notice/Word shut down problem
	1871		C4 Finance module not shutting down.
	1872		C4 - Oath Cert Prep not printing for New Adjudications.
	1874		Postmark Date field in the Mailroom.
	1876		C4 - Mailroom error when accessing print label option
	1879		Unique constraint error in Finance
	1880		C4 - Switchboard not displayed when adjudications shuts down.

📎	1888	[redacted]	Unable to print the labels for an application after Data Entry on W2k machine.
📎	1725		Nine digit A# and T# bar codes need to be changed to eight digits
	9449		Remove CFR workflow from CLAIMS 4 per OIT10SR10133
📎	1734		Wrong Marriage Status Printing on Oath Certificate
	1743		Improper closing on Parent/Child screens in CLAIMS4
	1744		Text needs left alignment.
📎	1747		Bar Code labels have A- Numbers with 9 instead of 8 digits
📎	2060		C3 and C4 .OCX Incompatibility
📎	2063		CLAIMS 4 - OCM running slowly when printing certificates for a ceremony
	2066		Error saving case in Data Entry - Win 95 only
	2067		Problem printing Notices for Win 95 or Win 2000
	2068		C4- Win2000 machine - Print button in Print Label window in DE doesn't work
	2069		Cannot upload Bellflower case from laptop to Bellflower server
	1681		Eliminate Local MS Access file from the New Adjudications Module
	1682		Eliminate Local MS Access file from the Finance Module
	1683		Eliminate Local MS Access file from the Notices Module
	1684		Eliminate Local MS Access file from the Reporting Module
	1685		Eliminate Local MS Access file from the Case Management Module
	1686		Eliminate Local MS Access file from the Case Status Module
	1687		Eliminate Local MS Access file from the System Maintenance Module
	1689		Eliminate Local MS Access file from the SwitchBoard Module
	1692		Production Control Utilities-Completion - Status- Error Messages n Interfaces
📎	1717		C4 - Saving Old Adjudications Marital Info
📎	1497		W2K Font Registry Key
📎	1498		W2K Server HP Print Driver
	1559		Cleanup of Invalid C4 Database Objects
	1563		C4 5.13 SMS Build 24 Package Missing File

	1570	C4 5.13 The word Divorced is not displayed on the Current S. Prev marriage tab
	1571	Changing ALC code for C4 Slip Printers
	1572	Limited Access to New Post-Natz Error Report
	1573	C4 5.13 UAT Unable to Batch Re-verify for ASC FP Applicants
	1589	C4 5.13 UAT Apt. # field not on Current Marriage Screen in New Adju
	1590	C4 5.13 UAT Exclamation remains on Current Marriage Tab after changes are made
	1753	W2K C4 WorkFlow Server Installation
	1754	C4 - New N400 - Improper Capture of Alias Information During Data Entry
	1755	Zip code realignments from CHI to STL office
	1898	Production Control Client problems...
	1899	New N-400 Data Entry Application Part 8A-E
	1900	Updated Version 5.13 to Version 5.14
	1901	C4 - Discrepancy warning list not always shutting down with adjudications
	1904	W2K. Error Printing Label (Automation error) occurs in Mailroom.
	1905	Labels "Release/Version" on the "About" form displays wrong release& ver.
	1907	C4-Unable to save & print Labels with DE module. W2K machine
	1916	Reporting Mod. Cert Log Report - Supervisor's signature column
	1818	NBC: Changes to C4 Scheduler to support FBAS Intvw Appointments
	2351	C4 5.14 The Country Code VIET needs to be changed to XXXX in STD_COUNTRY table
	2358	C4 Workflow State Table Cleanup - 2003
	2262	C4 5.14 A Warning is generated when launching Case Status - Win95 workstation
	2263	C4 5.14 Screens from the Notice mod. appear on top of the Adjudications screen
	2269	C4 5.14 Validate_Postmark date set to 01-Jun-03
	2270	C4 5.14 Win2K Installation Issue
	2271	C4 5.14 Bellflower Installation Issue

	2278	[redacted]	HQ Fingerprint Scheduling Utility Problem
	2279		C4 5.14 Adjudications appears to be loading 4 times when opening the module
	9450		N400 Form Version end date per OIT10SR10661
	2297		C4 - 5.14 - Adjudications 'x' shutdown - preexisting
	2299		C4 Caption "Instruction to Applicant" does not show properly
	2308		C4 Wrong Total Balance Due on the Receipt with Suspense notice
	2309		C4 5.14 ActiveX error generated when executing the FBINameChkResults program
	2182		C4 FBI Name Check, document discrepancies
	2183		C4 SQL Loader must be the correct version.
	2080		Domestic address is not defaulted to true then PMD is Illegible.
	2085		SCR002 - Case Management Undeliverable Notices not updating.
	2086		Long last name issue in the Cert. Prep. Sheet
	2092		Conv New N400s - Military cases RNACS Update error - missing case of law
	2095		Wrong fee generated for N336 in Bellflower
	2097		Error then open Deny/Withdrowal/ notice in Adjudication
	2105		MailRoom - Error message
	2106		C4 - Adj (both) dropping country for res and mail addr & 'care of'when changed
	2108		Creation of MSC site for CLAIMS 4
	2110		GPF occurs in the Mailroom application
	2120		New Proposed Fee Changes
	2156		Inconsistency for Adjust Date functionality in the Mailroom application
	1932		Bellflower - Unable to Replicate from TNE to Bellflower server
	1933		MyLocation not properly set for Mobile Case Manager application
	1941		C4 - new exe (C4RegistryUpdate.exe) not working
	1942		C4 - Country code/FBI codes
	1944		New N-400 DE Application "Part 8 section"
	1951		C4 - Bellflower upload issues

	1960	[redacted]	Bar Codes labels print with Hyphen when being reprinted from Case Status
	1961		C4 5.14 Bellflower Client Machine Reconcile Cases
	1974		Oath of Allegiance is not printing on the CP sheet from New Adjudication
	1975		The question mark "?" does not appear on the G325 tab in Adjudication module.
	1987		Workflow error
	1988		Mailroom error...
	1989		Bellflower error while uploading cases to TNE
	2002		Page Down key changes the Type of Appearance on G28 tab
	2005		System can't print Labels in Win 95
	2010		Investigate what it will take to make C4 work with standard printer drivers
	2011		Error Acessing Adjudications module on Bellflower laptop
	2020		Ceremony date not printing on OC cert from Win 95.
	2024		C4. Error 'Path/File access error' then printing Adj. Denial notice.
	2032		C4/W2K. Unable print labels with Case Status application
	2037		Migration from InstallShield Express 2.1 to InstallShield Developer 8
	2316		Problem Accessing CBO Scheduler module...
	2317		Ad Hoc Notices Templates not found
	2667		Adopt New CLAIMS 4 Security Requirements - Privileged Accounts
	2668		Adopt New CLAIMS 4 Security Requirements - Printed Material Markings
	2669		Adopt New CLAIMS 4 Security Requirements - System Warning Banner
	2670		Oath Certificate, State Location is not appearing
	2690		C4 Emergency Release 5.13.5 - Zip-Code updates for Military N400s
	2805		C3/C4 Coexistence on the Same Client PC
	2807		C4 5.14 Subtotals are not displayed on ALL Certificate Log reports
	2695		Adopt New CLAIMS 4 Security Requirements -Laptop Encryption

	2716	[redacted]	C4 5.14 Reprint labels not consistent between Data Entry and Case Status
	2756		C4 Post-Natz CIS Verfication Report Pilot Testing Enhancements
	2500		C4 Mailroom - Test Franker displays incorrect ALC
	2507		C4 Switchboard Table Adjustment for Two C4 Executables
	2516		C4 5.14 b2 Inconsistencies with VM and documentation for Database scripts
	2558		C4 5.14 A-number 300 million series update issues
	2561		C4 5.14 Street Numbers not required in Data Entry
	2571		Ad Hoc Processing Request for CIA Name Checks
	2573		New Index for C4 Query Performance Optimization - Notices
	2578		C4 5.14 Update revision date on Certificate Prep. & Oath Declaration form
	2579		C4 5.14 Problems printing to local printer during scheduling
	2580		C4 5.14 Unable to print I485 Notices
	2581		Adopt New Security Requirements - User Access & Passwords
	2584		C4 5.14 Receipt notice has incorrect app fee for Aps' received before 2/19/02
	2585		C4 5.14 Scheduler - Holidays without Exceptions are Displayed as Active
	2587		C4 5.14 Scheduler Room Profile Start/End Dates Reset
	2595		C4 5.14 Passwords encryption has been removed from the C4 Switchboard
	2389		C4- Modify Fingerpint Notice Text related to photo identification.
	2390		Lock Box. Error Printing Schedule Interview notice for IN485
	2393		Cannot logon to CONVERT2C4 Ingest utility
	2394		Cannot Schedule from RqtIntv workflow state
	2396		Lockbox - Error message when open Reporting module on W2k machine
	2398		Notices Print with blank information
	2399		Claims4. Dates are not saved as expected within the New N-400
	2400		Use Anumber in FBI Name Check
	2402		ASC "Slots Filled By Day" Report and "Fingerprint Slots Available"
	2406		Unable to Place Applications in Ready to Schedule Queue...

	2407		Missing output file for Interfaces
	2408		Display FBI Codes in Adjudications
	2409		Override change in Adjudications for FBI Name Check
	2418		Change to Fees Accounting and Transmittal Sheet Report
	2419		Bell Flower Password Character set "MDUM"
	2420		Cannot Cancel or Deschedule I485 Cases by Group ID
	2424		C4 5.14 Mailroom - Postmark Date Calendar drop down-can't process further
	2437		C4 - Certificates are not printing properly
	2440		C4 Bellflower Database Scheduled Maintenance
	2442		C4 - 5.14 - Adjudications 'x' shutdown -New Adjudications
	2443		C4 Adjust date function does not work properly in the Mailroom
	2448		C4 IBS_ERROR_LOG Regularly-Scheduled Cleanup
	2454		Unable to successfully change location on Batch Notice client
	2459		Error printing CANCEL/NO SHOW report
	2460		C4 5.14 Last name in Case status wraps.
	2462		C4: question mark "?" doesn't appear on G325 tab in Adj for unknown codes
	2464		C4 5.14 VerifyData Output file format has changed
	2638		C4 Query Optimization - Query #1
	2641		C4 Query Optimization - Query #2
	2643		Desktop Icons for Claims 4
	2645		C4- ADHOC Report - DNSMP (NSU)
	2651		Display converted end conditions for FBI Name Check activities in Case Status
	2922		C4 5.14 MS Word not maximizing when printing notices from Adj on Win2000
	2923		C4 5.14 G28 Data Entry Issues
	2924		C4 5.14G28 Data Entry Issues
	2925		C4 5.14 G28 Data Emtru Ossies
	2927		C4 5.14 Update revision date on Certificate Prep. & Oath Declaration form
	2928		C4 5.14 Problems printing to local printer during scheduling

	3091		Improper date calculation in Adjudications needs correction
	3092		C4 - System Maintenance Table Error
	3099		C4- I485 Notice interview address should be separate from N400 site address
	3102		Claims 4: Unable to delete apartment number in Adjudications.
	3104		Change FBI Name check upload procedures to add new edit checks to data
	3106		Analyze CIS Verify to determine how data errors are getting past this process
	3232		CLAIMS 4 Platform Configuration Assessment
	3248		Update ibs_lk_c4_cco table when new county is found at zip code update
	3250		RqtFBINameChk needs to be able to handle FBI results
	3144		C4 5.14 Claims4 allows user to open many instances of CM and Adj.
	3157		CLAIMS Interface for accepting Credit Card Payments at Service Centers
	3159		C4 - Descheduling of an Oath has incorrect message
	2620		C4 5.14 Continuance & Denial Notices print on Cancel button
	2621		Restoration of 'ALL_NTZ' Report Access Group Records back to C4 Prod DB
	2929		C4 5.14 Scheduler - Holidays without Exceptions are Displayed as Act
	2932		C4 5.14 Conv2C4 processing dup requests as new entries (AOS)
	2933		C4 5.14 Continuance & Denial Notices print on Cancel button
	2934		C4 5.14 Subtotals are not displayed on ALL Certificate Log reports
	2935		C4 5.14 b.3 CBO Scheduler not working on the Bellflower Client
	2937		C4 5.14 b.3 N400 data displayed on reports for I-485 applicants
	2938		C4 5.14 Adjudications Reverify - Expected Error Message Doesn't Appear
	2939		C4 5.14 Correct User Message for Password Change Successful
	2941		Error during the local printing while scheduling
	2943		FY 2004 Fee Change
	2948		STD_COUNTRY table out of synch wth other USINS systems

	2954	[redacted]	Pilot Project - Change to Fingerprint Appointment Notice's Request
	2960		New Interoperability Requirement - C3/C4 Coexistence on Same Client PC
	2961		C4 5.14 Adjudications Displays Inaccurate Alert Message re: USPS Address
	2962		C4 5.14 Win2000 words "Dear Mr./Ms." are not displayed on the Denial due Aband
	2984		Run time error occur then use Cancel printing Denial notices from Adjudication
	2985		Error #8392 occur with reprint option for Denial notices in Adjudication
	3012		CLAIMS 4 Release 5.14 Switchboard Login Failure: Encryption Mismatch
	3013		CLAIMS 4 Release 5.14 N-400 Workflow Interview Activity is being Expired
	3020		CLAIMS 4 Release 5.14 Local Printer Fix Package not Applied
	2825		C4 5.14 Calendar Initialization Err when adding Multiple Interview Exceptions
	2857		Multiple C4 Updatesto RNACS in single file order dependency
	2859		G28 data entered viewable in Ajudication but not data enrty
	2868		C4 5.14 The Agency name is not completely displayed on the Motion to Reopen
	2873		C4 5.14 b.3 CBO Scheduler not working on the Bellflower Client
	2874		C4 5.14 Current Res Address not included in Upload file if app has more than 3
	2877		C4 5.14 Adjudications Reverify - Expected Error Message Doesn't Appear
	2885		C4 5.14 Correct User Message for Password Change Successful
	2895		C4 5.14 Cases are not updated with FBI response when they are open in Adjud.
	2901		C4 5.14 Adjudications - Zip Code Window Requires User to Make Selection Twice
	2904		C4 5.14 I Incorrect FP Fee displayed on the Motion to Reopen Granted notice
	3642		C4 5.14.6 Certain special chars. are causing errors when included in password
	3654		C4 Oath Certificate not printing properly in both printers (HP8000 and HP5si)

	3664	[redacted]	C4 5.14.6 Passwords having 26-Characters are not Encrypted
	3669		Claims 4 Rel 5.14.7 OCX File Error
	3673		C4 text field associated with 'good moral character' is not large enough
	3683		Synchronization of ibs_lk_n400_cert_format table in Bellflower and laptop.
	3699		Wrong Marrige Status on data validation and N646/N647 reports
	3700		Invalid Natz date Error for DenyRNACSUpdate
	3707		Change URL Location for Claims4 Password Tip File
	3182		I-485 Scheduler CLAIMS 4 Loader clsDbmAppRep 3020 Error
	3214		C4-RAPS Interface & FP Appointment Notice Changes
	3223		Verifying Database Constraints Between C4 Production & TNE Databases
	3055		Add functionality to make the applicant fee assessment process more flexible
	3376		New Immigrant Status
	3401		Correct the performance issue in the Batch Scheduler at Headquarters
	3409		Use field office rather than district office address on notices
	3419		Fix FBI Name check cases that didn't go to RqtIntvw1 when MergeSched completed
	3445		Computer Not Properly Quitting Claims 4
	3481		C4 - Batch Notice count not correctly reflected in final printing
	3482		Enhance Military Case Processing
	3257		CLAIMS4 - Batch Notice Client Connection Enhancements
	3271		NATZ DT not updated for OCs closed in Sched module instead of Case Management
	3276		Incorrect Data in Table "IBS_LK_CERT_STATUS"
	3281		FBI Name Check activity expiring before results come back
	3291		Perform Technical Analysis on C4 support for USB interface
	3292		Fee amounts not showing on Receipt Notices
	3293		BSU process does not update WF state
	3294		Workflow not advancing after Abandonment notice printed.
	3306		C4 - Service Motion 2 Reopen - last report is right justified ($25 fp)

	3310	[redacted]	Incorrect Remittance in Case Status
	3321		Motion to Reopen and Reconsider notice error: Prior Adjudication Manger
	3322		Old N400 does not accept Date of Residency
	3323		Group Screen truncation in Win2K
	3329		C4 5.14.3 Bounced Check Notice Reprints have Incorrect Balance Due
	3333		Modify FBI Name Check to Eliminate Pending Hold
	3352		Removing Supervisory Approval for Approved N-648 Disability Cases in CLAIMS4
	3353		Upgrade CLAIMS 4 Workflow Server to Windows 2003 Server
	3359		Data Access Problem in Adjudication Module
	3361		Change Nebraska Service Center Bank Account Number
	3362		Windows 2000 administrative privileges for Claims 4 installations
	3363		Examine workflow registration during installation of Claims 4
	3369		C3/C4 Interoperability - Executing both applications concurrently
	3638		Update PreMerge Report to include all activity States
	3640		C4 5.14.6 The Admin Office was not updated in the IBS_SERVICE_LOC table
	3641		C4 5.14.6 Non Sys Admin user aren't "gracefully" prevented from installing C4
	3838		Text on the Receipt Notices do not display the correct text.
	4086		Error Occurring Batch Notice Client
	4093		Add Pay Override info to the Detail fee Register Report
	4103		INS Address on the Continuance Notice for Military cases
	4106		Misalignments on the Approval, Denial and Continuance screens.
	4115		CLAIMS 4 - Paymerge - TNS: Unable to connect to destination
	4116		Claims4: Workflow Admin History not displaying correct data
	4120		CIS sent wrong location for naturalization
	4121		COA in Adjudication with Jurusdiction change not removing cases from Queue
	4134		Claims 4 Scheduler: Cancel by Request functionality displays incorrect message

	4140		DeEnter end conditions for Active Duty Military vs ADM/ Overseas Military cases
	4143		Cannot reverse payment after MergeSched
	3720		C4 Finance module still refers to checks payable to INS
	3723		Modify CLAIMS 4 to support "No Fees" charged for Military Naturalization
	3498		Claims 4 Changes to support new and old Natz Certificate
	3524		Provide Modified FBI Name Check Error Handling and Workflow Routing
	3525		Conduct Analysis of Name Check Edits for Background Checks
	3528		C4 - Multiple Zip code changes are not being saved properly
	3585		Release/Version on the Switchboard "Help/About" form displays incorrectly.
	3592		FBI Results file contains XX records
	3859		CLAIMS 4 - C4BusinessRule Start_Date/End_Date change
	3861		Remove FBINameResponse activity for all but military overseas cases
	3872		Update ibs_lk_c4_cco table with new county name
	3881		C4 - Military zero fee, if remittance is not specified.
	3914		C4 - If change Basis of Eligibility to one with less evid, error 3021 occurs
	3944		CLAIMS 4 - C4Inventory
	3733		Text Changes to Cancel Schedule Screen
	9474		No Error Message for Cases with BoE = D, Section of Law = 326, DoB > 05/01/1934
	3738		N-336 (Request for a Hearing on a Decision) Needs Text Updates
	3739		C4 - Scheduling - Group Rules Cannot be Modified
	3746		MIL NATZ: Scheduling and Oath Certificate Printing
	3752		Toolbar did not show after closing schedule window at upper corner
	3792		C4 - 5.14.7.1 Win2000 - error when loading
	3793		Prompt for data change
	3794		Military Overseas Certificate Oath Location Display:
	3796		C4 - Military Scheduling issues

	3815	[redacted]	C4 FBI Name Check/BCS Interface
	4272		Modify CLAIMS 4 to Process Form N-565
	4296		Bellflower clean up from PendOCRNACSUpdate
	4312		Replicate a case from Bellflower is failed
	4314		C4 - Case Status 'Country' is not spelled correctly.
	4553		Error Message Box wrongly requires manual response for AOS/ C4 ingest process.
	4554		AOS / C4 Scheduler Ingest Routine takes too much time to complete.
	4145		Claims 4 Military N400: delete interview/ OC appointments
	4147		CLAIMS4 - Allow notice address blocks to fit various envelopes
	4150		Improve System Performance for Monthly G22 Jobs
	4154		C4 - Paymerge C4BusinessRule Start_Date/End_Date change
	4155		C4 - Paymerge - C4Inventory Multiple Enhancements
	4157		Data Entry/Eligibility 'C' versus Eligibility 'A'
	4161		Change CLAIMS 4 Finger Print Processing to Accept Data from BCS
	4166		Wrong data in IBS_LK_CERT_STATUS table
	4172		Updating PayMerge account state in ibs_wf_act_inst table.
	4178		CLAIMS 4 Client - Windows XP Professional
	4190		Case Status "Postal Code" is not properly display"
	4195		Claims4 Military Back Dated Oath: System Maintenance not updated.
	3983		Incorrect Printing of Certificates
	3984		New loc_sub_codes for Overseas Oath Ceremony
	3985		CIS Request File Transfer sending 8 characters of ANumber
	4000		Military Module (CTRL+C) New Application window closed
	4002		C4 - DE using BoE rather than Military Flag to determine if Military applicant
	4006		Unable to unlock cases
	4010		Laptop Installation Failure for Release 5.15 FQT Build 1
	4011		Synchronize IBS_LP_LOCATION table data in Bellflower laptop
	4012		C4 - Business Rule End date - rule not ending on that date

	4014	C4 MIL NATZ - Populate Overseas Military Naturalization Officer User IDs
	4016	SCR 3482 _Case Management_Address Change Petition
	4017	Detail Fee Register Report not correctly showing payments for moved apps
	4018	Batch Notices don't print for the De-scheduled or No-show Military cases.
	4019	Discrepancy alert window does not refresh properly
	4020	Discrepancy alert for section of law 329 still gives the warning about PRD.
	4028	C4 Inventory query failed
	4029	C4 - Cosmetic issue in Mil Module - ZIP vs Zip
	4033	Claims 4: Wait4InfoNSIntvw workflow error when placed in queue
	4039	C4 Laptop Installation - Missing Table
	4041	C4 - Data Entry message update
	4042	C4 - Installation issue - military case version.
	4043	C4 Military module opening after receiving incorrect version number
	4053	Military applicants not show all required evidence
	4054	Pop-up message for Basis of Eligibility
	4058	Realignment of WA counties from SEA to SPO
	4059	C4 - Hard Stop in Data Entry
	4060	Updating case from Military to Non-Military
	4061	Reversing Pay Activity for Military cases
	4063	MIlitary Flag and MergeSched Issues
	4339	C4 - minor typos in the Military Case Module
	4349	C4 - Military Case with Payment that is no longer Military - message problem
	4367	Scheduler message display
	4371	C4- Minor typo in Military Case Module popup
	4379	Headings reversed on ASC Backlog Report
	4382	C4 - [C4Inventory.dll] - Capture the Oracle Client Version
	4392	C4 - Workflow Admin History not displaying correct data

	4394	[redacted]	C4 5.14.9.2 - Oracle Error When Transmitting LIN* Applications IDs to NFTS
	4396		Realignment of Houston County TX zip codes from DAL to HOU
	4406		CLAIMS4 - C4Inventory Oracle Client
	4410		C4 5.14.9.2 RTM - Requirement 144-4 was not implemented in C4 Release 5.14.9.2
	4411		C4 5.14.9.2 SDD - Exhibit 6 Process Flow State Diagram needs to be Corrected
	4419		C4 - Military cases expecting Date of Permanent Residency
	4420		C4 - If CIS error is detected, improper message may result
	4424		Revised N-652, Naturalization Interview Results
	4427		Incorrect Data Submitted to CIS for Oath Close-out
	4428		CLAIMS 4 - Active Directory Project
	4429		Military BDO - Credits given to Foreign Offices for Military Overseas
	4220		BoE "A" vs. SoL 316(A)
	4221		Unable to make a choice of reason during the continuance process
	4222		FP fee is not being charge when military applicant unflagged in MCM
	4225		C4 - Date of Birth - can save in DE if under 18
	4226		C4 - No early warning about Hard Stop in Data Entry.
	4773		CLAIMS 4 - Update Old N-400 Cases Whose Workflow is Complete
	4709		The Military Case Module that does not correctly handle military payment.
	4725		Location of workstation conflict for LIN UserIDs
	4765		Certificate Printint Routine Does Not Correctly Print Applicant's SUFFIX
	4692		Oath Ceremony Prints a Different Location Court on the Naturalized Certificate
	4700		Revise Computer Generated Documents to reflect DHS for Case Status Module
	4752		Oracle 8.1.7 Installation on Win95 Production Control does not complete
	4724		Impossible to Save case in Adjudication if the Residential address is APO/FPO

	4572	[redacted]	Create White Paper on the C4/CIS verification Process
	4577		CLAIMS 4 AOS/I-485 Scheduler: Request and Response Record Sequencing
	4580		C4 - Replace "RAFACS" with "NFTS" in Interfaces application.
	4582		C4 - Replace "RAFACS" with "NFTS" in CLAIMS 4 application.
	4616		C4 Case Status freezes up after executing a query on first and last name
	4623		CLAIMS 4 Phase 1a BCS Interface
	4637		C4 - CFR Interfaces
	4645		Data Cleanup for FBI Name Check CLA189 and CLA202 files
	4646		NFTS Connection Failure
	4660		Unable to process LIN cases through the RqtAFileRtrv Interface
	4436		CLAIMS4 Slow Notices Screen / Optimized SQL Queries
	4437		MilN400 - Credits given to Foreign Offices for Military Overseas
	4438		NFTS activation at different service centers
	4442		C4 - CIS Verify not capturing all mismatches
	4477		App ID number is not accepted in lower case letters in Mil Notices.
	4478		Military Scheduling Notices are not printed due to a PC system clock issue.
	4482		RAFACSInitial fatal error generated
	4486		Inconsistency in Saving data in Adjudication Module
	4490		C4 - eliminate duplicate rows on Pick List by Interview and Scheduled Date rpt
	4521		Scheduling date and day of the week are out of sync.
	4535		G22: FRD, RTM, and SDD documentation for the G22 Reports
	4538		Address changes saving problem.
	4801		CLAIMS 4 - Update of R0's Cases
	4847		Production Control Client unable to open (Case Release Utility):
	4848		Batch Notice Client unable to install (Oracle 8.1.7)
	4710		Error occur when click on Data Entry module.
	363		C4 5.13 ActiveX error received in Case Resolution when attempting to save
	211		Adjudication - new N400, married spouse, non-US citizen

	671	[redacted]	New N-400, Part 5 (Rev. 7/23/02)
	1677		Eliminate Local MS Access file from the Mail Room Module
	1591		C4 5.13 UAT Alien Registration Name not saving unless user Saves & Reloads
	1915		C4 - Interfaces Log file not being created
	2416		Case Release Utility
	2456		C4 Receipt Notice shows wrong fee amount.
	3302		All next activities not started when merge activity completes
	3584		Fix Insert Statement for FBI Name Check Result Processing Program
	4750		Release 5.16 Installation on Win95 Machine does not complete
	4726		The system shall be able to support a non-interactive invisible installatio mode
	4728		Printer driver is not accessible in machine #Lab 104
	4772		CLAIMS 4 - Remove the R04 Exception Category Business Rule
	4780		Send FCO location code to CIS close
	4963		Cannot data enter in DE or flag cases in MIL modules
	4980		Mismatch between RNACS's Naturalization Date and CIS's Naturalization Date
	4981		Overseas adjudicators need participant type added
	9448		CLAIMS 4 Interview Questions Data per OIT10SR10377
	4931		BoE should be changed when Military case is flagged as non-Military
	5012		Expanding Robert Daum's role
	5019		"SQL * loader Control File" field is still defaulting to "Program Files" direct
	5038		Apply USPS zip code update to release 5.15.1
	339		Military Basis of Eligibility Notice - clarification needed.
	4988		Future date is accepted in Adjudication
	4992		Apply USPS Zip Code Updates (Re-Branding Release)
	5023		CLAIMS 4 Military Case Module Receipt Notice Tab
	5024		CLAIMS 4 Case Status Module
	1274		Upgrade Oracle software from 8.05 to 9.2 for CLAIMS 4
	1472		Provide Capability to Process FBI Name Check Updates in C4

	4928		Production Control Client connection error
	4985		Unable to print Batch FP Notices
	4986		Incorrect Marital Status in ibs_cert_data table
	5007		SQL Loader error
	5018		The module covers most of the monitor screen
	5020		Filling out the "Error Report", "Error Listing?, and ?Error Log? fields manually
	5036		CLAIMS 4 RegClient utility launches a modal dialog in silent mode
	1714		Provide complete Case Status milestone data to public
	4892		C4 SAT: SDD Appendix C corrections needed
	4901		Update FCO locations in ibs_lp_location table
	4910		Cannot logon to CLAIMS4 switchboard
	5013		Add new Overseas Military Naturalization Officers' user ID
	4945		BellFlower Client - Discontinue making changes to Bellflower
	5006		Release 5.15.1.1 is not compatible with Windows 95
	2337		C4 5.14 Win2K Workflow Installation Problem
	2451		C4 Heading alignment problem in the Examination/Case Review Pick List report
	2650		CLAIMS 4 - Inventory Log
	4904		Cannot print Receipt, Interview and Oath notices in the Oracle 8.1.7 environment
	4927		Batch Notice Client connection error.
	4964		Switchboard logon failure "Release 6.0"
	4983		Change to Request to Appear Notice(I485) in C4
	4984		Missmatch between naturalization date and oath ceremony date
	5037		CLAIMS 4 RegClient utility fails on installation under the Windows XP OS
	3251		FBI Name Result Processing needs long data type
	1171		VB5 code needs to be converted to VB6
	1228		C4 5.13 Build 17 Readme.txt file not included in VM when build was received
	1140		Install setup not successful for Claims4 Standard Client with Release 5.8

(b)(6)

	1693	[redacted]	Production Control Utilities-Dropped connections in Interfaces
	1968		C4 - use of 'gun' to scan app ID numbers puts in incorrect data
	1959		Unable to reprint Oath Certificates on the W2000 machine
	2003		Exclamation sign does not appear on Marr tab. Adjudication
	2282		C4 5.14 Win 2K Adjudications opening issue
	2537		C4 5.14 DBA scripts contained errors
	2931		C4 5.14 Bottom Scroll Bar Missing on Certificate Log Report for Win2K
	2903		C4 5.14 Adjudications - Subscript Out of Range Error for Address Modifications
	4004		C4 - Military module attempting to open multiples
	2035		Ceremony date not printing on OC cert from W95, A # has 7digit
	2189		Adjudications Change For FBI Name Check
	2413		Cannot Print Interview, Cancel, or Deschedule Notices after Interfaces are run
	3354		PayMerge does not calculate Application fees properly
	3858		Bank Account Number change for ESC
	4111		C4 5.14.8 - Unable to process Overpayments and Underpayments through PayMerge
	4473		Workflow Act_Code for Military Case Module is confusing
	4475		AOS Scheduler -- Incomplete clean up on descheduled cases
	4546		NFTS Interface error handling for dropped Oracle connection
	245		C4 5.13 Number of Trips >24 field is 5 years when the Elig is changed to B.3
	442		C4 5.13 Bellflower - Application Open Mode-Pending Act. is not displaying info
	221		New N400 and new Adjudications - absence days not populating
	3666		C4 5.14.6 - Adjudications - Blank Street Name Causes Error & Case is Read Only
	4494		Modify C4 NFTS Interface to perform multiple inserts within 1 SOAP connection
	1688		Eliminate Local MS Access file from the Workflow Administration Module
	1487		NBC: Support for the Missouri Processing Center for All N400's incl Lock Box

b)(2) [redacted]

(b)(6)

	2133	[redacted]	ailroom has perform an illegal operation
	3873		LAIMS 4 Standard country table synchronization needing ıstomer input
	4034		orkflow Admin for Non Military Overseas does not display oper Activity Code
	4324		4 Windows 2003 only - C4Inventory Log not writing to database
	4409		4 5.14.9.2 - Unable to Change My Location after Invalid Entry
	4433		ursor Misalignment in Case mangement
	4488		4 - Case Resolution, date formats inconsistent
	113		upport IBIS Checks for CLAIMS 4
	1149		4 5.13 Slip Printer: Bank # & Area Loc Code missing for N400 I-881 LIN
	1897		erifyData utility does not execute...
	2061		rror in Data Entry module
	2642		4 Query Optimization - Query #3
	2875		4 5.14 b.3 N400 data displayed on reports for I-485 applicants
	2926		4 5.14 Street Numbers not required in Data Entry
	3158		SPS Zip-Code CD Format Change
	2936		4 5.14 Current Res Address not included in Upload file if app as more than 3
	3034		4- No pending Interview activity code for I485-Interview w/No lotice
	2001		ncorrect Label Printer" message in Case Status.
	2553		4 5.14 Certificates printing incorrectly on Win2K
	4005		4 - Applicant Age for Military
	2463		ystem schedules the I485 applicants for the N400 interview
	2930		4 5.14 Scheduler Room Profile Start/End Dates Reset
	2912		lisleading flag of Middle Name in Case resolution screen
	4711		aymerge Problem with $0 Fee for Military Cases
	358		ate Entry form for New N400 available at the DO
	389		4 5.13 Oath Declaration sheet not printing for New Data Entry orms
	867		nsmask problem in the new N400 data entry

b)(2) [redacted] (34 of 49) [4/14/2010 3:41:53 PM]

(b)(6)

	1995	[redacted]	c4 - Old Data Entry/Adjudications = Cert Prep for Separated Marit Stat
	3336		C4 5.14.3Denial Due to Aband Failure to Appear for FP notices are inconsistent
	3368		C3/C4 Interoperability - Installation on same workstation
	4151		Manual Oath Closeout for Claims4 Military Overseas
	4369		Annual Update to STD_HOLIDAY table
	4522		Scheduling date and day of the week are out of sync.
	335		C4 5.13 Marital Status not carry over from New DE to New Adj correctly
	1432		Occupation code is not selected when using the keyboard to scroll up and down
	1662		Make Exam/Case Review Pick List double spaced
	1873		N335(Denial) and attached N336 (Request for Hearing) forms have the old fee.
	2118		C4 Petition for Name change - last name wraps
	1133		New Database Script Checked Into VM to Fix Bellflower Download Problem
	1610		C4 5.13 Win2000 Font slightly different on OC Certs
	1007		ADJ - Decision on Application for Naturalization (Form N-335) needs text mods
	928		C4 5.13 Build 11 Workflow Admin Mail Room Date Time Field not updating
	1159		C4 5.13 Receipt with Exception for non-military, overpayment is incorrect
	1276		Correct Payment (within Mailroom) gets error 91
	1973		ADJ - Denial Due to Abandonment Notice
	2457		C4 5.14 build 2.6 Data Entry - dates mm/dd are changing to dd/mm
	4153		Claims 4 Scheduler: Accepts A# for Overseas Military Cases
	4328		(Bellflower) Reconcile Cases from the client server
	4370		C4 - IBS_MACHINE_INFO Table Change
	4421		Interfaces.exe deployment to Workflfow Servers
	4449		Remove Interfaces.exe from Workflow Servers
	5017		Does not display a progress bar

b)(2) [redacted] [35 of 49) [4/14/2010 3:41:53 PM]

(b)(6)

	338	[redacted]	ection of Law for Posthumous should be restriced to djudications
	1359	[redacted]	4 5.13 Bellflower Oath Decl sheet not printing in Old djudications
	1469	[redacted]	ip Code realignment from CHI to STL for counties in southern state
	1875	[redacted]	nvalid ZIP codes exist in the ibs_lp_service_loc table
	1729	[redacted]	xpanding and enhancing the functionality to "group" cases
	2181	[redacted]	4 - Circumventing new FBI Name Check Process/BSU
	2590	[redacted]	4 5.14 Bottom Scroll Bar Missing on Certificate Log Report for Vin2K
	2447	[redacted]	LAIMS 4 - Old SCR/TPR ticket cleanup - Umbrella SCR for Release 5.15
	3443	[redacted]	pgraded CLAIMS4 (C4) workstations and servers to an racle8.1.7 client
	3674	[redacted]	4 5.14.6 Bellflower Error when Trying to Access Password TIP
	3574	[redacted]	hange Texas Service Center Bank Account Number
	3851	[redacted]	4- Zero Fee, not using the business rule date
	3950	[redacted]	ealignment of WI counties from MIL to SPM
	3797	[redacted]	osmetic change to message
	4982	[redacted]	annot Schedule FP or OC
	4979	[redacted]	nable to print Notices
	509	[redacted]	4 5.13 09 COA updates Res_Addr when only changing ail_Address
	634	[redacted]	W2K Data Source Name IBSLKUP
	1167	[redacted]	ttempted to open Batch Scheduler while 3 adjudication records were open
	318	[redacted]	4 5.13 Exclamation remains on Empl tab in New Adjudications
	378	[redacted]	ld N400 - tabbing skips the address check box
	472	[redacted]	nstall/Build Problems
	2340	[redacted]	4 5.14 The word Voided is spelled incorrectly on the Cert Log Report
	2588	[redacted]	4 5.14 FBI Name check response of DD is updating C4 with an UN code
	3167	[redacted]	ilot Project - National Scheduler and Finger print notice changes

b)(2) [redacted] (36 of 49) [4/14/2010 3:41:53 PM]

(b)(6)

	3295	[redacted]	ould not view/reprint Abandonment notice...
	3639		pdate Post Merge report to include all Activity States
	3579		rint Photo on N-550 Natz Certificate
	3731		Vorkflow Server - MDAC 2.7
	4464		FTS - Incorrect processing of location id
	321		rror description text in Adjudication Manager
	78		artition G22 to reduce system resource requirments
	475		4 5.13 Jumbled text on a Receipt with Exception for a Military pplicant
	5173		4 | Win95 | Test connection to database is not attempted after nstallation
	5174		4 | Replace unhandled exception errors with user friendly errors
	5200		dd new Overseas Military Adjudicators' User ID
	5288		LAIMS4 - Improve Batch Fingerprint Scheduler Error Handling
	5172		laims 4 - Release 5.16 - Oracle Client User ID Script missing
	5188		egClient with Registry populated
	5189		nstall with registry not populated (Silent mode)
	5285		uick Notice View of the created Adjudication Notice is not vailable to user
	5286		djudication Notice Word template is not maximized for the econd oppening
	5312		Make FBI Name Check Run Daily
	5196		nflation related fee changes
	5243		Overflow Source error
	5264		Cursor positioning on Attorney tab in Case Status
	5016		ngest File name path is displayed as right justified.
	5238		Time Zones for USCIS Overseas Offices
	5241		ZipCode wildcard search is not valid
	5249		Switchboard logo wording must be updated from INS to USCIS
	4617		Case Status Displays Incorrect Release/Version on the "About" Form
	2277		C4 5.13 Win2K Unable to run Batch Scheduler
	714		C4 5.13 Build 11 Receiving Oracle Error in RqtCISVerify nterface Process

b)(2) [redacted] 37 of 49) [4/14/2010 3:41:53 PM]

(b)(6)

	1165	[redacted]	Opening New Adjudication after a converted case is opened
	1128		Change G22 reports to handle new N400
	1281		C4 5.13 Build 21 Print Request Status window not displaying for e-verify
	2560		C4 5.14 G28 Data Entry Issues
	5171		Upgrade Oracle Client to 8.1.7.0.4
	5055		C4 | Workflow server using system DSN instead of user DSN to est connection
	4753		Custom installation failed in Windows NT Workflow Server machine B-4
	5557		Automatic logoff at a specific interval time
	5514		CLAIMS 4 Rqt. # 2581-24 Logoff feature.
	5518		Switchboard crash with an invalid User ID
	5579		Problem logging into Win XP client workstation
	5584		Automatic logoff Warning message displays a negative number.
	5589		Add Eligibility Option to Post Merge Reports
	5590		Add Eligibility Option to C4/RNACS Pending Report
	5175		C4 | WINNT | NIS | Installation utility produces error during nstall process
	5242		Close screen button on query window
	5197		AOS Scheduler does not handle A number correctly
	5237		Flagging Active Duty and Non-Active Duty Military Cases in Claims4
	5251		Adjudication Notices are not saved properly.
	5343		Unable to alter Oracle user
	5452		Batch Scheduler - Incorrect Scheduling According to Increased Allocations
	5456		Batch Scheduler - Site Profile Allocation Range
	5460		Batch Scheduler - Temporarily Update Slots
	5473		System Maintenance - Error when accessing custom audit tables
	5475		I-485 attorney data from Claims3 incorrectly populating Claims 4 table.
	5476		I-485 attorney data to be loaded in Claims 4
	5477		Claims 4 Window does not close after the password is changed - 90 days

b)(2) [redacted]

(b)(6)

	5478	[redacted]	Apply USPS Zip Code Updates
	5480		Batch Notice client printing problem...
	5481		CLAIMS 4 - No System Admin msg after 90 days of inactivity
	5454		Oath Ceremony - Manual Creation for Blitz Scheduling
	5455		Batch Scheduling - Holiday Scheduling
	5443		System Maintenance - MSRDC20.OCX error
	5451		Batch Sceduler - Applicants Stuck in Queue
	5453		Batch Scheduler - Start/End Date & No Sooner/No Later Date
	5459		Batch Scheduler - Synchronize ASC Slots Filled Report and GUI
	5463		GAO Request 440430: Management of A-Files
	5562		Password change upon initial logon to the system
	5629		Database Trigger Error While Scheduling
	5630		CLAIMS4 Scheduler Error While Adding Profile
	5633		Release 5.16 - Insufficient Privilidges for SWAPHome Utility
	5634		Release 5.16 - SWAPHome Utility
	5635		C4 R5.17 | System Maintenance | Dr. Watson error when running Open Table List
	5482		CLAIMS 4 - After 90 days of inactivity, the user should not be able to log on
	5484		CLAIMS 4 - Change Pwd screen should be displayed to re-enter pwd
	5529		Password Change Process - Error Messages
	5546		Add New Overseas Military Adjudicators' User ID
	5559		Erroneous message pop up
	5588		Add Elgibity Option to Pre Merge reports
	5493		Automatic Logoff Warning message
	5528		Password Change Process - Password Lifespan Error Message
	5488		The system does not force newly activated users to change password.
	5517		C4 - Modify Oracle Client installation
	5552		CLAIMS 4 - Provide connection funtionality to the Claims 4 Oracle 9 database
	6346		CLAIMS4- Add Scheduled on Date criteria and FCO column for Pick List Report

(b)(2) [redacted] 39 of 49) [4/14/2010 3:41:53 PM]

(b)(6)

	5839	[redacted]	Invalid date of births for RAPS and RNACS fingerprints
	5840		No residence begin and end date causes Request to not validate.
	5868		C3 and C4 IBIS request files do not have the OriginiatingSystemKey
	5876		CoA - CLAIMS 4 Interface Processing
	6348		LA District Restructuring
	6349		Eliminate the dependency of Claims 4 modules on the local MS Access file that re
	6351		Apply USPS Zip Code Updates
	6388		Incorrect State Code
	5869		DOB in the 21st century for EDITFACT files
	6389		Remove multiple login attempts from Switchboard
	5877		BCS cannot handle NULL DocList node
	5527		C4 - Additional Special Characters accepted in Password
	5547		Switchboard closes even when some of the modules are still running.
	5776		Abnormal termination of CLAIMS4 switchboard
	5712		BCS - FBI Fingerprint Reason Fingerprinted "X" & "R" Suffixes are no longer used
	5713		BCS - New FBI Name Check Response Code "RF"
	5744		WinXP COM1/COM2 port configuration
	5781		Logon failure to the Claims4 Switchboard
	5792		5 Days Expiration - Change Password
	5688		Using spaces in the Password
	5703		Clearing up trapped users due to database crash
	5727		FBI Sending New Result Code for Name Check
	5683		Error Scheduling Interview
	5728		Error message displayed when some modules are opened
	5732		Claims4 Switchboard does not accept a group acceptable special characters
	5687		Cut and Paste of Passwords
	5667		BCS - Fingerprint data does not match ICD schema
	5697		Consecutive characters in the password

(b)(2) [redacted]

	5716		BCS - BCS IBIS interface producing 2 records instead of the 1 record expected
	5768		Cut/Paste Password containing invalid characters
	5659		Location Relationship Report --Formatting porblem
	5726		Switchboard Security Help
	6405		The Military Case Module does not open a case that passed "MergeSched"
	5867		Use and set the proper Originating System Key for each system
	5996		Overseas Military Cases Naturalized by Military Branch (Report)
	5854		CLAIMS 4 - Modify Cases Without ANumbers Report
	6204		Annual Update to STD_HOLIDAY table
	6326		Erroneous message is displayed when unflagging Military case
	6219		Changing Timeout for Userids
	6225		April 19 2006 immigrant and non immigrant changes
	6361		The interface failed to connect to the NFTS server.
	6021		Fingerprint Appointment by DOD radio button defaulted to Yes
	6119		Claims 4: Change location for file c4Inventory.log
	6029		Release 5.17 Zip code table has no Admin office for Zips in Dekalb county IL
	6069		Apply USPS Zip Code Updates (Security Password Release)
	6066		Update C4 NFTS Interface to support the upgraded enterprise SERVER Component
	6144		Corrected country name in certificates for St. Kitts-Nevis
	6035		Reference to rollback segments
	6155		Hard Coded rollback segments
	6174		Claims 4 - Users unable to view the applicant history in Case Status module
	6278		Populating the military_active_duty column
	6294		C4 5.18 | Error messages specifically indicates password as invalid
	6194		Error Numer: 91 message in Case Status
	6201		Adjudication module on the Texas PEC image
	6213		MergeFPCard Problem

	6220	[redacted]	Workflow Issue related to Active Duty Overseas Applicant with no FP Appt.
	6190		C4- Add Quick Civics Lesson Notes to Notices
	6191		Incorrect version of Switchboard
	6200		Adjudication error message Number: 8012
	6235		Generating MergeFP Card when case Data Entered then Flagged in MCM
	6257		No Reports displayed for overseas military locations
	6268		Update C4 NFTS Interface to support Table-Driven Method
	6267		Modify C4 NFTS Interface for a table-driven setup
	6274		Misspelling on Dialog Box
	6649		USCIS Realignment - Oracle Database
	6650		USCIS Realignment - Batch Notice Templates
	6651		USCIS Realignment - Adjudication Notices
	6652		USCIS Realignment - Report Templates
	6655		Overseas Users participant type and roles
	6661		PICS to Unlock Users
	6692		New zip codes for Finger Printing
	6732		BLT Landing Zone change
	6546		New Counties found in the January USPS zip codes
	6575		RAPS and RNACS fingerprint scheduling requests
	6441		IIO to perform Change of Address Petition
	6434		After Data Entry Completed, a Mil Case Cannot Switch Back to Non-Mil
	6485		UNGROUP all groups within C4 (Post-Merge activities) where there are more than 4
	6548		Batch Scheduler does not shut down after computer has been idle for 20 minutes
	6593		ELM 001 zip codes realignment to LOS 001 for cases excluding oath ceremony.
	6594		ELM 001 zip codes realignment to LOS 001 for oath ceremonies cases
	6602		Overseas User IDs
	6558		Alien Number Changes

	6572	[redacted]	Modify Claims 4 to ensure the A-file status be a required field for adjudicator
	7023		New Specs for Photos
	7024		Change Wording on I-797C Notice
	7025		Additional Information Added to N400 Notices
	7026		Case Status Print Issue
	7027		Country of Birth issue in N400 module
	7028		C4 needs to handle 9 digit Anumbers
	7029		Crystal Report DLL interoperability issue
	7030		Security Problem encountered using "X" button when closing Switchboard Module
	7035		Modify N-652 Form to reflect language on proper dress attire for Nat Cermonies
	7036		Two attorneys Mixed Up
	7038		CNJ Location codes
	7042		Modify C4 production database to support ESB Claims 4 Verification Agent
	6974		CLAIMS4 6.1 | Interview module says that FP evidence is required of 75-year-old
	6975		CLAIMS4 6.1 | N-652 on the Win95 client does not print the check marks
	7077		Realign Zip Codes - LOS to ELA
	6883		C4 6.0 | Cases Without Certificate Numbers Report produces Oracle error
	6884		CLAIMS4 6.0 | Address Erors Detail Report produces error message
	6885		CLAIMS4 6.0 | Available Appointment Slots for Examiners report produces error
	6886		CLAIMS4 6.0 | Ready To Schedule Queue for Interview report error
	6817		Reassign zip codes to SPMA03
	6750		Sites SFR247 to be merged with SFR245
	6783		Claims4 application fee change
	6856		Problems with printing Adjudication Notices
	6858		CLAIMS4 6.0 | System Maintenance module workflow diagram, legend is colorless

	6855		Address Change petition does not populate the rest of the fields
	6947		CLAIMS 4 /ESB Gateway Index
	6751		I-485 cases stuck in queue
	6951		New Zip codes
	6816		Reassign zip codes to SND006
	6976		CLAIMS4 6.1 | Phone number required before printing Oath Declaration sheets
	6997		August 2007 zip codes
	6998		MTL/CNJ Testing Location unavailable in Adjudications
	6753		Two attorneys' data mixed up
	7008		Continuance Notice Not Displaying Missing Evidence Properly
	7009		Change FBI Name check upload procedures to add new edit checks to data
	7010		RqtFBINameChk and ResolveNameChk need to be able to handle FBI results
	7011		FBI result of XX should be ignored.
	7012		FBI Name Check Program should handle errors with special characters.
	7295		Claims 4 BLT does not properly translate files containing non-ASCII characters
	7305		December 2007 Zip Codes
	7356		January 2008 Zip Codes
	7357		One file from Emergency Release 6.2.1.1 was not rolled-up into Release 6.3
	7370		Ad Hoc Report
	7394		A-Number Restricted to A0, A1 in Data Entry Section 8E - Current Marriage
	7395		Country of Birth Erroneous Error Msg in Data Entry Section 8E - Current Marriage
	7400		BLT is translating the DOB incorrectly
	7403		NFTS activation at the California Service Center (WSC)
	7408		February 2008 Zip Codes
	7412		Synchronize CLAIMS 4 Naturalization Dates
	7413		Populating Missing Address Data
	7414		NFTS activation at the Vermont Service Center (ESC)

	7199	[redacted]	Zip Codes at Spokane's jurisdiction Office changed to Yakima Office
	7201		Distinguish receipts and workload between the Kansas City office and the Wichita
	7264		Iinterface error with 9 digit A number
	7088		C4 Super User - Back Dated Oath Ceremonies
	7100		September 2007 zip codes
	7141		CLAIMS 4 Front Log Receipting
	7101		sql-loader version hardcoded in zc4Production50
	7171		October 2007 zip codes
	7198		November 2007 zip codes
	7249		Separate Des Moines from Omaha for G22
	7250		Create Country code for Serbia and Montenegro
	7942		C4 8.0 - An Application Can Be Saved in Date Entry Without Applicant Signature
	7943		C4 8.0 - Requesting Accommodations: Part 2I is 'Yes' The First Box is Checked
	7949		No Parent locations for KND000 and HIA000
	7960		C4 8.0 - Military Evidence Received is Causing an Issue with Workflow Processing
	7961		C4 8.0 - Selective Service Value is not passed to CLAIMS4 from the Lockbox.
	7962		C4 8.0 - Email Address is Overwritten with Y in C4 Adjudications
	7963		C4 8.0 - Affiliations 'NO' is Checked on the N400 But 'YES' is Displayed in C4
	7964		C4 8.0 - Section of Law 316 (F) is Sent By JPMC But is Not Displayed in C4
	7965		C4 8.0 - Documentation: Modify Requirement 7605-19 to Include 2D Section 114
	7966		C4 8.0 - Documentation: Modify Requirement 7605-21 to Specify Section 319C
	7967		C4 8.0 - Documentation: Modify Requirement 7605-22 to Specify Section 319C
	7968		C4 8.0 - Marital Status of "Marriage Annulled or Other" is Not Displayed in C4
	7969		C4 8.0 - Country of Birth of 'Unknown' is not Displayed For a Specific Applicant

	7979	[redacted]	C4 8.0 - Applicant > 75 Years Old Should be Exempt from Submitting FD258
	7980		C4 8.0 - Description for How Marriage Ended is Not Displayed in Adjudications
	7984		C4 8.0 - Attorney Phone Number Not Displayed in Data Entry Module
	7985		C4 8.0 - Validate first 5 digits of Zip Code
	7986		C4 8.0 - If applicant signature is 'N', raise Data Error
	8010		C4 8.0 - Receipt with Suspense Notice Printing Additional Blank Page
	8012		Missing Location code
	8013		Middle name mismatch
	8014		C4 8.0 - JPMC Using COB to Determine Eligibility for 2D, Section of Law 325
	8015		West Palm Beach - Miami Realignment per OIT08SR01565
	8029		C4 8.0 - JPMC Not Passing G28 Type of Appearance to CLAIMS4
	8030		C4 8.0 - Select Service Number Format Needs to Be Corrected
	8056		C4 8.0 - Dollar Amount Received by Lockbox is Not Displayed in Case Status
	8067		November 2008 Zip Codes
	8050		C4 8.0 - Fix C4 interface with IVRS for Lockbox cases
	7759		New Ports of Entry
	7779		Integration Testing with ESB – validate mailing address
	7757		Anumber validation...
	7758		Data Entry curor error if ingested case has 1/1/9999 in employment end dates
	7768		Integraton Test with ESB - C4 ingest changes are needed
	7780		Integration Test with ESB – updates to the ingest process
	7815		Hialeah - Miami Office Realignment per ITSR 1565
	7878		C4 8.0 - Invalid Weight Value Causes XML File to Fail C4 Schema Validation
	7879		C4 8.0 - Invalid State Value Causes XML File to Fail C4 Schema Validation
	7903		C4 8.0 - Total Days outside of the US Per Trip is Not Displayed in Adjudication

	7883		AFile Transfer Request Intervals
	7917		C4 8.0 - City/State/Zip Mismatches are being Rejected by JPMC
	7921		C4 8.0 - The Number of Trips is Not Displayed on the Abs Tab in Adjudications
	7922		C4 8.0 - Current Situation Info. Displayed on the Rel. Tab is in the Addr Column
	7923		C4 8.0 - The N400 Part 8D Information is not Displayed in Adjudications
	7924		C4 8.0 - Prior Spouse Middle Name is Not Displayed in Adjudications
	7925		C4 8.0 - Country of Birth is Not Displayed for Several of the Children in Adjud
	7926		C4 8.0 - Documentation: Update Requirement 7605-20 in the RTM
	7927		C4 8.0 - AppUnderPay WF State is Expiring Prior to Receiving the Bio Fee Upd
	7804		CLAIMS 4 Notices Text Changes
	7816		Kendall - Miami Office Realignment per ITSR 1565
	7817		Oakland Park - Miami Office Realignment per ITSR 1565
	7818		Miami to Miami Office Realignment per ITSR 1565
	7839		Transfer zip codes from ELA001 and LOS002 to LOS001 per OIT08SR04248
	7840		September 2008 Zip Codes
	7857		Processing N400 for Military Spouses at Nebraska Service Center per ITSR5054
	7858		AFile Transfer Request Intervals Change per ITSR5024
	7786		Integration Test with ESB - correcting address and data errors
	7787		Turn ESC (Vermont Service Center) on to ship N400 cases to NBC
	7788		August 2008 Zip Codes
	7874		C4 8.0 - Alert Includes Philippines as a Valid Country of Nat.: Sect 325 Filing
	7882		October 2008 Zip Codes
	7891		C4 8.0 - The Office Location is Displayed as '?000' for Rejected Applications
	7892		C4 8.0 - Documentation: Update RTM With Correct Section of Law

	7893	[redacted]	C4 8.0 - Section of Law is Not Displayed in the Section of Law Pull Down Menu
	7894		C4 8.0- Unique Constraint Violation For Duplicate Remittance Receipt Numbers
	7895		C4 8.0 - Country Codes For Trips Outside the US aren't Always Displayed as UNKNO
	7896		C4 8.0 - Accommodations Requested is Marked as N in Data Entry and Adjudication
	7897		C4 8.0 - BOE 2D. Section of Law 325 is Using Nationality for Determination
	7938		C4 8.0 - Duplicate Evidence Displayed on the Evidence tab in Adjudications
	7939		C4 8.0 - Unable to Print Current Data for Receipt With Exception Notices
	7940		C4 8.0 - Original Notice Printed for Lockbox Accepted N400 Application
	7941		C4 8.0 - Residential Start Dt is Modified for Cases With Address Err Corrected
	8590		May 2009 Zip Code per OIT09SR1456
	8559		ESB LIS N400 Regression: Unresolvable Data Error for an App Sent by JPMC
	8561		ESB LIS N400 Regression: Several Instances of the Same Evidence Displayed
	8571		FBI Name Check Process Changes (ITSR OIT09SR11045)
	8551		ESB LIS N400 Regression: FD258 Marked as Received in C4 For an Application
	8748		June 2009 Zip Code per OIT09SR1456
	8754		Wrong Default Service Location
	8626		BOS Office Realignment - LAW Office Setup per OIT09SR11730
	8631		Naturalization Certificate Automation and Redesign (NCAR)
	8677		In correct LOC_TYPE
	8447		Mismatch INS Office Loc Codes and Service Loc Codes per ITSR OIT09SR10733
	8440		ESB Query Improvement per ITSR OIT09SR10618
	8478		Reduce Background Job Interval per ITSR OIT09SR10767
	8439		Read only Access to ESB account per ITSR OIT09SR10464
	8441		Type Mismatch Error in Adjudications

(b)(6)

8552	[redacted]	ESB LIS N400 Regression: How Marriage Ended Field Marked 'Other': Divorce
8553		ESB LIS N400 Regression: Prior Sp Immig Status is "LPR" in C4 JPMC sent "Other"
8554		ESB LIS N400 Regression: G28 Attorney Street Name and State Are not Sent by JPMC
8609		RNACS Code for C4 Sections of Law per
8680		Notices failed to print
8608		Zip Codes realignment for SND, CVC, and IMP per OIT09SR11440
9412		November 2009 Zip Code per OIT10SR10073
9420		Office Location code is not populated
9195		BOE "D" with any kind of: "Section of Law" not creating 325B
9136		September 2009 Zip Code per OIT09SR1456
9139		VerifyData Error
9161		The current job description is not displayed in DE.
9250		Pending MergeMil work flow activity is not getting completed.
9277		NCAR Biographic Data on Naturalization Certificates
9278		NCAR Digitized Image Printing
9279		NCAR Digitized USCIS Director's Signature
9276		NCAR Digitized Image Validation
9280		Missing ZIP Code
9151		Process Code switches from N400 to LOCKBOX
9157		WorkFlow module does not correctly reflect the status of a case.
9329		October 2009 Zip Code per OIT10SR10073

Total Records: 1264

b)(2) [redacted] 49 of 49) [4/14/2010 3:41:53 PM]