



**U.S. Citizenship
and Immigration
Services**



Enterprise Services Directorate Verification Division

SAVE Program System Redesign

February 2014

Agenda

- Introduce the new design
- What has changed
- Why we changed (our goals)
- Future enhancements



U.S. Citizenship
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System Use Agreement

Sign In



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SYSTEM USE AGREEMENT

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WELCOME

Enter your username and password. *Indicates a required field.

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*

Password

*

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Welcome to **SAVE** Systematic Alien Verification for Entitlements



Agency: BA Agency (UA99) | Department: BA Alley (01)

PROGRAM ANNOUNCEMENTS

SAVE Publishes New Educational Materials for Applicants
08/28/2012
The SAVE Program is pleased to announce the availability of new educational materials designed for the benefit applicants your agency serves.

The three unique materials offer your agency an opportunity to educate benefit applicants on the SAVE Program, and how your agency uses SAVE to verify. [Read more](#)

Remember to Use Unexpired Foreign Passport
08/03/2012
As Customs and Border Protection (CBP) continues to work toward automating the Form I-94 (Arrival/Departure Record), we would like to remind you to use the Unexpired Foreign Passport in lieu of the Form I-94 whenever possible for immigration status verification purposes.

What is the Form I-94... [Read more](#)

New Mailing Addresses for Form G-845
05/18/2009
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- [Initial Verification](#)
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In accordance with the new SAVE Fee Structure implemented October 2008, cases initiated... [Read more](#)

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[Home](#) [Cases](#) [Profile](#) [Agency](#) [Reports](#) [Help](#) [Sign Out](#)

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Systematic Alien Verification for Entitlements



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08/28/2012

The SAVE Program is pleased to announce the availability of new educational materials designed for the benefit applicants your agency serves.

The three unique materials offer your agency an opportunity to educate benefit applicants on the SAVE Program, and how your agency uses SAVE to verify their immigration status. The materials include:

- **Agency Participation Poster:** informing benefit applicants that your agency uses the SAVE Program, please feel free to hang this poster in your agency's lobby or other location.
- **Benefit Applicant Brochure:** if a benefit applicant has a question about the SAVE Program, please feel free to hand them one of these brochures. In the pamphlet, they will find information in plain language about SAVE and how it relates to them, as well as best practices when applying for public benefits.
- **Benefit Applicant Postcard:** if a benefit applicant does not verify in the SAVE system after your agency has instituted all three steps of the SAVE verification process, you may hand them one of these postcards along with the instructions you received from SAVE's 3rd Step response. The small card details the most common reasons benefit applicants do not verify through SAVE, and next steps they may take.

In order to serve your applicant populations well, the educational materials are available in 18 different languages, including English. You may find copies of the materials for printing and distributing on the SAVE website, www.uscis.gov/save, under "Publications."

[Read less](#)

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- [Initial Verification](#)
- [Search Cases](#)
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[Home](#) **Cases** [Profile](#) [Agency](#) [Reports](#) [Help](#) [Sign Out](#)

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- [Resources](#)
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Home Cases Profile Agency Reports Help Sign Out

Initiate Case

Welcome
Search Cases

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Systematic
Alien Verification
for Entitlements

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- Initial Verification
- Search Cases
- Resources
- Contact Us

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Document Type: I-327



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Cases

Profile

Agency

Reports

Help

Sign Out

INITIATE CASE

DOCUMENT TYPE

Select the document presented by the applicant. *Indicates a required field.

- | | |
|-----------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------|
| <input type="radio"/> I-551 (Permanent Resident Card) | <input type="radio"/> Naturalization Certificate |
| <input type="radio"/> I-766 (Employment Authorization Card) | <input type="radio"/> Certificate of Citizenship |
| <input type="radio"/> I-94 (Arrival/Departure Record) in Unexpired Foreign Passport | <input type="radio"/> I-571 (Refugee Travel Document) |
| <input type="radio"/> I-94 (Arrival/Departure Record) | <input checked="" type="radio"/> I-327 (Reentry Permit) |
| <input type="radio"/> Unexpired Foreign Passport | <input type="radio"/> Machine Readable Immigrant Visa (with Temporary I-551 Language) |
| <input type="radio"/> I-20 (Certificate of Eligibility for Nonimmigrant (F-1) Student Status) | <input type="radio"/> Temporary I-551 Stamp (on passport or I-94) |
| <input type="radio"/> DS2019 (Certificate of Eligibility for Exchange Visitor (J-1) Status) | <input type="radio"/> Other (Select If Document Not Listed) |

Next

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Initiate Case

Applicant Information: I-327



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INITIATE CASE

APPLICANT INFORMATION

Enter document information. *Indicates a required field.

Selected Document Type
I-327 (Reentry Permit)

Name

Last Name * ? First Name * ? Middle Initial

Date of Birth
(mm/dd/yyyy) *

Document Information

Alien/USCIS Number * ?

Doc. Expiration Date
(mm/dd/yyyy)

Requested Benefit(s)*

Background Invest

Additional Request(s)

Request Employment Authorization Request Affidavit of Support Data ? Request Grant Date ?

Document History Data ?

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Error Message



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INITIATE CASE

APPLICANT INFORMATION

One or more fields are in error. Please make the following corrections:

- Required Last Name must be between 1 and 40 alphabetic characters. Numbers and special characters are not allowed. Hyphens are allowed. Spaces and single quotes are allowed.
- Required First Name must be between 1 and 25 alphabetic characters. Numbers and special characters are not allowed. Hyphens are allowed. Spaces and single quotes are allowed.
- Required Date of Birth must be a valid date in the format of MM/DD/YYYY.
- Required Alien/USCIS Number must be exactly 9 digits. Commas are not allowed.
- Required Requested Benefits must be selected.

Enter document information. *Indicates a required field.

Selected Document Type
I-327 (Reentry Permit)

Name

Last Name * ? First Name * ? Middle Initial

Date of Birth (mm/dd/yyyy) *

Document Information

Alien/USCIS Number * ?

Doc. Expiration Date (mm/dd/yyyy)

Requested Benefit(s)*

Background Invest

Additional Request(s)

Request Employment Authorization Request Affidavit of Support Data ? Request Grant Date ?

Document History Data ?

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Document Type: I-551



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Cases

Profile

Agency

Reports

Help

Sign Out

INITIATE CASE

DOCUMENT TYPE

Select the document presented by the applicant. *Indicates a required field.

- I-551 (Permanent Resident Card)
- I-766 (Employment Authorization Card)
- I-94 (Arrival/Departure Record) in Unexpired Foreign Passport
- I-94 (Arrival/Departure Record)
- Unexpired Foreign Passport
- I-20 (Certificate of Eligibility for Nonimmigrant (F-1) Student Status)
- DS2019 (Certificate of Eligibility for Exchange Visitor (J-1) Status)
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- Temporary I-551 Stamp (on passport or I-94)
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[Home](#) **Cases** [Profile](#) [Agency](#) [Reports](#) [Help](#) [Sign Out](#)

INITIATE CASE

APPLICANT INFORMATION

Enter document information. *Indicates a required field.

Selected Document Type
I-551 (Permanent Resident Card)

Name

Last Name * ? First Name * ? Middle Initial

Date of Birth
(mm/dd/yyyy) *

Document Information

Alien/USCIS Number * ? Card Number * ?

Doc. Expiration Date
(mm/dd/yyyy)

Requested Benefit(s)*

Background Invest

Additional Request(s)

Request Employment Authorization Request Affidavit of Support Data ? Request Grant Date ?

Document History Data ?

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Help Page

Locate Card Number



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SAVE

HELP

ALIEN/USCIS NUMBER AND CARD NUMBER ON FORM I-551

There are a number of Permanent Resident Cards, Form I-551, currently in circulation. Please reference the sample pictures below for details.

HOW DO I LOCATE THE ALIEN/USCIS NUMBER (A#) ON A PERMANENT RESIDENT CARD OR A RESIDENT ALIEN CARD?

The Alien/USCIS Number is typically located on the center of the document, directly above "Alien/USCIS Number." This applies to versions issued prior to 2004. Other examples may list this number after "A Number" or "INS A#" for those cards introduced in 2004 and later. The Alien/USCIS Number is circled in red on each sample below.

The space provided for the Alien/USCIS Number consists of a nine-digit field. If the Alien/USCIS Number provided is less than nine digits, you must provide leading zeros. The letter "A" is not used when providing this number.

Example: A72 735 827 should be input as 072735827

HOW DO I LOCATE THE CARD NUMBER (A#) ON A PERMANENT RESIDENT CARD?

Form I-551 (Apr 2010)

The I-551 Permanent Resident Card has been redesigned. State-of-the-art technology incorporated into the new card prevents counterfeiting, obstructs tampering, and facilitates quick and accurate authentication. The card is once again colored green.

SAVE users should be aware of the following differences between the new I-551 and the previous design:

- o **The Alien/USCIS Number** (commonly referred to as the "A" number or Registration Number) is now identified on the face of the card as the "USCIS #."
- o Note that the USCIS# is not preceded by an "A".
- o Note that the Alien/USCIS Number is identified on the back of the card as well.
- o The new I-551 separates the surname (last name) from the given name (first name) under separate headings.
- o The card number is located on the back of the card instead of the front.

Valid I-551s currently in circulation, including those that were issued without expiration dates, should still be accepted. The new I-551 will gradually replace the previous design as expired cards are renewed and new ones issued.



Newly Designed I-551

For more information about the new I-551, please visit www.uscis.gov/greencard



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Enter document Information



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INITIATE CASE

APPLICANT INFORMATION

Enter document information. *Indicates a required field.

Selected Document Type
I-551 (Permanent Resident Card)

Name

Last Name	First Name	Middle Initial
<input type="text" value="LEE"/> *	<input type="text" value="MAY"/> *	<input type="text"/>

Date of Birth
(mm/dd/yyyy) *

Document Information

Alien/USCIS Number	Card Number
<input type="text" value="888888819"/> *	<input type="text" value="MSC8888888199"/> *

Doc. Expiration Date
(mm/dd/yyyy)

Requested Benefit(s)*

Background Invest

Additional Request(s)

Request Employment Authorization Request Affidavit of Support Data Request Grant Date

Document History Data

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Photo Matching (1 of 2)



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INITIATE CASE

PHOTO MATCHING Case Verification Number: 2014023081020HH | MAY LEE

i Check the photo below against the photo on the applicant's I-551 (Permanent Resident Card) or I-766 (Employment Authorization Card). Does the photo below match the applicant's document?



[Click to Enlarge](#)

Yes - photo matches
 No - photo does not match
 Document not provided

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Photo Matching (2 of 2)



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[Click to Enlarge](#)

Yes - photo matches
 No - photo does not match
 Document not provided

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Photo Confirmation



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Agency

Reports

Help

Sign Out

INITIATE CASE

PHOTO CONFIRMATION

Case Verification Number: 2014023081020HH | MAY LEE

Confirm your selection.



Click to Enlarge

Photo Match: Yes - photo matches

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View Case Details

Initial Verification Results (1 of 3)



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VIEW CASE DETAILS

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INITIAL VERIFICATION RESULTS Case Verification Number: 2014028074057RD | MAY LEE

Review the case details to determine which steps (if any) should be taken.

LAWFUL PERMANENT RESIDENT-EMPLOYMENT AUTHORIZED

▲ INITIAL RESPONSE DETAILS System Response: LAWFUL PERMANENT RESIDENT-EMPLOYMENT AUTHORIZED

Record Details	Status Information
First Name: MAY	COA Code: LPR
Last Name: LEE	Date of Entry:
Middle Name:	Date Admitted To: INDEFINITE
Date of Birth: 01/19/1950	EAD Expiration Date:
Country:	Grant Date:

PHOTO MATCH

DATA SUBMITTED

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INITIAL VERIFICATION RESULTS

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Middle Name:	Date Admitted To: INDEFINITE
Date of Birth: 01/19/1950	EAD Expiration Date:
Country:	Grant Date:

▲ PHOTO MATCH

Returned Photo	Photo Match
 Click to Enlarge	Yes - photo matches

DATA SUBMITTED



View Case Details

Initial Verification Results (3 of 3)

▲ INITIAL RESPONSE DETAILS		System Response: LAWFUL PERMANENT RESIDENT-EMPLOYMENT AUTHORIZED
Record Details First Name: MAY Last Name: LEE Middle Name: Date of Birth: 01/19/1950 Country:	Status Information COA Code: LPR Date of Entry: Date Admitted To: INDEFINITE EAD Expiration Date: Grant Date:	
▲ PHOTO MATCH		
Returned Photo  Click to Enlarge	Photo Match Yes - photo matches	
▲ DATA SUBMITTED		
Applicant Information First Name: MAY Last Name: LEE Middle Initial: Date of Birth: 01/19/1950 Initiated by Name: BHAI5069 Date: 01/28/2014	Document Information Document Type: I-551 Other Doc Description: Doc Expiration Date: Alien/USCIS Number: 888888819 Card Number: MSC8888888199 I-94 Number: Passport Number: Country of Issuance: Passport Expiration Date: SEVIS ID: Visa Number: Citizenship Cert. Number: Naturalization Number:	Requested Benefit(s) Background Invest
<input type="button" value="Close Case"/>	<input type="button" value="Request Additional Verification"/>	

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Home Cases Profile Agency Reports Help Sign Out

Initiate Case
Search Cases

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- Initial Verification
- Search Cases
- Resources
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Search Cases

Case Filters



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SEARCH CASES

CASE FILTERS

Enter search criteria to display a list of relevant cases.

Case Status

All Open Cases Cases Requiring Action
 Cases with Additional Verification Responses Cases with Third-Step Verification Responses
 Cases In Process Closed Cases

Verification Number

Alien/USCIS Number

Passport Number

Date Initiated From
(mm/dd/yyyy)

Group

Initiated By

I-94 Number

User Case Number

Date Initiated To
(mm/dd/yyyy)

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Search Cases

Summary List (1 of 2)



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SEARCH CASES

SUMMARY LIST

More than 100 cases were found. Please refine your search criteria.

Click on a column title to sort this list.

Case Summary List You are viewing cases 1-10 of 100

Case Type	Response	Verification Number	ID Number	Name Provided	Group	Initiated By
	DHS Verification in Process	2014027133348PN	A # 123456767		Jake	FNEL0924
	INSTITUTE ADDITIONAL VERIFICATION	2014027121706PG	A # 998877474		Jake	LCLARKW3
	DHS Verification in Process	2014027115945NY	A # 123456789		Jake	FNEL0924
	LAWFUL PERMANENT RESIDENT-EMPLOYMENT AUTHORIZED	2014023152530KP	A # 888888819	LEE, MAY	Jake	BHAI5069
	DHS Verification in Process	2014023135618KL	A # 999999999		Jake	LCLARKW3
	DHS Verification in Process	2014023081020HH	A # 888888819	LEE, MAY	Jake	BHAI5069
	DHS Verification in Process	2014023075545HG	A # 888888819	LEE, MAY	Jake	BHAI5069
	DHS Verification in Process	2014020161313FB	A # 123456789		Jake	FNEL0924



Search Cases

Summary List (2 of 2)

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	DHS Verification in Process	2014020161313FB	A # 123456789		Jake	FNEL0924
	DHS Verification in Process	2014017164507EQ	A # 123213213		Jake	FNEL0924
	DHS Verification in Process	2014017160758EN	A # 123213213		Jake	FNEL0924

Legend: Action Required Response Provided Under Review Case Closed

Previous Next Page 1 of 10. Go to



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Initial Case

Initial Verification Retry



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INITIATE CASE

INITIAL VERIFICATION RETRY Case Verification Number: 2014027121706PG | Carolyn Smith

No match found. Check the applicant information. *Indicates a required field.

If the information below is:

- Incorrect: Update it, and select Retry Initial Verification.
- Correct: Select Request Additional Verification.

If this case was initiated in error, select Close Case.

Selected Document Type
I-551

Name

Last Name Smith	First Name Carolyn	Middle Initial
---------------------------	------------------------------	---------------------------

Date of Birth
01/01/1956

Document Information

Alien/USCIS Number 998877474 * ?	Card Number MSC4657482938 * ?
--------------------------------------------	-----------------------------------------

Document Exp. Date
01/01/2018

Requested Benefit(s)
Background Invest

Additional Request(s)

Request Employment Authorization Document History Data Yes	Request Affidavit of Support Data Yes	Request Grant Date Yes
----------------------------------------------------------------------	-------------------------------------------------	----------------------------------

Close Case Request Additional Verification Retry Initial Verification

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Enter Additional Information

Additional Verification (1 of 2)



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ENTER ADDITIONAL INFORMATION

ADDITIONAL VERIFICATION Case Verification Number: 2014027121706PG | Carolyn Smith

Enter additional applicant information to continue the verification process.

User Case Number
 ?

A.K.A.

I-94 Number
 ?

Passport Number
 ?

Country of Issuance
 ?

Special Comments

Request Employment Authorization Document History Data
 Request Affidavit of Support Data
 Request Grant Date

POC Name
 * ?

POC Phone Number
(202) 443 - 0324 ext. 123 *



Enter Additional Information

Additional Verification (2 of 2)

User Case Number
 ?

A.K.A.

I-94 Number
 ?

Passport Number
 ?

Country of Issuance
 ?

Special Comments

Request Employment Authorization Document History Data

Request Affidavit of Support Data

Request Grant Date

POC Name
 * ?

POC Phone Number
() - ext. *

Attach Document ?

i Electronically attach a copy of the applicant's document (front and back) to immediately submit a Third Level Verification and save time. If you do not electronically attach a copy, this case will go to Additional Verification and you may also need to submit the case to Third Level Verification at a later time.

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Enter Additional Information

Attach Document (1 of 2)

User Case Number

A.K.A.

I-94 Number

Passport Number

Country of Issuance

Special Comments

Request Employment
 Request Affidavit of Support
 Request Grant Date

POC Name
Brandon Hairston

POC Phone Number
(202) 443 - 0000

Attach Document

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Choose File to Upload

Navigation: Pictures > Immigration Documents

Organize | New folder

Libraries: Desktop, Downloads, Recent Places, Documents, Music, Pictures, Videos

Computer: Local Disk (C:), iperez (\\z02rschqm02\users) (H:), Call_Logs (\\z02RSCHQM02\shares) (J:)

File name: I-551 EXAMPLE | All Files (*.*)



Enter Additional Information

Attach Document (2 of 2)

User Case Number
 ?

A.K.A.

I-94 Number
 ?

Passport Number
 ?

Country of Issuance
 ?

Special Comments

Request Employment Authorization Document History Data

Request Affidavit of Support Data

Request Grant Date

POC Name
 * ?

POC Phone Number
() - ext. *

Attach Document ?

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C:\Users\iperez\Pictures\Immigration Documents\I-551

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Enter Additional Information

Verify Form G-845 Return Mailing Address

POC Phone Number

(202) 443 - 0324 ext. 123 *

Attach Document ?



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Browse...



[Click to Enlarge](#)

Remove

Form G-845 Return Mailing Address

Address 1

123 Main Street *

Address 2

City

Some City *

State

IOWA *

Zip Code

13215 *

Cancel

Submit

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View Case Details

Print Form G-845



U.S. Citizenship and Immigration Services



U.S. DEPARTMENT OF HOMELAND SECURITY



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VIEW CASE DETAILS

[View/Print Entire Case Details](#)

THIRD LEVEL VERIFICATION RESULTS Case Verification Number: 2014027121706PG | Carolyn Smith

Third Level Verification has been sent

Review the case details to determine which steps (if any) should be taken.

! DHS VERIFICATION IN PROCESS

[Return to Search Results](#) [Print G-845 Form](#)

THIRD LEVEL RESPONSE DETAILS

DHS Response: DHS Verification in Process

Status Details	Status Dates	DHS Comments
COA Code: USCIS Benefits:	Response Date: Date Admitted To: Grant Date: Expires On: Parole Expiration Date: Status Recognized Date:	

DATA SUBMITTED

Applicant Information	Document Information	Requested Benefit(s)
First Name: Carolyn Last Name: Smith Middle Initial: Date of Birth: 01/01/1956 Also Known As (AKA):	Document Type: I-551 Other Doc Description: Doc Expiration Date: 01/01/2018 Alien/USCIS Number: 998877474 Card Number: MSC4657482938 I-94 Number: Passport Number: Country of Issuance: Passport Expiration Date: SEVIS ID: Visa Number: Citizenship Cert. Number: Naturalization Number:	Background Invest Special Comments Attached Document

Point of Contact
Name: Brandon Hairston
Phone: (202) 443 - 0324 ext. 123

Initiated by
Name: BHAI5069
Date: 01/28/2014

User Case Number

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U.S. Citizenship and Immigration Services



Form G-845

Document Verification Request

 U.S. Citizenship and Immigration Services

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https://save-t.devtecc.uscis.dhs.gov/web/reportlauncher.aspx - Windows Internet Explorer provided by USCIS

Third-Step Verification OMB No. 1615-0101; Expires 01/31/2015
Form G-845, Document Verification Request

Section A. To Be Completed by Registered Agency Only

To: U.S. Citizenship and Immigration Services (USCIS)
Attn: USCIS SAVE Program Status Verification Office
1234 SAN BERNADINO BOULEVARD
LOS ANGELES, CA 123450901

From: Type or Stamp Name and Address of Registered Agency
Jake
123 Main Street
Some City, IA 13215

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

1. Immigration Document Number:
Alien Registration Number (A-Number)
A-

I-94 (Arrival-Departure Record) Number
 4 5 5 5 5 5 5 5 5 5

Other immigration number (if A-Number/I-94 Number not available):

Identify document containing the other immigration number:

9. Check all that apply:

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

b. Other Information Attached (specify documents):

10. Benefit

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

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VIEW CASE DETAILS [View/Print Entire Case Details](#)

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Return to Search ResultsPrint G-845 Form

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COA Code: USCIS Benefits:	Response Date: Date Admitted To: Grant Date: Expires On: Parole Expiration Date: Status Recognized Date:	

▲ DATA SUBMITTED

Applicant Information	Document Information	Requested Benefit(s)
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Point of Contact Name: Brandon Hairston Phone: (202) 443 - 0324 ext. 123	I-94 Number: Passport Number: Country of Issuance: Passport Expiration Date: SEVIS ID:	Attached Document
Initiated by Name: BHAI5069 Date: 01/28/2014	Visa Number: Citizenship Cert. Number: Naturalization Number:	
User Case Number		

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Search Cases

Summary List Update



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Legend: Action Required Response Provided Under Review Case Closed

Previous Next Page 1 of 10. Go to Go



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Welcome to **SAVE** Systematic Alien Verification for Entitlements



Agency: BA Agency (UA99) | Department: BA Alley (01)

PROGRAM ANNOUNCEMENTS

SAVE Publishes New Educational Materials for Applicants
08/28/2012
The SAVE Program is pleased to announce the availability of new educational materials designed for the benefit applicants your agency serves.

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New Password



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CHANGE PASSWORD

NEW PASSWORD

Enter your old and new password. *Indicates a required field.

Passwords may not be identical to your username and must contain:

- At least one uppercase or lowercase letter
- At least one number
- At least one special character, which include: ! @ \$ % * () < > ? : ; { } + - ~
- A non-numeric in the first and last positions
- No more than two identical consecutive characters in any position from the previous password

Secure passwords do not contain:

- A dictionary word
- A proper noun, especially that of a pet, child, or fictional character
- An employee serial number, Social Security Number, birth date, phone number, or other information that could be readily guessed about the creator of the password
- A simple pattern of letters or numbers, such as "qwerty" or "xyz123"
- A word, noun, or name spelled backwards

For additional security, your password should be changed often. To secure your account, your password will expire every 90 days.

Old Password
*

New Password
*

Re-type New Password
*

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Manage Security Questions

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Agency: BA Agency (UA99) | Department: BA Alley (01)

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Update Security Questions

New Questions & Answers (1 of 2)



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UPDATE SECURITY QUESTIONS

NEW QUESTIONS & ANSWERS

Enter new security questions and answers. *Indicates a required field.

Password Challenge Question #1
-- select a preferred question --

Answer
*

Password Challenge Question #2
-- select a preferred question --

Answer
*

Password Challenge Question #3
-- select a preferred question --

Answer
*

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Update Security Questions

New Questions & Answers (2 of 2)



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UPDATE SECURITY QUESTIONS

NEW QUESTIONS & ANSWERS

Enter new security questions and answers. *Indicates a required field.

Password Challenge Question #1

-- select a preferred question --

- select a preferred question --
- What is the name of the first school you attended?
- What is the name of your first pet?
- What is your father's middle name?
- What is your mother's maiden name?
- Who was your first employer?
- What was the name of your favorite school teacher?
- What is your favorite movie?
- What is your favorite (or least favorite) food?
- What city were you born in?
- In what city was your mother born?
- In what city was your father born?
- What is the middle name of your youngest sibling?

-- select a preferred question --

Answer: *

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Update User Profile

User Information



U.S. Citizenship and Immigration Services



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UPDATE USER PROFILE

USER INFORMATION

Enter user name and contact information. *Indicates a required field.

Username
BHAI5069

Last Name
*

First Name
*

M.I.

Phone Number
() - ext. *

Fax Number
() -

Email Address
*

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Agency



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Welcome, Brandon Hairston

Home Cases Profile **Agency** Reports Help Sign Out

Welcome to **SAVE** Systematic Alien Verification for Entitlements



Agency: BA Agency (UA99) | Department: BA Alley (01)

PROGRAM ANNOUNCEMENTS

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08/28/2012
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[What is the Form I-94...](#) [Read more](#)

New Mailing Addresses for Form G-845
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- [Initial Verification](#)
- [Search Cases](#)
- [Resources](#)
- [Contact Us](#)

SYSTEM ANNOUNCEMENTS

SAVE Reminder: G-845 Case Verification Number Requirement
10/29/2008
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Add User

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Home Cases Profile **Agency** Reports Help Sign Out

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Add User

- Search Users
- Update Addresses
- Search Groups

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- Initial Verification
- Search Cases
- Resources
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Add New User

Role Selection

The interface features a blue header with the U.S. Department of Homeland Security logo on the left, the text "U.S. Citizenship and Immigration Services" in the center, and the "SAVE" logo with the text "Welcome, Brandon Hairston" on the right. Below the header is a navigation bar with buttons for "Cases", "Profile", "Agency" (highlighted), "Reports", "Help", and "Sign Out".

ADD NEW USER
ROLE SELECTION

Select user role. *Indicates a required field.

User Role

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U.S. Citizenship
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Add New User

Select User Role



U.S. Citizenship and Immigration Services



Welcome, Brandon Hairston

[Home](#) [Cases](#) [Profile](#) [Agency](#) [Reports](#) [Help](#) [Sign Out](#)

ADD NEW USER

ROLE SELECTION

Select user role. *Indicates a required field.

User Role

*

- General User - Cannot view ISV responses
- General User - View user initiated ISV responses
- General User - View ISV responses for all users in Group
- General User - View ISV responses for all users in Department
- Supervisor

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Add New User

User Role Selected



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[Home](#) [Cases](#) [Profile](#) [Agency](#) [Reports](#) [Help](#) [Sign Out](#)

ADD NEW USER

ROLE SELECTION

Select user role. *Indicates a required field.

User Role

General User - Cannot view ISV responses *

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Add New User

User Information



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[Home](#) [Cases](#) [Profile](#) [Agency](#) [Reports](#) [Help](#) [Sign Out](#)

ADD NEW USER

USER INFORMATION

Enter user name and contact information. *Indicates a required field.

User Role
General User - Cannot view ISV responses

Department
BA Alley

Group
Jake

Last Name
*

First Name
*

M.I.

Phone Number
() - ext. *

Fax Number
() -

Email Address
*

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Add New User

Set Password



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and Immigration
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Cases

Profile

Agency

Reports

Help

Sign Out

ADD NEW USER

PASSWORD

Enter username and password. *Indicates a required field.

Username

*

Password

*

Re-type Password

*

Cancel

Back

Submit

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Add New User

Successfully Created



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[Home](#) [Cases](#) [Profile](#) [Agency](#) [Reports](#) [Help](#) [Sign Out](#)

ADD NEW USER

SUCCESSFULLY CREATED

The user has been successfully created. User information is provided below.

Username: JDOE1320
User Role: General User - Cannot view ISV responses
Department: BA Alley
Group: Jake
Last Name: Doe
First Name: John
M.I.: N
Phone Number: (555) 555 - 5555
Fax Number:
Email Address: john.n.doe@somestate.gov

[Home](#)

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Agency Search Users

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Home Cases Profile **Agency** Reports Help Sign Out

Welcome to **SAVE**
Systematic Alien Verification for Entitlements

Add User

- Search Users**
- Update Addresses
- Search Groups

Agency: BA Agency (UA99) | Department: BA Alley (01)

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- [Initial Verification](#)
- [Search Cases](#)
- [Resources](#)
- [Contact Us](#)

SYSTEM ANNOUNCEMENTS

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10/29/2008
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Search Users

Criteria



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[Home](#) [Cases](#) [Profile](#) [Agency](#) [Reports](#) [Help](#) [Sign Out](#)

SEARCH USERS

CRITERIA

Enter search criteria to display a user list.

User Role:

- Supervisors and General Users
- Supervisors
- General Users

User Status:

- All
- Locked
- Password Change Required

Group

Last Name

First Name

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Search Users

Summary List



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Home
Cases
Profile
Agency
Reports
Help
Sign Out

SEARCH USERS
SUMMARY LIST

Click on a column title to sort this list.

Select:

- Username: To view or edit user information.
- Delete: To remove a user and revoke user permissions.

User Summary List You are viewing users 1-10 of 36

Username	Group	User Role	Last Name	First Name	Last Login Date	Status	Locked	Logged On	Actions
AASD6112	Jake	Supervisor	asfdaf	adsfdsa		Change Password	N	N	<input type="button" value="Delete"/>
AHUT8632	Jake	General User	Hutchful	Ama	01/09/2014 08:27 AM	Current	N	Y	<input type="button" value="Delete"/>
ARAH1141	Jake	Supervisor	Rahi	Alissar	01/08/2014 01:39 PM	Current	N	N	<input type="button" value="Delete"/>
BHAI5069	Jake	Supervisor	Hairston	Brandon	01/23/2014 07:53 AM	Current	N	Y	<input type="button" value="Delete"/>
DSCO1733	Jake	Supervisor	Scott	Durrell	01/08/2014 01:34 PM	Current	N	N	<input type="button" value="Delete"/>
FNEL0924	Jake	Supervisor	Nelms	Frank	01/20/2014 04:12 PM	Current	N	Y	<input type="button" value="Delete"/>
FNEL1198	Jake	General User	Nelms	Frank	01/14/2014 12:10 PM	Current	N	N	<input type="button" value="Delete"/>
FNEL1220	Jake	General User	Nelms	Frank	01/13/2014 05:12 PM	Current	N	Y	<input type="button" value="Delete"/>
FNEL1717	Jake	Supervisor	Nelms	Frank		Change Password	N	N	<input type="button" value="Delete"/>
FNEL2120	Jake	General User	Nelms	Frank	01/14/2014 03:02 PM	Current	N	N	<input type="button" value="Delete"/>

[Previous](#) [Next](#) Page 1 of 4. Go to

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Edit Departments (Supervisor)

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SAVE
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Home Cases Profile **Agency** Reports Help Sign Out

Welcome to **SAVE**
Systematic Alien Verification for Entitlements

Add User
Search Users
Edit Departments
Search Groups

QUICK LINKS

- Search Users
- Search Cases
- Resources
- Contact Us

Agency: BA Agency (UA99)

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In accordance with the new SAVE Fee Structure implemented October 2008, cases initiated...
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Update Addresses



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[Home](#) [Cases](#) [Profile](#) **[Agency](#)** [Reports](#) [Help](#) [Sign Out](#)

UPDATE ADDRESSES

DEPARTMENT INFORMATION

Edit department information. Use the alternate address if the Postal Address is a PO Box. *Indicates a required field.

Department
BA Alley (Washington, DC) *

Postal Address

Address 1
TheSamePlace *

Address 2
Suite 12

City
Washington *

State
DIST OF COL *

Zip code
20001 *

Alternate Address (Enter if postal address is a post office box/drawer.)

Address 1

Address 2

City

State

Zip code



Agency

Address Successfully Updated



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[Home](#) [Cases](#) [Profile](#) [Agency](#) [Reports](#) [Help](#) [Sign Out](#)

UPDATE ADDRESSES

SUCCESSFULLY UPDATED

You have successfully updated the address of this department: BA Alley

Postal Address

Address 1
TheSamePlace

Address 2
Suite 123

City
Washington

State
DIST OF COL

Zip Code
20002

Alternate Address

Address 1

Address 2

City

State

Zip Code

[Home](#)

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Agency Search Groups

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Home Cases Profile **Agency** Reports Help Sign Out

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- Add User
- Search Users
- Edit Departments
- Search Groups**

QUICK LINKS

- [Search Users](#)
- [Search Cases](#)
- [Resources](#)
- [Contact Us](#)

SYSTEM ANNOUNCEMENTS

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Search Groups

Criteria



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Cases

Profile

Agency

Reports

Help

Sign Out

SEARCH GROUPS

CRITERIA

Enter search criteria to display a group list.

Group

Group Name

State

City

Cancel

Submit

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Search Groups

Summary List



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SEARCH GROUPS

SUMMARY LIST

Click on a column title to sort this list.

Select:

- Add: To add a group.
- Edit: To edit group information.
- Delete: To remove a group and its users.
- Department: To view department information.

Group Summary List

You are viewing groups 1-2 of 2

Department	Group Name	City	State	Last Update Date	Last Updated By	Actions
BA Alley	Jake	test	IA	12/06/2013	LCLARKW3	<input type="button" value="Edit"/> <input type="button" value="Delete"/>
BA Alley	test	test	IN	12/06/2013	LCLARKW3	<input type="button" value="Edit"/> <input type="button" value="Delete"/>

[Previous](#) [Next](#)

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



Homepage

Reports



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Home Cases Profile Agency **Reports** Help Sign Out

Welcome to **SAVE** Systematic Alien Verification for Entitlements



Agency: BA Agency (UA99) | Department: BA Alley (01)

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- [Initial Verification](#)
- [Search Cases](#)
- [Resources](#)
- [Contact Us](#)

SYSTEM ANNOUNCEMENTS

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Reports

Run Reports



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Home Cases Profile Agency **Reports** Help Sign Out

Welcome to **SAVE** Systematic Alien Verification for Entitlements

Run Reports

QUICK LINKS

- Initial Verification
- Search Cases
- Resources
- Contact Us

SYSTEM ANNOUNCEMENTS

SAVE Reminder: G-845 Case Verification Number Requirement 10/29/2008
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Run Reports

Selection & Details



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Cases

Profile

Agency

Reports

Help

Sign Out

RUN REPORTS

SELECTION AND DETAILS

Select a report type.

- Agency Ad Hoc Report - Standard
- Month End Agency Transactions by Benefit Report
- Month End Agency Transactions by User Summary Report
- SAVE Billing Transaction Report
- Web Agency Audit Report

Cancel

Next

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and Immigration
Services



Homepage

Help



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Welcome, Brandon Hairston

Home Cases Profile Agency Reports **Help** Sign Out

Welcome to **SAVE** Systematic Alien Verification for Entitlements



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- [Resources](#)
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Home Cases Profile Agency Reports **Help** Sign Out

Welcome to **SAVE** Systematic Alien Verification for Entitlements

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[Initial Verification](#)

[Search Cases](#)

[Resources](#)

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Home Cases Profile Agency Reports **Help** Sign Out

VIEW RESOURCES

INFORMATION LIBRARY

Online Resources

-  **Verification Information System Release 1.4 Fact Sheet**
Verification Information System Release 1.4 Fact Sheet
-  **Web 3 User Guide**
System Instructions for Web-3 Access Method
-  **Fact Sheet: Status of the Citizens of the Freely Associated States of the Federated States of Micronesia and the Republic of the Marshall Islands**
Compacts of Free Association with the Federated States of Micronesia and the Republic of the Marshall Islands
-  **Fact Sheet: Status of Citizens of the Republic of Palau**
Compact of Free Association with the Republic of Palau.
-  **Where To Mail The Form G-845 or G-845S**
Mailing addresses for Forms G-845, G-845S, G-845 Supplement, and Third-Step G-845 cases (mail-in cases) submissions have changed. Please reference the attached table to identify the appropriate FCO for your State and/or County.

All manual G-845s that were previously processed in Dallas, TX and Chicago, Illinois should be mailed to Arlington, VA.
-  **SAVE Program Guide**
The SAVE Program Guide is a reference for both prospective and current user agencies.
-  **Class of Admission (COA) Tables**
The Class of Admission (COA) Tables are a reference tool for SAVE User Agencies. The tables provide a listing of the COAs and a description of the immigration status.
-  **Billing and Collections Frequently Asked Questions**
Billing and Collections Frequently Asked Questions.
-  **Billing and Collections Fact Sheet**
Document Billing and Collections Fact Sheet.
-  **Status Verification Operations Announcement**
No In-Person Service and Faxes Only With Prior Approval
-  **Document Verification Request, Form G-845S**
Document Verification Request, Form G-845S.
-  **Document Verification Request Supplement, Form G845 Supplement**
Document Verification Request Supplement, Form G845 Supplement.
-  **A Guide to Selected U.S. Travel and Identity Documents**
A Guide to Selected U.S. Travel and Identity Documents.



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Home Cases Profile Agency Reports **Help** Sign Out

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Systematic Alien Verification for Entitlements

View Resources
Take Tutorial
Contact Us

TOOL LINKS
Initial Verification
Search Cases
Resources
Contact Us

SYSTEM ANNOUNCEMENTS
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Cases

Profile

Agency

Reports

Help

Sign Out 

SAVE TUTORIAL

UNDER CONSTRUCTION

The USCIS SAVE Program Tutorial is not yet available in the SAVE system. Please check back soon.

Meanwhile, the SAVE Program encourages you to reference the *SAVE Program Guide* and *Web 3 User Guide* in the Online Resources Library. You may also contact your SAVE agency administrator for a copy of the tutorial mailed to your agency.

If you have questions or concerns, or want to obtain a copy of the SAVE Program Tutorial, please email SAVE.help@dhs.gov or call (877) 469-2563.

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Services



Help

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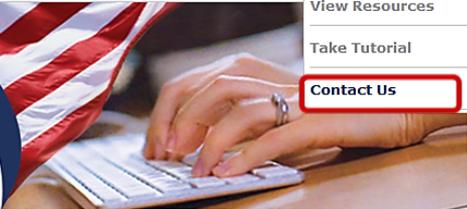
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Home Cases Profile Agency Reports **Help** Sign Out

Welcome to **SAVE** Systematic Alien Verification for Entitlements



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Take Tutorial

Contact Us

TOOL LINKS

Initial Verification

Search Cases

Resources

Contact Us

SYSTEM ANNOUNCEMENTS

SAVE Reminder: G-845 Case Verification Number Requirement 10/29/2008
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Cases

Profile

Agency

Reports

Help

Sign Out

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SAVE CUSTOMER SERVICE

Find information or call/email us. We're here to help you better understand and use the SAVE Program.

Customer Service

- (877) 469-2563
- SAVE.help@uscis.dhs.gov

Technical Assistance

- (800) 741-5023

More Information

- USCIS WEBSITE: www.uscis.gov
- SAVE WEBSITE: www.uscis.gov/save

Version Information

WEB-3 Version : 11.0.0.4
Browser Version : IE 7.0 WinNT

[Home](#)

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



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and Immigration
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Home Cases Profile **Agency** Reports Help Sign Out

Welcome to **SAVE** Systematic Alien Verification for Entitlements



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PROGRAM ANNOUNCEMENTS

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- [Resources](#)
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Agency

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SAVE
Welcome, Heidi Perez

Home Cases Profile **Agency** Reports Help Sign Out

Welcome to **SAVE**
Systematic Alien Verification for Entitlements

Agency: BA Agency (UA99)

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- [Search Users](#)
- [Search Cases](#)
- [Resources](#)
- [Contact Us](#)

SYSTEM ANNOUNCEMENTS

SAVE Reminder: G-845 Case Verification Number Requirement
10/29/2008
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01/16/2008
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[Home](#) [Cases](#) [Profile](#) [Agency](#) [Reports](#) [Help](#) [Sign Out](#)

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Click on a column title to sort this list.

Select:

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Department Summary List

You are viewing departments 1-4 of 4

Department Name	Department Code	City	State	Last Updated By	Last Update Date	Actions
BA Alley	01	Washington	DC	NBUR3946	11/21/2013	<input type="button" value="Edit"/>
Do Not Use	03	Washington	DC	FNEL1686	01/13/2014	<input type="button" value="Edit"/>
Michelle R12.0 Test	04	Arlington	VA	MDEBUCK1	01/15/2014	<input type="button" value="Edit"/>
Test Agency	02	Testitown	NE	JCOH9877	12/17/2013	<input type="button" value="Edit"/>

[Previous](#) [Next](#)

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



Homepage

General User



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Welcome, Jane Doe

[Home](#) [Initiate Case](#) [Search Cases](#) [Profile](#) [Reports](#) [Help](#) [Sign Out](#)

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Systematic Alien Verification for Entitlements



Agency: BA Agency (UA99) | Department: BA Alley (01)

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- [Initial Verification](#)
- [Search Cases](#)
- [Resources](#)
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