U.S. Citizenship and Immigration Services

CLAIMS 4

Reference Guide

Field Offices

CSC

Prepared For: USCIS, August, 2009 Prepared By: CSC

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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 <u>not</u> 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:

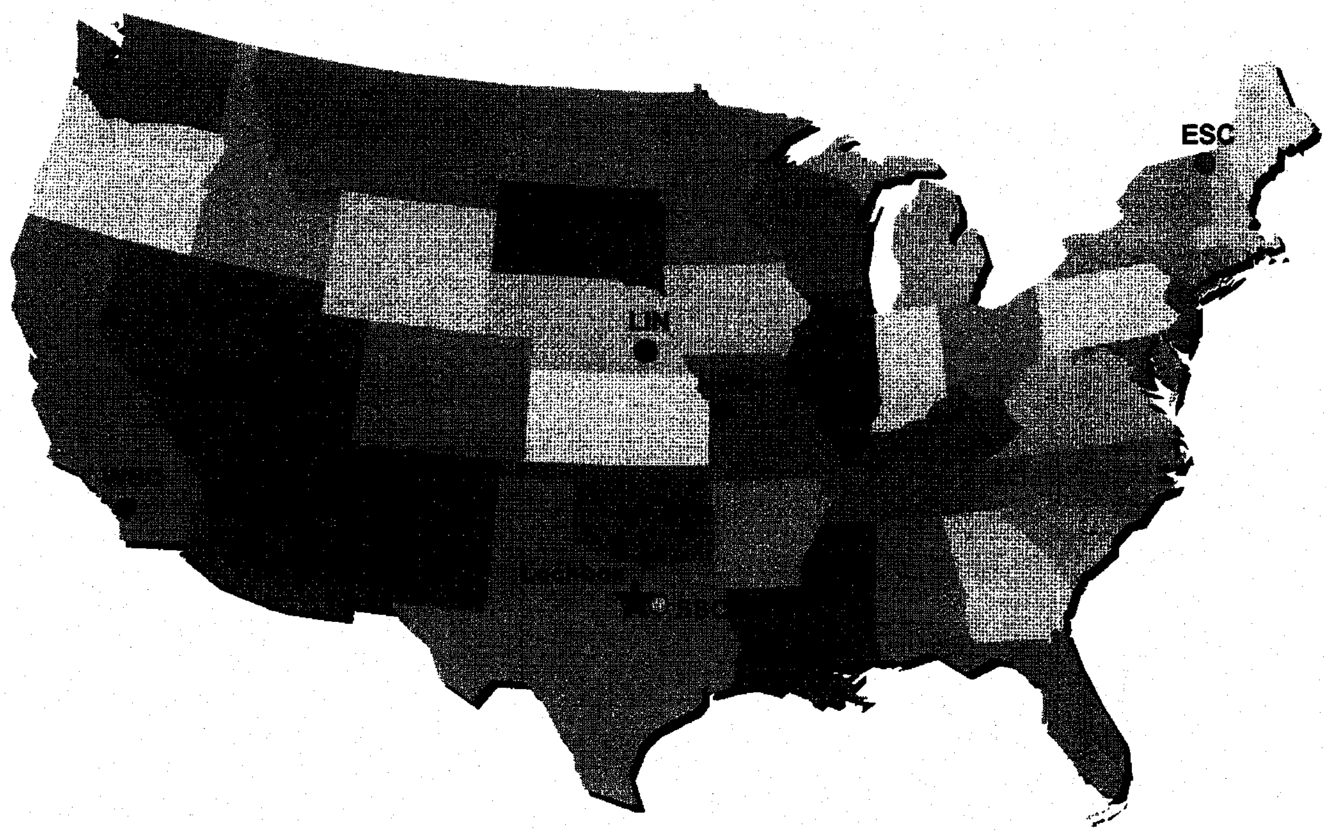
- Records the date and time the N-400 application was received
- Data Enters the information the applicant provided on the N-400 form into CLAIMS 4
- Records the payment received with the N-400 application
- Prints and mails a *Receipt Notice* to the applicant acknowledging receipt of their N-400 application

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)

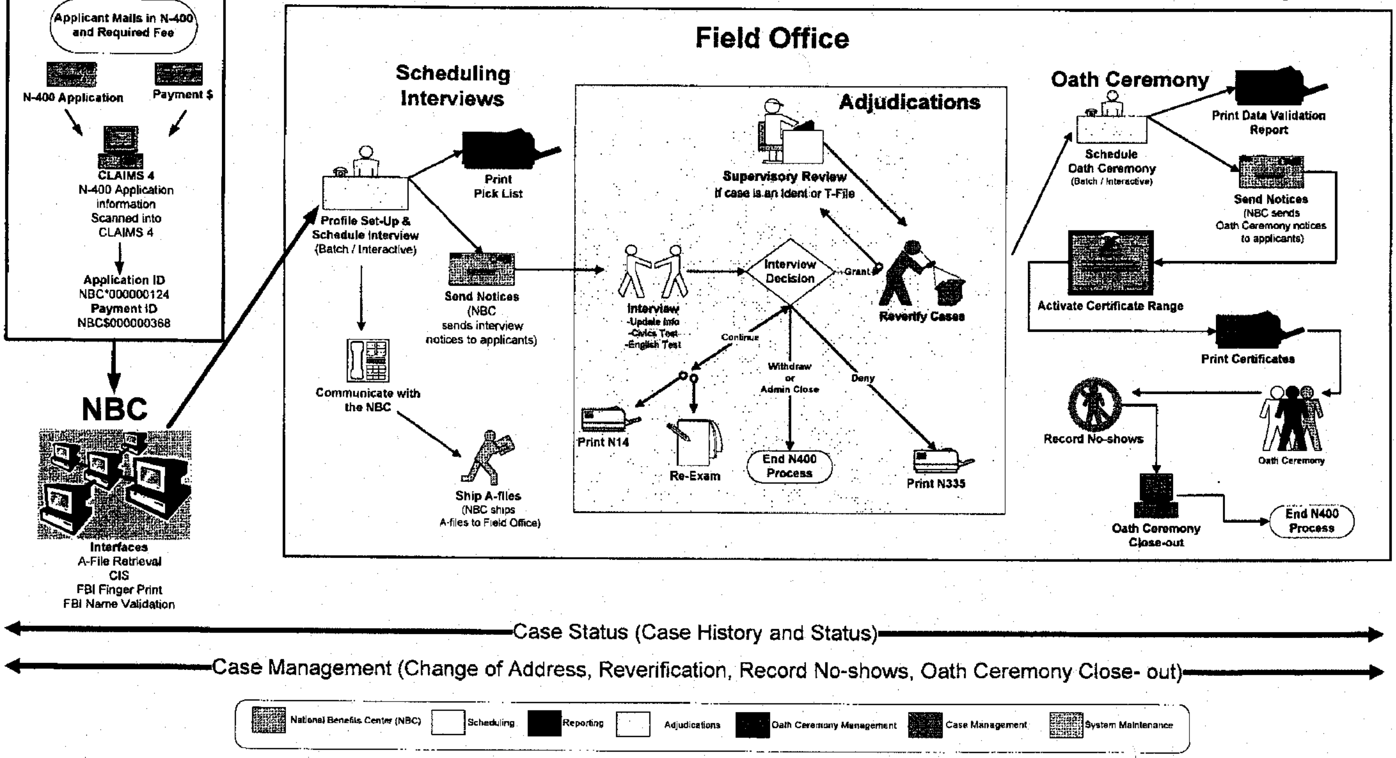
CLAIMS 4 assigns a unique *Application ID* to each N-400 application that is received. The 1st three characters of the Application ID represent the USCIS Service Center (or Lockbox) that received the application. The 4th character is an asterisks (*). The final 9 characters are numeric. The Application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

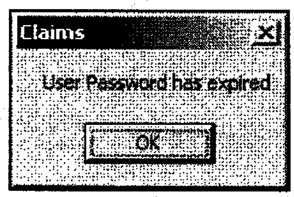
N-400 Process (Lockbox, NBC & Field Office)



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.

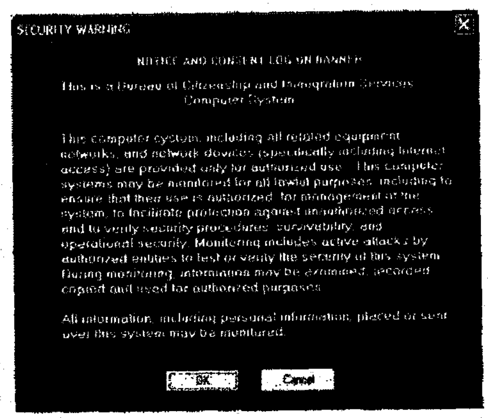


After you click the **OK** button, CLAIMS 4 will present you with *the Password Rules* dialog box. **Refer to the next two pages of this document to log on to the CLAIMS 4 application and set your new password.**

LOGON TO CLAIMS 4

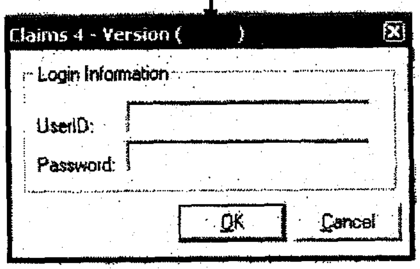
1. Double click the Switchboard icon located on the desktop.

The *Security Warning* dialog box will appear.



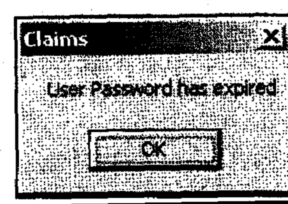
2. Click the **OK** button.

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 <u>UserID</u>, initial <u>Password</u> and clicking the **OK** button, CLAIMS 4 will indicate that your password has expired.



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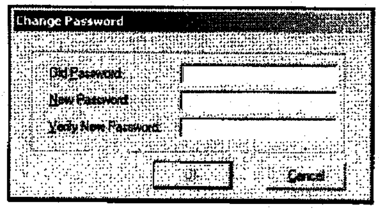
7. Click the **OK** button.

The *Password Rules* dialog box will appear:

8. Click the **OK** button.

CHANGING YOUR PASSWORD

The *Change Password* dialog box will appear:



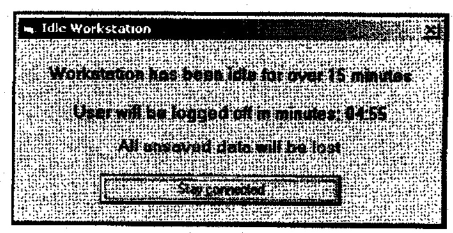
1. Enter your <u>*old password*</u> in the **Old Password** field. Press **TAB** (or click inside the **New Password** field.)
2. Type a <u>*new password*</u> in the **New Password** field. Press **TAB** (or click inside the **Verify New Password** field.)

(b)(2)

3. Retype the <u>*new password*</u> 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.

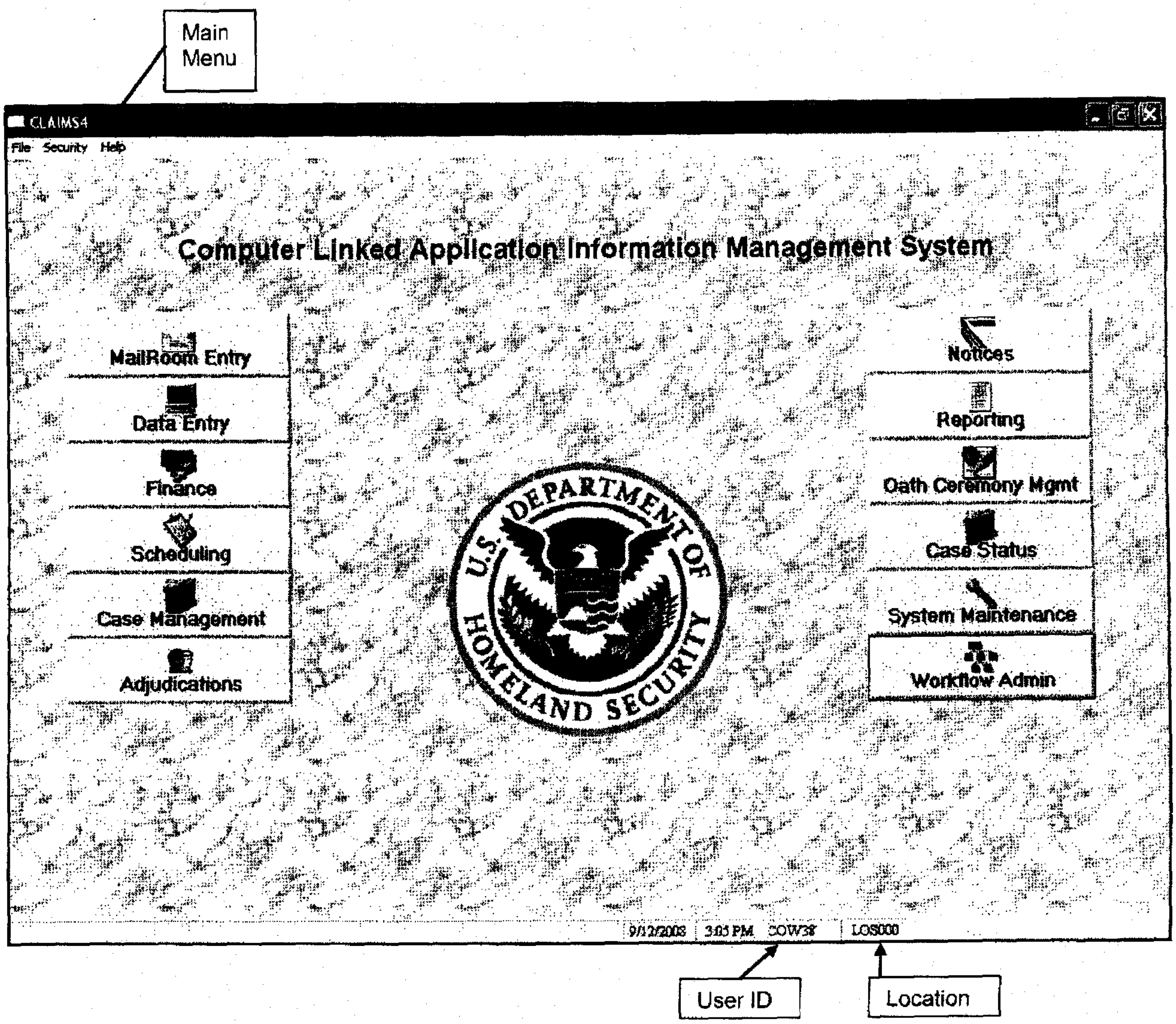


LOGOFF OF CLAIMS 4

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

CLAIMS 4 SWITCHBOARD

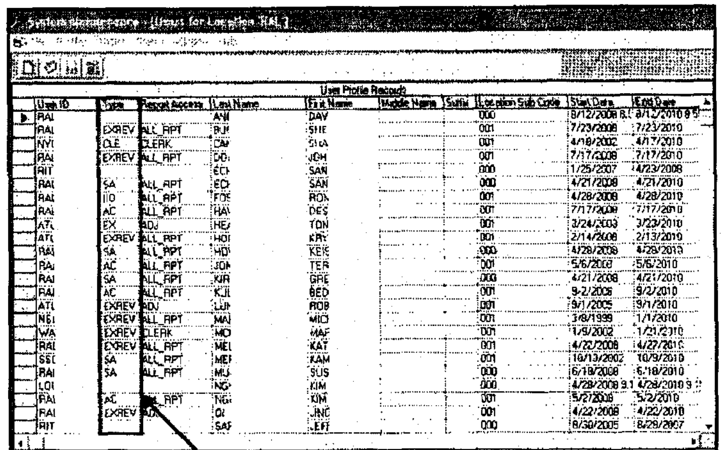
The **CLAIMS 4 Switchboard** is the first screen that you are presented with after logging on to CLAIMS 4. The *Switchboard* is the "main control panel" for access into each of the CLAIMS 4 modules. The modules within CLAIMS 4 contain functions (commands) that are related. For example, all scheduling 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 <u>except</u> the *Military* module.



USER ACCESS WITHIN CLAIMS 4

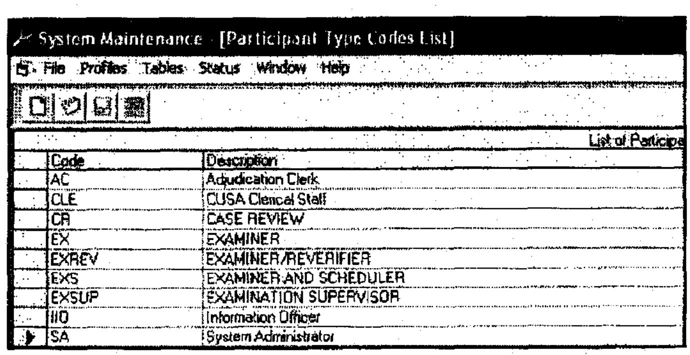
User access within CLAIMS 4 is defined by the local System Administrator and is set up when a new user is granted access to CLAIMS 4 through PICS. Two users may both have access to the *Adjudications* module but have access to different functions (commands) within the module.

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.



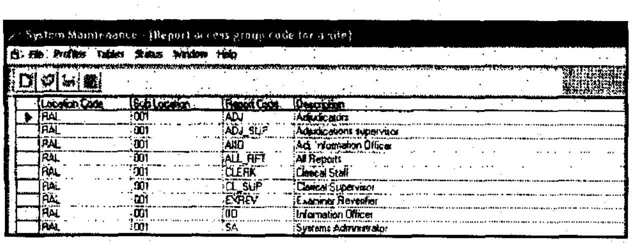
The *participant type code* is listed in the *Type* column on the *Users for Location "XXX"* screen in the *System Maintenance* module.

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*.



System Maintenance - [Participant Type Codes List]

Code	Description
AC	Adjudication Clerk
CLE	CUSA Clerical Staff
CR	CASE REVIEW
EX	EXAMINER
EXREV	EXAMINER/REVERIFIER
EXS	EXAMINER AND SCHEDULER
EXSUP	EXAMINATION SUPERVISOR
IIO	Information Officer
SA	System Administrator



Location Code	Sub Location	Report Code	Description
RAL	001	ADJ	Adjudicators
RAL	001	ADJ_SUP	Adjudications supervisor
RAL	001	AIIO	Adj. Information Officer
RAL	001	ALL_RPT	All Reports
RAL	001	CLERK	Clerical Staff
RAL	001	CL_SUP	Clerical Supervisor
RAL	001	EXREV	Examiner Reverifier
RAL	001	IIO	Information Officer
RAL	001	SA	Systems Administrator

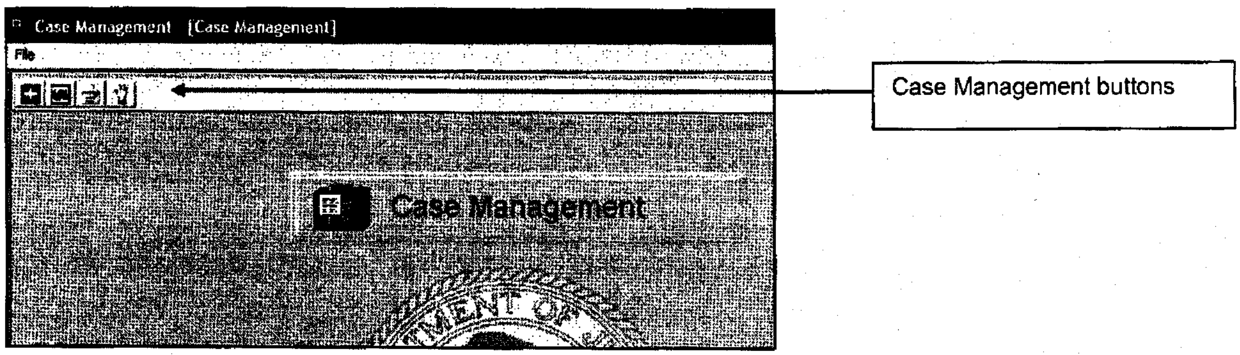
Some modules, such as the *Reporting* module and the *Case Status* module allow *all users* access to the module. Within the *Reporting* module however, the local System Administrator has set up an additional set of access rights by making a user a member of a particular "*Report Group*".

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**

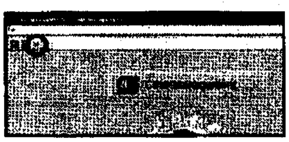
 **FBI Fingerprint Result**

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.

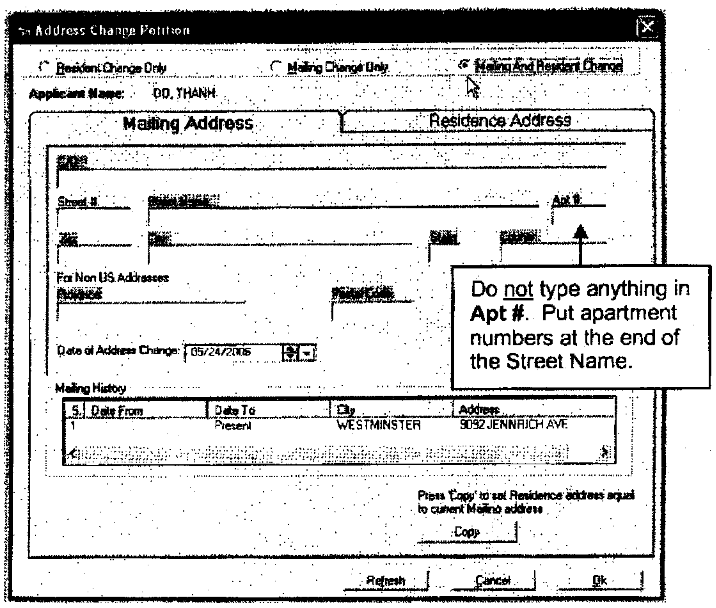
1. From the CLAIMS 4 Switchboard click the Case Management button to access the *Case Management* module.



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 .
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 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.

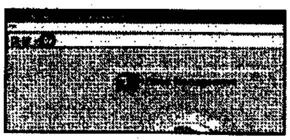
REPRINT THE FINGERPRINT, INTERVIEW OR OATH CEREMONY APPOINTMENT NOTICE

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.

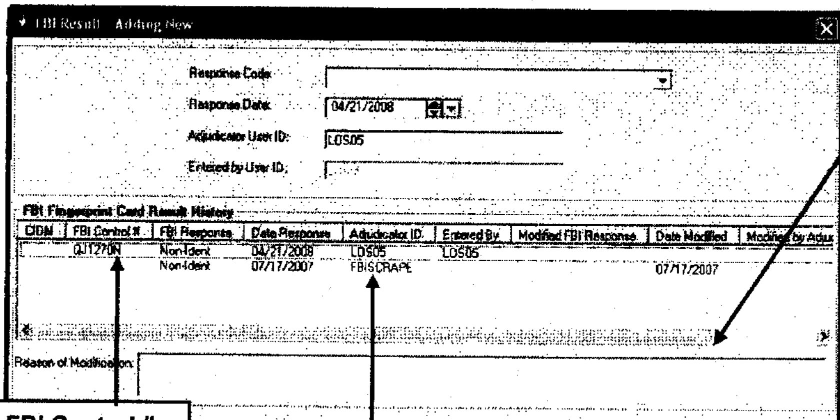
RECORD FINGERPRINT RESULTS

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.



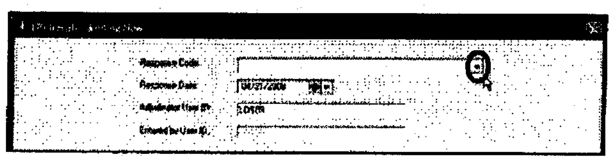
2. Click the **FBI Fingerprint Result** button.
3. Type or wand-in the *Application ID* for the applicant.
4. Click the **Apply** button.



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.

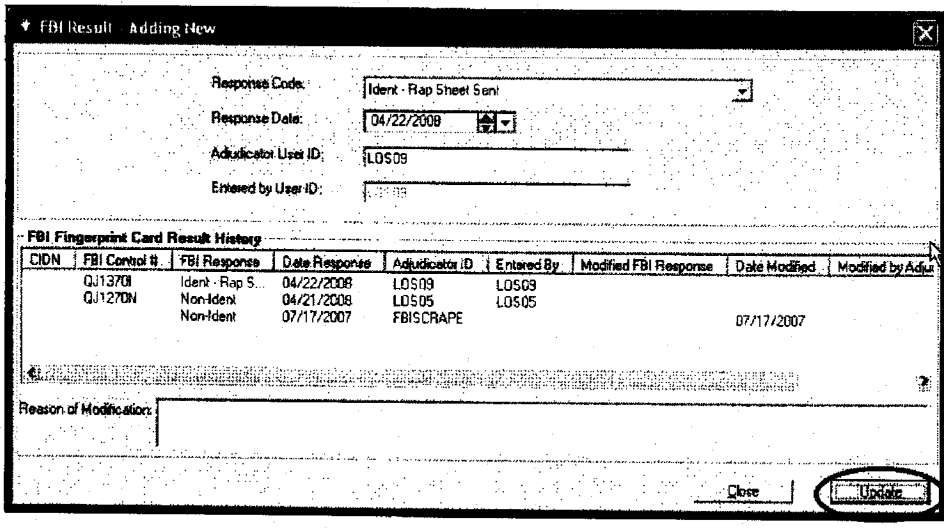
FBI Control #:
Ends with:
- **I** Ident
- **N** Non-Ident
- **R** Rejected

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.

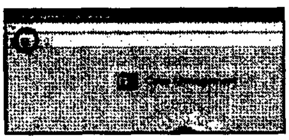
10. Click the button to close the *App ID Selector* dialog box.

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.



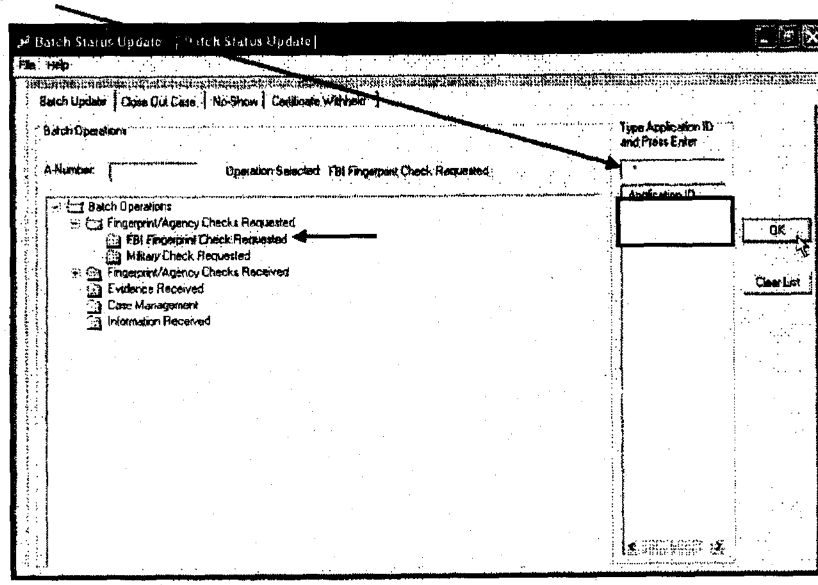
2. Click the **Batch Status Update** button. The *Batch Status Update* screen appears.

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.

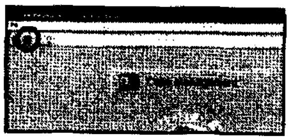
9. Select ***File, Exit*** from the menu to return to the main *Case Management* screen.

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.

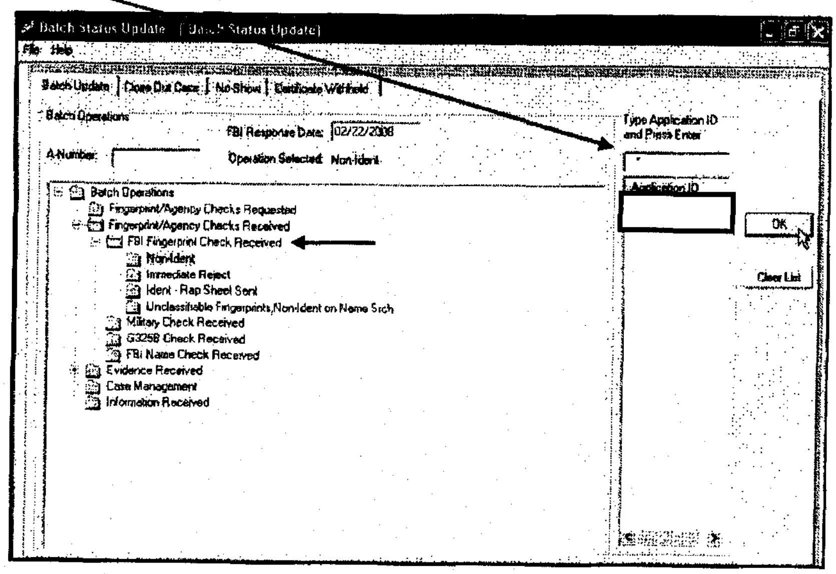


2. Click the **Batch Status Update** button. The *Batch Status Update* screen appears.
3. Click the **Fingerprint/Agency Checks Received** folder to open.
4. Click the **FBI Fingerprint Check Received** folder to open.
5. Click the type of response received.
6. Type a date in the **FBI Response Date** 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 <u>*Application ID*</u>, 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 <u>*Application ID*</u>, 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.

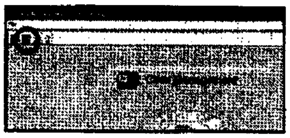
NOTE: If an update was not completed for a case or cases in the batch, then the user will receive a Message indicating *"Processing Complete – errors exist – check error log for incomplete updates"*. The *Batch Status Update Error Log* window will display listing the failed Application IDs and descriptions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

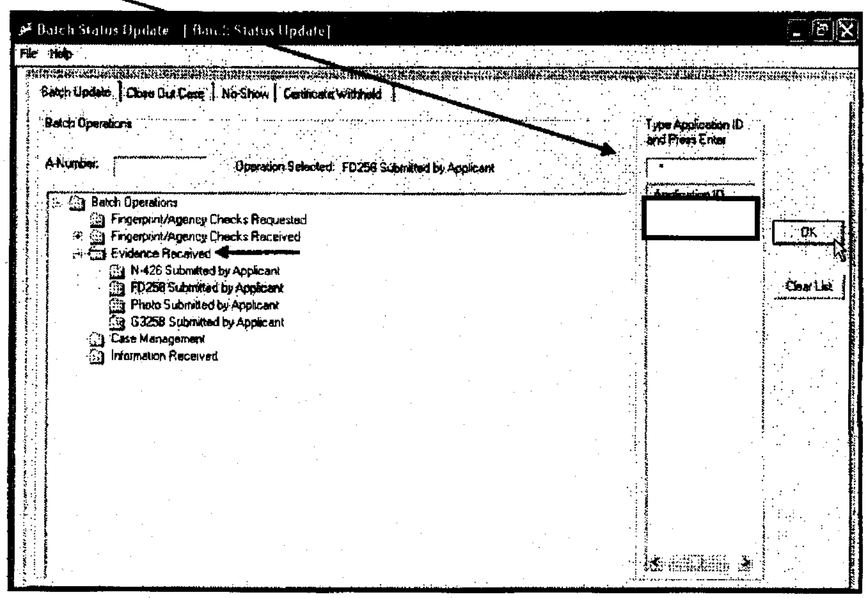
BATCH STATUS UPDATE—EVIDENCE RECEIVED

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.

NOTE: If entering multiple Application

(b)(6) 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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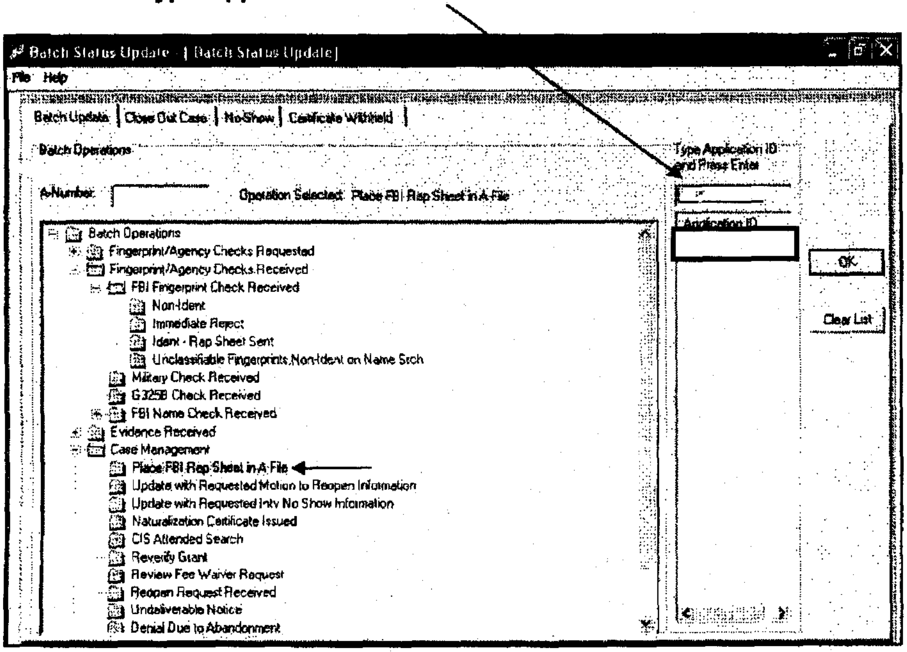


Type or wand-in the *Application IDs* (or A-Number) followed by the **ENTER** key.

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.

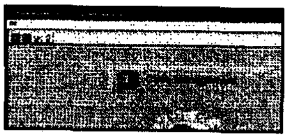
8. Select ***File, Exit*** from the menu to return to the main *Case Management* screen.
9. Select ***File, Exit*** from the menu to exit the *Case Management* module.

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

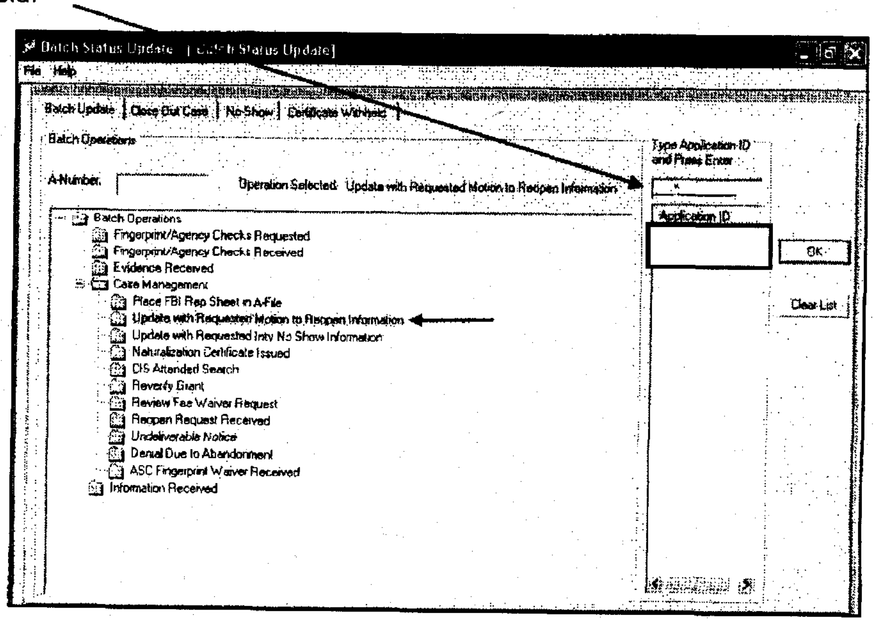
The *Batch Update* tab within Batch Status Update is used to indicate that information or documents have been requested or received, or that an action has occurred for one or more cases. Case Management – Update with Requested Motion to Reopen Information is one example of a Batch Operation. Use this 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.



(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**.

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.

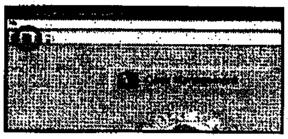
9. Select ***File, Exit*** from the menu to return to the main *Case Management* screen.

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.



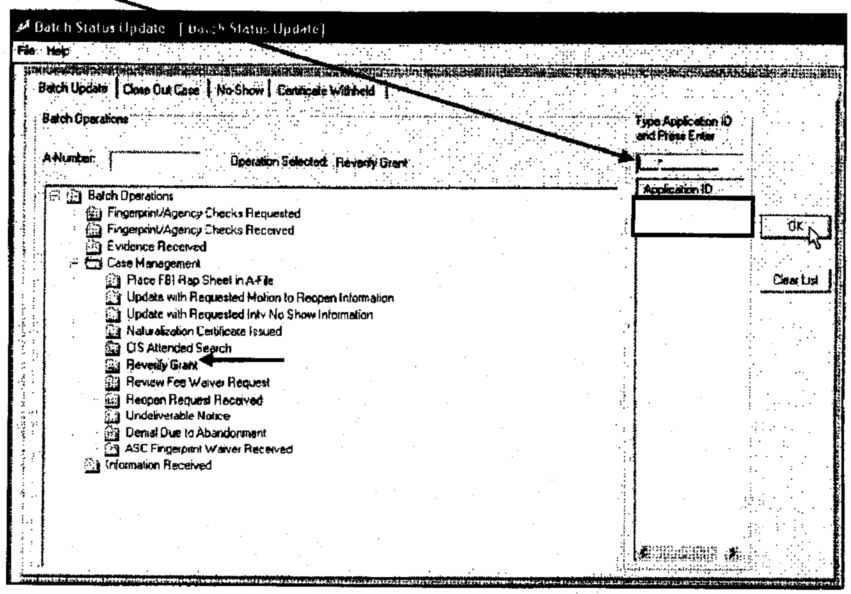
2. Click the **Batch Status Update** button. The Batch Status Update screen appears.

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.

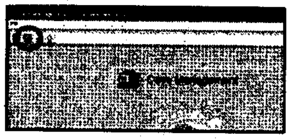
9. Select ***File, Exit*** from the menu to return to the main *Case Management* screen.

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

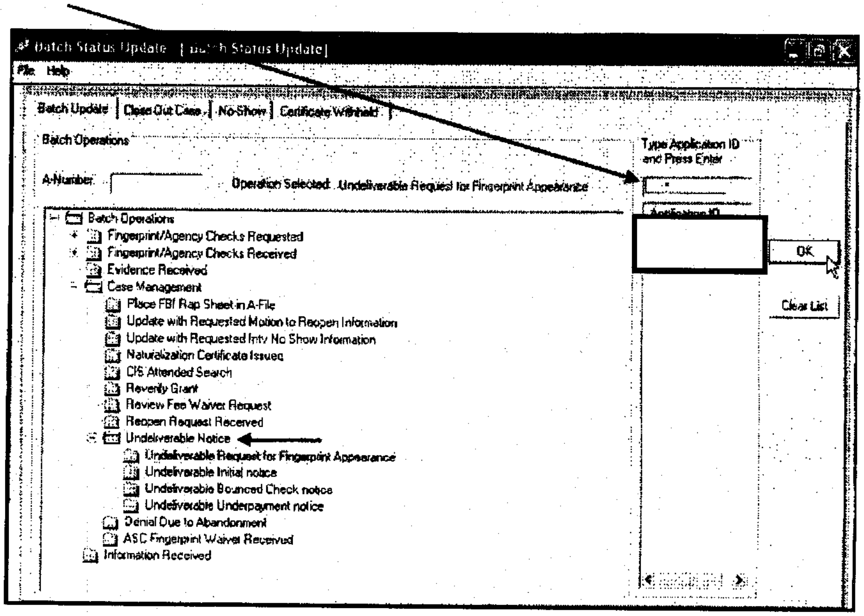
BATCH STATUS UPDATE—CASE MANAGEMENT—UNDELIVERABLE NOTICE

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 Application IDs, all the applicants must have the same type of Undeliverable Notice.

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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.

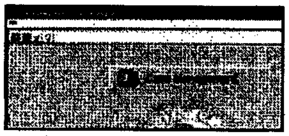
NOTE: If an update was not completed for a case or cases in the batch, then the user will receive a Message indicating *"Processing Complete – errors exist – check error log for incomplete updates"*. The *Batch Status Update Error Log* window will display listing the failed Application IDs and descriptions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

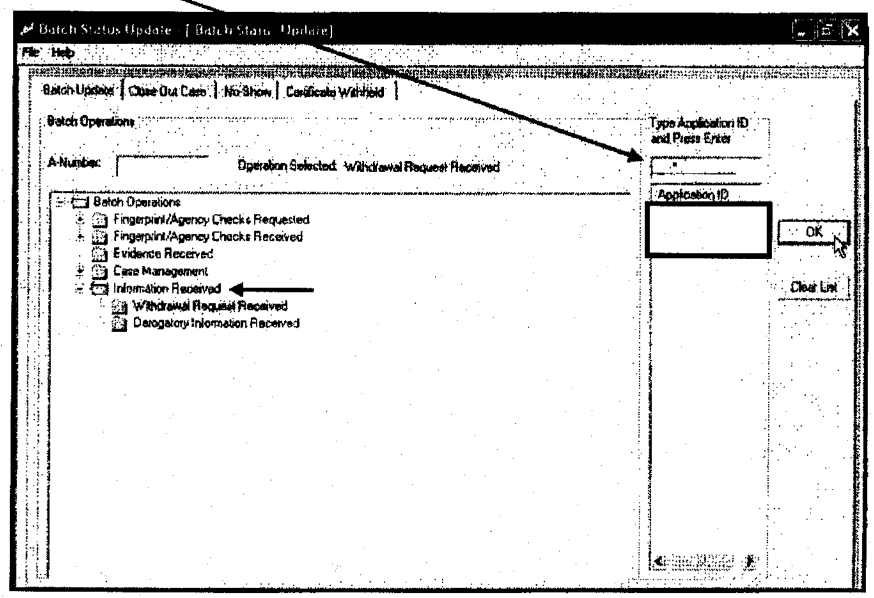
BATCH STATUS UPDATE—INFORMATION RECEIVED

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.



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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.

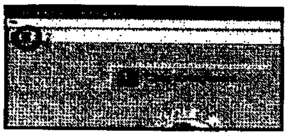
9. Select ***File, Exit*** from the menu to return to the main *Case Management* screen.
10. Select ***File, Exit*** from the menu to exit the *Case Management* module.

BATCH STATUS UPDATE—RECORD NO-SHOWS

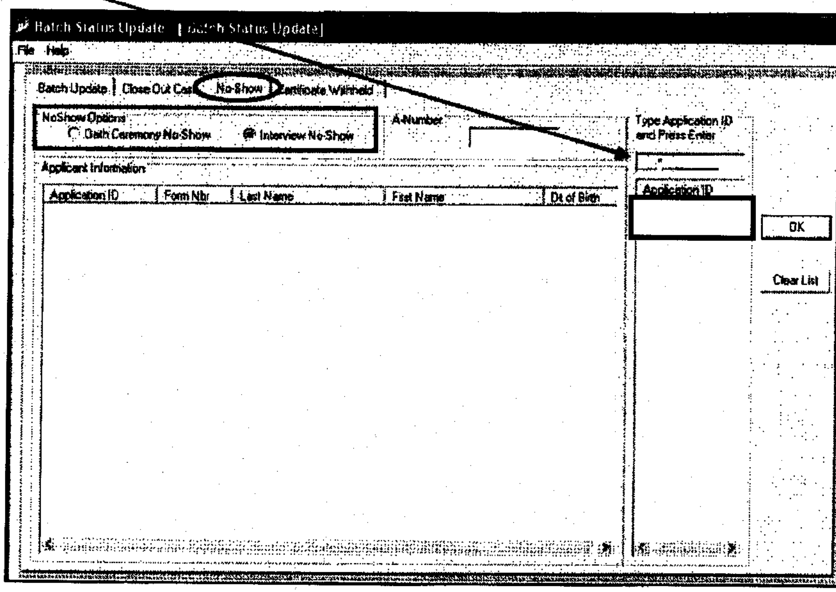
The *Batch Status Update, Record No-Show* command allows the user to document that an N-400 applicant or applicants failed to show up for their scheduled interview or oath ceremony. Marking an Application ID as a "no-show", counts against the **No-Show Limit** set up on the *Interview Location Profile* 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 <u>before</u> *Closing Out Cases* (closing out an Oath Ceremony).

1. From the CLAIMS 4 Switchboard click the 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.



NOTE: If you need to delete one of the Application IDs in the list; click on the <u>*Application ID*</u>, 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 <u>*Application ID*</u>, click the right mouse button and then select **Case Status.**

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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.

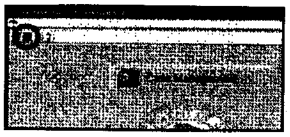
9. Select ***File, Exit*** from the menu to return to the main *Case Management* screen.
10. Select ***File, Exit*** from the menu to exit the *Case Management* module.

BATCH STATUS UPDATE – RECORD CERTIFICATE WITHHELD

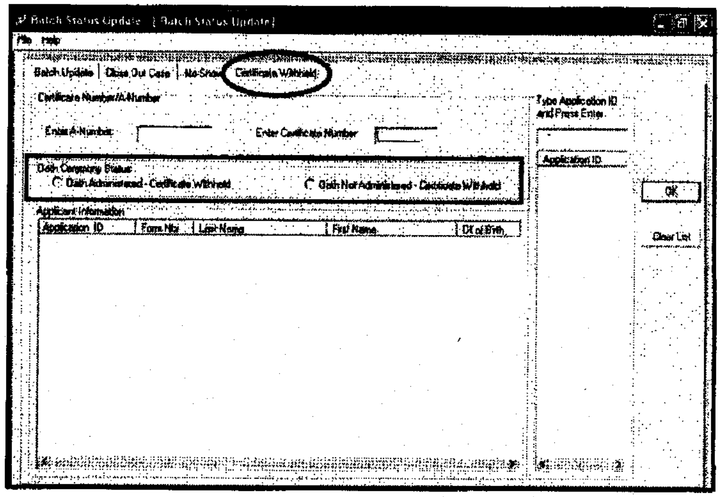
The *Batch Status Update, Certificate Withheld* command allows the user to record the reason why an applicant's certificate may have been not administered to them at their oath ceremony.

NOTE: This function should be performed <u>before</u> *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 ***Certificate Withheld*** tab.



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

<u>*A-Number*</u>: 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
<u>*Certificate Number*</u>: 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
<u>*Application ID*</u>(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 <u>*Application ID*</u>, 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 <u>*Application ID*</u>, 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.

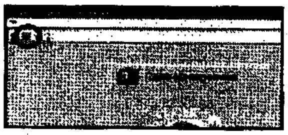
NOTE: If an update was not completed for a case or cases in the batch, then the user will receive a Message indicating *"Processing Complete – errors exist – check error log for incomplete updates"*. The *Batch Status Update Error Log* window will display listing the failed Application IDs and descriptions of the error.
(b)(2) Contact the *USCIS Service Desk* [redacted]

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.

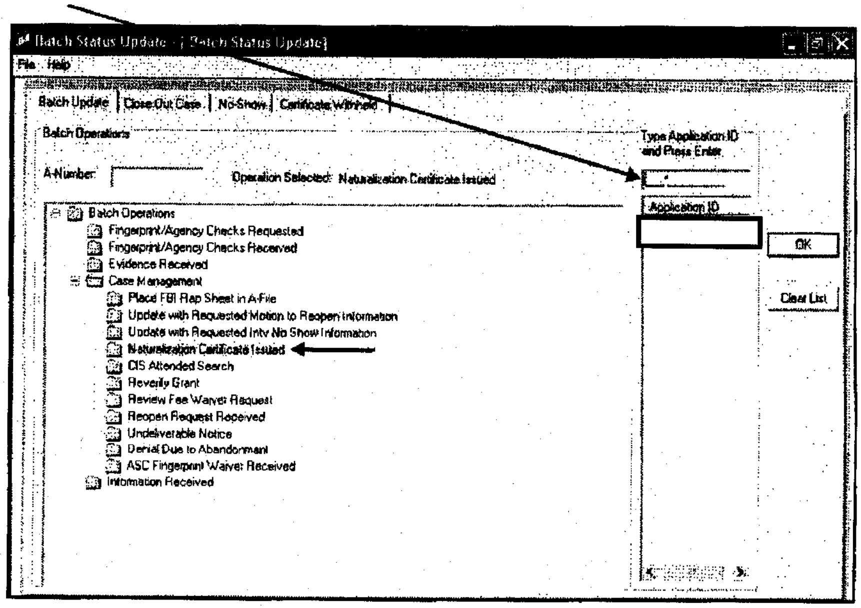
BATCH STATUS UPDATE—CASE MANAGEMENT—NATURALIZATION CERTIFICATE ISSUED

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.

(b)(6)

NOTE: If you need to delete one of the Application IDs in the list; click on the <u>Application ID</u>, 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 <u>Application ID</u>, 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.

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 <u>*date*</u> of the Oath Ceremony in the **Ceremony Date** field.
6. Enter the 3-digit <u>*Oath Ceremony Location*</u> and press **Enter**.

   Location Information appears at the bottom of the screen.

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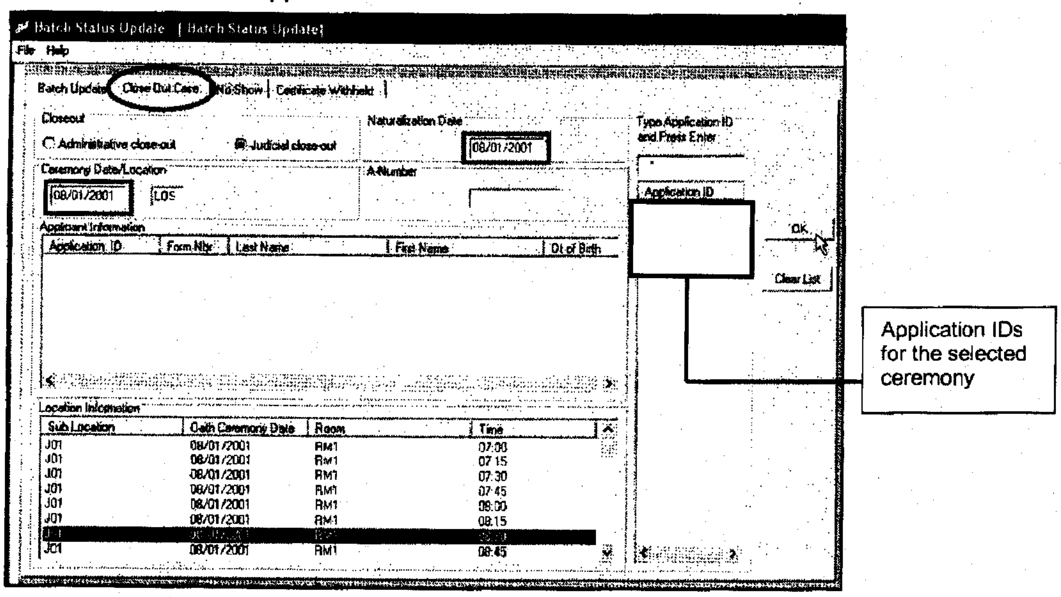

7. In the *Location Information* box, select the ceremony that you want to close out.

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.

(b)(2)

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.

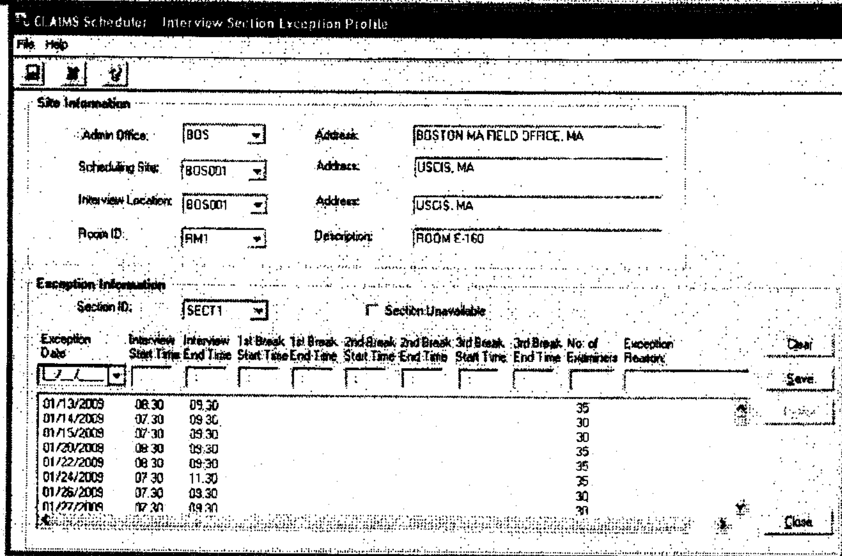
Deschedule

Remove a case from a schedule at the request of the USCIS. Descheduled cases do not count against an applicant's cancel limit.

2 Approaches to Batch Scheduling Interviews in CLAIMS 4

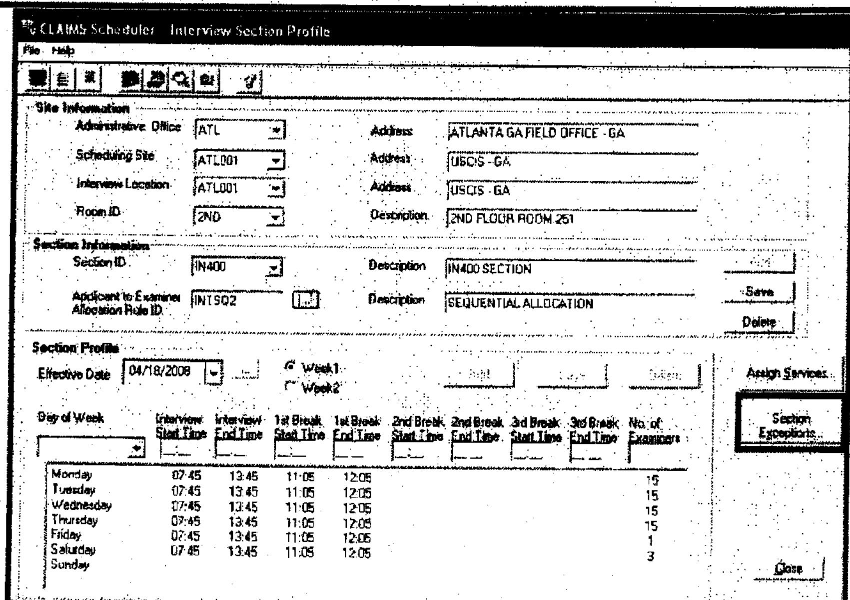
Section Exception Profile **Pages 3-5 through 3-19 in this chapter.**

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.



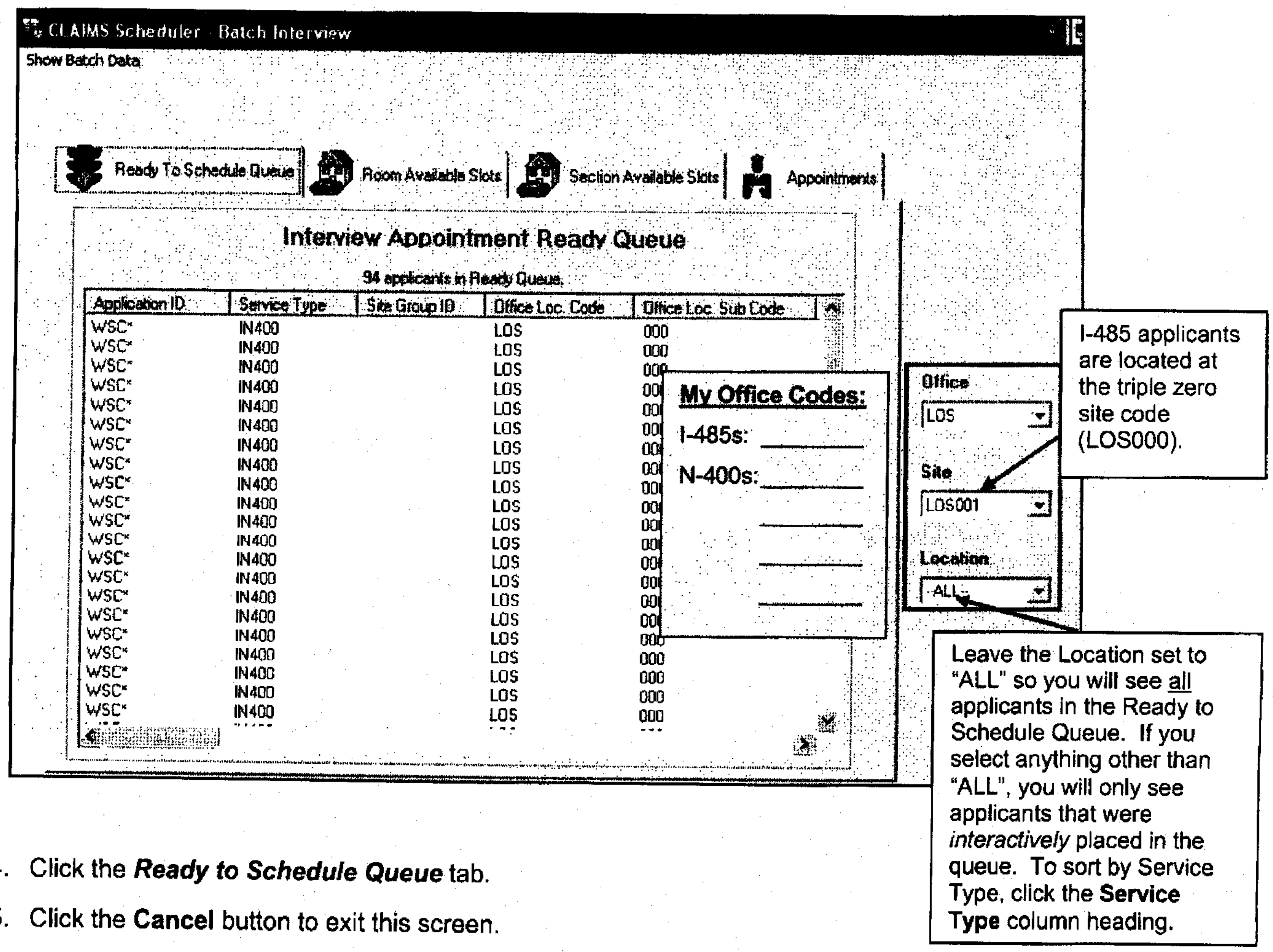
BATCH SCHEDULING INTERVIEWS PROCESS – BY SECTION EXCEPTION PROFILE

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)

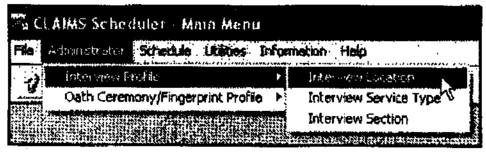


4. Click the ***Ready to Schedule Queue*** tab.
5. Click the **Cancel** button to exit this screen.
6. Exit the *Batch Scheduler* screen.

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:

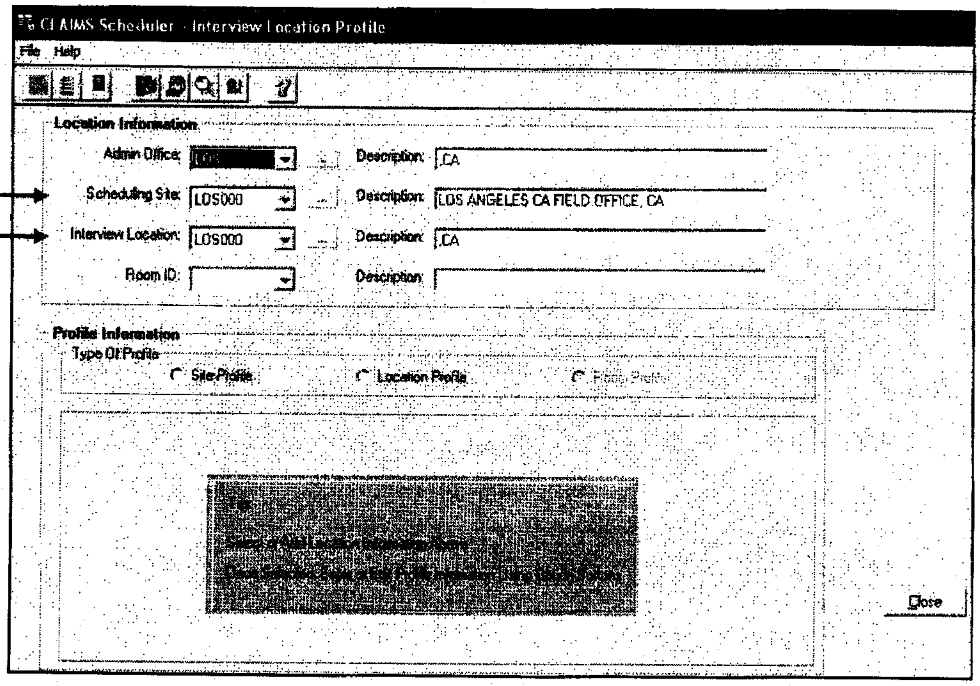
I-485s: ________

N-400s: ________

____

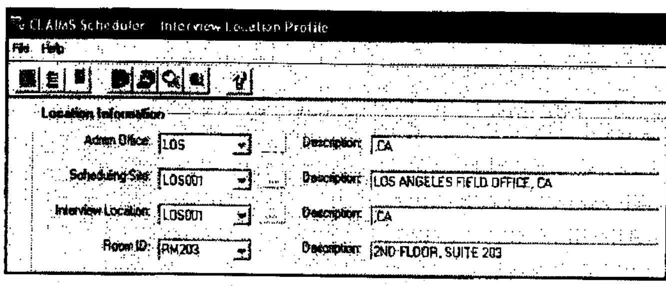
____

____



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.

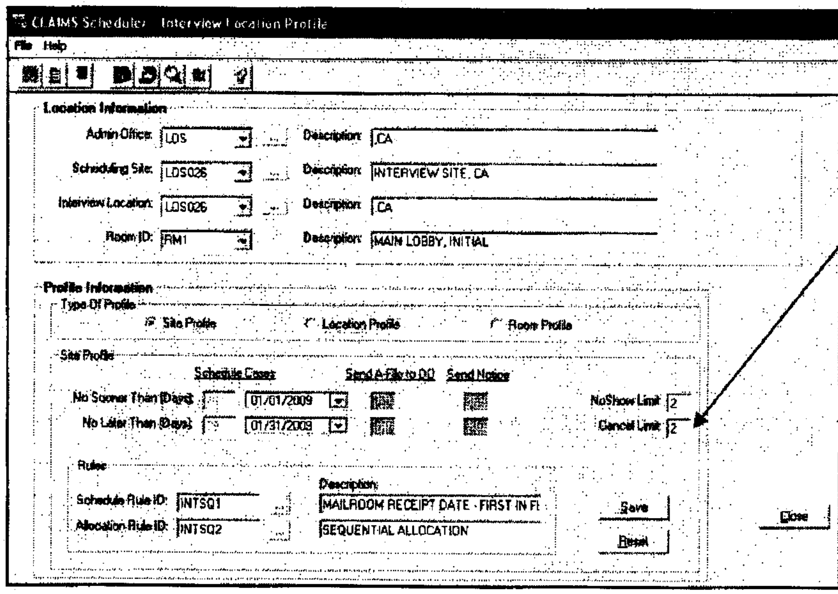


Select the **Room ID**. The text that appears in the **Description** field prints on the Interview Notice to the applicants.

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

(b)(2)

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

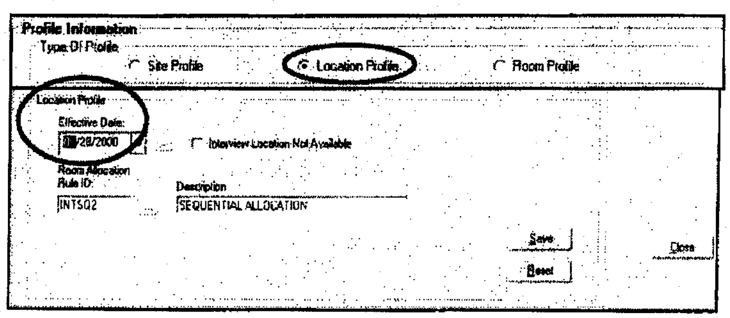
3. Click the **No Later Than** drop-down arrow and select the *<u>last date</u>* in your scheduling range.

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.

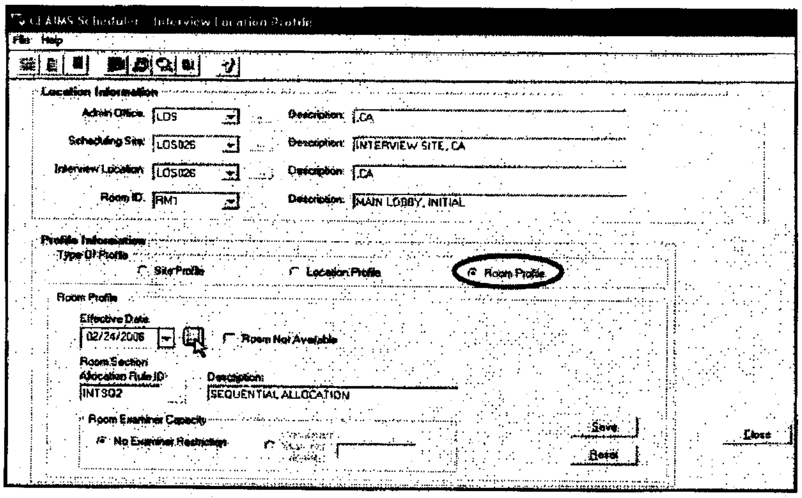


The **Effective Date** on the *Location Profile Section* does not need to be updated unless you wish to make this location unavailable.

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.

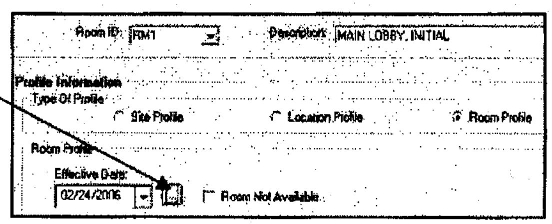
ROOM PROFILE SECTION

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

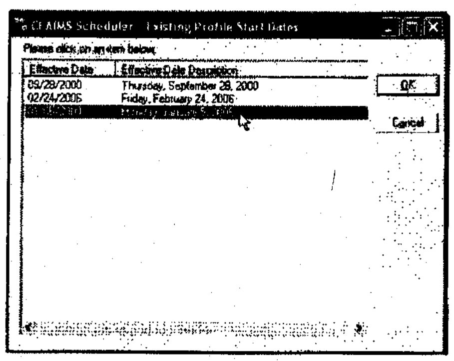


Check to see if the Room is **ON** or **OFF**:

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

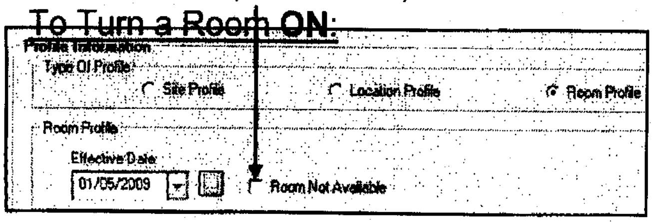


4. Select the *latest date* on the list.
5. Click the **OK** button.

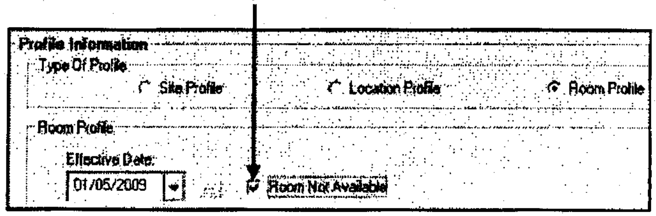


The Room is **ON** (no checkmark)

~~To Turn a Room ON:~~



The Room is **OFF** (checkmark)



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**:

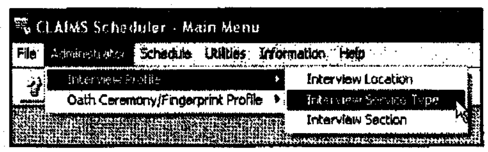
6. Click the *drop-down arrow* next to **Effective Date.**
7. Select the *1st date* in your new scheduling period (this is the same date you specified as the *No Sooner Than* date – step 2, page 3-8).
8. Click the **Room Not Available** checkbox.
9. Click the **Save** button.

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

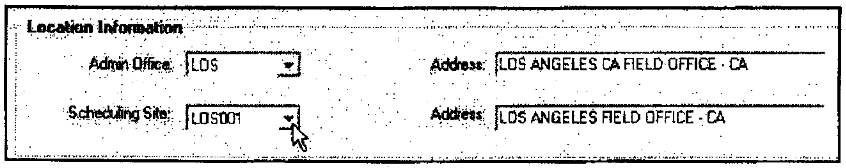
Dates must be updated on the *Interview Service Type Profile* screen to reflect the new scheduling date range. Other information can be edited as well: Service Duration (length of interviews), added time with or without an attorney, and added time for each group member.

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

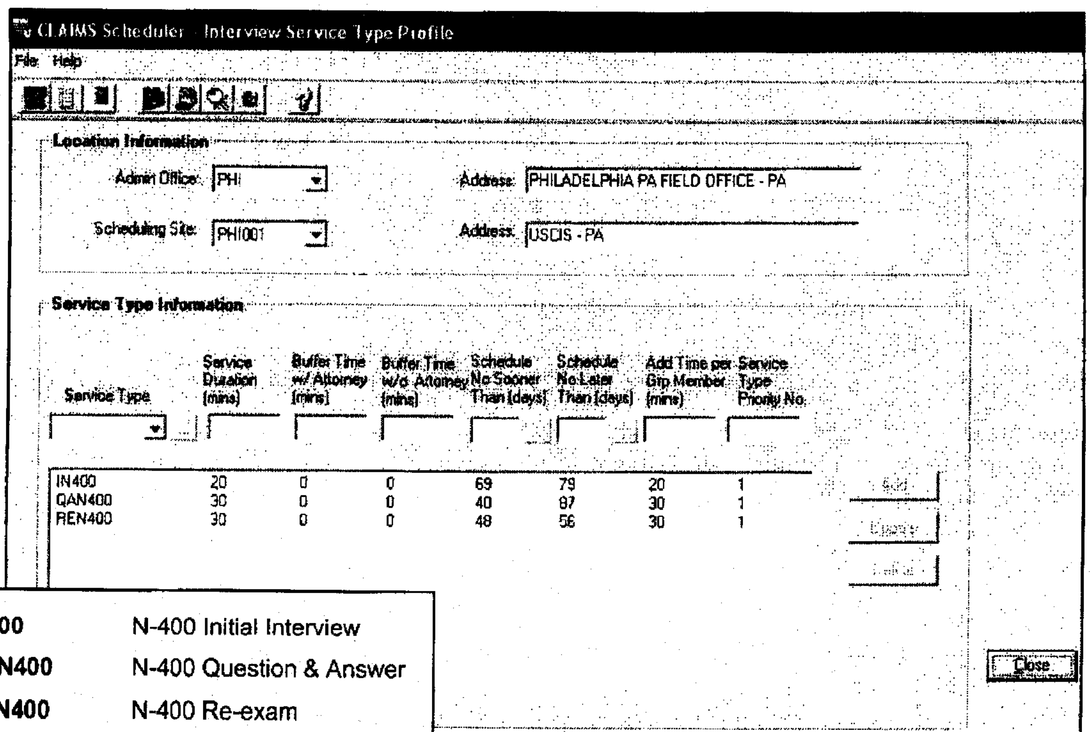


When you first enter this screen, *your office* defaults in the **Admin Office** field.

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.



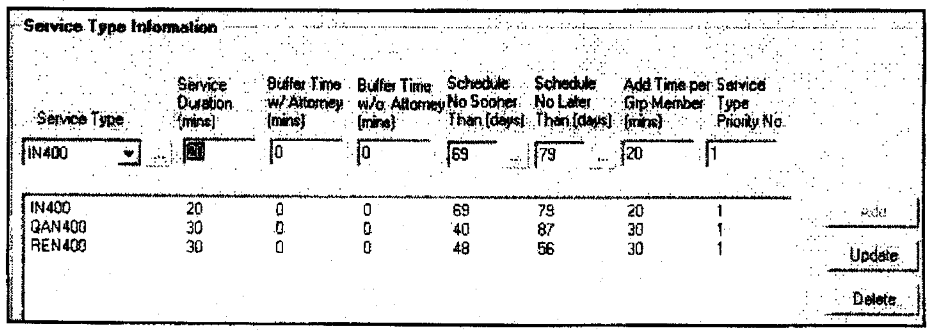
IN400	N-400 Initial Interview
QAN400	N-400 Question & Answer
REN400	N-400 Re-exam

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* (<u>*IN400*</u>, <u>*QAN400*</u>, <u>*REN400*</u>, 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 <u>must update</u> 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:** <u>*IN400*</u>.



4. Click the ellipsis button next to **Schedule No Sooner Than** and select the <u>*1st date*</u> 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 <u>*last date*</u> 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.

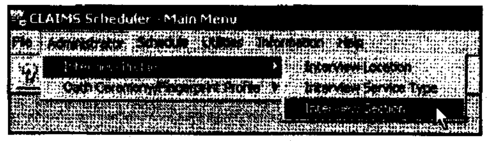
7. Continue the above steps 3-6 for each *Service Type* that you wish to include in this running of the schedule.

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.

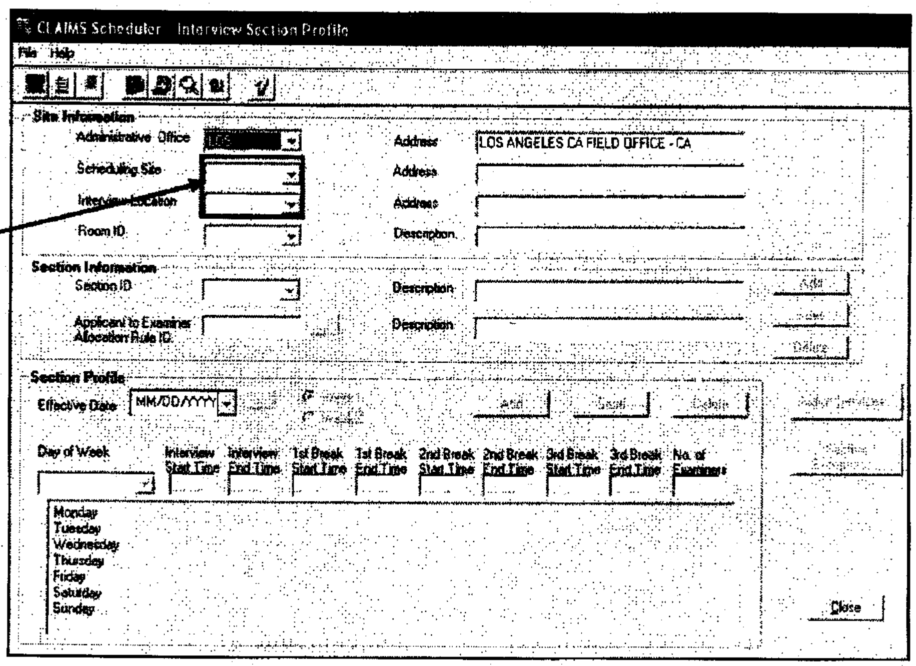
1. Select ***Administrator, Interview Profile, Interview Section*** from the *Scheduler* screen menu.



   The *Interview Section Profile* screen appears.

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

___000 = I-485
___001 or other number = N-400

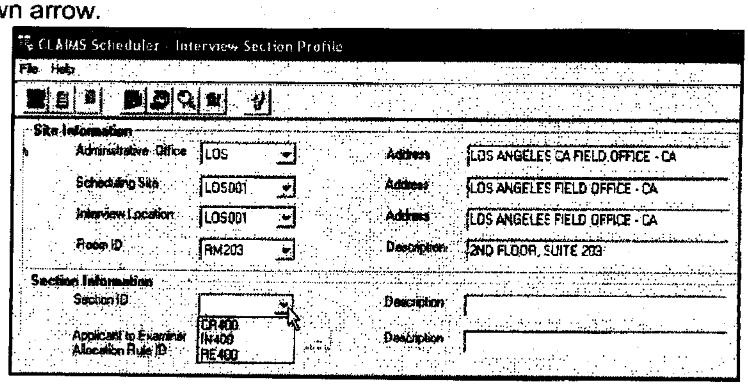


My Office Codes:
I-485s: ________
N-400s: ________

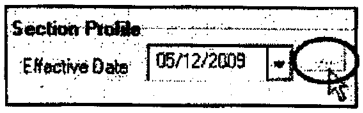
3. Specify the **Room ID**. (If there is more than one *Room ID*, you will return to this page later to select it.)
4. Select the *Section ID* from the drop-down arrow.

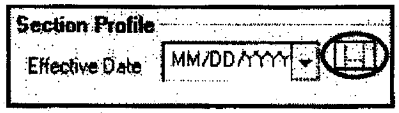
NOTE: You may want to build the schedule for more than one Section. Start by selecting one of the Section IDs and progressing to the next step. You will return to this step later to select another Section ID(s).

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

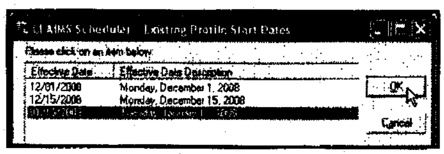


Click the **ellipsis (...)** button next to **Effective Date**:





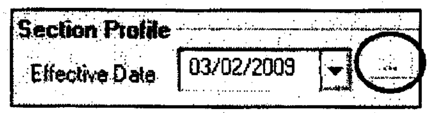
5. Are there any dates listed?



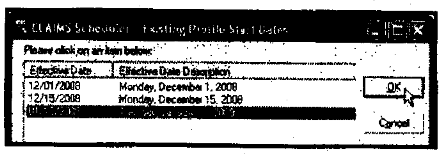
If there are, ALL of these dates need to be cleared (see below):

To Clear an Effective Date:

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

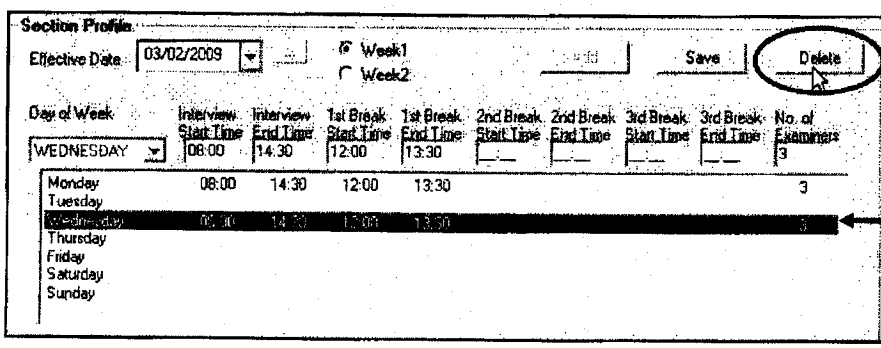


7. Select the *latest date* on the list of **Effective Dates**:



8. Click the **OK** button.

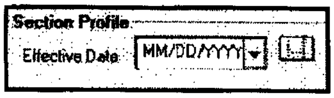
After you have selected the **Effective Date,** the bottom of the screen fills with the schedule that this *Section* had as of the *Effective Date* that you selected in the previous step.



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*.

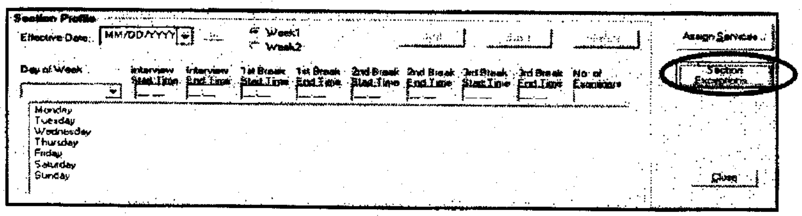
9. Click on a *Day of the Week* that has a schedule.
10. Click the **Delete** button.
11. Click **Yes** to confirm deletion.
12. Repeat steps 10-12 for all *Days of the Week* (for Week 1).
13. Click **Week 2** radio button.
14. Repeat the above steps 10-12 for all *Days of the Week* (for Week 2).

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.

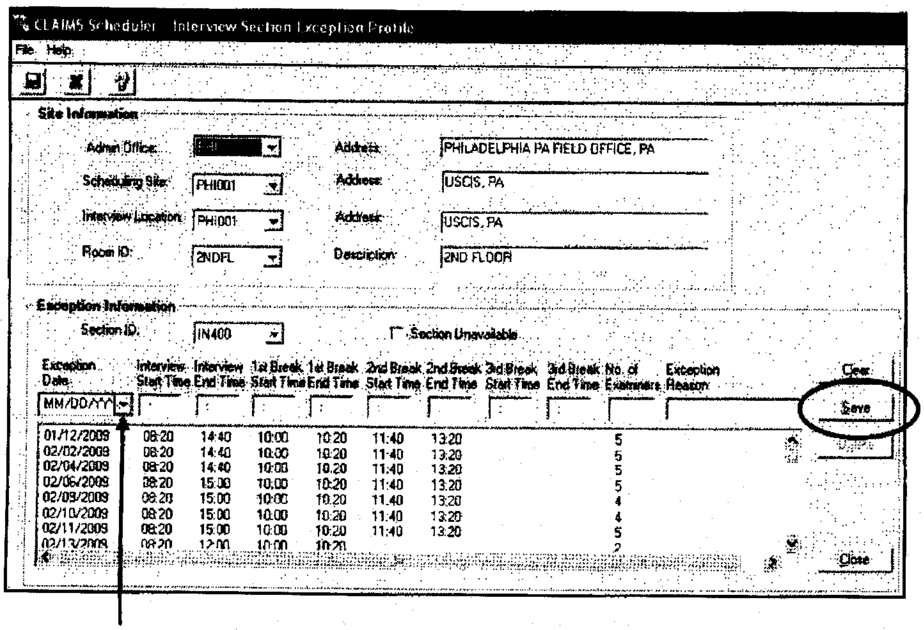


To add the dates you want to schedule for:

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.

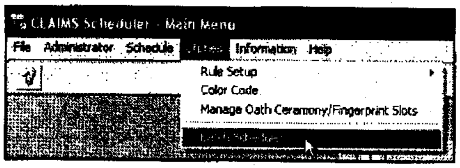
19. When finished inputting all the *Exception Dates*, click the **Close** button to return to the *Interview Section Profile* screen.

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:

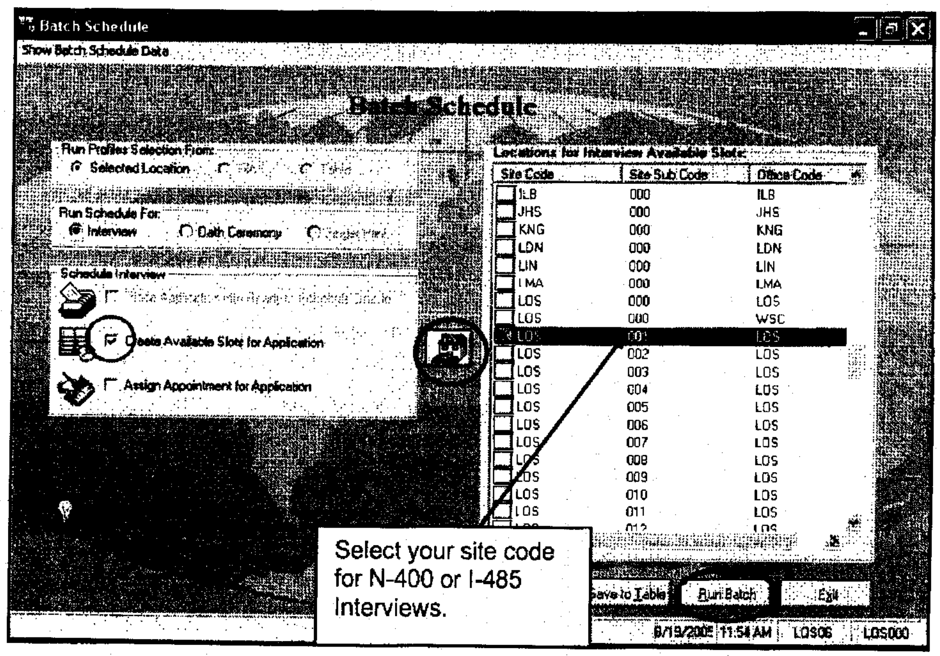
I-485s: ______

N-400s: ______

______

______

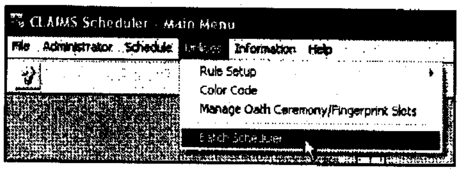
______



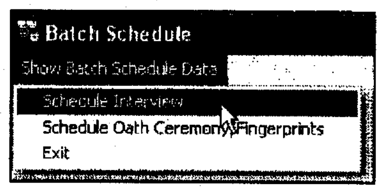
CHECK THE APPOINTMENT SLOTS

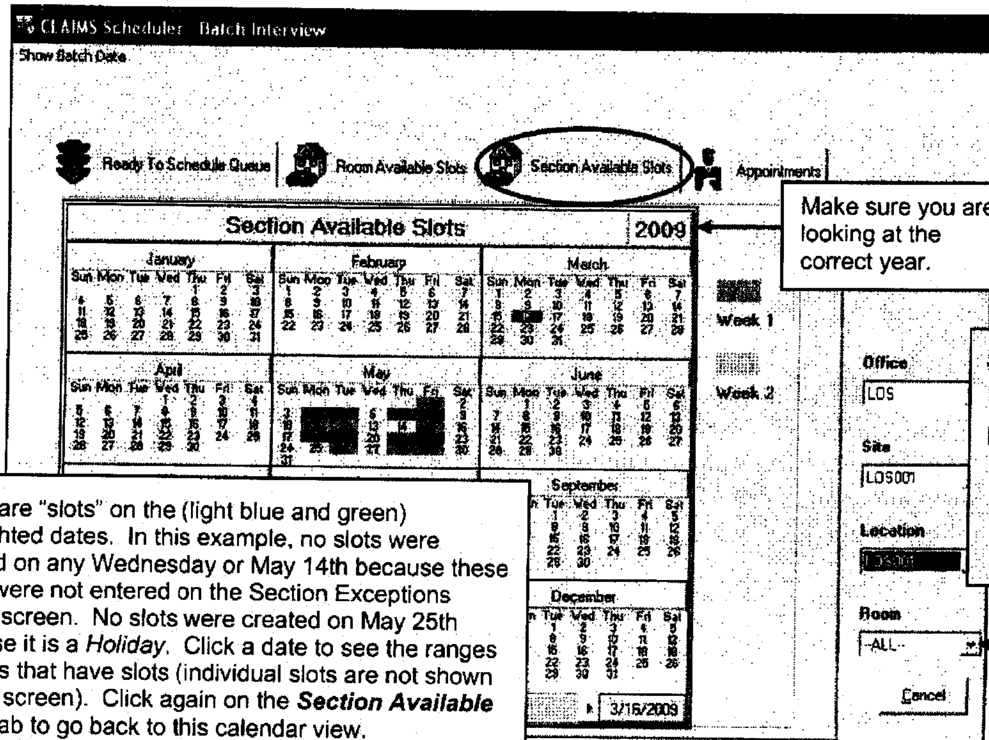
(b)(2) After the *Batch Scheduler* finishes creating the appointment slots, you will want to check the slots to see if they are what you intended. If the slots are not correct contact the *USCIS Service Desk* [redacted] to have the slots removed.

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).





Make sure you are looking at the correct year.

My Office Codes:
I-485s: ______
N-400s: ______

Leave the **Room** set to *ALL*

There are "slots" on the (light blue and green) highlighted dates. In this example, no slots were created on any Wednesday or May 14th because these dates were not entered on the Section Exceptions Profile screen. No slots were created on May 25th because it is a *Holiday*. Click a date to see the ranges of times that have slots (individual slots are not shown on this screen). Click again on the ***Section Available Slots*** tab to go back to this calendar view.

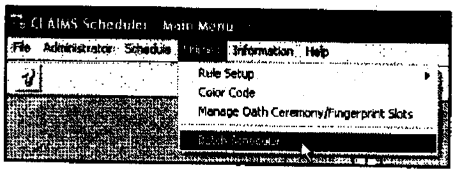
You do not want to continue with the next process (filling the appointment slots) **if they are not correct** because Interview Notices will be in the system ready to be printed and be mailed to the applicants. The NBC may print these within minutes of you finishing filling the appointments. Additionally, 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

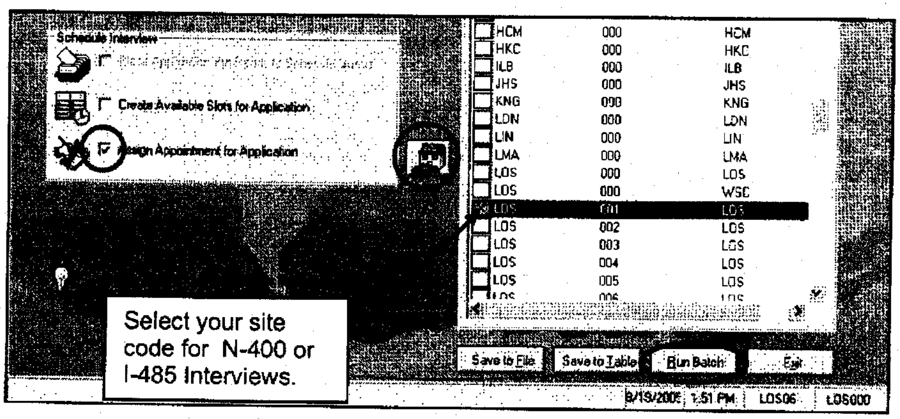
After the slots have been created and you have checked to make sure they are correct, you are ready to fill the slots with appointments. Once the slots are filled with appointments, the Interview notices will automatically be generated in CLAIMS 4 and appear in the *Notices* module ready to be printed 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: ________

____

____

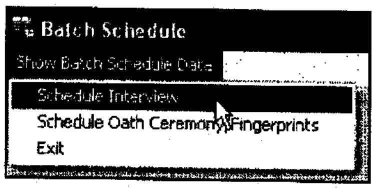
____

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.

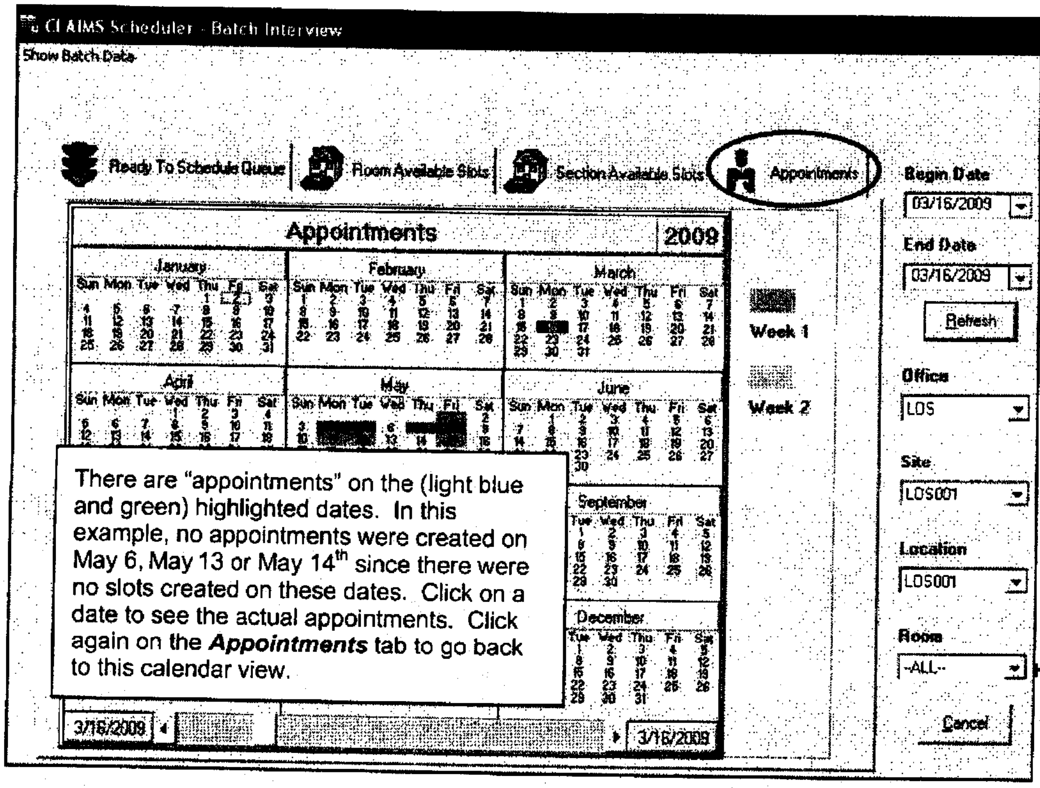
CHECK THE APPOINTMENTS

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 <u>*Site*</u> and <u>*Location*</u>.
3. Click on the ***Appointments*** tab.



<u>My Office Codes:</u>

I-485s: ________

N-400s: ________

____

____

____

Leave the **Room** set to *<u>ALL</u>*

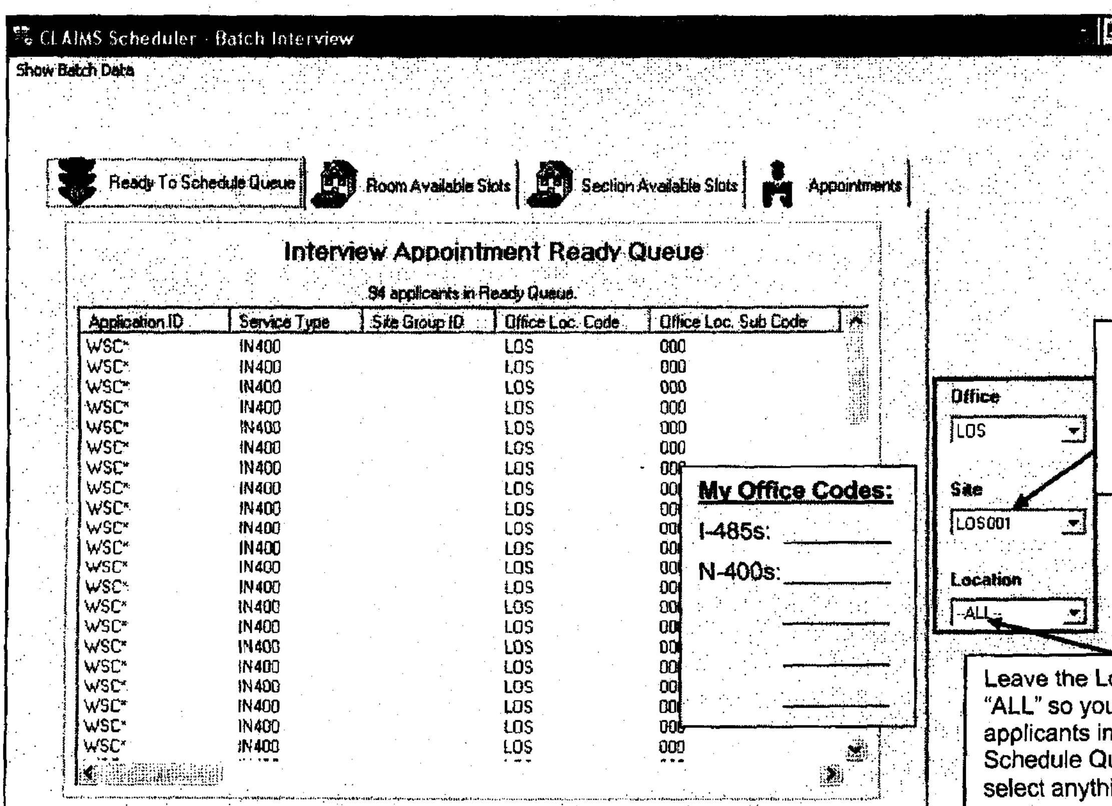
BATCH SCHEDULING INTERVIEWS PROCESS – BY SECTION PROFILE

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 <u>Office</u>, and <u>Site</u> codes. (leave the **Location** field set to <u>ALL)</u>



I-485 applicants are located at the triple zero site code (LOS000).

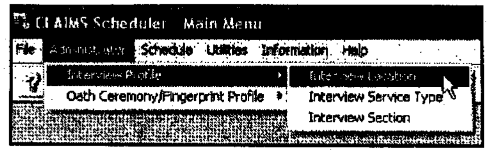
Leave the Location set to "ALL" so you will see <u>all</u> applicants in the Ready to Schedule Queue. If you select anything other than "ALL", you will only see applicants that were *interactively* placed in the queue. To sort by Service Type, click the **Service Type** column heading.

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.

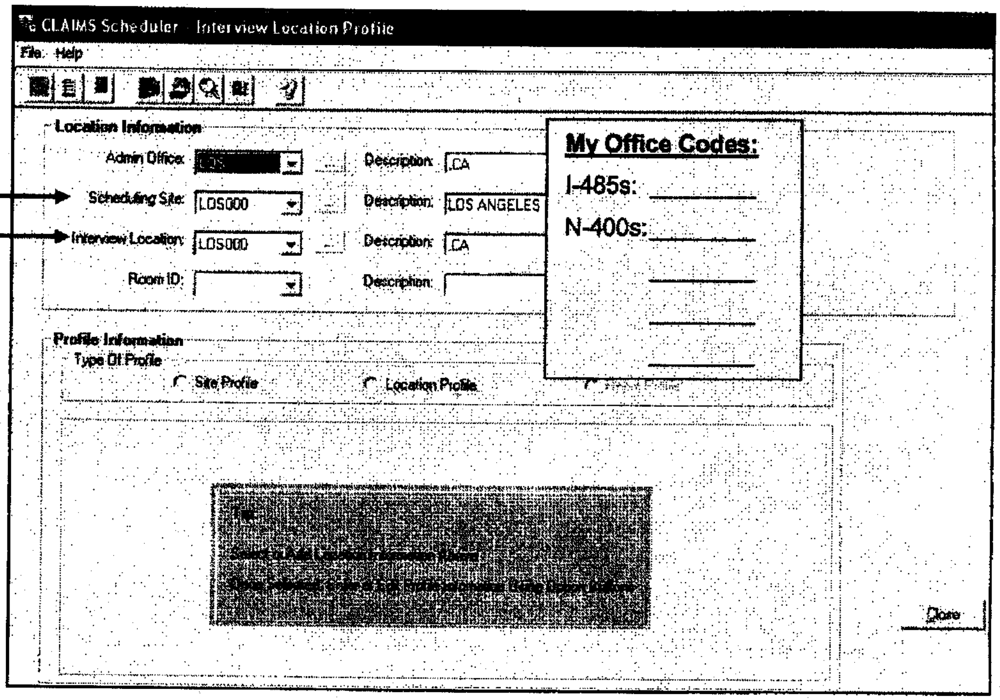


When you first enter this screen, <u>your office</u> defaults in the **Admin Office** field. The **Scheduling Site** and **Interview Location** codes default to the 1st codes in the list alphabetically. The codes ending in <u>000</u> are used for *I-485* Scheduling. Codes ending in numbers <u>other than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

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

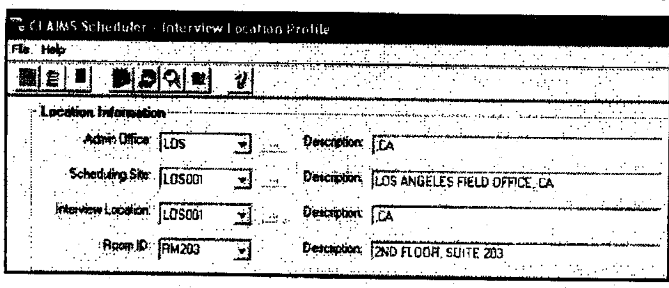
Leave the **Scheduling Site** and **Interview Location** codes at ___000 to build the I-485 schedule.

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.

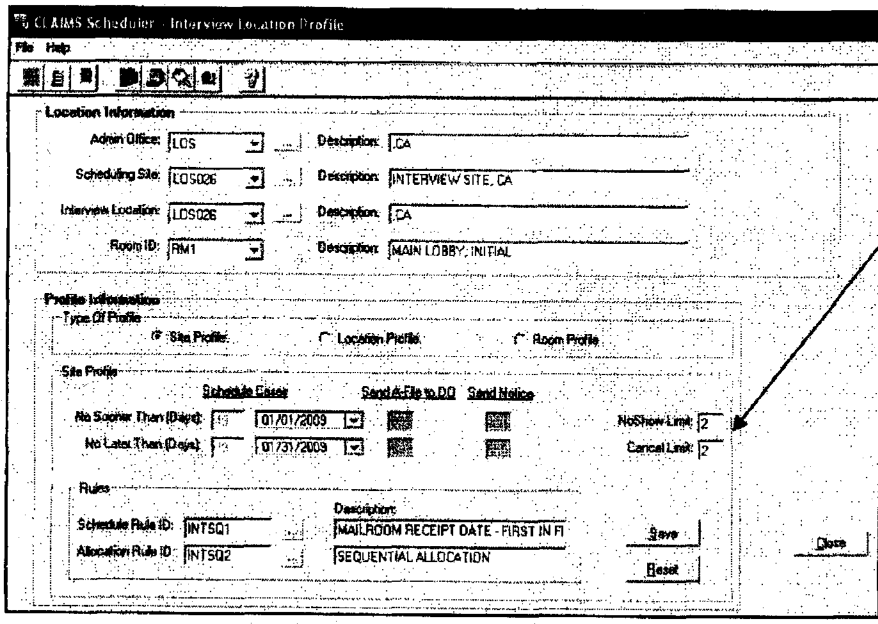


Select the **Room ID**. The text that appears in the **Description** field prints on the Interview Notice to the applicants.

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.

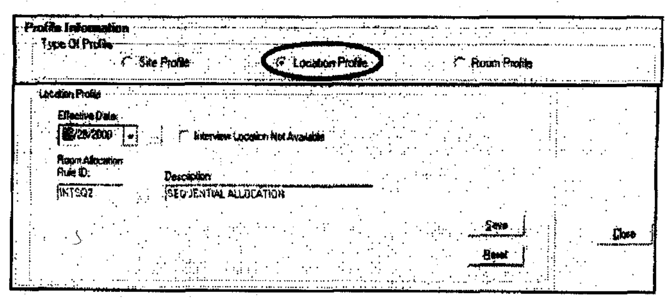
3. Click the **No Later Than** drop-down arrow and select the *last date* in your scheduling range.

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.

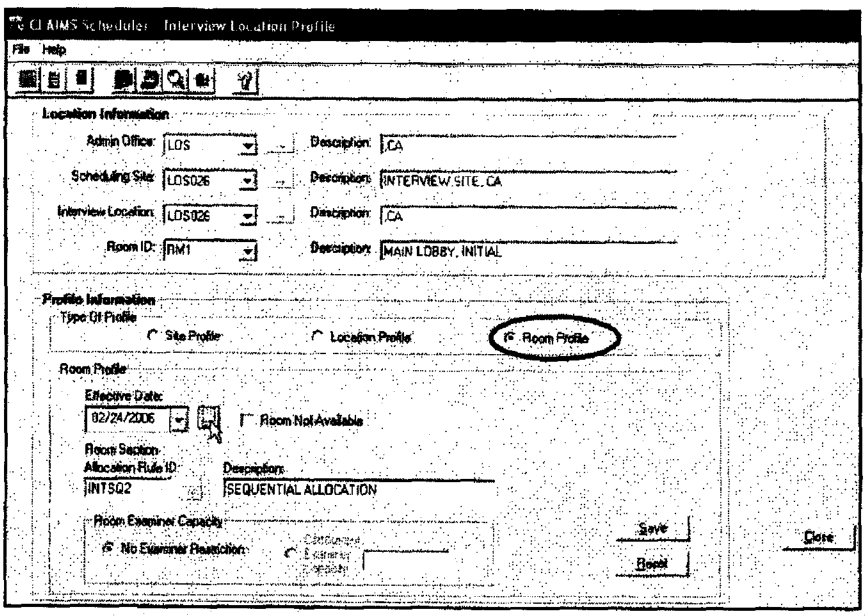


The **Effective Date** on the *Location Profile Section* does not need to be updated unless you wish to make this location unavailable.

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 <u>*Room ID*</u> 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?"**

<u>Some scenarios based on the above example:</u>

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

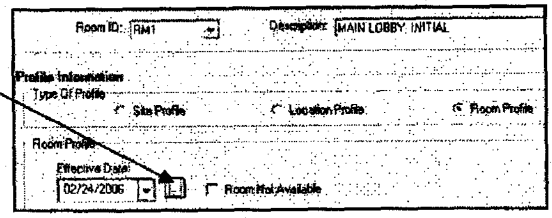
If you want to drop the next schedule for <u>only</u> the *Initial* N-400 Interviews and <u>not</u> the *Re-exams* and *Question and Answer* Interviews, you would make sure Room ID <u>*RM1*</u> is **ON** and Room ID <u>*RM2*</u> is **OFF**.

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

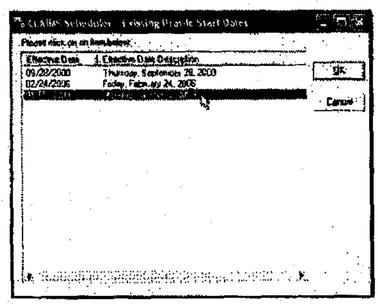
IMPORTANT: Failure to turn off a Room ID(s) that you do not want to include in this dropping of the schedule, may result in getting too many slots (and if filled, too many appointments) because CLAIMS 4 may create slots for the Room ID, depending on how the *Interview Service Type* and *Interview Section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

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

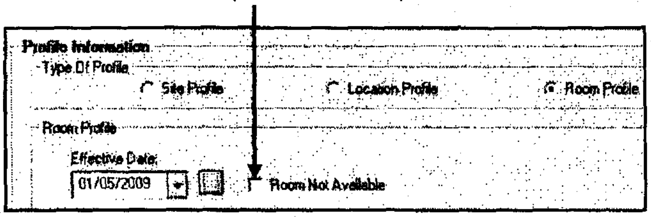
3. Click the **ellipsis** button (...) next to **Effective Date.**



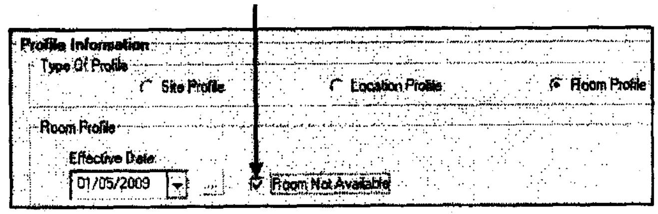
4. Select the *latest date* on the list.
5. Click the **OK** button.



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**:

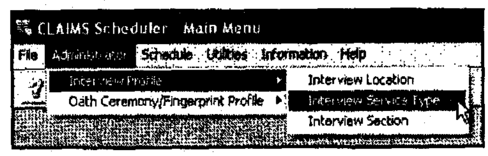
6. Click the *drop-down arrow* next to **Effective Date.**
7. Select the *1st date* in your new scheduling period (this is the same date you specified as the *No Sooner Than* date – step 5, page 3-23).
8. Click the **Room Not Available** checkbox.
9. Click the **Save** button.

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

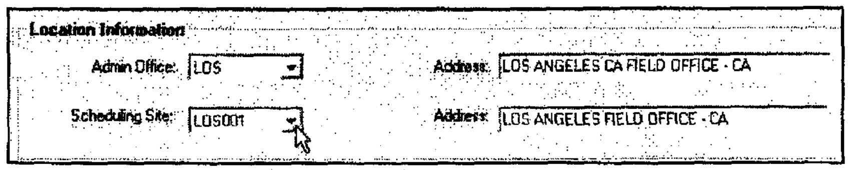
Dates must be updated on the *Interview Service Type Profile* screen to reflect the new scheduling date range. Other information can be edited as well: Service Duration (length of interviews), added time with or without an attorney, and added time for each group member.

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

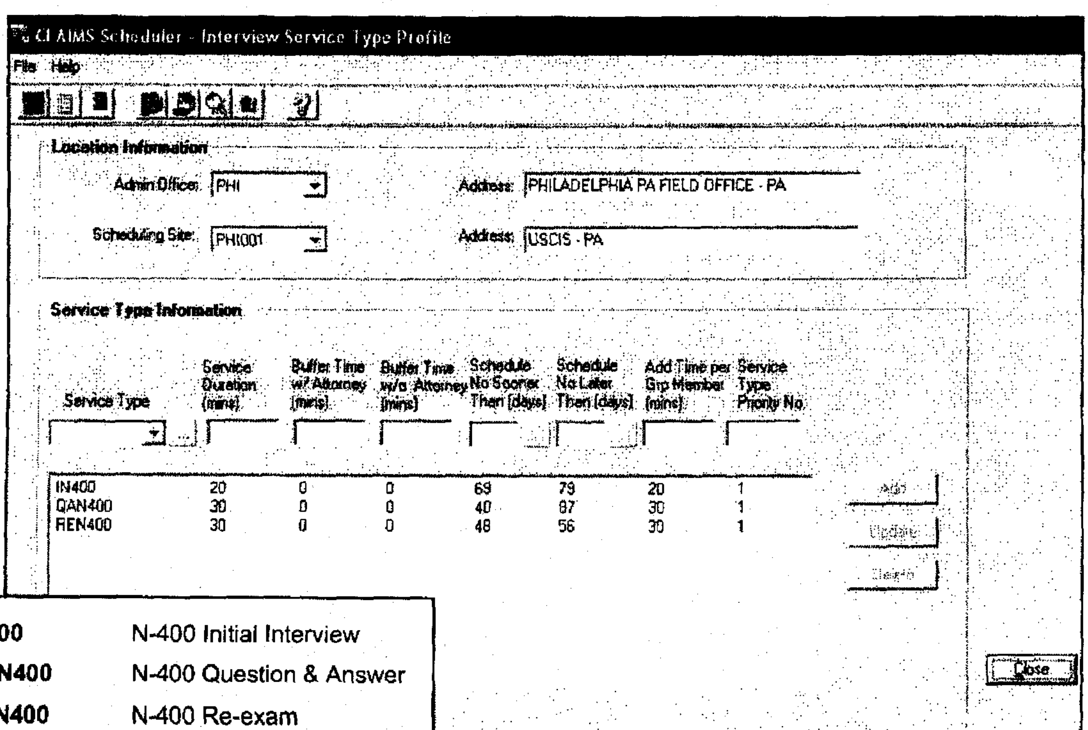


When you first enter this screen, <u>your office</u> defaults in the **Admin Office** field.

2. Click the drop-down arrow next to **Scheduling Site** and select the <u>location</u> 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.



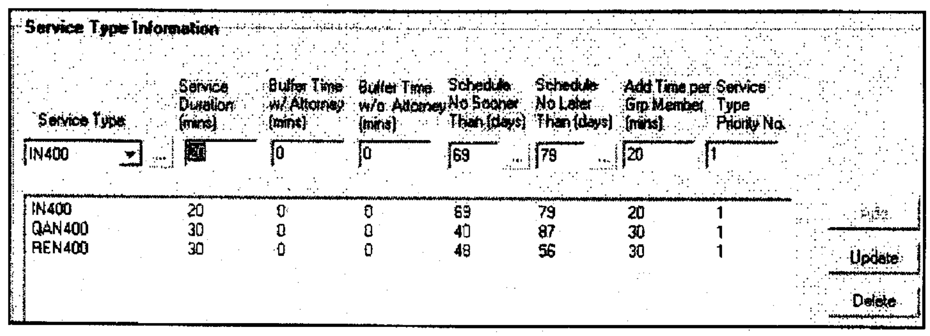
IN400	N-400 Initial Interview
QAN400	N-400 Question & Answer
REN400	N-400 Re-exam

NOTE: If we were viewing the Scheduling Site for I-485s (PHI<u>000</u>), 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.

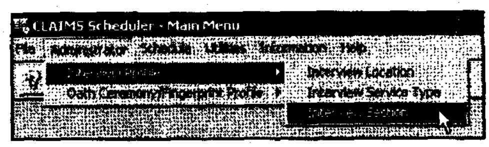
8. When finished, click the **Close** button.

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:

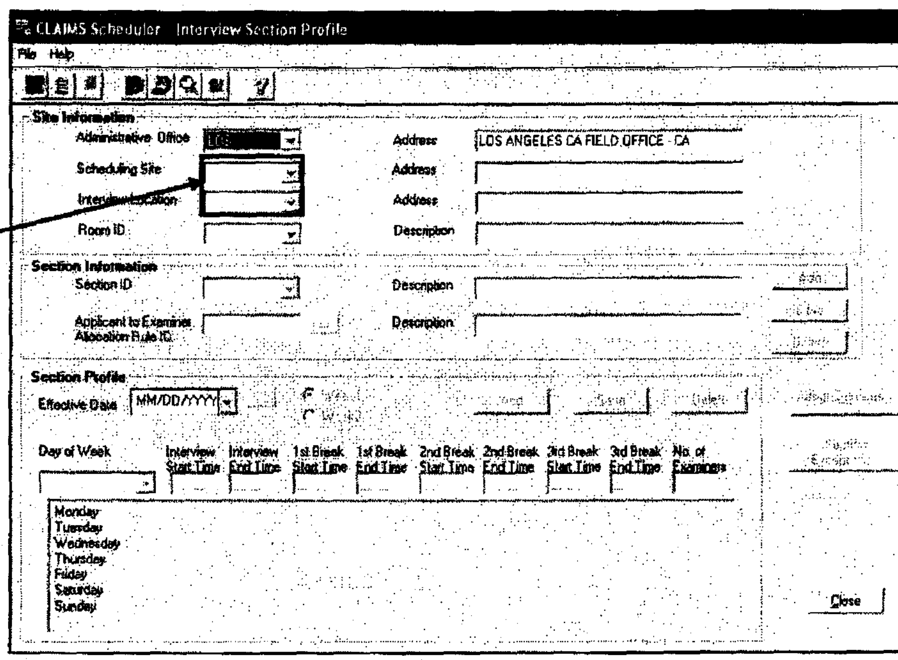
I-485s: ________

N-400s: ________

____

____

____

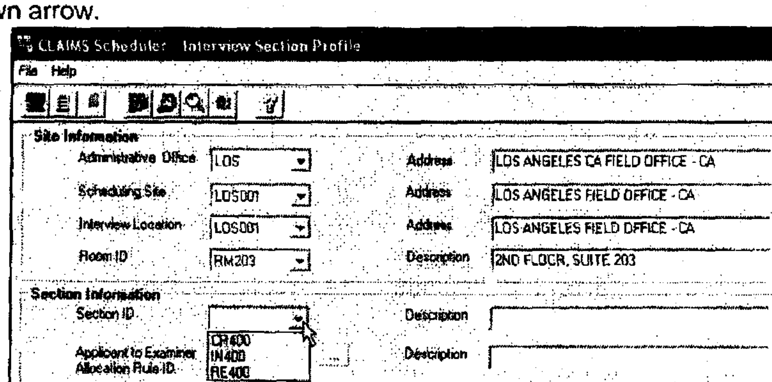


3. Specify the **Room ID**. (If there is more than one *Room ID*, you will return to this page later to select it.)

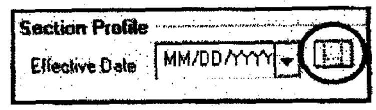
4. Select the Section ID from the drop-down arrow.

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).

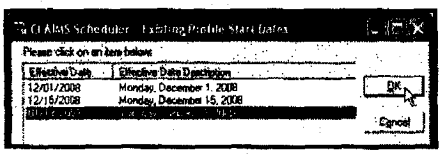
See page 3-37 in this chapter if you need **to create a new *Section ID*.**



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

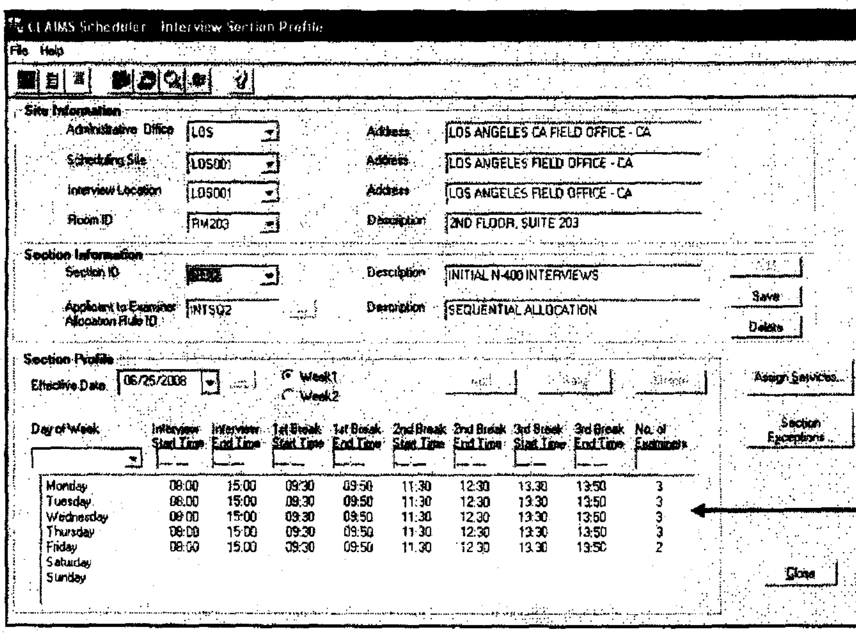


6. Select the *latest date* on the list of **Effective Dates**:



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.

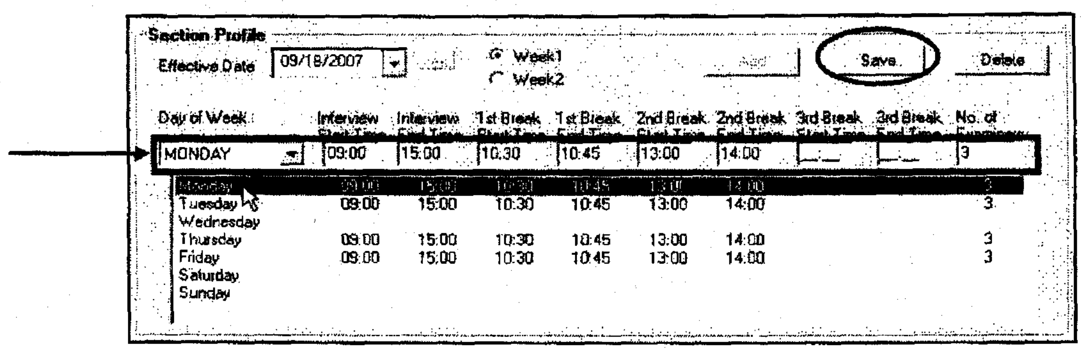
9. Click the **Close** button.

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:

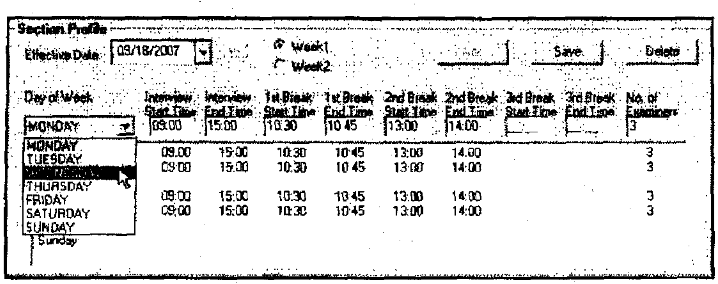


3. Update the *Start Time*, *End Time*, *Break Times* and *No. of Examiners* as needed.
4. Click the **Save** button.
5. Repeat the above steps 2 – 4 for the other Days of the Week as needed.

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.

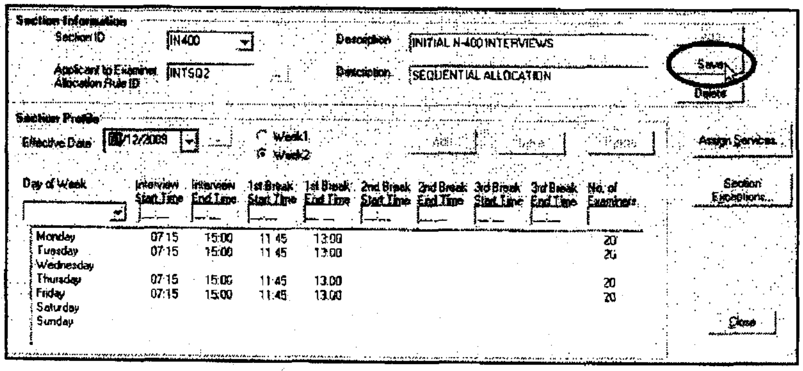
To Add a Day of the Week:

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.



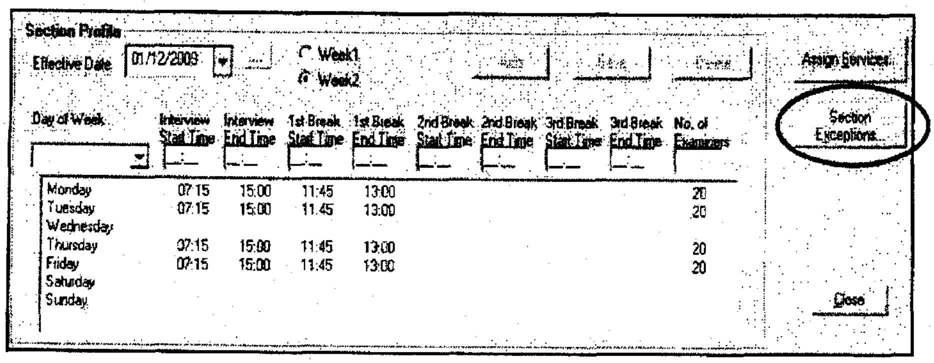
7. Click the **OK** button to the confirmation message "Room Section information successfully saved."

<u>To add Exception Dates:</u>

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.

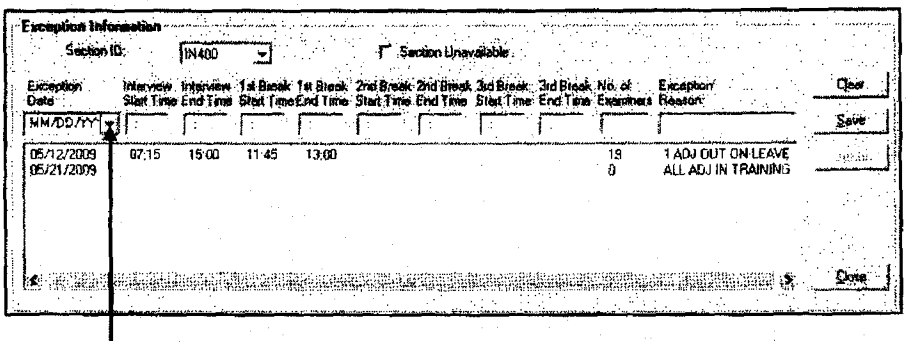
NOTE: Some offices do not have any schedule defined by the Days of the Week – this area is empty. Instead, they input the schedule for <u>each individual date</u> using the *Section Exceptions Profile* screen. See pages 3-5 through 3-19 in this chapter to schedule Interviews by the *Section Exception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

3. Input the schedule for that date.

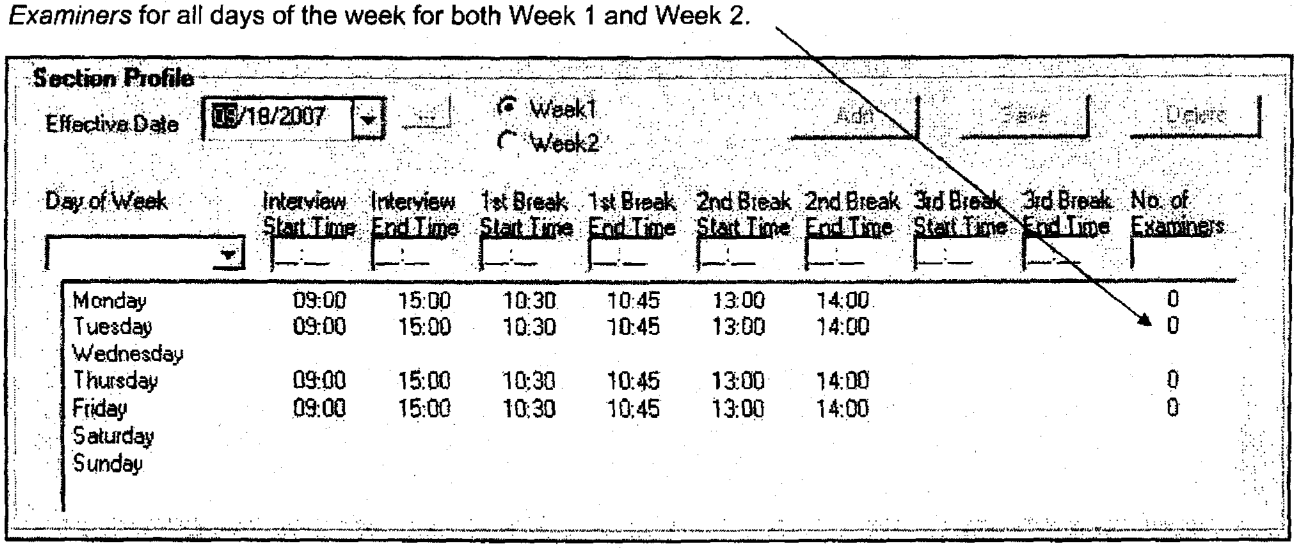
NOTE: To indicate "no interviews on that date" check the **Section Unavailable** check box and then type in the <u>Exception Reason</u>.

4. Click the **Save** button.

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

<u>To Turn off a Section:</u>

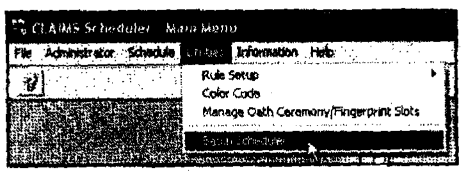
It is important that you check every *Section ID* that falls under the *Room ID* and make the updates to the Monday through Friday schedule as discussed above. If there is a Section that you do not want to schedule any appointments to, you will need to <u>turn off the Section ID</u>. This is accomplished 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:

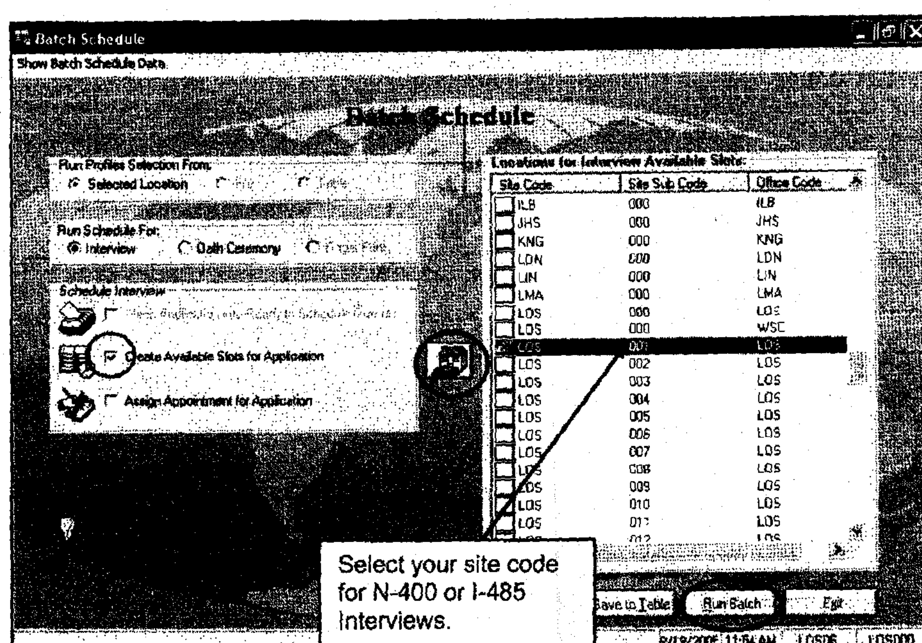
I-485s: ________

N-400s: ________

____

____

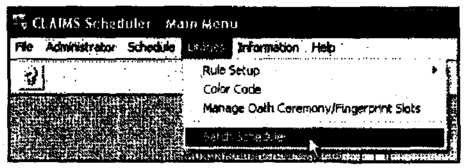
____

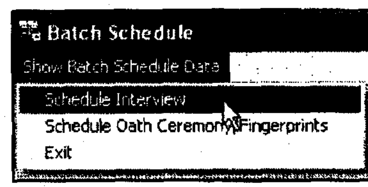


CHECK THE APPOINTMENT SLOTS

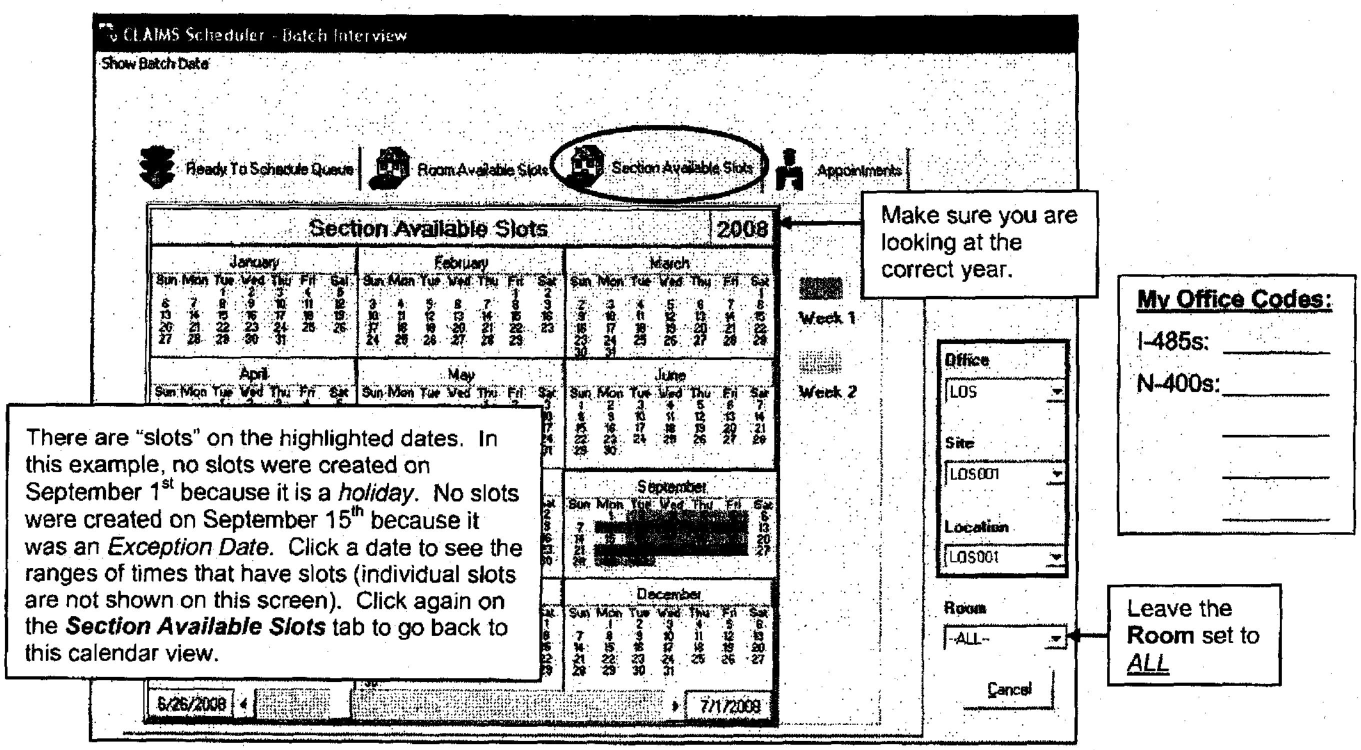
(b)(2) After the *Batch Scheduler* finishes creating the appointment slots, you will want to check the slots to see if they are what you intended. If the slots are not correct, contact the *USCIS Service Desk* [redacted] to have the slots removed.

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).



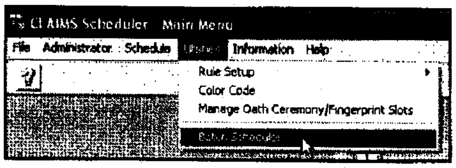
(b)(2) **You do not want to continue with the next process** (filling the appointment slots) **if they are not correct** because Interview Notices will be in the system ready to be printed and be mailed to the applicants. The NBC may print these within minutes of you finishing filling the appointments. 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* [redacted] to have the slots removed before proceeding.

FILL THE SLOTS WITH APPOINTMENTS

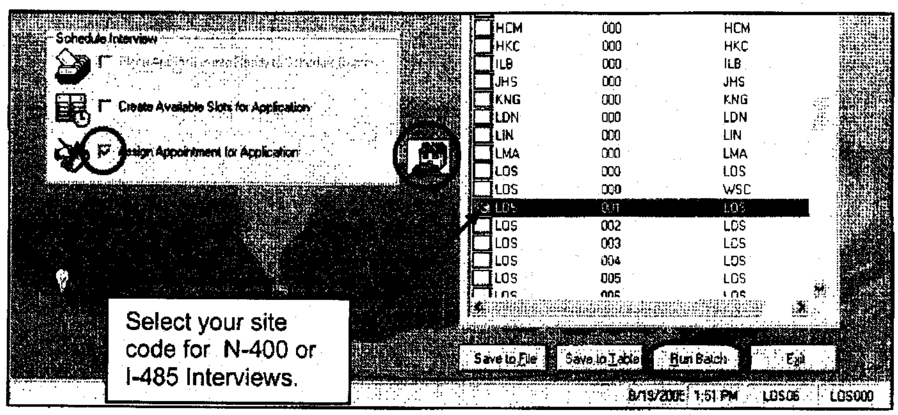
After the slots have been created and you have checked to make sure they are correct, you are ready to fill the slots with appointments. Once the slots are filled with appointments, the Interview notices will automatically be generated in CLAIMS 4 and appear in the *Notices* module ready to be printed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



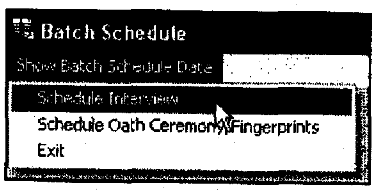
My Office Codes:
I-485s: ________
N-400s: ________
____
____
____
____

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.

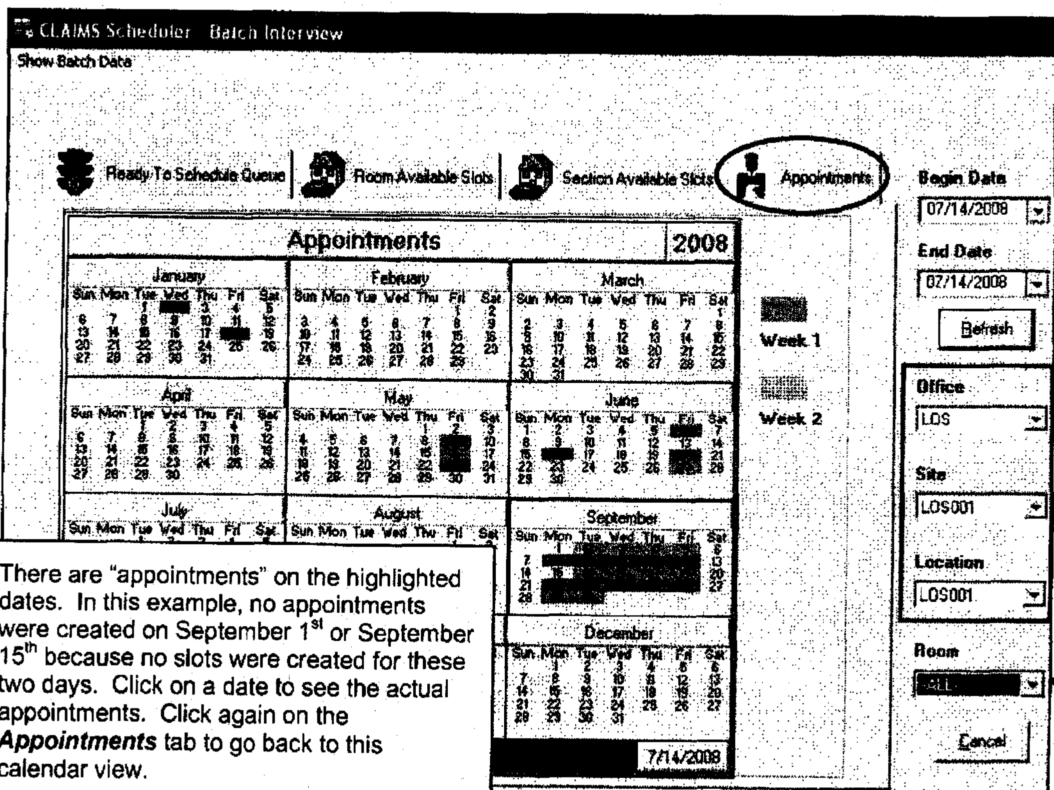
CHECK THE APPOINTMENTS

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.



There are "appointments" on the highlighted dates. In this example, no appointments were created on September 1st or September 15th because no slots were created for these two days. Click on a date to see the actual appointments. Click again on the ***Appointments*** tab to go back to this calendar view.

My Office Codes:

I-485s: ________

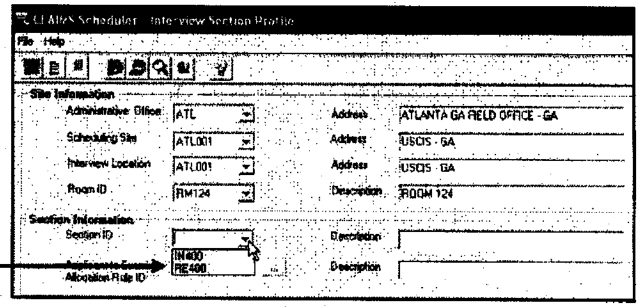
N-400s: ________

Leave the **Room** set to _ALL_

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*.

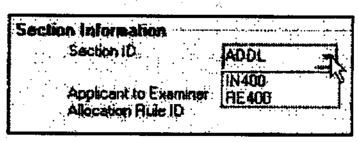


Under what circumstances may you need to create a new Section ID?

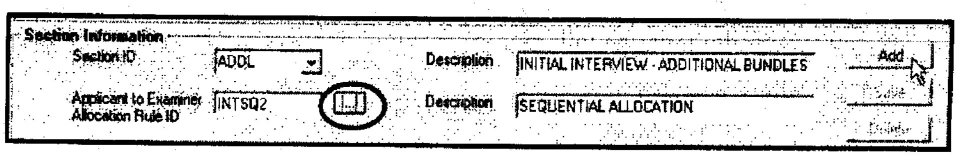
- You need to add more appointments for a date that you already have appointments:
  - If you have already dropped the schedule for a particular date using an existing *Section ID* and then you are instructed to create more appointments on that date, you would have to use a different *Section ID* because 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).

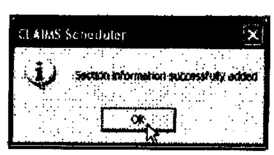
1. Select ***Administrator, Interview Profile, Interview Section*** from the *Scheduler* screen menu.
2. Specify the **Scheduling Site, Interview Location**.
3. Specify the **Room ID**.
4. Click the **Section ID** drop-down arrow.
5. Type in the *name* of the **Section ID** (limit 5 characters).



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.

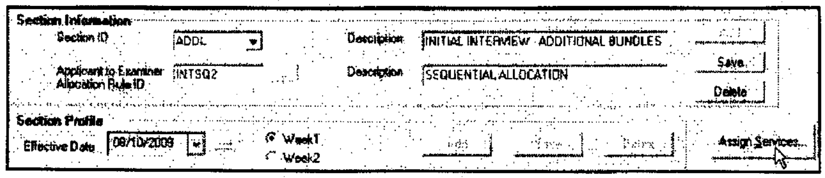


9. Click the **OK** button on *Section information successfully added.*



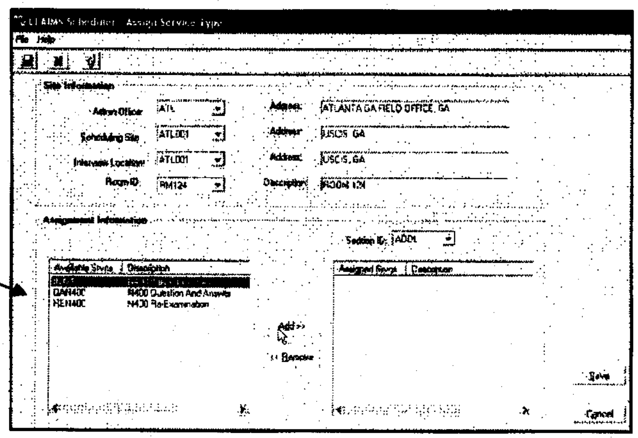
10. The **Effective Date** field will automatically fill in with <u>*today's date*</u>.

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



The *Assign Service Type* screen appears:

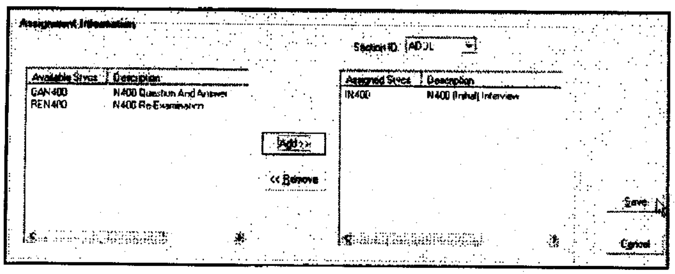
Available Services for this *Scheduling Site* and *Interview Location* code are listed in the box on the left side of this screen.



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

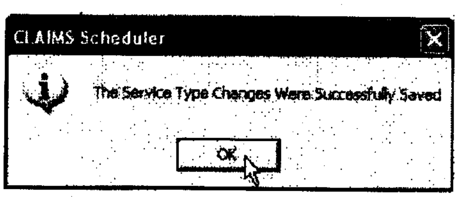
13. Click the **Add** button.

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.