

To add a new record, perform the following steps:

1. Click the  (Add New Record) toolbar button to access the Participant Roles screen (Exhibit 13–14, Participant Roles).

Exhibit 13–14: Participant Roles

2. Enter the appropriate information in the following fields:
 - **Participant Type Code**—Code used to describe the access level
 - **Participant Type Description**—Short description of the access level
3. To assign roles, click in the appropriate boxes to the left of the roles in the Participant Role Code Description section. As roles are selected, the window to the right of the screen displays their corresponding activities.

Note: At least one role must be selected for a participant roles record to be created.

4. To save the record, click the  (Save) toolbar button.
 - a. When the confirmation window appears, click  to add the new record.
 - b. When the message box indicating that the record has been added successfully appears, click . The Participant Type Codes List window appears.

To edit a participant role record, perform the following steps:

1. Click in the box to the left of the code to select the record to be edited (Exhibit 13–13).
2. Click the  (Edit) toolbar button to access the Participant Roles screen (Exhibit 13–13).
3. Add or delete roles by clicking in the boxes to left of the role.

Note: If all the roles are set to “No,” the participant roles record that is being edited is deleted.

4. To save the record, click the  (Save) toolbar button.
 - a. When the confirmation box appears, click  to save the changes.
 - b. When the message box indicating that the record has been changed successfully appears, click .
5. To return to the Participant Type Codes List window, click .

Warning: If you click  before you click , it will clear the information entered. The information in the Edit Record window will not be saved.

To delete a participant role record, perform the following steps (Note: If current users are assigned to the participant role selected, deletion is denied.):

1. Click in the box to the left of the code to select the record to be deleted (Exhibit 13–13).
2. Click the  (Edit) toolbar button to access the Participant Roles screen (Exhibit 13–14).
3. Click the  (Delete) toolbar button.
 - a. When the confirmation window appears, click  to delete the user profile.
 - b. When the message box indicating that the record has been deleted appears, click . The Participant Type Codes List screen showing the deletion appears.
4. To exit the Participant Type Codes List screen, click .

Report Access Groups

The Report Access Groups option is used to add, modify, or delete report access levels. Once a report access group is established, you are assigned to the group within your user profiles. This enables you to access reports affiliated with the report access group. The windows for the Report Access Groups option contain the following toolbar buttons:

- **Add** —Adds a new record
- **Edit** —Edits a record
- **Save** —Saves a record
- **Delete** —Deletes a record

Select the Report Access Groups in the Profiles menu to access the Report Access Group Code for a Site window (Exhibit 13–15, Report Access Group Code for a Site). A list of report access group codes and descriptions appears.

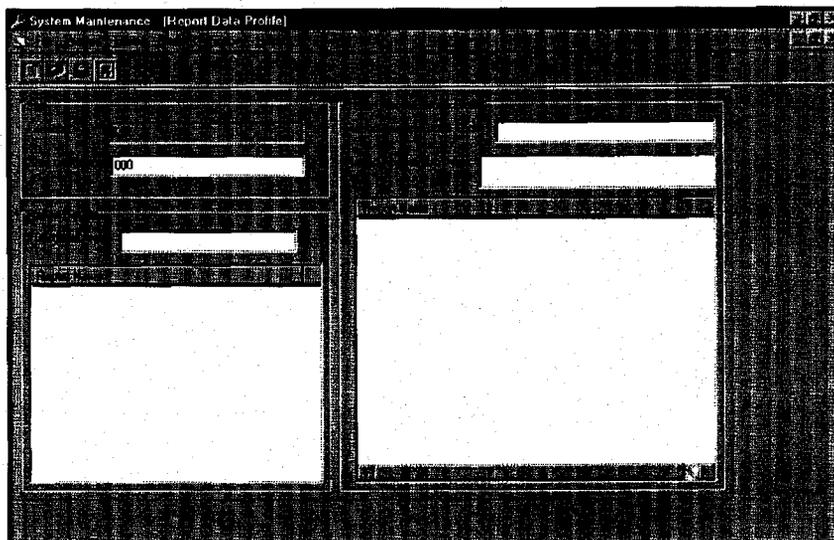
Exhibit 13–15: Report Access Group Code for a Site



To add a report access group code, perform the following steps:

1. Click the  (Add) toolbar button to display the Report Data Profile (New Record) window (Exhibit 13–16, Report Data Profile—New Record).

Exhibit 13–16: Report Data Profile—New Record



2. Verify the location and sublocation codes in the Site section are correct. If necessary, click in the appropriate fields, and enter the appropriate information.
3. Enter the appropriate information in the following fields:
 - **Report Access Group Code**—Maximum eight-digit code for the new report access group
 - **Reprt Access Grp Desc**—Short description identifying the new code
4. In the Functional Area field, click . Click on the appropriate functional area, and press J. The report names appear in the Report Name box in the Report Details section below the functional area.

5. Click on the reports to be added to the new report access group. When a report is selected, it appears in the Report Name box of the Report Access Group Profile section. To remove a report from the Report Name box, click on the report and press D.
6. To select reports from an additional functional area, repeat Steps 4 and 5.
7. Click the  (Save) toolbar button to save the new record.
8. When the confirmation window appears, click  to add the new record. The Report Access Group for a Site screen appears.

To edit a report access group code, perform the following steps:

1. Click in the box to the left of the Location Code to select the record to be edited (Exhibit 13-15).
2. Click the  (Edit) toolbar button to access the Report Data Profile (Edit/Delete Record) screen (Exhibit 13-17, Report Data Profile—Edit/Delete Record).

Exhibit 13-17: Report Data Profile—Edit/Delete Record

- 
3. To delete a report from the report access group, click on the report in the Report Name box of the Report Access Group Profile section, and press D.
 4. To add reports to the report access group, perform the following steps:
 - a. In the Functional Area field, click . Click on the appropriate functional area, and press R. The report names appear in the Report Name box in the Report Details section below the functional area.
 - b. Click on the reports to be added to the report access group. When a report is selected, it appears in the Report Name box of the Report Access Group Profile section.
 - c. To select reports from an additional functional area, repeat Steps a and b.
 5. Click the  (Save) toolbar button to save the changes.
 6. When the confirmation message appears, click  to save the changes. The Report Access Group for a Site screen (Exhibit 13-15) appears.

To delete a report access group code, perform the following steps:

1. On the Report Access Group Code for a Site screen (Exhibit 13-15), click in the box to the left of the Location Code for the record to be deleted.
2. Click the  (Edit) toolbar button to display the Report Data Profile (Edit/Delete Record) window (Exhibit 13-17).

3. Click the  (Delete) toolbar button.
 - a. When the confirmation message appears, click  to delete the record.
 - b. When the message box indicating that the record has been deleted successfully appears, click . The Report Access Group for a Site screen appears.
4. To exit the Report Access Group Code for a Site screen, click .

User Profile Record

The User Profile Record option is used to define your access level within CLAIMS 4.0. Access level is determined by assigning you to a Workflow Participant Group and a Report Access Group. The windows for the Users option contain the following toolbar buttons:

- **Add** —Adds a new record
- **Edit** —Edits a record
- **Save** —Saves a record
- **Delete** —Deletes a record

To list current users at a site, select Users in the Profile menu to access the User Profile List screen (Exhibit 13–18, User Profile List). A list of current users at the selected site by user ID appears.

Exhibit 13-18: User Profile List

User ID	Role	First Name	Last Name	Initials	Start Date	End Date	
CLMS4_8	SS	PAY	ADJ	ADJ	000	8/18/97	12/31/99
CLMS4_38	EX	ADJ RPT	ADJ	ADJ	000	8/18/97	8/18/99
CLMS4_1C	EX	ADJ RPT	ADJ	ADJ	000	8/18/97	12/31/99
EAC4_13	SA	ALL RPT	ALLRP	ALLRP	000	8/18/97	12/31/99
CLMS4_13	SA	ALL RPT	ALLRP	ALLRP	000	8/18/97	8/18/99
CLMS4_14	SA	ALL RPT	ALLRP	ALLRP	000	8/18/97	8/18/99
EAC4_12	SA	ALL RPT	ALLRP	ALLRP	000	8/18/97	8/18/99
CLMS4_12	SA	ALL RPT	ALLRP	ALLRP	000	8/18/97	8/18/99
CLMS4_11	SA	ALL RPT	ALLRP	ALLRP	000	8/18/97	12/31/99
EAC4_11	SA	ALL RPT	ALLRP	ALLRP	000	8/18/97	8/18/99
EAC4_11	SA	ALL RPT	ARRENOELL	MARTIN	V	11/26/97	1/1/9999
MARTIN	SA	ALL RPT	ARRENOELL	MARTIN	V	11/26/97	1/1/9999
MINDY	SA	ALL RPT	Abc	MINDY		10/21/97	1/1/9999
CU-w8454B	SS	ALL RPT	BRISTOL	ROGER		8/24/97	12/31/99
EAC4_2E	DE	ALL RPT	Clake	Rie	Yolande	8/8/97	12/31/99
EE_1H	EEDEC		DATA	JIM		2/2/99	2/2/2000
CLMS4_2A	DE	ALL RPT	DERP	DERP	000	8/18/97	12/31/99
CLMS4_2B	DE	ALL RPT	DERP	DERP	000	8/18/97	12/31/99
CLMS4_2E	DE	DE RP	DERP	DERP	000	8/8/97	12/31/99
CLMS4_2D	DE	DE RP	DERP	DERP	000	8/18/97	12/31/99
CLMS4_2C	DE	DE RP	DERP	DERP	000	8/8/97	12/31/99
CLMS4_2F	DE	ALL RPT	DERP	DERP	000	8/8/97	12/31/99
CLMS_DE2	DE	ALL RPT	DERP	DERP	000	8/8/97	12/31/99

To add a user profile record, perform the following steps:

1. Click the  (Add) toolbar button to access the User Profile Record window (Exhibit 13-19, User Profile Record).

Note: You must also be added in Oracle. See the CLAIMS 4.0 Operations and Administration Guide for detailed instruction.

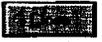
Exhibit 13–19: User Profile Record

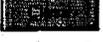
2. Enter the appropriate information in the following fields:
 - **ID**—The user's Password Issuance and Control System ID
 - **Start**—Beginning date (MM/DD/YYYY) of the user's profile
 - **End**—Ending date (MM/DD/YYYY) of the user's profile; if the end date range field is not provided, the date defaults to 01/01/9999.
 - **Last Name**—User's last name
 - **First Name**—User's first name
 - **Middle Name**—User's middle name
 - **Suffix**—Suffix used in the user's name; click  to select from a list
 - **Participant Type Code**—User's workflow participant access type code; click  to select from a list
 - **Participant Type Code Description**—Short description of the user's workflow participant access type code; this field appears automatically when the Participant Type Code is selected
 - **Group Code**—User's report access group code; click  to select from a list

- **Group Code Description**—Short description of the user's report access group code; this field appears automatically when the Group Code is selected
3. To save the record, click the  (Save) toolbar button.
 - a. When the confirmation box appears, click  to add the new record.
 - b. When the message box indicating that the record has been added successfully appears, click . A blank User Profile Record window appears.
 4. Enter the next new user profile, or click  to return to the User Profile List window.

Warning: Clicking  before  clears the information entered; closing the Add Record window without saving.

To edit a current user profile record, perform the following steps:

1. Click in the box to the left of the user ID to select the user profile to be edited (Exhibit 13-18).
2. Click the  (Edit) toolbar button to access the User Profile Record window (Exhibit 13-19).
3. Change necessary information. (Refer to Step 2 of the above section for information on the fields.)
4. To save the changes, click the  (Save) toolbar button.
 - a. When the confirmation box appears, click  to save the changes.
 - b. When the message box indicating that the record has been changed successfully appears, click .
5. Click  to return to the User Profile List window.

Warning: Clicking  before  clears the information entered and closes the Edit Record window without saving.

To delete a current user profile record, perform the following steps:

1. Click in the box to the left of the user ID to select the user profile to be deleted (Exhibit 13-18).
2. Click the  (Edit) toolbar button to access the User Profile Record window.
3. Click the  (Delete) toolbar button.
 - a. When the confirmation window appears, click  to delete the user profile.
 - b. When the message box indicating the user ID has been deleted successfully appears, click . The User Profile List screen appears.

4. To exit the User Profile List screen, click .

Application ID, Payment ID, A-Number

The Application ID, Payment ID, Alien Number option is used to view and edit the last application ID, payment ID, and A-Number used in the system and to enter or modify an A-Number ceiling. To view/edit the last application ID, perform the following steps:

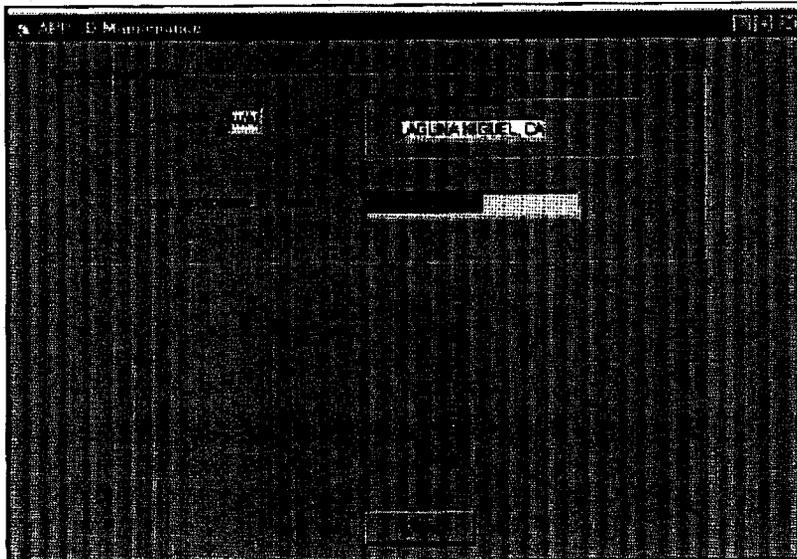
1. Select the Application ID, Payment ID, Alien Number menu option in the Profiles menu to access the Number Pool Profile menu (Exhibit 13-20, Number Pool Profile Menu).

Exhibit 13-20: Number Pool Profile Menu



2. Select the Application ID menu option, and click  to display the APP_ID Maintenance window (Exhibit 13-21, APP_ID Maintenance).

Exhibit 13-21: APP_ID Maintenance



3. Verify the application ID (the last application ID used at the selected location).
 - a. If the number is correct, go to Step 4.
 - b. If the number is incorrect, perform one of the following steps:
 - To change the number, enter the correct application ID. Click the  (Save) toolbar button. Click  to confirm the change. Click .
 - To delete the number, click the  (Delete) toolbar button. Click  to confirm the change. Click .

Warning: Deleting an application ID can disable the MailRoom and Data Entry functions.

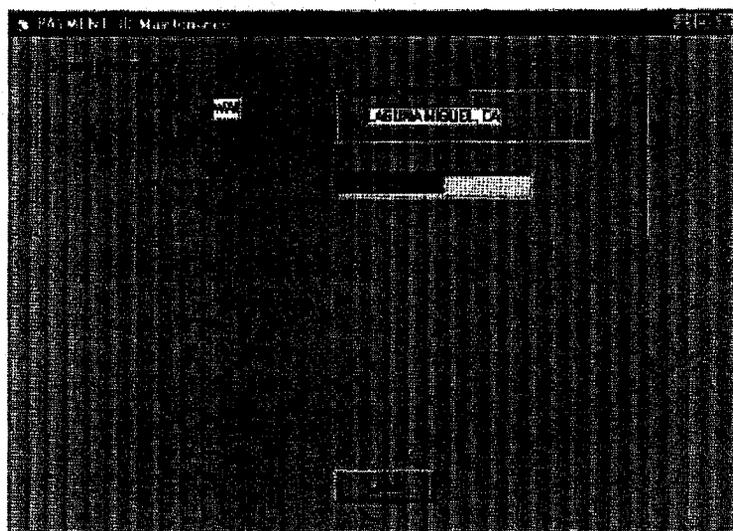
4. Click  to exit.

Warning: Clicking  before  clears the information entered and closes the Edit Record window without saving.

To view/edit the last payment ID, perform the following steps:

1. Select the Application ID, Payment ID, Alien Number menu option in the Profiles menu to access the Number Pool Profile Menu (Exhibit 13-20).
2. Select the Payment ID menu option, and click  to display the PAYMENT_ID Maintenance window (Exhibit 13-22, PAYMENT_ID Maintenance).

Exhibit 13-22: PAYMENT_ID Maintenance



3. Verify the payment ID (this field represents the last payment ID used at the site):
 - a. If the number is correct, go to Step 4.
 - b. If the number is incorrect, perform one of the following steps:
 - To change the number, enter the correct payment ID. Click the  (Save) toolbar button. Click  to confirm the change. Click .
 - To delete the number, click the  (Delete) toolbar button. Click  to confirm the change. Click .

Warning: Deleting a payment ID can disable the Mailroom and Data Entry functions.

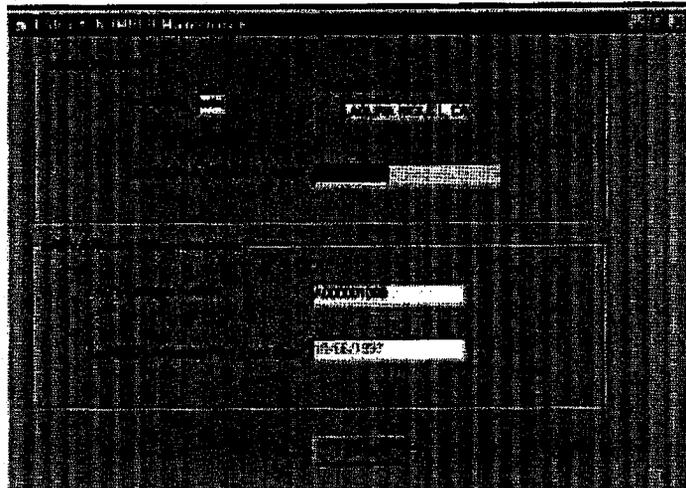
4. Click  to exit.

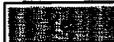
Warning: Clicking  before  clears the information entered and closes the current window without saving.

To view/edit the last A-Number, perform the following steps:

1. Select the Application ID, Payment, Alien Number menu option in the Profiles menu to display the Number Pool Profile Menu (Exhibit 13-20).
2. Select the A-Number option, and click  to display the Employment Authorization Document's (EAD's) A_NUMBER Maintenance window (Exhibit 13-23, EAD's A_NUMBER Maintenance).

Exhibit 13-23: EAD's A_NUMBER Maintenance



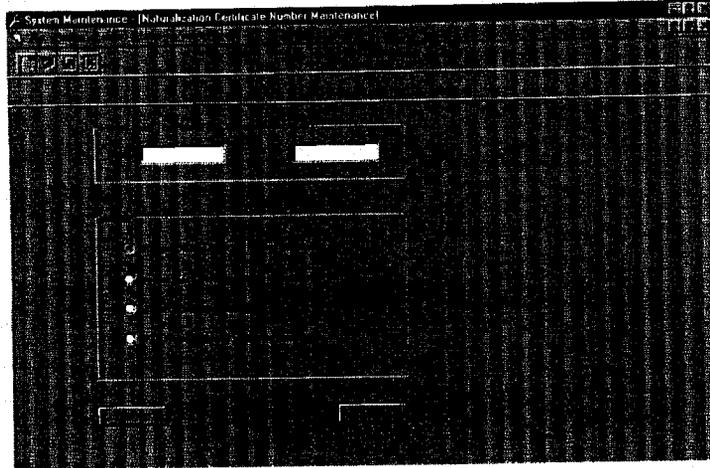
3. Verify the last EAD's A-Number (this number represents the last employment authorization card's A-Number):
 - a. If the number is correct, go to Step 4.
 - b. If the number is incorrect, perform one of the following steps:
 - To change the number, enter the correct A-Number.
 - To delete the number, click the  (Delete) toolbar button. Click  to confirm the change. Click .
4. Verify the EAD A-Number ceiling (this field represents the highest EAD A-Number to be used):
 - a. If the number is correct, go to Step 5.
 - b. If the number is incorrect, perform one of the following steps:
 - To change the number, enter the correct A-Number.
 - To delete the number, click the  (Delete) toolbar button. Click  to confirm the change. Click .
5. Click the  (Save) toolbar button.
 - a. When the confirmation message appears, click  to confirm the change.
 - b. When the message box indicating that changes were made appears, click .
6. Click  to exit.

Warning: Clicking  before  clears the information entered and closes the current window without saving.

Certificate Numbers

The Certificate Numbers option is used to browse certificate information, both locally and Service-wide. It is also used to assign certificate ranges to a location. To browse local certificate number information, perform the following steps:

1. Select the Certificate Numbers menu option from the Profiles menu to access the Naturalization Certificate Number Maintenance screen (Exhibit 13-24, Naturalization Certificate Number Maintenance).

Exhibit 13-24: Naturalization Certificate Number Maintenance

2. Click the radio button.
3. Click . A list of naturalization certificate numbers for the location appears (Exhibit 13-25, List of Naturalization Certificate Numbers for the Location).

Exhibit 13-25: List of Naturalization Certificate Numbers for the Location

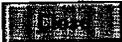
4. Click to return to the Naturalization Certificate Number Maintenance screen.
5. To view the details of a certificate number entry, click . To view the history of a certificate number entry, click .
6. To exit the Naturalization Certificate Number Maintenance screen, click .

To browse all certificate control information, perform the following steps:

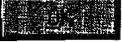
1. Select the Certificate Numbers menu option from the Profiles menu to access the Naturalization Certificate Maintenance screen (Exhibit 13-24).
2. Click the radio button.
3. Click . A list of naturalization certificate numbers for the entire service appears (Exhibit 13-25).
4. To view the details of a certificate number entry, click .

5. To view the history of a certificate number entry, click .
6. To return to the Naturalization Certificate Number Maintenance screen, click .

To assign certificate numbers to a site, perform the following steps:

1. Select the Certificate Numbers menu option from the Profiles menu to access the Naturalization Certificate Number Maintenance screen (Exhibit 13–25).
2. Enter the new certificate number range in the From and To fields.
3. Click the  radio button.
4. Click  to assign the certificate number range.
5. When the confirmation box appears, click  to save the changes.
6. When the message box indicating that the record has been changed successfully appears, click .
7. To exit the Naturalization Certificate Number Maintenance screen, click .

To undo the assignment of certificate numbers, perform the following steps:

1. Select the Certificate Numbers menu option from the Profiles menu to access the Naturalization Certificate Number Maintenance screen (Exhibit 13–25).
2. Enter the certificate number range to be removed in the From and To fields.
3. Click the  radio button.
4. Click  to undo the assignment of the certificate number range.
5. When the confirmation box appears, click  to save the changes.
6. When the message box indicating that the record has been changed successfully appears, click .
7. To exit the Naturalization Certificate Number Maintenance screen, click .

Forms

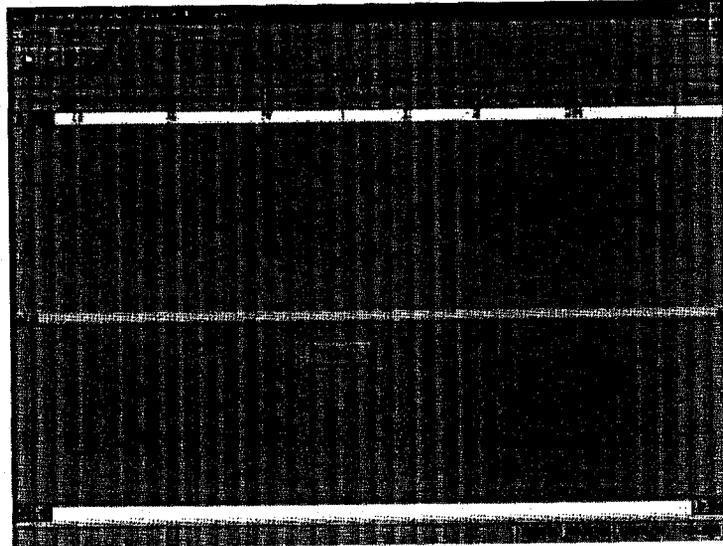
This option is used to add, edit, and delete form processing information for a site. The windows for the Forms option contain the following toolbar buttons:

- Add —Adds a new record
- Edit —Edits a record

- **Save** —Saves a record
- **Delete** —Deletes a record

Select the Forms option in the Profile menu to access the List of INS Forms screen (Exhibit 13–26, List of INS Forms). A list of current INS forms for the selected location appears.

Exhibit 13–26: List of INS Forms



To add new form information, perform the following steps:

1. Click the  (Add) toolbar button to access the INS Form Data—By Location window (Exhibit 13–27, INS Form Data—By Location).

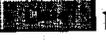
Exhibit 13-27: INS Form Data—By Location

2. Enter the appropriate information in the following fields:
- **Form Number**—Form code; to select from a list of codes, click .
 - **Form Description**—Short description of the form; this field populates automatically when the form number is entered
 - **Minimum Processing Days**—Minimum number of days required for processing this form
 - **Maximum Processing Days**—Maximum number of days required for processing this form
 - **Human Readable**—Number of human readable labels required for this form
 - **Bar Code Readable**—Number of bar-code readable labels required for this form
 - **Address**—Number of address labels required for this form
 - **A-Number**—A-Number required for this form
 - **Temporary A-Number**—Temporary A-Number required for this form, if applicable
 - **Gov't Agency ID**—Gov't Agency ID number required for this form
3. To identify how Special Requests are to be handled, click on one or both of the following:
- Send to Clerical check box for data entry
 - Check Evidence check box to have evidence checked
4. Click the  (Save) toolbar button.
- a. When the confirmation box appears, click  to add the record.
 - b. When the message box indicating that the record has been added successfully appears, click .
5. Click . The List of INS Forms screen (Exhibit 13-27) appears showing the new form number.
- Warning:** Clicking  before  clears the information entered and closes the current window without saving.

To edit a form information record, perform the following steps:

1. On the List of INS Forms screen (Exhibit 13-26), click in the box to the left of the Form Number to be edited.

2. Click the  (Edit) toolbar button to access the INS Form Data—By Location window (Exhibit 13–27).
3. Edit the information. (Refer to Step 2 of the above section for field information.)
4. Click the  (Save) toolbar button.
5. When the confirmation box appears, click  to save the changes.
6. When the message box indicating that the record has been changed successfully appears, click .
7. Click . The List of INS Forms screen (Exhibit 13–27) appears, showing the new form number.

Warning: Clicking  before  clears the information entered and closes the current window without saving.

To delete a form information record, perform the following steps:

1. On the List of INS Forms screen (Exhibit 13–26), click in the box to the left of the Form Number to select the record to be deleted.
2. Click the  (Edit) toolbar button to access the INS Form Data—By Location window (Exhibit 13–28).
3. Click the  (Delete) toolbar button.
 - a. When the confirmation box appears, click  to confirm the deletion.
 - b. When the message box indicating that the record has been deleted successfully appears, click . The List of INS Forms window appears. The deleted form no longer appears on the list.
4. To exit from the List of INS Forms screen, click .

Tables

The Tables menu is used to access the CLAIMS 4.0 database list of tables. A table can be opened or closed from the Tables menu. A record can be added, edited, or deleted from an open table. The windows for the Tables option contain the following toolbar buttons:

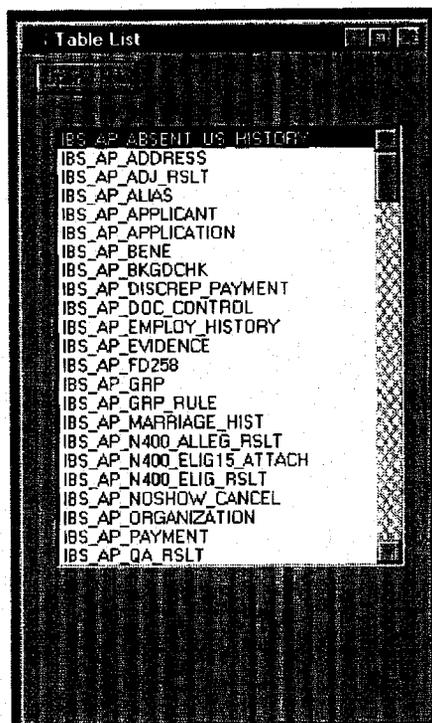
- **Add** —Adds a new record
- **Edit** —Edits a record
- **Save** —Saves a record

- **Delete** —Deletes a record

To open a table, perform the following steps:

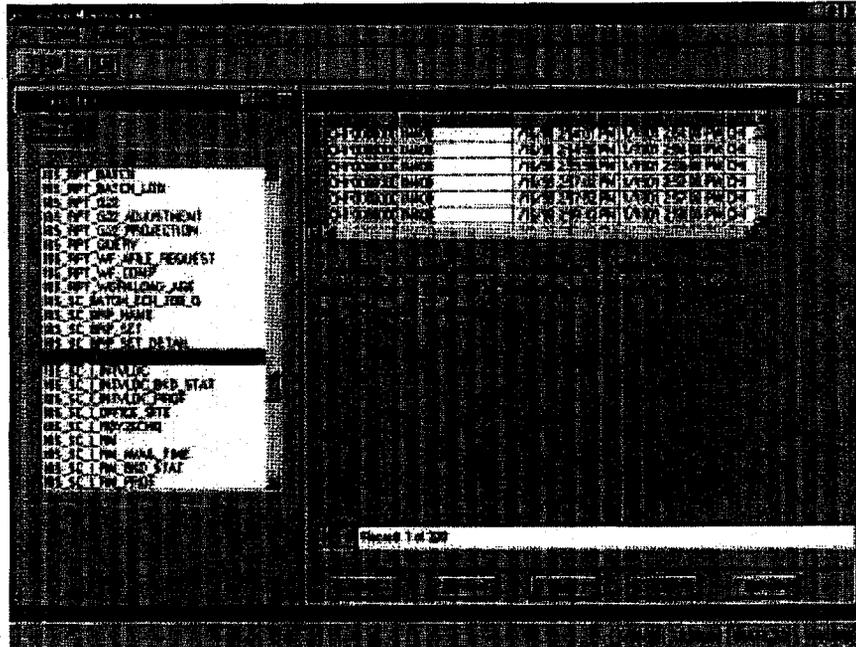
1. Select Open Table List from the Tables menu to access the Table List window (Exhibit 13–28, Table List). This may take 30 seconds or longer.

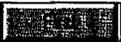
Exhibit 13–28: Table List



2. Scroll through the list, and click on the table to be opened.
3. Click  to display the selected table. (An example of a selected table window appears in Exhibit 13–29, Table List With Selected Table).

Exhibit 13–29: Table List With Selected Table



4. To navigate through the table, perform one of the following:
- Click on the scroll bars at the right and bottom of the table to view the contents of the table.
 - Click  to go to the first record.
 - Click  to go to the previous record.
 - Click  to go to the next record.
 - Click  to go to the last record.
 - Click  to rewrite the table and return to the first record.
 - Click  at the bottom of the window to view the first record.
 - Click  to view the previous record.
 - Click  to view the next record.
 - Click  to view the last record.

Note: The field at the bottom of the selected table window displays the number of the currently selected record in relationship to the total number of records listed.

5. To reduce the number of table records displayed, double click on a column heading in the table. The Table Look-Up Scan dialog box (Exhibit 13-30, Table Look-Up Scan) appears.

Exhibit 13-30: Table Look-Up Scan



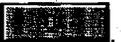
- a. Click one of the following radio buttons in the Operator section to direct the search:
 - Click on the Equal To operator to display all rows in the table containing a value equal to the value in the selected column.
 - Click on the Not Equal To operator to display all rows in the table containing a value different than the value in the selected column.
 - Click on the Less Than operator to display all rows in the table containing a value lower than the value in the selected column.
 - Click on the Greater Than operator to display all rows in the table containing a value greater than the value in the selected column.
 - Click on the Less Than or Equal To operator to display all rows in the table containing a value equal to or lower than the value in the selected column.
 - Click on the Greater Than or Equal To operator to display all rows in the table containing a value equal to or greater than the value in the selected column.
 - b. Click .
6. To close the selected table window, click the  control button.
 7. To close the Table List window, select Close Table List from the Tables menu.

To add a record to an open table, perform the following steps:

Note: Only authorized users can add, update, and delete records from the look-up and profile database tables using this option. All other users may only browse. Only look-up database tables with the prefixes IBS_LK or IBS_LP may be modified.

1. Select Open Table List from the Tables menu to display the Table List window (Exhibit 13–28). This may take 30 seconds or longer.
2. Scroll to a table with a prefix of either IBS_LP or IBS_LK, and click on the table name.
3. Click  to display the selected table.
4. Click the  (Add) toolbar button to access the Insert a New Record window (Exhibit 13–31, Insert a New Record).

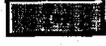
Exhibit 13–31: Insert a New Record

- 
5. Enter the appropriate information in each field.
 6. Click  to accept the new record or  to close the Insert a New Record window without saving.
 - a. When the confirmation box appears, click  to confirm the add.
 - b. When the message box indicating that the record has been added successfully appears, click .
 7. To close the selected table window, click the  control button in the upper right corner of the window.
 8. To close the Table List window, select Close Table List from the Tables menu.

To edit a record in an open table, perform the following steps:

Note: Only authorized users can add, update, and delete records from the look-up and profile database tables using this option. All other users may only browse. Only look-up database tables with the prefixes IBS_LK or IBS_LP may be modified.

1. Select Open Table List from the Tables menu to access the Table List window (Exhibit 13–28). This may take 30 seconds or longer.
2. Scroll to a table with a prefix of either IBS_LP or IBS_LK, and click on the table name.

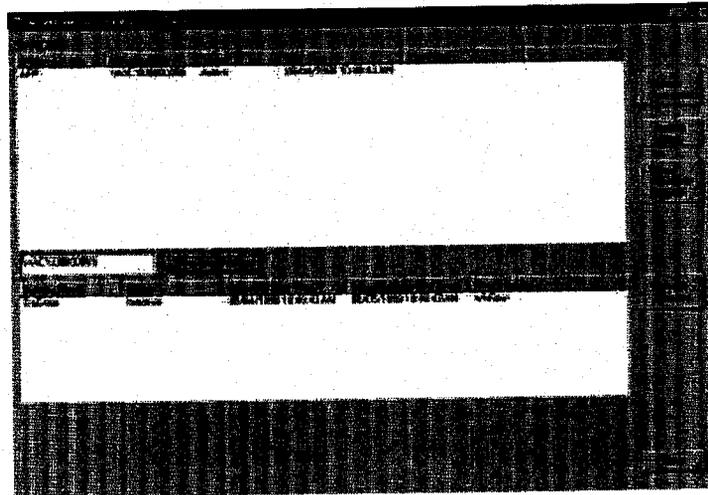
1. Select Open Table List from the Tables menu to access the Table List window (Exhibit 13-28). This may take 30 seconds or longer.
2. Scroll to a table with a prefix of either IBS_LP or IBS_LK, and click on it.
3. Click  to display the selected table.
4. Click the  (Edit) toolbar button to access the Update a Record window (Exhibit 13-32). Verify that this is the record you want to delete.
5. Click , and then click the  (Delete) toolbar button.
6. In the Delete Confirmation dialog box, click  to delete the table, or click  to cancel the deletion.
Note: Table records cannot be deleted if they are in use at the current site.
7. To close the selected table window, click the  control button.
8. To close the Table List window, select Close Table List from the Tables menu.

Status

The Status option is used to view/determine the status of cases in CLAIMS 4.0. When the Workflow Case Status—By Case screen is opened, a table of application IDs in use within the last hour at the selected location appears. The table lists the present status of each case and its start and end times. To determine the status of a case, perform the following steps:

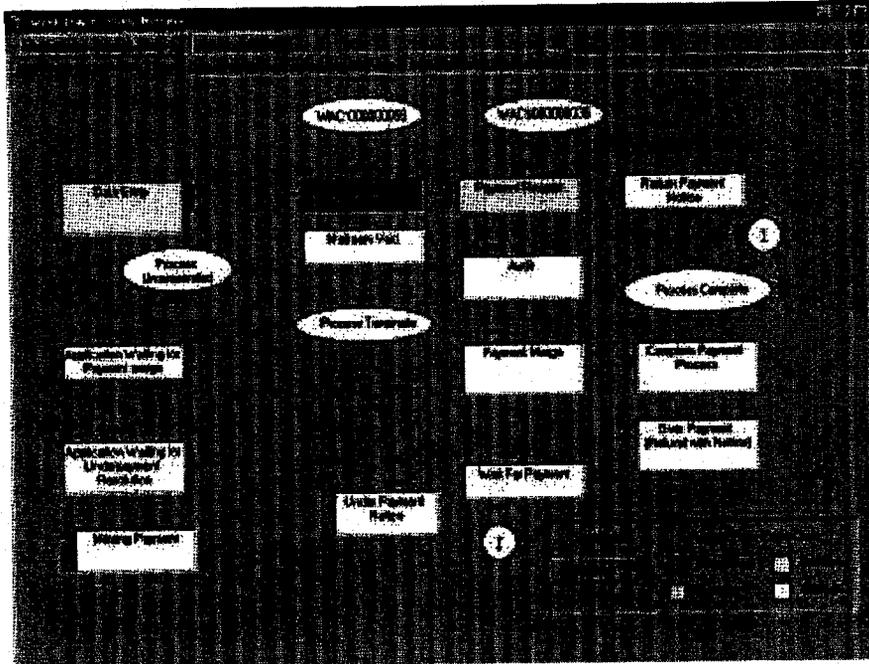
1. Select Workflow from the Status menu to access the Workflow Case Status—By Case screen (Exhibit 13–33, Workflow Case Status—By Case).

Exhibit 13–33: Workflow Case Status—By Case



2. To access a case, perform one of the following:
 - Scroll through the list to the desired case, and double click on the process name.
 - In the field to the left of the Find Case Number button, enter the case number (application ID or payment ID), and click .
3. Click to view the activity history of the selected case. The Workflow Case Status—Activity History screen appears (Exhibit 13–34, Workflow Case Status—Activity History).

Exhibit 13-35: Workflow Activity Monitor



7. Click  to verify that no changes have been made while you have been viewing the workflow status.
8. To close the Workflow Activity Monitor screen, click the  control button.
9. To exit the Workflow Case Status—By Case screen, click .

Window and File

The Window menu is used to arrange the screens and icons within the System Maintenance desktop. The Exit menu option in the File menu is used to return to the CLAIMS 4.0 Main Menu screen.

Arranging the Desktop

To arrange the System Maintenance desktop, perform the following steps:

1. If multiple screens are open, select **Tile** from the **Windows** menu to tile them (each screen takes up an equal amount of space on the monitor screen).
2. If multiple screens are open, select **Cascade** from the **Windows** menu to cascade them. The cascade windows option displays active screens overlapping, each with a slight offset. To bring a hidden screen to the front of the desktop, click on its title bar.

WORKFLOW ADMIN.

The Workflow Admin. module is restricted for use by an SA only. It is used to view and modify the workflow status of a case. To access the Workflow Admin. module, click the Workflow Admin. button (Exhibit 14-1, Workflow Admin. Button) in the CLAIMS 4.0 Main Menu screen.

Exhibit 14-1: Workflow Admin. Button



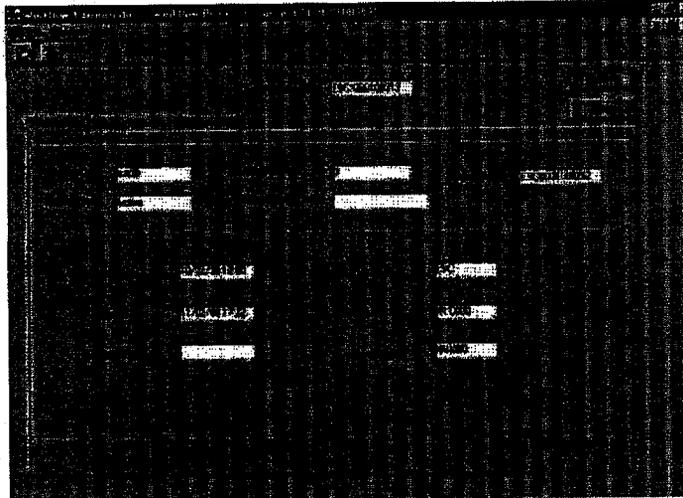
The following options are available in the Workflow Admin. module:

- **Process Info**—Used to view the current workflow processing status of an application or a payment
- **Pending Activities**—Used to view workflow activities that a case is awaiting or that are currently active; also enables you to reset an activity status to inactive, suspended, canceled, or error; merging points (special internal workflow activities) can only be viewed but cannot be reset using this option
- **Process History**—Used to view a history of all states of all workflow activities for a case

Process Information

The Process Info tab is used to view the current workflow processing status of an application or payment. The information within the screen is read only and cannot be modified. To view process information, perform the following steps:

1. In the Enter Process ID field, enter the ID of the application or payment.
2. Press R, or click  to retrieve the information for the case.
3. Click on the Process Info tab in the Workflow Process Instance screen (Exhibit 14-2, Workflow Process Instance—Process Info) to view current workflow processing status of the case.

Exhibit 14–2: Workflow Process Instance—Process Info

4. To view the status of another application at any time, click the  (View Process Instance) toolbar button. The current application remains open in the background and can be viewed by selecting its application ID from the Window menu.
5. To view related processes for the open application, click the  (Find related Processes) toolbar button.
6. The fields within the process information screen are as follows:
 - **Process Code**—Process type affiliated with the application ID or payment ID
 - **Process State**—Current workflow process state
 - **Holding Activity ID**—Numeric ID code representing the workflow activity code if the case is pending
 - **Holding Activity Code**—Code representing the workflow activity if the case is pending
 - **Related PayID**—Payment ID affiliated with the case (if any exists)
 - **Mailroom Date Time**—Date and time (MM/DD/YY HH:MM) the case was received in the mailroom
 - **Start Date Time**—Date and time (MM/DD/YY HH:MM) in which the case ID was generated in the mailroom
 - **End Date Time**—Date and time (MM/DD/YY HH:MM) in which the case was closed
 - **SC Loc Code**—Service center responsible for the case

- **Office Location**—Office responsible for the case
- **Case Location**—Office in which the case is located

Pending Activities

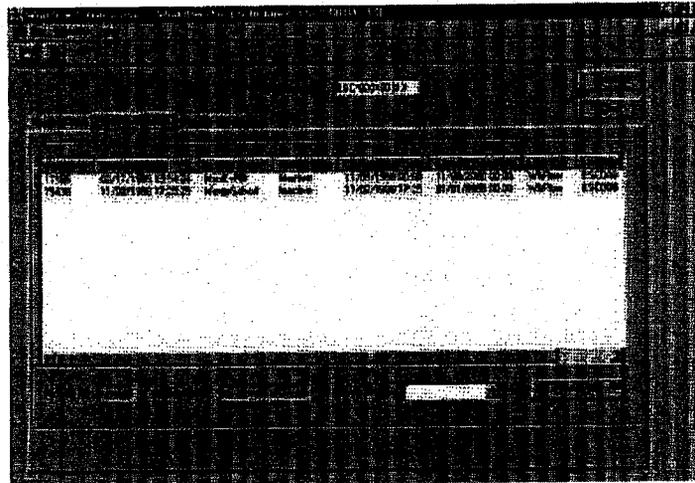
The Pending Activities tab is used to view workflow activities that a case is awaiting. This is also used to reset an activity status to inactive, suspended, or error. Merging points (that is, special internal workflow activities) can be viewed but cannot be reset using this option. Resetting workflow is used primarily to correct problems with the workflow activity status. When resetting a workflow activity, always verify the correct activity being reset. This option must be used with **EXTREME CAUTION**.

Note: If an activity is in an active status, the activity has been locked by the user.

To view pending activities, perform the following steps:

1. In the Enter Process ID field, enter the ID of the application or payment.
2. Press R, or click  to retrieve the information for the case.
3. Click on the Pending Activities folder tab in the Workflow Process Instance screen (Exhibit 14-3, Workflow Process Instance—Pending Activities) to view workflow activities that the case is awaiting.

Exhibit 14-3: Workflow Process Instance—Pending Activities



4. To reset the activity state of a process, perform the following steps:
 - a. Click on the activity ID to be reset.

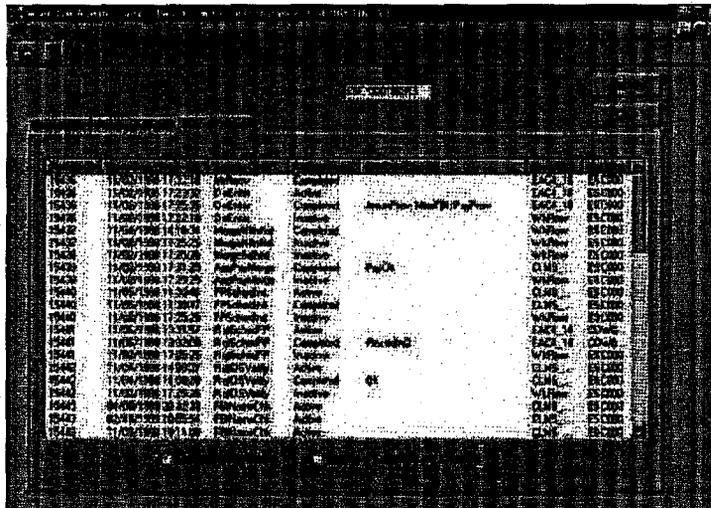
- b. Click in the Activity State field, and select the correct activity state. For regular types of workflow activities, the selection in the Activity State field defaults to Inactive. For ad hoc types of workflow activities, the selection in the Activity State field defaults to Canceled.
- c. Click  to change the activity state.
- 5. To change the sort order of the Activity list, click on the column title on which the list is to be sorted.
- 6. To view the activities of another application at any time, click the  (View Process Instance) toolbar button.
- 7. To view related processes for the open application, click the  (Find related Processes) toolbar button.

Process History

The Process History tab is used to view the history of completed, active, inactive, suspended, and canceled workflow activities for a case. To view process history, perform the following steps:

- 1. In the Enter Process ID field, enter the ID of the application or payment.
- 2. Press R, or click  to retrieve the information for the case.
- 3. Click the Process History tab to view a history of workflow activities for the case in the Workflow Process Instance screen (Exhibit 14-4, Workflow Process Instance—Process History).

Exhibit 14-4: Workflow Process Instance—Process History



Process ID	Activity State	Activity Name	Activity Date	Activity Time	Activity User	Activity Description
1100110011001	Active	Payment	11/01/2000	11:00:00	ADMIN	Payment
1100110011002	Inactive	Payment	11/01/2000	11:00:00	ADMIN	Payment
1100110011003	Canceled	Payment	11/01/2000	11:00:00	ADMIN	Payment
1100110011004	Inactive	Payment	11/01/2000	11:00:00	ADMIN	Payment
1100110011005	Inactive	Payment	11/01/2000	11:00:00	ADMIN	Payment
1100110011006	Inactive	Payment	11/01/2000	11:00:00	ADMIN	Payment
1100110011007	Inactive	Payment	11/01/2000	11:00:00	ADMIN	Payment
1100110011008	Inactive	Payment	11/01/2000	11:00:00	ADMIN	Payment
1100110011009	Inactive	Payment	11/01/2000	11:00:00	ADMIN	Payment
1100110011010	Inactive	Payment	11/01/2000	11:00:00	ADMIN	Payment
1100110011011	Inactive	Payment	11/01/2000	11:00:00	ADMIN	Payment
1100110011012	Inactive	Payment	11/01/2000	11:00:00	ADMIN	Payment
1100110011013	Inactive	Payment	11/01/2000	11:00:00	ADMIN	Payment
1100110011014	Inactive	Payment	11/01/2000	11:00:00	ADMIN	Payment
1100110011015	Inactive	Payment	11/01/2000	11:00:00	ADMIN	Payment
1100110011016	Inactive	Payment	11/01/2000	11:00:00	ADMIN	Payment
1100110011017	Inactive	Payment	11/01/2000	11:00:00	ADMIN	Payment
1100110011018	Inactive	Payment	11/01/2000	11:00:00	ADMIN	Payment
1100110011019	Inactive	Payment	11/01/2000	11:00:00	ADMIN	Payment
1100110011020	Inactive	Payment	11/01/2000	11:00:00	ADMIN	Payment

4. To view only completed and canceled workflow activities, click the  radio button.
5. To view all workflow activity, click the  radio button.
6. To change the sort order of the activity list, click on the column title for which the list is to be sorted.
7. To view the history of another application at any time, click the  (View Process Instance) toolbar button.
8. To view related processes for the open application, click the  (Find related Processes) toolbar button.

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APPENDIX A—GLOSSARY AND ACRONYMS

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Glossary

Activity state	Status of an application in CLAIMS 4.0 workflow
Adjudication	Official judgment that is made by the examiner who is processing an application or petition; standard adjudication decisions include approval, denial, or continuing a case
Advance start time	Number of minutes applicants are scheduled to begin arriving before the start of an OC
Administrative close	Termination of a case for a reason other than naturalization or denial
Administrative office	Office that has jurisdiction over the scheduling site
Alien file	Physical file that contains the applicant's application and supporting evidence, as well as any other notes or correspondence relating to the application
Alien Registration Card (1551)	Identification card that an individual receives when he or she initially registers for benefits or status with the INS
Alien number	Number assigned by INS facilities to aliens applying for benefits or status
Allocation rule	Rule that determines the order in which cases will be assigned to locations, rooms, etc. when more than one is available
Application ID	Unique number assigned by CLAIMS 4.0 to each new N400 or I881 application received in the Mailroom; this number can be entered into the system manually or the bar code, which contains the application ID, can be scanned
Available slots	Number of slots not reserved for particular groups of applicants
Bar-code label	Label attached to an A-File that, when scanned by a wand, provides the application ID number of that case
Batch	Two or more applications processed at the same time. Batch processing can be used for scheduling, information or status updates, and certificate printing functions in CLAIMS 4.0.
Batch print server	Option that allows an SA to view the status of a print job and batch printer errors, and to perform record maintenance on the request queue and error table. A search for a notice by application ID can also be done by the Batch Print Server.

Batch scheduler	Scheduling function that automatically creates scheduling slots, places ready to schedule cases into a scheduling queue, and assigns appointments to queued cases when it is run
Cancel at applicant request	Remove a case from a schedule in response to an applicant's request. Canceled cases count against an applicant's cancel limit.
Cancel limit	Number of times an applicant can cancel an appointment before CLAIMS 4.0 will no longer reschedule the case without user intervention
Cascade	Overlapping arrangement of open windows displaying the title bar of each
Cash box	Electronic accounting tool used in the Finance module of CLAIMS 4.0 to keep track of payment transactions. Each Cash Box within CLAIMS 4.0 has a unique identification number.
Central Index System	Centralized record keeping system that gathers and retains information from other INS systems, including CLAIMS 4.0
Certificate number	Unique ID number assigned to a naturalization certificate. The certificate number is preprinted on the certificate and must be entered into CLAIMS 4.0 when a print request is made.
Click	Single tap on a mouse button
Click and drag	Clicking on an object and holding down the left mouse button while moving the mouse to move or copy the selected object to another location
Clipboard (GUI)	Temporary memory used to transfer data from one application to another or to a new location within the same application
Close (GUI)	Clicking on the Close icon in the title bar; closes the current file or window or exits the current application or module
Close Out Case (CLAIMS)	Option within the Batch Status Update module used to close out oath ceremonies and naturalize applicants
Color code	A color used to identify a reporting gate for an OC
Computer-Linked Application Information Management Systems	ADP system that supports the receipt, adjudication, and notification processes of the Examinations program of the INS.
Cursor	Standard pointer used to select and activate a button or object on the screen
Deschedule	Remove a case from a schedule at the request of INS. Descheduled cases do not count against an applicant's cancel limit.
Desktop	Workspace screen area containing programs and icons

Destroy	Make a naturalization certificate unusable by taking an action such as shredding it
Dialog box	Message window containing specific options required to perform a selected command
Disk	Medium on which electronic data can be stored and retrieved
Double click	Two taps on a mouse button in rapid succession; a double click is often used to start a program or to open a folder
Employment authorization document	Document that authorizes an immigrant to seek employment in the United States
Error log	Function within the Batch Status Update module that identifies records that could not be updated and describes the related errors
Evidence	Documentation such as photographs, passports, affidavits, and certificates that support an applicant's application for naturalization. This evidence must be indicated as Received or Not Received in the Data Entry or Adjudications modules of CLAIMS 4.0.
FD-258	Fingerprint card submitted by an applicant and forwarded to the FBI for purposes of a background check
Folder	Graphical representation of a container that stores files; also known as a directory
Folder tabs	Series of screen labels grouped together using a file folder metaphor
Franker	Printer that endorses a check or money order with a payment ID number
G28	Form submitted with an N400 or I881 application that indicates the applicant is represented by an attorney
Graphical user interface	CLAIMS 4.0 operates in the Windows 95 environment. Windows 95 supports a GUI that enables a user to perform CLAIMS 4.0 operations in a user-friendly environment by using icons, menus, and dialog boxes
Group	Two or more individuals whose applications are kept together for scheduling purposes
Group ID	Unique identification number generated by CLAIMS 4.0 and attached to a group when it is created
Group rule	Rule that determines how members of a group are scheduled
Hard drive	Disk inside a computer workstation for storing and retrieving information; often referred to as the C:\drive
History	List of all past workflow activities through which an application has progressed

Icon	Graphical image used to represent an application or a function (for example, save); clicking or double clicking on an icon activates the associated application or performs a function within an application
Insertion point	Vertical flashing line that indicates the point within a text document or field where information can be entered
Interactive scheduling	Scheduling function that allows a user to schedule an individual application into a specific time slot
Interview location	Location at which an interview takes place
I89A Form	Application for an alien registration card
I89B Form	Application to replace an alien registration card due to loss or name change
I881 Form	Form submitted to apply for suspension of deportation or special rule cancellation of removal
Keyword	Word or term used to search for related topics
Lead applicant	The primary contact for payment notices when multiple applications are submitted with a single payment
Maximize	Icon in the title bar used to expand the current window to fill the entire screen
Menu bar	List of choices (for example, files) located in a horizontal line below the title bar in a window
Minimize	Icon in the title bar used to reduce the current window to a button in the Windows task bar without closing the application
N400 Form	Application form submitted for naturalization
N470 Form	Application to preserve an alien's residency in the United States
N565 Form	Application to replace a lost, stolen, or destroyed certificate of citizenship or naturalization
N600 Form	Application for U.S. citizenship
N643 Form	Application for U.S. citizenship for an adopted child
Naturalization certificate	Official document that is presented to an applicant during an OC and that serves as proof of citizenship
No show limit	Number of times an applicant cannot keep an appointment before CLAIMS 4.0 will no longer reschedule the case without user intervention
Notepad	Windows application used to create or edit text files of less than 64K in text-only format

Out box	Function within the Notices module that retains electronic copies of previously created notices
Paint	Windows application used to create, modify, or view pictures (replaces Paintbrush from Windows Version 3.1)
Payments	Function used within the Finance module to enter specific information for each type of payment made for an application
Payment ID	Unique identification number assigned by CLAIMS 4.0 to each payment received by the Mailroom
Point	Position cursor over a screen object
Print label	Mailroom function used to record the receipt of applications and payments; the application ID is generated during this process and printed on a label
Print queue	List of documents pending printing, indicating size, originator, and status of the print job
Profile	A set of information that defines an office's scheduling preferences. Profiles must be set up for each scheduling site, location, room, and section.
Province	Areas of a country situated away from the capital or population center (for example, Canada); if applicable, this information is required on the N400 application
Pull-down list	List displayed when the downward pointing arrow (m) is clicked within a field; also referred to as a drop-down list
Queue ceremony	Place a request to print certificates for an OC onto a print server
Query	A set of criteria that defines and limits the information contained in a report
Query script	Saved set of query criteria that can be retrieved and used to generate an inquiry in the Reporting module
Radio button	Button used to select one of several available options
Reboot	Shut down and restart a computer workstation
Receipt and Alien-File Accountability and Control System	An automated system for tracking the whereabouts of an alien file
Remittance	Payment submitted by an applicant with an application for citizenship or naturalization; payments can be made in the form of cash, checks, money orders, and credit cards
Remittance sequence number	Number assigned to a payment in addition to the payment ID when two or more remittances are submitted for a single application

Report query	Function within the Reporting module that allows a user to generate reports
Reporting gate	Station at which applicants are scheduled to report for an OC. At least one reporting gate must be set up for each oath location
Reserved slots	Number of OC slots set aside for particular groups of applicants
Restore	Icon in the title bar that is used to return the current window to its original size
Right click	Single tap on the right mouse button
Schedule rule	Rule that determines the order in which cases are scheduled to interview and OC slots
Scheduling queue	Waiting list of ready to be scheduled applications. Users can place cases in the scheduling queue with the Place in Queue scheduling function. Cases are also added to the scheduling queue when headquarters runs the Place Applications into Ready to Schedule Queue option on the Batch Scheduler. Cases in the scheduling queue are placed into scheduling slots when the Assign Appointments for Applications option on the Batch Scheduler is run.
Scheduling site	Office responsible for setting up a schedule
Section	A group of examiners, service type, etc. for which a specific interview schedule is set up
Scroll bars	Gray bars located vertically on the right side of a window and horizontally across the bottom of a window that contain arrows at either end for moving the items within a window into view
Shortcut menu	Menu containing the most frequently used commands for a file or folder; accessed by clicking the right mouse button on a specific file or folder
Stagger time	Number of minutes arrival times for an OC are staggered; used to prevent all applicants from arriving at the same time
Start	Button on one side of the task bar that is used to open programs or documents and to restart or shut down the computer
Status	List of current workflow activities for an application. The following status codes are used to indicate workflow status: Active—Indicates that the workflow activity is currently in progress Inactive—Indicates that the workflow activity is pending Completed—Indicates that the workflow activity is finished Canceled—Indicates that the workflow activity was begun but not completed
Submenu	Menu containing specific programs, files, or groups within a main menu; accessed by choosing an item with a right arrow to the side of it

Suffix	Field on the N400 application to distinguish persons who are Sr., Jr., III, IV, etc.
Task bar	Gray section on the bottom edge of the screen containing the Start button, buttons for other applications or modules currently running, a clock, and icons to access other custom accessories
Terminate	Close a case for a reason other than naturalization or denial
Text	Characters, including letters, numbers, and symbols typed into a document
Text file	File containing characters only with no formatting
Tile	Arrangement of all open windows dividing the screen into equal-sized sections
Title bar	Bar across the top of a window indicating the application or file name contained within the window
Toolbar	Bar with buttons that perform the most common tasks in an application with a single click
Tool tips	Pop-up text fields that appear when the cursor is moved over a toolbar button; the text usually relates to the menu item name that performs the same function
Total capacity	Total number of slots at an OC, including both available slots and reserved slots
User ID	Code that identifies a user to the system
Void	Record that a certificate number and its corresponding certificate are invalid
Workflow	Ordered sequence of activities through which an application must progress during the naturalization process. When entered in the User column of the Case Status screen, Workflow indicates that an activity was initiated automatically by the CLAIMS 4.0 system rather than by a particular user.

Acronyms

AAO	Administrative Appeals Office
ADP	automated data processing
A-Number	alien number
CBO	community-based organization
CCO	Case Control Officer
CIS	Central Index System
CLAIMS	Computer-Linked Application Information Management System
COB	country of birth
COC	country of citizenship
CPU	central processing unit
DFS	Designated Fingerprint Service
DOB	date of birth
DOJ	Department of Justice
EAD	employment authorization document
FBI	Federal Bureau of Investigation
FP	fingerprint
GUI	graphical user interface
ID	identification
INS	Immigration and Naturalization Service
KB	kilobyte
LAN	local area network
NACS	Naturalization Automated Casework System
OC	oath ceremony
POE	port of entry
QA	Quality Assurance
RAPS	Refugee Asylum and Parole System
RAFACS	Receipt Alien-File Accountability and Control System
RNACS	Redesigned Naturalization Automated Casework System
RPC	responsible party code
SA	system administrator
SC	service center
SSN	Social Security number
VOLAG	Volunteer Agency

APPENDIX B—REPORT DESCRIPTIONS

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REPORT DESCRIPTIONS

The CLAIMS 4.0 Reporting module allows the user to generate and print several types of reports. The types of reports available to a user are determined by the user's access privileges. The user must initiate a database search based on selected criteria in order to generate a report. Fields available for selecting search criteria vary according to the type of report being generated. The following is a list of all available CLAIMS 4.0 reports and a description of each respective report. The reports are broken into nine categories or functional areas. Each functional area contains a series of reports related to the same topic.

Adjudications

The Adjudications functional area allows adjudicators and supervisors to generate status reports on specific applicants and applications. Reports can be generated to track cases through the application process and list cases that are on hold, pending, or continued status. Statistical reports on cases that do not have A-File numbers and cases where users' requests for additional information have expired can also be produced. Reports in this functional area are generated by INS office location, mail room receipt date, and applicant criteria.

Report	Heading
Applicant Current Status Report	Lists the application ID, A-Number, form number, applicant's name, current status, and country of birth. This report is generated by District Office location, mailroom receipt date, COB, and COC code. It can be sorted by application ID, A-Number, applicant name, application status, COB, COC code, mail room application receipt date, and terminal digit. Includes a total count of applicants listed in the report.
Applicants Naturalized by the Court	Lists the A-Number, application ID, mail room received date, applicant name, and OC date and time. This report is generated by OC scheduling site and OC date range, and can be sorted based upon A-Number, application ID, mail room receipt date, applicant name, and OC date and time.

Report	Heading
Cases Eligible for Denial Due to Failure to Appear for Fingerprinting	Lists the application ID, applicant name, and A-Number of those applications that can be denied because the applicant did not appear for fingerprinting within the allotted time. This report is generated by service center location and can be sorted by application ID, applicant name, and A-Number.
Cases Eligible for Denial Due to Failure to Submit Fingerprint Card	Lists the application ID, applicant name, and A-Number of those applications that can be denied because the applicant residing abroad did not submit a fingerprint card within the allotted time. This report is generated by service center location and can be sorted by application ID, applicant name, and A-Number.
Cases Eligible for Denial Due to Failure to Submit Fingerprint Fee	Lists the application ID, applicant name, and A-Number of those applications that can be denied because the applicant did not submit the fingerprint fee within the allotted time. This report is generated by service center location and can be sorted by application ID, applicant name, and A-Number.
Cases Eligible for Denial Due to Non-Payment of Fingerprint Fee	Lists the application ID, applicant name, and A-Number of those applications that can be denied because of a bounced check that was not resolved within the allotted time. This report is generated by service center location and can be sorted by application ID, applicant name, and A-Number.
Cases Eligible for Denial Due to Undeliverable Notice	Lists the application ID, applicant name, and A-Number of those applications that can be denied because of undeliverable notice. This report is generated by service center location and can be sorted by application ID, applicant name, and A-Number.
Cases on Hold	Lists the application ID, application status, and mail room receipt date with the applicant's name and A-Number. This report is generated by INS location, applicant COB, COC code, marital status, and mailroom receipt date range, and can be sorted by A-Number, application ID, application status, applicant name, and terminal digit

Report	Heading
Cases Without A-File Numbers	This report lists the application ID, form number, applicant name, application status, mail room receipt date, and applicant COB. This report is generated by INS location and mail room receipt date range.
Cases Pending	Lists the A-Number, applicant name, application ID, mail room receipt date, and application status. This report is generated by district office site and mail room receipt date range, and includes a total number of cases pending in that date range. The report can be sorted by A-Number, application ID, applicant name, mail room receipt date, application status, and terminal digit.
Continued Cases	Lists the application ID, A-Number, application status, applicant name, file owner site and subsite code, and relevant CBO. This report is generated based upon interview site, applicant COB and COB, and mail room receipt date range. The report can be sorted by A-Number, applicant name, application ID, application status, file owner site and subsite code, CBO, and terminal digit.
Expired Request For Additional Case Information Report	Lists the application ID, A-Number, applicant name, date the evidence was requested, and the requesting office site code. It provides a total count of expired information requests, identifying cases where the request for additional information is outstanding more than 30 days. This report is generated based upon administrative office site, date, and location of case file.

Certificate Tracking

The Certificate Tracking functional area is used by supervisors and document production staff to generate status and administrative reports concerning naturalization certificate use.

Report	Heading
Cases Without Certificate Numbers	Lists the A-Number, application ID, OC date, OC service type, and applicant name. This report is generated by OC site and date range, and can be sorted by applicant name; OC site, date, and time; service type; application ID; A-Number; mailroom receipt date; and terminal digit.
Certificate Accountability	Lists the certificate number, application ID, A-Number, applicant name, and OC site and date. This report is generated by OC site and date range, and can be sorted by applicant name; OC site, date, and time; A-Number; application ID; and terminal digit.
Certificate Issuance Report	Lists the certificate number, application ID, A-Number, certificate date of issue, applicant's name and certificate status. This report is generated by OC site and certificate date of issue range, and can be sorted by certificate number, certificate date of issue, A-Number, application ID, applicant name, and terminal digit.
Report of Voided Certificates	Lists the certificate number, application ID, and A-Number with the certificate's date of void, voider's user ID, and the reason for the void. The report is generated by OC site and scheduling site, and certificate voided date range, and can be sorted by certificate number, reason for void, A-Number, certificate void date, voider's user ID, and terminal digit.

File Room Operation

Reports in the File Room Operation functional area are used by service center staff to track movement of A-Files between office locations.

Report	Heading
CIS File Transfer Report	Lists the application ID, A-Number, responsible party code (RPC), section code, file destination site, and subsite code. This report is generated by service center location, and can be sorted based upon RPC, application ID, A-Number, and terminal digit.
CLAIMS 4.0 A-File Request Status	Lists the A-File number, A-File site code, application status, application ID, mail room receipt date, RPC, section code, and A-File destination site code. This report is generated by INS site and date range, and can be sorted based upon activity start date, terminal digit, file destiny site code, application ID, application status, and A-Number.
Create a T-File	Lists RPC, application ID, A-Number, date file request generated, and office site code. This report is generated based upon service center site and date, and can be sorted by terminal digit, application ID, RPC, and A-Number.
Daily RAFACS Report of A-Files Received	Lists the application ID and A-Number of A-Files received. This report is generated by INS site and mail room receipt date.
File Consolidation	Lists the application ID, A-Number, RPC, file consolidation date, and file location site code. This report is generated by service center site and date, and can be sorted based upon application ID, A-Number, terminal digit, and RPC.
File Consolidation and Shipment	Lists the application ID, A-Number, RPC, file consolidation date, and destination site code. This report is generated by service center location, and can be sorted based upon application ID, A-Number, terminal digit, and RPC.

Report	Heading
File Movement and Shipment	Lists the application ID, A-Number, RPC, office site code, and destination site code. This report is generated by service center site and date, and can be sorted based upon RPC, application ID, and A-Number.
OF-11 Request	Lists the application ID, A-Number, and RPC. This report is generated by service center site, and can be sorted based upon RPC, terminal digit, A-Number, and application ID.
Ship A-File (Transfer Out)	Lists the application ID, A-Number, RPC, site section code, A-File destination site, and subsite code. This report is generated based upon service center site and date.
Ship T-File (Transfer Out)	Lists the application ID, RPC, transfer date, T-File destination site, and subsite code. This report is generated by service center site and date.

Finance

Reports in the Finance functional area are used by service center staff to view, track, and audit the financial transaction and payment activities that are part of the filing and approval process for naturalization applications. Staff can also use these reports to document and track payments over time by remittance type, and to help resolve financial issues.

Report	Heading
Bill Transmittal Sheet	Lists a breakdown of fees and payments collected by INS site and mail room receipt date. Includes a report section where a daily register of receipts by account number, fees paid, payment collection date, INS INN number, bank adjustment code, and reason for adjustment is shown. Prints a section for the INS officer to record his name, his/her signature, job title and provide a date to verify that funds were transferred and received at a bank depository. This report is generated by auditor ID, cash box ID, user ID, and receipt date.
Bounced Check Report	Lists the payment ID, remittance sequence number, payment receipt date, payment status, and paid amount by payment ID. Includes a total number of remittances and total amount of bounced check payments. This report is generated by service center site, and payment receipt date, and can be sorted by payment ID, payment receipt date, and remittance sequence number.
Detail Audited Cash Box Report	Lists the cash box ID, user ID, cash box status, date cash box was created, cash box audited date, auditor ID and name, date cash box was closed, and cash box user name. Lists the payment IDs, remittance sequence number, date payment received, and paid amount by payment ID for a cash box. Includes a subtotal number of remittances and amount collected for each cash box ID audited, and a total number of remittances and payments received across cash boxes reviewed. This report is generated by service center site and cash box audited date range.

Report	Heading
Detail Audited Cash Box Report for Supervisors	Lists the cash box ID, user ID, cash box status, date cash box was created, cash box audited date, auditor ID and name, date cash box was closed, and cash box user name. Lists the payment IDs, remittance sequence number, date payment received, and paid amount by payment ID for a cash box. Includes a subtotal number of remittances and amount collected for each cash box ID audited and a total number of remittances and payments received across cash boxes reviewed. This report is generated by service center site, auditor name, user name, and audited date range.
Detail Cash Box Report	Lists the cash box ID, user ID, cash box status, date cash box was created, and cash box user name. Lists the payment IDs, remittance sequence numbers, date payment received, and paid amount by payment ID. Includes a subtotal number of remittances and payments received for a cash box ID and a total number of remittances and payments received across cash boxes reviewed. This report is generated by service center site, cash box ID, user ID, and date of cash box report request.
Detail Cash Box Report For Supervisors	Lists the cash box ID, user ID, cash box status, date cash box was created, and cash box user name. Lists the payment IDs, remittance sequence numbers, date payment received, and paid amount by payment ID. Includes a subtotal number of remittances and payments received for a cash box ID and a total number of remittances and payments received across cash boxes reviewed. This report is generated by service center site, cash box ID, user ID, and date of cash box report request, and can be sorted by cash box ID, user ID, and user name.

Report	Heading
Detail Fee Register Report	Lists the user name, payment ID, remittance sequence number, remitter name, remittance type code, remit number, and amount paid by payment ID. Includes a grand total of remittances received and amount paid, however totals do not include unacceptable payments. This report is generated by payment receipt date range, user ID and name, and service center site, and can be sorted by bank number, remitter name, payment ID, and amount paid.
Detail Register Transaction Report	Lists the payment ID, remittance sequence number, remitter name, remit number, and amount paid. Includes a grand total of remittances and amounts paid by remittance type, however totals do not include unacceptable payments. This report is generated by payment receipt date range, cash box user ID, and service center site, and can be sorted by form number, bank number, payment ID, and amount paid.
Detail Register Transaction Report for Supervisors	Lists the payment ID, sequence number, remitter name, remit number, and amount paid for all remittance types at a site. Includes a grand total of remittances and amount paid by remittance type. This report is generated by service center site, user ID and name, and payment receipt date, and can be sorted by payment ID, remitter name, remittance type, bank number, payment receipt date, amount paid, and form number.
Office Fee Register By Payment Type	Lists the number of remittances received, remittance type, and amount paid per remittance. Includes a total number of remittances and amounts paid, and provides a section for verifier, forwarded, and regional finance staff signatures, and to record deposit number and dates. This report is generated by service center site and remittance date range.

Report	Heading
Open Payment Report	Lists payment ID, number of remittances, payment status, and mailroom received date. Calculates total remittances and payments received but not yet data entered and provides notification if payment has been voided. This report is generated by service center site and mail room received date range.
Refund Due Report	Lists the payment ID, payor name and address, single or lead pay group application ID, total payments received, refund owed to payor, overpayment determination date, and date refund notification sent to payment system. This report is generated by INS site and date range.
Refund Paid Report	Lists the payment ID, payor name and address, single or lead pay group application ID, total payments received, refund paid, overpayment determination date, and date refund sent. This report is generated by INS site and date range.
Summary Active Cash Box Report	Lists the cash box ID, user ID, user name, date cash box was created and total number of remittances. Includes a total number of remittances received by cash box. This report is generated by service center site and date.
Summary Active Cash Box Report for Supervisors	Lists the cash box ID, user ID and name, date cash box created, and total number of remittances by cash box. Includes a total number of remittances across cash boxes. This report is generated by service center site, cash box ID, user ID, user name, and date.
Summary Audited Cash Box Report	Lists the cash box ID, user name, user ID, date cash box was created and closed, and total number of remittances and payments by cash box ID, auditor code, and audited date. Includes a total number of remittances and payments across cash boxes. This report is generated by service center site, user ID, and audited date range.

Report	Heading
Summary Audited Cash Box Report for Supervisors	Lists the cash box ID, user name, user ID, date cash box was created and closed, and total number of remittances and payments by cash box ID, audited by code, and audited date. Includes a total number of remittances and payments received across cash boxes. This report is generated by service center site, cash box auditor, user name, and audited date range.
Summary Cash Box Report	Lists the cash box ID, date the cash box was created, user ID and name, cash box status, type of remittance, number of remittances received, and payment amounts by remittance type. Includes a subtotal of remittances and amounts received by cash box ID and a grand total of remittances received and amounts paid across cash boxes. This report is generated by service center site, cash box user ID, and date.
Summary Cash Box Report for Supervisors	Lists the cash box ID, date the cash box was created, user ID and name, cash box status, type of remittance, and number of remittances and payment amounts by remittance type. Includes a subtotal of remittances and amounts received for a cash box ID, and a grand total of remittances received and amounts paid across cash boxes. This report is generated by service center site, cash box user ID, user name, and date.

G22 Reporting

The G22 functional area is used by supervisors to retrieve a summary of report activity with respect to total adjudication and citizenship activity reports 130A through 160. The reports are generated by scope, which can include multiple INS locations and reporting period date ranges. The reports include tracking of officer and clerical hours.

Report	Heading
G-22 Place Pipeline Report	Lists total adjudication and citizenship report titles in the left column and provides report workflow actions across the top, including begin pending, initial receipts, reopened, transfer in and out, service center processing completed, oaths administered and approved, applications denied due to fraud and other, applications returned, NACS adjustment, end pending, and officer and clerical hours. This matrix report is generated by site scope and reporting period.
G-22 Place Report	Lists total adjudication and citizenship report titles in the left column, and provides report workflow actions across the top, including begin pending, initial receipts, reopened, transfer in and out, service center processing completed, oaths administered and approved, applications denied due to fraud and other, applications returned, NACS adjustment, end pending, and officer and clerical hours. This matrix report is generated by site scope and reporting period.

Mailroom

Reports in the Mailroom functional area are used by supervisors and staff at INS service centers to review and track statistics on naturalization application and payment transactions, including unprocessed application and payment processes, on a daily or longer basis. Reports are generated based on INS site and mailroom receipt date range.

Report	Heading
Daily Mailroom Remittance Reconciliation Report	Lists the payment ID, number of remittances, payment status, and mailroom received date by payment ID across participant codes. Includes a subtotal number of remittances processed by a participant, and a grand total of received remittances. This report is generated by INS site, user ID, and mailroom receipt date, and is sorted by user ID and mailroom received date and time.
Daily Mailroom Remittance Reconciliation Report for Supervisors	Lists the payment ID, number of remittances, payment status, and mailroom received date by payment ID. Includes a subtotal number of remittances processed by a participant, and a grand total of received remittances across participants. This report is generated by INS site, user ID, user name, and mailroom received date, and is sorted by user ID.
Mailroom Remittance Reconciliation Report	Lists the user ID, payment ID, number of remittances per payment ID, and mailroom received date. Provides a total number of remittances processed by user ID. This report is generated by INS site and does not include voided payments and their associated remittances.
Mailroom Remittance Reconciliation Report for Supervisors	Lists the user name, user ID, payment ID, number of remittances and mailroom received date. Includes a subtotal number of remittances processed by a staff member, and provides a total number of mailroom received remittances processed. This report is generated by INS site, user ID, and name, and is sorted by user ID. This report does not include voided payments and their associated remittances.

Report	Heading
Mailroom Remittance and Applications Report For Supervisors	Lists the user ID, payment ID, application ID, and mailroom received date. This report is generated by service center site, user ID, and user name, and can be sorted based upon application ID, mailroom date and time, and payment ID.
Unprocessed Application Report	Lists the application ID, process start date, related payment ID, and mailroom clerk ID. Includes a total number of applications received, but, not yet data entered. This report is generated by service center site and mailroom date range.
Unprocessed Payment Report	Lists user name, payment ID, number of remittances by payment ID, process start date, payment status, and mailroom clerk ID. This report is generated by service center site, user ID and name, and mailroom receipt date. Includes a total number of payments received but not yet data entered.

Management Reports

The Management Report functional area is used by supervisors to review and track applicant data mismatches between Claims and CIS, actions on cases pending, and data production and N400 activity statistics.

Report	Heading
Address Errors Detail Report	Lists the application ID, A-Number, applicant name, data entry date, address type, all relevant address fields, error codes, and error descriptions for those applications containing address errors. This report is generated by service center location and can be sorted by application ID and A-Number.
Cases Pending Aging Report	Report is generated by location and date.
Case Pending Summary Report	Report is generated by location and date.
CIS / Claims Mismatch Report	Lists the A-Number, application ID, and compares CIS and CLAIMS database entries by last name, first name, and DOB. This report is generated by INS site and date range.
New N400 Cases	Lists the service center site code, application ID, applicant name, A-Number, payment ID, data entry done by user ID code, and N400 case site code. Includes a total number of new applications received by service center site code and total number of N400 cases. This report is generated by service center site, user ID and name, and data entry date range.
Data Entry Production Report	Lists the form name and type, INS site code and city, and provides a count of cases by site. Includes a total number of cases across sites. This report is generated by service center site, form type, and data entry date range.

Scheduling Exam

The Scheduling Exam functional area is used by supervisors and clerical staff to view and analyze scheduling plans and status, review interview and adjudicator activity, and capture demographic and interview activity statistics related to exam scheduling.

Report	Heading
Available Appointment Slots for Examiners	Lists the Adjudicator ID, interview date, interview start and end times, scheduling site, and subsite code. This report is generated by interview site, date and time, interview scheduling site, and available date range, and can be sorted by Examiner number, interview date, start and end times, and scheduling site and subsite code.
Available Appointment Slots Report	Lists the interview available dates, available room IDs, interview start and end times, and scheduling site and subsite codes. This report is generated by interview site, interview scheduling site, and available date range, and can be sorted by interview scheduling site and subsite code, interview start and end time, available date range and interview room ID.
Cancel/No Show Report	Lists the application ID, applicant name, A-Number, interview service type, interview date and time, and disposal action taken. This report is generated by interview schedule site, interview service type, and interview date range, and can be sorted by interview date, time and room ID; application ID; A-Number; applicant name; interview service type; interview scheduling site and subsite code; and terminal digit.
Cases with Interview Past Due	Lists the application ID, applicant name, A-Number, interview service type, interview time, and interview room ID. This report is generated by interview site and interview dates older than, and can be sorted by applicant name, A-Number, application ID, room ID, interview date and time, interview service type, and terminal digit.

Report	Heading
Daily Itinerary for INS Facilities	Lists the Adjudicator ID, interview time, interview room ID, and interview date. This report is generated by interview site and interview date range, and can be sorted by room ID, interview time, and examiner ID.
Daily Schedule By Examiner	Lists the application ID, adjudicator ID, applicant name, A-Number, interview service type, interview room, room section, and interview start time. This report is generated by interview site and date, applicant COB and COC, and interview site, and can be sorted by interview room ID, applicant name, interview service type, adjudicator ID, A-Number, section ID, and terminal digit.
Demographic Report by Interview Date	Lists the application ID, applicant name, occupation, A-Number, and COB and COC. This report is generated by interview site and date range, and can be sorted by application ID, applicant name, occupation, COB and COC, A-Number, and terminal digit.
Demographic Report by Mail Date	Lists the application ID, applicant name and occupation, A-Number, COB and COC, file owner site, and mailroom received date. This report is generated by interview scheduling site, interview site, and mailroom date range, and can be sorted by file owner site code, and applicant name, COB and COC, occupation, A-Number, and terminal digit.
Examination / Case Review Pick List	Lists the application ID; applicant name; A-Number; interview date and time; examiner ID/section ID/room ID codes; interview schedule date; and FBI control number. This report is generated by interview site and date range, and can be sorted by interview time and date, applicant name, examiner ID, interview scheduled on date, A-Number, application ID, and terminal digit.

Report	Heading
Examiners Appointment Slots Booked Statistics	Lists the adjudicator ID, interview date, interview start and end time, available hours, and percentage of appointment slots available filled. This report is generated by interview site and date range, and can be sorted by interview site and subsite code.
Interview Schedule by Attorney	Lists the attorney name, firm name and address, application ID, A-Number, and interviewer ID code, service type, and room ID. This report is generated by interview scheduling site, service site, and date range, and can be sorted by attorney address, name and phone number; firm name; postal/ZIP codes; state, city and street names; interview date, time, and room ID; application ID; examiner ID; applicant name; A-Number; and terminal digit.
Interview Schedule by Examiner	Lists the application ID, applicant name, A-Number, interview service type; interview date, time and room ID; and adjudicator ID. This report is generated by interview scheduling site, service site, and interview date range, and can be sorted by interview date, time, and room ID; application ID; examiner ID; applicant name; interview service type; A-Number; section ID; and terminal digit.
Interview Schedule by Location and Examiner	Lists the application ID; applicant name; A-Number; interview service type; adjudicator ID; and interview date, time and room ID. This report is generated by interview site and date range, and can be sorted by interview site and subsite code.
Interview Section Booked Statistics	Lists the interview date, room ID, available hours, and the percentage of available interview slots filled. This report is generated by interview scheduling site, service site, and date range, and can be sorted by interview date, time and room ID; interview service type; application ID; A-Number; examiner name; applicant name; and terminal digit.

Report	Heading
List of Assigned Examiners	Lists the application ID; adjudicator ID; applicant name; A-Number; interview service type; and interview date, time, and room ID. This report is generated by interview scheduling site and date range, and sorted by interview date, time and room ID; interview service type; application ID; A-Number; examiner name; applicant name; and terminal digit.

Scheduling Oath Ceremony

The Scheduling Oath Ceremony functional area is used by supervisors and clerical staff to generate scheduling, status, demographic and interview activity reports, and statistics related to OCs.

Report	Heading
Available Oath Ceremony Slots	Lists the OC date, time, and room ID; available and reserved OC slots; and OC scheduling site. This report is generated by district office site, OC site, and OC date range, and can be sorted by available and reserved OC slots, and OC date, time, and room ID.
Cases with Ceremony Past Due	Lists the application ID, applicant name, A-Number, OC date, and room ID. This report is generated by OC site and OC date range, and can be sorted by applicant name, OC date and room ID, A-Number, application ID, and terminal digit.
Daily Schedule by Oath Ceremony Facility Room	Lists the application ID; applicant name; A-Number; entrance gate ID; report time; and OC date, time, and room ID. This report is generated by OC scheduling site, service site, and OC date range, and can be sorted by applicant name; OC report time; date, time, and room ID; A-Number; entrance gate ID; and terminal digit.
Oath Ceremony by Applicant	Lists the application ID; applicant name; A-Number, OC report time; date, time, and room ID; OC scheduling site; and entrance gate ID. This report is generated by OC scheduling site, service site, and OC date range, and can be sorted by application ID; applicant name; OC scheduling site; OC date, report time, and room ID; gate ID; A-Number; and OC subsite code.
Oath Ceremony Cases with No Certificate Numbers	Lists the application ID; applicant name; A-Number; and OC date, time, and room ID. This report is generated by OC site and date range, and can be sorted by OC date, time and room ID; applicant name; A-Number; application ID; and terminal digit.

Report	Heading
Oath Ceremony Data Validation Report	This two column report provides the A-Number, filing site, applicant name, OC site, date and time, and who conducted the OC in the first column. It provides the applicant's DOB, gender, height, marital status, and country of former nationality in the second column. This report includes a total number of applicants scheduled for an OC, and is generated by OC site and date. The report can be sorted by application ID, applicant name, A-Number, and terminal digit. This report module does not offer a preview option at this time.
Oath Ceremony Demographic Report	Lists the application ID and applicant's A-Number, DOB, and COB. Includes a total number of cases listed on the report. This report is generated by OC scheduling site and service site, and by OC date, time, and room ID. It can be sorted by application ID, OC room ID, applicant name, A-Number, occupation, COB, COC, and terminal digit.
Oath Ceremony N646	The N646 identifies the Clerk of the Court, OC date, list number, and page number across the top, and provides the address, date, and time that the applicant is notified to appear for an administered oath of allegiance. Includes the applicant's A-Number and name, and provides a space at the bottom for the signature of the officer certifying OC eligibility.
Oath Ceremony N647	The N647 is the Clerk of Courts Oath of Allegiance and Certificate Accountability form. It identifies the Clerk of Court performing the OC; the OC date; the address at which the OC is held; and the applicant's A-Number, name, and certificate number. It also provides space for the signature of the officer in attendance. There is no preview option available with this report.

Report	Heading
Oath Ceremony Schedule by Reporting Location	Lists the application ID, A-Number, applicant name, OC scheduling site, service site, entrance gate ID, OC location color, and OC room ID. This report is generated by OC site; scheduling site; and OC date and room ID, and can be sorted by facility subsite code, OC subsite code, OC type, OC room ID, entrance gate ID, applicant name, A-Number, application ID, entrance gate color code, and terminal digit.
Ready to Schedule Queue	Lists the application ID, applicant name, A-Number, mailroom receipt date, and date application was placed in OC scheduling queue. This report is generated by OC site and in ready to schedule queue date range, and can be sorted by date application placed in queue, application ID, applicant name, OC room ID, mailroom receipt date, and A-Number.
Ready to Schedule Queue for Oath Ceremony by Interview and Receipt Date	Lists the application ID, applicant name, and A-Number, with OC interview date, receipt date of OC assignment, and room ID. This report is generated by OC site, mailroom receipt date range, and in ready to schedule queue date range, and can be sorted by applicant name, interview date, application ID, A-Number, mailroom receipt date, and terminal digit.
Ready to Schedule Queue Report for Oath Ceremony	Lists the application ID, applicant name, A-Number, and mailroom receipt date. This report is generated by OC site and mail room receipt date range, and can be sorted by application ID, mailroom receipt date, A-Number, applicant name, OC room ID, and terminal digit.