Window and File

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

Arranging the Desktop

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

If multiple screens are open, select Tile from the Windows menu to tile them (each screen takes up an equal amount of space on the monitor screen).

If multiple screens are open, select Cascade from the Windows menu to cascade them. The cascade window option displays active screens overlapping, each with a slight offset. To bring a hidden screen to the front of the desktop, click on its title bar.

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WORKFLOW ADMIN.

The Workflow Admin. module is restricted for use by an SA only. It is used to view and modify the workflow status of a case. To access the Workflow Admin. module, click the Workflow Admin. button (Exhibit 15–1, Workflow Admin. Button) in the CLAIMS 4.0 Main Menu screen.

Exhibit 15–1: Workflow Admin. Button

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

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

Process Information

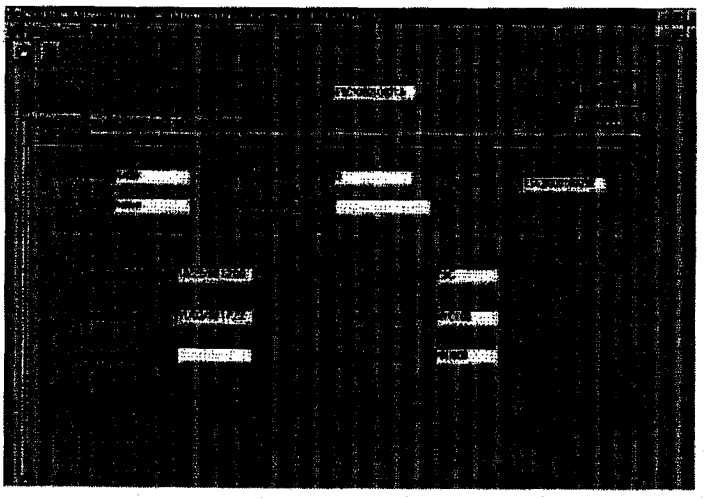
The Process Info tab is used to view the current workflow processing status of an application or payment. The information within the screen is read only and cannot be modified. To view process information, perform the following steps:

In the Enter Process ID field, enter the ID of the application or payment.

Press J, or click to retrieve the information for the case.

Click on the Process Info tab in the Workflow Process Instance screen (Exhibit 15–2, Workflow Process Instance—Process Info) to view current workflow processing status of the case.

Exhibit 15–2: Workflow Process Instance—Process Info



To view the status of another application at any time, click the (View Process Instance) toolbar button. The current application remains open in the background and can be viewed by selecting its application ID from the Window menu.

To view related processes for the open application, click the (Find Related Processes) toolbar button.

The fields within the process information screen are as follows:

- **Process Code**—Process type affiliated with the application ID or payment ID
- **Process State**—Current workflow process state
- **Holding Activity ID**—Numeric ID code representing the workflow activity code if the case is pending
- **Holding Activity Code**—Code representing the workflow activity if the case is pending
- **Related PayID**—Payment ID affiliated with the case (if any exists)
- **Mailroom Date Time**—Date and time (MM/DD/YY HH:MM) the case was received in the mailroom
- **Start Date Time**—Date and time (MM/DD/YY HH:MM) in which the case ID was generated in the mailroom
- **End Date Time**—Date and time (MM/DD/YY HH:MM) in which the case was closed
- **SC Loc Code**—Service center responsible for the case
- **Office Location**—Office responsible for the case

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

Pending Activities

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

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

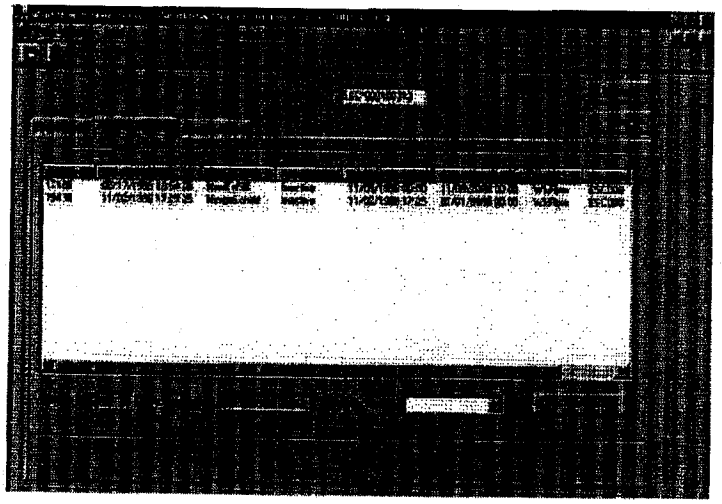
To view pending activities, perform the following steps:

In the Enter Process ID field, enter the ID of the application or payment.

Press J, or click to retrieve the information for the case.

Click on the Pending Activities folder tab in the Workflow Process Instance screen (Exhibit 14–3, Workflow Process Instance—Pending Activities) to view workflow activities that the case is awaiting.

Exhibit 15–3: Workflow Process Instance—Pending Activities



To reset the activity state of a process, perform the following steps:

Click on the activity ID to be reset.

Click m in the Activity State field, and select the correct activity state. For regular types of workflow activities, the selection in the Activity State field defaults to Inactive. For ad hoc types of workflow activities, the selection in the Activity State field defaults to Canceled.

Click to change the activity state.

To change the sort order of the Activity list, click on the column title on which the list is to be sorted.

To view the activities of another application at any time, click the (View Process Instance) toolbar button.

To view related processes for the open application, click the (Find related Processes) toolbar button.

Process History

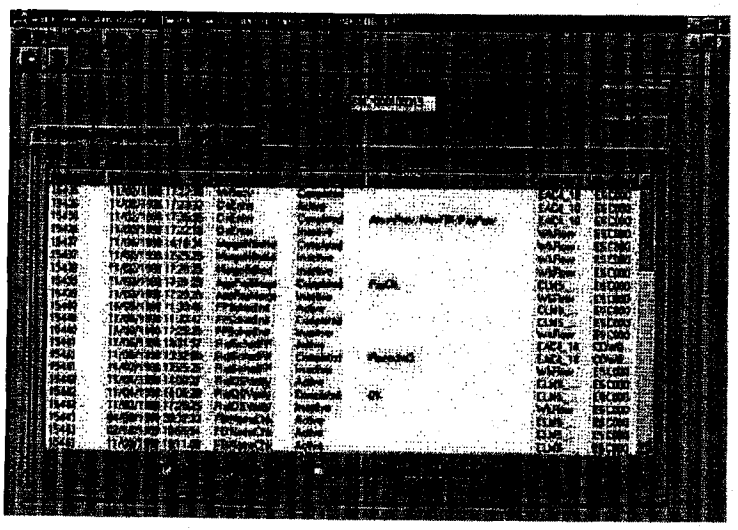
The Process History tab is used to view the history of completed, active, inactive, suspended, and canceled workflow activities for a case. To view process history, perform the following steps:

In the Enter Process ID field, enter the ID of the application or payment.

Press J, or click to retrieve the information for the case.

Click the Process History tab to view a history of workflow activities for the case in the Workflow Process Instance screen (Exhibit 15–4, Workflow Process Instance—Process History).

Exhibit 15–4: Workflow Process Instance—Process History



To view only completed and canceled workflow activities, click the radio button.

To view all workflow activity, click the Show Activity Status radio button.

To change the sort order of the activity list, click on the column title for which the list is to be sorted.

To view the history of another application at any time, click the (View Process Instance) toolbar button.

To view related processes for the open application, click the (Find related Processes) toolbar button.

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ADJUDICATIONS

The Adjudications module is used to assist district adjudication officers in the interview process. Application information can be reviewed and updated using this module. Adjudication decisions can also be recorded. To enter the Adjudications module, click the Adjudications button (Exhibit 16–1, Adjudications Button) in the CLAIMS 4.0 Main Menu screen.

Exhibit 16–1: Adjudications Button

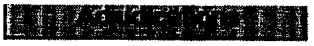


Exhibit 16–2, Adjudications Module Options, list the options available in the Adjudications module.

Exhibit 16–2: Adjudications Module Options

Menu Option	Icon	Description
Preview/Open		Used to open an application for case review or adjudication activities and separated into Ad Hoc workflow activities and Pending workflow activities
Save and Reload in Case Review		Used to save data changes and reload the data to continue working on the application
Save and Close		Used to save data changes and close the application
Application		Used to view the description, status, end result, date, time, and the

Menu Option	Icon	Description
History		user responsible for all activities and pending activities performed on a case
Check RAFCAS for A-File Location		Used to access the Receipt Alien-File Accountability and Control System (RAFCAS) to determine the location of the A-File
Application List		Used to review a list of applications submitted under last/first names similar to the application being reviewed or decided
Exam		Used to administer the naturalization test or to enter results of a naturalization test administered by an outside testing organization
Decisions		Approve—Used to grant an individual's application for naturalization
		Continue—Used to continue a case

Exhibit 16–2: Adjudications Module Options (continued)

Menu Option	Icon	Description
		Continue With Intent to Deny—Used to continue a case the adjudicator intends to deny
		Deny/Withdrawal/Admin. Close—Used to deny the petition for which an individual has applied, or to record the withdrawal of the application or an administrative close
		Motion to Reopen and Reconsider—Used to reopen an application and reconsider a prior decision
New Interview/ Oath Ceremony		Decision Concerning Interview/Oath Ceremony—Used to reschedule or enter a decision concerning no-show and cancellation cases
Undo Prior (Last) Decision		Undo Prior (Last) Decision—Used to undo the last decision by the adjudicator made in the event of a change in the status of the case (as long as it has not progressed in the workflow)
Ad-hoc - Denial due to Abandonment		Denial due to Abandonment—Used to deny an application due to abandonment
Motion to Reopen and Reconsider		Motion to Reopen and Reconsider—Used to enter a motion to reopen and reconsider
Name Change Petition		Used to enter information for a petition for name change
Print Certificate Prep and Oath Declaration Sheet		Used to print the Certificate Prep and Oath declaration
Notice		Used to view decision notice templates and previously created

Menu Option	Icon	Description
		decision notices, print decision notices, and create customized decision notices
Application Summary		Used to view the details of an applicants case; address, history, status, payment information, attorney information, FBI results, etc. from a list provided in Case Status/Find

Preview/Open

The Preview/Open option is used to access application information. Entering the application ID, entering an A-Number, or selecting from a list of cases that are awaiting any of the adjudication activities can access an application. After accessing an application, you can proceed with any adjudication activity for which the application is waiting or review/update information. To access an applicant's record using an application ID in Application Open Mode - Pending Activities, perform the following steps:

Click the (Preview/Open) toolbar button, or select Preview/Open Application from the File menu to access the Preview/Open screen (Exhibit 16–3, Preview/Open).

Exhibit 16–3: Preview/Open

Enter the application ID in the Application ID field.

Optional: If the activity state is known, click in a box in the Application Open Mode – Pending Activities section to open the application for that activity. (The list of choices is determined by user permissions as set up by the SA.) Click View if you wish to view the queue for the requested activity, or, to view a list of application IDs for a specific location, click on to select an office.

To access an applicant's record using an application ID in Application Open Mode – Ad Hoc Activities, perform the following steps:

In the Application Open Mode – Ad Hoc Activities box, click in the box next to your selection.

Note: The View option is not available with Ad Hoc Activities, however; if a selection is clicked first in the Pending Activities box, you may then click on a box in the Ad Hoc Activities menu, having chosen an applicant ID that will appear in the Applicant ID box.

Depending upon your selection, you will be taken to another screen with different selections available based upon the activity chosen.

Click .

- If an open mode is selected and the case is ready for that activity, the Application ID screen appears (Exhibit 16–4, Application ID).
- If an open mode is not selected, and the case is ready for an adjudication activity, an Open Choices prompt appears. The status of the case is shown with the option to open for that activity, open for case review, or enter a new application ID.
- If the case is not ready for an adjudication activity, a prompt providing the options to open for case review or to enter another application ID appears.

To access an applicant's record using an A-Number, perform the following steps:

Click the (Preview/Open) toolbar button, or select Preview/Open Application from the File menu to access the Preview/Open screen (Exhibit 16–3).

Enter the A-Number in the A-Number field.

Optional: If the activity state is known, click in a box in the Application Open Mode section to open the application for that activity. (The list of choices is determined by user permissions as set up by the SA.)

Click .

- If the application ID for that A-Number is found, the Application ID screen (Exhibit 16–4) appears.
- If no match is found, an error message appears.
- If more than one application is found, a list of applications appears. Double click on the item in the list to access the application.

To select an applicant's record from a list of cases, perform the following steps:

Click the (Preview/Open) toolbar button, or select Preview/Open Application from the File menu to access the Preview/Open screen (Exhibit 16–3).

To view a list of cases located in an office other than the one displayed in the For Office field, click [redacted] to select from a list of office codes. To view a list for all offices, delete the office code in the For Office field.

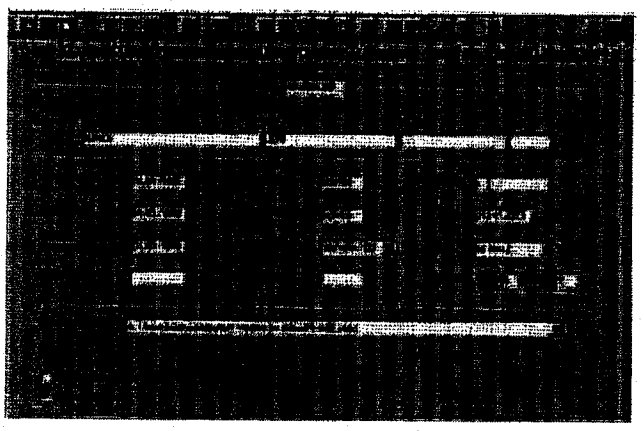
Select an activity in the Application Open Mode section.

Click [redacted] to display a list of cases that are ready for the activity in the box on the right side of the screen.

To select a case, click on an application ID in the list.

Click [redacted]. The Application ID screen (Exhibit 16–4) appears.

Exhibit 16–4: Application ID



Note: If you change the A-Number during a session, upon saving you are warned and asked if you wish to proceed (Exhibit 16–5, Warning Message).

Exhibit 16–5: Warning Message

Answering "Yes" will cause the save to continue. Answering "No" will stop the save and return you to whichever screen you were viewing before the save.

The Application ID window comprises 14 tabbed sections. To access a section, click on the corresponding tab. Click the arrows on the right of the tabs if access tabs are not visible on the screen.

Adjudication's options are accessible by either clicking on the applicable toolbar button or selecting from the Options menu. Grayed out toolbar buttons and menu items indicate that the option does not currently apply to that application or that you do not have permission to perform the activity.

This icon on a tab indicates that the corresponding screen contains information and should be reviewed by the adjudicator. Required fields are displayed in red text. If required information is missing when a case is being approved, a window containing a list of missing items appears. The case can be approved only after all the missing information is entered.

This icon on a tab indicates that information is missing or questionable and should be reviewed. When the information is received and updated, the icon is replaced with the icon.

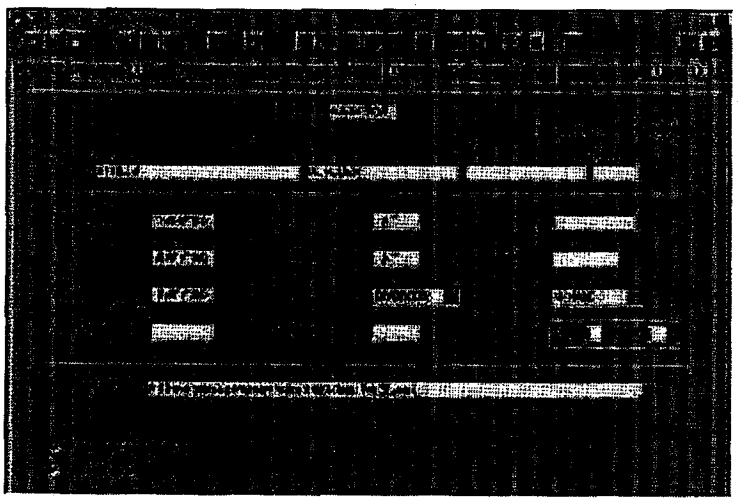
This icon on a tab indicates that the INS is awaiting evidence/background information. When the information is recorded as having been received, the icon is replaced with the icon.

N400

The N400 tab contains the applicant's name, biographical information, and basis for eligibility. Information in this section can be added to, modified, or deleted. To view or update information, perform the following steps:

Click on the N400 tab (Exhibit 16–6, N400 Information).

Exhibit 16–6: N400 Information



To update or add information, tab to the appropriate field, and enter the correct information. Required fields are displayed in red labels.

Note: When the cursor is in the Occupation field, an ellipsis button appears. To select an occupation code from a list, click .

Address

The Address tab contains the applicant's current mailing and residential addresses. This section is used to enter a change of address or modify existing information. To view or update information, perform the following steps:

Click on the Addrs tab (Exhibit 16–7, Address Information).

Exhibit 16–7: Address Information

To replace an existing mailing or residential address with a new address, perform the following steps:

In the Current Mailing Address or Current Residential Address tab of the screen, click to remove the existing address information.

Enter the appropriate information in the following fields:

C/O—Full name of the person or organization in care of whom correspondence should be sent

Street #—Street number of applicant's address

Street Name—Street name of applicant's address

Apt. #—Apartment number of applicant's address

City—See Zip.

State—See Zip.

Province—See Zip.

Zip—ZIP code of applicant's address (U.S. addresses only). Press `tab` and the City/State/County fields automatically fill. If there is more than one match, a pop-up window appears. Double click on the correct city/state/county combination.

If adding a non-U.S. address, enter the appropriate information in the following additional fields:

Province—Province of applicant's non-U.S. address

Postal Code—Postal code of applicant's non-U.S. address

Country—Country code of applicant's non-U.S. address (click to select code)

Admin. Office of Foreign Address—Code of the Administrative Office that will handle the application (click to select code)

Note: This field appears when a code is entered in the Country field.

To copy the current mailing address to the Current Residential Address section, or vice versa, click in the check box at the bottom of the appropriate section to indicate the addresses are the same.

To add a new residential address, perform the following steps:

In the Current Residential Address section of the screen, click [redacted]. This removes the existing address information from the Address Information screen and saves it in the Residential History screen.

Follow Steps 3c and 3d to add the new address information.

In the Residency Start date field, enter the date the applicant began living at the new address.

To copy the current residential address to the Current Mailing Address section, click in the check box at the bottom of the Current Residential Address section to indicate the addresses are the same.

To modify a current mailing or residential address, perform the following steps:

Tab to the fields that need to be changed.

Enter the corrected information.

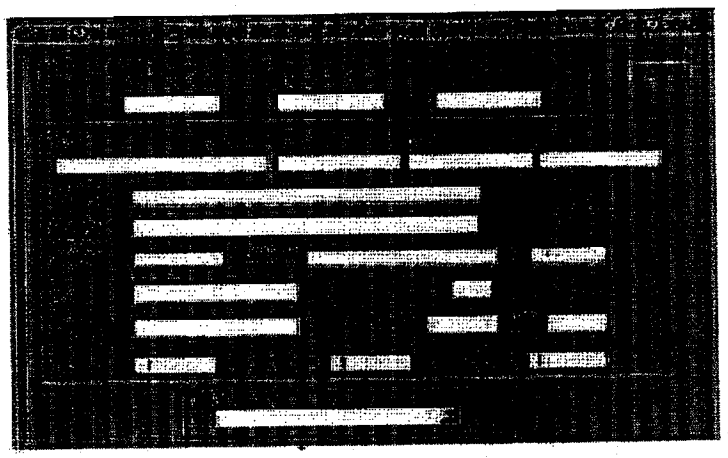
To copy the current residential address to the Current Mailing Address section, or vice versa, click in the check box at the bottom of the appropriate section to indicate the addresses are the same.

Attorney (Att'y)

The Attorney tab contains the attorney identification numbers, name, and address information for the applicant's attorney. If a G28 is included in the A-File, this section must be completed. If the attorney is not present during the interview and the applicant is waiving the right to have an attorney present, the applicant must sign an attorney waiver before the adjudicator conducts the interview. To view or update information, perform the following steps:

Click on the Att'y tab (Exhibit 16–8, Attorney Information).

Exhibit 16–8: Attorney Information



Enter the INS Attorney #, Attorney State License #, or Volunteer Agency (VOLAG) # to initiate a database search. If a match is found, the information is retrieved and displayed.

To add attorney information, tab to the appropriate field, and enter the information.

To remove attorney information from an application, click [redacted].

To print an attorney waiver do the following:

Save and reload the application.

Select the Print/Attorney Waiver options from the Options menu.

Evidence/Background

The Evidence/Background tab is used to indicate whether or not required supporting evidence have been received. Additional evidence can also be requested. This section is also used to enter or update the location of the A-File and status of certain background information. To view or update information, perform the following steps:

Click on the Evids/Bkgds tab (Exhibit 16–9, Evidence/Background Information). All evidence types that have been assigned a status appear in a list.

Exhibit 16–9: Evidence/Background Information

To record items of evidence as received, perform the following steps:

Click on an item in the list. To update all evidence in the list at once, highlight the first line then hold down the mouse key to highlight all selections, and then go to the status option and click on the down arrow.

Click .

To edit evidence status, indicate for whom, and enter notes, perform the following steps:

Click on an item in the list.

Click . Current information for the selected evidence appears in the Edit Evidence section.

In the Status field, click on the appropriate status from the drop-down list.

Tab to the For Whom field and indicate whether the evidence is for the applicant, spouse, parent, or child. (If this field is left blank, "Applicant" is selected by default.)

Tab to the Notes field. The current date and user ID appear. If applicable, enter comments.

Click .

To request additional evidence, click . A list of available evidence types appears in the Possible Evidence List window (Exhibit 16–10, Possible Evidence List). To sort the list from A to Z or Z to A, click on the column heading.

Note: If the applicants information contains an arrest record, then the Evidence screen would reflect that record by listing a requirement for Court Disposition Records and Police/Arrest records as well.

Exhibit 16–10: Possible Evidence List

Use one of the following methods to add an item to the evidence list:

- Click on an item in the list and then click , or double click on the item. The selected item appears in the Edit Evidence: Status, For Whom, and Notes section.
  - In the For Whom field, indicate whether the evidence is for the applicant or for a relative (for example, parent, spouse, or child).
  - Enter any comments in the Notes field.
  - Click . The "Requst'd" status appears in the Status column of the Add Evidence section.
- Click on an item in the list. Then click and hold down the right mouse button while dragging the selection to the evidence list. If needed, "Other Documents" can be added more than once on the evidence screen.

Note: This method bypasses the Edit section. A "Requst'd" status appears in the Status column, and "Applicant" appears in the For Whom column. Do not use this method if the requested evidence is for someone other than the applicant. To delete nonrequired evidence, perform the following steps:

Click on an item in the list.

Click . Required information can be waived, but cannot be deleted.

Note: If you attempt to mark the "Evidence of Exam Passed" in the Evidence List screen by selecting all evidences and then clicking on "Rec'd," an error message (Exhibit 16–11, Error Message) will appear informing you that the test results must first be added.

Exhibit 16–11: Error Message

To arrange the evidence list in its original order after updating or adding evidence, select Refresh Evidence List from the View menu.

To view or update A-File location information from RAFACS, click , or select check RAFACS A-File Location from the Options menu. (This option can be set to automatically occur each time the Evids/Bkgds tab is selected.)

To update the status of background information, perform the following steps:

Click on the appropriate tab (Exhibit 16–12, Evids/Bkgds Screen Tabs) in the lower section of the Evids/Bkgds screen.

Exhibit 16–12: Evids/Bkgds Screen Tabs

Click to display a status list. Click on the desired status.

To add comments, click in the box to the right of the status field. The current date and user ID appear.

Relatives

The Relatives tab contains a list with the names of relatives, together with the relationship to the applicant, DOB, COB, COC, basis of citizenship, and address information of each relative. This section also contains command buttons for adding, modifying, and deleting information. To view or update information, perform the following steps:

Click on the Rels tab (Exhibit 16–13, Relative Information).

Exhibit 16–13: Relative Information

To modify information, perform the following steps:

Click on a name in the list.

Click . The Edit Relative Information section (Exhibit 16–14, Edit Relative Information) appears below the list box.

Exhibit 16–14: Edit Relative Information

Tab to the appropriate field, and enter the correct information.

Click .

To add another record, perform the following steps:

Click . The Edit Relative Information section appears.

Enter the appropriate information.

Click .

To delete a record, perform the following steps:

Click on the name in the list.

Click [redacted].

Marriages

The Marriages tab contains a list with the names of spouses together with the DOB, COB, COC, basis of citizenship, and address information for each spouse. This information should be entered when eligibility is based upon marriage to an U.S. citizen. The Marriage section also contains command buttons for adding, modifying, and deleting records. To view or update information, perform the following steps:

Click on the Marr tab (Exhibit 16–15, Marriage Information).

Exhibit 16–15: Marriage Information

[redacted]

To modify marital information, perform the following steps:

Click on a name in the list.

Click [redacted]. The Edit Marital Information section (Exhibit 16–16, Edit Marital Information) appears below the list box.

Exhibit 16–16: Edit Marital Information

Tab to the appropriate field, and enter the correct information.

Click [redacted].

To add a spousal record, perform the following steps:

Click [redacted]. The Edit Marital Information section appears below the list box.

Enter the appropriate information.

Click [redacted].

To delete a spousal record, perform the following steps:

Click on a name in the list.

Click [redacted].

Note: The number of marriages entered must be the same as the number of spouses entered into the record.

Employment

The Employment tab contains a list with the names and addresses of the applicant's employers together with the applicant's occupation, position, and dates of employment with each employer. This section also contains command buttons for adding, modifying, and deleting records. To view or update information, perform the following steps:

Click on the Emp tab (Exhibit 16–17, Employer Information).

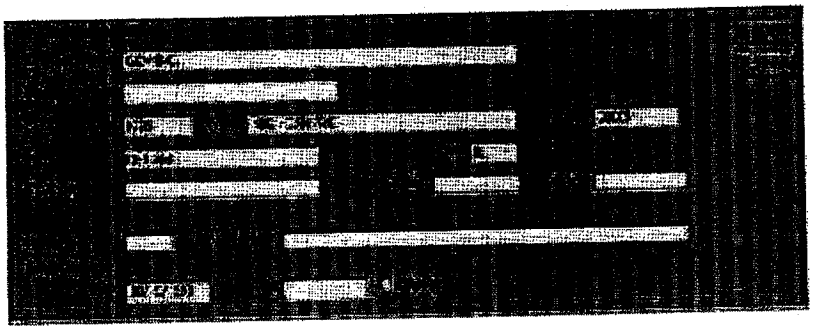
Exhibit 16–17: Employer Information

To modify employment information, perform the following steps:

Click on a name in the list.

Click . An Edit Employment Information section (Exhibit 16–18, Edit Employment Information) appears below the list box.

Exhibit 16–18: Edit Employment Information



Tab to the appropriate field, and enter the correct information.

Click .

To add a record, perform the following steps:

Click . An Edit Employer Information section appears below the list box.

Enter the appropriate information.

Click .

To delete a record, perform the following steps:

Click on a name in the list.

Click [redacted].

Other Names

The Other Names tab displays the applicant's name as it would appear on the naturalization certificate if the certificate were printed, the applicant's name as shown on the ARC, and a list of other names used by the applicant. This section also contains command buttons for adding, modifying, and deleting records. To view or update information, perform the following steps:

Click on the Other Names tab (Exhibit 16–19, Other Names Information).

Exhibit 16–19: Other Names Information

[redacted]

To add or modify information in the name on Alien Registration Card fields, tab to the appropriate fields and enter the information.

To modify the information in the name as it appears on the Naturalization Certificate section, do one of the following:

- If the source of the information is indicated by "from Application," click on the N400 tab and make the appropriate changes.
- If the source of the information is indicated by "from Name Change Petition," click [redacted] and make the appropriate changes.

To add an alias, perform the following steps:

Click [redacted]. An Edit Alias Name Information section appears below the list box.

Enter the appropriate information.

Click [redacted].

To modify an alias, perform the following steps:

Click on a name in the list.

Click [redacted]. An Edit Alias Name Information section (Exhibit 16–20, Edit Alias Name Information) appears below the list box.

Exhibit 16–20: Edit Alias Name Information

[redacted]

Tab to the appropriate field, and enter the correct information.

Click [redacted].

To delete an alias, perform the following steps:

Click on a name in the list.

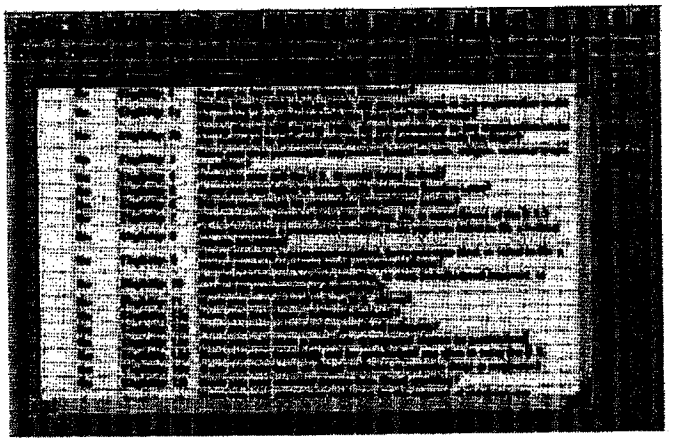
Click [redacted].

Eligibility

The Eligibility tab displays the loyalty and political inclination questionnaire. This section is also used to enter details of arrests and selective service information. To view or update information, perform the following steps:

Click on the Elig tab (Exhibit 16–21, Eligibility Information).

Exhibit 16–21: Eligibility Information



Click [redacted] to record the expected answers to all questions (all items will appear in black).

To change an answer, perform the following steps:

Click on the any item in the answer column.

Press any key on the keyboard (including J or **Return**). A drop-down box will appear. If the "N" or "Y" was the key pressed, then the answer will change to "No" or "Yes" appropriately. Arrow keys on the keyboard will toggle between the "No," "Yes," and blank answers in the drop-down box.

When done, press J or **Return** to save the changed answer.

If desired, click [redacted] to clear all answers.

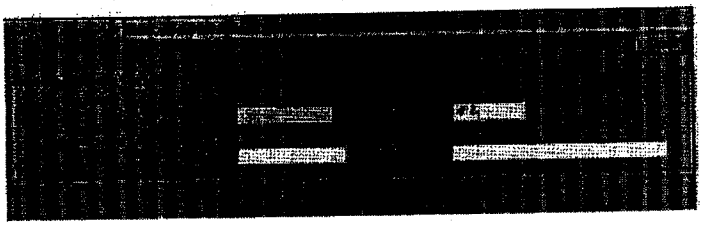
Note: The eligibility list indicates discrepancies in the answer given by the applicant and the expected eligibility and allegiance questions by highlighting them in red.

To view or enter selective service and arrest information details, perform the following steps:

Click [redacted]. A Details section appears on the screen.

To update or add selective service details, click on the Selective Service Details tab. (Exhibit 16–22, Selective Service Details). Click in or tab to the appropriate fields, and enter the information.

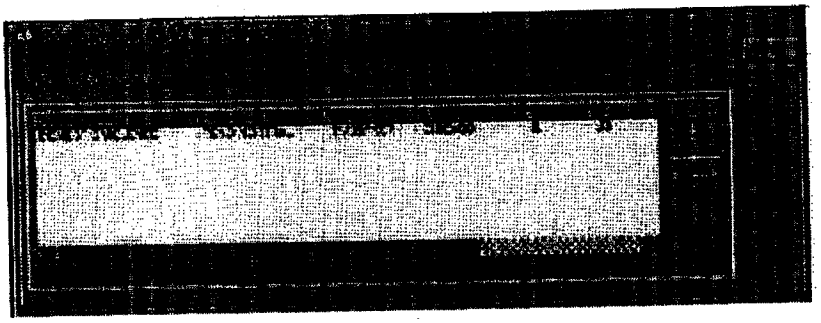
Exhibit 16–22: Selective Service Details



Note: When the date of the Selective Service is after 1978, the Local Board Number and Classification fields are locked and no entry may be made. Only dates prior to 1978 are allowed.

To update or add arrest details, click on the Arrest Information Details tab (Exhibit 16–23, Arrest Information Details).

Exhibit 16–23: Arrest Information Details



- To update information, click on an arrest item in the list. Click [redacted]. An Edit Arrest Details section appears below the list box. Enter the information in the appropriate fields.
- To add information, click [redacted]. An Edit Arrest Details section appears. Enter the information in the appropriate fields.
- To delete information, click on the arrest item in the list. Click [redacted].
- To confirm the changes, click [redacted].
- To close the Details section, click [redacted].

Organization Memberships

The Organization tab contains a list with the names of organizations, their nature and location, and the period of the applicant's membership. This section also contains command buttons for adding, modifying, and deleting records. To view or update information, perform the following steps:

Click on the Orgs tab (Exhibit 16–24, Organization Information).

Exhibit 16–24: Organization Information

[redacted]

To modify a record, perform the following steps:

Click on a name in the list.

Click [redacted]. An Edit Organization Information section appears below the list box.

Tab to the appropriate field, and enter the correct information.

Click [redacted].

To add a record, perform the following steps:

Click [redacted]. An Edit Organization Information section appears below the list box.

Enter the appropriate information.

Click [redacted].

To delete a record, perform the following steps:

Click on a name in the list.

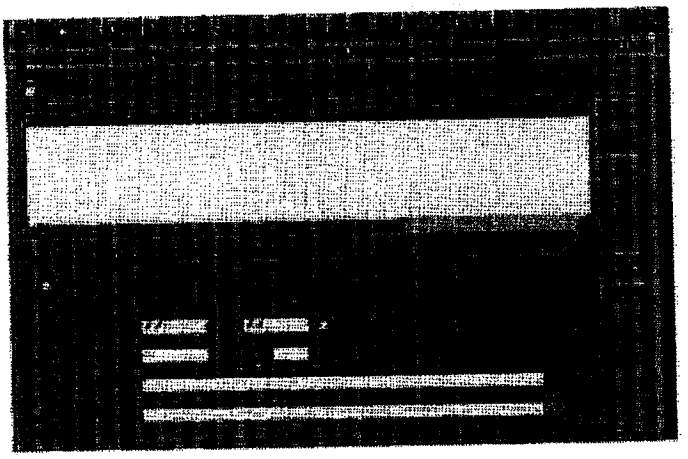
Click [redacted].

Absences From the United States

The Absences tab contains a list of dates the applicant was absent from the United States, together with the reason, destination, and port of entry for each absence. This section also contains command buttons for adding, updating, and deleting records. To view or update information, perform the following steps:

Click on the Abs tab (Exhibit 16–25, Absences From the United States Information).

Exhibit 16–25: Absences From the United States Information

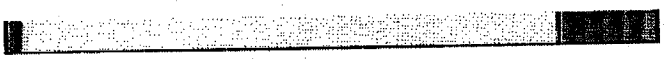


To modify a record, perform the following steps:

Click on a date in the list.

Click [redacted]. An Edit Absences From United States Information section appears below the list box (above) and under Reason for Trip, the following Absence Reason screen appears (Exhibit 16–26, Absence Reasons).

Exhibit 16–26: Absence Reasons



Tab to the appropriate field, and enter the correct information.

Click [redacted].

To add a record, perform the following steps:

Click [redacted]. An Edit Absence From United States Information section appears below the list box.

Enter the appropriate information.

Click [redacted].

To delete a record, perform the following steps:

Click on a date in the list.

Click [redacted].

Residential History

The Residential History tab contains a history of the applicant's addresses and the periods of residency. This section is used to enter an address change and modify or delete address information. To view or update information, perform the following steps:

Click on the Res Hist tab (Exhibit 16–27, Residential History Information).

Exhiblt 16–27: Residential History Information

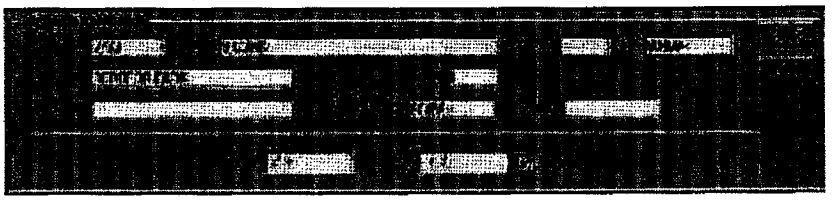
To add a record, perform the following steps:

Click . An Edit Residential Address section (Exhibit 16–28, Edit Residential Address) appears below the list box.

Tab to the appropriate fields, and enter the information.

Click .

Exhibit 16–28: Edit Residential Address



To update a record, perform the following steps:

Click on the item in the list.

Click . An Edit Residential Address section appears below the list box.

Tab to the appropriate fields, and enter the correct information.

Click .

To delete a record, perform the following steps:

Click on the item in the list.

Click .

Note: If an address is indicated as "Present," any updates are reflected in the Addrs tab, Current Residential Address section.

Fingerprints

The FP tab contains a history of the applicant's fingerprint information, including the current status. This information is displayed in a list with the current record at the top of the list. The Fingerprints section also contains command buttons for adding a new record; modifying or overriding the current record, ordering new fingerprints or canceling new fingerprint requests, and deleting newly added records. To view or update information, perform the following steps:

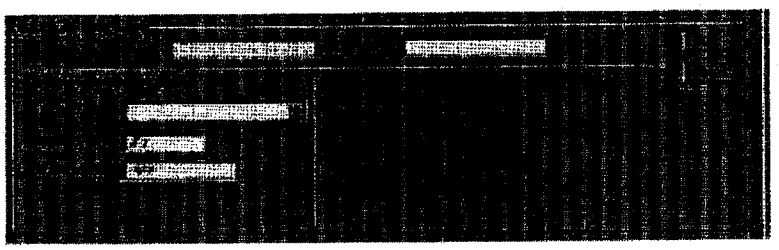
Click on the FP tab (Exhibit 16–29, Fingerprint Information).

Exhibit 16–29: Fingerprint Information

To add a record, perform the following steps:

Click . An Edit Fingerprint Information section (Exhibit 16–30, Edit Fingerprint Information) appears below the list box.

Exhibit 16–30: Edit Fingerprint Information



In the CIDN field, enter the 10-digit CIDN.

In the FBI Control Nbr field, enter the seven-digit FBI control number.

In the Response Code field, enter the response received from the FBI or click to select the code from a list.

In the Response Date field, enter the date of the response (MM/DD/YYYY).

Click .

Note: After a record has been added and saved, it can be modified but not deleted.

To modify the current record, perform the following steps:

Click on the item in the list to be modified.

Click . A modify fingerprint section (Exhibit 16–31, Modify Fingerprint) appears below the list box.

Exhibit 16–31: Modify Fingerprint

In the Modified Response Code field, enter the modified response or click to select from a list.

In the Modified Response Date field, enter the modified date of the response (MM/DD/YYYY).

Tab to the Modification Reason field and enter a reason for modifying the fingerprint information, or click to select from a list of suggested reasons.

Click .

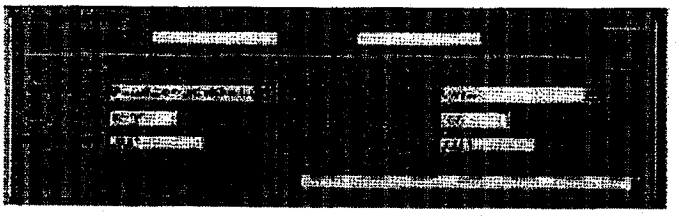
To delete a newly added record before saving, perform the following steps:

Click on the item in the list to be deleted.

Click .

To override a fingerprint response, click . The Edit Fingerprint Information section (Exhibit 16–32, Edit Fingerprint Information) appears below the list box.

Exhibit 16–32: Edit Fingerprint Information



In the Modified Response Code field, click to select the Override option from a list.

In the Modified Response Date field, enter the date the modification is entered.

Tab to the Modification Reason to enter a reason for the modification, or click to select from a list.

Note: An override is allowed only in the following cases:

- The response is Ident or Non-Ident and the response has expired.
- The response is Unclassifiable or Immediate Reject and the response is current.

To order new fingerprints, click .

Click the (Save and Reload in Case Review) or (Save and Close) toolbar button. A Save Options for Ordering New Fingerprints window (Exhibit 16–33, Save Options for Ordering New Fingerprints) is displayed.

Exhibit 16–33: Save Options for Ordering New Fingerprints

Click to process the order.

To cancel an outstanding fingerprint request, click .

Click the (Save and Reload in Case Review) or (Save and Close) toolbar button. A Save Options for Adjudications window appears.

Select the Save Data Changes and Cancel Fingerprint Request radio button.

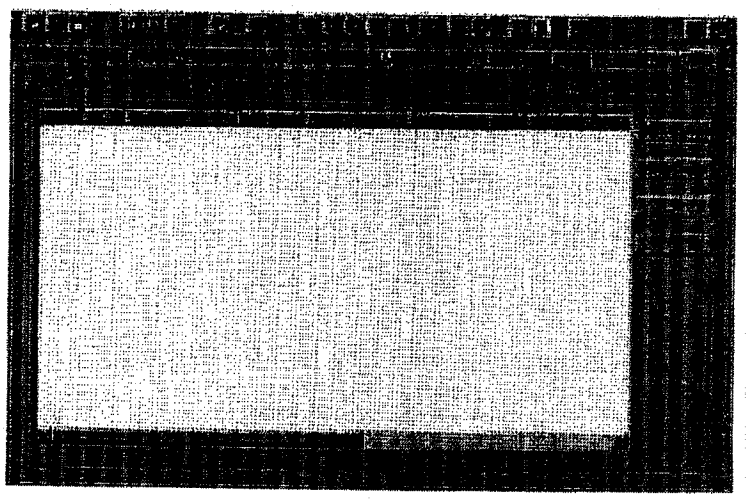
Click to process the order.

325

The 325 tab contains information on the results of an applicant's FBI name check, including the current status. This information is displayed in a list with the current record at the top of the list. The 325 section also contains command buttons for adding a new record; modifying or overriding the current record, and deleting newly added records. To view or update 325 information, perform the following steps:

Click the 325 tab (Exhibit 16–34, 325 Information).

Exhibit 16–34: 325 Information



To determine the status of the current FBI name check, review the information in the 325 Current Status field.

- **Ordered**—Appears when a name check has been ordered but the request has not yet been sent to the FBI

- **Pending**—Appears when a name check request has been sent to the FBI and the system is waiting for a response. A 60-day wait period for the response is calculated and displayed in the 325- 60-Day Wait Expiration Date field.
- **No Record**—Appears when the FBI has responded and reported that no records have been found matching the applicant's name
- **Third Agency Record Found**—Appears when the FBI has responded and reported that a record has been found matching the applicant's name
- **Indices Popular**—Appears when the FBI has responded and reported that too many occurrences of the same name have been found for the intended person to be identified
- **No Response Received - Time Expired**—Appears when the 60-day wait period has expired with no response from the FBI having been received

To add a new record, perform the following steps:

Click [redacted]. The Edit 325 Information section (Exhibit 16–35, Edit 325 Information) appears below the list box.

Exhibit 16–35: Edit 325 Information

[redacted]

In the CIDN field, enter the 10-digit CIDN.

In the FBI Control Nbr field, enter the seven-digit FBI control number.

In the Response Code field, enter the response received from the FBI or click [redacted] to select the code from a list.

In the Response Date field, enter the date of the response (MM/DD/YYYY).

Click [redacted].

Note: After a record has been added and saved, it can be modified, but not deleted.

To delete a newly added record, perform the following steps:

Click on the new record in the list to be deleted.

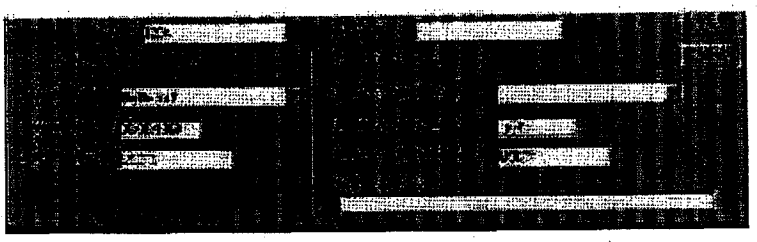
Click [redacted].

To modify a current record, perform the following steps:

Click on the current record in the list. (In cases where more than one record exists, the current record is always displayed at the top of the list.)

Click [redacted]. A modification section (Exhibit 16–36, Modify 325) appears below the list box.

Exhibit 16–36: Modify 325



In the Modified Response Code field, enter the modified response or click to select from a list.

In the Modified Response Date field, enter the modified date of the response (MM/DD/YYYY).

In the Modification Reason field, enter a reason for the modification or click to select from a list of suggested reasons.

Click . The modified response appears to the right of the original response.

To perform further modifications, repeat Steps b through f.

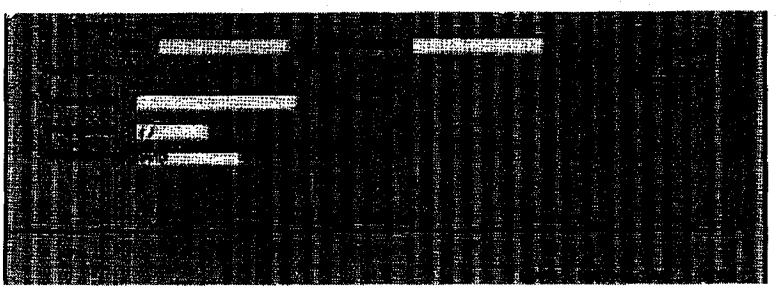
> **Note:** If CLAIMS 4.0 finds a workflow history record indicating that an FBI name check has been completed with a status of Indices Popular, Third Agency Record, or No Record, but finds no corresponding record in the FBI Response table, a record is added to the 325 screen. An "A" in the far right column of the list box indicates that the record has been added by CLAIMS 4.0. In this case, the adjudicator can modify any field in the modification section, including CIDN, FBI Control Number, Response Code, and Response Date.

To override an Indices Popular or Third Agency Record Found status, perform the following steps:

Click on the record in the list.

Click . The Edit 325 Information section with Modification Fields (Exhibit 16–37, Edit 325 Information With Modification Fields) appears below the list box.

Exhibit 16–37: Edit 325 Information With Modification Fields



In the Modified Response Code field, click to select the Override option from a list.

In the Modified Response Date field, enter the modified date of the response (MM/DD/YYYY).

In the Modification Reason field, enter a reason for the modification or click to select from a list of suggested reasons.

Click .

Save Options

Data changes in the Adjudications module can be saved in one of two ways. The Save and Reload in Case Review option allows you to save the data while keeping the application open. The Save and Close option allows you to save the data and close the application. To save data changes, perform the following steps:

Select one of the following save options to access the Save Options for Adjudications window (Exhibit 16–38, Save Options for Adjudications).

- Click the (Save and Reload in Case Review) toolbar button, or select Save from the File menu.
- Click the (Save and Close) toolbar button, or select Save and Close from the File menu.

Note: Different options are shown in the Save Options box, depending upon the selections you made.

Exhibit 16–38: Save Options for Adjudications

Click on the applicable radio button to select a save option:

Save Data Changes Only—If saving data changes before a decision is made on a case, this is the only option available and is selected by default

Save Decision - Place on Hold for Later Processing—Saves a decision but allows the case to be opened later by the same adjudicator to complete the adjudication process. This option should be used only when the case will be completed the same day.

Save Decision - Send Back to Referring Adjudicator—Allows a supervisor to save a supervisor review decision and send the case back to the adjudicator to complete the adjudication process

Save Decision - Sent to Supervisor Review—Saves a decision and forwards the case to a supervisor for review

Save Decision - Adjudication Complete—Saves a decision and indicates that the adjudication process is complete

Save Data Changes and Order Fingerprints—If fingerprints are ordered, this option is the only option available and is selected by default.

Different options are shown depending upon what selections you made.

Note: If you happen to have changed the A-Number during a session, upon saving a warning will appear (Exhibit 16–39, Warning Message) and you will be asked if you wish to proceed. If the answer is no, you are returned to whichever screen you were previously viewing.

Exhibit 16–39: Warning Message

If the Interview Conducted field appears, click in the box to place or remove a check mark. A check mark indicates that an interview was conducted.

Click .

Exam

The Exam option allows you to administer the naturalization test to an applicant during the interview process and record the results, or to enter results of tests administered by outside testing organizations. **Note:** When the applicant passes the naturalization test, the status for "Evidence of Exam Passed" is automatically changed to "Received" (Application Information screen, Evid/Bkgd tab). However, if you try to mark the "Evidence of Exam Passed" by selecting all evidences and clicking on "Rec'd," and error message will appear informing you that the test results must first be added.

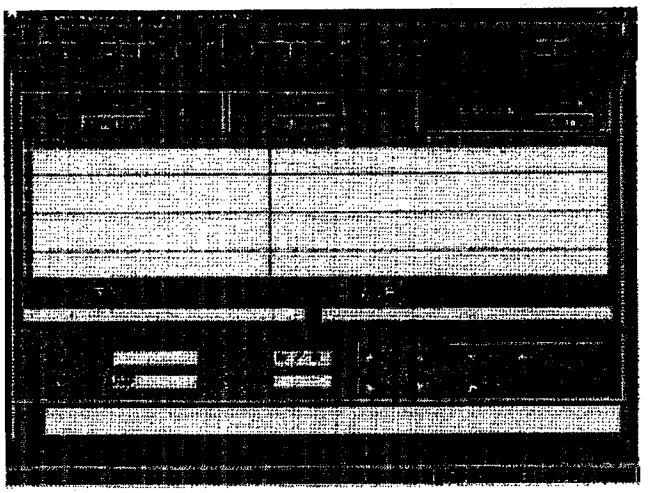
INS Location Testing

The INS Location Testing option is used to create a Civics/History test and to record whether the applicant's response to each question was correct or incorrect. A reading and writing sample for the English portion of the test can also be created. When CLAIMS 4.0 is used to create and administer the Civics/History test, test results are automatically generated and displayed. You can also enter test results. Copies of tests and test results can be printed. To create and administer a naturalization test, perform the following steps:

To open an application, click the (Open Application) toolbar button, or select Open from the File menu. (For more information, refer to Section 8.1, Preview/Open.)

Click the (Exam) toolbar button, or select Exam from the Options menu to access the Test Results screen (Exhibit 16–40, Test Results).

Exhibit 16–40: Test Results



Click on the INS Location Testing tab.

Note: Only when the test is created does the Test Results tab become unavailable. If the INS Location Testing tab is clicked accidentally, select Close from the File menu. Clicking the (Exam) button again will then make both the INS Location Testing and Test Center Test Results tabs available.

To create a Civics/History test and record responses, perform the following steps:

Click or . Randomly selected questions and corresponding answers appear in the box directly below the buttons. To clear all questions from the screen, click .

Note: The Create 65/20 option is available only when CLAIMS 4.0 determines that the applicant is at least 65 years old and has been a legal resident for at least 20 years.

To print Civics/History questions, click .

To record the applicant's responses to the Civics/History test, perform the following steps:

- To record all answers correct, click .
- To record all answers incorrect, click .
- To record an individual answer correct or incorrect, type "Y" in the correct column to indicate a correct response or "N" to indicate an incorrect response.
- To record an applicant's response to a question, enter the response to the right of the question in the Applicant Answer column.
- To clear all responses, click .

To create the English proficiency test, perform the following steps:

In the Reading Sample section, click . A randomly selected sentence appears in the field directly below the button. To print the reading sample only, click . To clear the sample, click .

In the Writing Sample section, click . A randomly selected sentence appears in the field directly below the button. To print the writing sample only, click . To clear the sample, click .

Note: You must first click inside the box to have the selection icon appear.

To print a copy of the Civics/History test questions, reading sample and writing sample with space for the applicant's answers, click .

To record test results, perform the following steps:

In the Test Results section, verify the INS Testing Location field. If necessary, enter the location code, or click to select the code from a list.

In the Civic/History Results section, click , , or to indicate the results of the test. If applicable, click .

To enter a Civics/History test score, type the score in the Civics/History Score (%) field. (This field will populate automatically if the applicant's responses are recorded.)

In the English Proficiency Results section, click , , or to indicate the results of the test.

To print Civics/History test questions, reading and writing samples, responses, and overall results, click .

If desired, enter comments in the Adjudicator Notes field.

To save changes/test results, perform the following steps:

Select one of the following save options to access the Save Options for Adjudications window.

- Click the (Save and Reload) toolbar button, or select Save from the File menu.
- Click the (Save and Close) toolbar button, or select Save and Close from the File menu.

Click the Save Data Changes and Test Results radio button.

If the Interview Conducted field appears, click in the box to place or remove a check mark. A check mark indicates that an interview was conducted.

Click . The exam screen is saved with all questions, samples, responses, and results. After a test has been saved, it can be accessed at any time. Notes can be added to the Notes field and results can be reprinted, however, the saved test cannot be edited.

Test Center Test Results

The Test Center Test Results option is used to enter test center information and results of tests administered by outside agencies. To enter test results, perform the following steps:

To open an application, click the (Preview/Open) toolbar button, or select Open from the File menu. (For more information, refer to Section 16.1.)

Click the (Exam) toolbar button, or select Exam from the Options menu to access the Test Results screen.

Click on the Test Center Test Results tab (Exhibit 16–41, Test Center Test Results).

Note: Only when the Test Results section is modified does the INS Location Testing tab become unavailable. If the Test Center Test Results tab is clicked accidentally, select Close from the File menu. Clicking the (Exam) button again will then make both the INS Location Testing and Test Center Test Results tabs available.

Exhibit 16–41: Test Center Test Results

Enter the test center code in the Test Center Affiliation field, or click to select the code from a list. The number associated with the test center automatically appears in the Test Center Number field.

Enter the name or ID of the test administrator in the Administrator field (optional).

In the Test Results section, click or to indicate results of the naturalization test.

Enter the appropriate information in the following fields:

Score %—Percentage scored on the naturalization test (optional)

Test Date—Date the test was administered

Test Center Rating—Adjudicator's assessment of the Test Center on a scale of 1 to 5 (optional)

In the English Proficiency Results From Interview section, click , , or to indicate the results of the test.

Enter any applicable comments in the Adjudicator Notes field.

Note: If incorrect test results are detected after a decision has been saved as "Adjudication Complete," a new, corrected set of results can be entered with a note explaining the reason for the second set of results. This can occur even if the application is not waiting for any adjudication activities as long as it is not past the Verify Grant process.

To save changes/test results, perform the following steps:

Select one of the following save options to access the Save Options for Adjudications window:

- Click the (Save and Reload) toolbar button, or select Save from the File menu.
- Click the (Save and Close) toolbar button, or select Save and Close from the File menu.

Click the Save Data Changes and Test Results radio button.

If the Interview Conducted field appears, click in the box to place or remove a check mark. A check mark indicates that an interview was conducted.

Click .

Decisions

After the applicant's case has been reviewed and updated, an application can be approved, continued, continued with intent to deny, denied, ad hoc denial due to abandonment, withdrawn, or closed administratively. (Test results do not have to be entered into CLAIMS 4.0 before a decision

is made; however, passing results must be recorded before a case can be approved.) Decisions can be saved as final, or the application can be placed on hold for later processing or sent to the supervisor for review. You can create a notice at the time of the decision or at a later time. A notice must be created prior to saving a continuation or denial as final. (Refer to Section 16.10, Notices, to create and view customized notices.)

Approve

The Approve option is used to grant citizenship status to the applicant. Adjudicators can also annotate decisions, create and print name change petitions and other forms, request OC locations, and review a history of decision results using this option. A notice is not necessary when an application has been approved. The applicant's notice to appear for the OC indicates an approval. Name change and OC location requests can be entered at any time during the approval process. (Refer to Section 16.6, Name Change Petition, to enter a name change.) To approve an application, perform the following steps:

To open an application, click the (Preview/Open) toolbar button, or select Open from the File menu. (For more information, refer to Section 16.1.)

Click the (Approve) toolbar button, or select Decide Application, Approve from the Options menu to access the Approval Choices screen (Exhibit 16–42, Approval Choices).

Exhibit 16–42: Approval Choices

Click on the Decision Results folder tab. If applicable, enter the appropriate information in the following fields:

Adjudicated By—Adjudicator's user ID, if the decision is being entered by someone other than the adjudicator

Adjudicated On—Adjudication date, if other than the data on which the case was adjudicated

Interpreter Name—Complete name of the interpreter

Language—Language interpreted

Gov't Agency Review—Government agency that audits decisions (for example, Administrative Appeals Office [AAO], Courts, Department of Justice [DOJ])

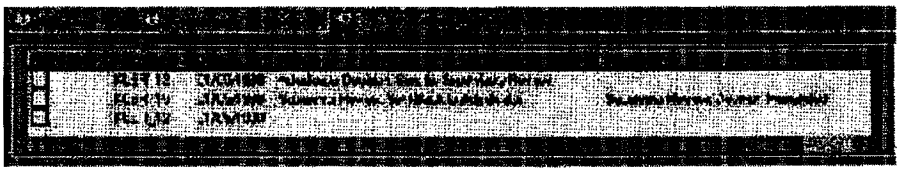
In the Oath Ceremony section, click [redacted] or [redacted] to indicate the type of OC.

To enter comments, click on the Adjudicator's Decision Notes tab (Exhibit 16–43, Adjudicator's Decision Notes).

Exhibit 16–43: Adjudicator's Decision Notes

To view a history of decision review results, click on the Decision Review Results tab (Exhibit 16–44, Decision Review Results). If the case was previously sent to the supervisor for review, the user ID, date, and results of the review appear. To send the case back to a supervisor or adjudicator for further review, click in the box to the left of the applicable user ID.

Exhibit 16–44: Decision Review Results



To enter an OC location request, perform the following steps:

Select the Oath Ceremony Location option from the View menu. A list of OC locations that are within the same ZIP code area as the applicant's current address is shown in the Oath Ceremony window (Exhibit 16–45, Oath Ceremonies).

Exhibit 16–45: Oath Ceremonies

To scroll through the list of locations, click or in the scroll bar on the right.

Click in the box to the left of the requested location.

Click .

To create and print the Certificate Preparation and Oath Declaration form, select the Print/Certificate Prep and Oath Declaration options from the Option menu. Two copies of the document are printed to a local printer.

To create and print a name change petition, see Section 8.3, Name Change Petition. To save the decision, perform the following steps:

Select one of the following save options to access the Save Options for Adjudications window.

- Click the (Save and Reload) toolbar button, or select Save from the File menu.
- Click the (Save and Close) toolbar button, or select Save and Close from the File menu.

Click the applicable Save Decision radio button. (Options are available depending on the activity being performed.)

If the Interview Conducted field appears, click in the box to place or remove a check mark. A check mark indicates that an interview was conducted.

Click .

Please throw away the first two pages after printing. They are merely used for pagination.

Continue

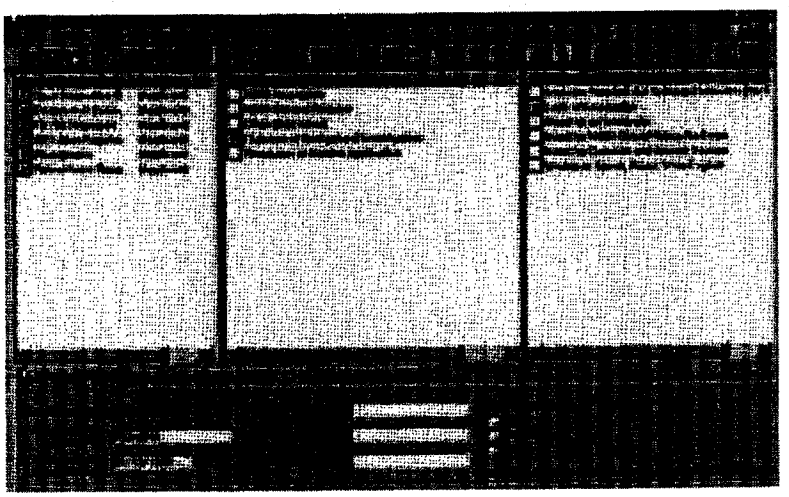
The Continue option is used to continue a case when further information, evidence, or action is needed before a decision can be made. Missing evidence and other reasons for continuing the case can be recorded using this option. Adjudicators and their supervisors can also annotate decisions

and review a history of decision results. You have the option to create a customized notice or generate a standard notice based on the reasons selected. (Refer to Section 16.10 to create or view customized notices.) To continue an application, perform the following steps:

To open an application, click the (Preview/Open) toolbar button, or select Preview/Open from the File menu. (For more information, refer to Section 16.1.)

Click the (Continue) toolbar button, or select Decide Application, Continue from the Options menu to access the Continue Reasons screen (Exhibit 16–46, Continue Reasons).

Exhibit 16–46: Continue Reasons



A list of evidence types appears in the Currently Missing Evidence section. If the evidence is missing, the box to the left of the evidence is marked with an "X". If the evidence has been entered as Received, then the box is marked with an "R". If the evidence has been entered as Waived, then the box is marked with a "W".

Select a reason for continuing an application in the initial processing Incomplete Reasons section and/or the Other Reasons section. To sort the list of reasons from A to Z or Z to A, click on the column header.

- If the box to the left of a reason is marked with an "X", it may have been automatically selected based on case information.
- To deselect a previously selected reason, click in the box to remove the "X". If the reason was system selected, a prompt to override the reason appears.
- If additional reasons apply, click in the box to the left of the desired reasons.

Click on the Decision Results tab. If applicable, enter the appropriate information in the following fields:

Adjudicated By—Adjudicator's user ID, if the decision is being entered by someone other than the adjudicator

Adjudicated On—Adjudication date, if other than the data on which the case was adjudicated

Interpreter Name—Complete name of the interpreter

Language—Language interpreted

Gov't Agency Review—Government agency that audits decisions (for example, AAO, Courts, DOJ)

To indicate the anticipated level of complexity of a reinterview, click , , or in the Case Complexity section.

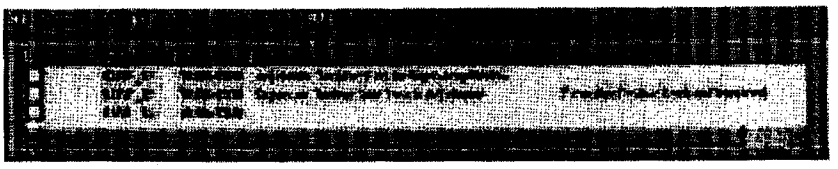
To enter comments, click on the Adjudicator's Decision Notes tab (Exhibit 16–47, Adjudicator's Decision Notes Tab).

Exhibit 16–47: Adjudicator's Decision Notes Tab

To view a history of decision review results, click on the Decision Review Results tab (Exhibit 16–48, Decision Review Results Tab). If the case was previously sent to the supervisor for review,

the user ID, date, and results of the review appear. To send an application back to a supervisor or adjudicator for further review, click in the box to the left of the applicable user ID.

Exhibit 16–48: Decision Review Results Tab



To create and print a notice, refer to Section 16.10. If a reason is selected in the Other Reasons section, the applicant is rescheduled for an interview or exam and a separate continuance notice is not required.

To save the decision, perform the following steps:

Select one of the following save options to access the Save Options for Adjudications window.

- Click the (Save and Reload) toolbar button, or select Save from the File menu.
- Click the (Save and Close) toolbar button, or select Save and Close from the File menu.

Click the applicable Save Decision radio button. (Options are available depending upon the activity being performed.)

If the Interview Conducted field appears, click in the box to place or remove a check mark. A check mark indicates that an interview was conducted.

Click .

Continue With Intent to Deny

The Continue with Intent to Deny option is used to continue a case that the adjudicator intends to deny. The reasons for continuation can be recorded using this option. Adjudicators and their supervisors can also annotate decisions and review a history of decision results. A customized notice is required for this decision. To continue an application with intent to deny, perform the following steps:

To open an application, click the (Preview/Open) toolbar button, or select Preview/Open from the File menu. (For more information, refer to Section 16.1.)

Click the (Continue w/intent to Deny) toolbar button, or select Decide Application, Continue With Intent to Deny from the Options menu to access the Continue With Intent to Deny Choices screen (Exhibit 16–49, Continue With Intent to Deny Choices).

Exhibit 16–49: Continue With Intent to Deny Choices

Select a reason for continuing an application in the Continue with Intent to Deny Reason section. To sort the list of reasons from A to Z or Z to A, click on the column header.

- If the box to the left of a reason is marked with an "X", it may have been automatically selected based on case information.
- To deselect a previously selected reason, click in the box to remove the "X". If the reason was system selected, a prompt to override the reason appears.
- If additional reasons apply, click in the box to the left of the desired reasons.

To select a paragraph for the notice, click in the box to the left of the desired paragraph listed in the Continue with Intent to Deny Paragraph Choices section.

Click on the Decision Results folder tab. If applicable, enter the appropriate information in the following fields:

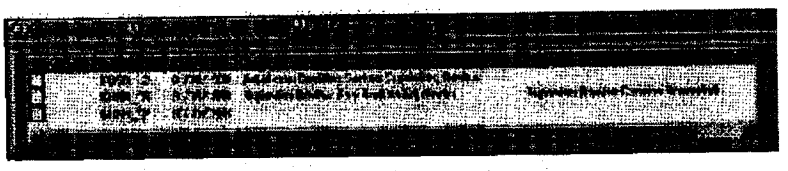
- **Adjudicated By**—Adjudicator's user ID, if the decision is being entered by someone other than the adjudicator
- **Adjudicated On**—Adjudication date, if other than the data on which the case was adjudicated
- **Interpreter Name**—Complete name of the interpreter
- **Language**—Language interpreted
- **Gov't Agency Review**—Government agency that audits decisions (for example, AAO, Courts, DOJ)

To enter comments, click on the Adjudicator's Decision Notes tab (Exhibit 16–50, Adjudicator's Decision Notes Tab).

Exhibit 16–50: Adjudicator's Decision Notes Tab

To view a history of decision review results, click on the Decision Review Results tab (Exhibit 16–51, Decision Review Results Tab). If the case was previously sent to the supervisor for review, the user ID, date, and results of the review appear. To send the case back to a supervisor or adjudicator for further review, click in the box to the left of the applicable user ID.

Exhibit 16–51: Decision Review Results Tab



To create and print a customized notice, refer to Section 16.10.

To save changes/decision, perform the following steps:

Select one of the following save options to access the Save Options for Adjudications window.

- Click the (Save and Reload) toolbar button, or select Save from the File menu.
- Click the (Save and Close) toolbar button, or select Save and Close from the File menu.

Click the applicable Save Decision radio button. (Options are available depending upon the activity being performed.)

If the Interview Conducted field appears, click in the box to place or remove a check mark. A check mark indicates that an interview was conducted.

Click .

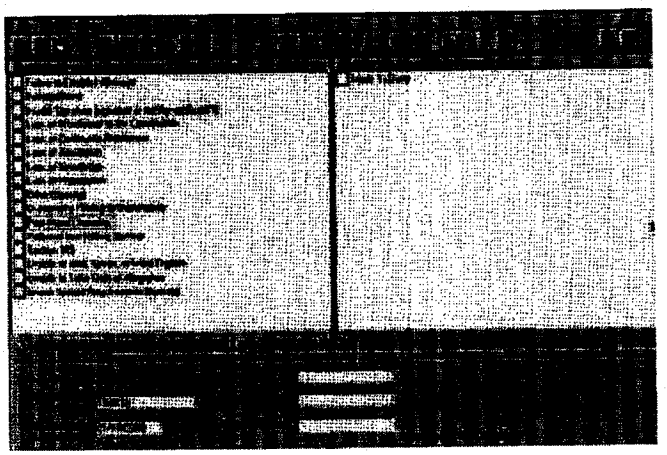
Deny/Withdrawal/Admin. Close

The Deny/Withdrawal/Admin. Close option is used to deny an individual's application for citizenship or to record that an application has been withdrawn or closed administratively. The reasons for denial or administrative close can be recorded using this option. Adjudicators and their supervisors can also annotate decisions and review a history of decision results. If the application is denied, a customized notice is required. If the applicant consents to withdraw or the application during the interview or if the case is closed administratively, a withdrawal or administrative close record can be printed. To deny or administratively close an application, perform the following steps:

To open an application, click the (Preview/Open) toolbar button, or select Preview/Open from the File menu. (For more information, refer to Section 16.1.)

Click the (Deny/Withdrawal/Admin. Close) toolbar button, or select Decide Application, Deny/Withdrawal/Admin. Close from the Options menu to access the Deny/Withdrawal/Admin. Close Choices screen (Exhibit 16–52, Deny/Withdrawal/Admin. Close Choices).

Exhibit 16–52: Deny/Withdrawal/Admin. Close Choices



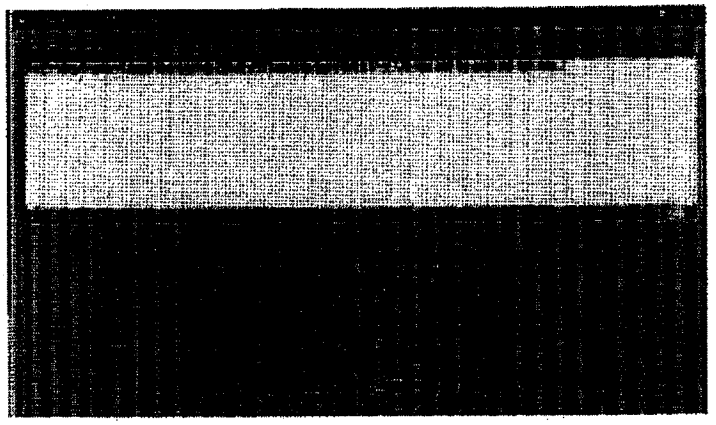
Click in the applicable box in the Deny/Withdrawal/Admin. Close Choices section.

Click in the applicable box in the Deny/Withdrawal/Admin. Close Reasons section.

If the application is denied, select a paragraph for the denial notice in the Deny/Withdrawal/Admin. Close Paragraph Choices section. Refer to Section 16.10, to create or print a customized notice.

Note: When one of the choices in the Deny/Withdrawal/Admin. Close Paragraph Choices section is selected and the system does not agree that this is a valid choice, a warning screen is displayed (Exhibit 16–53, Sample Denial Due to Abandonment Warning). The warning displayed depends upon the item selected and the status of the application. You may override any objections by clicking on "Yes."

Exhibit 16–53: Sample Denial Due to Abandonment Warning Screen



If the application is closed administratively, print a record of administrative close. Select Print from the Options menu, and select Record of Administrative Close (Exhibit 16–54, Record of Administrative Close Options). Then, select the reason for the administrative close.

Exhibit 16–54: Record of Administrative Close Options

If the application is withdrawn, print a withdrawal record. Select Print from the Options menu, and select Record of Withdrawal.

Click on the Decision Results folder tab. If applicable, enter the appropriate information in the following fields:

Adjudicated By—Adjudicator's user ID, if the decision is being entered by someone other than the adjudicator

Adjudicated On—Adjudication date, if other than the data on which the case was adjudicated

Interpreter Name—Complete name of the interpreter

Language—Language interpreted

Gov't Agency Review—Government agency that audits decisions (for example, AAO, Courts, DOJ)

To enter comments, click on the Adjudicator's Decision Notes tab (Exhibit 16–55, Adjudicator's Decision Notes Tab).

Exhibit 16–55: Adjudicator's Decision Notes Tab

To view a history of decision review results, click on the Decision Review Results tab (Exhibit 16–56, Decision Review Results Tab). If the case was previously sent to the supervisor for review, the user ID, date, and results of the review appear.

Exhibit 16–56: Decision Review Results Tab

To save changes/decision, perform the following steps:

Select one of the following save options to access the Save Options for Adjudications window.

Click the (Save and Reload) toolbar button, or select Save from the File menu.

Click the (Save and Close) toolbar button, or select Save and Close from the File menu.

Click the applicable Save Decision radio button. (Options are available depending on the activity being performed.)

If the Interview Conducted field appears, click in the box to place or remove a check mark. A check mark indicates that an interview was conducted.

Click .

Denial Due to Abandonment

In the event an applicant fails to fulfill specific requirements, the adjudicator may enter an ad hoc decision and deny an application, putting it into suspense. To open an application and enter an Ad Hoc Abandonment decision, perform the following steps:

To open an application, click the (Preview/Open) toolbar button, or select Preview/Open from the File menu. (For more information, refer to Section 16.1.)

Click the Denial Due to Abandonment option box in the Application Open Mode - Ad Hoc Activities menu, and click .

Select a reason for denying the application in the Denial Due to Abandonment Reasons section (Exhibit 16–57, Denial Choices). To sort the list of reasons from A to Z or Z to A, click on the column header.

If the box to the left of a reason is marked with an "X", it may have been automatically selected based on case information.

To deselect a previously selected reason, click in the box to remove the "X". If the reason was system selected, a prompt to override the reason appears.

If additional reasons apply, click in the box to the left of the desired reasons.