

**Systematic Alien Verification  
for Entitlements (SAVE) Program  
Desk Aid**

**Ohio Department of Job & Family Services  
Refugee Services Section**

**July, 2013**

## Table of Contents

SAVE Overview and Log-In .....	3
SAVE Home Screen .....	4
Initial Verification .....	5
Secondary/Additional Verification .....	13
Third-Step Verification .....	20
SAVE User Hints.....	24
SAVE Reminders .....	26

## SAVE Overview and Log-In

The Systematic Alien Verification for Entitlements Program (SAVE) was created in part to ensure that only lawfully admitted aliens receive federally subsidized benefits such as Temporary Assistance for Needy Families (TANF), Medicaid and food assistance. At initial application, the CDJFS is required to conduct a SAVE query for each applicant who is not a U.S. citizen in order to verify an individual's alien status, date of entry and whether the immigration document presented is valid. The immigration document presented must be original. If the person does not have an original document, refer him or her to their local United States Citizenship and Immigration Services (USCIS) office to obtain current documentation.

This query is only required to be completed once unless the CDJFS has reason to believe an individual's alien status has changed. No release from the client is required to conduct a SAVE query. However, if the individual states he/she does not want the CDJFS to conduct a SAVE query, no query should be done and the individual should be coded as an ineligible alien (IA) on CRIS-E screen AEICZ.

SAVE queries are usually completed on-line by accessing a database operated by the USCIS, a branch of the Department of Homeland Security. This database contains records of registered aliens living in the U.S.

The SAVE web address is: <https://save.uscis.gov/Web/vislogin.aspx>

After reaching the website, the caseworker first must agree to the SAVE terms of use by checking a small box and selecting "Continue". The system will then go to the login screen. The caseworker should enter his/her SAVE user ID and password. Then point and click on "Login." Initially, caseworkers are assigned a temporary password and will be directed to select a new password once they log in. Passwords are case sensitive. They must be eight characters and include three of the following four items: capital letter, small case letter, number or other keyboard character (@, \$, \*). Each county has a SAVE coordinator, who is responsible for assigning users in their county.



The screenshot shows the login interface for the U.S. Citizenship and Immigration Services Verification Information System. At the top left is the USCIS seal. The header text reads "U.S. Citizenship and Immigration Services" and "Verification Information System Logon". Below this is a "Please login:" section containing two input fields: "User ID:" and "Password:", each with a red asterisk indicating a required field. Below the input fields are two buttons: "Login" and "Reset". At the bottom of the login section are two links: "Forgot your password?" and "Forgot your User ID?".

# SAVE Home Screen

Access an excellent on-line tutorial using the "Tutorial" link or the SAVE Training Course via the "Online Resources" link. Both walk you through the verification process step by step.

The screenshot shows the USCIS SAVE Home Screen. At the top, the header includes the USCIS logo, the text "U.S. Citizenship and Immigration Services", and "WEB-3 Home". A navigation bar contains links for "Online Resources", "Download Tutorial", "Return to Home", "Contact Us", and "Exit". The "Online Resources" and "Download Tutorial" links are circled in red, with arrows pointing to a yellow callout box that reads "Access tutorials about using SAVE via these links." Below the navigation bar, the main content area features a "Welcome to the SAVE Program's Verification Information System (VIS)" message, followed by agency and department information: "Agency: Ohio - Department of Jobs & Family SER (HWOH)" and "Department: FRANKLIN (0P)". A section titled "Important Information for SAVE Users" contains a red banner for "USCIS" and a news item: "Deferred Enforced Departure for Liberia has been extended - 04/19/2013". Below this is a text block explaining the extension of Deferred Enforced Departure (DED) through Sept. 30, 2014 for qualified Liberians. A yellow callout box points to this text block, stating "This box displays announcements and important information about SAVE." To the right, a "News" sidebar lists several news items with dates and titles, including "10/17/2011 - Temporary Protected Status for Sudan and South Sudan" and "09/27/2011 - Deferred Enforced Departure for Liberia Extended - Active". At the bottom of the page, a footer contains the text "\* = required entry", "Accessibility", and "Download Viewers".

# Initial Verification

Here are the basics for verifying an individual's status documents on SAVE:

1. Once logged in, point and click on "**Initial Verification**" in the upper left hand corner of your sidebar.

**U.S. Citizenship and Immigration Services**  
WEB-3 Home

Online Resources | Download Tutorial | Return to Home | Contact Us | Exit

**Case Administration**  
**Initial Verification**  
Search Cases  
**User Administration**  
Change Password  
Pwd Challenge Q&A  
Change Profile  
**Reports**  
View Reports

**Welcome to the SAVE Program's Verification Information System (VIS)**

**Agency:** Ohio - Department of Jobs & Family SER (HWOH)  
**Department:** FRANKLIN (OP)

**Important Information for SAVE Users**  
**USCIS**  
Deferred Enforced Departure for Liberia has been extended - 04/19/2013

The Department of Homeland Security (DHS) is extending Deferred Enforced Departure (DED) through Sept. 30, 2014 for qualified Liberians and those persons without nationality who last habitually resided in Liberia. DHS is also automatically

**News**  
10/17/2011 - Temporary Protected Status for Sudan and South Sudan  
09/27/2011 - Deferred Enforced Departure for Liberia Extended - Effective 10/1/2011  
08/31/2011 - Revised Forms G-845, Request for Document [More](#)

**The first step in the verification process is to select "Initial Verification" from the Case Administration menu.**

\* = required entry

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

2. Complete the “Enter Applicant Information” screens.

- a. The first screen asks you to select the type of document the applicant presented. The document you select drives SAVE to query a specific database and asks you to enter different information from the immigration document. Select the document the person presented as proof of the immigration status and select “Next”.

**NOTE:** Many people enter the U.S. with an **I-94 form**. The I-94 is completed by hand and there are delays getting the information into SAVE. Therefore, we suggest **using the “Other Document” function for anyone who presents an I-94**, as it tends to be updated quicker and the verification is typically more successful using this function. We will follow the verification process using the “Other Document” function.

U.S. Citizenship and Immigration Services  
WEB-3

Online Resources | Download Tutorial | Return to Home | Contact Us | Exit

Case Administration  
Initial Verification  
Search Cases  
User Administration  
Change Password  
Pwd Challenge Q&A  
Change Profile  
Reports  
View Reports

**Enter Applicant Information:**

What document(s) did the applicant present (select one): \*

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

Next

**Use the “Other”  
document for  
anyone who  
presents an I-94.  
You are more  
likely to get an  
immediate  
verification.**

b. Complete the information requested on the second screen of the Enter Applicant Information section (this screen will look different depending which document you selected – the one below is “Other” document type) and select the “Next” button. **All fields marked with an \* are required.**

- i. Whenever possible, it is best to enter the **eight or nine digit alien identification number** (A-number) from the documentation presented, rather than the I-94 Number. **The alien number is the eight or nine digit number that follows the “A” on the status documentation** presented and is unique to the individual. If the alien number has **fewer than nine digits, enter zeros in front of the number**. This is the number you enter onto CRIS-E screen AEICZ and is the number ODJFS needs to draw Federal funding for services for some classes of aliens.
- ii. Enter the Last and First name and the date of birth as it appears on the status document.
- iii. Indicate the number or a description of the status document in the “Other Document Description” field. If it was an I-94, simply enter “I-94”.
- iv. Select the program or programs for which you are exploring eligibility (**Food Assistance, Cash Assistance, Medicaid and/or Refugee Assistance**). **To select more than one program, click on one, then hold the Ctrl button on your keyboard and click to select additional entries.**

The screenshot shows the 'Enter Applicant Information' form for Citizenship and Immigration Services. The form includes fields for Alien Number, I-94 Number, SEVIS ID, Passport Number, Country of Issuance, Last Name, First Name, Middle Initial, Date of Birth, Doc. Expiration Date, Other Document Description, and Benefits. Annotations include: a yellow box pointing to the Alien Number field stating 'It is best to search using the Alien number, since it is also the number that goes on CRIS-E screen AEICZ.'; a yellow box pointing to a question mark icon stating 'Click on this symbol for clarification how to complete the field.'; a yellow box pointing to the asterisk on the Benefits field stating 'All fields with an \* are required.'; and a red oval at the bottom stating '\* = required entry'. The form also has 'Back' and 'Next' buttons and an 'Accessibility' link at the bottom right.

**It is best to search using the Alien number, since it is also the number that goes on CRIS-E screen AEICZ.**

**Click on this symbol for clarification how to complete the field.**

**All fields with an \* are required.**

**\* = required entry**

- c. This will take you to a screen for you to confirm your Applicant Information entries. Ensure you used the proper alien number, name and date of birth. If you mistyped something, use the “**Back**” button to return to the previous screen and correct any errors. This is your last chance to make corrections before the verification request is submitted. If the information you entered is consistent with the status document, click “**Next**”. You should receive a response almost immediately.


U.S. Citizenship and Immigration Services  
WEB-3

[Online Resources](#) | [Download Tutorial](#) | [Return to Home](#) | [Contact](#)

Case Administration | Confirm Applicant Information:

 Please confirm your entries before continuing.

<div style="background-color: #e6f2ff; padding: 5px;"> <span style="font-weight: bold;">Initial Verification</span>  <a href="#">Search Cases</a> </div> <div style="background-color: #e6f2ff; padding: 5px;"> <span style="font-weight: bold;">User Administration</span>  <a href="#">Change Password</a>  <a href="#">Pwd Challenge Q&amp;A</a>  <a href="#">Change Profile</a> </div> <div style="background-color: #e6f2ff; padding: 5px;"> <span style="font-weight: bold;">Reports</span>  <a href="#">View Reports</a> </div>	<p><b>Alien Number:</b> 123456789</p> <p><b>SEVIS ID:</b></p> <p><b>Passport Number:</b></p> <p><b>Country of Issuance:</b></p> <p><b>Last Name:</b> Jones</p> <p><b>First Name:</b> John</p> <p><b>Middle Initial:</b></p> <p><b>Date of Birth:</b> 01/01/1928</p> <p><b>Document Type:</b> Other (Select If Document Not Listed)</p> <p><b>Other Document Description:</b> I-94</p> <p><b>Doc. Expiration Date:</b></p> <p><b>Selected Benefit(s):</b> Food Stamps Medicaid</p>
--	---

Ensure you typed the 8-9 digit number following the “A” from the person’s USCIS documentation.

Confirm you have typed the date of birth in the correct order (mm/dd/yyyy), as the I-94 uses dd/mm/yyyy format.

\* = required entry

[Accessibility](#) | [Download](#)

3. Under "Initial Verification Results" review the following:
  - a. Check that the name and date of birth listed match the status document (note that month and day are reversed on the I-94 form).
  - b. Use the **Country** listed to complete the country code field on AEICZ. Sometimes this varies from the country listed on the I-94. This is frequently the case with refugees who were born in refugee camps. If there is a discrepancy, use the country of origin from the I-94 or other status document to complete the country of origin code field on AEICZ (CRIS-E table TCOU).
  - c. Use **Date of Entry** to complete the "Entry Date" and "Document Date" fields on AEICZ, unless the status document shows a different date. **For asylees, always use the date asylum status was granted from the document submitted as the entry date and document date on AEICZ.**
  - d. **System Response** lists the individual's current alien status, such as lawful permanent resident, refugee, etc. Use this response, **in conjunction with the COA field**, to complete the "Alien Stat" field on CRIS-E screen AEICZ (CRIS-E table TCTZ).
  - e. The **COA (class of admission)** field contains a two or three letter/digit code which indicates the reason the individual was originally allowed to enter the U.S. The On-Line Resources link from the SAVE home page has a list of these codes and what they mean.
    - Some COA codes indicate a person came in with one **qualified alien status**, e.g. refugee, and has since adjusted to another qualified alien status, e.g. Lawful Permanent Resident (LPR). This is important, because a refugee retains refugee status and may remain eligible for benefits, even though he/she adjusts to LPR status. **Enter the least restrictive status in the "Alien Stat" field on AEICZ (CRIS-E table TCTZ).** Use the "Typical Documents Used to Verify Qualified Alien Status" desk aid to assist in this process.



## U.S. Citizenship and Immigration Services

### WEB-3 Case Details

[Online Resources](#) | [Download Tutorial](#) | [Return](#)

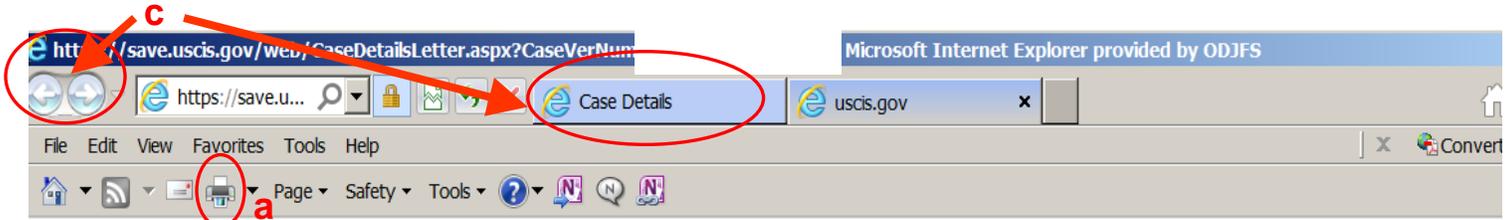
**Case Verification Number:** 2010123456789HGV

<b>Case Administration</b> <a href="#">Initial Verification</a> <a href="#">Search Cases</a> <b>User Administration</b> <a href="#">Change Password</a> <a href="#">Pwd Challenge Q&amp;A</a> <a href="#">Change Profile</a> <b>Reports</b> <a href="#">View Reports</a>	<div style="border-bottom: 1px solid black; margin-bottom: 5px;"> <b>Initial Verification</b> </div> <table style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 50%;"><b>Alien Number:</b> 123456789</td> <td style="width: 50%;"><b>Benefits:</b> Food Stamps Medicaid</td> </tr> <tr> <td><b>I-94 Number:</b></td> <td></td> </tr> <tr> <td><b>Card Number:</b></td> <td></td> </tr> <tr> <td><b>Naturalization Number:</b></td> <td><b>Citizenship Cert. Number:</b></td> </tr> <tr> <td><b>Visa Number:</b></td> <td><b>SEVIS ID:</b></td> </tr> <tr> <td><b>Passport Number:</b></td> <td><b>Document Exp. Date:</b> 07/10/2022</td> </tr> <tr> <td><b>Country of Issuance:</b></td> <td><b>Other Document Desc:</b> I-94</td> </tr> <tr> <td><b>Document Type:</b> Other</td> <td><b>First Name:</b> JOHN</td> </tr> <tr> <td><b>Last Name:</b> JONES</td> <td><b>Date of Birth:</b> 01/01/1928</td> </tr> <tr> <td><b>Middle Name:</b></td> <td><b>Initiated On:</b> 06/07/2013</td> </tr> <tr> <td><b>Initiated By:</b></td> <td></td> </tr> </table> <div style="border: 2px solid black; padding: 5px; margin-top: 10px; text-align: center; color: red; font-weight: bold;">             The COA Code is used to determine the U.S. entry status           </div> <div style="border-bottom: 1px solid black; margin-bottom: 5px;"> <b>Initial Verification Results</b> </div> <table style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 50%;"><b>Last Name:</b> JONES</td> <td style="width: 50%;"><b>First Name:</b> JOHN</td> </tr> <tr> <td><b>Middle Name:</b></td> <td><b>COA Code:</b> RE6</td> </tr> <tr> <td><b>Country:</b> BHUTA - Bhutan</td> <td><b>Date of Birth:</b> 01/01/1928</td> </tr> <tr> <td><b>Date of Entry:</b> 04/06/2011</td> <td><b>Date Admitted To:</b> INDEFINITE</td> </tr> <tr> <td><b>EAD Expiration Date:</b></td> <td><b>Grant Date:</b></td> </tr> <tr> <td colspan="2"><b>System Response:</b> LAWFUL PERMANENT RESIDENT-EMPLOYMENT AUTHORIZED</td> </tr> </table> <div style="margin-top: 10px;"> <a href="#">Print Case Details</a>   <a href="#">Request Additional Verification</a>   <a href="#">Complete and Close Case</a> </div>	<b>Alien Number:</b> 123456789	<b>Benefits:</b> Food Stamps Medicaid	<b>I-94 Number:</b>		<b>Card Number:</b>		<b>Naturalization Number:</b>	<b>Citizenship Cert. Number:</b>	<b>Visa Number:</b>	<b>SEVIS ID:</b>	<b>Passport Number:</b>	<b>Document Exp. Date:</b> 07/10/2022	<b>Country of Issuance:</b>	<b>Other Document Desc:</b> I-94	<b>Document Type:</b> Other	<b>First Name:</b> JOHN	<b>Last Name:</b> JONES	<b>Date of Birth:</b> 01/01/1928	<b>Middle Name:</b>	<b>Initiated On:</b> 06/07/2013	<b>Initiated By:</b>		<b>Last Name:</b> JONES	<b>First Name:</b> JOHN	<b>Middle Name:</b>	<b>COA Code:</b> RE6	<b>Country:</b> BHUTA - Bhutan	<b>Date of Birth:</b> 01/01/1928	<b>Date of Entry:</b> 04/06/2011	<b>Date Admitted To:</b> INDEFINITE	<b>EAD Expiration Date:</b>	<b>Grant Date:</b>	<b>System Response:</b> LAWFUL PERMANENT RESIDENT-EMPLOYMENT AUTHORIZED	
<b>Alien Number:</b> 123456789	<b>Benefits:</b> Food Stamps Medicaid																																		
<b>I-94 Number:</b>																																			
<b>Card Number:</b>																																			
<b>Naturalization Number:</b>	<b>Citizenship Cert. Number:</b>																																		
<b>Visa Number:</b>	<b>SEVIS ID:</b>																																		
<b>Passport Number:</b>	<b>Document Exp. Date:</b> 07/10/2022																																		
<b>Country of Issuance:</b>	<b>Other Document Desc:</b> I-94																																		
<b>Document Type:</b> Other	<b>First Name:</b> JOHN																																		
<b>Last Name:</b> JONES	<b>Date of Birth:</b> 01/01/1928																																		
<b>Middle Name:</b>	<b>Initiated On:</b> 06/07/2013																																		
<b>Initiated By:</b>																																			
<b>Last Name:</b> JONES	<b>First Name:</b> JOHN																																		
<b>Middle Name:</b>	<b>COA Code:</b> RE6																																		
<b>Country:</b> BHUTA - Bhutan	<b>Date of Birth:</b> 01/01/1928																																		
<b>Date of Entry:</b> 04/06/2011	<b>Date Admitted To:</b> INDEFINITE																																		
<b>EAD Expiration Date:</b>	<b>Grant Date:</b>																																		
<b>System Response:</b> LAWFUL PERMANENT RESIDENT-EMPLOYMENT AUTHORIZED																																			

\* = required entry

4. Review the verification response and compare it to the documentation submitted. If there are no discrepancies between the documentation presented and the initial verification response, point and click on the box that says "**Print Case Details.**"

5. Selecting the "Print Case Details" button will bring up a screen that looks like this.
  - a. Select print from your file menu or the icon on your toolbar.
  - b. Place the printout in your case record and use it to help you complete CRIS-E screen AEICZ.
  - c. Select the "Back" arrow on your browser or select the original tab to go back to the verification page.
  - d. Click "**Complete and Close Case**" on the verification page to remove the case from your active SAVE caseload.



**SENSITIVE BUT UNCLASSIFIED**

**Department of Homeland Security  
SAVE Program**

**Report Prepared: 06/14/2013  
Page: 1 of 1**

**Case Verification Number:** 2010123456789HGV

**Initial Verification:**

Alien Number:	123456789	Benefits:	Food Stamps Medicaid
I-94 Number:		Citizenship Cert. Number:	
Card Number:		SEVIS ID:	
Naturalization Number:		Document Exp. Date:	07/10/2022
Visa Number:		Other Document Desc:	I-94
Passport Number:		First Name:	JOHN
Country of Issuance:		Date of Birth:	01/01/1928
Document Type:	Other	Initiated On:	06/07/2013
Last Name:	JONES		
Middle Name:			
Initiated By:	JMAC5555		

**Initial Verification Results:**

Last Name:	JONES	First Name:	JOHN
Middle Name:		COA Code:	RE6
Country:	BHUTA - Bhutan	Date of Birth:	01/01/1928
Date of Entry:	04/06/2011	Date Admitted To:	INDEFINITE
EAD Expiration Date:		Grant Date:	
System Response:	LAWFUL PERMANENT RESIDENT-EMPLOYMENT AUTHORIZED		

**Case Closure Information:**

Closed By: \_\_\_\_\_ Date: \_\_\_\_\_

**SENSITIVE BUT UNCLASSIFIED**

# How does a SAVE verification translate to completion of CRIS-E screen AEICZ?

SENSITIVE BUT UNCLASSIFIED

Department of Homeland Security  
SAVE Program

Report Prepared: 05/16/2011  
Page: 1 of 1

Case Verification Number: 2010123456789HG

**Initial Verification:**

Alien Number: 123456789 <b>c</b>	Benefits: Food Stamps Medicaid
I-94 Number:	
Card Number:	
Naturalization Number:	Citizenship Cert. Number:
Visa Number:	SEVIS ID:
Passport Number:	Document Exp. Date:
Document Type: Other	Other Document Desc: I-94
Last Name: JONES	First Name: JOHN
Middle Name:	Date of Birth: 01/01/1928
Initiated By: JMAC5555	Initiated On: 05/16/2011

**Initial Verification Results:**

Last Name: JONES	First Name: JOHN
Middle Name:	COA Code: RE6 <b>b. e</b>
Country: BHUTA - Bhutan	Date of Birth: 01/01/1928
Date of Entry: 04/06/2011 <b>a, d</b>	Date Admitted To: INDEFINITE
EAD Expiration Date:	
System Response: LAWFUL PERMANENT RESIDENT-EMPLOYMENT AUTHORIZED	

## CRIS-E Screen AEICZ Completion for this Individual

AEICZ		ALIEN/REFUGEE INFORMATION				04/26/13 10:12						
COUNTY: 90		CASE: 5000000001		WORKER: WBTM95		BTM95 B. MOOSE						
EFFECTIVE BEGIN DATE: 05/05/13		STATUS: OPEN										
NBR	NAME	DC	COUNTRY OF ORIGIN CODE	ENTRY DATE	ALIEN STAT	ALIEN NUMBER	DOCUMENT DATE	VR	P	S	40QTR R	ES
1	JONES	J	013	BHUTAN 04062011 <b>a</b>	RE <b>b</b>	123456789 <b>c</b>	04062011 <b>d</b>	I9	N	N	<b>e</b>	—

- a. **Entry Date** – Use the date from SAVE to complete this field for everyone, except Asylees and Cuban/Haitian Entrants. *For asylees and Cuban/Haitian Entrants, use the date they were granted asylum or an Entrant status. That date can be verified on SAVE through completion of the G-845 and G-845 Supplement (third step verification).*
- b. **Alien Status** – The **COA code** "RE6" for this individual indicates he entered the U.S. as a refugee. Even though he has become a Lawful Permanent Resident (per System Response and presentation of the I-551 card), he remains a refugee for benefit purposes, because it is a less limiting status.
- c. **Alien Number** – Use the 9-digit number (that follows the "A" on status documents) you used to run the SAVE verification.
- d. **Document Date** – the document date should always be the *same as the entry date*.
- e. **40 Quarter Request** – No request needed. **COA Code** shows entered as refugee less than 5 years ago.

# SAVE Verification with Photo Matching Sample

6. SAVE may also ask you to verify that the picture on the document matches what is in their system:

U.S. Citizenship and Immigration Services  
WEB-3 Case Details

[Online Resources](#) | [Download Tutorial](#) | [Return to Home](#) | [Contact Us](#) | [Exit](#)

Case Verification Number: 201001234567KM

**Case Administration**

[Initial Verification](#)

[Search Cases](#)

**User Administration**

[Change Password](#)

[Pwd Challenge Q&A](#)

[Change Profile](#)

**Reports**

[View Reports](#)

### Photo Matching

**i** Does the photo below match the photo on the I-551 (Permanent Resident Card) or I-766 (Employment Authorization Card) presented by the applicant?

Select Yes or No and click the "Next" button.

[Click to Enlarge](#)

Yes - photo matches

No - photo does not match

Next

U.S. Citizenship and Immigration Services  
WEB-3 Case Details

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

Case Verification Number: 201001234567KM

**Case Administration**

[Initial Verification](#)

[Search Cases](#)

**User Administration**

[Change Password](#)

[Pwd Challenge Q&A](#)

[Change Profile](#)

**Reports**

[View Reports](#)

### Initial Verification

<b>Alien Number:</b>	123456789	<b>Benefits:</b>	Food Stamps
<b>I-94 Number:</b>		<b>Citizenship Cert. Number:</b>	
<b>Card Number:</b>	M123456789	<b>SEVIS ID:</b>	
<b>Naturalization Number:</b>		<b>Document Exp. Date:</b>	02/13/2019
<b>Visa Number:</b>		<b>Other Document Desc:</b>	Mary
<b>Passport Number:</b>		<b>First Name:</b>	Mary
<b>Country of Issuance:</b>		<b>Date of Birth:</b>	01/01/1955
<b>Document Type:</b>	I-551	<b>Initiated On:</b>	05/31/2013
<b>Last Name:</b>	Smith		
<b>Middle Name:</b>			
<b>Initiated By:</b>	JMAC5555		

### Photo Matching

<b>Returned Photo:</b>		<b>Photo Match:</b>	Yes - photo matches
------------------------	--	---------------------	---------------------

[Click to Enlarge](#)

### Initial Verification Results

<b>Last Name:</b>	Smith	<b>First Name:</b>	Mary
<b>Middle Name:</b>		<b>COA Code:</b>	CU6
<b>Country:</b>	CUBA - Cuba	<b>Date of Birth:</b>	01/01/1955
<b>Date of Entry:</b>	07/06/2007	<b>Date Admitted To:</b>	INDEFINITE
<b>EAD Expiration Date:</b>		<b>Grant Date:</b>	
<b>System Response:</b>	LAWFUL PERMANENT RESIDENT-EMPLOYMENT AUTHORIZED		

<a href="#">Print Case Details</a>	<a href="#">Request Additional Verification</a>	<a href="#">Complete and Close Case</a>
------------------------------------	---	---

\* = required entry

# Retry Initial Verification

1. Your Initial Verification screen may return a screen that looks like this or a variation of this. This screen indicates that something you entered (alien number, name, DOB) on your initial verification request did not match what is in the SAVE system. From here you have a few options:
  - a. Review the documentation presented, particularly the fields that are open to editing, and ensure it matches what you entered in SAVE. If not:
    - i. Correct the entered data, if needed, and select the “Retry Initial Verification” button. This will take you to a screen that looks like the one on page 9; or

U.S. Citizenship and Immigration Services  
WEB-3 Case Details

Case Verification Number: 201001234567KM

Online Resources | Download Tutorial | Return to Home | Contact Us | E

**Case Administration**  
Initial Verification  
Search Cases

**User Administration**  
Change Password  
Pwd Challenge Q&A  
Change Profile

**Reports**  
View Reports

Check that the applicant's document number(s) is correct.

If the document number(s) is incorrect, make the necessary changes and select the 'Retry Initial Verification' button. If the document number(s) is correct and you would like to request Additional Verification, select the 'Request Additional Verification' button. If this case was entered in error, select the 'Complete and Close Case' button.

**Enter Applicant Information:**

Alien Number: 123456789 \* ?  
 I-94 Number:

SEVIS ID: ?  
Passport Number: ?  
Country of Issuance: ?  
Last Name: JONES  
First Name: JOHN  
Middle Name:  
Date of Birth: 01/01/1928  
Document Exp. Date:  
Other Document Desc: i-94  
Selected Benefit(s): Food Stamps  
Medicaid

**Retry Initial Verification** Request Additional Verification Complete and Close Case

**Make corrections to the requested information and select “Retry Initial Verification”.**

- b. If you receive the “Check Applicant’s Information” page and you try to resubmit it without making any changes, you will receive an error message like the one below.

U.S. Citizenship and Immigration Services  
WEB-3 Case Details

Case Verification Number: 2015106004026KW

Online Resources | Download Tutorial | Return to Home | Contact Us | Exit

Case Administration  
Initial Verification  
Search Cases  
User Administration  
Change Password  
Pwd Challenge Q&A  
Change Profile  
Reports  
View Reports

**Please make the following corrections.**

- Before selecting Retry Initial Verification, make the necessary changes to the applicant's information. If the information is correct, select Request Additional Verification to send the case to Additional Verification.

Check that the applicant's name is correct.

If their name is incorrect, make the necessary changes and select the 'Retry Initial Verification' button. If their name is correct and you would like to request Additional Verification, select the 'Request Additional Verification' button. If this case was entered in error, select the 'Complete and Close Case' button.

**Enter Applicant Information:**

Alien/I-94 Number: 123456789  
SEVIS ID:  
Passport Number:  
Country of Issuance:  
Last Name: Jones \* ?  
First Name: John \* ?  
Middle Initial:  
Date of Birth: 01/01/1928  
Document Exp. Date:  
Other Document Desc: I-94  
Selected Benefit(s): Food Stamps  
Medicaid

Retry Initial Verification | Request Additional Verification | Complete and Close Case

**If everything on the screen is correct or you receive the error message above, your verification is not complete and you must select “Request Additional Verification”.**

- c. If the information you entered matches what is on the documentation you have, proceed to Second Step Verification by selecting the “Request Additional Verification” button.

# Secondary/Additional Verification

1. If the Initial Verification system response from SAVE is “Institute Additional Verification”, is incomplete, does not match the documentation the alien presented, or if you want to explore whether an individual has a sponsor, point and click on “Request Additional Verification.” This is called a secondary verification request.

U.S. Citizenship and Immigration Services  
WEB-3 Case Details

Case Verification Number: 2013168064028KW

**Initial Verification**

Alien Number:	123456789	Benefits:	Food Stamps Medicaid
I-94 Number:			
Card Number:			
Naturalization Number:		Citizenship Cert. Number:	
Visa Number:		SEVIS ID:	
Passport Number:		Document Exp. Date:	
Country of Issuance:			
Document Type:	Other	Other Document Desc:	I-94
Last Name:	Johnson	First Name:	John
Middle Name:		Date of Birth:	01/01/1928
Initiated By:	JMAC5912	Initiated On:	06/17/2013

**Initial Verification Results**

Last Name:	First Name:
Middle Name:	COA Code:
Country:	Date of Birth:
Date of Entry:	Date Admitted To:
EAD Expiration Date:	Grant Date:
System Response:	INSTITUTE ADDITIONAL VERIFICATION

Print Case Details | Request Additional Verification | Complete and Close Case | Keep Case Open

\* = required entry

If the system response is “Institute Additional Verification” you must proceed to 2<sup>nd</sup> step verification by selecting “Request Additional Verification”.

2. Selecting the “Request Additional Verification” button takes you to another screen where you can enter other identifying information about the individual. Enter as much information as you possibly can and click the “Submit Additional Verification” button. Someone at USCIS will research and respond within three working days.
  - a. Enter the **CRIS-E Case Number** in the “User Case Number” field for easy reference.
  - b. Include the 11-digit Departure number from the upper left hand corner of the front of the I-94 card (Arrival/Departure Record) in the “**I-94 Number**” field. This is different from the individual’s eight or nine digit alien number.
  - c. The “**Special Comments**” field is free form and should be used to explain what it is you are requesting or any notes you have for the status verifier.
  - d. If exploring whether an individual has a sponsor, point and click on the box after the field “**Request Affidavit of Support Data.**”
  - e. The “**Case Verification Number**” at the top of the screen is a unique system-generated number that appears when a verification request is submitted and helps identify the specific SAVE inquiry. All correspondence related to the inquiry should contain the Case Verification Number.
  - f. Enter your name and phone number in the **point of contact (POC)** fields in case the SAVE status verifier needs additional information from you.

The screenshot shows the 'Enter Additional Verification Data' form. Red circles and arrows highlight specific fields and options. A yellow callout box explains that the I-94 number is different from the alien number used for search. Another yellow callout box points to the 'Request Affidavit of Support Data' checkbox, stating that selecting it requests the date asylum status was granted. A third yellow callout box points to the 'Attach' button, stating that only a copy of the status document should be attached to skip the second step of verification and proceed to the third step.

**Annotations:**

- I-94 Number:** Circled in red. A red arrow points to it from a yellow callout box.
- Request Affidavit of Support Data:** A red arrow points to the checkbox from a yellow callout box.
- Attach:** A red circle around the button with a red arrow pointing to it from a yellow callout box.
- Third Level:** A red circle around the text in the 'Attach' section with a red arrow pointing to it from a yellow callout box.

**Callout Boxes:**

- Top Right:** The I-94 number is different than the alien number you used to search with. The *alien* number goes on CRIS-E screen AEICZ.
- Middle Right:** Select this box to request the date asylum status was granted.
- Bottom Right:** Only attach a copy of the status document if you want to skip 2<sup>nd</sup> step verification and proceed directly to 3<sup>rd</sup> step verification (see p. 18).

3. After waiting three working days:
  - a. Log back into SAVE.
  - b. Point and click on **“Search Cases”** in the left hand column of the screen. This will take you to a screen entitled **“Enter Case Search Criteria.”**
  - c. Under **“Case Status”**, point and click on **“Cases with Additional Verification Responses.”**
  - d. If you have a **specific case** you want to search for, enter the Verification Number, Alien Number, I-94 Number, or User Case Number in the appropriate field. Otherwise, you can get a list of all responses by selecting **“Group”**, selecting your county, then selecting your SAVE user name in the **“Initiated By”** menu.
  - e. Click on **“Display Case Summary List.”**

Case Search - Microsoft Internet Explorer provided by ODJFS

https://save.uscis...

U.S. Citizenship and Immigration Services  
WEB-3 Case Search

Online Resources | Download Tutorial

**Case Administration**

- Initial Verification
- Search Cases** **b**
- User Administration
- Change Password
- Pwd Challenge Q&A
- Change Profile
- Reports
- View Reports

**Enter Case Search Criteria**

**Case Status:**

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

**Verification Number:**

**Alien Number:**

**I-94 Number:**

**Passport Number:**

**User Case Number:**

**Date Initiated From:**  (mm/dd/yyyy)

**Date Initiated To:**  (mm/dd/yyyy)

**Group:**

**Initiated By:**

**e**

\* = required entry

**d. Enter one or more search criteria to limit your search and find the case you need.**

- Under "Case Summary List" will be a picture of a manila folder with a red arrow. The red arrow indicates that SAVE has responded. Next to the file with the red arrow, point and click on the "Verification Number."

**U.S. Citizenship and Immigration Services**  
**WEB-3 Case Summary List**

Online Resources | Download Tutorial | Return to Home | Contact Us | Exit

You are viewing cases 1-1 of 1

Case Administration **Case Summary List** (Click on Title to Sort Column)

Initial Verification  
 Search Cases  
 User Administration  
 Change Password  
 Pwd Challenge Q&A  
 Change Profile  
 Reports  
 View Reports

Case Status	Verification Number	ID Type	ID Number	System Response	COA	Date of Entry	Date Last Adm. To Name	First Name	M.I.	Group	Initial Ver. By	Initial Ver. Date
	<a href="#">201001234567KM</a>	A #	01234567	Asylee						FRANKLIN	JMAC5555	06/05/2013

Legend:  - Case Requiring Action |  - Case with Additional Verification Response |  - Cases with Third-Step Verification Responses |  - Case In Process |  - Closed Case

**Click on the Verification Number to see the verifier's response.**

**A folder with a red arrow indicates that a SAVE verifier has responded.**

\* = required entry

5. Under “Additional Verification Results” is SAVE’s response to the Additional Verification request. Under “Affidavit of Support Data” is SAVE’s response to your request whether the individual has a sponsor.
  - a. If the SAVE response provided you with the information you requested and need, click on “Print Case Details,” select print from your file menu or toolbar, and place the printout in the case record. Be sure to make any changes needed on CRIS-E screen AEICZ.
  - b. Use the green “Back” arrow to return to your verification page. Click “Complete and Close Case” to remove it from your list of active SAVE cases.
  - c. **If the SAVE response was not complete or did not give you all of the information you requested, contact SAVE at 1-877-469-2563.** If you still do not get the information you need, contact the Refugee Services Section at [REFUGEE@ifs.ohio.gov](mailto:REFUGEE@ifs.ohio.gov).

Case Details		Online Resources	Download Tutorial
<b>Case Verification Number:</b> 201001234567KM			
<b>Initial Verification</b>			
<b>Alien Number:</b>	012345678	<b>Benefits:</b>	Food Stamps
<b>I-94 Number:</b>			
<b>Card Number:</b>			
<b>Naturalization Number:</b>		<b>Citizenship Cert. Number:</b>	
<b>Visa Number:</b>		<b>SEVIS ID:</b>	
<b>Passport Number:</b>		<b>Document Exp. Date:</b>	
<b>Country of Issuance:</b>			
<b>Document Type:</b>	Other	<b>Other Document Desc:</b>	i94
<b>Last Name:</b>	AHMED	<b>First Name:</b>	AHMED
<b>Middle Name:</b>		<b>Date of Birth:</b>	02/21/1945
<b>Initiated By:</b>	JMAC5555	<b>Initiated On:</b>	06/05/2013
<b>Initial Verification Results</b>			
<b>Last Name:</b>		<b>First Name:</b>	
<b>Middle Name:</b>		<b>COA Code:</b>	
<b>Country:</b>		<b>Date of Birth:</b>	
<b>Date of Entry:</b>		<b>Date Admitted To:</b>	
<b>EAD Expiration Date:</b>		<b>Grant Date:</b>	
<b>System Response:</b>	INSTITUTE ADDITIONAL VERIFICATION		
<b>Additional Verification</b>			
<b>User Case Number:</b>		<b>A.K.A.:</b>	
<b>I-94 Number:</b>	7777777777		
<b>Card Number:</b>			
<b>Passport Number:</b>		<b>Country of Issuance:</b>	
<b>Special Comments:</b>	PLEASE CONFIRM ASYLUM STATUS AND PROVIDE ASYLUM GRANT DATE		
<b>POC Name:</b>	JENNIFER MACKIM	<b>POC Phone Number:</b>	(614) 644-1143
<b>Initiated By:</b>	JMAC5555	<b>Initiated On:</b>	06/05/2013
<b>Additional Verification Results</b>			
<b>DHS Response:</b>	Asylee	<b>Expires On:</b>	
<b>COA Code:</b>		<b>Date Admitted To:</b>	
<b>USCIS Benefits:</b>		<b>Response Date:</b>	06/06/2013
<b>Revocation Date:</b>		<b>Grant Date:</b>	
<b>Parole Expiration Date:</b>			
<b>DHS Comments:</b>	GRANTED 09/29/10		
<b>Print Case Details</b>	<b>Complete and Close Case</b>		

## Third-Step Verification

1. If your DHS response is "Resubmit Doc (Need copy original)," you are required to go through the third-step verification process. You need to send a copy of the alien's original documentation to USCIS with form G-845.
2. The G-845 form should be typed and **should always include the Case Verification Number**. SAVE will partially pre-populate a G-845 form for you to print and mail with a copy of the documentation when you select the **"Resubmit Verification"** button below the Additional Verification Results section.

U.S. Citizenship and Immigration Services  
WEB-3 Case Details
Online Resources | Download T

**Case Verification Number:** 2010XYZ1234567

<b>Case Administration</b> <a href="#">Initial Verification</a> <a href="#">Search Cases</a> <b>User Administration</b> <a href="#">Change Password</a> <a href="#">Pwd Challenge Q&amp;A</a> <a href="#">Change Profile</a> <b>Reports</b> <a href="#">View Reports</a>	<p><b>Initial Verification</b></p> <table style="width: 100%; border: none;"> <tr> <td style="width: 50%;"><b>Alien Number:</b> 012345678</td> <td style="width: 50%;"><b>Benefits:</b> Food Stamps</td> </tr> <tr> <td><b>I-94 Number:</b></td> <td></td> </tr> <tr> <td><b>Card Number:</b></td> <td></td> </tr> <tr> <td><b>Naturalization Number:</b></td> <td><b>Citizenship Cert. Number:</b></td> </tr> <tr> <td><b>Visa Number:</b></td> <td><b>SEVIS ID:</b></td> </tr> <tr> <td><b>Passport Number:</b></td> <td><b>Document Exp. Date:</b></td> </tr> <tr> <td><b>Country of Issuance:</b></td> <td></td> </tr> <tr> <td><b>Document Type:</b></td> <td><b>Other Document Desc:</b> i94</td> </tr> <tr> <td><b>Last Name:</b> Chin</td> <td><b>First Name:</b> Mi Na</td> </tr> <tr> <td><b>Middle Name:</b></td> <td><b>Date of Birth:</b> 04/12/1993</td> </tr> <tr> <td><b>Initiated By:</b> JMAC5555</td> <td><b>Initiated On:</b> 06/05/2013</td> </tr> </table> <p><b>Initial Verification Results</b></p> <table style="width: 100%; border: none;"> <tr> <td style="width: 50%;"><b>Last Name:</b></td> <td style="width: 50%;"><b>First Name:</b></td> </tr> <tr> <td><b>Middle Name:</b></td> <td><b>COA Code:</b></td> </tr> <tr> <td><b>Country:</b></td> <td><b>Date of Birth:</b></td> </tr> <tr> <td><b>Date of Entry:</b></td> <td><b>Date Admitted To:</b></td> </tr> <tr> <td><b>EAD Expiration Date:</b></td> <td><b>Grant Date:</b></td> </tr> <tr> <td colspan="2"><b>System Response:</b> INSTITUTE ADDITIONAL VERIFICATION</td> </tr> </table> <p><b>Additional Verification</b></p> <table style="width: 100%; border: none;"> <tr> <td style="width: 50%;"><b>User Case Number:</b> 1234567890</td> <td style="width: 50%;"><b>A.K.A.:</b></td> </tr> <tr> <td><b>I-94 Number:</b> 23456789100</td> <td></td> </tr> <tr> <td><b>Card Number:</b></td> <td></td> </tr> <tr> <td><b>Passport Number:</b></td> <td><b>Country of Issuance:</b></td> </tr> <tr> <td><b>Special Comments:</b></td> <td></td> </tr> <tr> <td><b>POC Name:</b> JENNIFER MACKIM</td> <td><b>POC Phone Number:</b> (614) 644-1143</td> </tr> <tr> <td><b>Initiated By:</b> JMAC5555</td> <td><b>Initiated On:</b> 06/05/2013</td> </tr> </table> <p><b>Additional Verification Results</b></p> <table style="width: 100%; border: none;"> <tr> <td style="width: 50%;"><b>DHS Response:</b> Resubmit Doc (Need Copy Original)</td> <td style="width: 50%;"><b>Expires On:</b></td> </tr> <tr> <td><b>COA Code:</b></td> <td><b>Date Admitted To:</b></td> </tr> <tr> <td><b>USCIS Benefits:</b></td> <td><b>Response Date:</b> 06/06/2013</td> </tr> <tr> <td><b>Revocation Date:</b></td> <td></td> </tr> <tr> <td><b>Parole Expiration Date:</b></td> <td><b>Grant Date:</b></td> </tr> <tr> <td colspan="2"><b>Comments:</b></td> </tr> </table> <p style="text-align: center; margin-top: 10px;"> <a href="#">Details</a>   <b>Resubmit Verification</b>   <a href="#">Complete and Close Case</a>   <a href="#">Keep Case Open</a> </p>	<b>Alien Number:</b> 012345678	<b>Benefits:</b> Food Stamps	<b>I-94 Number:</b>		<b>Card Number:</b>		<b>Naturalization Number:</b>	<b>Citizenship Cert. Number:</b>	<b>Visa Number:</b>	<b>SEVIS ID:</b>	<b>Passport Number:</b>	<b>Document Exp. Date:</b>	<b>Country of Issuance:</b>		<b>Document Type:</b>	<b>Other Document Desc:</b> i94	<b>Last Name:</b> Chin	<b>First Name:</b> Mi Na	<b>Middle Name:</b>	<b>Date of Birth:</b> 04/12/1993	<b>Initiated By:</b> JMAC5555	<b>Initiated On:</b> 06/05/2013	<b>Last Name:</b>	<b>First Name:</b>	<b>Middle Name:</b>	<b>COA Code:</b>	<b>Country:</b>	<b>Date of Birth:</b>	<b>Date of Entry:</b>	<b>Date Admitted To:</b>	<b>EAD Expiration Date:</b>	<b>Grant Date:</b>	<b>System Response:</b> INSTITUTE ADDITIONAL VERIFICATION		<b>User Case Number:</b> 1234567890	<b>A.K.A.:</b>	<b>I-94 Number:</b> 23456789100		<b>Card Number:</b>		<b>Passport Number:</b>	<b>Country of Issuance:</b>	<b>Special Comments:</b>		<b>POC Name:</b> JENNIFER MACKIM	<b>POC Phone Number:</b> (614) 644-1143	<b>Initiated By:</b> JMAC5555	<b>Initiated On:</b> 06/05/2013	<b>DHS Response:</b> Resubmit Doc (Need Copy Original)	<b>Expires On:</b>	<b>COA Code:</b>	<b>Date Admitted To:</b>	<b>USCIS Benefits:</b>	<b>Response Date:</b> 06/06/2013	<b>Revocation Date:</b>		<b>Parole Expiration Date:</b>	<b>Grant Date:</b>	<b>Comments:</b>	
<b>Alien Number:</b> 012345678	<b>Benefits:</b> Food Stamps																																																												
<b>I-94 Number:</b>																																																													
<b>Card Number:</b>																																																													
<b>Naturalization Number:</b>	<b>Citizenship Cert. Number:</b>																																																												
<b>Visa Number:</b>	<b>SEVIS ID:</b>																																																												
<b>Passport Number:</b>	<b>Document Exp. Date:</b>																																																												
<b>Country of Issuance:</b>																																																													
<b>Document Type:</b>	<b>Other Document Desc:</b> i94																																																												
<b>Last Name:</b> Chin	<b>First Name:</b> Mi Na																																																												
<b>Middle Name:</b>	<b>Date of Birth:</b> 04/12/1993																																																												
<b>Initiated By:</b> JMAC5555	<b>Initiated On:</b> 06/05/2013																																																												
<b>Last Name:</b>	<b>First Name:</b>																																																												
<b>Middle Name:</b>	<b>COA Code:</b>																																																												
<b>Country:</b>	<b>Date of Birth:</b>																																																												
<b>Date of Entry:</b>	<b>Date Admitted To:</b>																																																												
<b>EAD Expiration Date:</b>	<b>Grant Date:</b>																																																												
<b>System Response:</b> INSTITUTE ADDITIONAL VERIFICATION																																																													
<b>User Case Number:</b> 1234567890	<b>A.K.A.:</b>																																																												
<b>I-94 Number:</b> 23456789100																																																													
<b>Card Number:</b>																																																													
<b>Passport Number:</b>	<b>Country of Issuance:</b>																																																												
<b>Special Comments:</b>																																																													
<b>POC Name:</b> JENNIFER MACKIM	<b>POC Phone Number:</b> (614) 644-1143																																																												
<b>Initiated By:</b> JMAC5555	<b>Initiated On:</b> 06/05/2013																																																												
<b>DHS Response:</b> Resubmit Doc (Need Copy Original)	<b>Expires On:</b>																																																												
<b>COA Code:</b>	<b>Date Admitted To:</b>																																																												
<b>USCIS Benefits:</b>	<b>Response Date:</b> 06/06/2013																																																												
<b>Revocation Date:</b>																																																													
<b>Parole Expiration Date:</b>	<b>Grant Date:</b>																																																												
<b>Comments:</b>																																																													

If the DHS Response is "Resubmit Doc (Need copy original)," you *must* select the "Resubmit Verification" button to proceed to 3<sup>rd</sup> step verification.

3. This will open the Third Level Verification Data page.
  - a. Complete as much information as you can.
  - b. Be sure to request asylum grant date, if needed.
  - c. Upload copies of both sides of the status document the client submitted. Make sure all documents and all sides of the documents are in one file.
  - d. Change the "Form G-845 Return Mailing Address" to your office mailing address.
  - e. Select "Submit".

**U.S. Citizenship and Immigration Services**  
WEB-3 Case Details

Case Verification Number: 2010XYZ1234567

Online Resources | Download Tutorial | Return to Home | Cont

**Enter Third Level Verification Data**

User Case Number: 6145551212 ?

A.K.A.:

Card Number: 23456789100 ?

Passport Number:  ?

Country of Issuance:  ?

Special Comments: Documentation shows entered as asylee on 4/2/13. Please confirm status and asylum grant date.

Request Affidavit of Support Data:

Request Grant Date:

POC Name: Jennifer MacKim \* ?

POC Phone Number: (614 ) 644 - 1143 ext.  \*

**Attach Document** ?

If a copy of the document presented by the applicant is attached, this case will be sent electronically to Third Level verification without requiring the submission a paper G-845.

If a copy of the document presented by the applicant is NOT attached, this case will be required to be sent to Third Level verification by mailing a paper G-845 to a Field Control Office.

Browse... Attach

**Form G-845 Return Mailing Address**

Address 1: 4200 E. Fifth Ave \*

Address 2:

City: Columbus \*

State: OHIO \*

Zip code: 43219 \*

Submit Cancel

**Select this box to request the date the status was granted.**

**Attach a copy of both sides of the alien status document(s).**

**Put your office mailing address here.**

4. If you do not wish to upload the information electronically, you must complete and mail the paper G-845 form with copies of the documentation to: **U.S. Citizenship and Immigration Services, 10 Fountain Plaza, 3rd Floor, Buffalo, NY 14202, Attn: Immigration Status Verification Unit.** The paper version of this form may be found in the Online Resources section on SAVE. It is also very helpful to include the G-845 Supplement form to request any information you need. Be sure to include copies of **both sides** of any documentation you send to USCIS and have it sent to you at your office address.

5. Responses to third-step verification requests will be returned within 10-20 business days and can be found in your case list under “Cases with Third-Step Verification Responses.” Select this option.
6. Select your “Group” (County) and your User Id in the “Initiated By” boxes. You may also complete the Verification Number, Alien Number and/or I-94 Number. Select “Display Case Summary List” to view your responses.

**U.S. Citizenship and Immigration Services**  
WEB-3 Case Search

Online F

**Case Administration**  
Initial Verification  
Search Cases  
**User Administration**  
Change Password  
Pwd Challenge Q&A  
Change Profile  
**Reports**  
View Reports

**Enter Case Search Criteria**

**Case Status:**

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

**Verification Number:**

**Alien Number:**

**I-94 Number:**

**Passport Number:**

**User Case Number:**

**Date Initiated From:**   
(mm/dd/yyyy)

**Date Initiated To:**   
(mm/dd/yyyy)

**Group:**

**Initiated By:**

\* = required entry

**Complete the “Group” and “Initiated By” fields to bring up your responses.**

7. When you select the case verification number from your list of cases, your third-step verification response will look like the screen below.
8. Print case details, place them in file, go back to your verification page and select "Complete and Close Case".
9. Make any necessary changes to AEICZ based on the information received.
10. If the response does not answer everything you requested or need, **call SAVE at 1-877-469-2563**. If you still are unable to get the information needed, contact ODJFS Refugee Services at [REFUGEE@ifs.ohio.gov](mailto:REFUGEE@ifs.ohio.gov).

Citizenship and Immigration Services
Online Resources | Download Tutorial | Re

---

**Case Verification Number:** 2010XYZ1234567

---

### Initial Verification

<b>Alien Number:</b> 012345678 <b>I-94 Number:</b> <b>Card Number:</b> LIN0123456789 <b>Naturalization Number:</b> <b>Visa Number:</b> <b>Passport Number:</b> <b>Country of Issuance:</b> <b>Document Type:</b> I-551 <b>Last Name:</b> FLORES <b>Middle Name:</b> <b>Initiated By:</b> JMAC5555	<b>Benefits:</b> Medicaid  <b>Citizenship Cert. Number:</b> <b>SEVIS ID:</b> <b>Document Exp. Date:</b> 10/06/2018  <b>Other Document Desc:</b> <b>First Name:</b> JORGE <b>Date of Birth:</b> 02/12/1979 <b>Initiated On:</b> 05/10/2013
---	--

---

### Initial Verification Results

<b>Last Name:</b> <b>Middle Name:</b> <b>Country:</b> <b>Date of Entry:</b> <b>EAD Expiration Date:</b> <b>System Response:</b> INSTITUTE ADDITIONAL VERIFICATION	<b>First Name:</b> <b>COA Code:</b> <b>Date of Birth:</b> <b>Date Admitted To:</b> <b>Grant Date:</b>
--	---

---

### Third Level Verification

<b>User Case Number:</b> <b>I-94 Number:</b> <b>Passport Number:</b> <b>Attached Document:</b> <div style="text-align: center;">   <a href="#">Click to Enlarge</a> </div>	<b>A.K.A.:</b>  <b>Country of Issuance:</b>
--	---

**Special Comments:** Request verification of permanent residency status

<b>POC Name:</b> Jennifer MacKim <b>Initiated By:</b> JMAC5555	<b>POC Phone Number:</b> (614) 433-9764 <b>Initiated On:</b> 05/10/2013
---	--

---

### Third Level Verification Results

<b>DHS Response:</b> Lawful Permanent Resident <b>COA Code:</b> <b>USCIS Benefits:</b> <b>Revocation Date:</b> <b>Parole Expiration Date:</b> <b>Status Recognized Date:</b> <b>DHS Comments:</b>	<b>Expires On:</b> <b>Date Admitted To:</b> <b>Response Date:</b> 05/13/2013  <b>Grant Date:</b>
---	--

[Print Case Details](#)

# SAVE User Hints

1. To view some or all of the SAVE Tutorial, Click on the “Download Tutorial” section from anywhere in SAVE. You can look at the topics you need in a new browser window and go back to the case verification you were working on.

U.S. Citizenship and Immigration Services  
WEB-3

Online Resources **Download Tutorial** Return to Home Contact Us Exit

**Case Administration**  
Initial Verification  
Search Cases  
**User Administration**  
Change Password  
Pwd Challenge Q&A  
Change Profile  
**Reports**  
View Reports

**Enter Applicant Information:**

What document(s) did the applicant present (select one): \*

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

\* = required entry

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

2. Point and click on “On-Line Resources” for an index of available resources.

- The Class of Admission (COA) Tables are found in your Online Resources section, as are a User Guide, a SAVE Training Course, and your G-845 and G-845 Supplement forms.

**U.S. Citizenship and Immigration Services**  
**WEB-3 On-Line Resources**

[Online Resources](#) | [Download Tutorial](#) | [Return to Home](#) | [Contact Us](#) | [Exit](#)

**Case Administration**  
[Initial Verification](#)  
[Search Cases](#)

**User Administration**  
[Change Password](#)  
[Pwd Challenge Q&A](#)  
[Change Profile](#)

**Reports**  
[View Reports](#)

**Online Resources**

- [I-94 Quick Reference Guide for Local, State and Federal Agencies](#)  
I-94 Quick Reference Guide for Local, State and Federal Agencies.
- [SAVE Case Check Summary](#)  
SAVE Case Check Summary.
- [SAVE Case Check Agency User Guide](#)  
SAVE Case Check Agency User Guide.
- [SAVE Case Check Notice for Applicants](#)  
SAVE Case Check Notice for Applicants.
- [Deferred Action for Childhood Arrivals \(DACA\) and SAVE](#)  
Deferred Action for Childhood Arrivals (DACA) and SAVE.
- [Self-Assessment Guide](#)  
Self-Assessment Guide for SAVE Program Web and Web Services-based Users.
- [I-94 Automation Frequently Asked Questions](#)  
I-94 Automation Frequently Asked Questions.
- [Fact Sheet Information for SAVE Users: Evidence of Immigration Status for Temporary Protected Status Beneficiaries](#)  
Fact Sheet Information for SAVE Users is designed to provide you with guidance on verifying Temporary Protected Status (TPS) beneficiaries granted an automatic extension of status.
- [SAVE Frequently Asked Questions](#)  
SAVE Frequently Asked Questions (FAQ) provides responses to common questions about verifying immigration status using the Web 3 access method.
- [Information for SAVE Users: Your Responsibilities for Handling and Protecting Personal Information](#)  
Information for SAVE Users: Your Responsibilities for Handling and Protecting Personal Information
- [Electronic System For Travel Authorization \(ESTA\) I-94W Automation Pilot FAQs](#)  
Electronic System For Travel Authorization (ESTA) I-94W Automation Pilot FAQs
- [SAVE Web Enhancements and Features Guide](#)  
The SAVE Web Enhancements and Features Guide.
- [Possible Class of Admission Codes for Affidavit of Support](#)  
The possible Class of Admission Codes for Affidavit of Support.
- [Class of Admission Code Explanation of Terms](#)  
Explanation of terms for Class of Admission Codes for Affidavit of Support.
- [Web 3 User Guide](#)  
System Instructions for Web-3 Access Method.
- [Fact Sheet: Status of the Citizens of the Freely Associated States of the Federated States of Micronesia and the Republic of the Marshall Islands](#)  
Compacts of Free Association with the Federated States of Micronesia and the Republic of the Marshall Islands
- [Fact Sheet: Status of Citizens of the Republic of Palau](#)  
Compact of Free Association with the Republic of Palau.
- [Class of Admission \(COA\) Tables](#)  
The Class of Admission (COA) Tables are a reference tool for SAVE User Agencies. The tables provide a listing of the COAs and a description of the immigration status.
- [Billing and Collections Fact Sheet](#)  
Document Billing and Collections Fact Sheet.
- [Billing and Collections Frequently Asked Questions](#)  
Billing and Collections Frequently Asked Questions.
- [SAVE Program Guide](#)  
The SAVE Program Guide is a reference for both prospective and current user agencies.
- [SAVE Training Course](#)  
SAVE Training Course designed to assist new customers in using the SAVE system.
- [Form G-845, Document Verification Request](#)  
Document Verification Request, Form G-845. This form is formatted as a fillable Portable Document Format (PDF). You may use Adobe Acrobat Reader version 5.0 or higher to use the fillable features of this form.
- [Form G-845 Supplement, Document Verification Request Supplement](#)  
Document Verification Request Supplement, Form G-845 Supplement.
- [Glossary of Terms](#)  
Glossary of Terms relating to the Basic Pilot Program, DHS documents, and processes.

- It is important to log out of SAVE to end your session when you have finished using it. To do so, simply click on “Exit” in the top right corner.



## SAVE Reminders

The SAVE system does not determine whether a person meets the citizenship requirements for benefits. It simply is used to verify *the status document(s)* presented.

If an individual provides what appears to be a valid immigration document, the caseworker should not delay, deny, reduce or terminate benefits while awaiting a response from SAVE. Do not pend benefits while waiting additional verification from SAVE.

SAVE rule cites (Ohio Administrative Code) are:

5101:1-2-30	OWF
5101:4-7-14	Food Assistance
5101:1-38-02.3	Medicaid
5101:1-2-40.1	Refugee Cash Assistance
5101:1-2-40.2	Refugee Social Services

A SAVE query must be run for all non-U.S. Citizens who apply for the benefits listed above.

When there is a conflict between SAVE and the document presented, use the information on the document to complete CRIS-E while resolving the issue with SAVE.

Second and third step verification is required if the SAVE response asks for it.

If, after entering the alien number, your response is a blank screen with a system response of “Institute Additional Verification”, check to make sure you entered the alien number into SAVE, not the beginning of the Departure Number from the I-94.

Use the “special comments” section when requesting additional verification to clearly explain what is needed, so anyone looking at the query knows why additional verification was sought.

Document SAVE actions on CLRC.

SAVE is not intended to be used to report illegal/undocumented aliens who do not show up in the database or aliens who do not wish to have their status verified on SAVE. It is to be used to verify the immigration status of aliens for determining eligibility for assistance programs.

If the SAVE response to additional verification request does not provide the requested information, contact SAVE at (877) 469-2563. If SAVE queries and verifications do not result in successful resolution, contact the ODJFS Refugee Services mailbox at [REFUGEE@ifs.ohio.gov](mailto:REFUGEE@ifs.ohio.gov).