I-589 - Application for asylum or withholding of removal

I-589 NATIONAL SOP: SECTION 1: MAILROOM MODULE

I-589 National SOP Introduction

This Standard Operating Procedure (SOP) has been created for the purpose of standardizing operational policies and procedures between all service centers in the processing of the **I-589, Application for asylum or withholding of removal**. This SOP is in response to the processing differences that have developed at the service centers over time. To support the goal of standardizing procedures, this SOP seeks to improve the production efficiencies through the application of best practices from all service centers. While it is acknowledged that the centers may have different demands and physical layouts, a standard process will assist in ensuring that our customers receive consistent processing regardless of jurisdiction.

This SOP has been developed as a modular document. The Mailroom, USCIS Review, National System Checks, Data Entry, File Room, Mailing, Adjudications, and Post-Adjudications sections are stand-alone documents that can be used individually on an as need basis as training and daily reference documents. Each module describes a stage in the processing of an I-589 application. Below is a brief description of each module:

- ***Mailroom-*** The process by which the service center receives I-589 applications, reviews them for acceptability and assembles them for data entry.
- ***USCIS/Reject Review -*** The process which verifies all requirements for filing are met.
- ***National System Checks-*** The process by which CIS is searched, multiple A-numbers or A-number with violations are resolved.
- ***Data Entry-*** The process by which case information is keyed into RAPS.
- ***File Room-*** This module is not used for I-589s.
- ***Mailing-*** The process of staging, routing and distributing files.
- ***Adjudications-*** This module is not used for I-589s.
- ***Post-Adjudications-*** This module is not used for I-589s.

Recommendations for changes to this document should be sent to the Headquarters Office of Service Center Operations (HQSCO).

Important: This SOP is not intended to be, and should not be taken as, an authoritative statement of the rules of decision for Form I-589 adjustment of status application cases. This SOP is a guide for the consistent processing of Form I-589 adjustment of status application cases. The Service bases the actual decision in a particular case on the record of that particular case and on the Act, regulations, precedent administrative and judicial decisions, and general statements of Service policy relating to the case. Thus, nothing in this SOP creates any substantive or procedural right or benefit that is legally enforceable by any party against the United States or its agencies or officers or any other person.

I-589 Table of Contents

The following is a table of contents, which serves as a guide for all modules of the I-589 SOP. Each module contains its own table of contents that will help to guide through the individual sections of the SOP.

Table of Contents:I-589 National SOP	Page
Section 1: Mailroom Module	1-1
Section 2: USCIS Review Module	2-1
Section 3: National System Check Module	3-1
Section 4: Data Entry Module	4-1
Section 5: File Maintenance Module (Unused)	5-1
Section 6: Workload Distribution Module	6-1

Note: This SOP establishes the required minimum standard for the operational procedures that all service centers should follow. However, this does not invalidate all local requirements and procedures. Local procedures that do not conflict with this SOP (i.e., procedures that are above and beyond the SOP) may still be required, as determined by management at each service center. Additionally, recommendations or advice in this SOP may become requirements at the service center at the discretion of each center's management.

Introduction

The Service Center mailroom retrieves most of its mail from the Post Office. Various Express Mail services also bring correspondence directly to the Center throughout each business day. Regardless of the manner in which mail is received, there are several requirements that must be met for mailroom processing of the I-589 prior to Data Entry. Those requirements and the standards and suggested approaches to reach the requirements, are detailed in this section.

Section 1: Table of Contents

Topic	Page

Description

Throughout processing in both the mailroom and data entry sections, submissions are maintained in groups, or batches. These submissions are stored as groups of like applications (i.e., batches), indicating when USCIS received the forms in the mailroom.

Requirement All submissions must be opened, sorted and batched according to the date of arrival and form type. It is recommended that envelopes be opened on three sides to ensure that all of the contents have been removed.

Standards Complete the standards below for all mail arriving in the mailroom to meet the requirement above.

No.	Standard	
1.1	From the submissions, identify the I-589 filings.	
	IF…	**THEN…**
	The file will be moved for set up	Place the I-589 filing in a container labeled "I-589 Filings" and sort by the “received” date.
	The same person will be setting up the file	Continue processing.

Setting-Up Mail

Description Set-Up is the function performed by clerks that are responsible for the physical set-up of the I-589 and any concurrently filed applications/petitions. Mail Set-Up assembles contents of the envelope (from top to bottom) using black clips. It is suggested that the envelope be slit open on three sides to ensure that all of the contents are located and removed.

Requirements All of the applications/petitions submitted must be date- and time-stamped and placed in record of proceeding (ROP) order along with any supporting evidence, including the photos, which should be in a glassine bag. Also, the mailing envelope must be retained.

Standards Complete the standards below to set-up the applications/petitions submitted.

No.	Standard
2.1	Retain the postmark and return address portion of the mailing envelope for assembly into the packet.
2.2	Date- and time-stamp the first page of each application/petition, legibly using the received date and date-stamp number or employee ID number. Do not date-stamp over areas designated for other purposes. **Advice:** Place the date-stamp vertically in the right-hand margin.

2.3	If photos are supplied, place them in a glassine envelope and staple the bag to the left-hand side of the first page of the main form. Staple the glassine bag to the middle of the form so that it folds around the front of the form. *Do not staple through the photos.* **Note:** If no photos were submitted, they will be requested during adjudication.

Standards (continued)

No.	Standard
2.4	If a G-28 was submitted, check whether or not it is acceptable and annotate the processing worksheet. The G-28 is only acceptable if the following sections are complete: • 2nd Block – Applicant's name • 3rd Block – Type of Appearance must be checked (Box 1, 2, 3 and 1, 3 and 2, OR 4 must be checked) • 3rd Block – The representative or attorney's original signature (original facsimile stamp is acceptable) • 4th Block – Name and proper signature of person consenting If only one copy of the G-28 has been submitted and you have concurrently filed applications, photocopy the G-28 for each application and initial the copies with your employee number.
2.5	Establish the ROP by placing submitted documents for each file in a file folder in the following order: ***Left-Hand Side of File (***Top to Bottom) A. G-28, Notice of Appearance as Attorney or Accredited Representative, if acceptable D. Postmark and return address portion of original envelope ***Right-Hand Side of File*** (Top to Bottom) A. Miscellaneous Correspondence **Advice:** Fasten each group with a black clip.
2.6	Keep family packs together by placing all applications for that family in an accordion folder secured with rubber bands.

Routing Applications

Requirement Applications next need to be reviewed for completeness.

Standards Follow the standards below to route applications appropriately.

No.	Standard
4.1	If the USCIS/Reject Review will be initiated by the Mail Set-up team, proceed with the review.
4.2	If the USCIS/Reject Review will be initiated by another team, route the file to that team.

Index

I-589 NATIONAL SOP: SECTION 2: USCIS/REJECT REVIEW MODULE

I-589 National SOP Introduction

This Standard Operating Procedure (SOP) has been created for the purpose of standardizing operational policies and procedures between all service centers in the processing of the I-589**, Application for asylum or withholding of removal**. This SOP is in response to the processing differences that have developed at the service centers over time. To support the goal of standardizing procedures, this SOP seeks to improve the production efficiencies through the application of best practices from all service centers. While it is acknowledged that the centers may have different demands and physical layouts, a standard process will assist in ensuring that our customers receive consistent processing regardless of jurisdiction.

This SOP has been developed as a modular document. The Mailroom, USCIS Review, National System Checks, Data Entry, File Room, Mailing, Adjudications, and Post-Adjudications sections are stand-alone documents that can be used individually on an as need basis as training and daily reference documents. Each module describes a stage in the processing of an I-589 application. Below is a brief description of each module:

- ***Mailroom***- The process by which the service center receives I-589 applications, reviews them for acceptability and assembles them for data entry.
- ***USCIS Review/Reject -*** The process by which USCIS verifies all reasons for rejection cited by the contractor.
- ***National System Checks-*** The process by which CIS is searched, multiple A-numbers or A-number with violations are resolved.
- ***Data Entry***- The process by which case information is keyed into RAPS.
- ***File Room-*** This module is not used for I-589s.
- ***Mailing***- The process of staging, routing and distributing files.
- ***Adjudications-*** This module is not used for I-589s.
- ***Post-Adjudications-*** This module is not used for I-589s.

Recommendations for changes to this document should be sent to the Headquarters Office of Service Center Operations (HQSCO).

Important: This SOP is not intended to be, and should not be taken as, an authoritative statement of the rules of decision for Form I-589 adjustment of status application cases. This SOP is a guide for the consistent processing of Form I-589 adjustment of status application cases. The Service bases the actual decision in a particular case on the record of that particular case and on the Act, regulations, precedent administrative and judicial decisions, and general statements of Service policy relating to the case. Thus, nothing in this SOP creates any substantive or procedural right or benefit that is legally enforceable by any party against the United States or its agencies or officers or any other person.

Continued on next page

Section 2: USCIS/Reject Review

I-589 Table of Contents

The following is a table of contents, which serves as a guide for all modules of the I-589 SOP. Each module contains its own table of contents that will help to guide through the individual sections of the SOP.

Table of Contents: I-485 National SOP

Note: This SOP establishes the required minimum standard for the operational procedures that all service centers should follow. However, this does not invalidate all local requirements and procedures. Local procedures that do not conflict with this SOP (i.e., procedures that are above and beyond the SOP) may still be required, as determined by management at each service center. Additionally, recommendations or advice in this SOP may become requirements at the service center at the discretion of each center's management.

Continued on next page

Section 2: USCIS/Reject Review, Continued

Introduction

I-589 applications have stringent requirements. Failure to properly fill them out results in rejection. In some cases, an I-589 must be reviewed by USCIS prior to rejection.

USCIS Personnel

The selection of the USCIS personnel that will be assigned to USCIS Review will be the responsibility of Management at each service center. Keep in mind that USCIS Review does not necessarily have to be completed by an officer.

Section 2: Table of Contents

Continued on next page

Reviewing for Reject Criteria

When to Perform

All I-589 applications must be reviewed for reject criteria. This may be done any time prior to data entry.

Procedure

To review the application for reject criteria, perform the following steps:

Step	Action:

2.1	Identify the reason(s) for rejection:
	• Must have Original and 2 copies
	• Must have pages 1-9
	    o Pages 10 & 11 (Supplements A & B) are not required but may be included
	• Name
	• Complete Address
	• Must be in jurisdiction of Service Center
	• Gender
	• Marital Status
	• Date of Birth
	• Country of Birth
	• Question #17 must be answered
	    o If Question #17 marked "B" also reject
	• Date of Entry
	    o May be found in supporting documentation
	• Part B, Information About Your Application, must be filled out completely.
	    o "N/A", "Unknown" and similar responses are acceptable.
	• Part D, Your Signature
	    o If unmarked, reject
	    o If applicant indicates someone else prepared application, Part E must also have a signature

2.2	In some situations, the I-589 may require USCIS review prior to rejection. These circumstances vary widely – please refer to local processing guidelines.

Continued on next page

Reminders

- Make sure family groupings are kept together:
  - If you reject a family member, reject all I-589 applications for that family.

Index

I-589 NATIONAL SOP: SECTION 3: NATIONAL SYSTEM PROCESSING MODULE

I-589 National SOP Introduction

This Standard Operating Procedure (SOP) has been created for the purpose of standardizing operational policies and procedures between all service centers in the processing of the I-589**, Application for asylum or withholding of removal**. This SOP is in response to the processing differences that have developed at the service centers over time. To support the goal of standardizing procedures, this SOP seeks to improve the production efficiencies through the application of best practices from all service centers. While it is acknowledged that the centers may have different demands and physical layouts, a standard process will assist in ensuring that our customers receive consistent processing regardless of jurisdiction.

This SOP has been developed as a modular document. The Mailroom, USCIS Review, National System Checks, Data Entry, File Room, Mailing, Adjudications, and Post-Adjudications sections are stand-alone documents that can be used individually on an as need basis as training and daily reference documents. Each module describes a stage in the processing of an I-589 application. Below is a brief description of each module:

- ***Mailroom-*** The process by which the service center receives I-589 applications, reviews them for acceptability and assembles them for data entry.
- ***USCIS/Reject Review -*** The process which verifies all requirements for filing are met.
- ***National System Checks-*** The process by which CIS is searched, multiple A-numbers or A-number with violations are resolved.
- ***Data Entry-*** The process by which case information is keyed into RAPS.
- ***File Room-*** This module is not used for I-589s.
- ***Mailing-*** The process of staging, routing and distributing files.
- ***Adjudications-*** This module is not used for I-589s.
- ***Post-Adjudications-*** This module is not used for I-589s.

Recommendations for changes to this document should be sent to the Headquarters Office of Service Center Operations (HQSCO).

Important: This SOP is not intended to be, and should not be taken as, an authoritative statement of the rules of decision for Form I-589 adjustment of status application cases. This SOP is a guide for the consistent processing of Form I-589 adjustment of status application cases. The Service bases the actual decision in a particular case on the record of that particular case and on the Act, regulations, precedent administrative and judicial decisions, and general statements of Service policy relating to the case. Thus, nothing in this SOP creates any substantive or procedural right or benefit that is legally enforceable by any party against the United States or its agencies or officers or any other person.

Continued on next page

I-589 Table of Contents

The following is a table of contents, which serves as a guide for all modules of the I-589 SOP. Each module contains its own table of contents that will help to guide through the individual sections of the SOP.

Note: This SOP establishes the required minimum standard for the operational procedures that all service centers should follow. However, this does not invalidate all local requirements and procedures. Local procedures that do not conflict with this SOP (i.e., procedures that are above and beyond the SOP) may still be required, as determined by management at each service center. Additionally, recommendations or advice in this SOP may become requirements at the service center at the discretion of each center's management.

Continued on next page

Introduction

When an alien files with the Immigration Service, he or she is sometimes assigned an Alien Registration Number (A-number). The A-number consists of an "A" followed by 9 digits, for example, A99333888. The A-number is used to create a record for the alien in the Central Index System (CIS) in National Systems. This A-number follows the alien throughout his or her dealings with the Immigration Service, and is attached to his or her immigration documentation. Each A-file is tracked by the corresponding A-number.

Thus, when an I-589 is processed at the Service Center, a search of CIS is required to determine if the applicant has previously been assigned an A-number and/or to validate his/her alleged number. Searches may also reveal that the applicant has a violation. If multiple A-numbers are identified during CIS review or a violation is found, the case is sent to the Case Resolution Unit (CRU). CRU will determine the appropriate A-number as well as any other corresponding files for that applicant.

Section 3: Table of Contents

Topic	Page

Continued on next page

Conducting CIS Checks

Description

A CIS search is used to determine if the alien has been previously assigned an A-number, if he or she has identified the correct A-number, or to identify whether he or she has been assigned more than one A-number.

Definition of a CIS Search

There are three standard ways to check for A-numbers using CIS:

- 9106 Sounds-Like Name Searches
- 9103 Exact Name Search
- 9104 Alias (AKA) Search

If the search(es) is successful in locating a previous A-number(s), it is required that the name, including aliases and the date of birth, is compared with the information provided by the applicant on the I-589. If everything matches, the A-number can be used. If the match is close, but there is uncertainty, the file should be routed to CRU for further review. If a match is not found, the alien will be assigned an A-number.

Multiple A-numbers

When more than one A-number matches the applicant's information exactly, printouts must be made and the I-589 and concurrently filed applications/ petitions should be forwarded to USCIS. Annotate the multiple A numbers on the processing worksheet. USCIS will reconcile the problem and return the filing to Data Entry, indicating the A-number to be used.
The following A-number series should not be used:

- 90-93 Million;
- 80-89 Million; and
- 100 Million.

Requirements

A CIS search is required on all I-589 applications. Any questionable matches or matches with violations must be routed to USCIS. Multiple A-numbers assigned to one applicant must be consolidated. Additionally, if the applicant already has an A-file, then it must be requested. On the other hand, if the applicant does not have an A-file, one must be created.

Continued on next page

Conducting CIS Checks, Continued

Using CIS

To access CIS, select "National Systems." Type your User ID and Password at the "Teleview" menu. Type the number that corresponds to CIS on the command line and press <Enter>. Type in the number of the CIS screen in which you would like to search and press <Enter>. When finished with a search, press <Home> or <Alt+9> to return to the main screen.

Standards

Follow the standards below to perform a CIS Search.
Advice: Search up to 2,000 names, but do not run this search for more than 10 minutes.

No.	Standard
1.1	If the applicant has provided an A-number, search that A-number and make a screen print. **Advice:** The recommended approach is to type in the A # (format: A99999999) in the CIS "9101" screen and press <Enter>.
1.2	Perform an "Exact Name" search and make a screen print. **Advice:** The recommended approach is to enter the following in the appropriate fields in the CIS "9103" screen exactly as it appears on the I-589 and then press <Enter>: • LASTNAME • FIRSTNAME • DOB Range – Type the year and then "1"
1.3	Perform a "Sounds Like" search and make a screen print. **Advice:** The recommended approach is to enter the following in the appropriate fields in the CIS "9106" screen exactly as it appears on the I-589 and then press <Enter>: • LASTNAME • FIRSTNAME • DOB (Date of Birth)
1.4	If no record is found with the "Exact Name" and "Sounds Like" searches, perform an "Alias" search. Make a screen print after each search.

Continued on next page

<table>
<tr><th>No.</th><th>Standard</th></tr>
<tr><td>1.5</td><td>When the initial CIS search is completed, annotate the processing worksheet and, if necessary, route the file according to the chart below.
Note: If there is a match and no multiple A-numbers, or there is no match, this chart does not apply; simply continue processing.
<table>
<tr><th>IF the A-number is…</th><th>AND…</th><th>THEN…</th></tr>
<tr><td>A match</td><td>There are multiple A-numbers</td><td>Annotate the processing worksheet and route to USCIS.</td></tr>
<tr><td>A match</td><td>The match shows a violation, NAILS entry or FBI #</td><td>Route all files to Data Entry and then USCIS.</td></tr>
<tr><td>A questionable match</td><td>Verification cannot confirm the A-number that should be used</td><td>Route the file to USCIS.</td></tr>
<tr><td>A questionable match</td><td>Verification cannot confirm the A-number that should be used <u>AND</u> the match shows a violation, NAILS entry or FBI #</td><td>Route the file to USCIS.</td></tr>
</table></td></tr>
<tr><td>1.6</td><td>If there was not a match, write “NRCIS”, date and initials in red ink by the words “Information about You” on the form.</td></tr>
<tr><td>1.7</td><td>Assign an A # and place the corresponding applications in the A-file jacket. Then search the A-number to be assigned. If a record is found where the A-number has recently been assigned to another applicant, assign a new number and route the file for resolution.
Advice: The recommended approach is to wand or type in the A # (format: A99999999) in the CIS “9101” screen and press <Enter>.</td></tr>
<tr><td>1.8</td><td>Annotate the appropriate A-number on the form(s), and any other concurrently filed forms if applicable.</td></tr>
</table>

Performing RAPS/EOIR Checks

Description In the event that an existing A-number is located through CIS, additional checks of RAPS and EOIR are necessary. If the individual is also located in RAPS or EOIR, the case is subject to USCIS review.

Standards

Follow the standards below to perform RAPS/EOIR Searches.
Note: RAPS/EOIR searches are only conducted on cases where an A-number was located in CIS.

No.	Standard
2.1	Access RAPS, 'CSTA' screen. Look up A-number. If data exists, print screen
2.2	Access RAPS, 'EOIR' screen. Look up A-number. If data exists, print screen
2.3	If found in either system, route to USCIS for review.

Review by USCIS

Description

USCIS will review all of the multiple A-numbers or discrepant A-numbers identified during the CIS check. USCIS will also review any files where information was located in RAPS/EOIR checks. These A-numbers will include the applicant's primary A-number (if any), any additional A-numbers, any data discrepancies, as well as any receipt files. The USCIS will determine which files to request for file consolidation and will circle and initial the correct A-number on the processing worksheet and indicate which additional A-numbers (if any) relate. (Notations on the processing worksheet should be made in the space provided for multiple A-numbers.) After review, USCIS should return the files to resume normal processing.

This Review may be done by different USCIS units in different offices.

Requirement

If multiple A-numbers for a single applicant or A-numbers with discrepancies are found during the CIS checks, these cases must be routed to USCIS for resolution.

Standards

USCIS will review files referred to them and return them to the contractor, indicating whether to accept or reject the I-589. If accepted, USCIS will indicate the appropriate A-number to use.

Index

I-589 NATIONAL SOP: SECTION 4: DATA ENTRY MODULE

I-589 National SOP Introduction

This Standard Operating Procedure (SOP) has been created for the purpose of standardizing operational policies and procedures between all service centers in the processing of the I-589**, Application for asylum or withholding of removal**. This SOP is in response to the processing differences that have developed at the service centers over time. To support the goal of standardizing procedures, this SOP seeks to improve the production efficiencies through the application of best practices from all service centers. While it is acknowledged that the centers may have different demands and physical layouts, a standard process will assist in ensuring that our customers receive consistent processing regardless of jurisdiction.

This SOP has been developed as a modular document. The Mailroom, USCIS Review, National System Checks, Data Entry, File Room, Mailing, Adjudications, and Post-Adjudications sections are stand-alone documents that can be used individually on an as need basis as training and daily reference documents. Each module describes a stage in the processing of an I-589 application. Below is a brief description of each module:

- ***Mailroom-*** The process by which the service center receives I-589 applications, reviews them for acceptability and assembles them for data entry.
- ***USCIS/Reject Review -*** The process which verifies all requirements for filing are met.
- ***National System Checks-*** The process by which CIS is searched, multiple A-numbers or A-number with violations are resolved.
- ***Data Entry-*** The process by which case information is keyed into RAPS.
- ***File Room-*** This module is not used for I-589s.
- ***Mailing-*** The process of staging, routing and distributing files.
- ***Adjudications-*** This module is not used for I-589s.
- ***Post-Adjudications-*** This module is not used for I-589s.

Recommendations for changes to this document should be sent to the Headquarters Office of Service Center Operations (HQSCO).

Important: This SOP is not intended to be, and should not be taken as, an authoritative statement of the rules of decision for Form I-589 adjustment of status application cases. This SOP is a guide for the consistent processing of Form I-589 adjustment of status application cases. The Service bases the actual decision in a particular case on the record of that particular case and on the Act, regulations, precedent administrative and judicial decisions, and general statements of Service policy relating to the case. Thus, nothing in this SOP creates any substantive or procedural right or benefit that is legally enforceable by any party against the United States or its agencies or officers or any other person.

Continued on next page

I-589 Table of Contents

The following is a table of contents, which serves as a guide for all modules of the I-589 SOP. Each module contains its own table of contents that will help to guide through the individual sections of the SOP.

Note: This SOP establishes the required minimum standard for the operational procedures that all service centers should follow. However, this does not invalidate all local requirements and procedures. Local procedures that do not conflict with this SOP (i.e., procedures that are above and beyond the SOP) may still be required, as determined by management at each service center. Additionally, recommendations or advice in this SOP may become requirements at the service center at the discretion of each center's management.

Continued on next page

Introduction

Data Entry must receipt all applications and petitions received at the Service Center to include the I-589. These steps should be completed after the application undergoes Central Index System, as the A-number must be validated prior to data entry. This module includes the standards for receipting the I-589 into National Systems Refugee and Asylee Processing System (RAPS).

Once a file is data entered and scanned, it will be staged (*i.e.*, shelved) to await adjudication. In order to find individual files easily, the USCIS uses RAFACS, a local tracking system. RAFACS records are created for each file in Data Entry. In addition to processing accepted I-589 applications, Data Entry is also responsible for processing system reject notices for those applicants whose I-589 have been rejected.

Section 4: Table of Contents

Continued on next page

Entering Data

Description

The I-589 must be keyed into National Systems RAPS. All data is keyed according to what is on the application unless otherwise directed.

Requirements

Data Entry must receipt the I-589 into RAPS; affix labels to the file; and complete the processing worksheet.

Standards

Follow the standards below to receipt the I-589 application and ensure that a complete record is established.

Keep in mind the following:

- While entering data, leave a field blank if the data requested in RAPS is not present on the I-589 unless otherwise directed.

No.	Standard
1.1	Complete the following: • Verify that the file has been CIS searched; • Verify that the signature is correct;
1.2	Access the blank I-589 data entry screen. **Advice:** To access the data entry screen, access National Systems. Select the "RAPS" system from the menu. Type "I-589" and then press <Enter>.

Continued on next page

No.	Standard

1.3	Enter the following fields with data from the I-589 application:
	• A-number
	• Last name, first name, middle name
	• Address
	• Gender
	• Marital Status
	• Date of birth
	• Country of birth
	    • If not listed review supporting documents
	        • If not located, use country of nationality
	            • If neither COB nor CON is available, reject
	• Ethnic (If not listed, “Other”)
	• Religion (If not listed, “Other”)
	• Port of Entry (If not listed, “UNK”)
	• Date of Entry
	• Social security number
	• Status at Entry (If not listed, “UU”)
	• Filing (Mail Stamp) Date
	• Language (If not listed, “UNK”)
	• New A-file
	    • “Y” if new A-file created
	    • “N” if T-file created
	Keep in mind the following:
	    • There must be an entry in first and last name fields. If only one name is provided, enter the name in the Last Name field. In the First Name field, enter “No Name Given”.
	    • In entering the name, do not use hyphens; use a space instead.
	    • Symbols or numerals cannot be used in place of a name expressed in alpha characters. If someone gives such a name, use the meaning of the symbol or the spelled out number.

1.4	If a G-28 was submitted, determine the validity of the G-28 by ensuring that the sections below are complete and refer to the table below. • 2nd Block – Applicant’s name • 3rd Block – Type of Appearance must be checked (Box 1, 2, 3 and 1, 3 and 2, OR 4 must be checked) • 3rd Block – The representative or attorney’s original signature (original facsimile stamp is acceptable)

<table>
<tr><td></td><td>• 4th Block – Name and proper signature of person consenting</td></tr>
<tr><td>1.41</td><td><table><tr><th>IF…</th><th>THEN…</th></tr><tr><td>No G-28 or an invalid G-28 was submitted</td><td>Do not enter the G-28</td></tr><tr><td>A valid G-28 was submitted</td><td>At the main RAPS screen, enter “REPR” in the command line and continue.</td></tr></table></td></tr>
<tr><td>1.5</td><td>If there is a valid G-28, perform the following steps to locate the attorney in the RAPS system:</td></tr>
<tr><td>1.51</td><td><Tab> to the “Search Data Base field, key an “X” and press <ENTER></td></tr>
<tr><td>1.52</td><td>Key the FCO code of the location of the attorney office. If attorney has multiple offices, use the FCO where file will be mailed. Press <ENTER></td></tr>
<tr><td>1.53</td><td>Key in Attorney’s last name and press <ENTER></td></tr>
<tr><td>1.54</td><td>A list of attorneys appears. Locate correct one and place an “X” next to the name and press <ENTER>. If attorney not listed, skip to Standard 1.</td></tr>
<tr><td>1.55</td><td>Verify information matches G-28. Correct system if necessary.</td></tr>
<tr><td>1.56</td><td>Key “RETN” and press <ENTER></td></tr>
<tr><td>1.57</td><td>Locate “Representative ID” and annotate in red ink in upper right corner of G-28</td></tr>
<tr><td>1.58</td><td>Key “Y” and press <ENTER></td></tr>
</table>

Continued on next page

Entering Data, Continued

Standards (continued)

Step	Action
1.6	If Representative is not in the system:
1.61	In command field key “ACAT”, key FCO code, remove all zeroes and press <ENTER>
1.62	Key information from G-28. When all entered, press <ENTER>
1.63	In the command field key “RETN” and press <ENTER>
1.64	A jurisdiction code appears at the top of the screen; annotate this in the upper right corner of the G-28 in red ink.
1.7	Save the information at this point
1.8	Key the Dependents: In the command field, key “I589” and press <ENTER>
1.81	Press<F10>
1.82	Enter the Dependent’s A-file barcode

1.83	Enter the following fields with data from the I-589 application:
	• Last name, first name, middle name
	• Spouse (S)/Child (C) field
	• Date of birth
	  • If not listed review supporting documents, including principal’s application
	    • If not available, reject
	• Country of birth
	  • If not listed review supporting documents, including principal’s application
	    • If not located, use country of nationality
	      • If neither COB nor CON is available, reject
	• Nation leave blank
	• Port of Entry (If not listed, “UNK”)
	• Gender
	  • If not listed, use principal’s application.
	  • If necessary, make determination from photo
	• Date of Entry
	  • If not present, key from principal’s application
	• Social security number
	  • If not listed, leave blank
	• Status at Entry (If not listed, “UU”)
	• New A-file
	  • “Y” if new A-file created
	  • “N” if T-file created

	Keep in mind the following: • There must be an entry in first and last name fields. If only one name is provided, enter the name in the Last Name field. In the First Name field, enter “No Name Given”. • In entering the name, do not use hyphens; use a space instead. • Symbols or numerals cannot be used in place of a name expressed in alpha characters. If someone gives such a name, use the meaning of the symbol or the spelled out number.
1.84	Press <ENTER> to save
1.85	If needed, repeat dependent keying until all dependents entered.

Creating an NFTS/RAFACS Record

Description Cases at the Service Center are tracked locally in either NFTS or RAFACS. Once a record is created in NFTS or RAFACS, the record can be queried at any step in the process to determine the location or processing stage of the file.

Requirement An NFTS or RAFACS record must be created for each file. This procedure should be completed after the file has been data entered and preferably, after it has been scanned.

Standards To create a NFTS or RAFACS record, follow the standards below:

No.	Standard
4.1	Open RAFACS or NFTS
4.2	Perform the appropriate action to prepare the system to New Add a file.
4.3	Wand the A/T-file barcode.
4.4	Perform the finalizing action, if appropriate. **Advice:** At this point, if you have any other files, you can repeat standards 4.3 and 4.4.

Index

I-589 NATIONAL SOP: SECTION 6: MAILING MODULE

I-589 National SOP Introduction

This Standard Operating Procedure (SOP) has been created for the purpose of standardizing operational policies and procedures between all service centers in the processing of the **I-589, Application for asylum or withholding of removal**. This SOP is in response to the processing differences that have developed at the service centers over time. To support the goal of standardizing procedures, this SOP seeks to improve the production efficiencies through the application of best practices from all service centers. While it is acknowledged that the centers may have different demands and physical layouts, a standard process will assist in ensuring that our customers receive consistent processing regardless of jurisdiction.

This SOP has been developed as a modular document. The Mailroom, USCIS Review, National System Checks, Data Entry, File Room, Mailing, Adjudications, and Post-Adjudications sections are stand-alone documents that can be used individually on an as need basis as training and daily reference documents. Each module describes a stage in the processing of an I-589 application. Below is a brief description of each module:

- ***Mailroom***- The process by which the service center receives I-589 applications, reviews them for acceptability and assembles them for data entry.
- ***USCIS/Reject Review* -** The process which verifies all requirements for filing are met.
- ***National System Checks*-** The process by which CIS is searched, multiple A-numbers or A-number with violations are resolved.
- ***Data Entry***- The process by which case information is keyed into RAPS.
- ***File Room*-** This module is not used for I-589s.
- ***Mailing***- The process of staging, routing and distributing files.
- ***Adjudications*-** This module is not used for I-589s.
- ***Post-Adjudications*-** This module is not used for I-589s.

Recommendations for changes to this document should be sent to the Headquarters Office of Service Center Operations (HQSCO).

Important: This SOP is not intended to be, and should not be taken as, an authoritative statement of the rules of decision for Form I-589 adjustment of status application cases. This SOP is a guide for the consistent processing of Form I-589 adjustment of status application cases. The Service bases the actual decision in a particular case on the record of that particular case and on the Act, regulations, precedent administrative and judicial decisions, and general statements of Service policy relating to the case. Thus, nothing in this SOP creates any substantive or procedural right or benefit that is legally enforceable by any party against the United States or its agencies or officers or any other person.

Continued on next page

Section 6: Mailing

I-589 Table of Contents

The following is a table of contents, which serves as a guide for all modules of the I-589 SOP. Each module contains its own table of contents that will help to guide through the individual sections of the SOP.

Note: This SOP establishes the required minimum standard for the operational procedures that all service centers should follow. However, this does not invalidate all local requirements and procedures. Local procedures that do not conflict with this SOP (i.e., procedures that are above and beyond the SOP) may still be required, as determined by management at each service center. Additionally, recommendations or advice in this SOP may become requirements at the service center at the discretion of each center's management.

Continued on next page

Introduction

Mailing includes the steps necessary to ship the files.

I-589s are boxed and shipped to the appropriate Asylum offices. There are four steps:

- Third Copy Verification
- Transferring Individual Files in NFTS/RAFACS
- Manifesting
- Mailing

Section 6: Table of Contents

Continued on next page

Mailing

Requirement

Once files have been received from Data Entry, they must be shipped to the appropriate Asylum Office.

Third Copy of I-589

The third or file copy of the I-589 must be designated as such.

Standards – Ready for Adjudication

Preparing the third or file copy of the I-589 requires the following two steps:

No.	Standard
1.1	Verify copy is stamped COPY/FILE COPY.
1.2	Fasten the application and its supporting documents together.

Continued on next page

Relocating or Transferring to the Asylum Office Error! Bookmark not defined.

Each Service Center handles I-589s for specific Asylum Offices. The Asylum office of record is dependent upon the address of the applicant. Refer to local literature to insure the file is being sent to the appropriate Asylum Office.

Standards – Transfer Out

- To Transfer Out files, please comply with the following standards:

No.	Standard
2.1	Verify file is going to appropriate Asylum Office
2.2	In NFTS or RAFACS (as appropriate), use the proscribed method to transfer forward the file to the appropriate office.

Continued on next page

Creating a Manifest

File shipments to Asylum Offices must include a manifest of the files shipped.

Standards - Manifests

To create a manifest, complete the standards below:

No.	Standard
3.1	Create a list (manifest) for each Asylum Office of the files being sent to that office.
3.2	Print three copies of the list
3.3	Put one copy in the box with the files
3.4	Retain one copy in Service Center.
3.5	Attach one copy to the outside of the box.

Continued on next page

Mailing the Box Using the appropriate mailing method (USPS or commercial carrier), send the files to the Asylum Offices.

Standards – Mailing To mail the files, complete the standards below.

No.	Standard
4.1	Seal the box.
4.2	Address the box.
4.3	Using appropriate mailing service (USPS or commercial carrier), mail the box.

Index