USCIS Instructions on How To Get Through
To A Service Center

The following instructions and information were prepared by USCIS:

"USCIS recently expanded its toll-free customer service call routing network to include the 4 USCIS service centers. The following kinds of calls will be automatically routed to the SC's during live assistance hours–

Under Option 1 in the main menu -
♦ New permanent resident who received their welcome notice more than 30 days ago, but hasn't yet received their new permanent resident card.
♦ Case already approved but customer didn't receive associated post-approval documents within 30 days after the case is approved and all required biometrics have been collected (for example getting their new Permanent Resident card within 30 days after we approve their I-90 application.
♦ I-129 approved more than a week ago, but consulate or POE listed on petition hasn't received notification.

Under Option 2 in the main menu -
♦ Pending case where there is reason to believe companion cases have been separated in processing.
♦ Pending I-129 where the petitioner wants to change information on the petition, such as change consulates or add or remove beneficiaries.
♦ Questions about a 'Request for Evidence' (RFE) received from the SC on a case. This includes –
  - questions trying to understand what is requested,
  - if the caller believes the material requested by the RFE was already submitted with the case, or
  - if an RFE response isn't shown in our system within 30 days after it was submitted.

How do these calls get to the right service center? We've structured this as a self-service process. There is no gatekeeper that the caller needs to convince to transfer the call to someone else or somewhere else. Our routing is embedded in the system and is based on the customer using our menus and selecting the appropriate options based on the circumstances that caused them to call. Each of the above circumstances is an identified option in the menus.

Based on the options selected the call will automatically be routed to what we have determined is the appropriate location, whether that is one of our call centers or a particular service center.

Take the example of a new permanent resident seeking assistance –
▪ The first menu they hear asks them to identify where they are in the process. The first option is to follow-up on a case that has already been approved or denied, or if the customer recently became a permanent resident, so a new permanent resident concerned that s/he hasn't yet gotten their card would select this option.
▪ The next menu asks the customer to identify whether they are a new permanent resident, are calling about some other kind of approved case, or are calling about a denied case. Since the caller is a new permanent resident s/he would select that option.
▪ The caller then hears 6 options with relevant information and service options for new permanent residents. Option 4 is for where a new permanent resident received their welcome notice more than 30 days ago, but hasn't yet received their card.
▪ The system then prompts them to input the receipt number from their welcome notice, and then gives them current status. For example, they may find that the card was just mailed.
▪ After the caller hears current case status, this call will automatically be transferred to the appropriate service center based on the receipt number the customer keyed in.

To effectively use this service all a caller needs to do is to listen to the menus and make the appropriate selections depending on the circumstances that caused them to call. Our systems

will automatically provide a range of information and services, and will automatically route calls to the appropriate location for live assistance based on the menu options selected.

If a call is automatically routed to a service center will it always be answered there? The service centers offer live assistance from 8 AM to 4:30 PM their local time. Customers calling from different time zones will be automatically rerouted to one of our call centers if calling outside the service center's business hours. Take the example of a caller from New York calling at 8AM about a reentry permit application because they believe companion cases were separated. At 8AM in New York it's 7AM at the Nebraska Service Center, where the reentry permit application was filed, and the NSC is not yet open. Since NSC isn't open our system will instead automatically route the call to one of our call centers. Personnel there will assist the caller, and take a service request just as NSC would, and will then ship the service request to NSC for analysis and response to the customer.

This will also automatically happen if the service center is temporarily closed, such as due to weather.

There is one other circumstance where the call will end up at one of our call centers. When the call is routed to the service center, the system automatically projects the customer's wait time. If the projected wait time exceeds our standards, the call will automatically be routed back one of our call centers, where, again, they will assist the customer and take the service request for the service center to handle.

Can I ask for a call to be transferred? No. This is a self-service process. Our menus are designed to give customers direct access to various information and case services. Calls are automatically routed based on the options the customer selects.

Will other pre-existing procedures to raise issues to the service centers continue? The fax process to request that an SC consider expediting a case will continue. The procedures in place for unusual matters to be raised through regional chairs and other means will also continue.

Who will answer other questions, and deal with other problems? Live assistance will continue to be provided by our call center personnel.

An important note of caution: We have expanded the criteria for case service requests in large part due to feedback from customers and their representatives. To make this process as simple as possible, we also created this self-service process to give customers direct access to our SCs where we agree it is appropriate.

However, we will continue to balance customer wants for access and updates with our need to focus resources on actual case processing. Letting customers self-identify themselves and automatically routing them for service based on their selections will only work if customers use this service for the intended purposes. SC staff have been instructed to be very diligent with respect to only handling inquiries appropriate to the selections the customer made in the automated menu - which means the services listed above. To the extent customers try to turn the automated menu selections into simply a routing PIN to get direct to the SC to raise other issues, either in the context of appropriate transfers or not, they will not find success.

But by tying up the available lines trying to raise other issues direct with the SC's instead of using the appropriate available procedure, customers will reduce our capacity to handle calls that we agree should be routed direct to the SC's, increasing the chance that a customer who we all agree needs to be talk directly with a service center will be automatically routed back to our call centers because other customers trying to raise other issues are blocking their path.

We will continue to evaluate performance of this system. Our hope is to be able to add several kinds of service requests to the direct SC routing path. But if the volume of calls from customers attempting to raise other issues direct to an SC grows to the point where it hampers our ability to help customers we

want to be able to get directly through to an SC, then in order to not reduce our commitment to case processing we will have to discontinue this program, and return to answering all calls at our call centers."

The below graphic illustrates the first several levels of the current USCIS general customer service menu.

| USCIS Customer Service | 1-800-375-5283 |

1 Case Approved or Denied, or recently became Permanent Resident
- **1** New permanent resident
  - **1** Change of Address
  - **2** Error on welcome notice or card
  - **3** Have not received welcome notice
  - **4** Received welcome notice, but have not received card
  - **5** Info on getting a social security card; showing you can work
  - **6** Questions about permanent resident status
- **2** Other approved case
  - **1** Change of Address
  - **2** Error on notice or document
  - **3** Case approved, but have not received notice or document
  - **4** Upgrade petition or request return of original documents
  - **5** Priority date info
  - **6** Other questions or concerns about case or new status
- **3** Denied case

2 Pending application or petition
- **1** Change of Address
- **2** Has appointment but has questions
  - **1** Directions
  - **2** Check appointment information
  - **3** Needs to reschedule
- **3** Received notice to call and schedule appointment
- **4** Received notice to submit immigration medical or other evidence
  - **1** Find doctor for immigration medical
  - **2** Question about our notice requesting evidence
- **5** Typo in notice, or need to change case information
  - **1** Typo in notice
  - **2** Change in I-129 information
  - **3** Upgrade I-130
- **6** Check status, and all other questions about a pending case

3 Getting ready to file
- **1** Check filing fees
- **2** Check where to file and processing times
- **3** Check priority dates
- **4** Find a doctor for an immigration medical
- **5** Filing appointment; e-filing info
- **6** Other questions

4 Order form, information and other services
- **1** Order form and already know which one
- **2** Benefits & Services for U.S. citizens
  - **1** U.S. passports, travel requirements of other countries
  - **2** What to show when applying for a job; getting proof of citizenship
  - **3** Helping a relative immigrate
  - **4** Bringing an orphan for adoption, adopted children and fiancee's
  - **5** Change of address
  - **6** Other benefits & services for U.S. citizens
- **3** Benefits & Services for permanent residents
  - **1** Becoming a U.S. citizen
  - **2** Showing an employer you can work; documents for travel
    - **1** Showing an employer you can work
    - **2** Travel documents and services
  - **3** Renewing or replacing your green card
  - **4** Helping a relative immigrate
  - **5** Changing your address
  - **6** Other benefits and services for permanent residents
- **4** Benefits and Services for any other person
  - **1** Nonimmigrant services
  - **2** Refugees and asylees
  - **3** For a person hoping to remain in the U.S.
  - **4** Tourist visa
- **5** USCIS in-person services
  - **1** ASC appointment
  - **2** ADIT processing
  - **3** Assistance on approved case; or new permanent resident
  - **4** Assistance on pending case
  - **5** Assistance getting ready to file
  - **6** Other assistance
- **6** Other U.S. Government Services