



SEVIS Release, Addresses, and Search Webinar FAQs

SEVIS Addresses 1
 SEVIS Search Functionality 9
 Miscellaneous 11

SEVIS Addresses

Q: Will SEVIS validate only the U.S. address for the international students and not their foreign addresses?

A: Yes. SEVIS validates U.S. addresses only.

Q: Will Address Doctor be validating international addresses?

A: No.

Q: How do you enter a valid SEVIS address entry for a student who lives in a dorm on campus and what does it look like?

A: Enter the street location in the Street Address line, enter the dorm name with room number in the Other line, and then enter the city, state, and zip code in the appropriate fields; for example:

SEVIS Address Field	What You Enter
Street Address:	2131 Frist Center
Suite/Apt:	
Other:	123 Scully Hall
City:	Princeton
State:	NJ
Zip:	08544

The above address will look like this:

2131 Frist Center
123 Scully Hall
Princeton, NJ 08544

Q: How can I test the address to help ensure Address Doctor will validate it?

A: Use the U.S. Postal Service’s address look-up for your school. To do this:



1. Go to the [USPS web site](#).
2. Click **Quick Tools**.
3. Click **Look Up a Zip Code**. The Zip Code look up tool displays.
4. Click the **By Company** tab.
5. Enter:
 - a. School name
 - b. Street address that you have
 - c. City
 - d. State
6. Click **Find**.

Q: When does SEVP send mail to students? Which address does SEVP prefer, mailing or physical?

A: SEVP prefers to have the physical location of students in SEVIS; however, there may be instances where SEVP mails notices or letters directly to nonimmigrants; for example, when issues arise surrounding I-901 fee payment. At this point in time, existing guidance surrounding which address should be in SEVIS has not changed; there is only one field in SEVIS for F/M nonimmigrant addresses. SEVP may address this in a future release. However, SEVP will email students when the email address is entered in SEVIS.

Q: Can we submit a batch address change with an override?

A: Yes.

Q: Can you clarify how address entry will work with batch? Do we have the option to accept or override the suggested address? Will SEVIS automatically select the suggested address? Will we have to go RTI to see what that is?

A: When schools batch changes to student records, they will be subject to address validation. Once SEVIS has processed the batch file, schools will receive a transaction log, which will outline the records, if any, that failed address validation with the reason. Schools can then go back to correct records that failed validation, keeping in mind that a valid address is required for student registration. We suggest working with your batch vendor on solutions for submitting an override via batch.

Q: For batch, is it true that Address Line 2, the second line of street address for student's U.S. address, will not be validated by Address Doctor, only Address Line 1, city, state, and zip?

A: Yes.

Q: Are the address fields case sensitive or will the validation tool accept addresses in UPPER CASE, lower case, or Mixed Case? Will what we type be changed to UPPER CASE, which is what the post office recommends?

A: It is case insensitive when you enter it, but in most cases, SEVIS will change it to all capitals, because that is what the U.S. Postal Service prefers.

Q: I have entered a student's valid U.S. address, but Address Doctor would not validate it. Why?



A: There are some addresses that Address Doctor does not validate properly. We are researching the issues. If you run into issues with a specific address, please email SEVISTechnicalFeedback@ice.dhs.gov with the address and the specific problem. Please include screenshots if the problem is with RTI.

Q: The Au Pair program still has not received any guidance about having to put the Site of Activity into Address line one. Is new guidance going to be issued, so that we do not have issues with the Address Doctor?

A: The SEVIS Team at Department of State (DoS) has been working with the Office of Designation to get them prepared for the June 2015 release. They currently have a guidance directive now in draft status on how to enter your addresses. This applies to Au Pair sponsors, as well as secondary school sponsors.

Q: Why is SEVIS changing the standard postal abbreviations; such as, Street or Avenue?

A: That is because we are using a third-party product called Address Doctor. Address Doctor returns the addresses in the format preferred by the United States Postal Service.

Q: For students who live on campus but have a PO Box off campus (we do not have an on-campus mail system), we do NOT put their actual mailing address, which is the PO Box, but only put their residential address on campus? Is that correct?

A: Yes. We prefer to have their residential address on campus. At some point we will implement a mailing address, as well, but we have not done that yet.

Q: Will the slight changes that the address validation tool makes to an otherwise mailable address affect the batch uploads and cause them to be rejected?

A: In most cases, it should not. If the address will validate in RTI, it will validate in batch. Address Doctor does take minor changes and correct part of the value of the address. If an address rejects, it will reject only the record with that address. You will be able to batch us overrides.

This may not work with the special zip codes at this time. We suggest that if you are working with a batch vendor, or doing your own batch testing, that you go ahead and test the address, or ask the vendors to test the address change for you, to see what the impact will be. If you cannot get your batch vendor to test it for you, email SEVISTechnicalFeedback@ice.dhs.gov and we will test addresses for you and see if they go in without an override.

Q: Is the address validation going to recognize our on-campus dorm addresses?

A: I cannot really answer that without trying them out. In many cases, it depends on how the addresses are registered with the United States Postal Service. If you do not have the capability to test those out, email those addresses to us at SEVISTechnicalFeedback@ice.dhs.gov. We have to do some testing anyway and we would be happy to have some addresses to test.



Q: If a student refuses to provide a valid address to the school, would this be considered a violation of the terms and conditions of the Form I-20/F-1 STATUS?

A: Yes. They are required by law to give us their address. If their address does not validate, they must provide evidence that shows the address they are using is valid, such as, a piece of mail or something else that shows their physical address. There will be times when the address will not validate, because it is a newer address or is not in the database. Sometimes there is quirk in the database. That is why we have the override. If it is one of those issues, then they do have a valid address; but if they are giving you something that is truly not valid, than that is a violation of status.

Q: For Sites of Activity, such as summer camps and national parks, should we use the Other option to note there is not a physical location or mailing address?

A: If you can, give us samples of addresses at national parks or rural areas, where you think this might be a problem. Email us at JSEVIS@state.gov, so that we can test those addresses. If we find there is an issue, we will give you guidance on how to properly enter that information into SEVIS.

Q: We have a city in Nevada where everyone must have a post office box. The street addresses are not in the postal system, as there is not any delivery to the houses. How is this being handled?

A: In those cases if you need an override, chose Other and explain what the street address is. If that is truly what their only address is and it accepts the PO Box, go ahead and put that. Just understand that you will need to know where that physical location is. It might surprise you, because the system also has a lot of the 9-1-1 addresses. So even if the postal system will not deliver, SEVIS will validate it, because it is a 9-1-1 address.

Q: What is a "9-1-1" address?

A: The 9-1-1 systems were set up, so emergency services can go to a physical address, because having a PO Box address does not help the police and fire fighters. There is now a correlation between almost every mailing address and a 9-1-1 address, not a 100%; but in cases where there is a correlation, emergency services can find your physical location.

Q: Regarding both the F and J sides, is the physical address or the mailing address preferred?

A: Address Doctor is used by both F and J sides to look at addressees. On the F side, we prefer that you put in physical address. On the J side, the exact same applies. Sponsors are required to put in the physical address, and you also have the option to give a mailing address.

Q: What are the differences between the fields for F/M, and J Nonimmigrants?

A: The address validation modal looks almost identical on the J-side and F/M-side. The only difference that you may see on the exchange visitor side is the text for the Other field. The Department of State will let you know, if you are a Secondary School for the Au Pair sponsor that you are to use the Host Family name in that field. The J-side modal looks



pretty much identical to the F-side modal. The only difference is the text for the Other field.

Q: Are there any security risks with using a non-SEVP [third party] product, like Address Doctor?

A: No. We make sure before allowing a third-party product, like Address Doctor, within the firewall that it meets all our security requirements before it comes into our environment.

Q: When entering an address and the service is not working, will SEVIS notify us if Address Doctor is down?

A: No. SEVIS will accept the address and record it as unvalidated. That address will appear on your Alert list.

Q: Will site of activity addresses also go through the same validation process?

A: Yes. On the J-1 side, we will validate physical addresses, mailing addresses, and all sites of activity addresses.

Q: Why did SEVP [and DoS] choose Address Doctor versus just using the U.S. Postal Service (USPS) API? It seems that Address Doctor has some limitations and creates an extra point of failure.

A: The USPS API does not provide all the functionality that Address Doctor does; and Address Doctor is maintained by the company that produces it. Any vulnerability that we have by using Address Doctor, we would also have using the USPS API. Anytime you use another piece of software, there is a chance that the software will be down.

Q: Where does the address type come from? Does Address Doctor provide the address type or does the school official indicate the type?

A: Address Doctor provides the address type. All you have to give us is the address.

Q: Do the users need to enter the apartment number separately from the street name?

A: In RTI, you do.

Q: Will addresses previously entered be automatically updated to meet the new standards?

A: We are going to be updating previously entered addresses, but we are doing that on a rolling schedule. We will be sharing with you exactly when we will be doing that. Basically, we will be taking SEVIS down for a couple of hours over various weekends for very short periods of time. We will be doing the validation on four different dates, because validation of addresses actually takes a long time to run against existing addresses. Address Doctor will run the conversion for about a fourth of the addresses on each of those dates. When the addresses are updated, you will get a report on the addresses changed. If there are addresses that did not validate, they will go on your Alert list of addresses that did not validate.



Q: If I put the physical address of the on-campus students in the street address box and the Campus Mailbox in "Other," will the students still get mailings to the Campus Mailbox?

A: Yes.

Q: Concerning residence hall addresses, which field should we use to input residence hall names? There are no longer two separate lines for addresses.

A: Actually, there are still two separate lines for addresses. If you look at the modal, you will see there is a Line 2, but Line 2 is not part of the verification; therefore, it would be best, if you would put the university street address and the residence hall in Line 2. That is much more likely to validate without the need for an override.

Q: Is there a deadline to correct invalid addresses that appear on the Alert list?

A: No. There is not a way to give you a deadline that is fair and meaningful before we have a chance to go through and get those addresses updated. We are not expecting you to validate people who are not here anymore. We are expecting people who receive the Alert list to work on it, but we are not saying there is a deadline to correct invalid addresses. As you go through to register people, and do other things to maintain their records, you may fix the addresses, as you run into them. However, if all your addresses are invalid, you may want to look at fixing things.

Q: Where do we send a sample of the campus residential hall addresses?

A: Send them to SEVISTechnicalFeedback@ice.dhs.gov.

Q: I normally go to USPS.com and verify addresses through the U.S. Postal Service website: <https://tools.usps.com/go/ZipLookupAction!input.action>. Is this the same database that Address Doctor is using?

A: We do not know if the databases are identical, but they are very close. Occasionally, there are updates published for that database, and sometimes we may be a little behind in the update to Address Doctor. USPS may update more quickly, because we have to depend on someone going through and requesting an update to Address Doctor.

Q: Will the SEVIS Help Desk provide Address Doctor support or answer Address Doctor related questions?

A: For the most part right after the release, we would prefer that you send any address-related questions to SEVISTechnicalFeedback@ice.dhs.gov. We will work with the technical folks on these release-related questions. On an on-going basis, after we have worked out any issues, the SEVIS Help Desk will be able to help or create a ticket.

Q: Will employer addresses (for CPT and OPT) also require validation?

A: No. Not at this time.

Q: After the June 29th release [Release 6.21], will we get a list of invalid addresses for our students or Exchange Visitors (EVs)?

A: Yes. After we validate the addresses, if an address is not valid, you will see it on your Alert list.



Q: If a student lives in an apartment building, but just enters the street address and not the apartment number, will that address validate?

A: We have had mixed results on this issue. Sometimes it will validate, sometimes it will not. It may depend on how large the size of the building is. So it is best if you enter the apartment number; and we would prefer to have the address with the apartment number.

Q: Will a registration event be rejected, if the address is invalid?

A: Yes. If you do not have a U.S. address for the student, your registration will not validate.

Q: Will Address Doctor recommend or add the four-digit zip extension to the zip code for all addresses?

A: Yes. For all addresses, unless it does not have that address, Address Doctor will take the address and zip code that you give, and then add the plus-four for you.

Q: Is it possible to submit an override for all of our dorm addresses?

A: We are not sure how well that is going to work, because of the issues with addresses that have been designated by the U.S. Postal Service as Special. That is something we are working on. So if you have dorm addresses, if you could email those addresses to us at SEVISTechnicalFeedback@ice.dhs.gov, it will be very helpful and we will test them for you. On the post-release webinar, or if we feel that we need to communicate earlier with you, we will send out a broadcast message, we will definitely let you know what is going on with those.

Q: I was told yesterday at the Intern/Trainee Meeting that Site of Activity addresses (employer addresses) WILL be validated following the June 26 release. Can you confirm if this is not the case and if it will be phased in later?

A: We are going to phase in all addresses that existed prior to the June 26th release. So if you already have a record that is in Initial or Active status, that address may not be validated by the time this release goes into production, but we will roll those in later. However, all new records created or new addresses added after the June 26th release, will go through validation process. So if your record existed prior to the June 26, 2015 release, it will go through the validation process later, however, new addresses entered after the June 26th release will be validated at that time, which includes sites of activity addresses.

Q: Most of our apartment numbers are in Line 2 of the address; will this be an invalid address?

A: It may very well be considered invalid, because Address Doctor is not looking at Line 2. We considered looking at Line 2, but it created so many problems with Address Doctor being able to validate. So instead of having a Line 2 for the addresses coming from batch, we gave very specific instructions in API. Our directions on batch are how to enter the apartment number; and with RTI there is a separate field in which to enter the apartment number.

Q: Part of my registration process for new students is getting their on-campus address from them. Can I click "Register" and update their address at the time, or do I need to enter SEVIS twice (once to add their address, and then to register them)?



A: You will be able to register and update the student's address in the same SEVIS session.

Q: If you are recommending the street address on the first line, and the university address with the residence hall on the second line, where do you want the room number? Where do I include the campus mailbox, which is how students receive mail?

A: You would enter the room number and/or the mailbox number in the Other field, for example:

3700 O Street
Georgetown Univ., 123 Kennedy Hall, Box 550077
Washington, DC 20057

Q: How long will it take for addresses already in SEVIS to be validated?

A: We are going to update previously entered addresses on a rolling schedule. We will be taking SEVIS down for a couple of hours over various weekends for very short periods of time. We will be doing the validation on four different dates, because validation of addresses actually takes a long time to run against existing addresses. Address Doctor will run the conversion for about a fourth of the addresses on each of those dates. We will be sharing with you exactly when we will be doing the conversions.

Q: How many characters are allowed in the Address Line 2 field?

A: Address Line 2 has a 64-character limit.

Q: Is there a maximum number of characters in Address Line 1?

A: Yes. Address Line 1 has a 64-character limit.

Q: Why was Address Lines 1 and 2 in SEVIS not both mapped to Address Line 1, so that Address Doctor could validate either line?

A: We considered looking at Line 2, but it created too many problems with Address Doctor being able to validate.

Q: On what address line does the dorm room number go?

A: Address Line 2.

Q: SEVIS does not recognize my institution's zip code for many of our on-campus addresses. When I enter an on-campus address using the university zip code, it does not recognize the address, nor does it provide the ability to override. However, if I change the zip code to the off-campus post office zip code, it does give me the option to override. Is there a way to add the on-campus zip code to SEVIS? Most of our students live on-campus.

A: This is a known issue. Some institution's zip codes have failed to pass validation, and SEVIS is not providing the option to override. We are working on a solution to this issue, however, we suggest entering the main university address (i.e., the Office of the President), or the address of the campus mailing facility in Address Line 1, and in the second line entering the nonimmigrant's specific location (i.e., Murray Hall, Rm 216). This has been tested, and it passes validation.



Q: Once we fix an address that is in the Alert list, will it go away from the Alert list?

A: Yes. If a student has a valid address, they will not appear on the Alert list of students with unvalidated or invalid addresses. However, if their address has only a valid city, state, and ZIP code, they will remain on the Alert list.

Q: Some addresses have two cities under one zip code. Will the entry need to be overridden?

A: No. If the USPS recognizes that city, state, and zip code combination, the address should pass validation.

SEVIS Search Functionality

Q: Why is there a From and To range for the "Date of Birth" on the Search page?

A: In the new search functionality, there is a search parameter using a range of possible birth dates to find a nonimmigrant. We are not asking you to give us a range of birth dates, as if you are estimating when the nonimmigrant was born. It is for whenever you are looking for a nonimmigrant and someone might have mixed the dates up. This will let you search using a range of dates or a specific date.

Q: How do I search using the birthdate parameter in the Date of Birth From and To fields on the Search page?

A: To search using the birth date parameter:

- For a known birth date, enter the specific date in the *From* field.
- For a range of possible birth dates, enter the earliest date in the *From* field and the latest date in the *To* field.

Q: In the Search page, why are there From and To date ranges for Terminations, Adjudications, Program Start Date, Program End Date, etc.?

A: In the new search functionality, if you do not know the exact date of the action to use as a search parameter, you can now search a range of dates. We are not asking you to give us a range of dates, as if you are estimating when the action occurred. It is for whenever you are looking for a student and someone might have mixed the dates up. This will let you search using a range of dates or for a specific date.

Q: How do I use the Termination, Adjudication, Program Start Date, or Program End Date From and To fields as a search parameter on the Search page?

A: To search using the date of action:

- For a known date, enter the specific date in the *From* field.
- For a range of possible dates, enter the earliest date in the *From* field and the latest date in the *To* field.

Q: When entering dates in the Search page, will the cursor auto-advance to the next field when a box is complete, or will we have to tab between each of the month/date/year fields?

A: This functionality automatically advances to the next field.



Q: Why was the highlight color of red chosen for the *Search* page date boxes, as most people see red and think there is an error?

A: If you enter the number 12 in the first box of the date field, it is not a complete date. For this reason it shows up as an error until you have entered valid date numbers in the other two box fields to complete the full date. Red was chosen from a library of colors, as the best color to show incomplete fields and as a warning of incompleteness. This is how it will show in the future for the date fields.

Q: What is the new Search type-ahead capability?

A: When a *Search* page has a drop-down selection list field, if you type two or three letters (or more) of the item that you are searching for in the top field of the drop-down list, SEVIS will go immediately to that area of the list. You will then be able to select the desired item from the list.

Q: Can we search for a Form I-20's last print date?

A: No. We do not have that search capability in there. Part of what we have to do when preparing to choose for a release is to put in the functionality that is the most critical. In SEVIS Release 6.21, it was to give you the Quick Searches and the ability to search for all the names; therefore, every possible search option that you might want is not in there. We also have to think about performance, and if there is any way of getting that same type of information. In the case of the last print date, there will be another way by printing bulk requests. We will discuss that feature in a future webinar; where we will give you hints on how to determine when the last Form I-20 or Form DS-2019 was printed.

Q: Are the Quick Search fields case sensitive?

A: No. The Quick Search fields are not case sensitive. None of the fields are case sensitive.

Q: Will Search be updated for the J-1 program sponsors, as well?

A: Yes. We are also updating the Search pages for sponsors. The J-1 SEVIS Team is working on our Look and Feel presentation and we should have that out in a couple of weeks.

Q: Are the search results downloadable?

A: Not at this time. We are thinking in the future of allowing you to download lists and alerts; but it is not in the near future. Right now we have all the functionality that we can handle, up through next year; but we are very seriously considering giving you the ability to do better searching of lists, downloading, and sorting.

Q: Would it be possible to add the wild card functionality, which was added to the name field, in the Quick Search?

A: We would love to add it, but we cannot, because it would have an adverse impact on the responsiveness of SEVIS. We have to choose our battles.

Q: Can we perform searches on multiple campuses?

A: Yes, or even all campuses at your school.



Q: Is there any search functionality to search for students on OPT?

A: Yes.

Q: Regarding searches for nonimmigrants on OPT, will we have the ability to search for students who were authorized or were on Active OPT during a certain point in time in the past?

A: You are not able to do a search that nuanced. You are only able to look for students who have OPT on their record. You can put in the Program Start Date and Program End Date, but you cannot put in specific dates that they were on OPT. We do not have that type of search available.

Q: Are there resources available that include the new search rules?

A: Yes. A [SEVIS Nonimmigrant Search User Guide](#) is available on [Study in the States](#), and you can also see an [F/M Nonimmigrant Search Demonstration](#) through a download.

Q: Is the Search Demonstration available to watch?

A: Yes. The [F/M Nonimmigrant Search Demonstration](#) is available on Study in the States, under [Schools/SEVIS/SEVIS Release 6.21](#).

Q: When searching for a student's record using his/her SEVIS ID number, do I need to enter the N and [leading] first zeros?

A: No. It is something we have already updated in SEVIS, and we are retaining this feature. You no longer have to enter the N or leading zeros when searching on the SEVIS IDs. This applies to Js too.

Q: Will it be possible to search by whether the student has a new or old Form I-20?

A: No.

Q: What types of searches can we do?

A: You will be able to do a Quick Search, using a SEVIS ID or an exact Surname/Primary Name. You will also be able to do an Advanced Search for one individual or a group of individuals, who all meet the same search criteria. The criteria that you can refine the search with includes: campus, student's state of residence, date of birth, program begin date range, program end date range, status, country of birth, country of citizenship, student termination reason, dependent termination reason, termination date range, student request type, student request status, and adjudication date range.

Miscellaneous

Q: Who shows up in the reprint list in SEVIS? Will it eliminate students who have already been reprinted manually?

A: Everyone who meets your search criteria will show up. There will be a last reprint date shown, so you can tell if you should exclude the person.



Q: Will you provide us a list of students that we have issued the new version of the Form I-20?

A: No. We will not provide a special list. You can see the date of last Form I-20 reprint in the search results for mass reprint.

Q: Will outdated records in the Alert lists, which have been hanging for a long time – possibly a year or more – be purged during the SEVIS 6.21 Release transition?

A: No.

Q: Will SEVIS 6.21 Release affect recertification procedures?

A: No. The SEVIS 6.21 Release should not affect the recertification process; other than the system being down.

Q: Was there a SEVIS Name Standards Pre-release Webinar?

A: Yes. The SEVIS Name Standards Webinar was held on May 8, 2015. See [Study in the States' SEVIS Help Hub](#) for the Webinar Recording and Handouts.

Q: Will the DSO Training tutorial be updated to include the functionality of SEVIS Release 6.21?

A: The tutorial for the DSO Training is not an integral part of SEVIS. It is a totally separate area and is maintained by the SEVP Polity Unit. As far as we know, there is not a plan to update the DSO Training tutorial at this time.

Q: Can you explain the functionality of "downloads?"

A: Essentially, downloads takes you to a new page. Two things are available on that page:

1. One is for any report(s) that we have created for you, in conjunction with this release. You will see these reports there.
2. If you have used the bulk printing capability to make more than one Form I-20 or DS-2019 for a group of selected nonimmigrants, this is where you go to initiate the bulk download and to get the forms that you asked to create.

See [SEVIS Name Standards, Forms, and Reprint Webinar](#) from May 8, 2015 for more information.

Q: I received the new DS-7002 with a .far extension; however, I cannot open it. Will it be resent using the same format as the previous DS-7002?

A: Yes. The DS-7002 was sent with a .pdf extension. If you still need a copy, send an email to jsevis@state.gov.