



SEVIS 6.21 Post-Release Webinar FAQs

Date TDB: Initial release of FAQs.

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Release 6.21

Form I-20 Changes

Q: The primary F-1’s name is printed on the F-2’s Form I-20 signature line. Will the F-2 dependent never sign the Form I-20?

A: Existing policy has not changed. Just as before, the F-1 student is expected to sign the F-2’s Form I-20.

Q: Why has the barcode been removed from the Form I-20?

A: The bar code was never used, nor is there a plan to use it in the future. We needed space on the Form I-20, so we removed the unnecessary barcode. It is not being used for J-1 programs either.



Q: Do we need to print all of the pages of the Form I-20, including the Separator Page, since all pages are numbered?

A: We do not require that you print all the pages of the Form I-20, but it is probably easier for the student to have all pages, if there are any questions.

Q: Some students are confused as to why they have a four-page Form I-20 and their dependents may have a three-page Form I-20. They wonder if this will cause problems when entering the United States. Is there a way to leave the "blank" page unnumbered to lessen confusion?

A: We have plans to add a separator page for all printed forms, regardless of class of admission or method of printing (mass reprint or single). This improvement is not currently scheduled for release.

Travel Signatures

Q: When issuing new Form I-20s for continuing students prior to a vacation period, do we sign the travel signature on page two or is the issue signature on page one enough for travel and re-entry?

A: You must sign the travel signature on page two, if the student has already entered the United States using the Form I-20 and plans to exit and re-enter the United States at any later date. The initial signature is not travel authorization.

Q: Could you give DSOs the option to print their names and titles in the Travel section?

A: No. We are balancing user requests with our development teams' resources. This particular function would take too many resources from other development with minimal return.

Q: Can you increase the height between the travel signature lines?

A: We will consider this for a future release.

Q: Can the signature and date be part of a stamp?

A: No. The signature must be done by hand. You can stamp the person's name, title and date, if you want to.

Q: When we run out of travel signature lines, can we sign outside of the lines on the Form I-20?

A: No. You will need to print a new Form I-20 for the "Travel" reprint reason.

Q: Is the travel signature valid for one year or 6 months?

A: The travel signature is good for one year while the student is studying. Once the student is on Optional Practical Training (OPT), the travel signature is only good for six months at a time.



Training/ Internship Placement Plan (T/IPP) Form DS-7002

Q: How do we waive the creation for T/IPP, when creating a DS-2019 for interns or trainees?

A: Release 6.21 now includes the required Training/ Internship Placement Plan form when creating a Form DS-2019 for interns, trainees and student interns. The only exempt Exchange Visitors (EV) are those participating in one of the two intern pilot programs, Intern Work and Travel (IWT) or Korea Work, English, Study and Travel (WEST).

With the IWT program, if issuing the DS-2019 for an EV whose country of citizenship is Ireland, SEVIS will give the option to waive the T/IPP. With the WEST pilot program, the same would apply for an EV whose country of citizenship is Korea.

If the EV is not participating in either of these pilots, you must create a T/IPP when creating a form for the intern, trainee or student intern.

Q: When creating the DS-7002, where do we enter the Employer Identification Number (EIN)?

A: There is a specific field for the EIN on the DS-7002 Participant Information page. The EIN is a nine-digit number and should be entered without spaces or dashes.

Q: If small changes come up for the exchange visitor after the visa appointment, is it possible to update everything on the DS-7002 immediately after the intern has arrived in the United States and the record has been validated?

A: Yes. You can update necessary changes to the DS-7002 up to the point the visa has been issued, and then again, only after the SEVIS record has been validated.

Q: Is it possible to add a per-program compensation line in the DS-7002?

A: The DS-7002 fields in SEVIS match exactly how they are printed on the form. If you have suggestions for new fields or changing text, please send them to our Policy office at jvisas@state.gov. Unfortunately, we cannot make changes to the SEVIS DS-7002 fields that show on the paper version of the form.

Q: Does the same person have to sign both Forms DS-2019 and DS-7002?

A: No. One person can sign the Form DS-2019 and a different person can sign the Form DS-7002. However, once the RO/ARO signs the DS-7002, you must go back into SEVIS, select that official's name in the exchange visitor's record, and enter the signature date.

Q: What should be the signature date on the DS-7002, the date the company signed or the date after they signed?

A: The date should match what you have on the physical Form DS-7002. If the supervisor signed on September 1, the date entered in SEVIS should be September 1.

Q: Can we delete a saved exchange visitor record in draft status? If not, will it automatically delete after a certain period of time?



A: This function has not been touched with Release 6.21. To remind others, you cannot delete draft records by hand, but all draft exchange visitor records are automatically deleted from SEVIS 45 days after the last save.

Q: Previously, I noticed that Form DS-7002 indicated "Number of Full-Time Employees" and now it states, "Number of FT Employees Onsite at Location." Is it okay that we just put number of FT Employees for the company instead of doing per location?

A: Any questions regarding this field should be directed to DesignationIntern@state.gov or DesignationTrainee@state.gov.

Q: When a Create EV is batched for a student intern, will it return a completed T/IPP form along with the Form DS-2019?

A: Yes.

Batch Issues

Q: Are you aware of any batch uploading problems since the 6.21 Release, because we have not able to process our batches since the release.

A: Please send any batch issues to SEVISbatch@ice.dhs.gov and copy SEVIStechnicalfeedback@ice.dhs.gov.

Q: In the past, officials could combine several Form I-20 PDFs into one file for easy printing but that is not possible any longer, because now the PDFs are password protected. How do DSOs obtain a password?

A: SEVP has not locked the files or put a password on them. Please provide the specifics that you are talking about to SEVIStechnicalfeedback@ice.dhs.gov, so we can help figure out what the problem is.

Mass Downloads and Reports

Q: Is the mass download function working properly now? My Downloads report on nonimmigrants affected by the name conversion only lists 500 names.

A: Yes. The Downloads page and Mass Reprint are now fully functional. The issue with the 500-record limit has been corrected in Release 6.22.

Q: Is there something we need to do with the Name Changes Report?

A: No. The Name Changes Report is just for your institution's information.

Q: Is there a way to Mass Reprint only documents affected by the Name Standardization?

A: No. The Mass Reprint Search is the only way to print forms en masse.

Q: Is there a way for institutions to know how many students have received new Form I-20s since the June 2015 Release?

A: Unfortunately, there is currently not a way to get a full list of students who have received the new Form I-20. There are several reasons and ways to reprint a Form I-20, and it is



difficult to capture each instance. Right now, if you look at the Mass Reprint lists, in many cases, there will be a date indicating the date of last reprint for that person. However, we are working on a new function that will give you a full list of this in the future.

Q: We have found that when using the Mass Download function, we are getting occasional corrupted forms within a zip file, and at times, the entire download was corrupt. Is there a particular way we should resolve this issue; for example, request a new download or re-request only those specific forms that were corrupted and we were unable to download?

A: We are very interested in hearing about your specific problems and whether these corruptions seem to be interim or systemic problems.

You can request mass reprints again but remember, the function only allows Form I-20s to be requested once every seven days. If you are only having a few corrupted records at a time, we recommend going to the individual records to reprint them. However, if you are having large numbers that are corrupted, you will need to wait until the seven days pass to request the mass reprint again. Also, please send us lists of the corrupted records and issues to SEVIStechnicalfeedback@ice.dhs.gov, so we can determine where and why this problem is happening in the Mass Reprint process.

Q: I am unable to recreate a report on J-1 visitors by country. I only get results for Croatia and even that is wrong. Is this a known issue?

A: Yes. This is a known issue. Several system-generated reports have been inaccurate. We are looking into this problem.

Address Validation

General

Q: If we see address issues on our alert lists, should we hold off on calling the SEVIS Help Desk for corrections?

A: Please send any issues you are having with address validation to SEVIStechnicalfeedback@ice.dhs.gov. We are collecting the problems and working on a SEVIS fix.

Q: Can campus addresses be added to AddressDoctor, so that the addresses are not repeatedly rejected?

A: Unfortunately, there is no way to add addresses, as AddressDoctor uses the U.S. Postal Service (USPS) database. We are trying to figure out how to allow users to override these addresses so that they are not rejected, by collecting examples of campus addresses and how they are interacting with SEVIS.

Q: When AddressDoctor is down, how will schools know there are unvalidated addresses and which ones need to be fixed?



- A: SEVIS records with unvalidated addresses will appear on the alerts list for records with invalid, unvalidated, or CSZ valid addresses. We are trying to work out the bugs now; and after AddressDoctor is working properly, we will expect to have all the addresses validated. However, until AddressDoctor is working accurately, we do not expect you to be able to validate all of your addresses.

Exchange Visitor Programs Addresses

Q: What exactly are the changes SEVIS is making to the summer camp addresses?

- A: The address issues that we are focusing on with Release 6.22 are not specific to summer camps. Camps seem to be specifically problematic for AddressDoctor, but we are looking at all of the problems with AddressDoctor right now.

We will be scheduling an Address-based Webinar to show you how to handle certain address types in SEVIS and AddressDoctor after we have come up with some solutions. We will also address these issues in the SEVIS 6.22 Pre- and Post-Release Webinars.

Q: If AddressDoctor is down and SEVIS is not validating addresses, how do we validate programs for exchange visitors at these unvalidated addresses?

- A: The fact that AddressDoctor is down does not prevent you from validating an exchange visitor. Most likely, the worst that will happen is that the EV's address will appear as unvalidated on the record. However, if you are regularly getting rejections without the option to override, please send the address to SEVIStechnicalfeedback@ice.dhs.gov. If it is specifically a J-1 issue, email us at jsevis@state.gov and we will work with you to determine the best way to enter the address.

Addresses and Batch

Q: Is there a way to submit address overrides within the batch process? How about specifically for “new physical address”?

- A: Yes and yes. The Batch override function is explained in the Batch API. The “new physical address” selection is in the drop-down menu and is an acceptable reason for an override.

Q: When the AddressDoctor service is down, will it reject batches?

- A: SEVIS will accept batched addresses, even when AddressDoctor is down. The addresses will appear as unvalidated, but will still accept all of the other information sent with the file.

Q: Will invalid addresses prevent batches from uploading?

- A: No. It will not prevent the batch from uploading and should not prevent you from registering records.

Q: Is there a way for institutions to contact AddressDoctor directly to find out why addresses are being rejected?

- A: Schools can acquire the AddressDoctor tool, if they wish to pay for it. However, while some issues are with AddressDoctor, others are with how SEVIS is processing them.



Some addresses are validated through AddressDoctor directly; however, when submitted via SEVIS they fail validation. If you have addresses that you think are valid, and they are repeatedly rejected by SEVIS, please send them to SEVIStechnicalfeedback@ice.dhs.gov. We are documenting the address issues and working towards a resolution.

Email Addresses and Telephone Numbers

F-1 and M-1 Students

Q: Are email addresses and telephone numbers required when registering new F-1/M-1 SEVIS records?

A: ICE will start requiring SEVIS email and telephone number collection for F-1/M-1 continuing students in November 2015. From that point, in order to update any part of a student's personal information, you will have to give the student's email address. For the telephone number, you will be required to enter one of three options; the student's U.S. telephone number, an international telephone number, or check a box indicating that the student does not have a telephone. By June 2016, these fields will be required to register an initial student record in SEVIS.

Q: Which email address do you want us to provide, the student's personal email address or the school-assigned email address?

A: That is completely up to the school. When deciding, please keep in mind that SEVIS will need to communicate with the student after program completion and while he/she is on OPT.

Q: We are a high school and generally contact parents when there are issues. Would you like us to input the student's email address or parents' email address?

A: We are not requiring students to have email address and telephone numbers at primary or secondary schools.

J-1 Exchange Visitors

Q: Can you clarify whether the email and telephone number are required data fields as part of SEVIS programming, when a J-1 record is validated? The email address and telephone number fields portrayed in the Validation screen in the SEVIS RTI user manual (p. 86) do not have an asterisk indicating they are required fields. Also, in the Batch API for SEVIS 6.21, email address and telephone number are listed as O, optional fields, under the Validation structure.

A: Yes. Since the SEVIS 6.21 Release on June 26, the email address and telephone number are required at time of validation for all exchange visitors who are not sponsored by a government program. Because the fields are not required for all EVs, the screen and the schema cannot show them as required. The telephone number field is not available at the point of exchange visitor creation, but can be completed by updating EV biographic information, and must be completed by or at the point of validation.



Q: Not all J-1 exchange visitors have a telephone number upon arrival to the United States. When this is the case, what should programs do during validation?

A: The Office of Policy and Program Support is working on guidance for these cases. Some program sponsors use the primary site of activity telephone number temporarily, if the exchange visitor does not have a telephone number yet. However, once Policy makes a decision, please adjust your practices to follow that guidance.

Q: If we can make the international telephone number fit without the country code and city code, will you accept it if there is no U.S. telephone number?

A: No. If the exchange visitor does not have their own U.S. telephone number, you can enter the telephone number of the primary site of activity.

Q: For J-1s, is there a possibility that the telephone number field will in the future accommodate non-U.S. telephone numbers for EV's, who choose not to obtain a U.S. telephone number during their stay?

A: For now, the regulations require a U.S. telephone number.

Q: Will we be required to update the telephone number and email addresses for EV SEVIS records that have already been validated?

A: There is not a plan to require completing the email address and telephone number fields for EVs that were validated before Release 6.21. However, you can use the update biographical information link to do so, if you want.

Q: Can the J-1 telephone number field be available before validation?

A: This change would require a change to the screen, as well as, to the batch schema. We will look into making this update in a future release.

Q: We are still experiencing failures with telephone number validation using the required 10 digits. What do we do about it?

A: If you are still experiencing issues, send the telephone number and other details about the situation (for example; which page, batch, or RTI) to jsevis@state.gov.

J-1 Batching

Q: We are batching our created J-1 Forms DS-2019 and getting error messages from the telephone number entries. Why is this happening?

A: The batching schemas accept exactly 10 digits in the telephone number. However, many programs' internal systems are automatically adding the "1" in front of the number. You may need to modify your systems to remove the "1". We understand that the entire file is being rejected when the telephone number is unacceptable. We hope to fix this in the future, so that only one record is rejected and not the entire file.

Q: Will our batch fail, if a student does not have a telephone number or email address?

A: No. Only the record should fail. If this is not the case, send an email to jsevis@state.gov.



Release 6.22

Q: On what date was the Release 6.22 update?

A: SEVIS Release 6.22 was on Friday, August 21, 2015 at 8:00 PM.

Q: Did SEVIS have a “down” period during the August release, like there was with the June release?

A: Yes. Anytime SEVIS has a release, it must shut down for a period of time. Generally, the outage to update SEVIS only lasts between four to eight hours, depending on the size and scope of the release. The June release was very big, which was why it required the entire weekend. The August release was much smaller; therefore, only lasted about four hours.

Q: Is there a technical document that outlines all the changes and updates that were in Release 6.22?

A: The [SEVIS Release 6.22 Final System Changes](#) are available in the SEVIS Message Board. For an overview of the SEVIS Batch modifications with Release 6.22, go to the SEVIS Batch System Changes – Release 6.22 document on the [SEVIS Batch page](#) of ice.gov.

F-1 and M-1 Students

Q: Is there a way to change the order of the schools and how they appear on the Listing of Schools page?

A: SEVIS Release 6.22 (August 21, 2015) provided the capability for the listing of schools page to be defaulted to the last school the user logged into. Otherwise, there are no changes.

Q: Will the option for cancelling OPT remain after the next release?

A: Yes. There are no plans to remove this option. If you have trouble cancelling OPT, please email SEVIStechnicalfeedback@ice.dhs.gov. Keep in mind that you can only cancel OPT, if it is Requested status. Once USCIS receives it, you can no longer cancel OPT in SEVIS.

J-1 Exchange Visitors

Q: Are there any plans to allow a Form DS-2019 Mass Download Reprints for exchange visitors, who have had their programs extended?

A: Not at this point. We might consider it for a future release.

Q: Will au pairs have the option to shorten their programs in the next release?

A: The shorten program function has not been an option for au pairs or secondary students, because there are minimum required participation lengths (twelve months for the au pairs and five months for the secondary students). Therefore, trying to shorten the program before the visitors had hit their minimum participation marks was impossible. The shorten program function was not available in the August 2015 release, but we are addressing it for the November release. In the meantime, if you have these cases, please



continue reporting them to the SEVIS Helpdesk. We are keeping track of them and getting spreadsheets on a weekly basis.

Miscellaneous

Q: Does a Form I-20 for continued attendance need to be issued once a transfer student has been registered?

A: We highly recommend it, as the last Form I-20 for the transfer student was for the former school and program with old program start and end dates. The continued attendance Form I-20 also confirms that the student completed the transfer to the new school and is officially enrolled.

Q: Right now the lists for students on OPT at my school is empty. Will this be addressed?

A: Please send specific information to us at SEVIStechnicalfeedback@ice.dhs.gov.

Q: Can the spouse of a J-1 sign the new Form DS-2019 for the minor dependents?

A: No. If the J-2 minor is under the age of 14, the J-1 must sign the form.