RSC SOP 3: Security

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Approved: Paula Tipsword, USRAP Policy Lead

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Summary:
This SOP lists the minimum security check standards required by the Bureau of Population, Refugees, and Migration (PRM) and the security vetting partners. Follow your local procedures for security steps not described in this SOP.

This SOP is neither a software manual nor a policy guide. Refer to the Worldwide Refugee Admissions Processing System (WRAPS) online user manual for software help and to the USRAP Manual, as well as PRM Program Announcements for policy information.

All SOPs are for USRAP partner use only and are not for further or public distribution. Any information sharing is governed by specific limitations and requirements in the cooperative agreements and the Memorandum of Understanding with IOM, including PRM’s Guidelines for the Treatment of Refugee Records. Any requests to forward outside your organization, including to your subsidiaries, should be made to the RPC Director. The SOPs cannot be shared outside your organization without written approval by PRM.

Target Audience: Resettlement Support Center (RSC) security processing staff

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1 Introduction

This section provides an overview of the security check process.

All refugees must undergo a series of security checks before they can resettle in the United States. These security checks occur throughout processing, starting after Pre-screening. The timeline in Figure 1-1 represents when security checks occur during processing.

This SOP covers all security check processes. Remember to refer back to this SOP for each required security check throughout processing.

RSCs have security responsibilities for all cases except Special Immigrant Visas (SIV), Follow-to-Join Asylee Visas (FTJ-A, formerly Visas 92, or V92), Follow-to-Join Refugee Visas (FTJ-R, formerly Visas 93 or V93) in COPE, and Parolee programs. PA 2011-12

Before following the procedures in this SOP, ensure you followed all the procedures described in SOP-OP-RSC001 – Case Creation and SOP-OP-RSC002 – Pre-screening. It is especially critical you complete the following before requesting any security checks:
• Identification tab section of SOP-OP-RSC002 – Pre-screening
• Contact Info tab section of SOP-OP-RSC002 – Pre-screening
• Threat Information section of SOP-OP-RSC002 – Pre-screening
• Family Tree section of SOP-OP-RSC002 – Pre-screening
• Address Tab section of SOP-OP-RSC002 – Pre-screening
• Quality Control (QC) review of all case and member information
• Ensure the DataColl status is PPD (All Information Collected) before generating any security checks.

Note: The CLASS system has a limitation for DOBs more than 110 years ago. If the applicant presents a document with a DOB greater than 110 years, enter the document on the identification tab but not marked as an Identity or an Alias. Instead, an explanation should be entered in the comments box of the entry "Document XXX includes DOB XXX. The record was not marked as 'Needs NameCheck' due to a limitation in the CLASS system for DOBs more than 110 years ago".

Note: Review all documentation received from an applicant or about an applicant for biodata information (identities, addresses, phone numbers, email addresses, etc.), and ensure all biodata information is recorded in WRAPS. If you add new biodata information after pre-screening, re-request security checks according to sections 2.3 IAC Re-requests, 3.2.4 CLASS Re-requests, and 3.3.3 SAO Re-requests.

2 Inter-Agency Check
This section provides guidance on the Inter-Agency Check.

The Inter-Agency Check (IAC) is a required security check for case members ages 14 through 79. The IAC is a recurring security check, meaning the security vetting partners continuously run the applicant’s data against their security holdings. They run the IAC continuously even if the member’s IAC status is CLR (Cleared) or NCL (Not Cleared) and his or her biographical data has not changed. Due to the continuous vetting, a case member’s IAC status could change from CLR to NCL at any time until departure.

2.1 Request IAC
This subsection provides guidance on requesting the IAC.

Request the IAC for each case member ages 14 through 79 at the same time you request CLASS for his or her Bio Identity (see 3.2.2 Request CLASS for each identity). Case members who will be 14 at the time of travel require a clear IAC before they can travel, so request IAC accordingly.
Control Number: SOP-OP-RSC-004-v3.0

Note

Every night WRAPS looks at the ages of each case member and his or her IAC status. WRAPS then transitions a case member’s IAC status in these scenarios:

<table>
<thead>
<tr>
<th>Note the IAC status of NRQ does not stop a case from travelling. If the applicant is under 14 years old or 80 years old or above, you can manually transition the IAC status from CLR, EXP, and NOA to NRQ from the left-hand menu. This transition is undoable.</th>
</tr>
</thead>
</table>

Before requesting the IAC, ensure the case and case member meet the following conditions:

1. The case must be accepted to the program (A TP status is ACP).
2. The Case Availability Status must be Active (A) or on Hold (H).
3. All of a case member’s biographical and family tree information must be entered into WRAPS.

When you request an IAC, the IAC status on the Member Biographical Information screen changes to REQ. Every night, WRAPS sends out all IAC requests for individuals who are Active or Hold (but not FTJ-R in COPE, SIV, or FTJ-A) and whose IAC status is REQ, AXP ( Expedite Approved), or DXP (Expeditie Denied). When this happens, the status changes to SCH or SXP ( Expeditie Scheduled). Any cases that are out on a circuit ride, and in WRAPS disconnected mode, will be placed on the next run of the report after the circuit ride is returned and reconnected to the host server at the RSC. This IAC status will then change to SCH.

Tip

When the IAC status is REQ, you can undo the request (set back to NOA). When the IAC status is SCH, you cannot undo the request; however, you can reset the status to REQ. You also cannot undo the request if there is an asterisk (*) in the status.

Note

WRAPS sometimes displays an asterisk (*) after the IAC status. This indicates there is a status transition in progress. If WRAPS displays an asterisk after a status, do not perform an action that would change the status. Wait until the status transition is complete before transitioning the status again.

2.1.1 Expedited IAC Requests

Cases with urgent protection or medical concerns may qualify for an expedited IAC. In general, the following reasons alone do not justify an expedited IAC:

- Expiring exit permits or visas.
- Family reunification.
- Scheduled flight.
- Biographic change requiring a new IAC request.

However, if a case meets any of the criteria below, the RSC can expedite the IAC when requesting the check in WRAPS.  PA 2017-18
Control Number: SOP-OP-RSC-004-v3.0

- Acute medical conditions where care outside the host country is required
- Security/protection concerns; including individuals facing deportation.
- Minors at risk of aging out.

In general, the IAC should only be expedited if the RSC is trying to get an IAC response within seven or fewer days.

RSCs should continue all processing activities for cases pending an IAC response, including all post-USCIS processing. As the case moves closer to RFD (except for the pending IAC), the case will automatically filter upwards on an IAC prioritization list the RPC sends to the vetting agencies on a regular basis. Cases on the list are weighted by expedite level (including EXP, LV1, LV2, EXP, and IAC expedite requests), MTBD/closest to RFD, and those that have been pending IAC the longest.

RSCs who have cases with urgent protection or medical needs that are otherwise close to RFD, except for the pending IAC, should flag these cases to their PRM Program Officer for analysis. Program Officers should send expedite requests to the RPC Help Desk. When requesting analysis of these pending IACs, RSCs should not cancel the IACs in order to re-request them as “IAC Expedite” in WRAPS if they are not already requested that way. If a case was not requested as an IAC Expedite in WRAPS but later becomes urgent, RSCs should continue processing the case, flag the case to the PRM Program Officer, and not re-request the IAC in WRAPS.

Caseworkers request an expedited IAC in WRAPS 1. Click the Inter-Agency Check link in the left-hand menu, then select IAC Expedite Requested from the window. This updates the IAC status to RXP (Expedite Requested).

RSC Supervisors or designated IAC Expedite approvers review and approve expedited IAC requests. Users require the WRAPS 1 OIAX user role in order to review expedited IAC requests. Supervisors and designated approvers should monitor expedite requests (IAC status of RXP) according to local SOPs. Monitor expedite requests using the WRAPS 2 case search screen. Add the Inter-Agency Check Status criteria to the search screen and select RXP as the status. Supervisors and approvers can review expedited IAC requests in WRAPS 1. To review an expedited IAC request, click the Inter-Agency Check link in the left-hand menu, then select approve or deny.

Approving an expedited IAC request updates the IAC status to AXP (Expedite Approved). Approved expedite requests are sent to the security vetting partners with the next nightly IAC submission as an expedited IAC. When the expedite request is sent to the security vetting partners, the IAC status updates to SXP (Expedite Scheduled).

Denying an expedited IAC request updates the IAC status to DXP (Expedite Denied). If the expedite request is denied, enter the reason for the expedite denial in the case comments. Denied expedite requests are sent to the security vetting partners with the next nightly IAC submission as a normal IAC request.

2.2 IAC Results

This subsection provides guidance on reviewing and acting on IAC results.

The initial response changes the IAC status to either CLR (cleared) or NCL (not cleared).
2.2.1 Unsolicited Responses

Because the IAC is a continuous security check, an individual’s IAC status can change at any time until the case departs. Review the IAC Status Change Notification Report to identify these status changes. RSCs can use either their local version of this report or the version the RPC sends to RSCs in a daily email. RSCs are required to review this report on a daily basis. This report includes the following IAC status changes:

- Clear (CLR) to Not Clear (NCL)
- NCL to CLR

If the IAC status changes from CLR to NCL before the USCIS interview, keep the Case Availability Status as Active, and prepare the case to present to USCIS. RSCs can use one of the following CARs to indicate a discretionary denial is pending: Initial IAC Not Cleared [I2] or Final IAC Not Cleared [FI]. Close the case (see section 6 Closing Cases) once you receive the discretionary denial from USCIS after the USCIS interview.

If the IAC status changes from CLR to NCL after the USCIS interview, place the case on Hold immediately, and add the following Case Availability Reason (CAR): IAC Result Update [IU]. If the IAC status is NCL, review the SAO status. If the SAO status is RQD (Requested), undo the status back to NOA (No Activity). If the SAO status is SCD (Scheduled), cancel the SAO. Provide the following reason when prompted: “Cancelled due to IAC NCL.” Present the case to USCIS so they can revoke the approval stamp.

If the IAC status changes from NCL to CLR, continue processing the case from where you left off.

2.3 IAC Re-requests

This subsection provides guidance on re-requesting IAC security checks.

As stated above, the IAC is a recurring security check. This means the security vetting partners continually run an applicant’s data against their security holdings. Because of this, if certain applicant data changes, you must re-request the IAC so the security vetting partners have current information about the case member.
The IAC status changes to CLR or NCL after the security vetting partners review the new biodata information. If the IAC status is NCL, review the SAO status. If the SAO status is RQD (Requested), undo the status back to NOA (No Activity). If the SAO status is SCD (Scheduled), cancel the SAO. Provide the following reason when prompted: “Cancelled due to IAC NCL.”

Note If the IAC status is SCH and you make a change to a case member’s biodata that requires an IAC re-request, re-request the IAC. This transitions the IAC status from SCH to REQ.

Table 2-1 describes the IAC statuses.

<table>
<thead>
<tr>
<th>IAC Status</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
</tr>
</tbody>
</table>
3 CLASS and SAO

This section provides an overview of CLASS and SAO and describes how they relate.

CLASS (Consular Lookout and Support System) and SAO (Security Advisory Opinion) are separate security checks, but they are closely related. Before continuing, acquaint yourself with the terms used throughout this section:

- The **Bio Identity** is the information by which a case member identifies himself or herself. In WRAPS, the Bio Identity is the information on the **Bio1** tab. For security check purposes, WRAPS creates a Bio Identity record on the **Identification** tab. This record has an **ID Type** of BIO.

- **Core biodata** consists of seven pieces of information about a case member: full name, date of birth, country of birth, nationality, gender, passport number, and national ID. See the **Identities and Aliases** subsection in **SOP-OP-RSC002 – Pre-screening** for details.

- An **identity** is a record of identification where the Date of Birth, Country of Birth, Nationality, Gender, Passport Number, or National ID differs from the Bio Identity. WRAPS stores identities on the **Identification** tab.

- An **alias** is a record of identification where the Name—*and only the Name*—differs from the Bio Identity. WRAPS stores aliases on the **Identification** tab.

**Note** See the **Identification** tab section in **SOP-OP-RSC002 – Pre-screening** for detailed information regarding identities and aliases.

3.1 How to request CLASS and SAO

This subsection provides guidance on how to request CLASS and SAO in WRAPS.
Requesting a CLASS name check or an SAO is a two-step process in WRAPS:

1. Select an identity.
2. Select CLASS Name Check or SAO Name Check from the left hand menu.

The Req column on the Identification tab indicates the selected identity. To select an identity, check the identity’s Req box.

The subsections that follow describe requesting CLASS and SAO in more detail.

### 3.2 Consular Lookout and Support System (CLASS)

*This subsection provides guidance on the CLASS name check.*

CLASS is a name check run against a database owned by the Bureau of Consular Affairs of the U.S. Department of State. Every case member must be cleared through CLASS before he or she can travel. Case members may require additional security checks depending on the results of the CLASS name check.

Subsection 3.2.1 below provides a summary of the CLASS name check. Procedures for the CLASS name check begin in subsection 3.2.2.

#### 3.2.1 Summary of the CLASS Name Check

When you request a CLASS name check for an identity, WRAPS sends the case member’s name and biographical information to CLASS. The Name Check Team at the RPC processes the results of the CLASS name check. The Name Check Team either clears the identity or recommends additional security checks. Figure 3-2 represents the basic process.
3.2.2 Request CLASS for each identity

Tip

1. Request CLASS
2. Wait for response
3. Status changes to CLR, SAO, DHS, or BTH
4. Select the next identity

Figure 3-3. Request CLASS for each identity in sequence

Note Certain case members require an SAO due to nationality, citizenship, or age (see 3.3 Security Advisory Opinion (SAO)). If the case member requires an SAO due to nationality, citizenship and age, request the SAO. If the case member does not require an SAO due to nationality, citizenship, and age, set the SAO status of all identities to NRQ (not required). Be sure to review all identities against the SAO criteria to determine if an identity requires an SAO before setting the SAO status to NRQ. Once a case member requires an SAO, due to either nationality, citizenship, and age or a CLASS hit, he or she always requires a Clear SAO to travel; case members cannot age out of an SAO check.\textsuperscript{PA 2018-05}
3.2.3 CLASS Results

After all identities complete a CLASS name check, review the case member’s CLASS and SAO statuses. These statuses determine the next step in processing. Table 3-1 describes what action you should take after a case member completes CLASS.

<table>
<thead>
<tr>
<th>Case Member’s CLASS status</th>
<th>Case Member’s SAO status</th>
<th>Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>NOA</td>
<td>[any status]</td>
<td>At least one identity still needs a CLASS name check. Look for the identities on the Identification tab with a CNC status of NOA.</td>
</tr>
<tr>
<td>CLR</td>
<td>NRQ</td>
<td>The case member does not need any more security checks. Schedule this case member for the USCIS Interview when his or her case is ready for USCIS.</td>
</tr>
<tr>
<td>CLR</td>
<td>RQD</td>
<td>The case member requires a Security Advisory Opinion (SAO). WRAPS will automatically schedule the SAO. See 3.3.2 SAO Results for guidance on what to do after the SAO completes.</td>
</tr>
<tr>
<td>CLR</td>
<td>SCD</td>
<td>WRAPS automatically scheduled an SAO. See 3.3.2 SAO Results for guidance on what to do after the SAO completes.</td>
</tr>
<tr>
<td>SAO</td>
<td>RQD</td>
<td>The case member requires a Security Advisory Opinion (SAO). WRAPS will automatically schedule the SAO. Do not cancel the SAO because the case member does not require an SAO due to nationality, citizenship and age. If an SAO hit is found during CLASS, then the case member requires an SAO. See 3.3.2 SAO Results for guidance on what to do after the SAO completes.</td>
</tr>
<tr>
<td>SAO</td>
<td>SCD</td>
<td>WRAPS automatically scheduled an SAO. See 3.3.2 SAO Results for guidance on what to do after the SAO completes.</td>
</tr>
<tr>
<td>DHS</td>
<td>RQD</td>
<td>The case member requires a Department of Homeland Security (DHS) Hit review and an SAO. See 4.2.3 DHS Hit Review Results for guidance on what to do after the DHS Hit review completes.</td>
</tr>
<tr>
<td>DHS</td>
<td>SCD</td>
<td>The case member requires a DHS Hit review and an SAO. See 4.2.3 DHS Hit Review Results for guidance on what to do after the DHS Hit review completes and 3.3.2 SAO Results for guidance on what to do after the SAO completes.</td>
</tr>
<tr>
<td>DHS</td>
<td>NOA or NRQ</td>
<td>The case member requires a DHS Hit review, but does not require an SAO. WRAPS will automatically request and schedule a DHS Hit review for any case member who requires it after CLASS completes. See 4.2.3 DHS Hit Review Results for guidance on what to do after the DHS Hit review completes.</td>
</tr>
<tr>
<td>BTH</td>
<td>RQD</td>
<td>The case member requires both an SAO and a DHS Hit review. WRAPS will automatically schedule both. Both the SAO and the DHS Hit review must clear before you can schedule the case member for the USCIS interview. See 3.3.2 SAO Results and 4.2.3 DHS Hit Review Results for guidance on what to do after the SAO and the DHS Hit review completes.</td>
</tr>
<tr>
<td>BTH</td>
<td>SCD</td>
<td>The case member requires a DHS Hit review and an SAO. See 4.2.3 DHS Hit Review Results for guidance on what to do after the DHS Hit review completes and 3.3.2 SAO Results for guidance on what to do after the SAO completes.</td>
</tr>
</tbody>
</table>
Note A CLASS status of BTH means the case member requires both an SAO and a DHS Hit review. If the SAO clears first, the case member’s CLASS status changes to DHS. If the DHS Hit review clears first, the case member’s CLASS status changes to SAO. The case member must clear both security checks before he or she can travel.

3.2.4 CLASS Re-requests

If you add, edit, or delete an entry on the Identification tab or Bio1 tab, you might have to request CLASS again. This is a “re-request.” WRAPS provides a Bio Diff indicator feature on the Identification tab that lets you know a CLASS re-request might be required. Figure 3-4 shows this Bio Diff indicator.

Note If an identity’s CLASS status is REQ or SCH, do not delete the identity. This breaks the SAO process in WRAPS. If the status is REQ, use the “undo” function in the left-hand menu to set the status back to NOA, then delete the identity. If the status is SCH, request a work order to set it back to NOA.

Note The Identification tab displays two Bio Diff indicators: one for CLASS and one for SAO. Figure 3-4 highlights the CLASS Bio Diff indicator.

<table>
<thead>
<tr>
<th>Bio Identity</th>
<th>Need</th>
<th>CNC</th>
<th>Expiry</th>
<th>Security Data</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Y</td>
<td>CLR</td>
<td>16 Nov 2013</td>
<td>N CLR N</td>
</tr>
<tr>
<td>Identity 1</td>
<td>Y</td>
<td>CLR</td>
<td>23 Nov 2013</td>
<td>Y CLR N</td>
</tr>
<tr>
<td>Identity 2</td>
<td>Y</td>
<td>CLR</td>
<td>24 Dec 2013</td>
<td>Y CLR 8 Feb 2014</td>
</tr>
</tbody>
</table>

Figure 3-4. The CLASS Bio Diff Indicator helps you determine if you need to re-request CLASS

The CLASS Bio Diff indicator is a guide; if the indicator changes to Y, check the Bio Data Differences to Resubmit report and refer to Appendix C: CLASS Re-requests to determine if you need to re-request CLASS. The Bio Data Differences to Resubmit report is posted weekly to rsharenet.org and displays the information causing a CNC Bio Diff.

Note If there is an open DHS Hit review (the case member’s CLASS status is DHS or BTH) at the time you need to re-request CLASS, email the RPC Name Check team (namecheck@wrapsnet.org). Ask them to cancel the open DHS Hit review before you re-request CLASS. Upon Cancelling the open DHS Hit review, the RPC will notify you to retain any pending sealed envelopes currently in your possession until otherwise notified by USCIS. If a new sealed envelope is sent to your RSC, place it in the applicant’s file to present to USCIS.

3.2.5 CLASS Expiration

CLASS expires 15 months from the date the information was run through CLASS. |PA 2012-08

3.3 Security Advisory Opinion (SAO)

This subsection provides guidance on SAO security checks.
A Security Advisory Opinion (SAO) is an additional security check facilitated by the U.S. Department of State. Only certain case members require an SAO. Case members who require an SAO must clear this security check before they can travel.  

There are three reasons a case member may require an SAO:

1. Due to his or her **nationality, citizenship, and age**.
2. Due to the **results of the CLASS name check**.
3. Due to a specific request for an SAO check for an applicant from PRM/the Department of State or USCIS.

If the case member requires an SAO due to nationality, citizenship, and age, request the SAO. The case member requires an SAO if any of his or her identities meet the SAO requirements. SAOs are required for males and females ages 14 to 50 of certain nationalities, or citizenships, PA 2018-05 and PA 2019-RSC-04

**Note**  Applicants with certain nationalities, citizenships who were 51 years or older at the time they entered the USRAP do not require an SAO. To determine an applicant's age, use the Received Date of the Primary AATP. For example:

- An applicant's date of birth is 31 January 1967. The Received Date is 17 January 2018. This applicant **will** require an SAO, as their age is 50 years, 11 months and 17 days.

- An applicant's date of birth is 15 February 1967. The Received Date is 20 February 2018. The applicant **will not** require an SAO, as their age is 51 years and 5 days.

**Please note:** Any applicant who receives an SAO hit during CLASS or who has previously had an SAO run requires a cleared SAO before they can travel, **regardless of what age they were when they entered the USRAP**.

**Note**  On a nightly basis, WRAPS evaluates every identity and analyzes a combination of criteria entered that would qualify an applicant as requiring an SAO. This criteria includes age, nationality, and citizenship(s). WRAPS prevents applicants whose identities qualify for an SAO from transitioning to NRQ.

Once a case member requires an SAO, either due to nationality, citizenship, and age or a CLASS hit, he or she always requires a Clear SAO to travel; case members cannot age out of an SAO check, PA 2018-05

Enter the following into the **Reason** field on the **Request SAO Visas Name Check** window: “SAO: Per DoS/PRM guidance.” After all identities complete CLASS, WRAPS automatically generates the SAO (see Figure 3-1).

If the case member requires an SAO **due to the results of the CLASS name check**, WRAPS automatically requests and generates the SAO after all identities complete CLASS (see Figure 3-1).

Continue processing case members who clear SAO and have no other security checks pending.
3.3.1 Additional Information Needed

Sometimes the RSC receives a request for additional information before the SAO can be cleared. Review the weekly SAOs Needing Further Information report. Obtain the requested information, and then notify the RPC Name Check team.

3.3.2 SAO Results

After the SAO review is completed, the status is either CLR (cleared) or NCL (not cleared).

If the SAO status is NCL before the USCIS Interview, stop processing the case, issue the SAO objection rejection letter, and then close the casePA-2014-02 (see 6 Closing Cases). Notify the RPC Name Check Team so they can cancel any open security checks.

If the SAO status is NCL after the USCIS Interview, stop processing the case and wait for USCIS to issue a denial letter. The decision letter should be scanned into WRAPS and the case closed once the denial decision letter has been given to the applicant (see 6 Closing Cases). Do not issue the SAO objection letter for cases USCIS has already interviewed unless PRM specifically requests that you do so.

All cases cross-referenced (hard or soft) to an SAO=NCL case, must be placed on hold pending USCIS review. Cases that are hard- or soft-cross-referenced to an SAO NCL case should not move forward to departure. For these cases, add the CAR X-Ref Hold – SAO [XS].

If the SAO status is CLR, continue processing the case member.

Note If the case member required a DHS Hit review, he or she must also clear the DHS Hit review before continuing processing. See section 4 DHS Hit Review for details.

3.3.3 SAO Re-requests

Changes to case information may require a new SAO request and RSCs should be aware of which changes require an SAO re-request and should re-request SAOs accordingly. See the SAO Re-requests section in Appendix D: SAO Re-requests for a list of changes that require an SAO re-request.

Note Do not delete a record on the Identification tab or deselect Needs Name Check when an SAO is scheduled (SCD) or in the process of cancelation (RCN, SCN). This will cause the cancelation process to fail.

Note RSCs should refer to Appendix D: SAO Re-requests for a list of changes which require an SAO re-request.

3.3.4 SAO Expiration

SAO expires 15 months from the date the RPC receives the clearance.PA-2014-08

4 DHS Hit Review

This section provides guidance on DHS Hit reviews.
A DHS Hit review is an additional security check conducted by the U.S. Department of Homeland Security (DHS). Only certain case members require a DHS Hit review. The reason a case member may require a DHS Hit review is due to the results of the CLASS name check.

Case members who require a DHS Hit review must clear this review before they can travel.

### 4.1 Summary of a DHS Hit Review

This subsection provides a summary of the DHS Hit review process. Note that DHS is generally used as an informal abbreviation for USCIS, as the Department of Homeland Security (DHS) is the parent agency of U.S. Citizenship and Immigration Services (USCIS). USCIS’ Refugee Affairs Division (RAD) is the primary interlocutor for most refugee applications in the USRAP. When not otherwise specified, DHS and DHS’ headquarters refers to USCIS’ Refugee Affairs officers and RAD headquarters.

If there are DHS Hits associated with one or more of a case member’s identity, then the case member requires a DHS Hit review. The DHS Hit review occurs after all of a case member’s identities complete CLASS. A case member who requires a DHS Hit review has a CLASS status of DHS or BTH.

After all identities complete CLASS, WRAPS sends all identity and alias information to RAD headquarters to make a determination. If RAD headquarters can make a determination, the case member’s DHS Hit review is either cleared or not cleared. If RAD headquarters cannot make a determination, a DHS envelope is created and will be reviewed by a USCIS officer at the time of the interview.

### 4.2 DHS Hit Review Procedures

This subsection provides guidance on DHS Hit review procedures.

As described in 4.1 Summary of a DHS Hit Review, a case member with a CLASS status of DHS or BTH requires a DHS Hit review. WRAPS sends the case member’s information to RAD headquarters to make a determination. The subsections that follow describe RSC procedures for the following two scenarios:

1. RAD headquarters can make a determination (subsection 4.2.1).
2. RAD headquarters cannot make a determination (subsection 4.2.2).

#### 4.2.1 RSC procedures when DHS headquarters can make a determination

If RAD headquarters can make a determination, the RPC Name Check Team enters the results into WRAPS. See 4.2.3 DHS Hit Review Results for details.

#### 4.2.2 RSC procedures when DHS headquarters cannot make a determination

If RAD headquarters cannot make a determination, a DHS Envelope is created. RAD headquarters will send the sealed envelope to the RSC. The weekly DHS Envelope Status by RSC report tracks the cases which require a physical envelope and the date RAD headquarters sent this information to the USCIS team leader in the field. Once a week, email the RPC Name Check Team (namecheck@wrapsnet.org) the Envelope Status by RSC report with the ENV Rcv Date completed for newly received envelopes. The RPC will enter this information into WRAPS in order for the RSC to track which envelopes have been received and placed in the physical case file. Email USCIS for any DHS Envelopes marked as Sent but not received in 10 business days.

Cases appearing on the Sent to RSC tab of the DHS Envelope Status by RSC report can be scheduled for standard DHS interviews. A USCIS officer reviews the hits at the time of the
interview and adjudicates them. He or she marks one of the following determinations on the DHS Envelope Hit Review Form for each hit:

1. Clear
2. Not Clear Waiver Available (see 4.2.4 Waivers for Not Clear Results)
3. Not Clear Waiver Not Available

Inspect the DHS Envelope Hit Review Form and ensure the USCIS officer completed the form.

If all hits are marked Clear, the USCIS officer must:

- Mark Clear for each envelope hit (DHS Hit No.).
- Stamp APPROVED in the DHS Approval Stamp with Signature field.
- Record the date in the APPROVED stamp.
- Sign the APPROVED stamp.
- Record the same date in the APPROVED stamp and the Resolution Date field.
- Fill the DHS Officer (Print Name or Signature Stamp) field.

If one or more hit is marked Not Clear, Waiver Available, the USCIS officer must:

- Mark Not Clear, Waiver Available for the appropriate envelope hits (DHS Hit No.).
- Write “WAIVER” in the DHS Approval Stamp with Signature field.
- Record the date in the Resolution Date field.
- Fill the DHS Officer (Print Name or Signature Stamp) field.

Once you receive the form, refer to section 4.2.4 Waivers for Not Clear Results for additional steps.

If one or more hit is marked Not Clear, Waiver Not Available, the officer must:

- Mark Not Clear, Waiver Not Available for the appropriate envelope hits (DHS Hit No.).
- Stamp “DENIED” in the DHS Approval Stamp with Signature field.
- Record the date in the Resolution Date field.
- Fill the DHS Officer (Print Name or Signature Stamp) field.

Once you receive the form, refer to section 4.2.4 Waivers for Not Clear Results for additional steps.

For each of the above scenarios, scan and attach the DHS Envelope Hit Review Form. Use the document type CLASS Name Check Results Report (CNC). You may determine your own naming convention for the image file, but you must include “CNC_Hit” in the naming convention. The following is an example naming convention:

```
[case number]_[sequence number]_CNC_Hit.pdf
```

Notify the RPC Name Check Team of the determination by email (namecheck@wrapsnet.org). Include the case number and the sequence number of the case member. The Name Check Team will enter the results into WRAPS and update the CLASS status. Exception: If the determination is Not Clear Waiver Available and the case member files a waiver, do not notify the RPC Name Check Team until DHS completes their review of the waiver (see 4.2.4 Waivers for Not Clear Results).
After the USCIS officer makes a determination, he or she destroys any CLASS hits that do not apply to the case member. Do not place hits that do not apply to the case member back into the case file under any circumstance.

The USCIS officer may ask you to return the hit results to the case file in the following situations:

1. **The USCIS officer cannot make a determination at the time of the interview.** In this situation, return the hit results to the case file until the officer can make a determination. Do not send the hit results to the RPC until the USCIS officer provides a completed DHS ENV Hit Review Form.

2. **There are hits that relate to the case member which are not derogatory.** In this situation, the USCIS officer will return the hit information to the hit envelope, seal the envelope, and sign over the seal. Place this sealed envelope back into the case file. It will be included in the case member’s travel packet.

### 4.2.3 DHS Hit Review Results

After USCIS makes a determination, the RPC Name Check Team enters the results into WRAPS. The case member’s CLASS status updates according to Table 4-1.

<table>
<thead>
<tr>
<th>CLASS status before DHS Hit review</th>
<th>DHS Hit review results</th>
<th>CLASS status after DHS Hit review</th>
</tr>
</thead>
<tbody>
<tr>
<td>DHS</td>
<td>Cleared</td>
<td>CLR</td>
</tr>
<tr>
<td>DHS</td>
<td>Not Cleared</td>
<td>NCL</td>
</tr>
<tr>
<td>BTH</td>
<td>Cleared</td>
<td>SAO</td>
</tr>
<tr>
<td>BTH</td>
<td>Not Cleared</td>
<td>NCL</td>
</tr>
</tbody>
</table>

If the case member’s CLASS status is CLR, continue processing the case member.

If the case member’s CLASS status is NCL, close the case (see 6 Closing Cases). Notify the RPC Name Check Team so they can cancel any open security checks.

If the case member’s CLASS status is SAO, he or she must clear an SAO before processing can continue. See 3.3 Security Advisory Opinion (SAO) for details.

### 4.2.4 Waivers for Not Clear Results

If the USCIS officer makes a determination of Not Clear Waiver Available, the case member may apply for an I-602 Inadmissibility Waiver. If the USCIS officer makes a determination of Not Clear Waiver Not Available, the case member cannot apply for a waiver.

If the case member applies for a waiver, do not send the DHS Hit review results to the RPC Name Check team until USCIS completes its review of the waiver application. If the waiver is approved when USCIS completes its review, scan and attach the waiver (document type I-602 (Other) Inadmissibility Waiver) and the original DHS Hit review form indicating Not Clear Waiver Available. If the waiver is not approved when USCIS completes its review, scan and attach the waiver (document type I-602 (Other) Inadmissibility Waiver) and the original DHS Hit review form indicating Not Clear Waiver Available.

Notify the RPC Name Check team of the DHS Hit review results as described in section 4.2.2.
4.3 DHS Hit Review Re-requests

*This subsection provides guidance on re-requesting DHS Hit reviews.*

In general, you do not re-request DHS Hit reviews. However, if a CLASS re-request (see section 3.2.4) results in a new DHS Hit, a new DHS Hit review is required.

5 Travel Fingerprint Security Check

*This section provides guidance on the Travel Fingerprint security check.*

The Travel Fingerprint security check is a review of a case member’s fingerprints against various holdings in the U.S. Case members must clear this security check before they can travel.

Provide the interviewing USCIS officer with the *Fingerprinting Applicant Information Worksheet* at the time of the USCIS interview. This worksheet is required for each case member ages 14 through 79. **PA 2011-01** This worksheet is the *Fingerprinting Information Sheet* report in WRAPS.

**Tip** If you print this report from the *Case Summary* screen, WRAPS prints the worksheet only for case members ages 14 through 79. You can print the worksheet for individual case members by accessing the report from the *Member Biographical Information* screen.

Enter the Taken Date into WRAPS. This is the date the USCIS officer took the case member’s fingerprints. Do not enter the Taken Date until the USCIS officer actually takes the fingerprints. Do not enter a Taken Date for no-shows.

**Note:** USCIS officers may take fingerprints for minors who are younger than 14 years old but will be at least 14 years old by the time they travel. Enter the Taken Date for these exceptions.

5.1 Travel Fingerprint Results

*This subsection provides guidance on processing Travel Fingerprint results.*

After USCIS reviews the fingerprints, the RPC updates WRAPS with one of the following statuses:

1. Cleared
2. Not Cleared
3. No Decision
4. Redo
5. Not Required
6. Exemption

*Cleared, Not Cleared, Not Required,* and *Exemption* are final statuses. *No Decision* and *Redo* are intermediate results, and they indicate the process is not complete.

The following subsections explain what to do for each Travel Fingerprint result.

**Note** WRAPS might sometimes display an asterisk (*) after the TravelFP status. This indicates there is a status transition in progress. If WRAPS displays an asterisk after a status, do not perform an action that would change the status. Wait until the status transition is complete before transitioning the status again.
5.1.1 Cleared (CLR)
If the result is Cleared (CLR), continue processing the case member. This status expires after 15 months; however, do not re-request due to expiry. In general, if Travel Fingerprints expire or will expire within 45 days—and all other security checks are clear—then USCIS will re-request Travel Fingerprints.

5.1.2 Not Cleared (NCL)
If the result is Not Cleared (NCL), after the USCIS Interview, stop processing the case and wait for USCIS to issue a denial letter. The decision letter should be scanned into WRAPS and the case closed once the denial decision letter has been given to the applicant. (see 6 Closing Cases). If the SAO status is RQD (Requested), undo the status back to NOA (No Activity). If the SAO status is SCD (Scheduled), cancel the SAO. Provide the following reason when prompted: “Cancelled due to IAC NCL.” Notify the RPC Name Check Team so they can cancel any open security checks.

5.1.3 No Decision (NOD)
If the result is No Decision (NOD), USCIS is still reviewing the Travel Fingerprints. Continue processing the case member until USCIS makes a decision. Case members cannot travel until their TravelFP status is CLR.

5.1.4 Redo (RDO, RD1, and RD2)
If a case member’s fingerprints are smudged or otherwise unusable, USCIS changes the status to RDO (Redo). If this happens, schedule the case member for reprinting. If the fingerprints are unusable a second time, USCIS updates the status to RD1. Schedule the case member for reprinting again. If the fingerprints are unusable a third time, USCIS updates the status to RD2. Schedule the case member for reprinting yet again. After RD2, USCIS makes a decision and the final status is either CLR or NCL.

5.1.5 Not Required (NRQ)
If the TravelFP us is Not Required (NRQ), the case member does not have to be printed. This status is used for case members outside the age range of 14 to 79 years. This is a final status. Case members can travel with a TravelFP status of NRQ.

5.1.6 Exemption (EXC)
If the TravelFP status is Exemption (EXC), the case member does not have to be printed. USCIS issues this status when Medical waivers are requested and when USCIS collects and processes two sets of fingerprints and both sets come back unclassifiable. In both cases (medical and poor quality prints), USCIS requests an INK report from the RPC. RAD issues the EXC after USCIS adjudicates the report. This is a final status. Case members can travel with a TravelFP status of EXC.

5.2 Travel Fingerprint Re-requests
This subsection provides guidance on Travel Fingerprint re-requests.

The RSCs are not responsible for re-requesting Travel Fingerprint security checks. USCIS conducts these re-requests based on reports provided by the RPC.
6 Closing Cases

This section provides guidance on closing cases due to the results of a security check.

You may be required to close cases due to the results of a security check. Table 6-1 describes the action you should take when closing a case due to a security check result of NCL. You are not required to notify your PRM Program Officer or consult with USCIS when closing a case.

**Note** Ensure all documents in the physical file at the time of case closure are scanned and attached to the case in WRAPS.

**Note** The decision letter should be scanned into WRAPS and the case closed once the denial decision letter has been given to the applicant.

<table>
<thead>
<tr>
<th>Security Check</th>
<th>Result</th>
<th>Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>IAC</td>
<td>NCL</td>
<td>Wait for USCIS to issue a Discretionary Denial Letter, scan into WRAPS and close the case once the denial decision letter has been given to the applicant. If there is an outstanding SAO, cancel it upon receipt of the IAC NCL and notify the RPC.</td>
</tr>
<tr>
<td>SAO</td>
<td>NCL</td>
<td>If a case receives a Not Cleared (NCL) result for a security check <strong>before</strong> the USCIS Interview, stop processing the case, issue the SAO objection rejection letter to the applicant, and then close the case. <strong>PA 2014-02</strong> If a case receives a Not Cleared (NCL) result for a security check <strong>after</strong> the USCIS Interview, stop processing the case, wait for USCIS to issue a denial letter, scan into WRAPS and close the case once the denial decision letter has been given to the applicant. If there is an outstanding SAO for another case member, cancel it and notify the RPC. Do not issue the SAO objection letter for cases USCIS has already interviewed unless PRM specifically requests you to do so.</td>
</tr>
<tr>
<td>Travel FP</td>
<td>NCL</td>
<td>Wait for USCIS to issue a Discretionary Denial Letter scan into WRAPS and close the case once the denial decision letter has been given to the applicant. If there is an outstanding SAO, cancel it upon receipt of the Travel FP NCL and notify the RPC.</td>
</tr>
</tbody>
</table>

7 Conclusion

This concludes the Security SOP. Remember, security checks occur throughout processing (see Figure 1-1). Refer back to this SOP for each required security check.
Appendix A: References

This appendix provides a summary of the references cited in this SOP. References include PRM Program Announcements or other policy documents. This SOP also cites references using superscript (for example PA 2012-01). Hold the Ctrl key on your keyboard and click these citations to jump to the summary of the cited reference document.

PA 2011-01
Subject: Changes in Fingerprint Procedures

Summary: Fingerprints prior to the USCIS interview are no longer required for refugee applicants with NCIII CLASS hits. Instead, we will rely on the fingerprint screening conducted by USCIS. This PA notes four exceptions.

PA 2011-12
Subject: Responsibility for SIVs, V92s, and Parolees

Summary: Clarifies RSC responsibility for security checks expirations and DHS decision expirations for non-refugee cases.

PA 2012-08
Subject: Validity Period for SAOs and CLASS Re-Requests

Summary: The validity period for SAOs is now 15 months for all nationalities instead of 12 months. The current procedure to re-request CLASS name checks after 12 months is now 15 months as well.

PA 2014-02
Subject: Guidance to RSCs on “Not Clear” SAOs

Summary: This announcement provides guidance to RSCs regarding cases for which PRM has received a Security Advisory Opinion (SAO) objection and must enter a result in WRAPS of “Not Clear” (NCL). Pre-USCIS interview: RSCs should close cases with an SAO NCL that have not yet been USCIS interviewed, and send the letter attached to this PA to the applicant. Post-USCIS interview: PRM will inform USCIS/RAD of cases with SAO NCL and request the issuance of a discretionary denial for those cases that have already been USCIS interviewed (and therefore fingerprinted).

PA 2015-17
Subject: Implementation of IAC Recurrent Vetting

Summary: This PA announces the implementation of the first phase of IAC recurrent vetting.

PA 2016-08
Subject: Updates to SAO and IAC Requirements

Summary: This PA authorizes all RSCs to present cases to USCIS for interview without having to wait for SAO results and requires IAC only for case members between the ages of 14 and 79.

PA 2016-18
Subject: Update on SAO and IAC Expedite Requests

Summary: This PA updates guidance for expediting SAOs and IACs.
PA 2017-18
Subject: Update on SAO and IAC Expedite Requests

Summary: This program announcement outlines valid reasons PRM may request an expedited IACs and SAOs for urgent cases.

PA 2018-05
Subject: Changes to Security Advisory Opinion (SAO) Requirements

Summary: This program announcement provides updated guidance on SAO requirements.

PA 2019-RSC-04
Subject: Updated SAO Countries and Requirements

Summary: This program announcement provides updated guidance on SAO requirements.
Appendix B: IAC Re-requests

This appendix lists the changes to an individual that require you to re-request the IAC. If the IAC status is SCH (Scheduled) or CLR (Cleared) and you make a change to any of the information below, the IAC BioDiff indicator changes to Yes. If the IAC BioDiff indicator is Yes, click the Yes on the WRAPS 1 Member screen to see a list of changes that triggered the IAC BioDiff.

If the IAC BioDiff indicator changes to Yes:

- The Case Status cannot transition to RFD (Ready for Departure).
- The case cannot travel.
- You must re-request the IAC.

**Note** An asterisk (*) in the IAC BioDiff indicator means the change in the IAC BioDiff indicator is pending replication. Replication should be relatively quick for the Individual Summary screen, but it will take longer for the changes to be reflected on the Case Summary screen. Also, changes to the Bio1 tab that cause an IAC BioDiff will take longer to replicate. Take care not to make additional changes while previous changes are still replicating.

If you make a change in error that causes an IAC BioDiff, you can remove the IAC BioDiff by changing the data back to its previous value; however, if you need to do this, wait until the IAC BioDiff has completed replication before reverting the data.

**Note** Deleting an entire biodata record (for example, an address record or an employment record) does not cause an IAC BioDiff and does not require an IAC re-request; however, deleting a portion of a biodata record does cause an IAC BioDiff and does require an IAC re-request.

**Note** You are not required to change full street suffixes to abbreviations, or abbreviations to full street suffixes if doing so will create an IAC Bio-diff. For example, if the address in WRAPS is “123 North Avenue”, changing it to “123 North Ave.” causes an IAC Bio-diff. Do not make this change in WRAPS if the only difference is the street suffix. Common street suffixes are street, road, lane, avenue, boulevard, canyon (if at the end of an address), circle, court, drive, highway, route, trail, and way.
Bio Tab
- First Name*
- Middle Name*
- Surname (Last Name)*
- Second Surname (Second Last Name)*
- Maiden Name
- Date of Birth (DOB)
- Country of Birth (COB)
- Birth City
- Nationality
- Gender (Sex)

*Includes minor changes such as spaces, hyphens, etc.

Identification Tab
Changes to these fields cause an IAC BioDiff only if the Needs Name Check or Process As Alias check boxes are selected.
- First Name
- Middle Name
- Surname
- Second Surname
- Date of Birth (DOB)
- Country of Birth (COB)
- Gender (Sex)
- Nationality
- Document Source/Type
- Document Issue Country
- Document Issue Date
- Document Expiry Date
- Document ID
- Add a new identity (only if Needs Name Check or Process as Alias is selected)

Citizenships Tab
- Citizenship
- Stateless

Employment Tab
- Employment/Skill
- Occupation or Skill
- Employer
- Address
- Country
- Add a new employment record

Address Tab
- Address
- City
- State/Province
- Postal Code
- Country
- Add a new address

Contact Info Tab
- Contact Value*
- Add a new contact info record

*For Phone Numbers, adding or removing spaces and non-numeric characters does not cause the IAC BioDiff indicator to change to Yes.
Family Tree

- Add a new family member

If you edit any of the fields below for an individual in the family tree who is not a member on any case, the IAC BioDiff indicator changes to Yes for all case members with this individual in his or her family tree. This could affect multiple cases.

- First Name
- Middle Name
- Surname (Last Name)
- Second Surname (Second Last Name)
- Maiden Name
- Relation to Member
- Address
- City of Residence
- State Code
- Postal Code
- Country of Residence
- Primary Phone Number
- Secondary Phone Number
- Cell Phone
- Primary Email
- Secondary Email
- Other Email

IAC BioDiff Override

As of 26 July 2019, IAC BioDiff overrides are no longer authorized. All IAC BioDiff override requests will be denied. Do not request any IAC BioDiff Overrides.
Appendix C: CLASS Re-requests

This appendix provides the standards for CLASS re-requests. If the CLASS Bio Diff indicator (see below) on the Identification tab changes to Y (Yes), you may be required to re-request CLASS. This appendix lists when you must re-request CLASS and when you can ignore the Bio-Diff indicator.

CLASS Bio Diff Indicator

The Identification tab displays two Bio Diff indicators: one for CLASS (CNC) and one for SAO (see below).

<table>
<thead>
<tr>
<th>Bio Identity</th>
<th>Need</th>
<th>Expiry</th>
<th>Security Data</th>
<th>Expiry</th>
<th>Bio Diff</th>
<th>Req</th>
</tr>
</thead>
<tbody>
<tr>
<td>Y</td>
<td>CLR</td>
<td>16 Nov 2013</td>
<td>N</td>
<td>CLR</td>
<td>N</td>
<td></td>
</tr>
<tr>
<td>Identity 1 ▶</td>
<td>Y</td>
<td>CLR</td>
<td>Y</td>
<td>CLR</td>
<td>N</td>
<td></td>
</tr>
<tr>
<td>Identity 2 ▶</td>
<td>Y</td>
<td>CLR</td>
<td>Y</td>
<td>CLR</td>
<td>8 Feb 2014</td>
<td>Y</td>
</tr>
</tbody>
</table>

To verify whether you need to re-request CLASS when the CLASS Bio Diff indicator changes to Y, follow these two steps:

1. Determine the cause of the Bio Diff by checking the Bio Data Differences to Resubmit report (see Bio Diff Causes below).
2. Use the cause to determine if you need to re-request CLASS (see Re-requesting CLASS below).

Bio Diff Rules

This section lists all the changes that cause WRAPS displays Y in the CLASS Bio Diff field. If WRAPS displays a Y in the CLASS Bio Diff field, use the CLASS Re-requests decision chart-in this appendix to determine if you need to re-request CLASS.

CLASS Bio Diff Indicator Rules

WRAPS changes the CLASS Bio Diff indicator to Y if the case member’s CLASS status is SCH, BTH, SAO, DHS, or CLR and:

1. You add or delete an alias; or
2. You edit an alias’s First Name, Middle Name, Surname, or Second Surname

WRAPS also changes the CLASS Bio Diff indicator to Y if an identity’s CLASS status is SCH, BTH, SAO, DHS, or CLR and you change any of the following identity information (including the Bio Identity on the Bio1 tab):

1. First Name
2. Middle Name
3. Date of Birth
4. Gender
<table>
<thead>
<tr>
<th>3. Surname</th>
<th>10. Primary Passport Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>4. Second Surname</td>
<td>11. Passport Number</td>
</tr>
<tr>
<td>5. Maiden Name</td>
<td>12. Primary National ID Number</td>
</tr>
<tr>
<td>7. Country of Birth</td>
<td></td>
</tr>
</tbody>
</table>

**Re-request Exceptions**

The following is a list of exceptions to re-requests. You **do not** have to re-request CLASS if the CLASS Bio Diff indicator changes to Y due to one of the following:

1. You add a passport for travel after USCIS adjudication. A passport for travel is defined as:
   
   a. Issued less than 30 days before travel to the U.S.; and
   b. Has never been used for travel (there are no stamps in the passport)

2. You make a change to an alias or identity that falls within the Identification Document Exceptions rules listed in section 6.3.3 of SOP-OP-RSC002 – Pre-screening.
Re-requesting CLASS

If a **CLASS Bio Diff indicator** (see Figure 3-4) changes to Y, use the following decision chart to determine if you need to re-request CLASS.

Start

**What did you add, edit, or delete?**

- **Bio Identity** (edit only)
  - Is the Bio Identity's CLASS status one of these? SCH, CLR, DHS, SAO, or BTH
    - Yes
    - No
  - I added or edited an alias.
  - I deleted an alias.

**Alias**

- Only applies to:
  - First Name
  - Middle Name
  - Surname
  - Second Surname

- I added or edited an alias.
- I deleted an alias.

**Identity**

- I added an identity.
- I edited an identity.
- I deleted an identity.

**Note** If you change an identity to an alias any time after you request CLASS for the Bio Identity, you must re-request CLASS for all identities that completed CLASS.
Appendix D: SAO Re-requests

This appendix provides the standards for SAO re-requests. RSCs should be aware of which changes require an SAO re-request and should re-request SAO accordingly. This appendix lists all the changes that require an SAO re-request.

SAO Re-requests

To ensure the most current information is sent to our vetting partners, an SAO re-request is required, if you change a field listed below even if it does not cause the SAO Bio Diff indicator to change to Y (Yes).

Note: Deleting an entire biodata record (for example, an address record or an employment record) does not cause an SAO BioDiff and does not require an SAO re-request; however, deleting a portion of a biodata record does cause an SAO BioDiff and does require an SAO re-request.

Note: You are not required to change full street suffixes to abbreviations, or abbreviations to full street suffixes if doing so will create an SAO Bio-diff. For example, if the address in WRAPS is “123 North Avenue”, changing it to “123 North Ave.” causes an SAO Bio-diff. Do not make this change in WRAPS if the only difference is the street suffix. Common street suffixes are street, road, lane, avenue, boulevard, canyon (if at the end of an address), circle, court, drive, highway, route, trail, and way.

Bio 1 Tab
- First Name*
- Middle Name*
- Surname (Last Name)*
- Second Surname (Second Last Name)*
- Maiden Name
- Date of Birth (DOB)
- Country of Birth (COB)
- Birth City
- Nationality
- Gender (Sex)

* Includes minor changes such as spaces, hyphens, etc.

Identification Tab
Changes to these fields cause an SAO BioDiff only if the Needs Name Check or Process As Alias check boxes are selected.

- First Name
- Middle Name
- Surname
- Second Surname
- Date of Birth (DOB)
- Country of Birth (COB)
- Gender (Sex)
- Nationality

Only Passports and National IDs
- Document ID
- Document Issue Country
- Document Issue Date

- Add an identity or alias (only if Needs Name Check or Process as Alias is selected)
Citizenships Tab

- Citizenship
- Stateless

Employment Tab

- Occupation or Skill
- Employer
- Country
- Add a new employment record

Address Tab

- Address
- City
- State/Province
- Postal Code
- Country
- Add a new address record

Contact Info Tab

- Contact Value*
- Add a new contact info record

* For Phone Numbers, adding or removing spaces and non-numeric characters does not require a new request.

Family Tree

If you edit any of the fields below for an individual in the family tree who is not a member on any case, a new SAO is required to capture the updates. **This could affect multiple cases.**

- Add a new family member
- Edit any of the following fields on the Add/Edit Non-Case Member Family Tree Data screen:
  - First Name
  - Middle Name
  - Surname (Last Name)
  - Second Surname (Second Last Name)
  - Maiden Name
  - Relation to Member
  - Address
  - City of Residence
  - State Code
  - Postal Code
  - Country of Residence
  - Primary Phone Number
  - Secondary Phone Number
  - Cell Phone
  - Primary Email
  - Secondary Email
  - Other Email

Re-request Exceptions

The following is a list of exceptions to re-requests. You **do not** have to re-request SAO if the change is due to one of the following:

1. You add a passport for travel after USCIS adjudication. A passport for travel is defined as:
   a. Issued less than 30 days before travel to the U.S.; and
   b. Has never been used for travel (there are no stamps in the passport)

2. You make a change to an alias or identity that falls within the Identification Document Exceptions rules listed in section 6.3.3 of SOP-OP-RSC002 – Pre-screening.
Document Change History

This document shows changes from the previous version. New additions are blue and underlined (example). Deletions are blue and struck through (example). The table below lists the changes in each version of this document.

<table>
<thead>
<tr>
<th>Version</th>
<th>Date</th>
<th>Revisions</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.0</td>
<td>31 October 2013</td>
<td>Initial publication. Approved by Paula Tipsword, Refugee Operations Manager.</td>
</tr>
<tr>
<td>1.1</td>
<td>17 January 2014</td>
<td>Updated section 7.0 Closing Cases to provide more detailed information on what to do if a case is closed due to the results of a security check. Approved by Paula Tipsword, Refugee Operations Manager.</td>
</tr>
<tr>
<td>1.2</td>
<td>20 March 2014</td>
<td>Updated section 6.0 Final Inter-Agency Check with guidance on IAC2 re-requests. Added new section 5.2 Travel Fingerprint Re-requests. Approved by Paula Tipsword, Refugee Operations Manager.</td>
</tr>
</tbody>
</table>
| 1.3     | 29 April 2014   | ▪ Updated section 4.2.2 RSC procedures when DHS headquarters cannot make a determination to clarify that RSCs should not schedule the DHS interview until after they receive the physical envelope.  
▪ Added a note about the pending transition indicator (an asterisk) to sections 2.0 Initial Inter-Agency Check, 5.1 Travel Fingerprint Results, and 6.0 Final Inter-Agency Check. Approved by Paula Tipsword, Refugee Operations Manager. |
| 1.4     | 1 July 2014     | Updated sections 2.0 Initial Inter-Agency Check and 6.0 Final Inter-Agency Check with guidance from PRM Program Announcement 2014-14. Applicants from the Democratic Republic of Congo now have an IAC validity period of 12 months. Approved by Paula Tipsword, Refugee Operations Manager. |
| 1.5     | 5 August 2014   | Updated the language of the SAO comment in section 3.3 Security Advisory Opinion (SAO) per new DoSI/PRM guidance. Approved by Paula Tipsword, Refugee Operations Manager. |
| 2.0     | 26 June 2015    | Major changes to IAC processing due to updates in WRAPS in Release 4.1.2 to support recurrent IAC vetting. Approved by Paula Tipsword, Refugee Operations Manager. |
| 2.1     | 9 July 2015     | Clarified the IAC re-request process:  
▪ Deleted notes from section 2.2 IAC Results and Appendix B: IAC Re-requests.  
▪ Added a note to section 2.3 IAC Re-requests.  
▪ Table 2-1: Added sentence to IACInit = CLR and IACFnl = SCH box.  
▪ Added summary of PA 2015-17 to Appendix A: References. |
| Note: This version of the SOP highlights the changes in both version 2.0 and version 2.1. Approved by Paula Tipsword, Refugee Operations Manager. |
| 2.2     | 20 November 2015 | Updated the following due to WRAPS Release 4.4:  
▪ Deleted the note in section 2 Inter-Agency Check.  
▪ Added section 2.1.1 Expedited IAC Requests.  
▪ Significant edits to section 2.3 IAC Re-requests.  
▪ Deleted section 2.4 Final Inter-Agency Check.  
▪ Significant updates to Appendix B: IAC Re-requests.  
▪ Various edits to sections 2.1 Request IAC and 2.2 IAC Results,  
▪ Deleted or replaced references to IACInit and IACFnl with IAC throughout document. |
2.3 23 December 2015  Added a note to section 1 Introduction as a reminder to enter all biodata information from all documents related to applicants. Approved by Marlon Hite, User Communications Team Manager.

2.4 1 February 2016
- Updated section 2.2.1 Unsolicited Responses to remove requirement to place a case on hold when an unsolicited NCL is received.
- Updated Appendix B: IAC Re-requests to remove caveat that changes to Document Source/Type do not cause BioDiffs and deleted a note.

Approved by Paula Tipsword, Refugee Operations Manager.

2.5 10 February 2016  Updated section 2.2 IAC Results with clarifying guidance on cancelling security checks due to an IAC NCL.

Note: This version of the SOP highlights the changes in both version 2.4 and version 2.5. Approved by Paula Tipsword, Refugee Operations Manager.

2.6 16 March 2016  Added IAC BioDiff override guidance to Appendix B: IAC Re-requests. Approved by Paula Tipsword, Refugee Operations Manager.

2.7 12 April 2016  Updated the following due to PRM Program Announcement 2016-08:
- Updated section 2.1 Request IAC with guidance surrounding IAC age range
- Updated Table 2-1 with the new IAC status of NRQ
- Updated Table 3-1 to make it explicit that RSCs should not cancel SAOs due to CLASS hits for the sole reason that the case member does not require an SAO due to nationality.
- Added summary of PA 2016-08 to Appendix A: References.

Approved by Paula Tipsword, Refugee Operations Manager.

2.8 4 May 2016  Updated the note in section 2.1 Request IAC with changes to the way WRAPS handles the age-in criteria for IAC. Updated Appendix B: IAC Re-requests with a note about street abbreviations. Approved by Paula Tipsword, Refugee Operations Manager.

2.9 23 May 2016  Updated section 2.2 IAC Results with “All cases cross-referenced (hard or soft) to an IAC = NCL case must be placed on hold with the CAR X-Ref Hold IAC [XI].” Approved by Paula Tipsword, Refugee Operations Manager.

Note: This version of the SOP highlights the changes in both version 2.8 and version 2.9. Approved by Paula Tipsword, Refugee Operations Manager.

2.10 12 September 2016
- In Section 1 Introduction, added two notes on exceptions as they relate to CLASS issues for identification documents.
- In Appendix B added # 5 to the scenarios where is it OK to override an IAC Biodiff.

Approved by Paula Tipsword, Refugee Operations Manager.

2.11 30 October 2016  Added direction in Section 6 Closing Cases for ensuring all documents in the physical file at the time of case closure are scanned and attached to the case in WRAPS. Approved by Paula Tipsword, Refugee Operations Manager.

2.12 15 November 2016  Removed the following guidance “identities with 01 Jan 1980 DOBs should be entered in WRAPS as 02 Jan 1980”. Approved by Paula Tipsword, Refugee Operations Manager.
In Section 2.13 IAC Re-Request, added a note with instructions on re-requesting IAC after a case has been closed and re-opened. Approved by Paula Tipsword, Refugee Operations Manager.

Updated IAC BioDiff Override guidance in Appendix B: IAC Re-requests with instructions to request overrides from the RPC Help Desk. Approved by Paula Tipsword, Refugee Operations Manager.

Added guidance in Section 3.3.3 SAO Re-requests to prevent the cancelation process from failing. Approved by Paula Tipsword, Refugee Operations Manager.

In Appendix C: SAO Bio Diff Indicator Rules, included additional identity information checked by WRAPS as part of the bio-diff process.

Added a note to Section 3.3.3 SAO Re-requests instructing caseworkers to manually track phone/e-mail updates and re-request CNC as appropriate.

Updated guidance for RPCs in Section 4.2.2 RSC procedures when DHS headquarters cannot make a determination, and removed a note.

Approved by Paula Tipsword, Refugee Operations Manager.

In Section 3.3.3 SAO Re-requests, removed guidance instructing RSC’s to manually track phone/email updates as WRAPS functionality is now handling that task. Approved by Paula Tipsword, Refugee Operations Manager.

Updated section 4.2.4 Waivers for Not Clear Results to clarify what RSC needs to scan and attach to the case in WRAPS.

Updated Appendix C: CLASS and SAO Re-requests with guidance about CNC-SAoS Bio Diffs due to changes on the Contact Info tab.

Approved by Paula Tipsword, Refugee Operations Manager.

Updated sections 3.2.2 Request CLASS for each identity and 3.3 Security Advisory Opinion (SAO) with guidance that case members require and SAO if they have any identities with a nationality that requires an SAO. Also added SAO criteria to section 3.3


In section 3.2.4 Class Re-requests, changed guidance in the note. After cancelling an open DHS Hit review, you must now retain any pending sealed envelopes currently in your possession.

In section 4.2.2 RSC procedures when DHS headquarters cannot make a determination, updated guidance for tracking received envelopes.

Approved by Paula Tipsword, Refugee Operations Manager.

Updated document Summary with disclosure guidance.

Updated section 1 Introduction with additional prerequisites. Clarified guidance on dates of birth older than 110 years.

Updated section 2.1 Request IAC to clarify IACs are sent out if the status is REQ, AXP, or DXP, and that the status will update to SCH or SXP.

Updated section 2.1.1 Expedited IAC Requests with guidance from PA 2017-18.
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- Updated note in section 3.2.2 Request CLASS for each identity with guidance from PA 2018-05 to indicate once a member requires an SAO, they always require an SAO (cannot age out).
- Updated Table 3-1 with guidance about SAO statuses.
- Updated section 3.2.4 CLASS Re-requests with information about the Bio Data Differences to Resubmit report.
- Updated section 3.3 Security Advisory Opinion (SAO) with new criteria for who requires an SAO due to nationality (added women and lowered the age from 16 to 14). Added note to clarify applicants who are over 50 and under 51 still require an SAO. Added guidance from PA 2018-05 and PA 2019-RSC-04.
- Updated section 3.3.3 SAO Re-requests to tell RSCs to not rely on SAO Bio Diff indicator anymore and instead refer to Appendix D: SAO Re-requests for a list of changes which require a re-request.
- Updated section 4.1 Summary of a DHS Hit Review to clarify the DHS envelope process. Updated Figure 4-1 to reflect these changes.
- Updated section 4.2.2 RSC procedures when DHS headquarters cannot make a determination with additional guidance.
- Updated section 4.2.4 Waivers for Not Clear Results with guidance about waivers.
- Updated Appendix B: IAC Re-requests to indicate IAC BioDiff overrides are no longer authorized as of 26 July 2019.
- Updated Appendix C: CLASS and SAO Re-requests to delete SAO Bio Diff rules and renamed Appendix to reflect CLASS only. Clarified definition of a passport obtained for travel in the re-request exceptions section.
- Added Appendix D: SAO Re-requests with a list of changes in WRAPS which require the RSC to re-request SAO. Deleted Re-requesting SAO decision chart.
- Changed references from Overseas Case Processing (OCP) to Name Check Team throughout document.

Approved by Paula Tipsword, USRAP Policy Lead