

What is the “Resend Record to Matches” Process Used For?

Use the “Resend Record to Matches” process to create a new DHS Verification Number when third step verification cannot be completed in SAVE. For example:

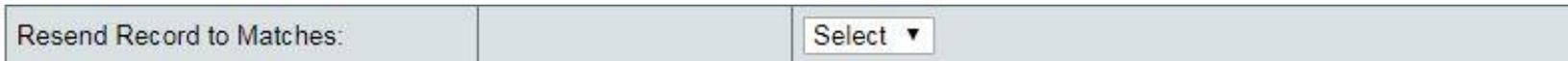
- The student’s Case Status is “Closed”
- The SAVE Response does not match the student’s immigration documentation

Note: You may see the following “C” Codes in FAA Access to CPS Online for records that need third step verification through SAVE: 046, 105, or 109.

How does the “Resend Record to Matches” Process Work?

The “Resend Record to Matches” process will generate a new ISIR transaction in 3 to 5 business days for a student requiring eligible noncitizen status verification. The resulting ISIR will contain:

- Updated DHS Match Flags that confirm the student’s noncitizen eligibility, or
- A new DHS Verification Number to access the student’s case in the SAVE system for the submission of a third step verification request



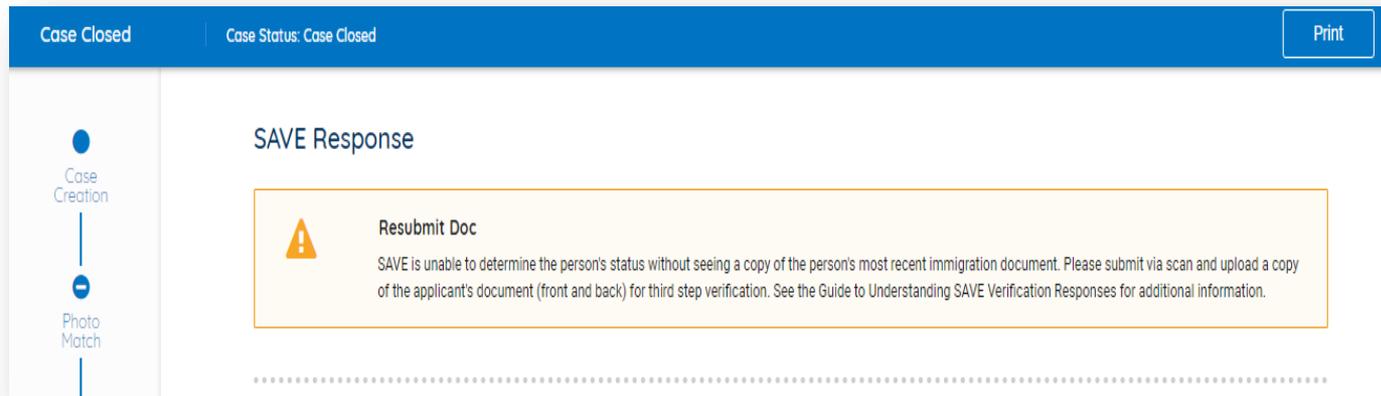
Resend Record to Matches:

This process replaces the process of blanking out and reentering the student's name, date of birth (DOB), or Alien Registration Number (ARN).

When Should the “Resend Record to Matches” Process Be Used?

Only use the “Resend Record to Matches” process if you experience one of the following two scenarios in SAVE:

1. The Case Status is “Case Closed” and the SAVE Response is “Resubmit Doc”



The screenshot displays the SAVE system interface. At the top, a blue header bar contains the text "Case Closed" on the left, "Case Status: Case Closed" in the center, and a "Print" button on the right. Below the header, a vertical sidebar on the left shows a progress indicator with two steps: "Case Creation" (marked with a blue dot) and "Photo Match" (marked with a blue minus sign). The main content area is titled "SAVE Response" and features a yellow warning box with a triangle icon. The warning text reads: "Resubmit Doc. SAVE is unable to determine the person's status without seeing a copy of the person's most recent immigration document. Please submit via scan and upload a copy of the applicant's document (front and back) for third step verification. See the Guide to Understanding SAVE Verification Responses for additional information."

When Should the “Resend Record to Matches” Process Be Used?

2. The SAVE Response is: “Applicant Status: [status]” or “Applicant is a [status]”, **and** the student’s immigration document does not match the SAVE Response



The screenshot shows a user interface for a case management system. At the top, there is a blue header bar with the text "Case Closed" on the left, "Case Status: Case Closed" in the center, and a "Print" button on the right. Below the header, on the left side, there is a vertical navigation menu with two items: "Case Creation" (indicated by a blue dot) and "Photo Match" (indicated by a blue minus sign). The main content area is titled "SAVE Response" and contains a light green box with a thumbs-up icon and the text "Applicant Status: Non-Immigrant". Below this box is a horizontal dotted line.

Notes

- The Case Status can be “Status Returned” or “Case Closed”
- The [status] can be any eligible or ineligible status
- If you see a “Still not sure? Institute Additional Verification” link in SAVE, click the link. **Do not** use the “Resend Record to Matches” process.



[Still not sure? Institute Additional Verification](#)

Before You Use the “Resend” Process, Check Documentation

Check a student’s immigration documentation for eligibility before using the “Resend Record to Matches” process. Descriptions of eligible and ineligible immigration statuses and documentation are provided in Volume 1, Chapter 2 - U.S. Citizenship and Eligible Noncitizens of the FSA Handbook on [IFAP.ed.gov](https://www.ifap.ed.gov).

- If the documentation supports an eligible noncitizen status, continue with the “Resend” process
- If the documentation does not support an eligible status, the student is not eligible. **Do not** continue with the “Resend” process
- If the documentation supports **U.S. citizenship status**, **do not** continue with the “Resend” process. Process this student as a U.S. citizen. Third step verification is not required if the student has one of these forms of documentation:
 - A certificate of naturalization,
 - A certificate of citizenship, or
 - Evidence of citizenship of the Freely Associated States

Before You Use the “Resend” Process, Check the Student’s ISIR

- Confirm that field 14 on the ISIR, Student’s Citizenship Status, is Eligible Noncitizen
- Confirm that field 15 on the ISIR, Student’s Alien Registration Number (ARN), is not incorrect or blank
- Confirm that the student’s name and DOB on the ISIR match the information on the student’s immigration documentation. If they do not match, ask the student to confirm which information is correct (they can provide their birth certificate as confirmation)
 - If the ISIR information is incorrect, correct it on the same ISIR that you plan to “Resend Record to Matches”
 - If the information is incorrect on the immigration document, advise the student to contact their local U.S. Citizenship & Immigration Service (USCIS) office to schedule an INFOPASS Appointment to update their immigration document. Appointments can be scheduled at <https://my.uscis.gov/en/appointment/v2>.

Using the “Resend Record to Matches” Process

The “Resend Record to Matches” field is found in [FAA Access to CPS Online](#) on the bottom of the Make Corrections screen.

Steps:

- Click on the drop down box in the “Resend Record to Matches” field
- Select “Yes”
- Click “Submit”

Step Seven: Signatures and Preparer's Information	Selected ISIR Value (Transaction #03)	Enter Correct Value
Signed By:	Both applicant and a parent	Select ▾
Professional Judgment:		Select ▾
Resend Record to Matches:		Select ▾
Preparer's Use Only:		Select 1 - Yes



Note: If you do not see the “Resend Record to Matches” field, contact your Primary Destination Point Administrator (PDPA) and request “Full Control” access to FAA Access to CPS Online.

Compare the ISIR Transactions

3 to 5 business days after you “Resend Record to Matches,” CPS will generate a new ISIR transaction in FAA Access. Once the new ISIR is received:

- Go to the Transactions screen and click on the boxes in front of the two most recent ISIR transactions.
- Click "COMPARE ISIRS"

FAA Access to CPS Online – Student Inquiry

NEED HELP?

Transactions

Below is a list of the 2019-2020 transactions we have processed for [REDACTED] as of 06/26/2019. You can select any of the transaction numbers to view the complete details for that transaction. To compare two transactions, select the check box next to the two you would like to compare and select the [Compare ISIRs](#) button. Select this link if you would like to [view this student's 2018-2019 processed transactions](#).

ISIR Compare	Transaction Number	Processed Date	Expected Family Contribution (EFC)	Transaction Source/Type
<input checked="" type="checkbox"/>	04	06/25/2019	000000	FAA Corrections on the Web
<input checked="" type="checkbox"/>	03	06/06/2019	000000	DHS Secondary Confirmation
<input type="checkbox"/>	02	06/03/2019	000000	FAA Corrections on the Web
<input type="checkbox"/>	01	02/22/2019	000000	FAFSA on the Web

[View a Different Student's Data](#)

COMPARE ISIRS

Check the DHS Match Flags on the Resulting ISIR

Scroll down to the DHS Match Flags section on the ISIRs to check the three DHS Match Flag fields: the DHS Match Flag, the DHS Sec. Conf. Flag, and the DHS Verification Number. On the most recent ISIR (on the right), check the DHS Match Flag and DHS Sec Conf. Flag fields:

- If the DHS Match Flag field shows, “Match Conducted. Eligible Noncitizen Status Confirmed,” or the DHS Sec. Conf. Flag field shows, “Citizenship confirmed,” use this ISIR to continue processing the student’s aid. You do not need to check the student’s case in the SAVE system
- If the DHS Sec. Conf. Flag shows “Confirmation in Continuance,” wait up to 10 business days for a new system-generated ISIR with updated DHS Match Flags
 - If you do not receive one, use the new DHS Verification Number to submit the student’s case through the SAVE system
- If the DHS Sec. Conf. Flag field shows “Citizenship not confirmed” or “DHS did not have enough information to determine the student’s status,” compare the DHS Verification Number fields on both ISIRs. If the number has changed on the most recent ISIR, use the new number to submit a third step verification request through the SAVE system. If the number has not changed, see next slide.

Match Flag	Older ISIR Transaction	Most Recent ISIR Transaction	
DHS Match Flag:	Match conducted. DHS could not confirm noncitizen eligibility status.	Match conducted. Eligible noncitizen status is confirmed.	Y
DHS Sec. Conf. Flag:	Confirmation in continuance	No secondary match has been conducted	Y
DHS Verification #:	XXXXXXXXXX XP	XXXXXXXXXX VQ	Y

ISIR Troubleshooting

If the DHS Match Flags or the DHS Verification Number have not changed with the new ISIR, check that all previous instructions have been followed correctly. Check ISIR fields 14 and 15, as instructed on [Slide 6](#), as these cause issues if not entered correctly.

If all steps have been followed, send an email to applicationprocessingdivision@ed.gov with “DHS V# Did Not Change” in the subject line. Provide only the DHS Verification Number and the associated award year in the email text.

Alternatively, call the Application Processing Division at (202) 377-4600. Leave a message with your name, your contact information, the student’s DHS Verification Number, and the associated award year.