

# 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:

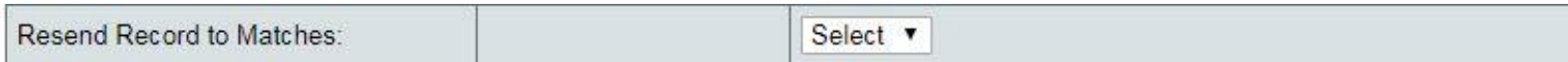
- The student’s Case Status is “Closed”
- The SAVE Response does not match the student’s immigration documentation

Note: You may see the following “C” Codes in *FAA ACCESS to CPS Online* for cases that need third step verification through SAVE: 068, 141, 142, 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 for a student requiring eligible noncitizen status verification in 3 to 5 business days. The resulting ISIR will contain:

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



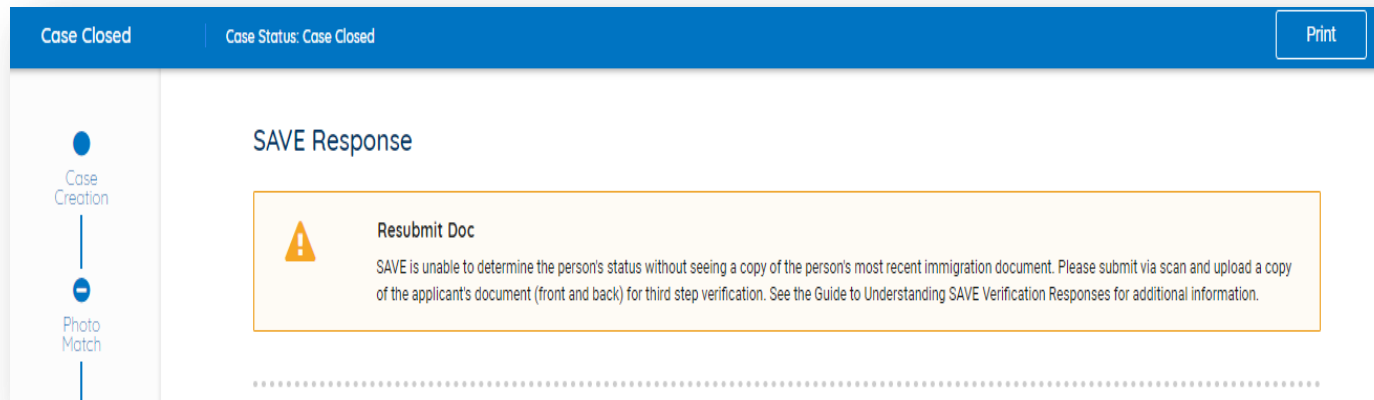
Resend Record to Matches:

This new process replaces the “Requesting a new DHS Verification Number” section (pages 32 through 34) of the [SAVE Instructions for School Users 2.0](#) document.

# 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 text inside the box 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



## 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. Examples of eligible and ineligible documentation can be found in [Volume 1, Chapter 2 of the FSA Handbook](#).

- If the documentation supports an eligible noncitizen status, continue with the “Resend” process
- If the documentation does not support an eligible status, **do not** continue with the “Resend” process
- If the documentation supports **U.S. Citizenship status**, **do not** continue with the “Resend” process. Continue processing these students as U.S. citizens. Third step verification is not required if the student has one of the 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 provide you with their birth certificate to confirm the correct data
  - 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, send the student to their nearest DHS office to have it updated
  - If the name, date of birth, or ARN is the same on both the ISIR and the immigration document, but does not match the data on the student’s SAVE record, write a note in the SAVE Special Comments box explaining that the student’s information is incorrect in SAVE, but correct on the student’s documentation

## Special Comments

Enter any additional comments here

You may enter up to 400 characters

# Using the “Resend Record to Matches” Process

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

## Steps:

- Click on the drop down box to the right of the “Resend Record to Matches” field
- Click on “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 ▼ Select 1 - Yes
Preparer's Use Only:		



# Check the Resulting ISIR Transaction and Take Action

3 to 5 business days after using the “Resend Record to Matches” process, check the latest ISIR transaction. Locate the Match Flags section of the ISIR to check the DHS Match Flag and DHS Sec. Conf. Flag fields. More Information on Checking DHS Flags can be found in the [SAVE Instructions for School Users 2.0](#)

## FAA Information Method

Match Flags	
DHS Match Flag:	Match conducted. Eligible noncitizen status is confirmed.
DHS Sec. Conf. Flag:	No secondary match has been conducted
DHS Verification #:	██████████ VQ

## Compare Transactions Method

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 #:	██████████ XP	██████████ VQ	Y



# Check the DHS Match Flags on the Resulting ISIR

- If the DHS Match Flag field shows, “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 a system-generated ISIR within 10 business days, use the new DHS Verification Number to submit the student’s record through the SAVE system
- If the DHS Sec. Conf. Flag shows ‘Citizenship not confirmed’ or ‘DHS did not have enough information to determine the student’s status,’ use the new DHS Verification Number to submit the student’s record through the SAVE system

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 #:	██████████XP	██████████VQ	Y

# ISIR Troubleshooting

If the DHS Match Flags or the DHS Verification Number have not changed with the corrected ISIR, check that all previous instructions have been followed correctly. Check ISIR fields 14 and 15, as instructed on Slide 7, as these cause issues if not inputted correctly.

If all steps have been followed, send an email to [applicationprocessingdivision@ed.gov](mailto:applicationprocessingdivision@ed.gov) with “DHS V# Did Not Change” in the subject line. Provide the DHS Verification Number in the email text.

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