

## I-90 Replacement National

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### Section 1: Local Office Prescreening Module

I-90 Replacement National SOP Introduction This Standard Operating Procedure (SOP) has been created for the purpose of standardizing operational policies and procedures between local offices and service centers in the processing of the I-90, Application to Replace Permanent Resident Card, replacement requests. This SOP is in response to the processing differences that have developed between local offices and between service centers over time. To support the goal of standardizing procedures, this SOP seeks to improve the production efficiencies through the application of best practices from the local offices and service centers. While it is acknowledged that the facilities may have different demands and physical layouts, a standard process will assist in ensuring that our customers receive consistent processing regardless of jurisdiction.

This SOP has been developed as a modular document. The Prescreening, Mailroom, Data Entry, U.S. CIS Review, File Room, Adjudications, and Post-Adjudications sections are stand-alone documents that can be used individually as training and daily reference documents. Each module describes a stage in the processing of an I-90 application. Below is a brief description of each module:

- Prescreening (Local Office)- The process by which an applicant submits his/her application at a district or sub-office, and the local office prepares the I-89 card, completes the processing sheet and receipts the fee.
- Mailroom (Service Center)- The process by which a service center receives I-90 applications, reviews them for acceptability and assembles them for data entry.
- Data Entry (Service Center)- The process by which fees are receipted and case information is keyed into CLAIMS.
- U.S. CIS Review (Service Center)- The process by which U.S. CIS verifies most reasons for rejection cited by the contractor.
- File Room (Service Center)- The process by which files are initially sorted and staged, and then further staged, routed or distributed.
- Adjudications (Service Center)- The process by which an application is examined for determination of whether the application is approvable or deniable.









































































































































































































































































