

# COM Document Review

## 180-010 Reviewing Documents

You are required to review every document received. If anything is missing or incomplete, you are required to create and send a checklist letter email requesting the missing or incomplete documentation. Information pertaining to each document is listed below.

It is not necessary to read the entirety of the documents you receive. Most review criteria can be accessed by scanning the contents of the documents.

You are responsible for uploading each reviewed document to the SQ-SIV database as it is submitted regardless of whether the document is acceptable or not.

You are responsible for updating the document status of each document based on the information below:

Select	When
<b>Acceptable</b>	Document is acceptable. <b>Note:</b> <i>If an applicant submits a statement of unavailability (stating the document is unable to be obtained or information is unable to be obtained), the statement is to be accepted and uploaded in place of or in addition to documents already submitted</i>
<b>Unacceptable</b>	Document is unacceptable.
<b>Incomplete</b>	You did not receive all of a document.
<b>Not needed</b>	You receive any unnecessary document Always update the following to Not Needed: <ul style="list-style-type: none"><li>• DS-158</li><li>• Supplemental Visa Application Information</li><li>• Qatar DB Check</li><li>• Supervisor Verification</li></ul>
<b>Requested</b>	Document is needed, but not submitted.
<b>Translation required</b>	Document is received in only its original language.

# COM Document Review

## 180-020 Sending Checklists

Checklist letters are generally necessary when two or more submitted documents are incorrect or have not been submitted. Many areas within this module reference individual paragraph codes to send in situations where one document is incomplete, or incorrect.

- Add **SA-CKLT** to the beginning of your checklist.

Attach the appropriate SIV Guidelines and DS-157 instructions. These forms are located on

[\\canvcusers\SIV\Chief of Mission \(COM\)\External Documents](#)

The list of required documents have been added to the **CKLT** paragraph code, so you will be responsible for removing the items from the paragraph code that are not needed as appropriate for the case being reviewed.

# COM Document Review

## 180-040 Employment, Military & Education Tab

All the information entered on this tab will be entered from the DS-157, HR letter or the letter of recommendation.

**Contractor** – this information will come from the HR letter. Search Dropdown field, if Employer is not on the list you must manually enter the employer to the field.

**Edit Periods of U.S. Government Service** – this allows for the entry of employment dates and calculates the months of service.

**Military Service** – this information will come from the DS-157 under Question #21 on the new DS-157 or #19 on the old DS-157.

**Edit Periods of Military Service** – this allows for the entry of military service dates and calculates the months of service.

**Education Details** - This information is not necessary in the processing of the application. The dropdown is set to "other" unless there is a specific statement to their degree.

**Occupation** – The applicant's occupation should be entered from the HR letter. If the HR letter does not indicate the occupation, enter the information from the letter of recommendation. THIS FIELD IS REQUIRED.

**Supervisor's Name** – should be taken from the letter of recommendation.

**Supervisor's Title** – the information will come from the signature block of the letter of recommendation if the supervisor has a specific title (i.e., Business Manager, etc.)

**Supervisor's Military rank** - this information will come from the signature block of the letter of recommendation if the supervisor has a specific title (i.e., Lt. Col., etc.).

**Employer Email and Phone** – this information will come from the HR letter.

**Supervisor Email** - this information will come from the letter of recommendation.

# COM Document Review

## 180-060 Entering HR Letter Information

Regardless of the acceptability of the HR Letter, you **must** enter the available information from the HR Letter into the **SQ-SIV** database. If the information is not available on the HR Letter, the appropriate field may be left blank.

Extract the following information from the LOR and enter it into the **Employment, Military & Education** tab in **SQ-SIV**, if available:

1. Contractor
2. Periods of U.S. Government Service
3. Occupation
4. Employer Email
5. Employer Phone

The screenshot displays the 'Employment, Military & Education' tab in the SQ-SIV system. The form is divided into several sections:

- Employer Information:** A dropdown menu for 'Contractor' is highlighted with a red box and the number 1. The current selection is 'OTHER'. A 'Refresh' button is located to the right.
- Periods of U.S. Government Service:** A section with a 'No Data Available' message and an 'Edit Periods of U.S. Government Service' link, which is highlighted with a red box and the number 2.
- Military Service:** A dropdown menu for 'Military Service' is set to 'Yes'.
- Military Details:** A section with a 'No Data Available' message and an 'Edit Periods of Military Service' link.
- Educational Details:** A dropdown menu for 'Highest level of education attained' is set to 'Other'.
- Supervisor Details:** A section with multiple input fields: 'Occupation' (highlighted with a red box and the number 3), 'Supervisor's First Name', 'Supervisor's Title', 'Supervisor's Last Name', and 'Supervisor's Military Rank'. There are also dropdown menus for 'Supervisor Verification' and 'Supervisor's Last Name'.
- Employer Email and Phone:** A section with a checked checkbox 'Employer Email and Phone'. It contains input fields for 'Employer Email' and 'Employer Phone', each with a 'Valid' dropdown. Below these are 'Remarks' fields and 'INSERT' buttons. The 'Employer Phone' field is highlighted with a red box and the number 5.
- Supervisor Email and Phone:** A section with a checked checkbox 'Supervisor Email and Phone'. It contains input fields for 'Supervisor Email' and 'Supervisor Phone', each with a 'Valid' dropdown. Below these are 'Remarks' fields and 'INSERT' buttons.

At the bottom of the form, there are buttons for 'EMAIL', 'PRINT ALL', 'CASE SUMMARY', and 'SAVE'. A 'Please Wait...' indicator is visible on the left.

A list of employers and contractors may be found in the **Contractor** drop down. Review the HR Letter and select the contractor and all the employment information based on the submitted HR Letter.

***Continued on next page***

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## 180-060A Entering HR Letter Information (Continued)

If the employer/contractor is in the drop-down list, follow these instructions.

Step	Action
1	Select the appropriate employer/contractor from the drop-down menu. If the employer is not listed in the drop-down menu, you must manually enter it into the Employer name field.
2	Click <b>Edit Periods of U.S. Government Service</b> .
3	Enter the employer into the Employer Name field.
4	Enter the start date of employment into Begin Date field.
5	Enter the end date of employment into the End Date field.
6	Click <b>Save</b> .
7	Click <b>Close</b> .
8	Upload the HR Letter in the appropriate field and update the document status to the corresponding document status.

# COM Document Review

## 180-080 Guidance on HR (Employment Verification) Letters

HR Letters are **not acceptable** unless the length of employment can be determined. An HR Letter should come from the HR department of the company for which the applicant works.

If the applicant submits a letter that is not from an HR department, determine if the following **exceptions** apply. Otherwise, request a letter from the HR department:

- If the applicant works in the HR department of the company, the HR Letter and the LOR may be submitted/signed by the same person. However, the letter(s) should meet the requirements of an HR Letter and an LOR.
- Small companies may not have an HR department. Therefore, the applicant may submit letters (or a letter) from the same person that has submitted the LOR, as long as all of the necessary criteria are met for both letters in the one letter.
- The applicant may submit an HR Letter and an LOR signed by the same person if they worked directly for the U.S. military.
  - *Applicants directly employed by the U.S. military must submit an HR letter. Do not accept letters (LORs) that state: "I know that he was employed since xxx." The submitted letter must be from the direct supervisor confirming exact dates of employment and supervision. If you believe an applicant is a direct hire of the U.S. military, send **SA-HIRE**.*
- We should only request the HR Letter from an HR department **one time** by sending **SA-NHRD**.

### OUTLIERS:

- **Accept all letters received from Mission Essential (ME/MEP)**
- **Note:** *This company does not need to indicate there is an HR office*
- All HR Letters from the U.S. Embassy and US Embassy Annex should be accepted regardless of the requirements.

### Note:

- Iraqi applicants must have been employed in Iraq on or after March 20, 2003.
- Afghan applicants must have been employed in Afghanistan on or after October 7, 2001.

For applicants who need to submit multiple HR Letters to meet the employment length requirement, you must combine the HR Letters in the order as they appear in the Periods of U.S. Government Service on the **Employment, Military & Education tab**. You will then upload the combined letters to the **SQ-SIV** database.

# COM Document Review

## 180-100 Iraqi Letter Guidance

Employment contracts are required for all BGH COM applications.

If -	Then -
The contractor does not appear on the Employer drop-down list.	Send <b>SQ-CNTN</b> to request the contract.
The contract number is missing from the HR Letter and the contractor doesn't appear on the Employer drop-down list or the BGH Employer list in External Documents.	
We received a contract.	Save it to the electronic case folder.

Verify that the applicant has met the one-year employment requirement on or before 30SEP2013.

If -	Then -
The applicant met the requirement	Review the case for completeness and follow the guidance provided in other sections of this manual.
The applicant did not meet or will not meet the requirement	Update the case status to <i>Ineligible</i> and send <b>SQ-INLG</b> .

If the applicant indicates that they are unable to obtain an HR Letter:

- Convert and upload the explanation received as the HR Letter, and update the status to *Acceptable*.
- Enter the following note: "**Applicant is unable to obtain HR letter**"

# COM Document Review

## 180-120 HR Letter Review

A letter from the applicant's employer's Human Resources (HR) department confirming that he/she was employed by, or on behalf of, the U.S. government in Afghanistan between October 7, 2001, and December 31, 2023.

The letter should contain the following information:

- **Applicant's full name\***
- **Applicant's date of birth**
- **Contract number**
- **Applicant's job title**
- **Applicant's job location**
- **The exact date he/she started their employment**
- **The exact date he/she ended their employment**
  - **HR Specific Employment requirements:**
    - **One year requirement:** *Applicant's approval will be eligible for the program based on one year of qualifying service.*
- **HR representative's signature and date (E-Signatures Accepted)**
- **The author's contact information including an email address** (or alternate email if no longer with the organization)

Optional Items that may appear in an HR Letter:

- The reason for separation if they are no longer employed
- A description of the applicant's work duties, including how the position required him/her to:
  - Serve as an interpreter or translator for personnel of the Department of State or the United States Agency for International Development in Afghanistan, particularly if it included duties that required traveling away from the embassy with such personnel; or
  - Serve as an interpreter or translator for U.S. military personnel in Afghanistan, particularly if this work required traveling off-base.

The bullets in **BOLD** must be included in the HR Letter for the document to be acceptable.

**\*Note:** *Applicant's name must be present but does not need to match other documentation as long as it is clear it is for the correct person.*



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## 180-122 HR Letter Review – ISAF

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The applicant must submit a letter from his/her employer confirming that he/she was employed by ISAF, or a successor mission, between October 7, 2001, and December 31, 2023.

If he/she was directly hired by ISAF, or a successor mission, the letter must be from ISAF Headquarters HR, or the successor mission HR, regardless of where he/she was stationed in Afghanistan.

If he/she was hired by an ISAF member nation, or a successor mission member nation, the letter must come from the department or agency that hired him/her.

**Note:** Private contractors and subcontractors with ISAF, or a successor mission, or member nations other than the United States, do NOT qualify.

The letter should contain the information below:

- **Applicant's full name\***
- **Applicant's date of birth**
- **An English language copy (or English translation) of the contract between the applicant and their employer. Contract numbers alone are not acceptable.** If he/she was hired on a personal services agreement (PSA) or a personal services contract (PSC), he/she must submit an English language copy of the agreement or contract
- **Applicant's job title**
- **Applicant's job location**
- **The exact date he/she started their employment**
- **The exact date he/she ended their employment**
  - **HR Specific Employment requirements:**
    - **One year requirement:** *applicants will be eligible for the program based on one year of qualifying service.*
- **HR representative's signature and date (E-Signatures Accepted)**
- **Their contact information including an email address** (or alternate email if no longer with the organization)

The bullets in **BOLD** must be included in the HR Letter for the document to be acceptable.

**\*Note:** *Applicant's name must be present but does not need to match other documentation as long as it is clear it is for the correct person.*

# COM Document Review

## 180-124 HR Letter Paragraph Codes

If	Then
An HR Letter is not submitted	1. Upload the HR Letter as <i>Requested</i> . 2. Send <b>SA-MHRL</b> .
The HR Letter does not have specific dates (mm/dd/yyyy) of employment	1. Upload the HR Letter as <i>Unacceptable</i> . 2. Send <b>SA-MHRD</b> .
The HR letter does not meet the one-year employment requirement	1. Upload the HR Letter as <i>Unacceptable</i> . 2. Send <b>SA-YEAR</b> .
The HR Letter dates of employment do not overlap with the dates of supervision	1. Upload the HR Letter as <i>Unacceptable</i> . 2. Send <b>SA-OVRL</b> .
The HR Letter is only missing the contract number	1. Upload the HR Letter as <i>Incomplete</i> . 2. Send <b>SA-CNTN</b> .
The HR Letter doesn't come from the HR department (use one time)	1. Upload the HR Letter as <i>Unacceptable</i> . 2. Send <b>SA-NHRD</b> .

## ISAF Paragraph Codes

If	Then
An HR Letter is not submitted	1. Upload the HR Letter as <i>Requested</i> . 2. Send <b>SA-NSAH</b> .
The HR Letter is missing any of the <b>BOLD</b> bulleted requirements	1. Upload the HR Letter as <i>Incomplete</i> . 2. Send <b>SA-NSAH</b> .
The HR Letter does not have specific dates (mm/dd/yyyy) of employment	1. Upload the HR Letter as <i>Unacceptable</i> . 2. Send <b>SA-MHRD</b> .
The HR letter does not meet the one-year employment requirement	1. Upload the HR Letter as <i>Unacceptable</i> . 2. Send <b>SA-YEAR</b> .
The HR Letter dates of employment do not overlap with the dates of supervision	1. Upload the HR Letter as <i>Unacceptable</i> . 2. Send <b>SA-OVRL</b> .
Missing Full contract	1. Upload the HR letter as <i>Unacceptable</i> . 2. Send <b>SA-CNTR</b> .

# COM Document Review

## 180-140 LOR Review

When reviewing Letters of Recommendation (LORs) the letters should contain the following:

- Applicant's full name\*
- Confirmation that the author supervised the employee or supervised the company\*
- The exact date the author of the letter began supervising the employee
- The exact date the author of the letter stopped supervising the employee
- The recommender's name, personal email address
- Supervisor's signature and date (E-Signatures Accepted)

\*Applicant's name must be present but does not need to match other documentation as long as it is clear it is for the correct person.

# COM Document Review

## 180-145 LOR Paragraph Codes

If	Then
An LOR is not submitted	<ol style="list-style-type: none"><li>1. Upload the LOR as <i>Requested</i>.</li><li>2. Send <b>SA-MLOR</b></li></ol>
The LOR dates of supervision do not overlap with the dates of employment.	<ol style="list-style-type: none"><li>1. Upload the LOR as <i>Unacceptable</i>.</li><li>2. Send <b>SA-OVRL</b></li></ol>
A new LOR is received with a new supervisor or with corrections.	<ol style="list-style-type: none"><li>1. Delete the previous LOR and data from <b>SQ-SIV</b>.</li><li>2. Move the previous LOR to the Additional Documents folder in the virtual folder.</li><li>3. Re-process the standard LOR procedures.</li></ol>

# COM Document Review

## 180-180 The DS-157

The DS-157 is a required document that is reviewed as part of the Chief of Mission process. The form has a few areas that need to be reviewed to make sure they are complete. If the necessary fields are incomplete, then a request for corrections is required.

### DS-157 Processing Guidelines:

When doc completing a case, you will need to open and complete the **DS-157 Field Validation** form. Mark each box in SQ-SIV as s complete. This is only necessary when doc completing the case.

**Note:** *The numbers/topics on the form and in CCD are not the same order.*

Each of these boxes in the DS-157 Validation Field must be checked before the case status can be updated to "documentation complete." From the form received, you should accept any response provided to any question **except** questions 18, 19 and 21 on the new DS-157, or 16, 17, and 19 on the old DS-157, and Applicant Signature. These answers must be specifically completed according to the guidelines below.

**Question 18 (New)/16 (Old):** The applicant must list all countries he/she has entered in the past 10 years (provide year of each visit), e.g., China 2004, Italy 2007.

**Question 19 (New)/17 (Old):** The applicant must list all countries from which he/she was issued a passport. If the applicant does not have a passport, they should indicate so in this box.

- If the DS-157 lists that the applicant has a passport issued (questions #9 or 19 on the new DS-157, or questions #8 or 17 on the old DS-157), you must request it from the applicant even if it's expired. The Tazkera (or National Identity Card) will be used as a placeholder until that passport is received. Tazkera (or National Identity Card) is labeled as Unacceptable in this situation.

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# COM Document Review

## 180-180A The DS-157 (Continued)

**Question 21 (New)/19 (Old):** The applicant should list their previous two employers. If they have or had only one previous employer, the applicant should explain that in this box. The applicant should list their previous employer regardless of whether they were associated with the United States. If the applicant indicates they were self-employed, they should explain their job.

**Applicant Signature:** The Principal Applicant's signature is required. If you receive a form that does not have a signature, or if you receive an older version of the form that does not have the signature line at all, reject it and request a signed copy. Send SA-I157, and in the "(QUESTION\_NUMBERS)" field, you will type in "Applicant Signature."

**Military Service** – This information comes from Question #21 on the new DS-157 or #19 on the old DS-157. There is no specific location on the DS-157 for this - it will be listed under 'Last 5 Employers' on Question #21 (new) or 19 (old).

### Paragraph Codes related to DS-157:

<b>If during the review:</b>	<b>Then:</b>
Form incomplete	<b>SA-I157</b>
Missing	<b>SA-CKLT</b>
PA in US	<b>SA-APUS</b>
Enters passport #, but does not submit passport	<b>SA-MNAT</b>

# COM Document Review

## 180-200 Proof of Nationality

**Iraqi:** applicants must submit a copy of their A series passport; however, they may also submit any valid alternate series passport. If they do not have a passport, the applicant may submit a copy of their Shahadat Jensiyah along with an English translation.

**Afghan:** applicants must submit a copy of their passport or Tazkera/National Identity Card (birth certificate).

### Guidance for reviewing the Proof of Nationality:

An invalid (or expired) passport will be accepted.

- If on the DS157 it lists that they have a passport issued, you must request it from the applicant even if it's expired. The Tazkera/National Identity Card will be used as a placeholder until that passport is received. Tazkera/National Identity Card is labeled as Unacceptable in this situation.

A submitted Tazkera/National Identity Card must have both English and original language versions to be acceptable.

Upload the document submitted. Review and select the appropriate document status.

### Nationality Checklist Letter Scenarios:

If during the review:	Then:
Missing Translation	<b>TRNS</b>
Missing	<b>MNAT</b>
Not Iraqi or Afghan national	<b>MBIN</b>

# COM Document Review

## 180-260 Employment Badges

The applicant should submit scanned copies of their employee identification badge(s) if they are available.

Do not request badges more than once.

### Guidance for reviewing badges:

If	Then
The applicant indicates that he or she cannot send a scanned copy of his or her badge.	Upload the email into the database on the Documents tab under Employee Badge, and update the status to <i>Acceptable</i> .
You received the badge and have attached it to the HR letter	Update the document status for Badges to <i>Not needed</i> .
The applicant included a badge	Enter the badge number in the database on the profile screen.

Upload the document submitted. Review and select the appropriate document status.

### Badges Checklist Letter Scenarios:

If during the review:	Then:
Missing	<b>MBDG</b>

**Note:** *Not all employers provide badges and not all employers allow applicants to keep badges after departing.*

*Employment Badges are NOT required for:*

- *Mission Essential (ME/MEP)*
- *US Embassy/US Embassy Annex*
- *Department of Justice/DEA*



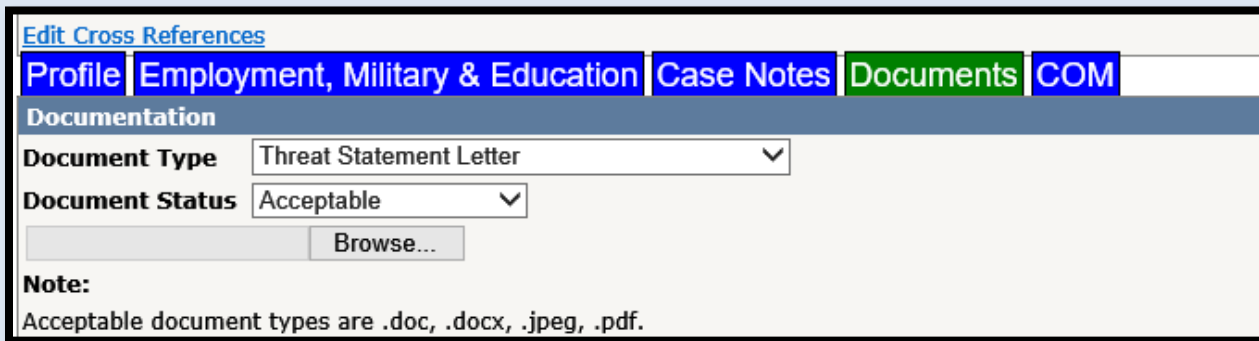
# COM Document Review

## 180-270 Threat Statement

Threat Statements are no longer required for the Chief of Mission application for a Special Immigrant Visa. It is deemed that all applicants are under threat and do not need a written statement. However, CCD SQSIV will not allow a case to be completed without one present in the Documents tab.

If you receive a threat statement, do not review. Upload the document as acceptable. If you do not receive one, follow the below process to bypass this current issue:

1. On the documents tab, set document type to Threat Statement Letter
2. Choose the status "Acceptable"
3. Hit Browse.



[Edit Cross References](#)

Profile | Employment, Military & Education | Case Notes | Documents | COM

**Documentation**

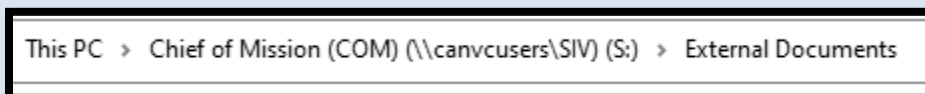
Document Type: Threat Statement Letter

Document Status: Acceptable

Browse...

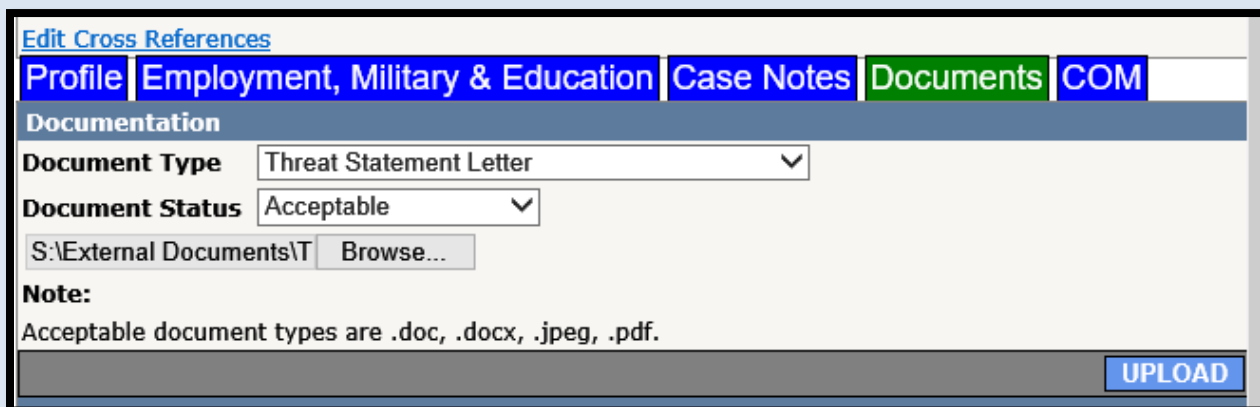
**Note:**  
Acceptable document types are .doc, .docx, .jpeg, .pdf.

4. Go to the Chief of Mission folder in Team Shares: [\\canvcusers\SIV\Chief of Mission \(COM\)](#)
5. Go to the "External Documents" folder



This PC > Chief of Mission (COM) (\\canvcusers\SIV) (S:) > External Documents

6. In that folder is a Threat Statement Blank Document. Select that document and hit upload.



[Edit Cross References](#)

Profile | Employment, Military & Education | Case Notes | Documents | COM

**Documentation**

Document Type: Threat Statement Letter

Document Status: Acceptable

S:\External Documents\T Browse...

**Note:**  
Acceptable document types are .doc, .docx, .jpeg, .pdf.

UPLOAD

You will then be able to doc complete the case.