

9 FAM APPENDIX L, 400 THE INTEGRATED AUTOMATED FINGERPRINT IDENTIFICATION SYSTEM (IAFIS)

*(CT:VISA-1015; 09-12-2008)
(Office of Origin: CA/VO/L/R)*

9 FAM APPENDIX L, 401 WHAT IS IAFIS?

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The Federal Bureau of Investigation (FBI) Criminal Justice Information Services (CJIS) Division in Clarksburg, West Virginia manages the IAFIS fingerprint system. IAFIS contains more than 50 million criminal history record fingerprints contributed by federal, state, local, and tribal law enforcement agencies.

9 FAM APPENDIX L, 402 HOW TO PROCESS IAFIS RESULTS - ADVERSE AND NOT ADVERSE

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If the result returned from the FBI is a RAP sheet, the consular officer will need to review the record to determine its effect on visa eligibility, selecting from one of the following option:

- (1) **Adverse** — If the FBI record leads to a visa refusal, the consular officer should choose Adverse. Consular officers should choose Adverse only if the visa is being refused and a waiver request will not be processed. If the decision is not final, or if the post will submit a waiver request, the consular officer should not choose Adverse.

NOTE: A software change under development will allow posts to reset (unlock) cases originally set to Adverse (for example, if the initial finding of ineligibility is overcome).

- (2) **Not Adverse** — The consular officer should choose Not Adverse in any case in which the FBI record does not result in a finding that the person committed a crime involving moral turpitude. An

example would be if the FBI record shows a crime such as DUI (driving under the influence), which is not considered a crime involving moral turpitude, or if the FBI record shows the person was acquitted of the crime charged.

- (3) **Waived** — If the FBI record results in a visa refusal and the consular officer seeks and obtains a waiver of the visa ineligibility, the consular officer should choose Waived, but only after the waiver has been approved by the Department of Homeland Security (DHS).

NOTE: A software change under development will allow posts to chose "Under Review" for cases that cannot be immediately determined to be either Adverse or Not Adverse (for example, cases in which an applicant must present court records to show the disposition of charges in the RAP sheet). Marking a case "Under Review" will indicate that additional information is needed before a final determination can be made.

9 FAM APPENDIX L, 403 PROCEDURES FOR FINGERPRINTING ERROR MESSAGES FROM IAFIS

(CT:VISA-1015; 09-12-2008)

The Customer Service Group at the FBI CJIS Division is the Help Desk for assisting posts with fingerprint error message cases when necessary. Posts must carefully follow the procedures in this section in order to resolve error message cases.

9 FAM Appendix L, 403.1 Retake Prints if Visa Applicant is Still Present

(CT:VISA-1015; 09-12-2008)

If post receives an error message from IAFIS while an applicant is still in the visa section, post should retake the prints and resend them to IAFIS. If the applicant has already left the section, there will be different procedures depending upon the reason for the error message.

9 FAM Appendix L, 403.2 Basic Types of IAFIS Error Messages

(CT:VISA-1015; 09-12-2008)

The most common error messages that we receive from IAFIS relate either to fingerprint quality or to so-called sequence errors, like the same hand being printed twice, or the two index fingers being printed instead of the thumbs. Posts heretofore have received IAFIS error codes such as L0008, L0116, L0117, and L0118. As of January 2, 2008, the error messages include only the text, not the code. The error codes will be restored in coming months. Posts will normally receive one of the following four error message texts:

- (1) Fingerprint Quality Error Messages:
 - (Code L0008) - The quality of characteristics is too low to be used
 - (Code L0116) - Fingerprint pattern(s) not discernable
 - (Code L0117) - Insufficient pattern area(s) recorded for identification purposes
- (2) Fingerprint Sequence Error Message:
 - (Code L0118) - Erroneous or incomplete fingerprint(s) on images: fingers or hands out of sequence; printed twice; (and/or) missing (fingerprints) and no reason given

NOTE: The full list of IAFIS error messages can be found in the Knowledgebase Article on EFTS Transaction Error Messages.

9 FAM Appendix L, 403.3 Basic Procedures for IAFIS Error Messages - Overrides

(CT:VISA-1015; 09-12-2008)

If the applicant has left post when post receives an error message from IAFIS, the procedure is to review the prints to determine the cause of the error message. If the review of the prints shows that post made a mistake in capturing the prints (for which post normally would receive the error message text for code L0118) – for example, some fingers were not captured or the same hand was captured twice - post must call the applicant back for a retake. If the review of the prints does not show any mistakes in capturing the prints (for which post would normally receive one of the error message texts associated with codes L0008, L0116, or L0117), but rather that the prints produced an error message in IAFIS solely because of poor quality, post need not call the applicant back for a retake if all of the following three conditions are met:

- (1) There is no match for the applicant with an FBI record in either the Automated Biometric Identification System (IDENT) or the Consular Lookout and Support System (CLASS);
- (2) There is no other reason to believe the applicant has a fingerprint

record in IAFIS; and

- (3) There is no reason to believe the applicant deliberately provided poor quality fingerprints.

If all these conditions are fulfilled and the applicant is otherwise eligible, post may check the "override error response" box in the IAFIS window in nonimmigrant visa (NIV) to override the error message and proceed with issuance. In Immigrant Visa Overseas (IVO), post must check the "Not Adverse" box in order to proceed with issuance.

NOTE: these instructions on overrides for both NIV and IV only apply to IAFIS clearances; IDENT clearances must be obtained for all applicants.

9 FAM Appendix L, 403.4 IAFIS Error Message Cases with Matches in CLASS or IDENT

(CT:VISA-1015; 09-12-2008)

If post receives an IAFIS error message for a case for which there is a match with an FBI record in either CLASS or IDENT, the post must do a fingerprint retake and resend the prints to IAFIS. If post receives a second error message, and the error message is due to fingerprint quality and not due to a mistake in capturing the prints, post should send an email to the Customer Service Group of the FBI CJIS Division to determine if the visa applicant has a record in IAFIS. The email address for the FBI CJIS Division Customer Service Group is: doshelp@leo.gov. All emails to the FBI Customer Service Group should include a c.c. to the CA Overseas Support Desk at the email address: supportdeskca@state.gov. Emails for cases for which there is a match in CLASS or IDENT and post has received two fingerprint error messages from IAFIS for errors that are not due to a mistake in capturing the prints must use the following format:

Example:

To: doshelp@leo.gov

C.C.: supportdeskca@state.gov

Subject: DOS Fingerprint Verification Request

TCN: (This is the control number the FBI uses for the fingerprint submission. In NIV it is found on the Response Tab of the IAFIS Window as the TCN Number; it begins with the letter E followed by 19 digits, e.g., E2007352000000070351. In IVO the 19-digit TCN will appear in the IVO IAFIS screen in the TCN field.)

Example continued:

FBI Number: (Taken from the FBI record in CLASS or IDENT.)

Last Name:

First Name:

DOB:

RESULTS: The FBI will normally respond to these emails within 48 hours. If the fingerprints of the visa applicant do not match with the fingerprints on file under the FBI Number that is submitted, then a NON IDENT reply will be emailed back to post from the FBI. If the fingerprints do match, then the RAP sheet will be emailed back to post.

9 FAM Appendix L, 403.5 IAFIS Error Message Cases with "Candidates Found" Notice

(CT:VISA-1015; 09-12-2008)

Sometimes error messages will include a notice "candidates found." The "candidates found" does not refer to a fingerprint match, but rather to a name match. The fingerprint submissions to the FBI include the applicants' names and dates of birth (DOB), with which name searches are run against the National Crime Information Center (NCIC) name-based databases at the same time that fingerprint searches are conducted. The notice "candidates found" means there is a name match in a name-based database; normally the match is for just one name, or candidate, but it could be for more than one. If post receives a "candidates found" notice with an error message and the error message is for fingerprint quality, the "candidates found" notice means posts may not initially use the override function explained in 9 FAM Appendix L, 402.3. Rather, in "candidates found" cases, post must retake the prints and retransmit them. If the retake still results in an error message and a "candidates found" notice, post must send an email to the Customer Service Group of the FBI CJIS Division to determine if the visa applicant has a record in IAFIS. The email address for the FBI CJIS Division Customer Service Group is: doshelp@leo.gov. All emails to the FBI Customer Service Group should include a c.c. to the CA Overseas Support Desk at the email address: supportdeskca@state.gov. Emails for cases for which post has twice received error messages with a "candidates found" notice must be in the following format:

Example:

To: doshelp@leo.gov

C.C.: supportdeskca@state.gov

Subject: DOS Candidates Found Case

Text: Post has received an error message from IAFIS and a Candidates Found notice for the following case.

TCN: (This is the control number the FBI uses for the fingerprint submission. In NIV it is found on the Response Tab of the IAFIS Window as the TCN Number; it begins with the letter E followed by 19 digits, e.g., E2007352000000070351. In IVO the 19-digit TCN will appear in the IVO IAFIS screen in the TCN field.)

Last Name:

First Name:

DOB:

RESULTS: The FBI will normally respond to these emails within 48 hours. If the fingerprints of the visa applicant do not match with the fingerprints on file for the Candidate or Candidates Found, then a NON IDENT reply will be emailed back to post from the FBI. If the fingerprints do match, then the RAP sheet will be emailed to post. If the FBI replies that the fingerprint quality is too poor to make a comparison, post need not retake the fingerprints again. Rather, post should proceed to adjudicate the case on all available information.

9 FAM APPENDIX L, 404 NO RESPONSE FROM IAFIS FOR FINGERPRINT CLEARANCE SUBMISSION

(CT:VISA-1015; 09-12-2008)

IAFIS has some very old RAP sheets that have not been put online. When there is a match for such a case, it normally takes 24 to 72 hours for the RAP sheet to be retrieved and scanned. There is presently no message generated back to posts for such cases. The FBI is sending Consular Affairs (CA) a report called a "Lag Report" every 24 hours listing these cases. CA is working to have the IAFIS Lag Report posted in the Consular Consolidated Database (CCD). Until the CCD Lag Report is available, if post has a case for

which no response has been received from IAFIS after 24 hours, post should send an email to the Customer Service Group of the FBI CJIS Division to ensure that IAFIS received the fingerprint submission. The email address for the FBI CJIS Division Customer Service Group is: doshelp@leo.gov. All emails to the FBI Customer Service Group should include a c.c. to the CA Overseas Support Desk at the email address: supportdeskca@state.gov. Emails for cases for which post has not received a reply to an IAFIS fingerprint clearance submission after 24 hours must be in the following format:

Example:

To: doshelp@leo.gov

C.C.: supportdeskca@state.gov

Subject: DOS Request on IAFIS No Response Case

Text: Post has sent a fingerprint clearance to IAFIS and has not received a response after 24 hours. Please provide status.

Last Name:

First Name:

DOB:

RESULTS: The FBI will normally respond to these emails within 72 hours. If the FBI informs post that they have no record of the case, post should resubmit the case to IAFIS. If there is a RAP sheet for the applicant, it will be emails to post.

9 FAM APPENDIX L, 405 WANTED PERSONS IN CLASS WITH NO FINGERPRINTS ON FILE

(CT:VISA-1015; 09-12-2008)

Until receiving an email providing clearance from the FBI Customer Service Group, post must not issue a visa to an applicant with a match in CLASS for a wanted person (WP) record with the notation "No Fingerprint Number, On File." For such cases, posts must send an email to the Customer Service Group of the FBI CJIS Division to determine how to proceed with the case. The email address for the FBI CJIS Division Customer Service Group is: doshelp@leo.gov. All emails to the FBI Customer Service Group should

include a c.c. to the CA Overseas Support Desk at the email address: supportdeskca@state.gov. Emails for cases for which there is a match in CLASS for a wanted person (WP) record with the notation "No Fingerprint Number, On File" must be in the following format:

Example:

To: doshelp@leo.gov

C.C.: supportdeskca@state.gov

Subject: WP with No Fingerprint Number on File

Visa Control Number:

FBI No:

Applicant's Last Name:

Applicant's First Name:

Applicant's DOB:

The FBI Customer Service Group will perform liaison with the wanting agencies and will send posts an email reply with one of the following four subject lines:

APPLICANT CLEARED - NOT A WANTED PERSON
CONFIRMED WANTED PERSON - WILL NOT EXTRADITE
CONFIRMED WANTED PERSON - WILL EXTRADITE
UNABLE TO CONFIRM IF APPLICANT IS WANTED PERSON

9 FAM Appendix L, 405.1 Procedures Upon Receipt of WP Memos from FBI Customer Service Group

(CT:VISA-1015; 09-12-2008)

The following are procedures to follow for each type of memo that post may receive from the FBI CJIS Division on a wanted person case:

- (1) APPLICANT CLEARED - NOT A WANTED PERSON. Post may consider the applicant cleared in regard to that particular FBI record in CLASS and may continue to process the case.
- (2) CONFIRMED WANTED PERSON - WILL NOT EXTRADITE. This memo will explain that the law enforcement office, such as a city police

department (PD) or a county sheriff's office (SO), that issued the warrant for the arrest of the person has confirmed that the visa applicant is the wanted person. However, the law enforcement officer will not attempt to extradite the person to its jurisdiction. This memo will also provide the charges against the visa applicant, which will enable the consular office to proceed with adjudication of the application. If post needs assistance in adjudicating such a case, post should request an advisory opinion from the Office of Legislations, Regulations, and Advisory Opinions (CA/VO/L/A).

- (3) **CONFIRMED WANTED PERSON - WILL EXTRADITE.** This memo will explain that the law enforcement office that issued the warrant for the arrest of the person has confirmed that the visa applicant is the wanted person. The memo will provide the charges against the person and will inform post that the law enforcement office that issued the warrant has advised the FBI CJIS Division that they will seek extradition of the visa applicant, which must be requested through the Office of International Affairs of the Department of Justice. In such cases, the consular officer should work with the FBI Legatt or the regional security officer (RSO) in processing the case to its conclusion. (Posts approached to provide 'silent waivers' and 'pro forma' visas on such cases may first wish to consult with the Visa Office as to appropriate handling before proceeding in response to such requests.)
- (4) **UNABLE TO CONFIRM IF APPLICANT IS WANTED PERSON.** This memo means that the information available is insufficient to establish whether or not the applicant is the wanted person. If post is satisfied that the applicant is not ineligible, post may proceed with visa issuance.

9 FAM APPENDIX L, 406 EXACT CLASS NAME AND DOB MATCHES, BUT IAFIS NO RECORD

(CT:VISA-1015; 09-12-2008)

In rare cases the IAFIS clearance may return a result of no record but CLASS will show an exact name and DOB match with an FBI record in CLASS for which fingerprints are on file. In such cases, posts should send an email to the Customer Service Group of the FBI CJIS Division to determine how to proceed with the case. The email address for the FBI CJIS Division Customer Service Group is: doshelp@leo.gov. All emails to the FBI Customer Service Group should include a c.c. to the CA Overseas Support Desk at the email address: supportdeskca@state.gov. Emails for cases for which there is an exact name and DOB match with an FBI record in CLASS

for which fingerprints are on file, but for which an IAFIS no record response was received must be in the following format:

Example:

To: doshelp@leo.gov

C.C.: supportdeskca@state.gov

Subject: DOS Fingerprint Verification Request

TCN: (This is the control number the FBI uses for the fingerprint submission. In NIV it is found on the Response Tab of the IAFIS Window as the TCN Number; it begins with the letter E followed by 19 digits, e.g., E2007352000000070351. In IVO the 19-digit TCN will appear in the IVO IAFIS screen in the TCN field.)

FBI Number: (Taken from the FBI record in CLASS.)

Last Name:

First Name:

DOB:

RESULTS: The FBI will normally respond to these emails within 48 hours. If the fingerprints of the visa applicant do not match with the fingerprints on file under the FBI Number that is submitted, then a NON IDENT reply will be emailed back to post from the FBI. If the fingerprints do match, then the RAP sheet will be emailed back to post.

9 FAM APPENDIX L, 407 FORM I-601 WAIVER CASES WITH TWO FINGERPRINT ERROR MESSAGES

(CT:VISA-1015; 09-12-2008)

In 9 FAM Appendix N, 401 paragraph c, there is an explanation of procedures to follow for submitting Form I-601, Application for Waiver of Grounds of Inadmissibility, to DHS in immigrant visa cases. The results of the IAFIS fingerprint clearance are to be submitted with the Form I-601. If the IAFIS fingerprint clearance results in an error message for fingerprint quality and a retake of the prints also results in an error message for fingerprint quality, in such cases posts should include print-outs of the two

error messages with the Form I-601 waiver request and send it to DHS. Posts should not submit more than one retake in these cases.

9 FAM APPENDIX L, 408 MAXIMUM OF TWO SUBMISSIONS OF FINGERPRINTS TO IAFIS

(CT:VISA-1015; 09-12-2008)

If due to an IAFIS error message post is required to retake fingerprints and resubmit them to IAFIS, this does not result in an additional fingerprint processing fee being assessed by the FBI CJIS Division. However, posts must not make more than one resubmission because to do so will result in an additional fee being assessed to the case. Consular Affairs will be monitoring fingerprint resubmission activity by posts to ensure compliance. If a post has special circumstances that the post believes warrant more than one resubmission of fingerprints to IAFIS, post should send an email request both to the post's liaison officer in CA/VO/F/P and to the CA Overseas Support Desk at supportdeskca@state.gov to explain the merits of the case.

9 FAM APPENDIX L, 409 EXPEDITE PROCEDURE FOR IAFIS FINGERPRINT CLEARANCE

(CT:VISA-1015; 09-12-2008)

Some posts receive a 15-minute turnaround time on IAFIS clearances. The 15-minutes turnaround is the time from electronic receipt by the FBI until FBI transmission of the response. It does not include transmission times to and from the Department and the FBI, and to and from posts and the Department. For posts that are not on the 15-minute turnaround, their clearances will normally be completed within two hours, but could take up to 24 hours. The following posts are on the 15-minute turnaround list: all posts in Mexico, Canada, India, Indonesia, the United Kingdom, Saudi Arabia, and Turkey; Seoul, Bogota, Caracas, Santo Domingo, Lima, Port au Prince, Tegucigalpa, San Salvador, San Jose, Guatemala, Asuncion, Manila, Islamabad, Dhaka, Tashkent, and Kabul. In rare circumstances, a post that is not on the list to receive the 15-minute turnaround may need an urgent fingerprint clearance. An example would be a medical evacuation case of someone needing a visa urgently to travel on the plane with a head of state or government coming to the United States for an official visit. If a post that is not on the 15-minute turnaround list encounters such rare and urgent circumstances, the post should send an email to the post's liaison officer in CA/VO/F/P and to the CA Overseas Support Desk at

supportdeskca@state.gov to explain the merits of the case. If warranted, the request will be forwarded to the Customer Service Group of the FBI CJIS Division to request a transfer of the case to the queue for 15-minute clearance processing.

9 FAM APPENDIX L, 410 CORRECT USE OF EMAILS TO THE FBI

(CT:VISA-1015; 09-12-2008)

Posts should only send emails to the FBI Customer Service Group as specifically authorized in Appendix L, 405. Posts should not send emails to the FBI on subjects that are not explicitly authorized. For example, posts should not ask the FBI if a retake of fingerprints is required in a specific case. If posts have questions about technical procedures related to fingerprinting, or have a technical problem with an individual case, posts should send an email to: supportdeskca@state.gov. If posts have questions about fingerprint policy in general or about policy regarding an individual case, posts should contact the designated post liaison officer in CA/VO/F/P.