

R&P AFFILIATE GUIDE FOR EAD DELAYS

As of December 11, 2023, the Refugee Processing Center (RPC) has launched the automated I-765 process. The automated process will support the creation of Employment Authorization Documents (EADs) and Social Security cards for all arriving refugees **except** Follow-to-Join (Visa 93) or SIV cases.

Upon arrival at the Port of Entry (POE) and once Customs and Border Protection (CBP) has confirmed admission, the automated process will be triggered to create the EAD and Social Security card. With this process, the WR resettlement network should anticipate receiving EAD cards approximately four (4) weeks after arrival. (FY24 CA 15.2.vii.d.I p.61). *The EAD might not be produced automatically if there is a discrepancy between the I-94 and the Social Security Card.*

STEP 1: HOW TO CHECK STATUS OF THE EAD ONLINE

If the client has received the **EAD Receipt Notice** (I-765 Approval Notice or I-797 Notice of Action from USCIS), the information can be used to check the status of an EAD card online. Please utilize the online USCIS Check Case Status Tool -> [Case Status Online - Case Status Search \(uscis.gov\)](#)

The affiliate should:

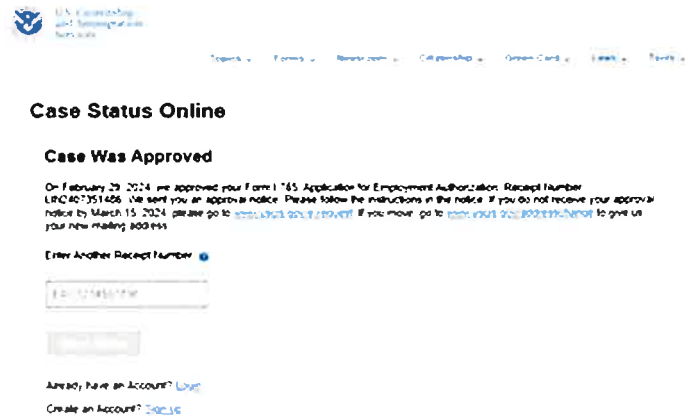
1. Enter the Receipt Number: The receipt number is a unique 13-character identifier that consists of three letters and 10 numbers. Omit dashes when entering a receipt number. However, include all other characters, including asterisks "*", if they are listed on your notice as part of the receipt number. The receipt number may consist of the following three letter examples: EAC, WAC, LIN, SRC, NBC, MNC, IOE.

The screenshot shows the USCIS Case Status Online tool. At the top, there is a navigation bar with links for Topics, Forms, Newsroom, Citizenship, Green Card, Laws, and Tools. Below this is the title "Case Status Online" and a sub-section "Check Case Status". A brief instruction reads: "Use this tool to track the status of an immigration application, petition, or request." A detailed note explains: "The receipt number is a unique 13-character identifier that consists of three letters and 10 numbers. Omit dashes (-) when entering a receipt number. However, you can include all other characters, including asterisks (*), if they are listed on your notice as part of the receipt number. When a receipt number is entered, the 'Check Status' button will be enabled and you can check the status." Below the text is a form field labeled "Enter a Receipt Number:" containing the text "LIN2407351486". A blue "Check Status" button is positioned below the form field. At the bottom of the page, there are links for "Already have an Account? Login" and "Create an Account? Sign Up".

2. After entering the Receipt Number, if the I-765 **has been approved** a similar message like below will appear. The message indicates that the approval notice has been sent and that the client should receive the Approval Notice in the mail by the expected date.

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Looking at this example, the client approval notice is expected to be received by March 15th.



The screenshot shows the USCIS Case Status Online interface. At the top, there is a navigation menu with links for 'Home', 'Forms', 'Benefits', 'Citizenship', 'Green Card', 'Links', and 'Help'. The main heading is 'Case Status Online'. Below this, a section titled 'Case Was Approved' contains a message: 'On February 29, 2024, we approved your Form I-765, Application for Employment Authorization. Receipt Number LHC407351426. We sent you an approval notice. Please follow the instructions in the notice. If you do not receive your approval notice by March 15, 2024, please go to [https://uscis.gov/i-765/evr](#). If you move, go to [https://uscis.gov/addresses](#) to give us your new mailing address.' Below the message is a field labeled 'Enter Another Receipt Number' with a search icon, a text input field containing 'I-765-123456789', and a 'Search' button. At the bottom, there are two links: 'Already have an account? [Log In](#)' and 'Create an account? [Sign Up](#)'.

If the I-765 has **not been approved** yet, check the status again later.

STEP 2: HOW TO REPORT NON-DELIVERY OF EAD CARD

If an affiliate or local WR office received the client's **EAD Receipt Notice**, but the card is not received approximately four (4) weeks after arrival, affiliates should elevate to USCIS (FY24 CA p.61).

Affiliate staff cannot submit the request on behalf of the client. It is recommended for affiliates to assist the client in completing this step. Prior to beginning, ensure the client has an email address, as it is crucial for receiving updates from USCIS about the request. If not, help the client create one before proceeding with this step.

1. Create an inquiry with USCIS online using the [e-Request - Non-Delivery of Card](#) webpage. You will need the following information:
 - Receipt Number
 - A-Number (if applicable)
 - Date when filed
 - Application or Petition field
 - Item not received
 - Email Address



Non-Delivery of Card

Do you have a case with USCIS and you have not received a card that was mailed? When a benefit is granted or the replacement/renewal of a current card is approved, the card is generated and mailed. Unfortunately, sometimes the card is not received. You can create an inquiry with USCIS when you did not receive a card that was mailed.

NOTE: Do not submit a request if you have just recently been approved. Allow approximately 90 days to receive your new card. You can check the status of your case using the [My Case Status Tool](#). If Case Status Online indicates that the card was mailed, you should be provided with a United States Postal Service tracking number.

What you'll need

- > Receipt Number
- > A Number (if applicable)
- > Date when filed
- > Application or Petition filed
- > Item not received
- > Email Address

Please complete all the required fields marked with an * external Case Information

Form Number*

Form Sub Type*

Receipt Number*

Date Filed (DD/DO/YYYY)*

Applicant or Petitioner Information

First Name*

Middle Name optional*

Last Name*

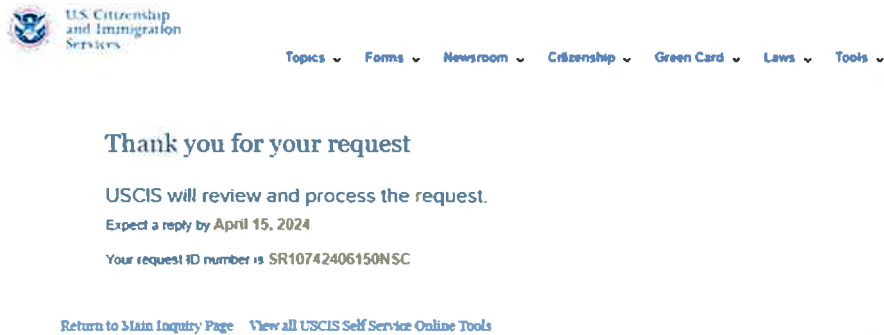
No First Name

Please check if you do not have a first name

Date of Birth
DD/DO/YYYY*

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2. After clicking “submit”, the below message will populate



3. Check the email for the “USCIS Service Request Confirmation” as shown below



CASE WORKER
WILL NEED TO HELP IF AT THIS STAGE

➔ STEP 3: PROCESS TO ESCALATE EAD DELAYS TO HOME OFFICE AFTER USCIS INTERVENTION

If an affiliate or local WR office does not receive a response from the online USCIS inquires or after contacting the local USCIS office within 6 weeks of the client’s arrival date:

1. Complete the [Template for EAD Delay List for PRM.xlsx](#)
2. E-mail EAD Delay List to ead-delays@wr.org and Home Office will elevate the delay to PRM.

PROCESS TO ESCALATE EAD DELAYS TO HOME OFFICE IF EAD RECEIPT NOTICE HAS NOT BEEN RECEIVED

Step 1: Call USCIS to get receipt number. Phone number: 1-800-375-5283. Explain circumstances with client present to the USCIS representative. Representative should help retrieve receipt number.

Step 2: If an affiliate or local WR office **does not** receive the client’s **EAD Receipt Notice within 30 days after** the client’s arrival date, please fill out this template

1. Complete the [Template for EAD Delay List for PRM.xlsx](#)

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2. E-mail EAD Delay List to ead-delays@wr.org and Home Office will elevate to PRM.