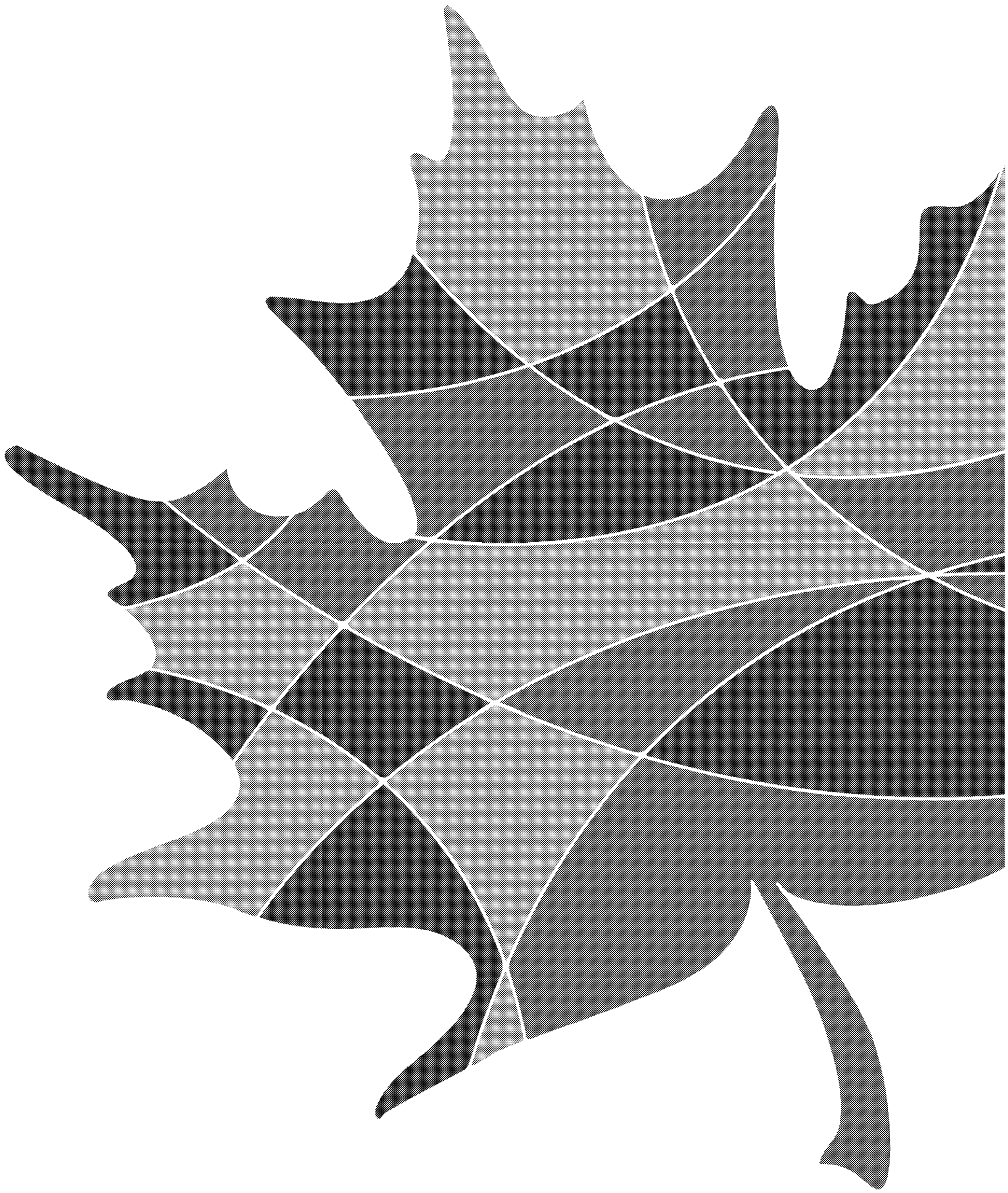
PNP DATA ENTRY & PRE-ASSESSMENT MANUAL

2023



Immigration, Refugees and Citizenship Canada
Immigration, Réfugiés et Citoyenneté Canada

Contents

UPDATE LOG	
Dec. 1, 2022	Updates to Rep Return (email address)
Jan. 25, 2023	Updates to R10-Awaiting Docs GCMS note (40 days to 7 days)
	Updates to information required on IMM5406, Schedule 4, Schedule A, and passport MRZ information
Feb. 1, 2023	Appendix A: R10 and Pre-Assessment Requests
Feb. 9, 2023	Appendix A: Pre-assessment requests when PCC is Email
Feb. 15, 2023	Appendix J: Assigning PNP Virtual Files
Feb. 15, 2023	Appendix A: R10 Request Letters
Feb. 15, 2023	Appendix C: Added TEF instructions. Updated acceptable Australian PC's as per website
March 1, 2023	Appendix F: Withdrawals – if client has status of PR, send to RA Added instructions on NOC Concordance table Updated procedure if FEES are allocated on a return (pg. 94) Updated White Mail Spreadsheet path (pg. 90) Updated instructions for determining Secondary Office (R11) Updated Triage Criteria
March 2, 2023	Added a pre-assessment insert for Schedule 4 with funds ☺
April 12, 2023	Updated when to send PNC for Verification (pg. 22)
May 3, 2023	Updated instructions for when PNC is on hold (pg. 22)

WELCOME TO CIO

Inside this training manual you will find important information on Data Entry & Pre-Assessment expectations and procedures. Procedures change regularly and you are expected to be flexible and adhere to these changes. This information package is a guideline and it is your responsibility to make sure that you are following the latest procedures, so be sure to be on top of your email throughout your shift.
Please further note that all of the material covered in this training manual has been seen and approved by a CIO mailroom team leader, if you have any questions regarding the material please see a team leader.
All material in this training manual is subject to change at any time so make sure you are following current procedures. All templates included in this manual are required to be used.

It is very important that when you are processing files, you only have one application open on your desk at a time.

The following instructions pertain to **PORTAL FILES**.
Instructions for **PAPER** can be found in APPENDIX K

To open hyperlinks: Right click and "Open Hyperlink"

See below for first time user Setup Instructions.

For best results, this manual is designed to be used digitally. Hyperlinks have been added in many locations for quick access, footnotes[1] provide a little more information, and there are sections for common scenarios, issues and technical problems which you can use to help resolve questions on your own.

There is also a breakdown of the steps to completing data entry for an easy reference and quick checklists of what is required on forms and documents for Pre-Assessment.

[1] Footnotes will appear here!

FIRST TIME SET UP INSTRUCTIONS:

If this is your first time setting up your computer (or have moved desks), please refer to the following instructions:
To create a new desktop folder right-click on your desktop and click "New" > "Folder"

Create a new folder on your desktop and name it "**REQUEST LETTERS**"
(This will be the location you will save your request/return letters)

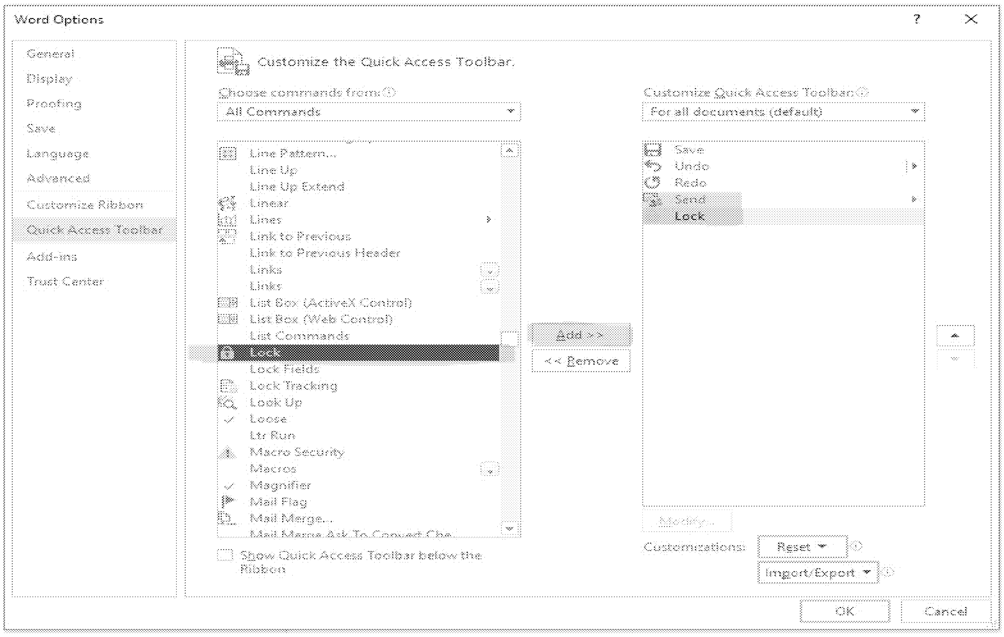
Create a new folder on your desktop and name it "**PORTAL**"
(This will be the location you will save your Portal documents for each application)

Create a new folder on your desktop and name it "**BIOMETRIC REQUEST LETTER**"
(This will be the location you will save your Biometric Fee Request letters)

➢ Setting up "**PORTAL**" as main download folder:
- Open Chrome browser
- Click the 3 Dots at top right screen (below the X button)
- Click Settings
- Click Downloads from the left Settings pane
- Click Change
- When the window pops up, locate the "**PORTAL**" file from your desktop and click "**Select Folder**"

All downloads will now go straight to the **"PORTAL"** folder.
Please make sure you clear this folder before processing a new application.

➢ Setting up **Mail Recipient** and **Lock** buttons in Microsoft Word:
- Open blank word document
- Click File
- Click Options
- Click Quick Access Toolbar
- Under "Choose Commands from:" Select "All Commands" from the drop down list
- Find "Send to Mail Recipient" from the list, select it, and click "add"
- Next find "Lock" from the list, select it, and click "add"
- Click OK
- Click the "Send to Mail Recipient" that is now added to your Quick Access Toolbar
- Click "Options" and select both the "Bcc" and "From"



- Removing Name and Initials from Microsoft Word <u>before</u> sending a request letter:
  - Click "File" and "Options"
  - In the User Name field, remove your name and replace with "R"
  - Remove your initials and replace with "R"
  - Check the box "Always use these values regardless of sign in to office"

You may now close the word document. These settings will save for later.

There are 3 different types of files we work for PNP[2]. Portal[3], Virtual and Mail. Please make sure you are following the proper instructions for the type of file you are completing.

<u>OPENING THE APPLICATION IN GCMS:</u>

To open a new file:

- Sign into **GCMS**[4]
- Click the **IMM** tab
- Click **"Query"**
- Type an **"X"** in the App/Case # field. (or omit the X if you are copying and pasting the application number from the Portal)
- Type in the application number next to the X, or paste the number from the portal

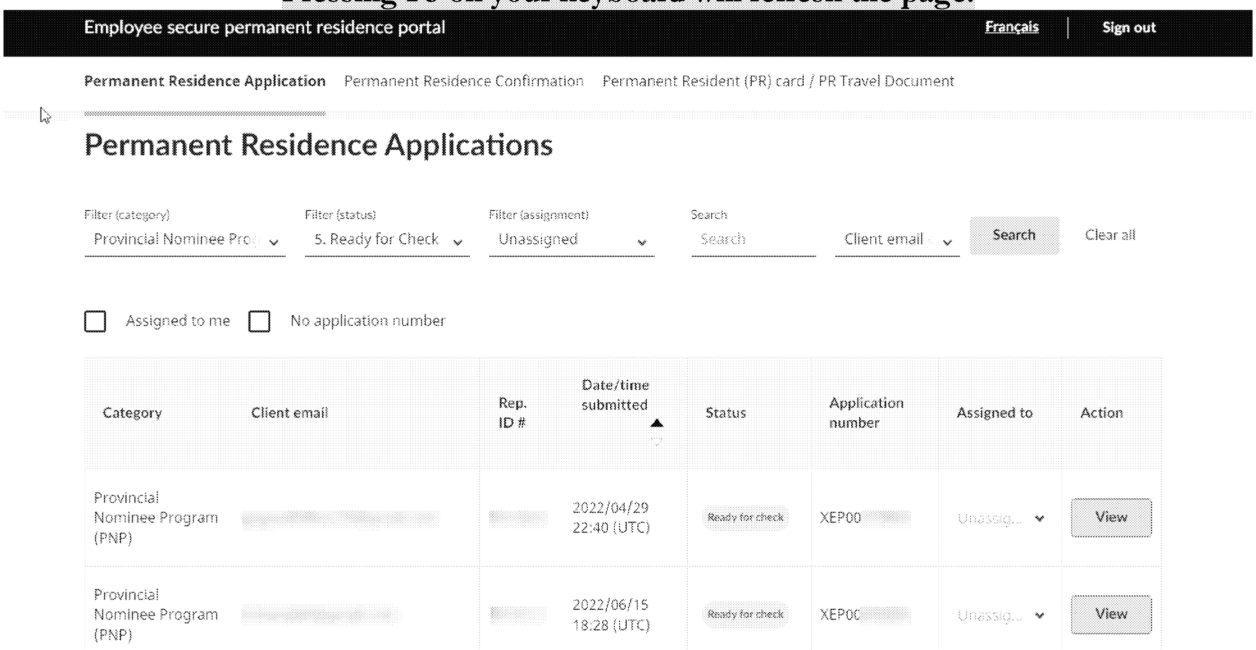
[2] PNP – Provincial Nominee Program
[3] <u>Portal files</u> are when a client submits their application by using the PR Portal. <u>Virtual files</u> are files that are received by mail and have been 3D scanned. <u>Paper files</u> are files that also were received via mail, but have not yet been 3D scanned and are still in the paper format.
[4] GCMS – Global Case Management System. A secure, online database used to process applications at IRCC

- Hit **"Go"** or **ENTER**. The "Case/App #" will become a hyperlink.
- Step off and then click the hyperlinked XEP number[5].

ASSIGNING AND OPENING FILES IN THE PORTAL:

Login to the Portal[6]
Filter by:
- **Category** – Provincial Nominee Program (PNP)
- **Status** – 5. Ready for Check
- **Assignment** – Unassigned

Click **Search**
******* It is important to refresh your page each time when looking to assign a new file *******
Pressing F5 on your keyboard will refresh the page.



To ensure the file you are going to assign has not yet been worked by another user:
- Copy the **XEP number** from the **Portal** and paste it in **GCMS** (See Opening the Application in GCMS.) If the file is unassigned, the paper file location will be **REGISTRY** and the **Application Assigned** to will be blank.
- Once you have an unassigned file, change the paper file location to **your GCMS code**.
- Assign the file to your GCMS code under **Application Assignment** and press "**Ctrl+S**"
- Go back to the **Portal** and under the **Assigned to** column select your **email address** from the drop down menu.
- Copy the XEP number that you have just assigned to yourself and preform new a search in the portal to ensure there are no duplicate files. (Two files with same XEP number)

[5] Please note: After the file has been promoted, remove the "X" from the XEP when accessing the file in GCMS.
[6] PORTAL – PR INTAKE PORTAL is an online inventory of files for people applying for Permanent Residence under the Economic Class.

- To search again, clear all filters and paste your XEP in the search field, select Application Number from the drop down menu, then hit search.
- If the search returns a duplicate application refer the file to your TL.
- If there is only one application and it's assigned to you, click **View.** (return to Data Entry Steps)

***** Note: If a REP email is provided as the client's email in the Portal, the application will be returned (See Rep Return) *****

Category	Client email	Rep. ID #	submitted	Status	Application number	Assigned to	Action
Provincial Nominee Program (PNP)	REP'S EMAIL WILL BE HERE		2021/10/09 11:37 (UTC)	Ready for check		Unassig...	View

IN GCMS:

CHECK NOTES AND INCOMING CORRESPONDENCE:

Prior to working a file, check the **NOTES** section. It is located in the tab bar section going across the middle of the Page. Check to see if any notes or special instructions have been added to the file. Review all notes and complete any actions required, such as Add-a-Dep, change in Marital Status, etc. (If there is an on hold note or a withdrawal note please go to Appendix F and follow those instructions).

Next, go the **CORRESPONDENCE** tab, and then the **INCOMING** sub-tab. Look for any correspondence from the PA[7] that may indicate a change in status on the file (Adding or Cancelling a Rep, change in Marital Status, etc.). Complete any actions if necessary. If there are Client Enquiries from the Call Center or ATIP, we can ignore these. (return to Data Entry steps)

PREFORM INITIAL SEARCH OF CLIENT:

Due to the delay in processing we want to check to make sure the client has not already become a Permanent Resident in the time before we start processing their application.
To check if your client is already a PR[8]:

- Go to **Search**
- Search All + Refresh
- Look for the possible UCI[9]'s of your client and check the Client Status box to ensure it does not say **"Permanent Resident".** If it does, verify the UCI and send the file to the Mailroom RA (see Appendix F.) If it does not, continue to the next step of processing.
- Check for duplicate applications while searching your client. These will be under the **GCMS>Person History** tab at the bottom of the search screen.

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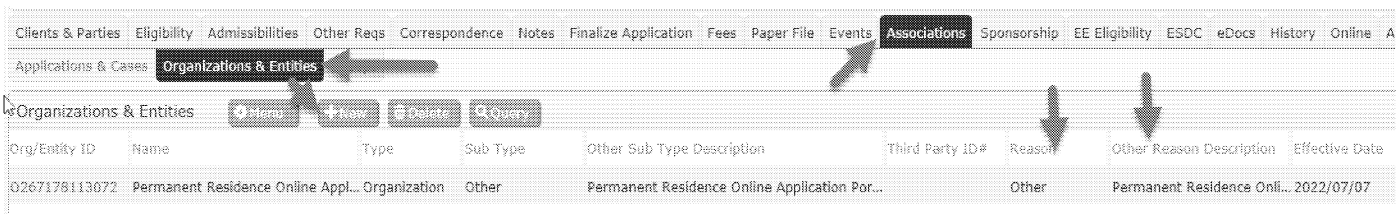
[7] PA – Principle Applicant. The person applying for Permanent Residence.
[8] PR – Permanent Resident
[9] UCI – Unique Client Identifier. A client identifying number that is either an 8 or 10 digits.

- Check under UCI's and T#'s[10] for other open PV2 applications:
    - Highlight the line with the UCI or T# **(Do not click on the UCI or T# as they are hyperlinks and you will have to repeat your search)** and scroll down to the GCMS section.
    - Look at the category for the applications and make sure there isn't another PV2 application (EP or XEP #) for your client. Check each UCI or T# with a 99% match. If there is more than one file please stop and send an email to the RA that it is a possible duplicate file. (return to Data Entry steps)

ENTERING ORG FOR PORTAL FILES:

***** Files uploaded to GCMS by the bot should already have the following ORG entered. It is important to still check the Organizations & Entities tab for this ORG. The ORG will be missing for files that are scan errors. If you are working a portal file and the ORG is missing you will add it yourself.*****

- Select the **Associations** tab
- Select **Organizations & Entities** sub-tab (If Org is already there, skip to Step 5 and complete the steps starting with "Copy the name...".)
- Click New…



1. Click **Query**
2. Copy the ORG into the **Org/Entity ID** space
3. ORG: **O267178113072**
4. Click **OK**
5. Copy the name **Permanent Residence Online Application Portal** from the **Name** box
6. Under **Reason** select "Other"
7. Under **Other Reason Description** paste in **Permanent Residence Online Application Portal**
8. Press **CTRL+S** (return to Data Entry steps)

DOWNLOAD DOCUMENTS FROM THE PORTAL:

Next, we will download the forms and documents from the file in the Portal. Go back your file in the Portal.

- Click "**Download all**"
- The files will download into a zipped folder
- Open the zipped folder and move the documents into the folder you created on your desktop labelled "**PORTAL**" (**Ctrl+A** will select all)
- Open Adobe and then open all documents in the "**PORTAL**" folder.
- JPEGS and Word documents will have to be opened separately

[10] T# - Temporary number that is a place holder until a UCI is assigned or created.

- Preform a Completeness Check by reviewing all documents to ensure the file is R10[11] Complete. (return to Data Entry steps)

If your file is a Virtual File (has been 3D scanned) see instructions for Opening Submissions/Provided Documents

COMPLETENESS CHECK:

Use the following checklist to determine if application is complete:

*Please note, if the application is not R10 Complete, you will need to do a request for the forms/documents that were not submitted with the application. After promoting the file, cancel the AOR, do minimal data entry on the file, do not do biometrics or allocate fees.

If you suspect there are dependents (SP/CLP or children) on the IMM0008 who are Canadian (Citizen or PR), please contact your Team Leader to remove the client(s) from the file and proceed as normal. For Pre-Assessment, ensure birth certificates for any Canadian Children includes parentage. A passport showing Canadian Citizenship is also acceptable. Note in ADMM any Canadian dependents.

REQUIRED FORMS AND DOUCMENTS FOR R10 AND PRE-ASSESSMENT		
FORM	**R-10**	**PRE-ASSESSMENT**
Consent & Declaration	Electronically signed by PA	
Fees	**Processing fees for PA and all accompanying on application**	RPRF for PA and SP/CLP (if applicable)
Photos	**Required for all clients on IMM0008 (accompanying or not)**	
Generic Application Form for Canada (IMM0008)	**Must include all dependents.** • If doing a paper file, an original penned signature is needed. • Check to make sure no pages are missing. • All applicable fields must be filled out.	Check the following and note for ADMM tool: a) PA's Name b) Province they intend to reside in c) Current Country of Residence d) Current Province of Residence e) Current Marital Status f) Previous Marriages g) Check (e, f) for everyone on file
Schedule A (IMM5669)	**PA and all family members 18 and older (accompanying or not)** • Check to make sure no pages are missing.	Check the following and note for the ADMM tool: a) STAT Questions b) Education – For police certificates only. This is the one place we may get time outside the 10 year mark.

[11] R10 – Regulation 10 of Immigration, Refugees and Protection Act (IRPA). Refers to which documents and forms are required to complete processing an Economic PNP Application.

	• If question 12/H is not completed, refer to your TL or RA to determine R11.	c) Personal History – Check From and To dates to ensure there are no gaps. If there is a gap, you are allowed to use Education History if necessary. i. If there are any gaps you will have to request a new form ii. Make note of where they resided for 6+mos for Police Certificates d) Address History – Check From and To dates to ensure there are no gaps. You cannot use any other section to fill gaps. i. If there are any gaps, you will have to request a new form ii. Make note of where they resided for 6+mos for Police Certificates e) If dep turned 18 after we received the file, we will need to request a Schedule A for them
Supplementary Travels – Your Info (IMM5562)	**Must have PA's name on the form.**	Check the following and note for the ADMM tool: a) Any countries they travelled to for 6+mos (180 days) that are not included in Primary History and Address History
Schedule 4	**Must be in PA's name** A signature is required for Paper files	Check the following and note for the ADMM tool: a) Province that nominated them b) Funds – must have something in this field, can be 0 (CANNOT BE N/A)
***Business Files Only* -** Schedule 4a and Business Plan	**Must be in PA's name** with a copy of a Business Plan	If you have a Business file, no pre-assessment is required
Additional Family Info (IMM5406)	**PA and all family members 18 and older (accompanying or not).** • Check this form for SP/CLP or dependents that may not be included on the IMM0008.	Check the following and note for the ADMM tool: a) Name of person b) All deps declared on IMM0008 (if applicable) i. If addresses are provided for family members, note if residing they in a province other than where the PA is going to reside.

		c) If dep turned 18 after we received the file, we will need to request an IMM5406 for them
Use of Representative (IMM5476)	If applicable, signed by PA	
Authority to Release (IMM5475)	If applicable, signed by PA	
DOCUMENT	**R-10**	**PRE-ASSESSMENT**
Birth Certificate/Adoption records	**Required for everyone on the file, accompanying or not.** A copy of the original version plus a translated version if not in English or French.	Parentage is required on Birth Certificates for all dependent children and if the PA/SP/CLP are from India. Adoption records must be the legal adoption records. We do not accept guardianship papers
Marriage Certificate	*Not required for R10	Translated version and Original language (if applicable) • Ensure PA and SP's name • Must have a date
Stat. Dec. of CL Union	*Not required for R10	PA and SP's name Date of relationship starting and length of time Signed by PA and SP and notarized Proof of cohab for 12 consecutive months
Divorce Certificate	*Not required for R10	Must contain the name of the people who are now divorced Must be the Final Divorce Decree
Death Certificate	*Not required for R10	Do not request unless absolutely certain the marriage ended because of a death
Legally Separated	*Not required for R10	If the PA's marital status is separated or legally separated and the SP is not included on the application, you will have to request they get added (blurb in manual)
Stat. Dec. of Non-Accompanying Parent of a Minor (IMM5604)	*Not required for R10	• Must be the original form and filled out correctly • Must be signed by non-accompanying parent • Must be notarized • Must have a photocopy of the non-acc parent's signed ID.
Provincial Nomination Certificate (PNC)	Must <u>not</u> be for Express Entry. Verify the expiry date is <u>after</u> the received date	Check the following and note for the ADMM tool: a) Original or Extension
Language Test	For PA only. Must check spreadsheet to see if required, only if NOC is skill level C or D	Note in ADMM if it is Required, Verified or Not Required

Passport	Copy of Bio data page for PA. Must be valid when we received the application.	Bio Data pages for all accompanying dependents. PPTS must have 180 days of validity (the day you are working the file). Check GCMS for an updated one.
Police Certificates	*Not required for R10	Please see section on Police Certificates in manual for required police certificates.

Photos - If the application is received without photos and client does not self-identify religious obligations photos will be required. If application is received without photos and client self-identifies this is due to religious obligations, file will be triaged. Instructions can be found under Triage.

Please review all other documents submitted with the application as they may contain important information for processing the file.

For more information on Pre-Assessment forms and documents click here.

Please note:
If there are dependents mentioned on the IMM5406 (Additional Family Form) and not on the IMM0008, we will need to request that they be added to the application. Before requesting the documents, make sure they are not Canadian citizen, PR or deceased.

RETURNS:

- Expired Provincial Nomination Certificate (Check PNC Workbook for extension)
- When there is an R10-AD request and the client has not provided an email, this could be found on the Additional family Form.
- If the due date for an R10-AD request has past, it can become a return.
- When a Rep has used their email to send the application to the Portal and not that of their client.
- (See Rep Return)
- If the application you are working is R10-incomplete please go to Appendix A to create an R10-AD and/or Pre-Assessment request letter, or Appendix H for a Return Letter depending on the situation.

(return to Data Entry steps)

FEES:

Processing Fees, RPRF and Biometric Fee amounts: The fees for most of our Economic Immigration Programs and the Right of Permanent Residence Fee (RPRF) increased as of April 30, 2020 and again on April 30, 2022. We must look at the received date to determine the amount required:

Files received after April 30, 2020 but before April 30, 2022:
PA Processing Fee $825

SP[12] Processing Fee $825
RPRF (PA): $500
RPRF (SP): $500
Dependants Fee[13]: $225

Files received April 30, 2022 or after:
Processing Fee $850
SP Processing Fee: $850
RPRF (PA): $515
RPRF (SP): $515
Dependants Fee: $230

Biometrics Fees:
Single: $85
Family Rate: $170

VERIFYING FEES:

Verifying Processing Fees have been provided for PA and all accompanying to Canada. Only Processing fees for all accompanying on the file are required for R10 complete. Other fees include:

- RPRF for PA and SP (if not provided with the application, we can do a Pre-Assessment request for it)
- Biometrics if applicable for PA SP and anyone 14 and older (if not provided, we will do a separate request for the fees)
- If more than 2 people require Biometrics, the individual line will have to be **entered in Error** and replaced with the **Family Biometric Fee** line. (Do this *after promoting* the file)

ENTERING FEE RECEIPT:

To enter the Fee Receipt (but do not allocate fees) follow the steps below:

- Click **New**
- Under **Type** select **IPRMS Receipt**
- Under **IPRMIS Receipt #** type in the R number above the barcode
- Press **Ctrl+S**
- If you get an error message **"Receipt not found"**, try entering the receipt again. If you get the same error, check with your TL as the file may need to be sent to the RA.
- If the Fee Receipt says "Transaction Not Approved" you will have to request fees.

*****Fee Receipts can be added before promotion however allocation must be done after promotion.*****

[12] **SP** – Spouse of the PA (or sometimes the Common Law Partner)
[13] **Dependent** - dependent child under 22 (by lock in date), unmarried and not in a common law relationship; OR dependent child aged 22 (by lock in date) or older who has been unable to be financially self-supporting since before the age of 22 due to a physical or mental condition)

(return to Data Entry steps)

SCHEDULE A - IMM5669 (PRE-ASSESSMENT):

A Schedule A is mandatory for the PA, SP and all dependents 18 years of age or older whether they are accompanying the PA to Canada or not. The following will need to be reviewed on each Schedule A. Before starting, make note of when each person turned 18 or the last 10 years from the date we received the file, whichever comes first. For example, if a person was born in 1960, we would go back 10 years, if they were born in 2001, we would use their 18th birthday as the starting point. If a person gives details right to their 18th birthday, we will use that for which Countries require a Police Certificate, but we will only ask for gaps up to the 10 year mark.

PAGE 1

- Check the name to ensure it belongs to the applicable person
- Check to ensure parents' names are filled out
- Check statutory Questions. (Click here for instructions on adding Stat Questions to GCMS after promotion)
    - If the client answered **Yes** to any Statutory Questions, the Criminality Recommendation will automatically be **Review Required**
    - If the client answered **Yes** to a Statutory Question on the Schedule A except Question 4 or 5 the file will be referred to DN for review and no pre-assessment will be completed on the file.

PAGE 2

- Check Education History and make note of all Countries since they turned 18
- Check Personal History and closely look at the From and To dates to ensure there are no gaps. We do not want any gaps in time. If the final entry in the To field is blank, we assume it is to "present" (the date Schedule A was signed). Only go from their 18th birthday or 10 years, whichever comes first.
- Make note of all Countries the client has worked in since their 18th birthday (if provided) for at least 6 consecutive months.
- If there are gaps in Personal History, you may fill that gap with the Education History.
- Education History will also be used to determine if any police certificates may be required. This is where we can usually get information outside of the 10 year mark.

PAGE 3

- Check Address History and closely look at the From and To dates to ensure there are no gaps. We do not want any gaps in time. If the final entry in the To field is blank, we assume it is to "present" (the date Schedule A was signed). Only go from their 18th birthday or 10 years, whichever comes first.
- Make note of all Countries the client has resided in since their 18th birthday (if provided) for at least 6 consecutive months.
- You cannot use any other section to fill gaps in Address History as we need the entire address, not just city/country.

Make sure to note all Countries clients have resided in for 6+ consecutive months since turning 18 (if provided) as Police Certificates may be required for these Countries.

*** IF THERE ARE ANY GAPS IN TIME WITH THE SCHEDULE A THE CRIMINALITY RECOMMENDATION WILL AUTOMATICALLY BE **REVIEW REQUIRED**. YOU WILL

ALSO HAVE TO SEND A PRE-ASSESSMENT REQUEST LETTER, TO DO SO FOLLOW THE STEPS IN APPENDIX A ***

Gaps of 30 days can be passed without requesting a gap. For example:
If the "To" line ends in **May 2015** and the "From" line above begins **July 2015**. This **IS** a gap and needs to be requested.
If the "To" line ends in **May 2015** and the "From" line above begins **June 2015**. This **IS NOT** a gap and is fine.
If the received date is **30 days** from the last "To" date provided on the Schedule A, you may accept it.

DETERMINING THE VISA OFFICE – (R11[14]):

You must check the PA's **Country of Residence** on page 2 of the Generic Application Form (IMM0008) and the Country of the most recent address on the PA's Schedule A (IMM5669), **(Question 12/H)**, to determine what office the application is to be routed to.

- For files that are being forwarded to: Ready-for-EVAL-CT, follow procedure below to determine R11 (Secondary Office):
    - **If the two countries match** the secondary office will be CPC-Ottawa (9515). If the countries don't match but **are either Canada** or **United States,** the secondary office will also be CPC-Ottawa (9515)
    - **If the boxes contain two different countries**:
        - Email the RA with the information and wait for their response. The RA will determine where to route the application to and let you know.

If Question 12/H is not complete with the most recent address, refer to Mailroom-RA[15] or Team Leader for R11 determination.

PNP IN files Ready-for-Eval-CT = CPC- Ottawa (9515)

PNP CN files Ready-for-Eval-CT = CPC- Ottawa (9515)

- For files that are to be triaged, update the Secondary office as below, and complete triage procedures:

PNP DN files for Mailroom-Triage or Transfer-Pending = Winnipeg (4133) or Etobicoke (3296)

PNP IN files for Mailroom-Triage or Transfer-Pending = follow dispatch rules.

[14] R11- Regulation 11 of IRPA. Determines which Visa office (Secondary Office) will process the application.
[15] Mailroom-RA – Resource Agent(s) for the Mailroom. They help with complicated issues on a file ☺

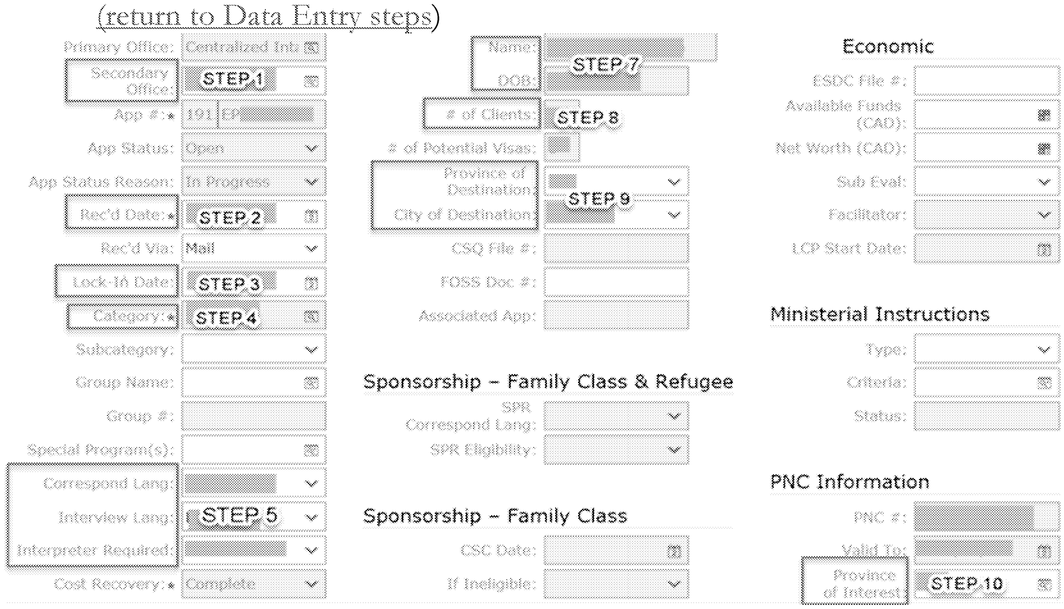
- (return to Data Entry steps)

DATA ENTRY IN GCMS:

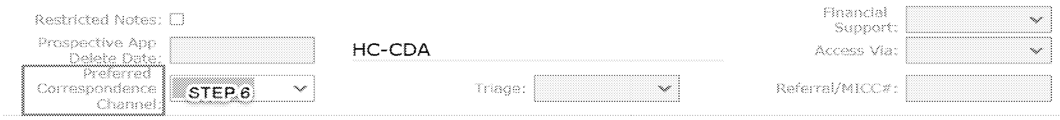
Once the application is open in GCMS, verify and correct the following information from the IMM0008 (Generic Application Form):

If there is nothing entered in the GCMS boxes and there is UCI instead of a T# under CLIENTS & PARTIES the file is a **SCAN ERROR**. Continue to Appendix B for instructions

1. Secondary office – R11 (see below for how to change)
2. Verify the received date for portal files with the submission timestamp in the PR Portal
3. **Skip the Lock-In Date** (we will update this when entering the PNC)
4. Category: PV2 for Provincial Nominee. If the category is unclear bring to your Team Leader.
5. Ensure Correspondence Language, Interview Language, and Interpreter required are filled in.
6. Correspondence Channel: If there is an email listed on the application make sure that Correspondence Channel states "Email"
    - If Online is selected- DO NOT CHANGE!
    - If no email address is listed on the application, then this should read "Other"
7. The applicant's name and date of birth
8. # of clients should match General Application Form (IMM0008), Application Details,
9. Verify Province & City of Destination on Generic Application (IMM0008),
10. Type in Province of interest or Click ellipsis[16], Select Province of Interest. Then click **OK** (return to Data Entry steps)



[16] Ellipsis: 



UPDATING THE SECONDARY (VISA) OFFICE IN GCMS:

- Click ellipsis beside **"Secondary Office"** (Above application number in top of GCMS Screen)
- Click "**Query**". Under the **"RC Code"** type the visa office code. **(For PNP in Canada/US will always be 9515)**
- Hit **enter on your keyboard**, click the **right pointing arrow** to add the Visa Office to the **"Selected"** list.
- Make sure the correct office is marked **Primary**[17]**.**

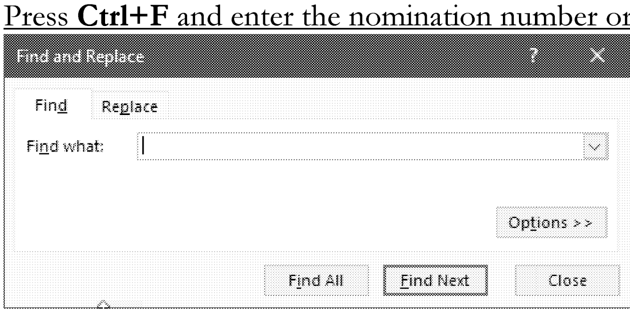
*****PLEASE NOTE: If you are sending a file to the Mailroom-RA, please keep the file in your code and add a note that the file was sent to the Mailroom-RA****

PROVINCIAL NOMINATION CERTIFICATE (PNC):

Each application must have their Nomination Letter verified on the applicable spreadsheet. Please **Note: Nominations indicating "Express Entry Nomination only" are not acceptable**.
If you have a nomination letter that states this, the file will need to be **returned**.
The spreadsheets can be found at the following link in GCDocs:
http://gcdocs2.ci.gc.ca/otcs/cs.exe/Open/61857541

SEARCHING PNC WORKBOOKS FOR A NOMINATION LETTER:

1. Using the link above (or from your favorites) do the following steps:
2. Open the Excel Spreadsheet
3. In the top right Search bar, type in the **Nomination Certificate # or client's name** and hit Enter.
4. **If the client has a common name, it's best to search by the Nomination Number**
5. You should get one or more spreadsheets from your search. **It is very important to check all spreadsheets as the status of the nomination could have changed.**
6. Click on the Excel Document and select Open on the next screen
7. Press **Ctrl+F** and enter the nomination number or client name in the "Find What" box



8. Click "Options" then change "Sheet" to "Workbook"

[17] Primary – Has the black checkmark or shows the word Primary on the correct line

9. Click "Find All"[18]

You will now have a possible hit list that is your client. The following fields will need to be verified between the spreadsheet and the Nomination Letter:

1. NOC (except for Business Stream)
2. Occupation (except for Business Stream)
3. GCMS Stream
4. Language Requirement (NOC must be skill level C or D)
5. Issue Date
6. Date of Application – This is to the Province
7. Expiry Date
8. Comments field- Any comments on spreadsheet will need to be entered in GCMS and at the end Add in "As per Provincial Spreadsheet"

If the status of the nomination is **Paused or **On hold**, promote the application with minimal data entry. Once promoted, **data enter the PNC details and cancel the AOR**. Change paper file location to **Provincial**. Change the assigned to field to **RC - C23**. Send an email to the Mailroom-RA inbox informing them of the on hold PNC.**

If the status is **withdrawn/revoked/rescinded promote with minimal data entry but **data enter the PNC details. Scan in the fees, leave them as reserved. Cancel the AOR,** email the Mailroom-RA inbox, and change the file location to **PS-Withdrawal**.**

- If the Province does not put the information on Nomination letter, we are to go by what the spreadsheet says. If there are discrepancies between the spreadsheet and the Nomination Letter, a verification request may need to be sent to the Province via the **Mailroom RA**.
- If there are no discrepancies or verification request required, skip to Entering Eligibility section.

The following situations are the only discrepancies that should need to be verified:
(If you have discrepancies besides the ones listed, we will go by what is on the Nomination Certificate.)

- PT Nomination App Rec'd Date
- Expiry dates do not match and nomination could be expired based on one of the dates
- Certificate # is not correct
- Unable to locate client or nomination
- Unable to locate extension for nomination
- Any name issues

For any other situations/issues, please refer to the RA for direction.

[18] If you are unable to find a PNC, try searching by the PA's name, or use the year and month the PNC was issued to search

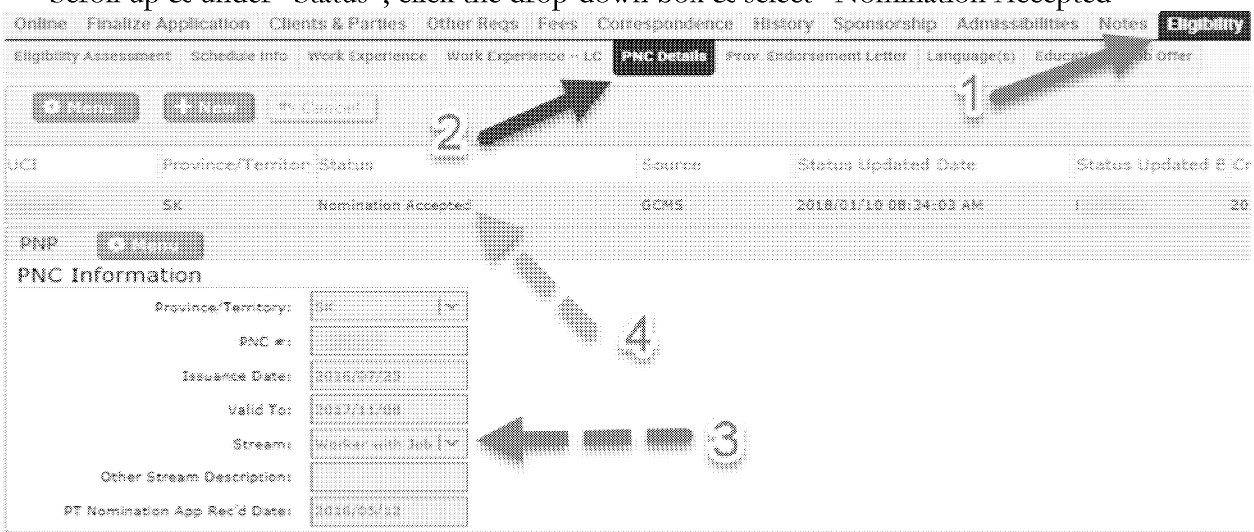
ENTERING PNC DETAILS:

1. Click the Eligibility Tab
2. Click PNC Details Tab
3. Click NEW – this is a blue button
4. Scroll down to PNC Information

Fill in the following information in the **PNC Information** section, as seen in image:

5. Province/Territory
6. PNC# - Do not enter dashes or slashes leave as a space
7. Issuance Date: (date the nomination was issued)
8. Valid to: (expiry date)
9. Stream – (This is found on the PNC Workbooks spreadsheet under GCMS stream)
10. PT Stream – Skip this(leave blank)
11. PT Nomination App Rec'd Date (Date the application was received by province/territory)

Scroll up & under "Status", click the drop-down box & select "Nomination Accepted"



ENTERING THE LOCK-IN DATE:

1. Copy the date you entered from the PT Nomination App Rec'd Date
2. Scroll up to the top of the screen.
3. Paste the date you just copied into the Lock-In Date Box (**DO NOT CONFUSE THIS WITH THE REC'D DATE**)

The lock-in date = PT Nomination App Rec'd Date – The date the application was received by the **PROVINCE**

The Received (Rec'd) date = The date the application was received to the **OFFICE (CIO)/PORTAL**

ENTERING IN A NOC CODE:

- Highlight the PA, scroll down and Enter the NOC[19] Code from the Provincial Nomination Certificate
- Enter NOC Codes for any dependents on file.
- To establish The NOC for the spouse and dependents, reference The "intended occupation" indicated on the IMM00008 (Education/Occupation Detail – Section 4):
  - 9914– NEW WORKER - If the Spouse has some type of occupation
  - 9911– STUDENT - If the Spouse/dependent are students
  - 9980– NON WORKER / CHILD - If the Spouse is a Homemaker or unemployed or is a child not yet in school.

****For applications received after Nov. 16th, 2022 we will be using the new NOC 2021 codes.****

New 5 digit NOC 2021 codes will be provided to replace the 4 digit NOC 2016 codes that we were using previously.
The new list of codes (used for dependents on the file) is below:

NOC CODES (NOC 2016)	NOC CODES (NOC 2021)
9911.0 Student	09911 Student
9992.0 Retired	09992 Retired
9970.0 Homemaker	09970 Homemaker
9980.0 Dependent (Other than student)	09980 Dependent (Other than student)
9914.0 New Worker	09914 New Worker
9999.0 Open Work Permit	99999 Open Work Permit
0001.0 Investor	00001 Investor
0002.0 Entrepreneurs – Immigrants - IRPA	00002 Entrepreneurs – Immigrants - IRPA
8888.0 Entrepreneurs – Temporary Residents	88888 Entrepreneurs – Temporary Residents
	(NEW) 93888 PNP Facilitation

For the PA, you will need to replace the 4 digit NOC code from the PNC with the new 5 digit NOC code. It can be found by using the NOC Concordance Table: NOC concordance tables - Canada.ca (esdc.gc.ca)

- Click the arrow on the Unit groups (2016 to 2021) to open the list of NOC codes.

19 NOC – National Occupation Classification

NOC concordance tables

Concordance tables for NOC 2021

- ▸ Broad occupational categories
- ▸ Major groups
- ▸ Minor groups
- ▾ Unit groups (2016 to 2021)

From 2016			To 2021
Code (4-digit)	Label	Skill level	Code (5-digit)
BOC 0 - Legislative and senior management occupations			
0011	Legislators	Management / A	00010

- To search the NOC codes, hit CTRL+F to bring up a search box.
- Type in your 4 digit NOC code.
- The new 5 digit NOC code will be displayed as below (7511 would now be 73300)

7452	Material handlers	C	75101	Material handlers	5
7511	Transport truck drivers	C	73300	Transport truck drivers	3
7512	Bus drivers,	C	73301	Bus drivers,	3

***If a NOC code generates an MP[20]'s Name you must add zeros to the end to correctly generate the NOC description. Some NOC codes begin with a 0, when you see this you must add the 0 to the end of the NOC. ***

Example: If NOC was 0112, you would enter it as 112000 in GCMS

***** File will not promote unless the client(s) have NOC codes entered.*****

If a Language Test is required, you can verify it now.

NOC CODING SYSTEM:

Skill Level O - Any NOC that starts with a 0. The second digit is the Skill Type

Skill Level A - When the second digit is a 0 or 1

Skill Level B - When the second digit is a 2 or 3

Skill Level C - When the second digit is a 4 or 5 –must have a copy of the language test

[20] MP – Member of Parliament

Skill Level D - When the second digit is a 6 or 7 –must have a copy of the language test

If the PNC spreadsheet indicates the client requires a language test, do not request a copy of a language test until first confirming the skill level.
If the PNC spreadsheet says a language test is required but the skill level is A or B, the client does not need a language test.
If the PNC spreadsheet says a language test is request and the skill level is C or D, the client does need a language test.

THE NOC CODING SYSTEM TRUMPS THE SPREADSHEET

(return to Data Entry steps)

REPRESENTATIVES (REP):

Paid Representatives (member of CCIC or Lawyers/Notaries) will have to be verified first before adding them to an application to ensure they are in good standing.

If the client submitted an Authority to Release Information (IMM5475), we will add the information (name and address) to the R10 complete note generated when the file is complete. **This is not a representative, do not add this person to the file as a Rep.** (If the information on the IMM5475 is the same as on the IMM5476, we do not need to enter the note)

VERIFIYING A PAID REP:

- Search for the Representative to verify they are in good standing.
- Visit the link for CICC if the Rep has an R#: https://iccrc-crcic.ca/find-a-professional/
- Click **Find an Immigration Professional**
- Enter **RCIC #**
- Scroll down to see their status. They can be added to a file if their status is **Active.**
- If a Rep is a lawyer (no R#), use LAW SOCIETIES FOR PROVINCE: (https://www.canada.ca/en/immigration-refugees-citizenship/services/immigration-citizenship-representative/choose/authorized.html#law-societies
- For most provinces you will search by name only.
- If they are Suspended/Inactive see SUSPENDED REP below.

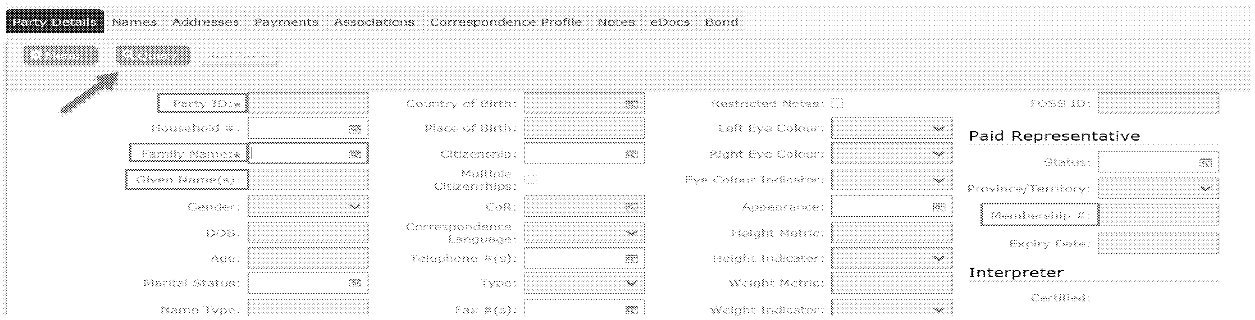
If the Rep's status is active, you can now add them to the file.

SEARCHING A REP IN GCMS:

*****MAKE SURE THE REP YOU ARE ADDING IS FROM THE REP FORM RECEIVED WITH THE PNP APPLICATION OR THROUGH A SEPARATE DOCUMENT IN INCOMING CORRESPONDENCE.*****

- Click on the "**Parties Tab**" (at the top of the page)
- Click **Query**

- Scroll down to the "**Parties Details**" tab and click if not already on it
- Enter the following information in the fields
  - **Party ID:** type in an asterisk (*)
  - **Membership #**: If the Rep is paid, their membership number goes here. Example: R12345

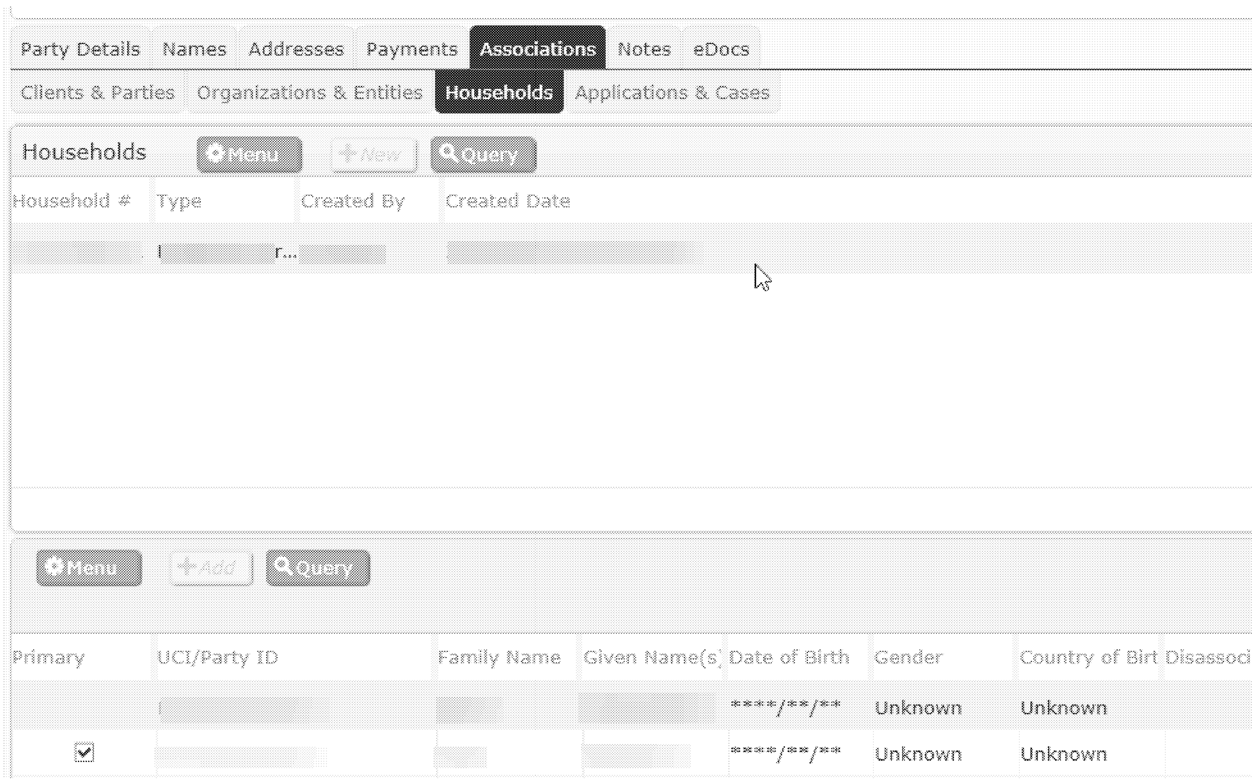


- **Family Name** and **Given Name**: this information will be on your USE OF A REPRESENTATIVE FORM (IMM5476).
- Click **GO**
- If the Rep is already created in GCMS, you will get a match or matches.
- If the Rep has not been created in GCMS, the screen will be blank and you will need to create the Rep.
- If a Record is generated -- Scroll up to the **Parties List** at the top of the page.
- Highlight each line one at a time to review the "**Special Need(s)**" field. Use the P# that has "PRIMARY" written in the Special Needs box.

*****Please note: Sometimes, you may encounter multiple P# hits in GCMS for the same rep. You must check for households and select the primary P#.**

- To check for a primary household, please do the following:
  - Click the hyperlink for the P# that you want to check.
  - If nothing is written in the "Special Need(s)" box

  - Click **Associations** Tab
  - **Households** Subtab.
  - Scroll below and look for the P# that has a checkmark under the "Primary" column. This will be the Primary P# to use.



- Once you decide what P# you should use, copy (Ctrl+C) and paste (Ctrl+V) it to a sticky note for easy access.
- To check address, click on the address tab
- The address should contain "C/O" with the Rep's name and Law Firm or Business (don't use "at" or "of" in the address)
- The address for the Rep should match exactly with the information on the Rep Form **(IMM5476)**

Note: The address you selected must follow the following format:
C/O [REP NAME] [REP LAW FIRM or COMPANY] [remainder of address].
If it does not, you must create a new address in this format.

- If your Rep is an unpaid Rep/Family member, the format will be C/O [REP'S NAME] [remainder of address]
- Please look at the following sample Rep Address ID:

PAID REP FORMAT:
John Doe
C/O Ronald MacDonald MacDonald Law Firm
15 Dorchester St
Sydney, NS B1P 5Y9

UNPAID REP/FAMILY MEMBER FORMAT:
John Doe
C/O B. King
15 Dorchester St
Sydney, NS B1P 5Y9

- Once you have an address for the Rep, copy the Address ID (paste on a sticky note)
- Verify that the primary email address for the Rep matched the email on the Rep Form (IMM5476)

****IMPORTANT! DO NOT RUSH THIS PROCESS****

Check the email address prior to adding the REP to the application!

If unable to find a Rep's ID, see Appendix G

ADDING A REP TO THE APPLICATION:

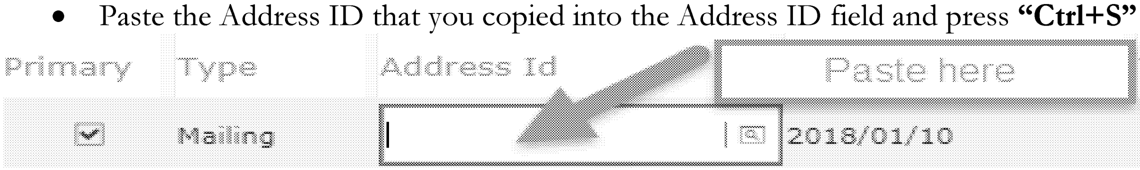
- Go back into your XEP
- Select **NEW** button under the **Clients & Parties** tab,
- Paste the P# that you copied
- Click **GO**, verify the name is the name of your Rep and then click **OK**.
- Pick **Paid Rep** or **Unpaid Rep** from the drop down menu under the **Client/Party** field, then save.
- Highlight[21] the Rep line
- Scroll down and click on the ellipses in **Street Address** and verify the mailing address on the Use of Rep Form (IMM5476).
- Verify the primary email address for the Rep matches the email on the **IMM5476**

ADDRESSES:

IF THERE IS A REP ON FILE, DO THE FOLLOWING FOR ADDRESSES:

If there is a Rep on file, you will always have to add in the Rep's address using the Address ID you copied.

- Starting with the PA, highlight the T# (or UCI#) line under the **Clients & Parties** tab.
- Scroll down to **Client Details**
- Go to the Address section
- Click the Ellipsis box
- Click the **+ Add by ID**
- Paste the Address ID that you copied into the Address ID field and press **"Ctrl+S"**



- Make sure it is selected as Primary and that the Type is "Mailing".
- Copy the PA's residential address ID as you may need this for the other dependents on the file. Press **"Ctrl+S".**

[21] Highlight – Click on the line so it turns blue

- Highlight the T# (or UCI#) line under the Clients & Parties tab. For the spouse and any dependents and scroll down to Client Details
- Enter the Address for Spouse and all Dependents on file. Copy and Paste address ID.

IF THERE IS NO REP ON FILE DO THE FOLLOWING FOR ADDRESSES:

- Select the Clients and Parties tab and Starting with the PA scroll down to the Client Details Section
- On the right hand side you will see the **ADDRESSES** heading
- Select the ellipsis box and verify the addresses for the PA, using the addresses found on the Generic Application (IMM0008)
- Ensure the Mailing Address is selected as primary.
- Copy both address ID's from the PA's addresses as you may need them for other dependents on the file.

IF THERE ARE DEPENDENTS ON THE FILE DO THE FOLLOWING FOR ADDRESSES:

If the dependents live in the same country as the PA, they will get the PA's Residential Address ID. The Address Type will be Residence.

If they live in a different country than the PA, they will get the PA's Mailing Address. The Address Type will be Mailing. This means that if there is a Rep on file, the SP/CLP[22] and dependents would get the Rep's Mailing Address ID.

- Once the correct Address ID has been copied, highlight the SP and DEPS one by one, under Clients and Parties
- Scroll down to Client Details, and on the right hand side you will see the **Addresses** heading. Click on the **ellipsis** in Street Address.
- Select "**+Add By ID"**
- Paste the Correct PA's address that you copied into the Address ID space.
- Make sure it is the correct Type (Mailing or Residence)
- Click Set **Primary**
- Click **OK**
- Press **CTRL+S**
- Repeat these steps for each dependent on the application.

CREATING A NEW ADDRESS:

If a new address needs to be created due to mailing guidelines, do the following:

- Select the **Clients and Parties** tab
- Highlight the client you need to create the new address for

[22] CLP – Common Law Partner

- Scroll down **to Client Details**
- On the right hand side you will see the **ADDRESSES h**eading
- Select the **ellipsis** box
- Click **Add New Address**
- Fill in the information using the addresses on the Generic Application (IMM0008) or the Rep Form (IMM5476)
- Click **Add**

(return to Data Entry steps)

VERIFY CLIENT DETAILS:

Next, we verify Client Details. Verify the email address for the PA and the name and passport details for all on the application.

VERIFY EMAIL ADDRESS:

For each application, you will verify the email address for the PA only.

- Verify the email address for the PA. ***DO NOT RUSH – Ensure the email matches***
- Under Clients and Parties: Highlight PA's line
- Scroll down to Client Details
- Click on the ellipsis box next to the email address for the PA.
- Confirm that the email matches EXACTLY with what is on the Generic Application (IMM0008)
- If there is a Rep on file, you will use the Rep's email address regardless what is on the Generic Application (IMM0008). Make sure it matches the email address exactly as is on the Rep form. If it does not match, click back on the Rep's line, scroll down under Party Details and copy the email address. (Ensure the email you are using hasn't been expired)
- To add in a new email, with the PA's name highlighted, scroll down to **Client Details**.
- Click on the **ellipsis** in the email box
- Click **NEW**
- Type (or paste) in the email address
- Press **"Ctrl+S"**
- Make sure the new email is Primary and highlighted in blue.

(return to Data Entry steps)

VERIFY NAME AND PASSPORT INFORMATION:

For each person on the file, you will verify Passport details with the client's information in GCMS.

- Go to **Clients & Parties**
- Click into the **T# or UCI** of the client
- Click on the clients **Name**, then on the ellipsis and confirm:
    - Given Name (for more information on how to interpret names on a passport, please see the information and boxes below)

  - Family Name
  - Gender
  - DOB (Date of Birth)
  - Country of Birth
  - Place of Birth (place of birth must match what is on the passport exactly).
- This information **must** match with the information on the Passport. If it does not, you must add a new line and enter the correct information for the client.
- For passports that do not list Place of Birth, use the city/town and country indicated on the Generic Application Form (IMM0008).
- If the Place of Birth lists a country or country code, do not include as part of the city/town. For example: when the passport indicates the Place of Birth (POB) "Karachi, PAK", do not include "PAK" as it is the country code.
- Once the information is correct, press **OK** and then "**Ctrl+S**"

IMPORTANT!

***Passport verification:** The MRZ (Machine-Readable Zone) will take precedence, in most cases, over the VIZ (Visual Inspection Zone) when determining how a name should appear on the application. If there is no MRZ included with a passport, you will need to request a new copy of the passport bio data page that includes the machine readable zone.*

The format of the Machine Readable Zone on a travel document is as follows:

i. The family name is recorded first, then
ii. The double chevron character (<<) separates the family name(s) from the given name(s).
iii. The single chevron (<) separates multiple family names and multiple given names.

Example:

A Canadian woman with the given name Anna Maria and family name Eriksson would be encoded as:
P<CANERIKSSON<<ANNA<MARIA<<<<<<<<<<<<<<<<<<
A Canadian man with the given name George Michael and family name Richards Stevens would be encoded as:
P<CANRICHARDS<STEVENS<<GEORGE<MICHAEL<<<<<<<

*If you are unsure if you should use the MRZ or the VIZ to establish how the name should appear on the application, visit: http://cicintranet.ci.gc.ca/connexion/tools-outils/id/name-nom/gcms-smgc-eng.aspx#order-names

More information on how to interpret the name from a passport:

Special Characters: Dashes, apostrophes, and accents (as used in French grammar) will be allowed if indicated in the VIZ. As well, if a name is truncated in the MRZ, it will be valid if it appears in the VIZ.

Single Names: If the applicant has only **one** name, or does not indicate a surname, the surname field cannot be left blank. In this instance, you will have to move the given name field to the surname field. **Please note: do not repeat the single name in both the first name and the surname fields.**

Middle Names: For some countries it is common to see a client's middle name on the passport. If it is not in the MRZ, it is not to be recorded on the application. A common example is the Philippines.

One Name Field on Passport: Some passports have only one name field, where the full name of the holder (i.e., given name(s) and surname) is recorded. In such cases, the Machine Readable Zone (MRZ) must be consulted to determine how the full name breaks down into given name(s) and surname.

Titles, Prefixes, and Degrees - The client may include a title, prefixes, degrees, decorations and other suffixes (e.g. - Mr., Mrs., Miss, Dr, Eng., PhD, the Honorable...) in their name. These are not to be included on the IMM0008 or entered into GCMS. **Please Note**: If the applicant's name on the passport shows Jr. Sr. or II in the surname area, it will be entered into GCMS.

Exception to the MRZ - When a spousal relationship is indicated in the MRZ or VIZ (e.g. - "épouse de", "epse", "ep.", "spouse of", "wife of", "husband of"), omit this as part of the primary name. The complete name will be recorded as name type AKA in GCMS. For example, if the client's passport indicates Nour EP. Paul Sajan in the family name field, the family name will be recorded as NOUR in the primary name record.

Next we will verify the Passport itself.

VERIFY PASSPORT DETAILS:

- Under **Client Details**, click on the ellipsis in **Travel Doc #**
- From the pop-out box, confirm the following from the passport:
  - PPT number
  - Country of Issue
  - Issue Date
  - Expiry Date
- If information is incorrect, update with the correct information from the passport.
- Click "Ctrl+S"
- Repeat steps for verify Name and Passport details for everyone on the application.

(return to Data Entry Steps)

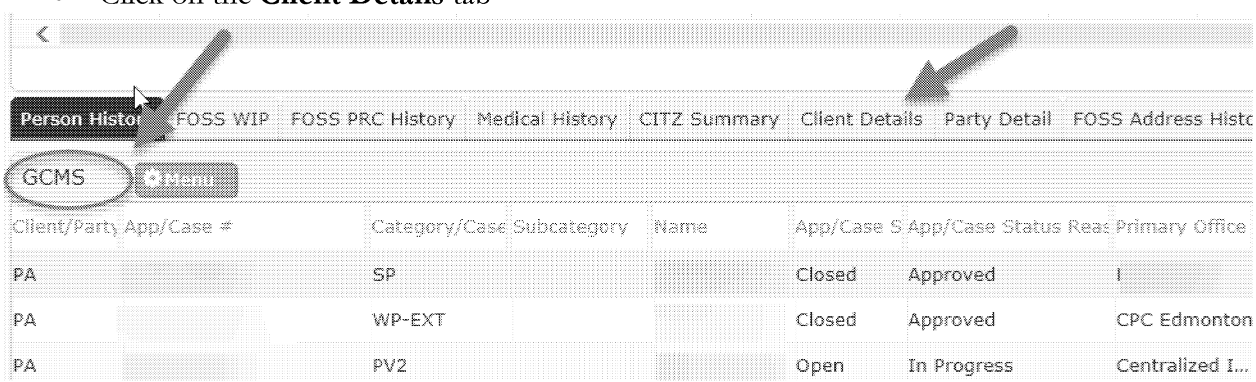
You are now ready to PROMOTE the application.

PROMOTING AN APPLICATION:

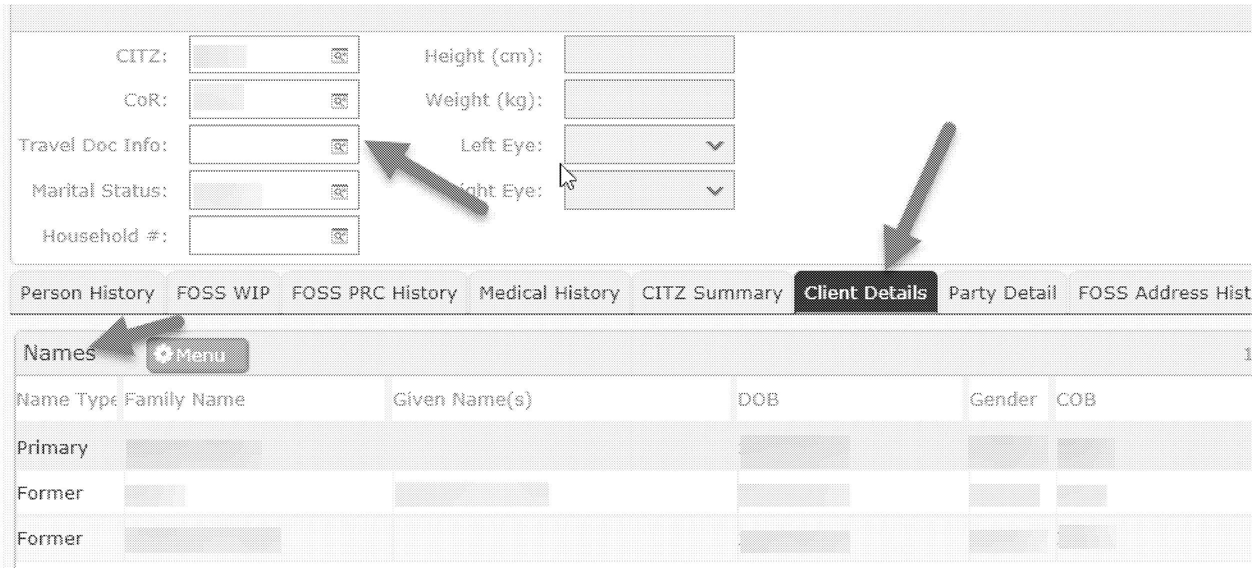
Only select a UCI when you are absolutely sure it is the correct person. If you believe the UCI is correct but cannot verify it, bring it to a TL[23]/RA for verification.

[23] TL – Team Leader

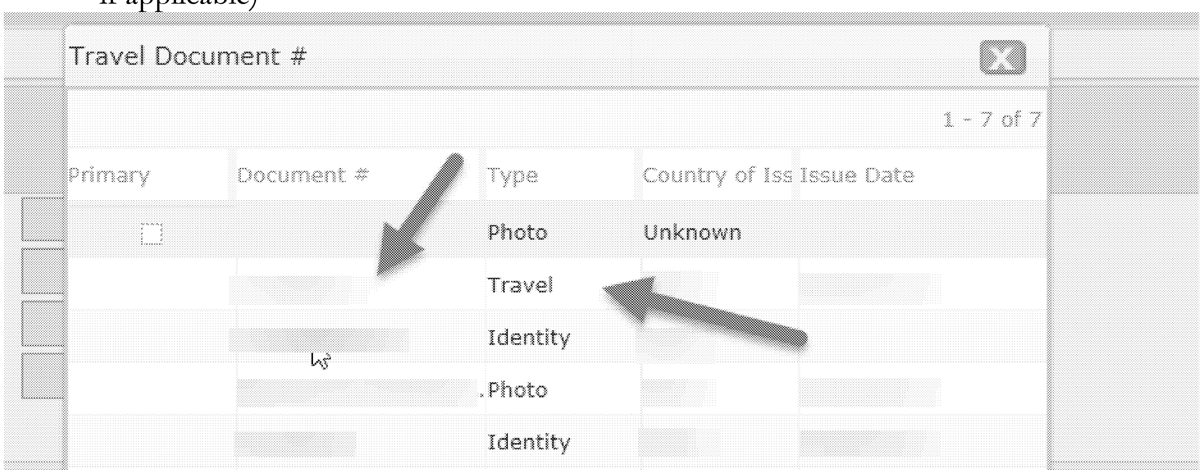
- Scroll to the top of the page and hit the blue "**Go to Search**" button
- If there is a **Rep on file, you will need to delete them from the search**. In the **Criteria** section, click on the Rep's line so that it highlights blue, and then click the blue "**Delete**" button on the top of the page, and then click "**OK**". (This will only remove them from the search)
- For each person on the file, **remove the gender and COB** (use the backspace on your keyboard to delete)
- Click the blue "**Search All**" button. Your **Search Status** should change from **Not Started** to **In Progress.**
- Wait a couple of seconds and then click the blue "**Refresh**" button. Your **Search Status** should change from **In Progress** to **Complete**. If not, wait a few more seconds and then hit **Refresh** again. (You may have to do this a few times until your search status says Complete)
- Once the **Search Status** is **Complete** for all on the application, you are ready to begin verifying UCI's for Promotion.
- Starting with the PA, in the **Criteria** section, highlight their line
- Scroll down to the **IRCC Integrated Search Hit List**
- Highlight the best matching UCI (either an 8-digit or 10-digit number) in the Integrated Search Hit List (matching name, gender, date of birth, and country of birth exactly or closely)
- ***Do Not Click on the UCI hyperlink, but clicking anywhere else on that line will highlight it***
- ***Do not match CAN numbers or T#s to the client.***
- **If under Client Status it says Permanent Resident, first verify that the UCI belongs to your client, and then send the file to the Mailroom-RA (instructions are in PR Withdrawal.)**
- With the UCI still highlighted, scroll down to the **GCMS Section**
- Click on the **Client Details** tab



- This will usually jump you back to the top of GCMS, so just scroll back down to the **Client Details** tab again.
- Under **Client Details**, check the information listed under **Names**



- **DO NOT MAKE ANYTHING PRIMARY, WE ARE JUST VERIFYING INFORMATION UNDER THE UCI**
- For each line listed under name, check against the passport the following:
  - Family Name
  - Given Name
  - DOB
  - Gender
- Also check Country of Birth
- AKA's can be found on the Generic (IMM0008)
- If any of the information does not match the passport details, check with your TL or mentor as a UCI verification may be needed.
- Next, we will check the passport itself. Just above Names, find the **Travel Doc Info Box**
- Click on the ellipsis in the **Travel Doc Info Box**
- Review all Travel Documents for a match to the client's Passport Number (current and past if applicable)



- **DO NOT SELECT ANYTHING IN THE TRAVEL DOCUMENT # POPUP BOX, OR MAKE ANYTHING PRIMARY, JUST VERIFY THE PASSPORT DATA.**

- **IF YOU SEE MORE THAN ONE PPT THAT IS VALID OR IF YOU SEE ANY THAT ARE ENTERED IN ERROR, PLEASE DO NOT CONTINUE. CHECK WITH YOUR TL OR MENTOR AS A UCI VERIFICATION MAY BE NEEDED.**
- When you have made a positive link, scroll back up to the **Integrated Search Hit List** and on the line with the UCI that belongs to your client, check under Derogatory for **Danger**, **Refer**, or **Wanted**. If so, you will add this note to GCMS after promotion "**Search of client yielded possible concern, please review**." (Please note that Danger, Refer or Wanted will affect Criminality for Pre-Assessment)
- Check under FOSS Action Codes for **L**, **CITIZEN**, or **EII** and **if you see any of these do not process and send email to RA**
  - Other Foss Action Codes and Descriptions:

S	Sponsorship Information
A	Application for PR in Canada
E	Enforcement Action(s)
L	Record of a Landing Document
V	Visitor Document(s)
C	Record of a Refugee Claim
N	Non-Computer Based Document(s)
R	Automated Registry file
Q	Record of an Appeal or Litigation
F	ROLF/ Transportation Loan
I	Interim Federal Health Certificate
W	WIP Events
CITIZEN	Already a Canadian Citizen
EII	Contentious Case

- Check under "**Household Primary**" to be sure there is no other UCI referenced; if there is a different number referenced you must find it in the search hit list and verify it is the correct UCI
- **NOTE:** There may be multiple UCI's belonging to your client. It is important that you verify each close match. If you determine that more than one UCI belongs to your client, a household may be needed **before** you promote the application.
- Once you have verified that the UCI is your client's UCI, click the box under Select, a small box will appear, click again to put a check mark in the box.

- Scroll up to the Criteria section and click under Matched UCI. This will populate the UCI in that space.
- When you have verified the UCIs of everyone on your application, scroll and make sure the UCI's that you selected are populated in the Matched UCI section
- **Follow steps above for each person on the application**
- Once there are matched UCI's for all on the application, you can **PROMOTE** the file.
- Click the **"Promote Application"** button; a pop-up box will tell you the Create Process is Complete; click "**OK**"
- Go back into your application by clicking the blue "**Go to Application**" button at the top of the screen

IF YOU ARE UNABLE TO FIND A UCI FOR YOUR CLIENT, DO THE FOLLOWING:

- If you are unable to locate a UCI for an applicant, you may need to check for name variations and whether the applicant has ever been to or applied to visit Canada in the past.
- Check the **IMM0008** for name variations and for a UCI the applicant believes is correct.
- Check the **Schedule A (IMM5669)** as well as **Supplementary Information - Your Travels (IMM5562)** to verify if the applicant has ever lived in or applied to visit Canada in the past.
- Check the applicant's birth certificate and any name change documents for variations.
- Check the applicant's passport for name variations and passport pages and work, study, or visitor permits for Canada.
- If you are sure the applicant does not have a UCI, you will need to perform a new search **without** removing the applicant's gender and country of birth. This will allow GCMS to create a new UCI when you promote the application.
- If there is evidence that the applicant has previously visited or lived in Canada, contact your RA or Team Lead before creating a new UCI
- If you are 100% certain that your client does not have a UCI, GCMS will create a new UCI for your client when you promote the file. There will be nothing under the Matched UCI section.
- After verifying UCI's for everyone on the file, scroll back to the **Criteria** section and click the **"Promote Application"** button; a pop-up box will tell you the Create Process is Complete; click "OK"
- Go back into your application by clicking the blue "**Go to Application**" button at the top of the screen
- A new UCI will be created for your client, replacing the T#.

(return to Data Entry steps)

AFTER PROMOTION:

After promoting a file, it is important to first verify the email address under the PA's Client Details and in the Correspondence (Outgoing) tab. This is because an Acknowledgement of Receipt (AOR) is generated after the file is promoted. After a short period of time, the AOR will automatically send to the client. If the email address is incorrect, it could potentially be sent to the wrong email address.

VERIFY EMAIL AND VIA DETAILS IN CORRESPONDENCE:

- On the **Clients & Parties** tab, highlight the **PA's name**
- Under **Client Details**, click the **ellipsis** in the email box
- Confirm the primary email address matches what is on the Rep Form [IMM05476] (if there is a Rep on file), **OR** on the Generic Application Form (IMM0008) if there is no Rep.
- Next, click on the **Correspondence** tab
- Ensure you are on the **Outgoing** sub-tab. Scroll over on the AOR line to check the email address under the **via details**.
- If the email is different than the one that should be primary, cancel the AOR, return to the **Clients & Parties** tab and pick in the correct email. You will have to generate a new AOR.
- If the email is the same, return to the **Clients & Parties** tab and continue processing.

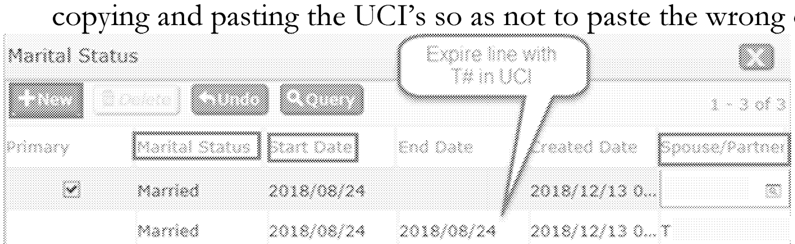
(return to Data Entry steps)

VERIFY AND UPDATE CLIENT INFORMATION:

The information under the client's UCI must now be verified and updated to match what is on the Generic Application Form (IMM0008) and the client's passport. Starting with the PA, we will make the information "Primary" under the UCI, and then return to the Clients & Parties tab to "Pick-in" the information we just made primary under the UCI.

VERIFY INFORMATION UNDER THE UCI:

- Go to the **CLIENTS & PARTIES** tab
- Click the UCI hyperlink to enter the Client screen
- Click the ellipsis on each of the following to verify and update, making the information from the Generic Application Form (IMM0008) as the "Primary" option.
- **Marital Status**
    1. Click on the marital status ellipses. If the PA has a SP/CLP you must "marry the spouses". If spouse's UCI does not show, you must expire that entry, and create a new entry to add in the SP's UCI.
    2. Hit **New**. Enter in the start date of the marriage (found on the IMM0008) and then paste the SP's UCI and press tab. The SP's name should populate.
    3. Make the new entry "**Primary**"
    4. **Ctrl+S** to save
    5. (This has to be done for both the PA and the SP/CLP. Please be careful when copying and pasting the UCI's so as not to paste the wrong one)



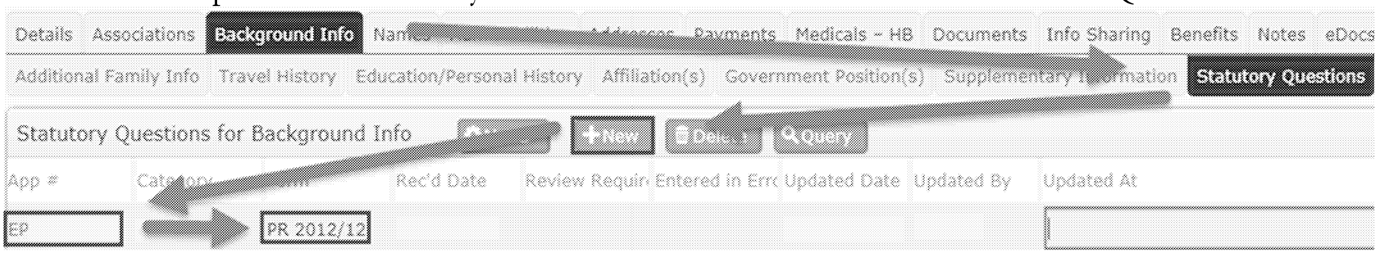
- **Citizenship**
- **COR** (Country of Residence)

- **Language** (Native/Mother tongue)
- **Email** (for PA only – if there is a Rep on file, it must be the Rep's email).
- **Eye Color**
- **Height Metric**
- **Eye Color Indicator** and **Height Indicator** MUST be set to "**Suspected/Estimated**" using the dropdown menu. If it is Known, Verified or Unknown you must change it to "**Suspected/Estimated**"
- Scroll to the tabs at the bottom of the screen

- Click on the **Names** tab.
  i. Select the correct name as **Primary**. (You can change a name type by using the drop-down menu, but ensure you are selecting the correct name)
  ii. Verify the name by using the PPT. Make sure the Family Name, Given Name(s), Gender, DOB, Country of Birth, and Place of Birth matches exactly as shown on the passport; add a new line if required.
- Click on the **Addresses** tab.
  i. Verify the correct address by using address listed on the Generic Application Form (IMM0008), or the Rep Form (IMM5476) if there is a Rep on file.
  ii. You can find this by using looking at the Address ID as well
  iii. Select the correct address as **Primary** by placing a check mark on that line.
  iv. For any dependents on the file: if they **live in the same country as the PA,** they will have a **Residential** address as their **Primary** address. If they are **living in another country,** they will have a **Mailing** address as their **Primary** address (this would be a Rep's Address ID if there is a Rep on file)
- Click on the **Documents** tab.
  i. Verify the correct PPT. Check PPT number, country of issue, issue date and expiry date.
  ii. Select the correct passport as **Primary** by placing a check mark on that line
- Click on the **Notes** tab.
  i. If there is a note about withdrawing an application, adding a spouse or dependent, you must review and complete any action required. Notes about Biometrics and Work or Study permits can be ignored.

If a client answered Yes to a Statutory Question on the Schedule A (IMM5669), you will enter that now.

- Click the **Background Info** tab.
- Click the **Statutory Questions** subtab
- Click **+New**
- On the new line under **"App#"**, click the ellipsis
- Choose the EP# you are working and click **"OK"**
- Under **"From"** choose **"PR 2012/12"** and then step off and click in the empty space below the line you just created.
- *Do not press "Ctrl+S" until you have entered all of the information for the Stat Question*

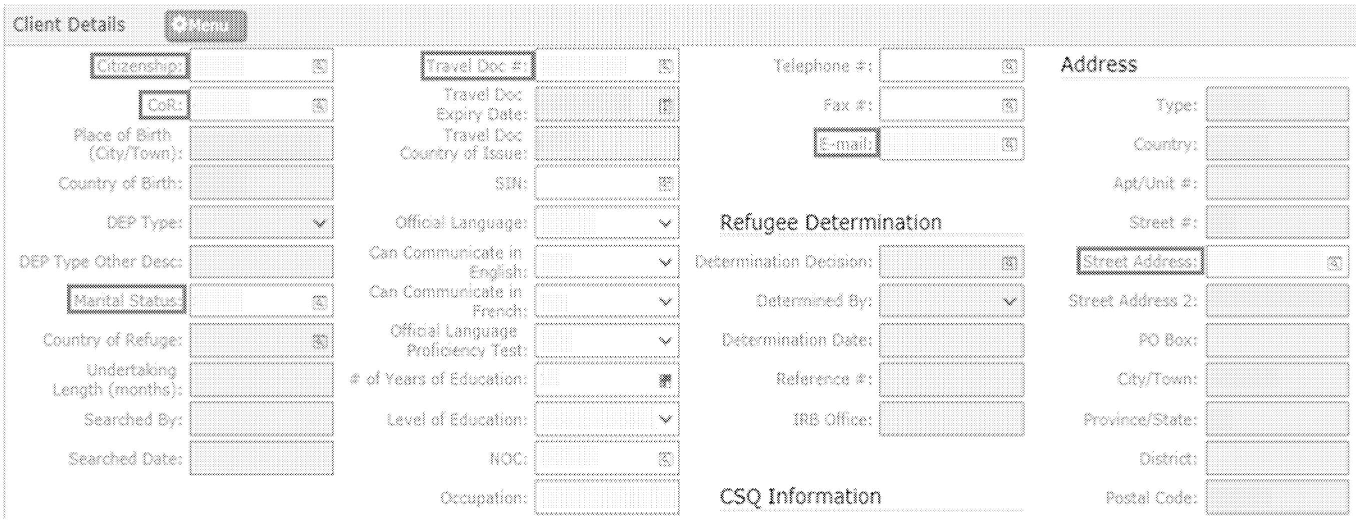


- Scroll down and select **"YES"** from the drop down menu to any questions the applicant answered yes to (note: question 3 on the online version of the Schedule A repeats twice)
- Enter (type or copy & paste) the information the applicant provided under Statutory Questions exactly as it appears (even with any spelling/grammatical errors).
- Press **"Ctrl+S"** to save the information.

Return to the application by clicking on the EP# hyperlinked at the top left corner of the page. **"Pick-in"** or select (highlight in blue) the information we just made primary under the UCI.

PICK IN CLIENT INFORMATION:

- Click on the Clients & Parties tab
- Click on the ellipses and pick in the primary information in the following boxes:
  - Name
  - Citizenship
  - COR (Country of Residence)
  - Marital Status
  - Travel Doc #
  - Email (for PA only – if there is a REP on file, it must be the REP's email)
  - Street Address



- Do a quick check of the white boxes in the middle of the page and verify it with the information from the Generic Application Form (IMM0008). This information is usually correct, but if your file is a **scan error**, this information will have to be entered manually.
  - Official Language
  - Can Communicate in English
  - Can Communicate in French
  - Official Language Proficiency Test
  - # of Years of Education
  - Level of Education
- Verify and make the information primary under the UCI, and then pick-in the information in the application for all people included on the file. Switch people by clicking on the hyperlink of their UCI, and then when navigating back to the EP#, click on their name so it highlights in blue.

(return to Data Entry steps)

BIOMETRICS:

- Go to **ADMISSIBILITIES** tab, then **Criminality** sub-tab
- Scroll down to **Sub Activities**
- Check the status of their **Biometrics**[24]**-RCMP**
- Do this for each client that has a criminality line.
- There are **3 possible scenarios** for the Biometric processes. This depends on the client.
- Please look at each one below **before** you allocate fees or generate any letters to determine which one is needed for each person on the application.

FIRST SCENARIO (THEY HAVE BIOMETRICS)

- If The Biometrics-RCMP line shows results such as:

[24] Biometrics are required for anyone coming to Canada who are age 14 and up. However, they may already have valid Biometrics on file, so it's important to check before sending a request for fees.

- **Received- NRT**
- **Received IMM**
- Etc.

- This means the client already has Biometrics.
- Do not do anything else under Criminality
- Proceed to the **FEES** tab
- Enter the biometrics fee line in error before you allocate fees

*****Do not send any biometric letters if they already have Biometrics*****

SECOND SCENARIO (STATUS IS NOT STARTED BUT THEY PROVIDED FEES FOR BIOMETRICS):

- If the Biometrics- RCMP line shows a result of:
  - Not-Started – this means Biometrics are required for the client.
- Go to **FEES** tab
- Ensure fees for Biometrics have been provided for **ALL APPLICABLE CLIENTS** (if they are not paid see the Third Scenario)
- If more than 2 people on the application require Biometrics, remember to enter the individual Biometric Fee lines in error and add in one Biometric Family Rate ($170) line
- **Allocate** the fees
- Go back to the **Admissibility** tab and the **Criminality** sub-tab
- Scroll down to **Sub Activities**
- Change the Biometrics-RCMP status from **"Not-Started"** to **"Generate"**
- Hit Ctrl+S on your key board
- This will auto-generate a BIL[25] (Biometric Instruction Letter) in Outgoing Correspondence

THIRD SCENARIO (STATUS IS NOT STARTED AND THEY DID NOT PROVIDE FEES FOR BIOMETRICS)

- If the Biometrics- RCMP line shows a result of:
  - Not-Started – this means Biometrics are required for the client.
- Go to **FEES** tab
- Ensure that the required fees for Biometrics have **not been provided**
- If the client paid for their RPRF and NOT Biometrics, you may have to enter the Biometric Fee line in error before allocating fees, and then add a new line back in once fees have been allocated.
  - Change the Biometric fee lines below from "Outstanding" to "Entered in error"
  - Allocate the fees
  - Hit New
  - Click the ellipsis and find the Biometric Fee line
  - Click "OK"
- Do not proceed with biometrics in criminality tab (leave it in not started)

[25] BIL – Biometric Instruction Letter. We send clients this letter when they have provided fees for Biometrics. This letter acknowledges payment for Biometrics and instructs the client on how to get their Biometrics done.

- Go to the **Correspondence** tab. You will need to create a Biometric Fee Request Letter

ALLOCATING FEES:

If you did not allocate your fees while checking Biometrics, you will need to do this now.

- Go to the **FEES** tab
- Scroll down to the fees section
- Ensure that if Biometrics are not needed, those fee lines have been changed to "Entered in Error", or if more than 2 people on the application require Biometrics ensure the single Biometric Fee lines have been changed to entered in error and the Family Biometric Rate has been added
- Scroll up to the Payments section and press "Allocate"
- Check to see if there are any funds in the Current Balance. If there is an amount of $85.00 or $170.00, it is likely a Biometric Fee overpayment. Enter this note into GCMS: **Potential Overpayment – fees review required**
- If the amount showing is more than the amounts above, the fees provided may have not been allocated correctly. You may need to de-allocate and then allocate fees again (See your TL or mentor for further instruction)

(return to Data Entry steps)

DE-ALLOCATING FEES:

Sometimes you may have to de-allocate fees when GCMS does not take the right lines/amounts or if you have made an error.
To de-allocate the fees:

- Highlight the line you wish to de-allocate under the bottom **Fees** section.
- Click the ellipsis under "**Payment #**"
- Click "**De-allocate**"
- You can do this for any other lines that need to be de-allocated.

SENDING EMAILS (AOR, LINK YOUR APPLICATION, BIL, AND BIOMETRIC FEE REQUEST):

If all required documents have been received (the file is R10 complete) you will send the client an AOR[26]. The email will automatically generate after the file is promoted, but if you are sending the AOR after your R10 documents have been received, you will have to create a new AOR.

- You will also send an email for the client to Link their Application online unless their PCC[27] already shows **Online**.

- If there are **BIL's** that have generated, you will also send these. Change the due date to **30 days from today** before changing the status from **Generate** to **Sent.**

[26] AOR – Acknowledgement of Receipt. This email lets the applicant know we have received their complete application.
[27] PCC – Preferred Correspondence Channel

- If a **Biometric Fee Request Letter** needs to be sent, you can also send this now.

Go to the **Correspondence** tab. On the **Outgoing** tab, do the following:

Email Correspondence Channel	**Online Correspondence Channel**	**Other Correspondence Channel (IN OFFICE)**
1. Verify under **Document** that you have the 2. "**Acknowledgement of Receipt/Accusé de reception**" Letter 3. Verify the **Type** is **Auto E-mail**. **4.** Verify the Status is **Generate** **5.** Verify the **Via** box is **E-mail** 6. Verify the **Via Details** box matches the primary e-mail address for the PA. 7. Change the Status from **Generate** to **Sent** using the dropdown menu and press **CTRL+S.** 8. Scroll down under Correspondence Attachments and click **ALT+Enter.** ***Note: If you canceled the AOR line earlier, Generate a new Acknowledgement of Receipt (AOR).** 1. Press the **"+New"** button. 2. Type in **"Ack"** the rest will auto-populate and press tab 3. Choose the document **"Acknowledgement of Receipt/Accusé de reception"** 4. Verify The **Type** is **Auto-E-mail**. 5. Change the **Status** to **Generate** and press **CTRL+S**. 8. Change status from **Generate** to **Sent**, then scroll	1. Click on the **Correspondence Tab** and the **Outgoing** sub-tab 3. Click **+New** button. 3. Type **ACK** in Document section. 4. **Acknowledgement of Receipt/Accuséde reception** will show up. 5. The **Type** section should be **Word.** 6. Change Status to **Generate**. Press **ALT+Enter**. 7. Scroll down to the **Correspondence Attachments** on the bottom right and click the blue word hyperlink ("word letter 2"or "word letter 6" etc.) 8. Go to the **"T drive"** and select either ENG PDF AOR LETTER FOR A PCC OF ONLINE or the French version\ FRE PDF AOR LETTER FOR A PCC OF ONLINE. 9. Be sure to **Save** the letter as PDF using the EP# as file name. It will say "word" however select "PDF" in drop down box. 10. Go back to GCMS and attach the letter under correspondence attachments as normal. 11. Click the ellipsis on the right side of the **Name** box and choose the correct EP# PDF you saved	1. Verify the document name is **Acknowledgement of Receipt/Accusé de reception** and the **Type** is **Word**. 2. Verify the **Status** is **Generate**, the **Via** box is **Mail** 3. Scroll down to **Correspondence Attachments** and click the hyperlink in the **Name** box 4. Press the **"Download"** button 5. On the "...**open or save**..." box at the bottom of the screen, choose **"Save and open"** from the dropdown menu 6. In the **"Open"** box, go to "T:\Templates-Modèles\Office Specific Templates - Modèles spécifiques à votre bureau\Centralized Processing\CPC Sydney CIO-CTD Sydney BRCD\MAILROOM" and "(ENG/FRE) - AOR Manual", per the Correspondence Language 7. Verify the PA's name, address, e-mail address, UCI, EP # 8. Print a copy of the letter, place it in a windowed envelope 9. Seal the envelope and place it in the outgoing mail bucket

down to **Correspondence Attachments** and press **ALT+Enter**. **<u>Sending the Link your Application</u>** <u>Ensure you are still under Outgoing Corresponding section 1.</u> 1. 1.Click **New** 2. 2. Under **Document** type **Link** and press tab the rest should auto-populate. 3. Under the Status field change **Not Started** to **Generate** **4.** Press **Ctrl+S** and then change from **Generate** to **Sent.** 5. Hit **ALT+ENTER** 6. Scroll down to the **Correspondence Attachments** & make sure the letter has attached.	12. Press **CTRL+S** and then **ALT+Enter** 13. Scroll up and Change the Status to **Sent** and press **CTRL+S**	10. Save the document to your computer as a PDF and close Word and Adobe Acrobat Reader 11. Click the ellipsis in the **Name** box and choose the PDF document **12.** Press **CTRL+S** and then **ALT+Enter** 13. Change the Status to **"Sent"** and press **CTRL+S.** ***Note: If you canceled the AOR line earlier, generate a new AOR.** 1. Press the "+New" button. Choose the document **"Acknowledgement of Receipt/Accusé de reception"** that is Type **"Word".** 2. Change the Status to **"Generate"** and press **CTRL+S**. Press **ALT+Enter** and follow the above steps.

**If you are working Remote and you need to send the AOR by mail follow instructions below:

Other Correspondence Channel (Teleworking)

1. Verify the document name is **"Acknowledgement of Receipt/Accusé de reception"** and the Type is **"Word".**
2. Verify the Status is **"Generate",** the **"Via"** box is **"Mail"**
3. Scroll down to **Correspondence Attachments** and click the hyperlink in the **"Name"** box
4. Press the **"Download"** button
5. On the "...open or save..." box at the bottom of the screen, choose **"Save and open"** from the dropdown menu
6. In the "Open" box, go to **"T:\Templates-Modèles\Office Specific Templates - Modèles spécifiques à votre bureau\Centralized Processing\CPC Sydney CIO-CTD Sydney BRCD\MAILROOM"** and "(ENG/FRE) - **AOR Manual**", per the Correspondence Language
7. Verify the PA's name, address, e-mail address, UCI, application #
8. Copy the template into an email, fill it out and forward it to your TL

Request for Correspondence to be Printed and Mailed	
EP#	
Family Name	
Given Name	
Correspondence ID	

(return to Data Entry Steps)

If you need to send a request for Biometric Fees, follow the instructions below.

BIOMETRIC FEE REQUEST LETTERS:

BIOMETRIC FEE REQUEST LETTER: HOW TO PREPARE, ATTACH AND SEND WHEN EMAIL:

1. Click C**orrespondence** Tab & **Outgoing** Subtab
2. Click **+New**. A new request line will populate
3. In the **Document** field type in "**REQ**" to bring up **Request Letter/lettre de demande** and then click **OK**
4. Change the **Due Date** to 30 days from today.
5. Scroll down to the bottom left to the **Item(s) Requested** applet.
6. Click **+New**
7. In the **Item** field, type in **Payment Receipt**
8. Scroll up to Status and change from **Not Started** to **Generate**
9. Scroll down to the **Correspondence Attachments** (bottom right of the screen)
10. Press **ALT+ENTER**
11. Click on the hyperlink on the Word LTR 02 Link
12. Select the appropriate letter: T:\Templates-Modèles\Office Specific Templates - Modèles spécifiques\Centralized Processing\CPC Sydney CIO-CTD Sydney BRCD\MAILROOM\Bio Fee Request ENG Oct 26

Biometric Fee Request	2020-10-16 9:31 AM	Microsoft Word 97 - ...	56 KB
Biometric Fee RequestFR	2020-10-16 9:31 AM	Microsoft Word 97 - ...	57 KB

For French Files: Go to: **T:\Templates-Modèles\Office Specific Templates - Modèles spécifiques\Centralized Processing\CPC Sydney CIO-CTD Sydney BRCD\MAILROOM\Bio Fee Request FR Oct 26**

- Proof Read Request letter prior to sending: *remove the email disclaimer at the bottom of the letter if sending by mail.*
- Remove **'Canada"** from the address and **change text to upper case**. (Shift+F3)
- Click "**Send to mail recipient**" button
- Click "**From**" and type **"Centralized Intake Office"** and double click it.

- In the **"To"** field add the primary email from GCMS. **DO NOT RUSH THIS STEP**.
- Click **"Bcc"** and type **"Centralized Intake Office"** Double click and select **"OK"**
- In the **Subject Line** type:
    - **English:** Biometric Fee Request
    - **French:** Demande de frais biométrique.
- Once all fields are entered double check letter.
- Click **"Send a Copy"** (in top left of screen above "from")
- Close letter and don't save changes
- Attach the letter in GCMS following the steps below:

ATTATCHING THE BIOMETRIC FEE REQUEST LETTER IN GCMS:

- In Outlook, go to your **Sent** folder. Minimize your email window so you can see your **"Biometric Request Letter"** folder on your desktop as well as your sent emails.
- Drag the email into your **Biometric Request Letter folder**
- Go back to GCMS
- Go to **Correspondence** tab and the **Outgoing** sub-tab (you should already be on this screen)
- Ensure the request line is highlighted blue.
- Change the Status from **Generate** to **Sent**
- Scroll down to **Correspondence Attachments** located on the bottom right, click once.
- Press **ALT+Enter** (your Word LTR should disappear)
- Click **New**
    - If your internet browser is blocking pop-ups you will need to allow them before you can attach the letter.
- Locate and select your "Biometric Request Letter" in the folder
- Press **ALT+Enter**
- Enter GCMS Note: "**Biometric fee request sent via email**"

BIOMETRIC FEE REQUEST LETTER: HOW TO PREPARE, ATTACH AND SEND WHEN ONLINE:

1. Click on the **Correspondence** Tab
2. Click on the **Outgoing** subtab if it's not open already.
3. Click **+New** button.
4. Type **'REQ'** in **Document** section. Select the **« Request letter/Lettre de demande »**
5. The **Type** section should be **"Word"**
6. Enter **Due Date** of 30 days in the **Due Date Field**.
7. Scroll down to the bottom left to the **Item(s) Requested** applet.
8. Click **+New**
9. In the **Item** field, type in **Payment Receipt**
10. Scroll up to Status change from **Not Started** to **Generate**
11. Scroll down to the **Correspondence Attachments** (bottom right of the screen)
12. Press **ALT+Enter**
13. **Click** on the hyperlink on the Word LTR 02 Link
14. Select the appropriate letter:

- **T:\Templates-Modèles\Office Specific Templates - Modèles spécifiques\Centralized Processing\CPC Sydney CIO-CTD Sydney BRCD\MAILROOM\Bio Fee Request ENG Oct 26**
- **For French Files: Go to: T:\Templates-Modèles\Office Specific Templates - Modèles spécifiques\Centralized Processing\CPC Sydney CIO-CTD Sydney BRCD\MAILROOM\Bio Fee Request FR Oct 26**

15. Initial right above "Thank you for your interest in Canada"
16. Save the letter in your **Biometric Request Letters** folder as EP#, and as a PDF file
17. Go back to GCMS and attach the letter by clicking the ellipsis in **Correspondence Attachments** on the right of the **Name** field. Choose the PDF document you saved in your Biometrics Request letters Folder
18. Press **CTRL+S** and then **ALT+Enter**
19. Scroll up and Change the Status from **Generate** to **Sent** and press **CTRL+S**

> To avoid attaching incorrect letters to your application, **it is imperative** that once you have attached the client's letter to the application, you return to your documents folder and **delete the PDF file with the application # of the file you are working.**
> This must be done after every letter sent.

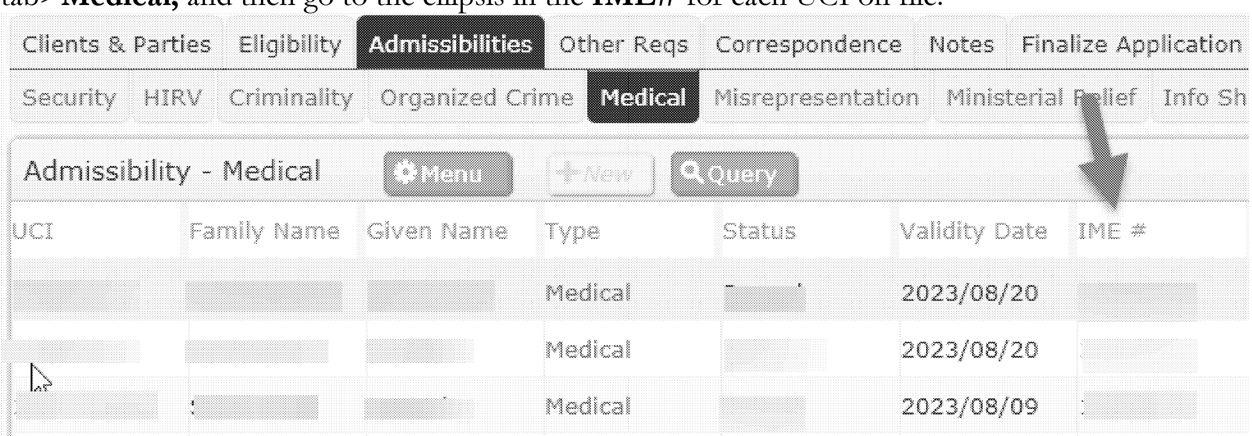
(return to Data Entry steps)

COMPLETING DATA ENTRY:

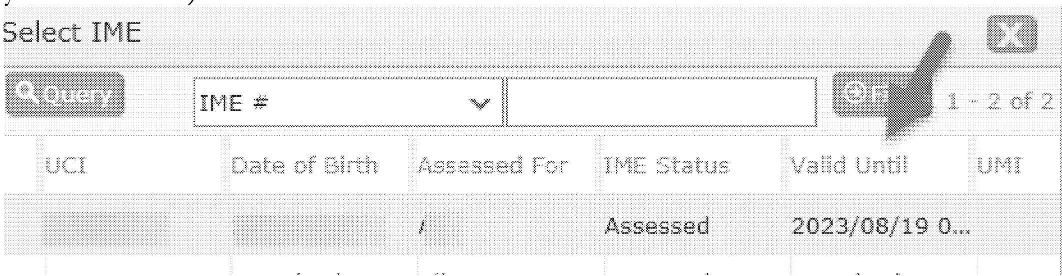
Next, you will go to the **Incoming Correspondence** tab. There will be two extra **Schedule 4's** that were created by the GCMS system. These will have a status of **Not Started**. If your file is a portal file, you should already have a Schedule 4 with a status of **Received**, with the actual Schedule 4 from the PA attached. If so, you can **cancel BOTH Schedule 4's that have the status of Not Started**. If there is no other Schedule 4 with a status of **Received**, you must change the status of one from **Not Started** to **Received** and the other to **Cancelled**.

PULLING IN VALID MEDICALS:

After the file is promoted, and it's ready to go on to the next stage, select the **Admissibilities** tab>**Medical,** and then go to the ellipsis in the **IME#** for each UCI on file.

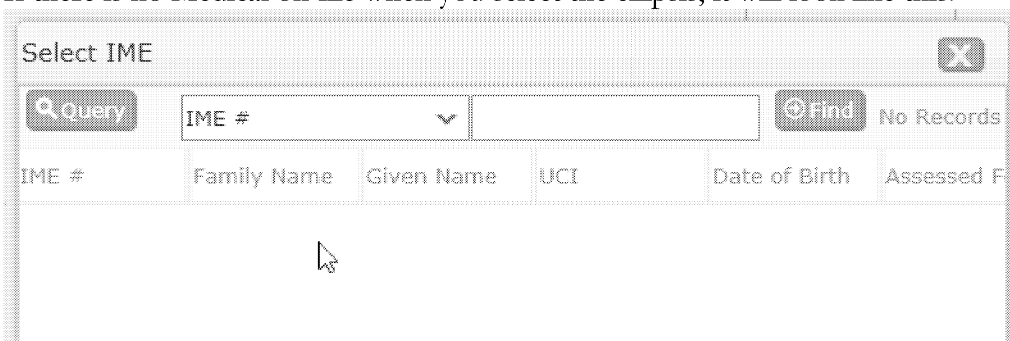


Click the **ellipsis** to see if there is a medical on file for this client. If there is one there, it will look like the picture below. Check the date under the **Valid Until** (you may have to scroll over to see this, however, you can move your tabs so you can see the validity date just drag the fields to where you want them).



This has a valid expiry date (an expiry date of the day you are working the file or later = valid), so you can simply click **OK,** and then **Ctrl+S** to save. You can note they have a medical on file in the ADMM tool. ***IF THE MEDICAL IS EXPIRED, CLICK THE "X" IN THE TOP CORNER TO DISCARD ANY CHANGES***

If there is no Medical on file when you select the ellipsis, it will look like this:



If there is no Medical on file, or it's been expired, nothing else is required. Move on to the next steps.

COUNTERFOILS:

Every PA and accompanying family member will have to be checked to see if they require a Counterfoil. Do not assume everyone in the same family as they may have different Citizenship.

To check if Counterfoil is required:

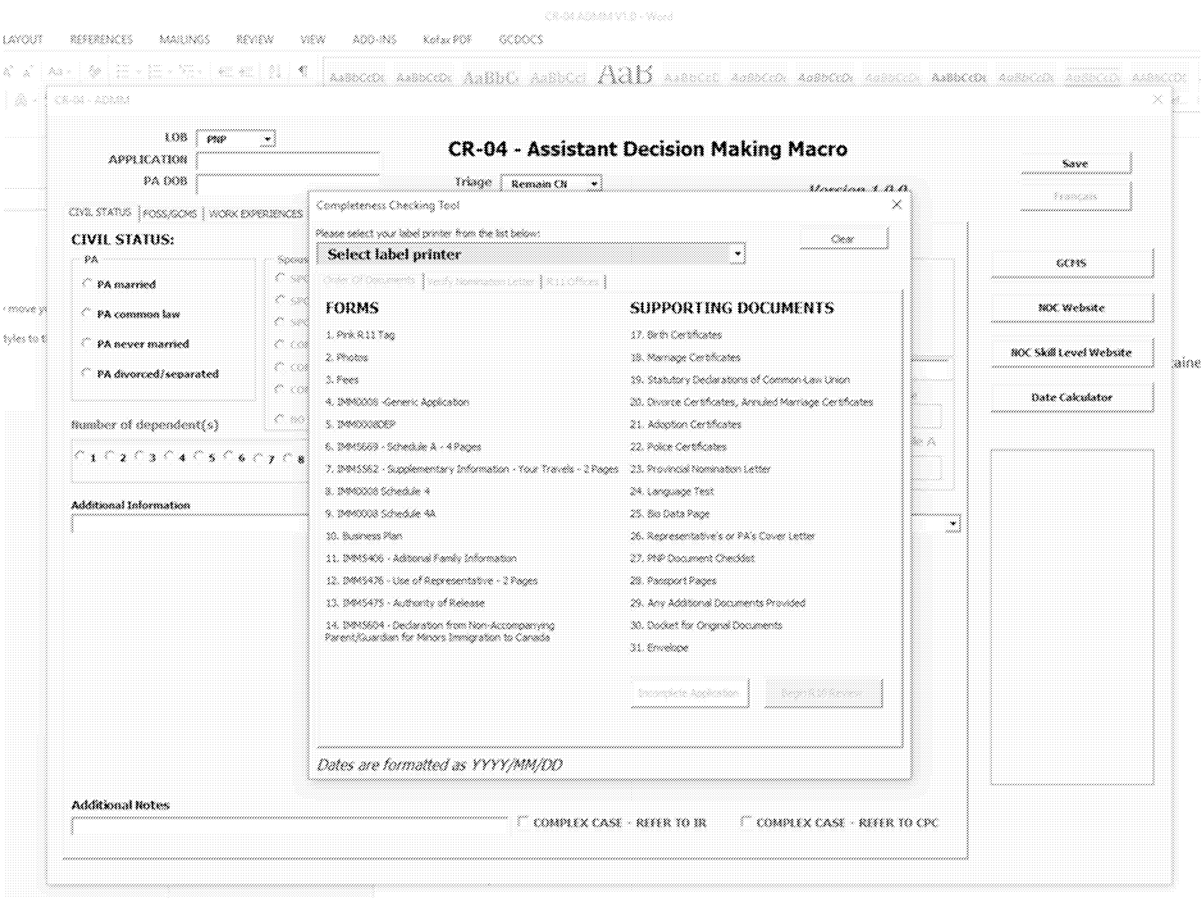
- Go to the **Clients & Parties** tab.
- Highlight the PA's line (or SP/CLP's or DEP's line)
- Scroll down under Client Details and look at their Citizenship
- Go to the Visa Required Countries Visa-required countries (ci.gc.ca)
- Click the letter for the Country of Citizenship
- If the Country is listed, they need a Counterfoil
- If the Country is not listed, they do not require a Counterfoil
- Click to add a check mark in the Counterfoil Required field.
- **CTRL+S** to save

***If the client has dual citizenship, use the passport they provided on the Generic Application Form (IMM0008).**

Data Entry on the file is now complete. You are now ready to use the R10 Completeness Tool and the ADMM tool and complete Pre-Assessment on the file.
(return to Data Entry steps)

R10 COMPLETENESS CHECKING & ADMM TOOLS:

If the file is R10 complete, after data entry on the file is complete, you will use the R10 Completeness Checking tool and the ADMM[28] tool to generate notes that you will add into GCMS. The tools are combined into one tool, found here: Document Overview: CR-04 ADMM V1.6 ModInternet NOV2022.docm (ci.gc.ca)



The R10 Completeness Tool will appear after pulling in information from GCMS.

- You must be on the **Clients & Parties** tab for the **R10/ADMM** tool to work
- Press the blue **GCMS** button to pull in information from the application

[28] ADMM – Assistant Decision Making Macro. A tool used to generate a note about the application that will be added to GCMS for review. Only works with Edge.

- Select a printer to be able to use the R10 tool (we will not actually print anything)
- Go through the steps in the Completeness Checking Tool
- If the client submitted an Authority to Release (IMM5475), you will also need to note this in the R10 tool and ensure the information (name and address) is filled in. (If the information on the IMM5475 is the same as on the IMM5476, you can ignore the IMM5475).
    - **Rec'd IMM5475 received giving authority to release information to: (Insert name and address of person they are giving authority to)**
- Skip the R10 fees note.
- On the R10 note make sure you enter the correct Rec'd Date (at CIO), Rep's name and number (if applicable).
- Toggle the correct Paper File Location (this will usually be Ready-for-EVAL-CT
- The R10 Complete Note will generate at the bottom of the screen and automatically appear in the **Additional Notes** tab in the **ADMM tool**
- You can move the R10 tool and begin filling in the **ADMM tool.**
- Select the correct **triage**[29]
- Go through all the tabs and enter the correct information
- Ensure you have made **recommendations** in the **Work Experiences** and **Criminality** tabs.
- If you have to send any Pre-Assessment requests, add what was requested in the notes section of the **Additional Notes** tab.
- Under **Additional Notes** click on **COPY INFO TO DOCUMENT/CLIPBOARD**
- Confirm the data, and click on **COPY TO CLIPBOARD**
- In **GCMS,** go to the **NOTES** tab
- Click **New**
- In the textbox paste the note.
- Click **CTRL+S**

If the ADMM tool doesn't seem to be working, try following the steps here

COMPLETING THE APPLICATION:

Once data entry and pre-assessment are completed on an application, you will send the application along for further review by an agent and mark the file as **complete** in the **portal**. (Note: Files being triaged to DN do not require a pre-assessment before moving the file along.)

CHANGING THE PAPER FILE LOCATION:

For files that are R10 complete, once data entry and pre-assessment are complete, update the paper file location. Ensure you remove your GCMS code from the "Assigned to" field once the application is completed and the paper file location has been changed.

PORTAL, VIRTUAL & PAPER FILES:

[29] TRIAGE: PNP Business Files and files that a client answered "Yes" to a Stat Question other than D/E (4/5) must be triaged to DN (Domestic Network). For these files you will not complete a Pre-Assessment. Further instructions can be found under TRIAGE CRITERIA.

(For PNP Business Files or Files where a client answered YES to a Stat Question other than D/E please see TRIAGE CRITERIA below)

PNP – for files being processed by CN and IN[30] the paper file location will be: **Ready-for-EVAL-CT**

To enter the correct Paper File location

- Click the **Paper File** tab
- In the **Location** box, type **Ready** and hit tab
- Select **Ready-for-EVAL-CT**
- Press **CTRL+S**

Do not hit new here, always just change the location that is there now to the new location.

(return to Data Entry steps)

TRIAGE CRITERIA:

PORTAL, VIRTUAL APPLICATIONS: TRIAGE TO DN (DOMESTIC NETWORK) OR IN (INTERNATIONAL NETWORK)

Business files and files where a client (**PA, SP or DEP 18 or over**) answered "Yes" to Stat Question on the Schedule A other than D/E (4/5) will not be pre-assessed and will be sent to another network for review. For these files, ensure the following:

- Complete full data entry (Do not do Pre-assessment) before moving the file forward.
- Make sure file is **R10 complete** before forwarding to triage
- Ensure the Biometrics Fee request letter or BIL has been sent (if required)
- For a **Business File:** must have a **COMPLETED Schedule 4A with a copy of a Business Plan** and ensure the **PNC Spreadsheet** indicates the stream is **Business**.
- Enter Data Entry Note:

  Application type: PNP
  Date received:
  Authorized paid/unpaid rep/no rep:
  File forwarded to:

Triage to **DN** (Domestic Network) if the **PA** resides in **Canada** or **USA** and the client answered **Yes** to a Statutory Question on the Schedule A **(except Question D/E)** . You will do the following:

- Update the **Paper File Location** in GCMS to **Mailroom-Triage**
- Enter the following note in **GCMS:**
  - Referred to DN for review of IMM5669, Question [x]
- **Enter the following ORG:**

[30] IN: International Network. Files with a Secondary Office outside of Canada will be triaged to IN.

- Under **Associations**>**Organizations & Entities** add:
- **Org:** O133484782829
- **Reason**: Other
- **Description:** Admissibility

- Change the Secondary Office to Winnipeg (4133) or Etobicoke (3296)

Triage to **DN** (Domestic Network) if the **PA** resides in **Canada** or **USA** and the file is a **Business File.** You will do the following:

- Update the **Paper File Location** in GCMS to **Mailroom-Triage**
- Enter the following note in **GCMS:**
  - Referred to DN for eligibility review as per R87(5)
- **Enter the following ORG:**
  - Under **Associations**>**Organizations & Entities** add:
  - **Org:** O133482602832
  - **Reason**: Other
  - **Description:** Eligibility
- Change the Secondary Office to Winnipeg (4133) or Etobicoke (3296)

Triage to **IN** (International Network) if the **PA** resides internationally (outside of **Canada**, **USA) USA** and the client answered **Yes** to a Statutory Question on the Schedule A **(<u>except Question D/E</u>)** . You will do the following:

- Update the Paper File Location in GCMS to Transfer-Pending
- Enter the following note in GCMS:
  - Referred to IN for review of IMM5669, Question [x]
- Change the Secondary Office to follow dispatch rules

Triage to **IN** (International Network) if the **PA** resides internationally (outside **Canada** or **USA)** and the file is a **Business File.** You will do the following:

- Enter the following note in GCMS:
  - Referred to DN for eligibility review as per R87(5)
- Update the **Paper File Location** in GCMS to **Mailroom-Triage**
- Change the Secondary Office to follow dispatch rules

Every file will be reviewed and triage criteria applied to identify if the file will be transferred to another office (DN or IN) or remain in our office (CN) for processing.
(return to Data Entry steps)

MARKING A FILE COMPLETE IN THE PORTAL:

When the application is complete and moved on to the next stage, you need to update the file in the portal to mark it as complete. (**NOTE:** <u>only files that are R10 complete are to be marked as complete in the portal)</u> Follow the instructions below:

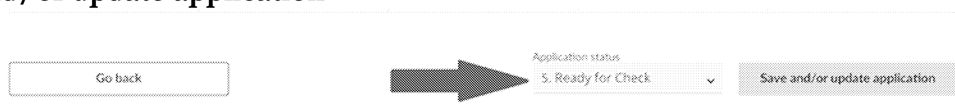
- In the portal, search for the application you are working on by searching by application XEP# (leave the X in when searching)

- Select **View**
- Scroll down, and for each of the documents, change **Completeness Check** from **Select (New)** to **Complete**

Application forms

Document Name	Details	Attachments	Completeness check	GCMS document upload status
IMM 0008 *IMM 0008 barcodes are not included in the zip file. Please download separately.*	Generic Application Form for Canada (This form is mandatory for all programs)	Web form	Select (New)	Uploaded to GC
Children's information			Select (New)	Uploaded to GC
Confirmation of Nomination			Select (New)	Uploaded to GC

- At the bottom of the page change **Application status** from **"5. Ready for Check"** to **"7. Complete"**
- Click **Save and/or update application**



Returned Application: If your application is a Return, change **"Select"** to **"Incomplete."** Change **"Ready for Check"** to **"Returned"**.

R10 Application: If your application is R10 Awaiting Docs just leave the Portal as is until you receive the documents and complete the application.

If you are **creating a new application** be sure to add the newly created XEP number and UCI to the application in the portal.

<u>STEPS FOR DATA ENTRY:</u>

Below is a quick checklist of all the steps in the manual (in order) that are required to be completed for Data Entry. This can be used as a guide once you start getting familiar with the steps for data entry. If you are unsure of how to complete a certain step, just click on the hyperlink and it will bring you to that section of the manual, and then click (return to Data Entry steps) to return here.

1. Assign and Open file in the Portal and GCMS.
2. Check notes and incoming correspondence.
3. Do initial search of client.
4. Check and Enter ORG.
5. Download documents from the Portal.
6. Completeness check the file to determine if file is R10 Complete.
7. Verify Fees and enter the Fee Receipt
8. Determine the Secondary Office (R11)
9. Complete Data Entry for the top part of the application screen.
10. Verify PNC, add PNC Details and NOC Codes
11. If a language test is needed, verify it now.
12. Verify the Rep, search for them in GCMS and add them to the application. (If applicable)
13. Verify/add addresses for PA, SP/CLP and any dependents on the file.
14. Verify email address for PA.
15. Verify Name and Passport Details for all on the application.
16. Search and Promote the Application.
17. After promoting, check PA's email and outgoing correspondence.
18. Verify and make primary information under the UCI and enter any Stat Questions.
19. Return to the application, and pick-in the Primary information under Client details.
20. Repeat steps 18 & 19 for each person on the file.
21. Check Biometrics (3 Scenarios) and then Allocate Fees.
22. Send emails for AOR, Link Your Application (and BIL/Biometric Fee Request if applicable)
23. Check Schedule 4's in Incoming Correspondence, pull in valid MEDICALS and check for Counterfoils.
24. Update the Paper File Location.
25. Mark file complete in the Portal.

***Please note:** these steps are for completing data entry ONLY. Required tasks for Pre-assessment will still need to be completed. More information for completing a Pre-Assessment can be found in Pre-Assessment Letters, Quick Checklist of FORMS and DOCUMENTS and Police Certificates.

PRE-ASSESSMENT NOTES:

QUICK CHECKLIST OF WHAT IS REQUIRED ON FORMS:

1. **IMM0008- Generic**
    a. PA's Name
    b. Province they intend to reside in
    c. Current Country of Residence
    d. Current Province of Residence
    e. Current Marital Status
    f. Previous Marriages
    g. Check e (marital status) for everyone on file

2. **Schedule A (IMM5669)** – For all applicable people (18+, accompanying or not) (go back 10 years before we received the application or their 18th birthday, whichever comes first)
    a. **NAME**
    b. **DOB** – this is to determine when you need Police Certificates/History for. You can also make note of this from the IMM0008
    c. **PARENTS**
    d. **STAT QUESTIONS:** Make note if they answered YES to STAT Questions D or E (*yes to STAT questions other than D or E do not pre-assess the file*)
    e. **EDUCATION** – (For Police Certificates only, Education is the one place we can usually get some time outside the 10 year mark. This helps us decide which Police Certificates are required.)
    f. **PERSONAL HISTORY** – You will check the **From** and **To** dates for every line to ensure there are no gaps in time. If you have gap, you are allowed to use Education History if necessary. Be mindful of history that overlaps. This is ok as clients can very well be doing more than one thing for the same time period, you just have to be careful of your dates when checking for gaps.
        i. If there are any gaps, you will need to request a new form. This is a Pre-Assessment Request.
        ii. Make note of any country they resided for 6+mos for Police Certificates.
    g. **ADDRESS HISTORY:** There can be no gaps in Address History, and if there are, we are **NOT** allowed to use any other section of the Schedule A to fill that gap as we need the entire address, not just City and/or Country.
        i. If there are any gaps, you will need to request a new form. This is a Pre-Assessment Request.
        ii. Make note of any country they resided for 6+mos for Police Certificates.

3. **SUPPLEMENTARY TRAVEL – YOUR INFO (IMM5662)**
    a. PA's Name
    b. Any countries they travelled to for 6+ months that are not included under Personal History and Address History
    c. Exception would be Truck Drivers and Cruise Ship workers

4. **SCHEDULE 4**
    a. PA's name

b. Province that Nominated them (should match the province on the PNC)
c. Funds – there must be something in this field, can be $0
d. Signature (original or photocopy, or Consent form if Portal File. *Portal files do not need signatures on Schedule 4*)
e. The Schedule 4 is an important form. **It is one of the main requirements to make an Eligibility Decision**. **The Name on the form has to be the PA's as they were the one nominated by the Province.**

5. **ADDITIONAL FAMILY INFO FORM (IMM5406)** – For all applicable people (18+, accompanying or not). Ensure everyone listed on this form as a dependent are declared on the IMM0008 if applicable. Often times Step-Children are left out. Also make note if there are any family members residing inside Canada, in a province other than where the PA is going to reside.
   a. Name of person
   b. **Spouse** (if applicable)
      i. Declared on IMM0008 – if applicable
   c. Parents
      i. Names
      ii. If address is provided and they are residing in Canada, what province
   d. Children
      i. Names
      ii. Make sure they are declared if applicable on the IMM0008
      iii. If address is provided and they are residing in Canada, what province
   e. Siblings
      i. Names
      ii. If address is provided and they are residing in Canada, what province

QUICK CHECKLIST OF WHAT IS REQUIRED ON DOCUMENTS

1. **Birth Certificates** – for **everyone** on file
   a. Translated Version and Original Language (if applicable)
   b. Name
   c. Parentage – all children and PA/SP/CLP from India
2. Adoption Records
   a. Legal adoption records
   b. We do not accept guardianship papers

3. **Family Composition Documents** – if applicable
   a. Marriage Certificate (If not provided and it's applicable, it is a Pre-Assessment Request)
      i. Translated Version and Original Language (if applicable)
      ii. PA and SP's name
   b. Statutory Declaration of Common-Law Union (If not provided and it's applicable, it is a Pre-Assessment Request)
      i. PA and SP's name
      ii. Date of Common-Law relationship starting
      iii. Length of time
      iv. Signed by both PA and CLP

v. **Notarized**
vi. **Proof of co-habitation for 12 consecutive months** (If not provided and it's applicable, it's a Pre-Assessment Request)
vii. Proof of co-habitation can be a lease agreement, bills that are in both names that cover a 12 month period. If they cannot supply bills with both names, they can submit 2 sets of bills in each person's name that show the same address for the same time period. We also accept their Tax Assessment received from the Government, not the form they filled out themselves. Saskatchewan also issues a Certificate for Common-Law Union which is also acceptable with the Statutory Declaration of Common-Law Union
viii. <u>If the PA is in a Common-Law Relationship but had a previous Marriage, we do not request proof that that relationship ending because the new Common-Law Union takes precedence over the marriage</u>

c. <u>Divorce Certificate[31]</u> (If not provided and it's applicable, it's a Pre-Assessment Request)
   i. The name of the people who are now divorced
   ii. Must be the Final Divorce Degree
d. <u>Death Certificate</u> (If not provided and it's applicable, it's a Pre-Assessment Request.)*Please request the divorce certificate unless you are <u>absolutely certain the marriage ended because of a death</u>*
   i. Must have the name of the person who has passed away
e. <u>Legally Separated[32]</u> (there is not form for this)
   i. If Spouse is not included on the application, you will have to request they get added (insert in manual)
f. <u>IMM5604 – Statutory Declaration of Non-Accompanying Parent of a Minor</u>
   i. Original Form
   ii. Must be filled out correctly with the Non-Accompanying Parent's Name and child's name in the correct spots
   iii. Must be signed by Non-Accompanying Parent
   iv. Must also have photocopy of signed ID of the Non-Accompanying Parent
   v. Must be notarized

4. **Nomination Certificate**
   a. Must be valid – make sure it was not expired when we received the application
   b. Check to see if it is an Original Nomination or an Extension
   c. Cannot be for Express Entry
5. **Language Test** – if required.
   a. Only if NOC is skill level C or D
   b. Must be General
   c. Must be verified
6. **Passports**

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[31] We require proof of the ending of every Marriage. If they do not submit a Divorce or Death certificate and you are unsure how the relationship ended, you can request a Divorce Certificate. The only exceptions are the situations where they are in a new Common-Law Relationship. This is because that is the new valid relationship, but if the CL relationship were to end, then we would need the original Spouse added to the file.

[32] If the PA states they are legally separated, we have to request they are added to the file because according to IRPA they are still Family Members that will need to be criminally & medically assessed. Being only legally separated, they could reconcile at any time.

   a. Ensure there is a passport for the PA and all accompanying family members
   b. Ensure there is at least 180 days validity on Passport (If they will expire within 6 months, request a new one. Pre-Assessment Request)
7. **Police Certificates** ***PLEASE SEE THE SECTION IN THE MANUAL FOR POLICE CERTIFICATES***
   a. Must have Police Certificates for **every** country they resided in for 6 months or longer since turning 18
   b. Must have **all the Police Certificates required for that Country**
   c. Some countries require multiple Police Certificates
   d. Must be original (or electronic)
   e. Cannot be laminated or a photocopy
   f. Check the "How to Obtain a Police Certificate" website for **EVERY** country you need a police certificate from. If you see something that says "**we** will send you a letter" or "provide a Police Certificate **after** you apply" you will need to send a **separate, special request letter**. Even if they provided you with one, you will need to request a new one.
   g. Check the Police Certificate Image Library
   h. Verify the PA's Information
      i. Name
      ii. DOB (if provided)
   i. Verify the results on the Police Certificate
   j. If the client is **still residing in the Country** the Police Certificate was issued, it should **not be more than 6 months old from our application received date.**
   k. If the client is no longer residing in the Country the Police Certificate was issued and has not returned, there is no expiry on the Police Certificate as they never went back so they will not have a criminal history
   l. If the client is no longer residing in the Country the Police Certificate was issued, it must be issued **AFTER** the client has left
      i. we can give a month's grace here

RECOMMENDATIONS:

ELIGIBILITY (WORK EXPERIENCES TAB) RECOMMENDATION:

- Have a completed Schedule 4
- Have a valid Nomination Certificate
  - Valid when application was received in our office
- Province of Nomination must match Province of Residence - If residing inside Canada

If the client does meet all the above requirements, your recommendation will be **"Recommend – Passed".**

If the client does not meet all the above requirements, your recommendation will be "Review Required"

CRIMINALITY RECOMMENDATION:

- Completed Schedule A (no request)
- Answers No to all Statutory Questions
- No gaps in Personal History or Address History
- All required Police Certificates are on file
- No Adverse Info on Police Certificates or in GCMS Search
    - If there was a FOSS action code of Refer, Wanted or Danger, note this on the FOSS/GCMS tab of the ADMM tool (toggle the POTENTIAL ADVERSE INFORMATION button for the appropriate person)

If the client does meet all the above requirements, your recommendation will be **"Recommend – Passed".**

If the client does not meet any of the above, your recommendation will automatically be Review Required

POLICE CERTIFICATES:

Police Certificates are **mandatory** for PA, SP/CLP and all Dependents 18 and older whether they are accompanying or not. Clients are required to provide a Police Certificate for all Countries they resided in for 6 consecutive months since turning 18. Clients only need to give details up to the age of 18 or 10 years whichever comes first. If they are only required to give details for 10 years, but give details past that, we are allowed to use that when deciding what Countries will require a Police Certificate.

- Police Certificates must be original or received electronically
- Laminated or photocopied Police Certificates are **NOT** acceptable
- All Police Certificates that were not received with the original application or electronically will need to be requested
- Clients are only required to give us 10 years of history if that comes first, however if they give us details outside the 10 years, we will request any necessary Police Certificates

A new PDI[33] came out on **June 8, 2021** stating **if you are requesting a Police Certificate from Hong Kong SAR, you will need to add Hong Kong as a Visa Office in the Secondary Office field**. There is no need to make it Primary, it just needs to be there. We are doing this because the Police Certificates are being sent to Hong Kong IRCC and they need access to the application and upload it. Here is the PDI with the information: http://cicintranet.ci.gc.ca/connexion/tools-outils/service/hong-kong-eng.aspx

POLICE CERTIFICATES - IN-DEPTH:

There are many things to look at when it comes to Police Certificate. **Do not rush this part**. Read the "How to get a Police Certificate" web page (https://www.canada.ca/en/immigration-refugees-citizenship/services/application/medical-police/police-certificates/how.html) for each country you require a Police Certificate for. This is an external website that clients have access to.

[33] PDI – Program Delivery Instructions

Some countries require multiple certificates so it's really important to review this page carefully for every Country you require a Police Certificate for.

1. Verify Police Certificate on the Police Certificate Image Library (http://cicintranet/connexion/tools-outils/certificat/index-eng.aspx) to help determine it is the correct one.
    a. This does not contain 100% of the Police Certificates as they do change occasionally.
    b. You can also use the Police Certificate library on GCDocs (http://gcdocs2/otcs/cs.exe/Overview/259208979)
    c. This contains Police Certificates that others questioned, so it's not 100% complete.

2. **If the client is still living in the Country** the Police Certificate was issued for, **the Police Certificate cannot be issued more than 6 months from our application received date.** This is because we have to follow Procedural Fairness to the clients and not cause them undue hardship by requesting Police Certificates because we have a backlog (which is not the client's fault). Agents have the discretion to request an updated one if they feel it's necessary, but it's not something that should be done on every file.

3. **If the client is no longer living in the Country** the Police Certificate was issued for, the Police Certificate **must be issued AFTER they have left the Country** (we can actually give a month's grace).

4. Carefully **verify the Client's details** (Name, DOB), if there are any mistakes, a new Police Certificate will need to be requested

5. Carefully **verify the date it was issued**

6. Carefully **verify the Police Certificate covers the entire time period** they were in that Country for.
    a. Some Countries will list the time period it covers. Some examples (not inclusive list)
        i. Singapore
        ii. India (in some cases)
    b. If there is no time period listed, we can assume it covers the entire time in that Country.

7. Carefully **review the result** on the Police Certificates. It is generally very clear, but some Police Certificates are not clear at all.
    a. Should be some sort of No Reportable Trace, Not convicted in any Crimes

8. Pay close attention to any discrepancies (spelling errors, colour differences, same certificate numbers, etc..) as these may need closer review by an Officer.

POLICE CERTIFICATES – SPECIAL CIRCUMSTANCES:

As mentioned above, most Police Certificates are very clear on the results, but there are always exceptions. Here you will learn more about those discrepancies or special circumstances.

*** IF YOU NEED TO REQUEST A POLICE CERTIFICATE, THAT IS A PRE-ASSESSMENT REQUEST AND INSTRUCTIONS CAN BE FOUND IN APPENDIX A ***

CANADA:

Every client 14 and over if they are accompanying will require a Biometrics, so in most cases an RCMP Screening will not need to be initiated.

- If a client 18 or over previously resided in Canada for at least 6 consecutive months but will not be accompanying PA to Canada will require an RCMP Screening and depending on the results of the screening will require RCMP Fingerprints
- If a client 18 or over and is currently residing in Canada for at least 6 consecutive months but will not be accompanying PA to Canada will require an RCMP Screening and depending on the results of the screening will require RCMP Fingerprints

***If you believe an RCMP Screening may be required, please see your TL or mentor for instructions.**

If a client provides an RCMP Certificate, this is not the same as an RCMP Screening. You will do the following:

- On the **ADMM** tool, type **Canada RCMP Fingerprints** in the same section you would a Police Certificate from another country. Do not enter them in the RCMP Screening section of the tool as this is used for the scenarios above.
- If RCMP Fingerprints are not provided, we do not request them.
- Results of "Positive Identification of Criminality" on the RCMP Fingerprints will affect the Criminality Recommendation to "Review Required"

CHINA/HONG KONG/MACAO:

Be sure to check out where your client is/was in China. There are different police requirements for the different areas. Check out the police certificate websites for more information.

PHILIPPINES:

The Police Certificate we require from Philippines is issued by National Bureau of Investigation (NBI) and they can have various results:

1. **No Record On File**
   a. This is when the applicant is applying for a clearance for the first time and has No Record on file.
2. **No Derogatory Record**
   a. This is used when the applicant is applying for a clearance for the second time or succeeding times and has no Derogatory Record and/or information whatsoever on file
3. **No Criminal Record**
   a. Means there is some type of Criminal Record. If you see this, you will need to **request the Court and Police Records**, and your **Criminality Recommendation will automatically be "Review Required"**

4. **No Pending Case**
   a. Means there is some sort of Criminal Record. If you see this, your **Criminality Recommendation will automatically be "Review Required"**
5. **Record As Stated**
   a. Means there is some sort of Criminal Record. If you see this, your **Criminality Recommendation will automatically be "Review Required"**

UNITED KINGDOM:

The Police Certificates we require from the United Kingdom is issued by Association of Chief Police Officers (ACPO). The UK Police Certificate covers England, Scotland, Wales, Northern Ireland, the Isle of Man and The Channel Islands. The results on these certificates are as follows:

1. **No Trace**
   a. This means the client has no criminal record on file
2. **No Live Trace**
   a. This means the client has some sort of criminal history. If you see this result, you will need to request the Court Docs and Police Records and your Criminality Recommendation will automatically be "Review Required"
3. **Caution**
   a. This does not necessarily mean a Criminal record, but could be adverse. If you see this, your Criminality Recommendation will automatically be "Review Required"
4. **Impending Prosecution**
   a. This means the client has an outstanding Arrest Disposal. If you see this result, your Criminality Recommendation will automatically be "Review Required"
5. **Positive**
   a. This means the client has a criminal record and is detailed on the Police Certificate. If you see this result, your Criminality Recommendation will automatically be "Review Required"

AUSTRALIA:

Applicants **MUST** submit the **Overseas Visa – Supply to a Country other than Australia Name Check Only** (You still may see the Standard Disclosure). Certificates that are issued on the basis of a **Complete Disclosure** are **NOT acceptable**.
If a client submits the **Complete Disclosure**, you will need to request the **Overseas Visa – Supply to a Country other than Australia Name Check Only** (or **Standard Disclosure**).

- **Standard Disclosure**. Certificates that are issued on the basis of a **Complete Disclosure** are **NOT** acceptable.
- **Overseas Employment – General Employment**
- **Overseas Employment – Aged/Disabled Care**
- **Overseas Employment – Teaching**
- **Overseas Employment – Working with Children**
- **Overseas Employment – Nursing, Hospital Employment**

Residents who reside or have resided in **Queensland** for at least 6 consecutive months must submit a **Traffic History** which will go back to their 18th birthday or the day their first Australian driver's license was issued.
If a client never had a driver's license, they must submit a letter from Queensland stating that.

Residents who reside or have resided in **Victoria** for at least 6 consecutive months, must submit a **License History Search** which goes back to their 18th birthday or the day on which their first Australian drivers' license was issued.
If a client never had a driver's license, they must submit a letter from Victoria stating that.

If unsure if the client resided in Queensland or Victoria, you can google the area to see where it is, or check on a map of Australia. This map is one that can be used. It can also be found on the Police Image Library for Australia.
http://cicintranet/connexion/tools-outils/cil-rip/australia-australie-eng.aspx

Be sure to check the website for a complete list of PC's

IRELAND:

Police Certificates from Ireland are usually pretty straight forward, but the odd one can be tricky so you have to read the entire result carefully.
If you see "Was not convicted of any crime while residing in Ireland, other than as set out overleaf", this means they have a criminal record. It may not be that exact wording, but it will be similar.

MALAYSIA:

Client must be living in Malaysia for 1 year in order to obtain a police certificate.

SAUDI ARABIA:

If the client is not a legal resident they do not require a police certificate.

LIBYA:

If the client is not a legal resident they do not require a police certificate.

COLOMBIA:
We cannot accept a Police Certificate from the client and will need to request a new one.

MEXICO:
If the client is living in Mexico, we can accept from the Police Certificate from the client, if they are outside Mexico, we cannot accept from them and will need to request it.

APPENDIX A: R10 AWAITING DOCS AND PRE-ASSESSMENT REQUEST LETTERS:

When a client submits an application that is incomplete, you must request the required documentation from the client. If the request is an R10 request you will change the paper file location to R10-Awaiting-Docs-Virtual (portal files) or R10-Awaiting-Docs (paper) until you have received all of the documents requested for R10 Complete. Keep the file assigned to your GCMS code. If the request is only for Pre-Assessment, after sending the request you will move the file along as usual.

DUE DATES FOR REQUEST LETTERS:

Due dates for requested documents vary depending on the type of the request[34] (R10 or Pre-Assessment) and also by certain documents. Please be very careful when assigning due dates for each item requested.

DUE DATES	IN THE LETTER	IN GCMS
R10 Request – 7 days	7 days	14 days
Pre-Assessment – 30 days	30 days	30 days
Passport – 60 days	60 days	60 days
Police Certificate – 60 days	60 days	60 days

REQUESTING R10 DOCUMENTS WHEN THE PREFERRED CORRESPONDENCE CHANNEL IS EMAIL:

Please Note: Do not allocate the fees for files going to R10-Awaiting Docs

- Ensure "Minimal Data Entry" has been done.
- Ensure the Application has been Promoted

  - Click on the Correspondence Tab
  - Change the status of the AOR to cancelled
  - Send the Link your Application email if it has not been sent:
    a. Click **+New**
    b. Under Document; Type **"Link"** and press tab
    c. Select the one that says **Auto Email** (first one)
    d. Change the status from **Not Started** to **Generate** and press **Alt+Enter.** Change the status from **Generate** to **Sent** and press **Alt+Enter**.

1. Select **+New**
2. Under **'Document'** type in **"REQ"** and press tab

[34] A sample request letter can be found at the end of the manual, or by clicking here.

3. Select **Request Letter/Lettre de demande**
4. Modify the correspondence record **"due date"** to <u>**14 days**</u> from today.
5. Ensure the **"Via"** field is blank. **IMPORTANT! "Mail"** auto populates and you have to **DELETE IT** so the field remains blank. **Ctrl+S** to save.
6. **Please Note:** Do not generate the correspondence until you have added all the items to be requested.
7. Scroll down to the bottom left to the **Item(s) Requested** applet.
8. Click **+New**
9. In the Item field, type in what you are requesting. Example: Payment Receipt (or open the ellipsis to select the document)
10. Ensure the correct UCI is picked in for the item you are requesting
11. Add appropriate comment from <u>R10-AD REQUEST INSERTS</u>
    a. A complete insert should be pasted into the Comments section for every Item Requested
    b. Modify the request to include the correct information (Names, dates, etc.)
12. **Repeat steps 9-12 for all required documents.**
13. Proceed back to the correspondence record for the request letter and change the Status to **Generate** and press **Ctrl+S** to save.
14. Scroll down to **Correspondence Attachments** applet, click once and press **ALT+Enter** to refresh the screen and attach the **Word LTR** which is a hyperlink
15. In the **Name** field, click the **Word LTR hyperlink**
16. Select **Save and Open**
17. Select the correct request letter for PNP from the following folder:
18. **T:\Templates-Modèles\Office Specific Templates - Modèles spécifiques à votre bureau\Centralized Processing\CPC Sydney CIO-CTD Sydney BRCD\MAILROOM** (The letters are dated February 7, 2023)

R10 Awaiting Docs Request Letter ENG	2023-01-27 9:41 AM	Microsoft Word 9...	57 KB
R10 Awaiting Docs Request Letter FR	2023-01-27 9:42 AM	Microsoft Word 9...	61 KB

<u>EDITING THE LETTER:</u>

1. Click the **Lock** button in the top left-hand corner
2. **Delete Canada** from the address (if applicable, if they are in another country, do not delete)
3. **Highlight the address** and press **SHIFT+F3** to make the address all uppercase letters
4. Down in the section with the requests, **Backspace** to get rid of the **">"** and make the text even with the margins.
5. Repeat for each request.
6. Proofread the request as some of the information repeats. Delete any repeated lines.
7. **Delete the line with the specific due date** ("This must be received at the office by:")
8. **Enter your initials** in the grey box at the bottom of the letter.

<u>SAVING AND ATTACHING THE LETTER:</u>

- **Save letter as a PDF** using the EP# as the file name (save in folder you have created)

- **Add letter to GCMS**- Click the **ellipsis** in the **name field** of the **Correspondence Attachments** and follow the instructions in the pop up window to attach your letter
- Press **ALT+Enter**. The letter you just attached will replace the Data Packet.
- **IMPORTANT! It's a good practice to hyperlink on the letter you just attached to ensure it is your client**
- Ensure the **Via** field on the correspondence record is still **blank**
- Change the Correspondence Record status from **Generate** to **Pending Registration**
- Press **Ctrl+S** to save

Important Step: Remember to Delete the PDF letter you just attached in GCMS from your "Request Letters" folder

FOR R10 REQUESTS (PCC EMAIL) ONLY:

- Enter the due date under the Application Assignment Section above
- Enter a Note in GCMS using the Template below:
- **REQUEST SENT TO CLIENT TO LINK APPLICATION TO AN ONLINE ACCOUNT. REQUEST FOR A (N) WILL BE FORWARDED IF ACCOUNT IS REGISTERED WITHIN 7 DAYS. IF ACCOUNT IS NOT REGISTERED WITHIN 7 DAYS THE APPLICATION WILL BE CANCELLED AS APPLICATION DOES NOT MEET R10 AND THE ENTIRE APPLICATION PACKAGE WILL BE RETURNED TO THE PA.**
- Ensure the Paper File Location is R10 Awaiting Docs or R10 Awaiting Docs Virtual
- Add the file to your R10 tracker with what was requested and add 14 days to allow time for the requested documents to be submitted.
- **If the client does not link after 7 days – Return the application.**
- **If the client DOES NOT provide the document(s) after 14 days - Return the application.**
- **If the client DOES provide the document(s) within 14 days - Move the file forward.**
- **If the client provides another document other than what was requested - Return the application.**
- **If the client provides a reason why they need more time to request the document - See your TL for instruction.**

Important Step: Remember to Delete the PDF letter you just attached in GCMS from your "Request Letters" folder

REQUESTING R10 WHEN THE PREFERRED CORRESPONDENCE CHANNEL IS ONLINE:

Please Note: Do not allocate the fees for files going to R10-Awaiting Docs

- For R10-AD requests ONLY Ensure "Minimal Data Entry" has been done.
- Ensure the Application has been Promoted

1. Click on the **Correspondence** Tab
2. For R10-AD requests Change the status of the AOR to cancelled
3. Select **+New**
4. Under **'Document'** Type in **"REQ"** and press tab
5. Select **Request Letter/Lettre de demande**
6. Modify the correspondence record **"due date"** to the applicable due date (use the due date that is the furthest in the future)
7. Press **Ctrl+S**

Please Note: Do not generate the correspondence until you have added all the items to be requested.

8. Scroll down to the bottom left to the **Item(s) Requested** applet.
9. Click **+New**
10. In the Item field, type in what you are requesting. Example: Payment Receipt
11. Ensure the correct UCI is picked in.
12. Add appropriate comment from R10-AD REQUEST INSERTS
    e. A complete insert should be pasted into the Comments section for every Item Requested
    f. Modify the request to include the correct information (Name, dates, etc.)
13. **Repeat steps 9-12** for all required documents.
14. Proceed back to the correspondence record for the request letter and change the Status to **Generate** and press **Ctrl+S** to save.
15. Scroll down to **Correspondence Attachments** applet, click once and press **ALT+Enter** to refresh the screen and attach the **Word LTR** which is a hyperlink
16. In the **Name** field, click the **Word LTR hyperlink**
17. Select **Save and Open**
18. Select the correct request letter for PNP from the following folder:
19. **T:\Templates-Modèles\Office Specific Templates - Modèles spécifiques à votre bureau\Centralized Processing\CPC Sydney CIO-CTD Sydney BRCD\MAILROOM** (The letters are dated February 7, 2023)

R10 Awaiting Docs Request Letter ENG	2023-01-27 9:41 AM	Microsoft Word 9...	57 KB
R10 Awaiting Docs Request Letter FR	2023-01-27 9:42 AM	Microsoft Word 9...	61 KB

<u>EDITING THE LETTER:</u>

1. Click the **Lock** button in the top left-hand corner
2. **Delete Canada** from the address (if applicable, if they are in another country, do not delete)
3. **Highlight the address** and press **SHIFT+F3** to make the address all uppercase letters
4. Down in the section with the requests, **Backspace** to get rid of the **">"** and make the text even with the margins.
5. Repeat for each request.
6. Proofread the request as some of the information repeats. Delete any repeated lines.
7. **Delete the line with the specific due date** ("This must be received at the office by:")

8. **Enter your initials** in the grey box at the bottom of the letter.

SAVING AND ATTACHING THE LETTER:

- **Save letter as a PDF** using the EP# as the file name (save in folder you have created)
- **Add letter to GCMS**- Click the **ellipsis** in the **name field** of the **Correspondence Attachments** and follow the instructions in the pop up window to attach your letter
- Press **ALT+Enter**. The letter you just attached will replace the Data Packet.
- **IMPORTANT! It's a good practice to hyperlink on the letter you just attached to ensure it is your client**
- Change the Correspondence Record status from **Generate** to **Sent**
- Press **Ctrl+S** to save

FOR R10 REQUESTS (PCC ONLINE) ONLY:

- Enter the due date under the Application Assignment Section above
- Enter a Note in GCMS using the Template below:
- REQUEST FOR A FILL IN WITH MISSING DOC SENT. IF REQUESTED DOCUMENTS NOT RECEIVED WITHIN 7 DAYS THE APPLICATION WILL BE CANCELLED AS APPLICATION DOES NOT MEET R10 AND THE ENTIRE APPLICATION PACKAGE WILL BE RETURNED TO THE PA.

- Ensure the Paper File Location is R10 Awaiting Docs or R10 Awaiting Docs Virtual
- Update your R10 tracker with what was requested and add 7 days to allow time for the requested documents to be submitted.
- **If the client DOES NOT provide the document(s) after 7 days - Return the application.**
- **If the client DOES provide the document(s) within 7 days - Move the file forward.**
- **If the client provides another document other than what was requested - Return the application.**
- **If the client provides a reason why they need more time to request the document - See your TL for instruction.**

Important Step: Remember to Delete the PDF letter you just attached in GCMS from your "Request Letters" folder

REQUESTING PRE-ASSESSMENT WHEN THE PREFERRED CORRESPONDENCE CHANNEL IS EMAIL:

1. In GCMS under the **Correspondence tab**, select **outgoing**
2. Select **+New**
3. Under **'Document'** type in **"REQ"** and press tab
4. Select **Request Letter/Lettre de demande**

5. Modify the correspondence record **"due date"** to the applicable due date (30/60 days)
6. Ensure the **"Via"** field is blank. **IMPORTANT! "Mail"** auto populates and you have to **DELETE IT** so the field remains blank. **Ctrl+S** to save.

Please Note: Do not generate the correspondence until you have added all the items to be requested.

7. Scroll down to the bottom left to the **Item(s) Requested** applet.
8. Click **+New**
9. In the Item field, type in what you are requesting. Example: Payment Receipt
10. Ensure the **correct UCI** is picked in for the item you are requesting
11. Add appropriate comment from PRE-ASSESSMENT REQUEST INSERTS.
    g. A complete insert should be pasted into the Comments section for **every** Item Requested
    h. Modify the request to include the correct information (Name, dates for Schedule A gaps, country for PC's, etc.)
    i. When requesting multiple Police Certificates for one client, each country requires its own line under Items Requested. This also applies when sending a Generic Request letter for the Special Police Certificates. Each client needs their own line under Items Requested.
12. **Repeat steps 8-11 for all required documents.**
13. Proceed back to the correspondence record for the request letter and change the Status to **Generate** and press **Ctrl+S** to save.
14. Scroll down to **Correspondence Attachments** applet, click once and press **ALT+Enter** to refresh the screen and attach the **Word LTR** which is a hyperlink
15. In the **Name** field, click the **Word LTR hyperlink**
16. Select **Save and Open**
17. Select the correct request letter for PNP from the following folder:
    j. T:\Templates-Modèles\Office Specific Templates - Modèles spécifiques à votre bureau\Centralized Processing\CPC Sydney CIO-CTD Sydney BRCD\MAILROOM\CR04 Request Letters

Special Police Certificate Requests will be sent separately using the correct letter template

EDITING THE LETTER:

18. Click the **Lock** button in the top left-hand corner
19. **Delete Canada** from the address (if applicable, if they are in another country, do not delete)
20. **Highlight the address** and press **SHIFT+F3** to make the address all uppercase letters
21. Down in the section with the requests, **Backspace** to get rid of the **">"** and make the text even with the margins.
22. Repeat for each request.
23. Proofread the request as some of the information repeats. Delete any repeated lines.
24. **Delete the line with the specific due date** ("This must be received at the office by:")
25. **Insert the correct due date** under each the last item requested in this format:
    a. **English: These documents must be received 30 days after receipt of this letter.**

b. **French: Ces documents doivent être reçus 30 jours après réception de cette lettre.**

26. Change "30" to 60 days if applicable (PPT or Police Certificate request)
27. Fill in the line on **page 2** which has the small grey box with the appropriate date (30/60):

The above information/documents must be received in our office within **60 days from the date of this letter**.

28. **Enter your initials** in the grey box at the bottom of the letter.

SAVING AND ATTACHING THE LETTER:

- **Save letter as a PDF** using the EP# as the file name (save in folder you have created)
- **Add letter to GCMS**- Click the **ellipsis** in the **name field** of the **Correspondence Attachments** and follow the instructions in the pop up window to attach your letter
- Press **ALT+Enter**. The letter you just attached will replace the Data Packet.
- **IMPORTANT! It's a good practice to hyperlink on the letter you just attached to ensure it is your client**
- Ensure the **Via** field on the correspondence record is still **blank**
- Change the Correspondence Record status from **Generate** to **Pending Registration**
- Press **Ctrl+S** to save
- Remember to add what was requested to your Additional notes in the ADMM tool.

Important Step: Remember to Delete the PDF letter you just attached in GCMS from your "Request Letters" folder

REQUESTING PRE-ASSESSMENT WHEN THE PREFERRED CORRESPONDENCE CHANNEL IS ONLINE:

1. Click on the **Correspondence** Tab
2. Select **+New**
3. Under **'Document'** Type in **"REQ"** and press tab
4. Select **Request Letter/Lettre de demande**
5. Modify the correspondence record **"due date"** to the applicable due date (use the due date that is the furthest in the future)
6. Press **Ctrl+S**

Please Note: Do not generate the correspondence until you have added all the items to be requested.

7. Scroll down to the bottom left to the **Item(s) Requested** applet.
8. Click **+New**

9. In the Item field, type in what you are requesting. Example: Payment Receipt
10. Ensure the correct UCI is picked in.
11. Add appropriate comment from PRE-ASSESSMENT REQUEST INSERTS.
    a. A complete insert should be pasted into the Comments section for every Item Requested
    b. Modify the request to include the correct information (Name, dates for Schedule A gaps, country for PC's, etc.)
    c. When requesting multiple Police Certificates for one client, each country requires its own line under Items Requested. This also applies when sending a Generic Request letter for the Special Police Certificates. Each client needs their own line under Items Requested.
12. **Repeat steps 8-11** for all required documents.
13. Proceed back to the correspondence record for the request letter and change the Status to **Generate** and press **Ctrl+S** to save.
14. Scroll down to **Correspondence Attachments** applet, click once and press **ALT+Enter** to refresh the screen and attach the **Word LTR** which is a hyperlink
15. In the **Name** field, click the **Word LTR hyperlink**
16. Select **Save and Open**
17. Select the correct request letter for PNP from the following folder:
    a. T:\Templates-Modèles\Office Specific Templates - Modèles spécifiques à votre bureau\Centralized Processing\CPC Sydney CIO-CTD Sydney BRCD\MAILROOM\CR04 Request Letters

Special Police Certificate Requests will be sent separately using the correct letter template

EDITING THE LETTER:

1. Click the **Lock** button in the top left-hand corner
2. **Delete Canada** from the address (if applicable, if they are in another country, do not delete)
3. **Highlight the address** and press **SHIFT+F3** to make the address all uppercase letters
4. Down in the section with the requests, **Backspace** to get rid of the **">"** and make the text even with the margins.
5. Repeat for each request.
6. Proofread the request as some of the information repeats. Delete any repeated lines.
7. **Delete the line with the specific due date** ("This must be received at the office by:")
8. **Insert the correct due date** under the last item requested in this format:
    a. **English: These documents must be received 30 days after receipt of this letter.**
    b. **French: Ces documents doivent être reçus 30 jours après réception de cette lettre.**
9. Change "30" to 60 days if applicable (PPT or Police Certificate request)

10. Fill in the line on **page 2** which has the small grey box with the appropriate date:

The above information/documents must be received in our office within **60 days from the date of this letter**.

11. **Enter your initials** in the grey box at the bottom of the letter.
12. If there are multiple due dates, just delete that line

SAVING AND ATTACHING THE LETTER:

- **Save letter as a PDF** using the EP# as the file name (save in folder you have created)
- **Add letter to GCMS**- Click the **ellipsis** in the **name field** of the **Correspondence Attachments** and follow the instructions in the pop up window to attach your letter
- Press **ALT+Enter**. The letter you just attached will replace the Data Packet.
- **IMPORTANT! It's a good practice to hyperlink on the letter you just attached to ensure it is your client**
- Change the Correspondence Record status from **Generate** to **Sent**
- Press **Ctrl+S** to save

APPENDIX B: SCAN ERROR

Once the application is open in GCMS, verify and correct the following information:

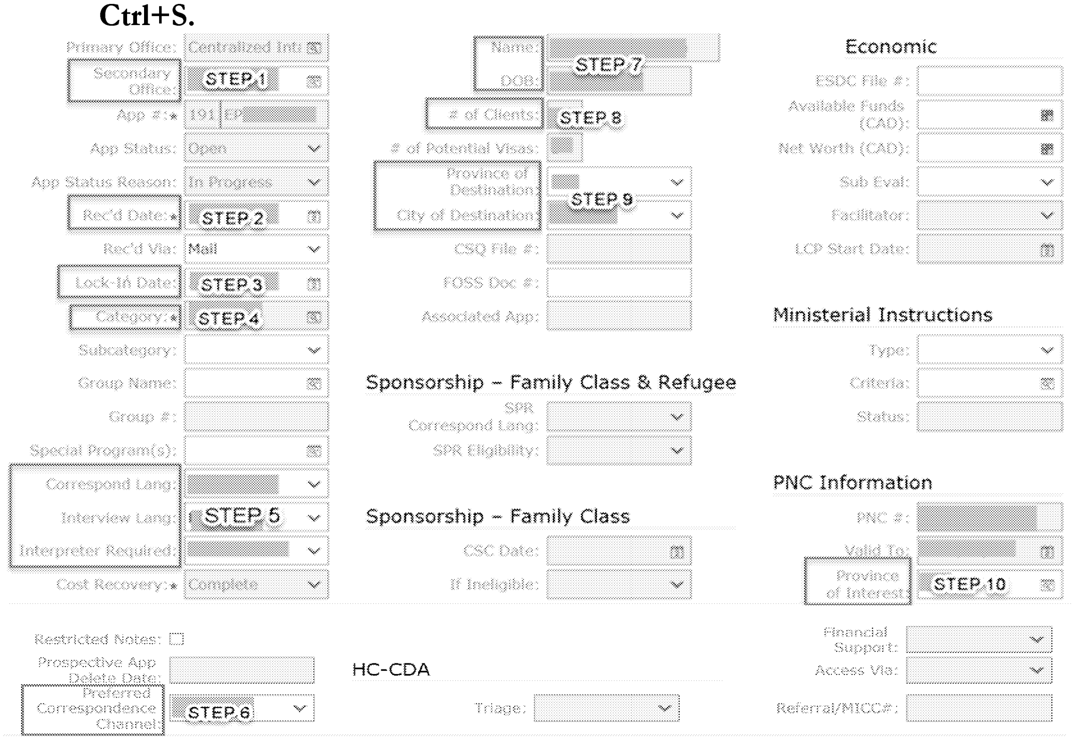
*****If there is nothing entered in the boxes the file and there is a UCI under the CLIENTS & PARTIES tab the application is a SCAN ERROR and the correct information will need to be entered based on the correct information from the Generic Application (IMM0008)*****

Preform an **Initial Search** to determine if PA is already a PR, or they have another open PV2 application (scan error files are more likely to have another application on file as sometimes there is no record of their first application being received).

- Go to **Search**
- Search All + Refresh
- Look for the possible UCI's of your client and check the Client Status box to ensure it does not say **"Permanent Resident".** If it does, verify the UCI belongs to your client and then forward the file to the Mailroom-RA (see Appendix F.) If it does not, continue to the next step of processing.
- Check for duplicate applications while searching your client. These will be under the **GCMS>Person History** tab at the bottom of the search screen.
- Check under UCI's and T#'s for other open PV2 applications:
    - Highlight the line with the UCI or T# **(Do not click on the UCI or T# as they are hyperlinks and you will have to repeat your search)** and scroll down to the GCMS section.

Look at the category for the applications and make sure there isn't another PV2 application (EP or XEP #) for your client. Check each UCI or T# with a 99% match. If there is more than one file please stop and send an email to the RA that it is a possible duplicate file.

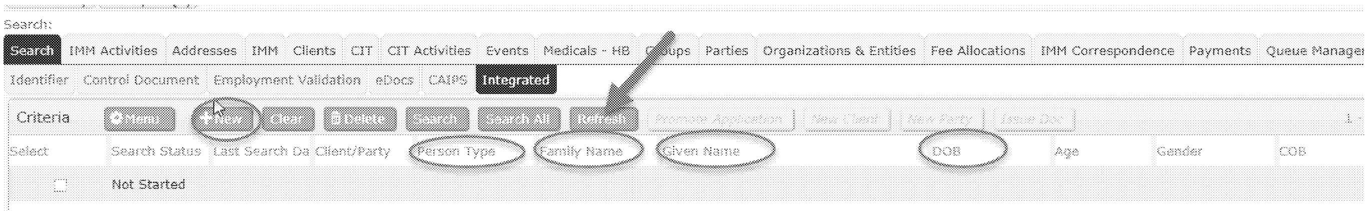
1. **Secondary Office** (as per R11)
2. **Received Date** (you can check this with the **Submission Timestamp** in the **Portal**)
3. Enter the **Lock-In Date**: the date the application was received by the Province (located on Nomination Certificate)
4. **Category:** PV2 for Provincial Nominee. If the category is unclear bring to your Team Leader.
5. Ensure **Correspondence Language**, **Interview Language**, and **Interpreter required** are filled in.
6. **Correspondence Channel**: If the correspondence channel says "Other", once you enter and pick-in the email address for the PA, it will automatically change to "Email".
    - If **Online** is selected- DO NOT CHANGE!
    - If no email address is listed on the application, then it will stay as "Other"
7. The applicant's **Name** and **Date of Birth**
8. **# of clients** on the General Application Form (IMM0008) – this will be different until all dependents have been added to the application
9. Verify **Province** & **City of Destination** on Generic Application (IMM0008)
10. Type in **Province of Interest** (or click the ellipsis, select the province, then OK). **Press Ctrl+S.**



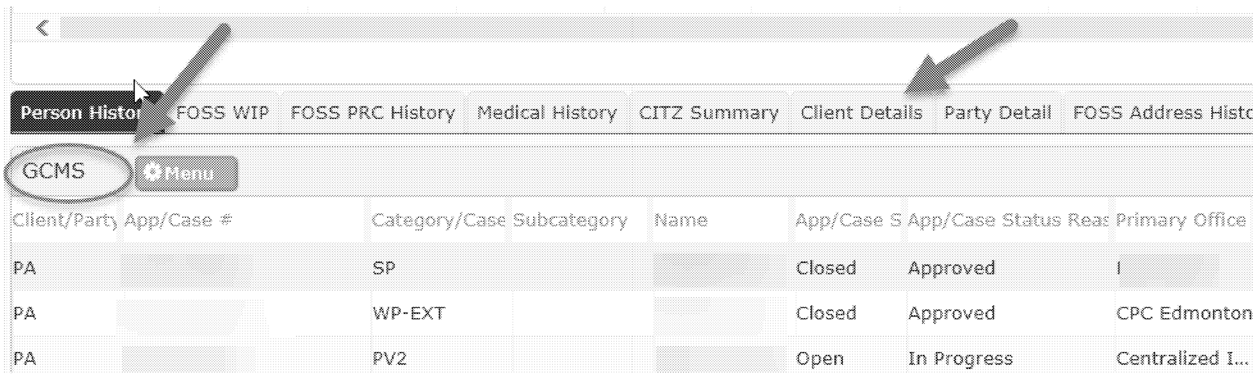
ADD A DEPENDENT:

Click on Search [1] from the top grey tab bar then select Integrated [2] from the subtab bar.

Once on the search screen, click **NEW**. Under the **Person Type** column, click the drop down menu and select **"Client"**. Under the **Family Name** column, type in the family name from the passport, and under **Given Name** type in the given name (if applicable, please use the MRZ of the PPT to determine spelling). Enter the client's **Date of Birth** (DOB) Click **Search All**. Wait a few seconds and then hit **Refresh**.



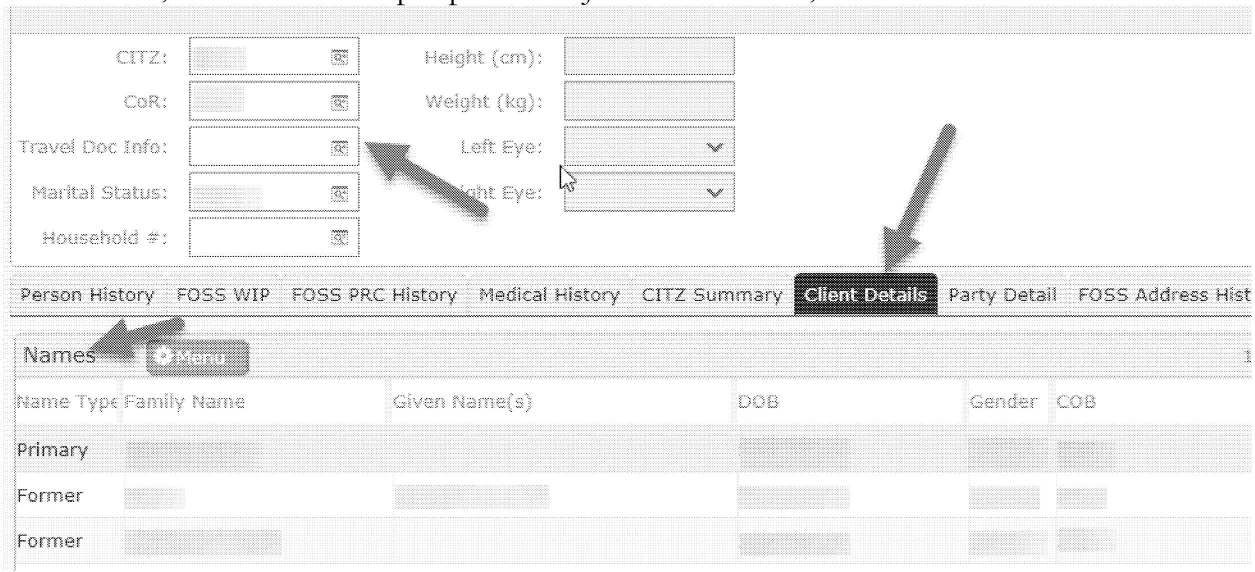
- **Highlight** the best matching **UCI** (either an 8-digit or 10-digit number) in the **Integrated Search Hit List** (matching name, gender, date of birth, and country of birth exactly or closely)
- **Do not match CAN numbers or T#s to the client.**
- Scroll down to the **GCMS** Section
- Click on the **Client Details** tab



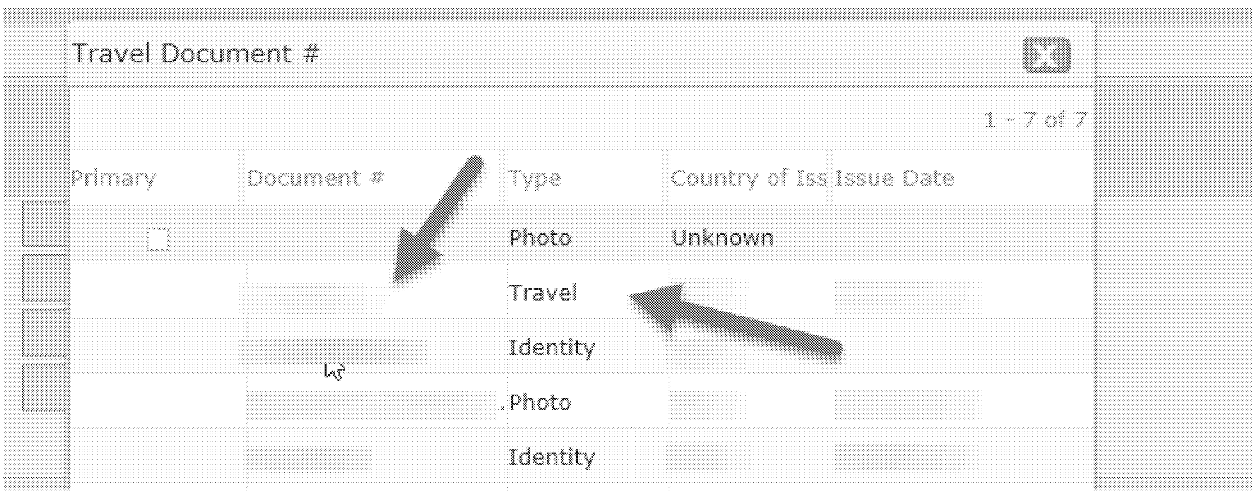
This will usually jump you back to the top of GCMS, so just scroll back down.

- Under **Client Details**, check the information listed under **Names**
- **DO NOT MAKE ANYTHING PRIMARY, WE ARE JUST VERIFYING INFORMATION UNDER THE UCI**
- For each line listed under name, check against the passport the following:
    - Family Name
    - Given Name
    - DOB
    - Gender
- Also check Country of Birth
- AKA's can be found on the Generic (IMM0008)

- If any of the information does not match the passport details, check with your TL or mentor as a UCI verification may be needed.
- Next, we will check the passport itself. Just above Names, find the **Travel Doc Info Box**



- Click on the ellipsis in the **Travel Doc Info Box**
- Review all <u>Travel Documents</u> for a match to the client's Passport Number (current and past if applicable)
- **DO NOT SELECT ANYTHING IN THE TRAVEL DOCUMENT # POPUP BOX, OR MAKE ANYTHING PRIMARY, JUST VERIFY THE PASSPORT DATA.** (If you select or make primary in this box, you will have to redo your search.)
- **IF YOU SEE MORE THAN ONE PPT THAT IS VALID OR IF YOU SEE ANY THAT ARE ENTERED IN ERROR, PLEASE DO NOT CONTINUE. SEND TO THE RA TO CONFIRM THE CORRECT UCI#.**



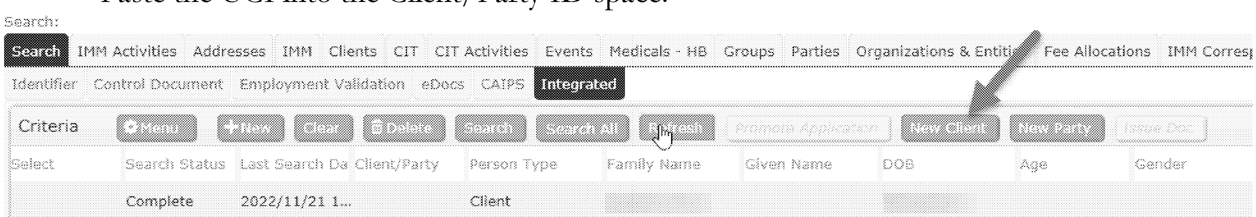
- When you have made a positive link, scroll back up to the **Integrated Search Hit List** and on the line with the UCI that belongs to your client, check under Derogatory for **Danger**, **Refer**, or **Wanted**. If so, you will add this note to GCMS <u>after</u> promotion "**Search of**

client yielded possible concern, please review." (Please note that Danger, Refer or Wanted will affect Criminality for Pre-Assessment)

- Check under FOSS Action Codes for **L**, **CITIZEN**, or **EII** and **if you see any of these do not process and send email to RA**
- Check under "**Household Primary**" to be sure there is no other UCI referenced; if there is a different number referenced you must find it in the search hit list and verify it is the correct UCI
- **NOTE:** There may be multiple UCI's belonging to your client. It is important that you verify each close match. If you determine that more than one UCI belongs to your client, a household may be needed **before** you pick which UCI to use.
- Copy the correct UCI number and go back into the application
- Go to clients & Parties
- Select +NEW
- Paste the UCI into the "UCI/Party ID" space.

CREATING A NEW UCI WHEN YOU ARE UNABLE TO FIND A MATCH UNDER "INTEGRATED SEARCH"

- If you search for a client and there is no matching UCI, you must create one.
- At the **Integrated Search** screen, ensure the correct **Name**, **DOB**, **COB** and **GENDER** are entered.
- Press the "**New Client**" button. This will create a new **UCI.**
- Enter **Citizenship** and data from **Passport**
- Copy the **UCI** to a **Sticky Note**
- Go back to your application
- Under **Clients & Parties** tab
- Select **+NEW**
- Paste the UCI into the Client/Party ID space.



COMPLETING DATA ENTRY ON A SCAN ERROR FILE:

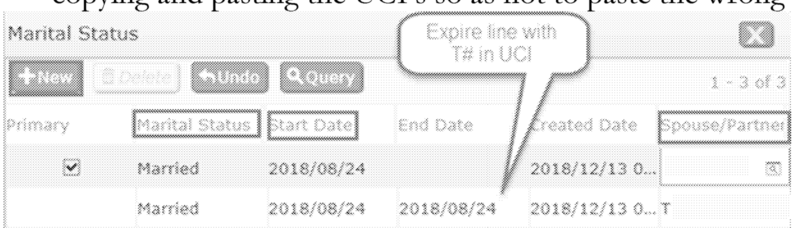
- Verify the PNC and add in the details
- Verify and add the Rep (if applicable)

VERIFY AND UPDATE CLIENT INFORMATION:

The information under the client's UCI must now be verified and updated to match what is on the Generic Application Form (IMM0008) and the client's passport. Starting with the PA, we will make the information "Primary" under the UCI, and then return to the Clients & Parties tab to "Pick-in" the information we just made primary under the UCI.

VERIFY INFORMATION UNDER THE UCI:

- Go to the **CLIENTS & PARTIES** tab
- Click the **UCI** hyperlink to enter the Client screen
- Click the ellipsis on each of the following to verify and update, making the information from the Generic Application Form as the "Primary" option.
- **Marital Status**
    i. Click on the marital status ellipses. If the PA has a SP/CLP you must "marry the spouses". If spouse's UCI does not show, you must expire that entry, and create a new entry to add in the SP's UCI.
    ii. Hit **New**. Enter in the start date of the marriage (found on the IMM0008) and then paste the SP's UCI and press **tab**. The SP's name should populate.
    iii. Make the new entry "**Primary**"
    iv. **Ctrl+S** to save
    v. (This has to be done for both the PA and the SP/CLP. Please be careful when copying and pasting the UCI's so as not to paste the wrong one)



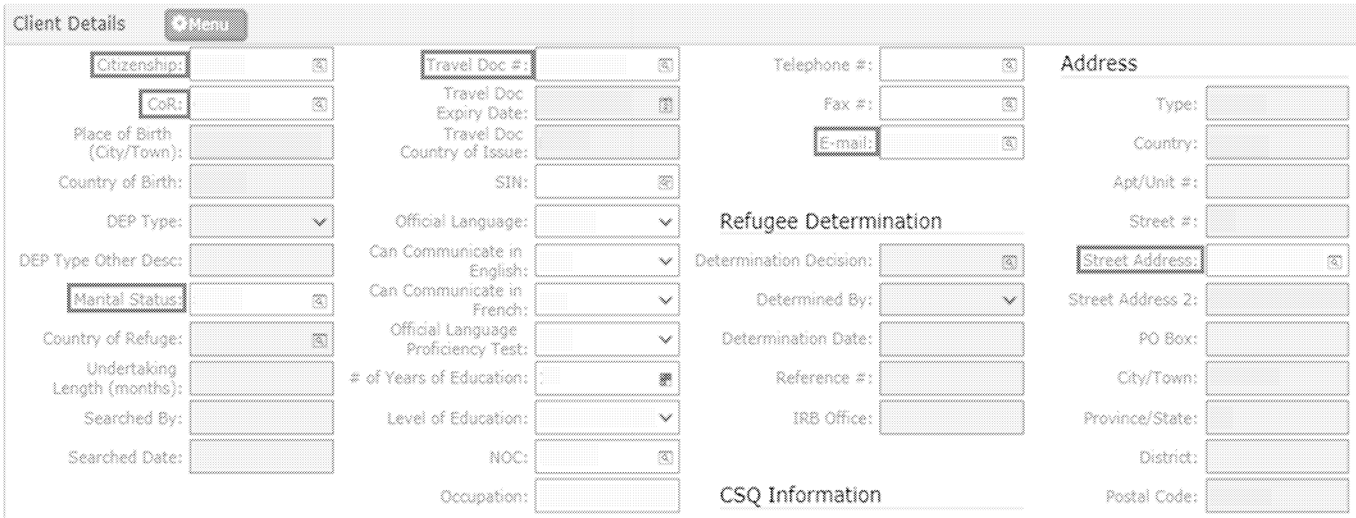
- **Citizenship**
- **COR** (Country of Residence)
- **Language** (Native/Mother tongue)
- **Email** (for PA only – if there is a Rep on file, it must be the Rep's email)
- **Eye Color** (this will need to be updated on scan error files)
- **Height Metric** (this will need to be updated on scan error files)
- **Eye Color Indicator** and **Height Indicator** MUST be set to "**Suspected/Estimated**" using the dropdown menu. If it is Known, Verified or Unknown you must change it to "**Suspected/Estimated**"
- Scroll to the tabs at the bottom of the screen

- Click on the Names tab.
    i. Select the correct name as **Primary**. (You can change a name type by using the drop-down menu, but ensure you are selecting the correct name)
    ii. Verify the name by using the PPT. Make sure the Family Name, Given Name(s), Gender, DOB, Country of Birth, and Place of Birth matches exactly as shown on the passport; add a new line if required.
- Click on the **Addresses** tab.
    i. Verify the correct address by using address listed on the Generic Application Form (IMM0008), or the Rep Form (IMM5476) if there is a Rep on file.
    ii. You can find this by using looking at the Address ID as well
    iii. Select the correct address as **Primary** by placing a check mark on that line.
    iv. For any dependents on the file: if they **live in the same country as the PA**, they will have a **Residential** address as their **Primary** address. If they are **living in another country**, they will have a **Mailing** address as their **Primary** address (this would be a Rep's Address ID if there is a Rep on file)
- Click on the **Documents** tab.
    i. Verify the correct PPT. Check PPT number, country of issue, issue date and expiry date.
    ii. Select the correct passport as **Primary** by placing a check mark on that line
- Click on the **Notes** tab.
    i. If there is a note about withdrawing an application, adding a spouse or dependent, you must review and complete any action required. Notes about Biometrics and Work or Study permits can be ignored.

PICK IN CLIENT INFORMATION:

- Click on the Clients & Parties tab
- Click on the ellipses and pick in the primary information in the following boxes:
    - Name
    - Citizenship
    - COR (Country of Residence)
    - Marital Status

- Travel Doc #
- Email (for PA only – if there is a REP on file, it must be the REP's email)
- Street Address



- Do a quick check of the white boxes in the middle of the page and verify it with the information from the Generic Application Form (IMM0008). This information is usually correct, but if your file is a **scan error**, this information will have to be entered manually.
  - Official Language
  - Can Communicate in English
  - Can Communicate in French
  - Official Language Proficiency Test
  - # of Years of Education
  - Level of Education
- Verify and make information primary under the UCI, and then pick-in the information in the application for all people included on the file. Switch people by clicking on the hyperlink of their UCI, and then when navigating back to the EP#, click on their name so it highlights in blue.

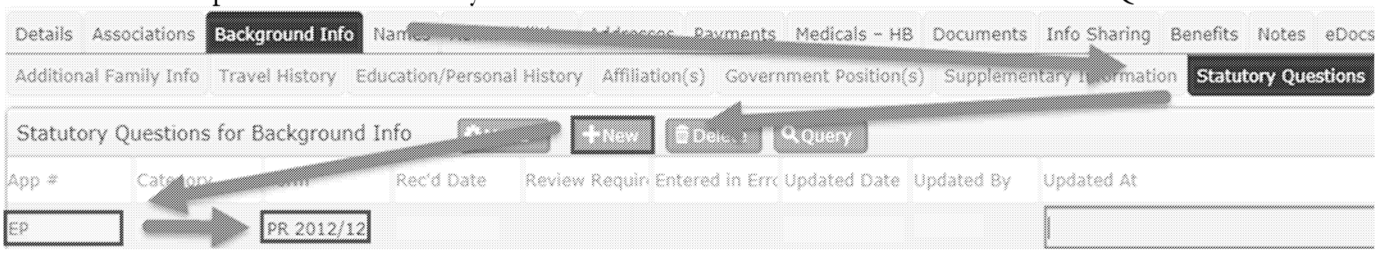
After all of the information is verified and updated, you can now promote the file. *Please note: in Integrated Search, you will not be able to select a UCI, as the UCI(s) will already be populated under "Matched UCI".

Once the file has been promoted, you can enter any Statutory Questions if applicable.

If a client answered Yes to a Statutory Question on the Schedule A (IMM5669), you will enter that now.

- Click the **Background Info** tab.
- Click the **Statutory Questions** subtab
- Click **+New**
- On the new line under **"App#"**, click the ellipsis
- Choose the EP# you are working and click **"OK"**
- Under **"From"** choose **"PR 2012/12"** and then step off and click in the empty space below the line you just created.

- *Do not press "Ctrl+S" until you have entered all of the information for the Stat Question*



- Scroll down and select "YES" from the drop down menu to any questions the applicant answered yes to (note: question 3 on the online version of the Schedule A repeats twice)
- Enter (type or copy & paste) the information the applicant provided under Statutory Questions
- Press **"Ctrl+S"** to save the information.

You can now continue processing the file as usual, starting with Biometrics.

APPENDIX C: VERIFYING LANGUAGE TESTS:

If the PNC spreadsheet indicates the client requires a language test, do not request a copy of a language test until first confirming the skill level.

NOC CODING SYSTEM:

Skill Level O - Any NOC that starts with a 0. The second digit is the Skill Type

Skill Level A - When the second digit is a 0 or 1

Skill Level B - When the second digit is a 2 or 3

Skill Level C - When the second digit is a 4 or 5 –must have a copy of the language test

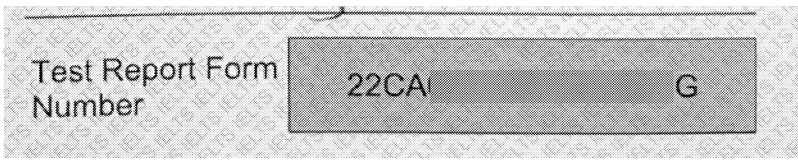
Skill Level D - When the second digit is a 6 or 7 –must have a copy of the language test

If the PNC spreadsheet indicates the client requires a language test, do not request a copy of a language test until first confirming the skill level.
If the PNC spreadsheet says a language test is required but the skill level is A or B, the client does not need a language test.
If the PNC spreadsheet says a language test is request and the skill level is C or D, the client does need a language test.

THE NOC CODING SYSTEM TRUMPS THE SPREADSHEET

VERIFYING IELTS TESTS:

- **ALL IELTS language tests will be verified on the IELTS TRF Verification website** (https://ielts.ucles.org.uk/ielts-trf/index.jsp).
- Log onto the site by using the username and password provided (or your own login)
- Ensure the IELTS test version provided is a **General** test. Academic tests are not acceptable.
- If an academic language test is provided you will have to request a general one, go to Appendix A.
- To determine what type of Language test was provided, refer to the **last letter of the TRF (Test Report Form) number.**
- If the last letter is a G – the test is General
- If the last letter is an A – the test is Academic



- Click on **TRF Query**
- Type in the **Test Report Form (TRF)** number (this is located in a grey box at the bottom of the right hand corner)
- Click **Verify**
- If you get a match, verify visually the following information to the test you received from client.
  - Photo
  - Family Name
  - First Name
  - Date of Birth
  - Date of Examination
  - All test scores (including the Overall Band
- If everything matches, you will note this in the ADMM tool. If you are not pre-assessing the file (file is triaged to DN) make note of this in the R10 Completeness Checking tool (or the data entry note).

If there is something that does not match the physical test you received and the verification, please take a screenshot of the verification and send the file to the Mailroom-RA.

When you do the TRF Query and you get No Match Found, please try the number again and if you get the same message, take a screenshot, and send it and the EP# to the Mailroom-RA.

VERIFYING CELPIP TESTS:

To verify the results of a CELPIP language test, do the following:

- Go to **the CELPIP Score and Identity Verification System** (use Chrome) at https://secure.paragontesting.ca/verify/#/login.
- Enter the username and password you have been provided by your TL and click the "**SIGN IN**" button
- Select the "I have read..." **check box** and click the second **"SIGN IN"** button
- If a yellow bar appears at the bottom of the screen, click the **"Cancel"** button
- On the top left, click **"VERIFY SCORES"**
- Under **"Verify CELPIP Scores"** enter the **Registration Number** and **PIN** from the client's test and click the **"DOWNLOAD"** button
- When a yellow box appears at the bottom of the screen, click the **"Open"** button
- On the file that opens, verify the following items match:
    - **Name, address, and date of birth**
    - The client's **photo**
    - **Test type** (must be "**CELPIP General**" on the top left; for CELPIP, we do NOT accept the General-LS test. If not CELPIP General see your team leader)
    - **Test Date** and **Test Centre**
    - **Test Results** for **Listening**, **Reading**, **Writing**, and **Speaking**
- If everything matches, you will note this in the ADMM tool. If you are not pre-assessing the file (file is triaged to DN) make note of this in the R10 Completeness Checking tool (or the data entry note).

VERIFYING TEF TESTS:

Go to the following website and login. See your TL if you need to setup an account.
https://moncompte.francais.cci-paris-idf.fr/faces/Login.xhtml

In the menu on the left click on Authentification / Authentifier une attestation

Note: We do not use the 'Numero inscription' from the client's TEF test to verify instead use both the Attestation numbers – one in each field. These numbers will appear on the TEF in the following format:

Attestation n° 11111111 – 11111111

Enter the numbers into the fields as shown below.

Click 'Rechercher' button to verify the test.

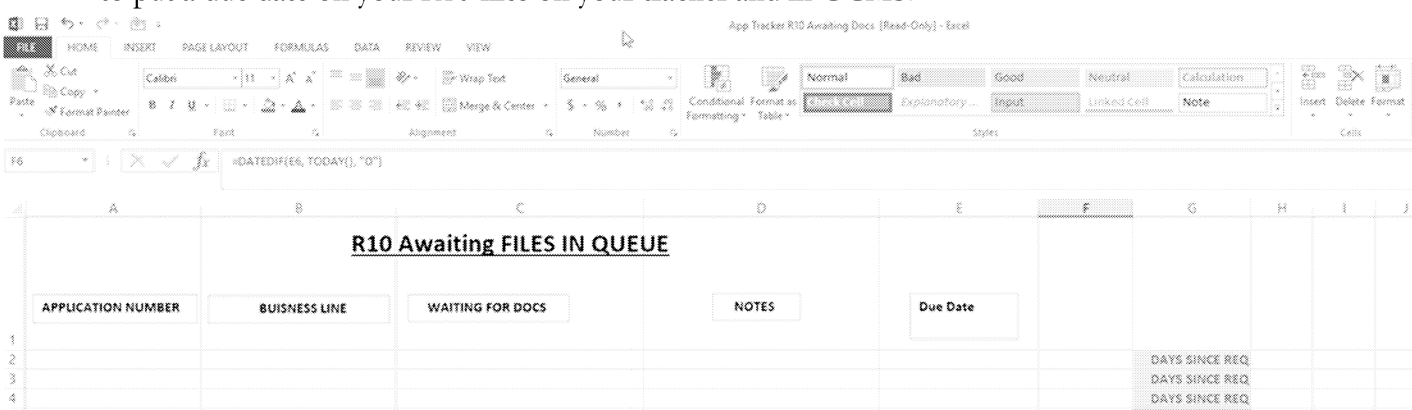
APPENDIX D: MINIMAL DATA ENTRY:

Minimal data entry is defined as the following:

- Check **Notes** and **Incoming Correspondence**
- Check to ensure the **ORG** is entered
- Update the **Secondary Office**
- Ensure the **Lock-in Date** matches the Received by Province Date on the PNC.
- **Verify** and enter **PNC Details and NOC Codes**
- If there is a **Representative** on the File be sure to **add the Rep**
- Confirm the correct **primary email** for PA and **Address** for all applicants. (If there is a Rep on file, ensure the PA's primary mailing is the Rep's Address ID. Dependents living in the same country as the PA would get the PA's Residential Address ID, dependents living in another country would get the PA's primary Mailing Address)
- Confirm the Primary **Name, Date of Birth**, **Country of Birth**, and **Place of Birth** via the Passport for all on the application
- Confirm Passport Details (**#**, **Country of Issue**, **Issue & Expiry Dates**) for all on the application
- **Search** the UCI's and **Promote** the file
- **Cancel the AOR**
- Pick in **Primary** information for **Name, Email** (PA only) and **Address** for all on file
- **Do not do Biometrics**
- **Do not take Fees**

APPENDIX E: COMPLETING A FILE AFTER R10 REQUESTED ITEMS ARE PROVIDED:

- Please use and keep track of your R10 Awaiting document files using the Excel tracking spreadsheet.
- Fill it out when you have an R10 AD file and check on it check on it **periodically** and if no documents are received after 14 days, follow procedures for returning an application. Be sure to put a due date on your R10 files on your tracker and in GCMS.



- Open the file in **GCMS.**
- Click on the **Correspondence** tab
- Click on **Incoming** sub-tab
- The Status will say **Provided** for the item(s) that were requested
- Scroll down to the **Attachments** view
- The **Name** field will be a hyperlink
- Click the **hyperlink** to open
- Change the status from **Provided** to **Received**.
- **Delete** the Due Date from the **Application Assignment** section.
- Finish data entry (verify and make information primary under the UCI, enter any Stat questions, pick in the primary information under the EP#)
- Check Biometrics
- Allocate Fees
- Send the AOR (the AOR will probably need to be sent manually as the client is now linked online.)
    - Click on **Outgoing** in the **Correspondence** tab
    - Click **+New**
    - In **Document** field type **"ACK"** to bring up **Acknowledgement of Receipt**
    - The **"Type"** will be **Word**
    - Change Status from **Not Started** to **Generate**
    - Press **ALT+Enter**
    - Scroll down to **Correspondence Attachments**, click once and then press **ALT+Enter**
    - Click on the **Word Letter hyperlink**
    - Select **SAVE AND OPEN**
        - T-Drive
        - Templates-Modèle
        - Office Specific Templates - Modèles spécifiques à votre bureau
        - Centralized Processing
        - CPC Sydney CIO-CTD Sydney BRCD
        - MAILROOM
        - Select the **ENG PDF AOR LETTER FOR A PCC OF ONLINE or FRE PDF AOR LETTER FOR A PCC OF ONLINE**
    - Save letter as a **PDF** in your Request Letter folder
    - Return to GCMS and attach letter as normal:
        - Click the **ellipsis** in the **Name** box and choose the PDF document
    - Press **CTRL+S** and then **ALT+Enter**
    - Change the Status from **Generate** to **Sent** and press **CTRL+S.**

Important! Please note: Make sure you delete the PDF from your folder to minimize the risk of Privacy Breaches

Continue processing the file as usual (check Schedule 4's, medicals, counterfoils and complete Pre-Assessment)

APPENDIX F: WITHDRAWALS:

An application can be a withdrawal if:

THE PROVINCE WITHDRAWS SUPPORT OF NOMINATION:

- Complete minimal Data Entry
- Enter PNC details and NOC codes
- Scan in fees, leave them as reserved
- Promote the application
- Cancel the AOR
- Change Paper file location to PS-withdrawal
- Application Assignment should be blank
- If payment receipt is "receipt not found", skip adding the receipt
- Send an email to the Mailroom-RA indicating the file number and state that the nomination has been withdrawn.
- The RA will ensure that the proper notes and emails are on the application.
- Mark everything as complete in the Portal

IF THE CLIENT REQUESTS IN WRITING TO WITHDRAW THE APPLICATION:

NOTE: A phone call to the call center alone does not suffice for withdrawal, we need a signature confirming the request to withdraw the application, so processing would continue.

- Complete minimal Data Entry
- Enter PNC details and NOC codes
- Scan in fees, leave them as reserved
- Promote the application
- Cancel the AOR
- Change Paper file location to PS-withdrawal
- Application Assignment should be blank
- If payment receipt is "receipt not found", you can leave Payments section blank
- Add GCMS note: **Withdrawal requested, file charged to PS-withdrawal**
- Mark everything as complete in the Portal

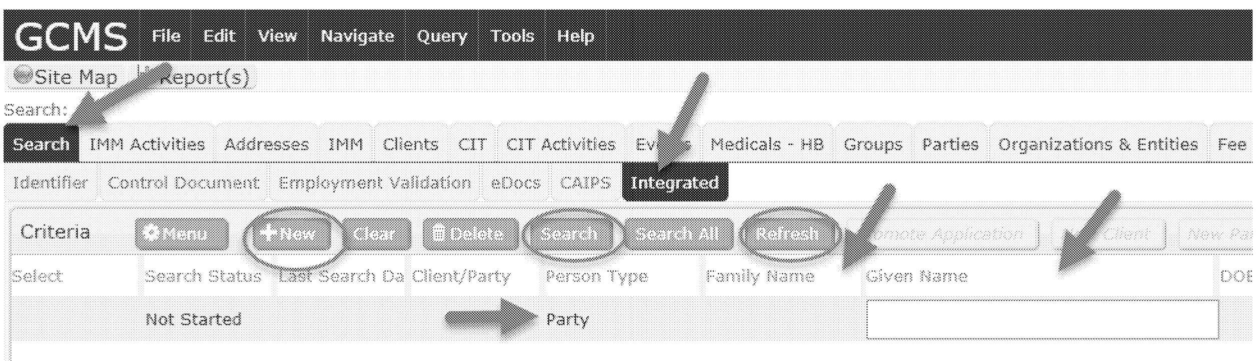
IF YOU SUSPECT THE PA IS ALREADY A PERMANENT RESIDENT:

- Confirm the UCI that has PR status belongs to your client.
- Change Paper file location to Mailroom-RA
- Leave the Application Assignment in your code.
- Add GCMS note: **File sent to Mailroom-RA as PA is already a PR**
- Mark everything as complete in the Portal

APPENDIX G: REPRESENTATIVE ISSUES (SUSPENDED REP, CREATING A NEW REP)

SEARCHING A REP IN GCMS WHEN NOT FOUND UNDER PARTIES SEARCH:

- Click **Search** and then the **Integrated** sub-tab
- On the Search screen, hit **Clear** to remove clients listed in the Search Criteria section (if applicable)
- Click **NEW**
- Under the **Person Type** column, click the drop down menu and select **"Party"**
- Under the **Family Name** column, type in the Rep's family name from the Rep form, and under **Given Name** type in the Rep's given name
- Click **Search.**
- Wait a few seconds and then hit **Refresh**.

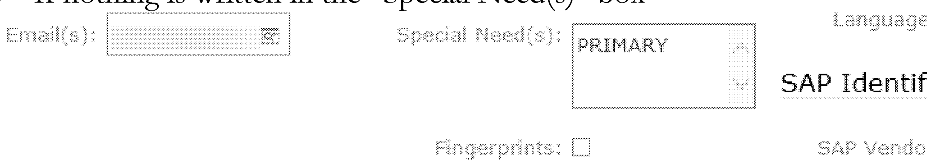


- If a P# has already been created for the Rep with that name, results will show up in the IRCC Integrated Search Hit List.

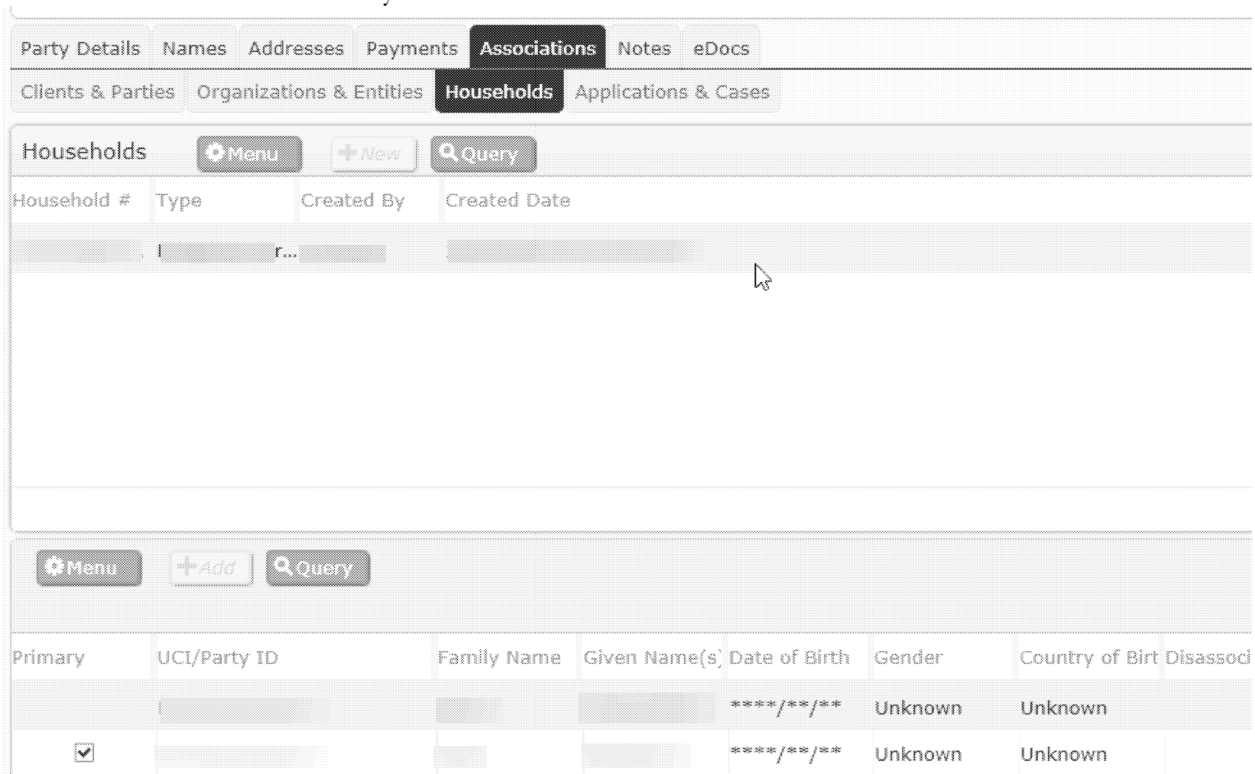
*****Please note: Sometimes, you may encounter multiple P# hits in GCMS for the same rep. You must check for households and select the primary P#.**

- Verify the P# belongs to the Rep by clicking on the P# hyperlink
- Confirm the Email and Address with the information from the Rep Form (IMM5476)
- If the information does not match with the Rep Form, try another result.
- If you cannot find a match, follow instructions for how to create a new Rep below.

- To check for a primary household, please do the following:
  - Click the hyperlink for the P# that you want to check.
  - If nothing is written in the "Special Need(s)" box



  - Click **Associations** Tab
  - **Households** Subtab.
  - Scroll below and look for the P# that has a checkmark under the "Primary" column. This will be the Primary P# to use.



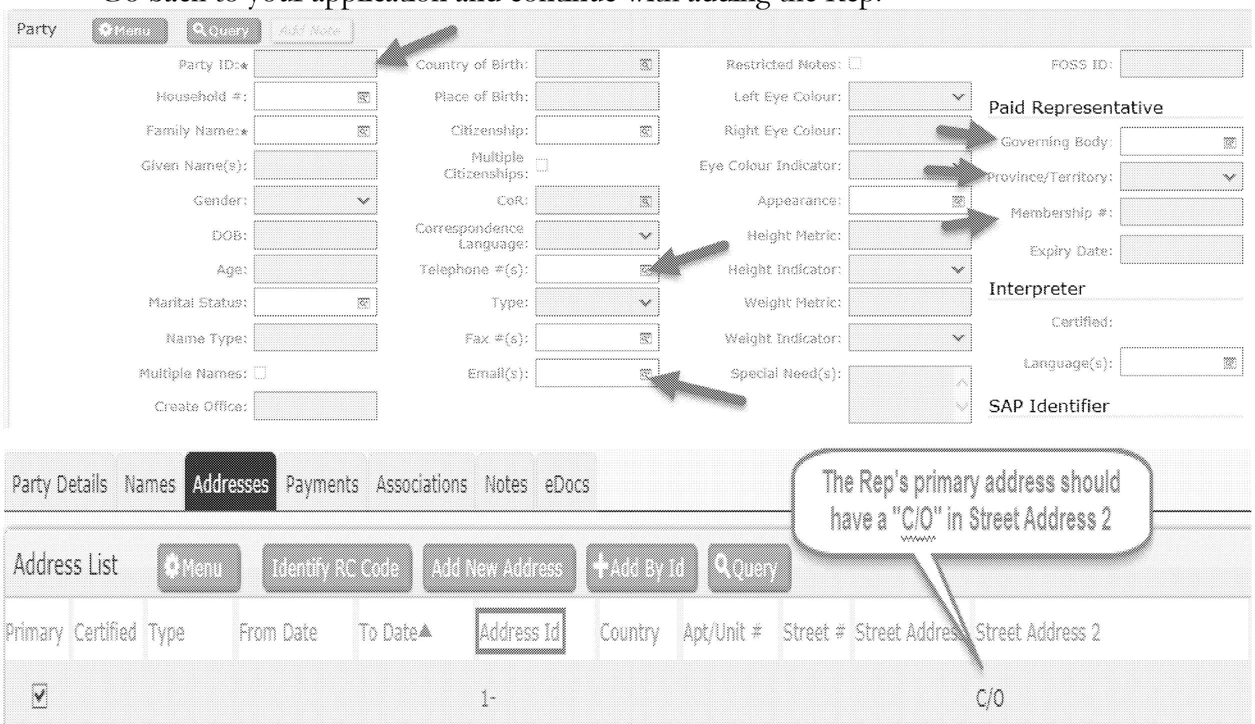
- Once you have found and confirmed a match for your Rep, take the P# you have found and copy to a sticky note. Copy the Address ID you confirmed and paste it as well. Go back to your application and add the Rep to the file.

CREATING A NEW REP:

If you search for a Rep and there is no matching Party ID (P#), you must create one.

- At the Integrated Search screen, press the **"New Party"** button. This will create a new Party ID.
- Enter Rep's phone number and e-mail address exactly as shown on the Use of Rep form.

- If you are adding a paid Rep, enter the rep's Status & Membership ID
  - For a member of CCIC (R#) you must enter **ICCRC** from the ellipsis box in **Governing Body**
  - For **Lawyers**, you must select the correct **Province/Territory**
  - Add in the R# or Lawyer's # in Membership #
- Scroll down to the Address tab, and add in a new address using the information from the Rep form (IMM5476), being sure to use the correct format.
- Copy the Party ID and Address ID and paste into a sticky note
- Go back to your application and continue with adding the Rep.



SUSPENDED (OR STATUS OTHER THAN ACTIVE) REP:

On occasion, when verifying a paid representative on either ICCRC or Provincial Law Society websites, you may run into a situation whereby the representative you are searching has a status other than "active". They may be: Suspended, deceased retired etc. Please follow these steps when verifying your representative:

- Promote application and cancel the AOR
- Email the Mailroom-RA to advise them of the Rep's status.
- Hold the file until you hear back from the RA.

APPENDIX H: RETURNS

When to return:

- Expired Provincial Nomination Certificate (Check PNC Workbook for extension)

- When there is an R10-AD request and the client has not provided an email, this could be found on the Additional family Form (IMM5406)
- If the due date for an R10-AD request has past, it can become a return.
- If a ready for check file was uploaded to the portal using the reps email that matches on the rep form. It will become a Rep Return (See Rep Return Section)
- Applications that are incomplete or received after the maximum allotment for complete applications has been reached will be returned to the applicant along with processing fees.

****THERE ARE DIFFERENT RETURN INSTRUCTIONS FOR THE TYPE OF FILE AND RETURN. PLEASE ENSURE YOU ARE FOLLOWING THE CORRECT INSTRUCTIONS WHEN COMPLETING A RETURN.****

Before you return the application, you must check the following:

- Check UCI Notes - Look for a note that white mail was received
- Check EP Notes - Look for a note that white mail was received
- Go to the Correspondence Tab
- Check Incoming Correspondence. If the requested items are provided and complete, or if other documents have been provided, follow the above directions for R10
- Check the Combined Mail Record spreadsheet found at:
- G:\FSWS GROUPS\TEAM 1\File Management Unit\combined mail record
  - If there is something for your client, you will need to request Registry to scan it
  - When the White Mail is received from Registry, if it is the required documents, continue with processing
  - Enter a Note in GCMS: "REQUESTED DOCUMENTS FOUND IN INCOMING CORRESPONDENCE"
- If no white mail is received, continue with Return procedures

RETURN (WHEN NOTHING IS PROVIDED FROM R10 REQUEST):

- **Applications that are R10 incomplete will be returned to the applicant along with processing fees. The client has (7) days to link the application and then (7) days to provide missing documents. In some cases the client does not send the required documents and we have to return the file as incomplete.**

- **When doing an R10 we already do the "minimal data entry" and "promote" the application. We also check for White Mail. We must note all reasons the file is being returned - everything the client is missing / reasons it's incomplete (ex. Client did not provide Birth Certificate).**

Before you return the application, you must check the following:

- Verify **Lock in Date** matches PNC (Date Application received by province)
- Click "**Correspondence Tab – Incoming**"

- Make sure what you requested isn't showing as **"Provided"** if so- continue processing if everything is accounted for. If not continue with steps below:

CREATING A RETURN LETTER IN GCMS:

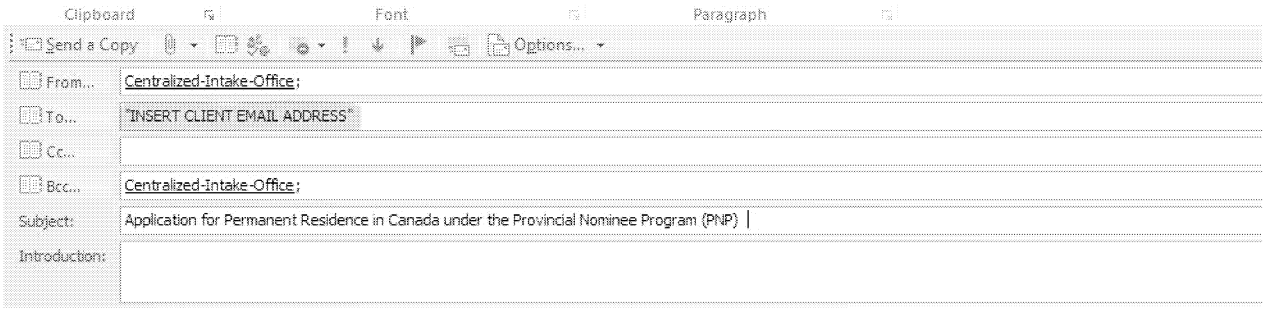
- Go back to **Outgoing** tab
- Click **+New**
- In **Document** field: Type **"Other"** and hit tab
- Under **"Via"** type **"Mail"** or **"Online"** (if the Client linked online)
- Change status to **"Generate"**
- Press **CTRL+S**
- Scroll down and under the **"Correspondence Attachments"** section, click once and press **ALT+Enter**. Click on the "**Word LTR"** link
- Choose the correct letter that suits your application:
  Return letter templates can be found in the same MAILROOM folder (Return templates are in the PNP folder) we use for Requests.

  - English files dated April 30 2022 and after - ENG-PNP Return Letter – New Fee
  - French files dated April 30 2022 and after – FRE-PNP Return Letter – New Fee

  - English files dated before April 30 2022 – ENG-PNP Return Letter
  - French files dated before April 30 2022 - FRE-PNP Return Letter

FOR PORTAL RETURNS EDIT AND ATTACH RETURN LETTER AS FOLLOWS:

- Click the **Lock** button
- Edit the address line, remove **"Canada"** if applicable (**Shift+F3** to make it all caps)
- Prepare return letter with all reasons for return. Use the R10 inserts for this and add them to the grey box in the body of the letter.
- Add your initials to the bottom of the letter
- Once your letter is ready to be sent click the **"Send to Mail Recipient"** button at the top left screen.
- In **"From"** enter: **"Centralized-Intake-Office"**
- In **"To"**: paste the **clients email**. If there is a Rep you will enter the **Rep email**.
- In the **"Bcc"** enter: **Centralized-Intake-Office**
- In the **Subject** line enter: **Application for Permanent Residence in Canada under the Provincial Nominee Program (PNP)**



- *****Ensure the email is correct before sending ***** Click **"Send a Copy"**
- Go to Outlook Sent folder from your email.
- Locate the sent letter and drag it into your **Request Letters Folder** on your desktop.
- Change the File name to the EP# and Save
    - Note: If the client is "online" you will need to save the letter as a PDF and attach before changing the status to "Sent". Instructions to save and attach below.

<u>ATTACH THE LETTER IN GCMS (PORTAL RETURN):</u>

- In GCMS, change the return letter from **"Generate"** to **"Sent"**
- Scroll down to **Correspondence Attachments**, click once and press **ALT+Enter** (the Word Letter should disappear)
- Click **"New"** and attach the correct letter
    - If your internet browser is blocking pop-ups you will need to allow them before you can attach the letter.
- Click **ALT+Enter**.
- Click on the hyperlink to ensure the letter has attached
- Delete the letter from your Request Letters folder

<u>FOR A PAPER/VIRTUAL RETURNS EDIT AND ATTACH THE LETTER AS FOLLOWS:</u>

- Edit the address line, remove **"Canada"** if applicable (**Shift+F3** to make it all caps)
- Prepare return letter with **all reasons for return**. Use the R10 inserts for this and add them to the grey box in the body of the letter.
- Add your initials to the bottom of the letter
- **Print a copy**.
- Change the File name to the **EP#** (copy and paste the EP # from the letter)
- **Save as PDF**

Please note: If your file is a VIRTUAL file (received VIA mail and 3D scanned, you may have to request the physical file from Registry to return it. Please see your TL for further instruction

<u>ATTACH THE LETTER IN GCMS (PAPER/VIRTUAL/PCC ONLINE RETURN):</u>

- Click **Ellipsis** in the name field of the **Correspondence Attachments** to add letter

- Select **Browse** and find your letter.
  - (For easy access- I always put the letter on my desktop, and delete immediately when I'm done the file).
- Click **ALT+Enter.**
- Ensure the letter has attached and **delete the saved copy**
- Change Status above **to "SENT"**

FINISHING A RETURN:

After the letter is complete and attached follow the steps below to complete a return:

❖ **Prepare return note – copy and paste in GCMS:**

- Copy the reasons indicated in the letter into the reasons section in the note

  Application type:
  Date received:
  Date returned:
  Reason for return:
  Authorized paid/unpaid rep/no rep:
  Returned to the following address

If sending the return letter via "Send to Mail Recipient", instead of entering an address, enter the email address you sent the letter to

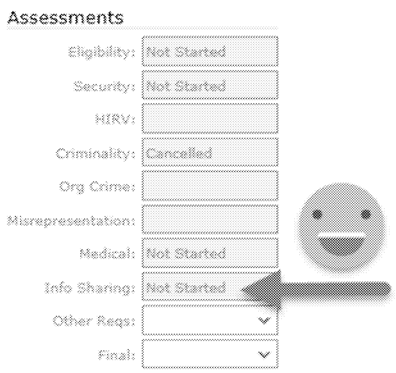
- Go to **"Fees"** and under "Status" change "Reserved" to "Unreserved".
  - If fees have been allocated, you MUST de-allocate fees. Change "reserved" to "unreserved". If the status will not change, refer the file to your TL or RA.

❖ **Cancelling Criminality/Info Sharing:**

- If any Info Sharing, Criminality lines, or outgoing correspondence are in progress/generate, you will not be able to change the Application Status to Cancelled.
- Your TL must cancel the main criminality line if it is in progress before you can cancel the file.

❖ **Click Admissibility then Criminality, for each criminality line change any:**

- **Biometrics-RCMP** (In sub activities) that is "Not Started" to "Cancelled"
- **Admissibility - Info Sharing:** If "Info Sharing" appears as "Complete" or "Not Started", you will be able to cancel the application. If it is in progress, the RA or Team Lead will need to cancel this for you as well as the main criminality.
- **Contact your TL to cancel the Criminality and or Info Sharing.**



❖ **<u>Click "History Tab"</u>**
- Application Status = **"Cancelled"** (from Open)
- Application Status Reason = **"Incomplete"** (from in Progress)
- Change Paper file location to **"PNP-Returned-App"**
- For Paper files:
  - Recycle File Jacket and mail return
  - Using White Out, remove all notations from the file jacket and put a black line through barcode label (front & back)
  - Place file and letter in envelope - place in mail bucket

<u>MARK THE FILE AS INCOMPLETE IN THE PORTAL (Portal files only):</u>

- In the portal, search for the application you are working on by searching by application XEP# (leave the X in when searching)
- Select **View**
- Scroll down, and for each of the documents, change **Completeness Check** from **Select (New)** to **Incomplete**
- At the bottom of the page change **Application status** from **Ready for Check** to **Returned**
- Click **Save and/or update application**
- Hit **Save**

<u>PREPARE THE PHYSICAL RETURN (for applications received by Mail):</u>

<u>Prepare Physical Return:</u>
- Erase XEP# on IMM0008
- Cross out all date Stamps with a single "X" with **RED PEN**
- **White out** receipt number on Online Fee Payment form
- Staple address labels if provided to IMM0008 or payment form
- ***Note:** If there is a check list provided place it behind the return letter and highlight what was missing.

<u>For the Letter:</u>

- Put your initials in **Blue** or **Black** Pen above your typed initials on the bottom of the letter.

- Staple letter to items being returned (example Schedule 4 not signed) and highlight reasons for return (with yellow highlighter) and nomination expiry date.
- Pick appropriate size envelope. Insert entire application with return letter into envelope
- Brown window envelope or White "U-Line" envelope

Always try and use the Brown window envelope first as this is the best method for posting mail.

Prepare an address label:

1. Bring up return letter and copy address
2. Open address label word document
3. Paste address from return letter and choose appropriate size font (varies depending upon font being used, use best judgement)
4. Print and place label near the bottom right hand corner of the envelope

JOE PUBLIC
C/O ABC IMMIGRATION
123-205 MAIN ST
ANYTOWN, NS B1P 3E9

5. Seal envelope appropriately.
6. Brown envelopes tape across the back being careful not to wrap around to the front
7. White envelopes and Bubble envelopes have a self-sealing strip
8. Place in appropriate mail slot: Canada/USA/International

RETURNING AN APPLICATION (WHEN THE FILE HASN'T BEEN PROMOTED):

If you are working a file, and discover it is a return because they have sent in an **Expired PNC** or the **PNC is for Express Entry**, follow these instructions before returning the file:

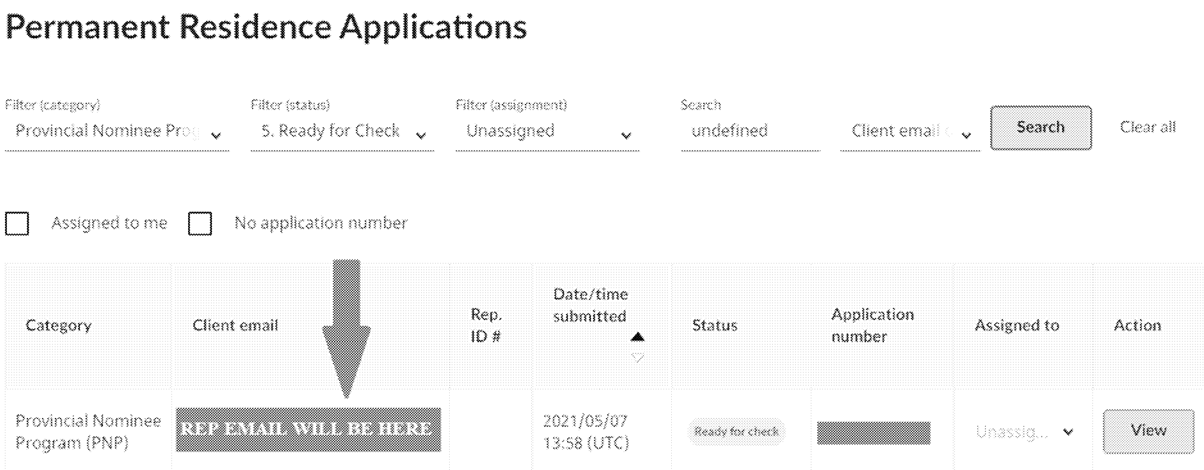
- If the application isn't promoted, remove the SP/CLP and any dependents on the file
  - Click Clients and Parties
  - Delete spouse and/or dependents by highlighting their line and clicking the Blue **"Delete"** button above ****DO NOT DELETE THE PA****
  - **Enter the following note in GCMS: ADMINISTRATIVE REASONS, # FAMILY MEMBERS ARE NOT INCLUDED FOR PROMOTION AND CANCELLATION OF THIS APPLICATION**
- Verify **lock in date** matches the Date **application was received at the Province**
- Complete Minimal Data Entry (See Minimal Data Entry)
- **Add the Rep** (if required)
- Click **Go to Search** (need to promote application prior to cancelation)

- Match and **SELECT** the UCI (if applicable) for the PA
- Click **Promote**
- Click **Go to Application**
- Pick-in client's information (Names, email, Primary Address)
- Click the **Fees** tab
  - If there are any fees, click **"Reserved"** and change it to **"Unreserved".** Do this for all fee lines.
  - Do not add in the payment receipt if it is not there
- Click "**Correspondence Tab – Outgoing**"
- Verify the email address is the correct one.
- For the **Acknowledgement of Receipt** – change status to "**Cancelled"**

TO CREATE AND ATTACH THE RETURN LETTER AND FINISH THE RETURN CLICK HERE FOR INSTRUCTIONS

RETURNING AN APPLICATION (WHEN THE REP'S EMAIL WAS USED IN THE PORTAL):

This Instruction guide is only for **PNP** files in the Portal that were uploaded using the Rep's email that matches the Rep form, or an email that looks like it belongs to the Rep (For example: has the Rep's name in it, has immigration, law, etc. in the email). ***Please note:** if the email has immigration/law etc. in the address but also contains the PA's name, that email is **acceptable** – we would not need to return the file and instead process the file as usual. If you are unsure if the email is acceptable, please see your TL.



- Assign the file to yourself in the **Portal** and **GCMS**
- Open the file in GCMS
- Check to see if the **ORG** has been added (ORG O267178113072) (add if it is not there, portal files only)
- Check for any notes in the **Notes** tab

- Go to the **Correspondence** tab and then **Incoming**. Look for any correspondence from the PA.
- Open the submission lines for the Rep form, passport for the PA, IMM0008 generic application and the PNC nomination certificate
- Add the Representative to the application. Make sure to add the rep's P# to your application.
- Make the Rep's primary address and email the primary address and email for the PA
- In the names filed under Clients and Parties confirm the information based off the PA's passport
- Delete any spouse or dependent children in GCMS (Do not remove PA or Rep)
    - In clients and parties highlight the line for any spouse or dep in clients and parties, then click the blue delete button above to delete.
    - Add the following note in GCMS:

ADMINISTRATIVE REASONS, # FAMILY MEMBERS ARE NOT INCLUDED FOR PROMOTION AND CANCELLATION OF THIS APPLICATION
(Be sure to replace # with number of clients deleted)

- Change the Lock in Date to match the Nom cert
- Enter the PA's NOC code.
- Click **Go to Search** confirm the correct UCI for the PA
- **Promote** the application.
- Click **"Go to Application"**
- Once back in the application after promotion make sure to **pick in** the following primary information the PA to match the IMM0008, and Rep Form (IMM5476).
    - Name
    - Email Address
    - Mailing Address
- Do not add the fees to the application. If they have been added change to **Unreserved**
- Go to the **Correspondence** tab, change the AOR from **Generate** to **Cancelled.**
- Click **+NEW**. Under **Document** type **Other**, and select **Other** (Word Document). Press **Ctrl+S**, and change **Via** to **Email**.
- Change the status from **Not Started** to **Generate**
- Scroll down to **Correspondence Attachments**, click once and press **ALT+Enter**. Click on the **Word LTR hyperlink**
- Click **Download**, then **Save and Open**.
- Open the correct letter (Portal Rep Return Letter) found here:
    - T:\Templates-Modèles\Office Specific Templates - Modèles spécifiques à votre bureau\Centralized Processing\CPC Sydney CIO-CTD Sydney BRCD\MAILROOM\CR4 Portal Letters
- Enter **Provincial Nominee Program (PNP)** in the highlighted portion [Insert Application Stream]
- Enter your initials at the bottom of the letter.
- Go to the upper left (Quick Access Toolbar) and select "**Send to Mail Recipient**"

- **In the "From" and "Bcc" fields**: enter **Centralized-Intake-Office**
- **In the "To:"** field: enter the email address from the **REP form (IMM5476)**
- Enter the **"Subject" line**: **"PNP Return Letter"**
- Click **Send a Copy**. Close the document and don't save changes
- In Outlook, go to your **Sent** folder. Minimize your email window so you can see your **"Request Letter"** folder on your desktop as well as your sent emails.
- Drag the email into your **Request Letter folder**
- Go back to GCMS
- Go to **Correspondence** tab and the **Outgoing** sub-tab (you should already be on this screen)
- Ensure the request line is highlighted blue.
- Change the Status from **Generate** to **Sent**
- Scroll down to **Correspondence Attachments** located on the bottom right, click once.
- Press **ALT+Enter**
- Click **New** (If your internet browser is blocking pop-ups you will need to Allow them before you can attach the letter.)
- Locate and select your **"PNP Return Letter"** in the folder
- Press **ALT+Enter**
- Verify the letter you attached is correct and then delete the letter from the **Request Letter** folder
- Go to the notes tab and enter the following note:
  Application type: PNP
  Date received:
  Date returned:
  Reason for return: Rep email used in the portal
  Authorized paid/unpaid rep/no rep:
  Returned to the following address:

Instead of entering an address, enter the email address you sent the letter to

- Scroll up to the top of the application in GCMS and check the column on the right check the status of **"Criminality"**. If it says passed, you will be able to cancel the application. If the criminality says "in progress", contact your TL to cancel the criminality.
- After Criminality is cancelled (or passed), go to the **Admissibilities** tab, then **Info Sharing** and cancel everything there (if it says NRT, you can leave as is).
- After **Info Sharing** is cancelled, go to the **History** tab, change **"Open"** to **"cancelled"** and select the reason: **"Incomplete".**

- Remove your GCMS code from the Assigned To in **Application Assignment**
- Go to the **Paper File** tab and change the location to: **PNP-Returned-App**
- Search the application in the Portal (if you are not already on the application's page).
- Under the **Completeness Check** column, change everything to **Complete** except for the consent & declaration, and the Use of Rep Form (IMM5476). Change those to **Incomplete.**
- At the bottom of the page, change the application status from **"Ready for Check"** to **"Returned"**, and press **Save and/or update Application**.

APPENDIX I: ACCEPTABLE DOCUMENTS IN LIEU OF A BIRTH CERTIFICATE

Affidavits/Statutory Declarations/Letters:
We are permitted to accept Affidavits, Statutory Declarations and letters indicating why the client did not submit a birth certificate. This is for all countries.

If you receive an affidavit/Statutory Declaration/Letter that indicates **why a client did not submit a Birth Certificate** or Birth Certificates for other family members, as per the Document Checklist, the clerk is to accept the affidavit/Statutory Declaration/or letter. The client has complied with the checklist and the application will be determined to be complete. If a birth certificate is required further on in our processing, the client will be contacted by an agent and/or officer during assessment of the file.

Secondary School Records:
Acceptable for India only – must include name, DOB and a parent's name - if before 1980, a parents name is not required

National Identity Cards:
Acceptable for Pakistan, Iran, Iraq, Brazil, Turkey, Thailand, Lebanon (Ministry of the Interior)...

Household Registry/Family Records/Censuses:
Acceptable for China, Japan or Korea and France

Statutory Declaration of Age:
Acceptable for Nigeria for the PA and Spouse

Marriage Certificate:
Acceptable for Brazil (Brazilians must surrender their birth certificate before they can get married).

Important to note:
When a document is submitted for a birth certificate, **look for the key words** that identify it is a birth or birth Registration document: **"Birth Certificate"**, **"Nacimiento"**, **"Naissance"**, **"Extract" from birth registry, national registry, civil registry,** and who is issuing the document:

Ministry of Interior, Civil Registry Office, Republic of, State of, Civil Status Registration, Civil Registrar, Registry of Births, Vital Registration Department, Department of Health, etc..

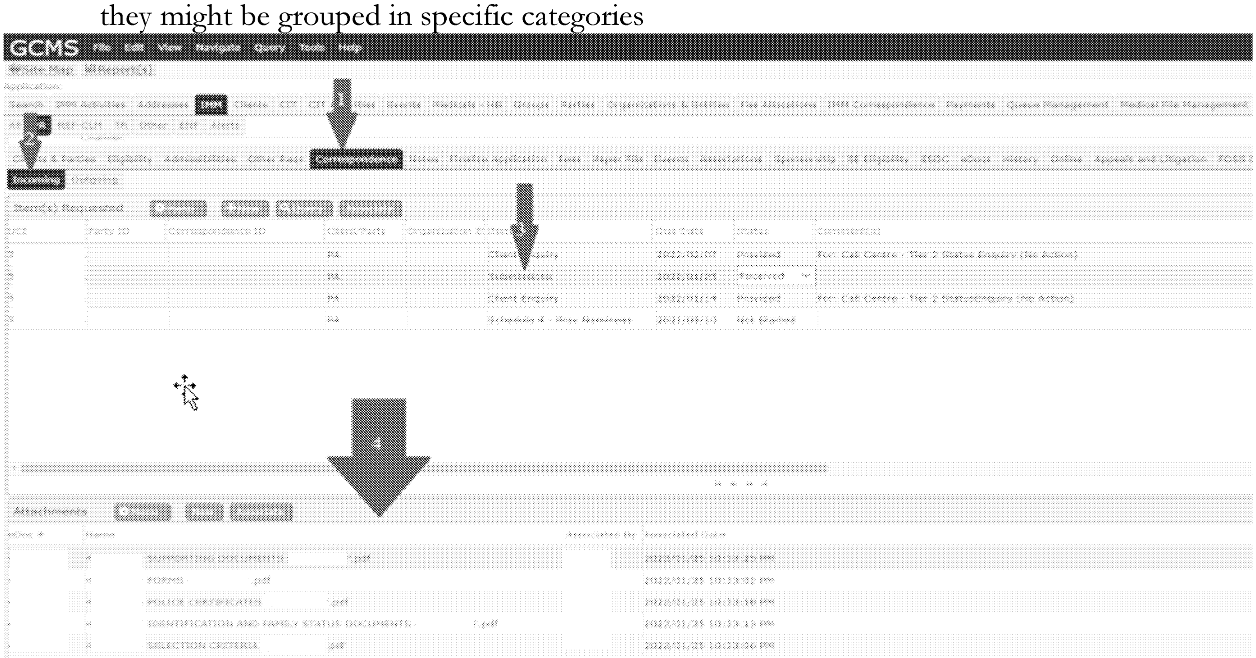
Any birth certificate that is submitted in any language except English or French must also be accompanied by a translation. If a translated document is submitted, then the original language document must also be submitted accompanied by the translator's declaration.

Please see your team leader if you receive a Baptismal or Hospital record. Some may be acceptable, some are not.

If you have any documents that you are unsure of please see your team leader for clarification.

OPENING SUBMISSIONS/PROVIDED DOCUMENTS:

1. Go to **Correspondence** tab
2. Select **Incoming**
3. Highlight **"Submissions"** line
4. Scroll down to attachments and open all documents[35] provided, it may be one document or they might be grouped in specific categories



[35] You can save these documents to your portal folder for ease of use. Just hover over the bottom of the document until you see the save icon and then save to the appropriate folder

APPENDIX J: ASSIGNING PNP VIRTUAL FILES

- If you are asked to work PNP virtual files, please see your TL for instructions on how to pull and assign files to work in GCMS.

APPENDIX K: PAPER APPLICATION INSTRUCTIONS

- Click the **IMM** tab and then **"Query"**
- Type an **"X"** in the App/Case # field.
- Using your barcode reader, **scan or type in the EP #** on the bottom of the file jacket.
- Hit **"Go"** .The "Case/App #" will become a hyperlink.
- Step off and then **click the hyperlinked XEP number.**
- Once the application is open in GCMS verify the following information:
  - Check the top of the Generic Application (IMM0008) under "Application Details" and verify:
  - Box 1 is "Economic"
  - Box 2 is "Provincial Nominee (PNP)" **If this states anything else a note must be added (Note should be added by scanner to the application in GCMS, if not you will have to add the note)**

UNCLEAR CATEGORY: If the category on page 1, box 1 ***and/or*** box 2 of the IMM0008 is listed incorrectly **do not make changes** on the paper application form. Check to see if the following note(s) have been added under the XEP#. If the note is not there then add it under the XEP#:

For Box 1 only: **IMM0008, BOX 1, CATEGORY WAS INCORRECTLY ENTERED BY CLIENT BUT DOCUMENTS SUPPORT A APPLICATION WHICH HAS BEEN FORWARDED FOR FURTHER PROCESSING**

For Box 2 only: **IMM0008, BOX 2, CATEGORY WAS INCORRECTLY ENTERED BY CLIENT BUT DOCUMENTS SUPPORT A APPLICATION WHICH HAS BEEN FORWARDED FOR FURTHER PROCESSING**

For Boxes 1 & 2: **IMM0008, BOXES 1 & 2, CATEGORIES WERE INCORRECTLY ENTERED BY CLIENT BUT DOCUMENTS SUPPORT A APPLICATION WHICH HAS BEEN FORWARDED FOR FURTHER PROCESSING**

- Number of people listed in Box 3 equals the number of people on the application (on both the Generic Application (IMM0008) & the Additional Family Information Form
- In what language the client is requesting correspondence in Box 4(a)
- Box 5 matches the province of nomination by looking at the Nomination Certificate.

On page 2 of the Generic Application (IMM0008) verify:

- Marital Status
- Email address

- Address

Repeat these steps, minus email address, for each family member, in order (Spouse, Dep 1, and Dep 2 if applicable).

Continue with data entry and pre-assessment as usual

CHANGING THE PAPER FILE LOCATION – TRIAGE TO DN (DOMESTIC NETWORK):

Business files and files where a client answered **"Yes"** to Stat Question other than D/E (4/5) will not be pre-assessed and will be sent to another network for review. For these files, ensure the following:

- Complete full data entry (Do not do Pre-assessment) before moving the file forward.
- Make sure file is R10 complete before forwarding to triage
- Ensure the <u>Biometrics Fee request letter or BIL</u> has been sent (if required)
- Enter Data Entry Note:
  - **Application type: PNP**
  - **Date received:**
  - **Authorized paid/unpaid rep/no rep:**
  - **File forwarded to:**

Triage to **DN** (Domestic Network) if the **PA** resides in **Canada**, **USA** one of the following items is true for the file:

- For a **Business File:** will have a **<u>COMPLETED</u> Schedule 4A** and be indicated on the applicable **PNC Spreadsheet**
- If a client (**PA, SP** or **Dep 18 or over**) answered **Yes** to a **Statutory Question** on the **Schedule A <u>except Question D or E</u>**

If the client meets any of the above criteria, the file will be triaged to **DN** (Domestic Network). These are offices inside Canada designated to work on this files. You will do the following:

- Update the **Paper File Location** in GCMS to **Mailroom-Triage**
- Write **Mailroom-Triage** in pen under the **Referred To** column of the file jacket
- Enter the applicable note in GCMS and the corresponding **ORG**

For a client that answered **Yes** to a **Statutory Question** on the Schedule **A <u>except Question D/E you will also enter a note into GCMS and add in the applicable org:</u>**

- **GCMS Note:** Referred to DN for review of IMM5669, Question [x]
- **ORG:** Under **Associations**>**Organizations & Entities** add:
  - **Org:** O133484782829
  - **Reason**: Other
  - **Description:** Admissibility

For **PNP Business Files**- (we will still be following triage rules), **<u>you will also enter a note into GCMS and add in the applicable org:</u>**

- **GCMS Note:** Referred to DN for eligibility review as per R87(5)
- **ORG:** Under **Associations**>**Organizations & Entities** add:
  - **Org:** O133482602832
  - **Reason**: Other
  - **Description**: Eligibility

If the client does **not** meet any of the above criteria, the file will remain CN (in our office) for processing, you will do the following:

1. Update the **Paper File Location** in GCMS to **3d-Pending**

Write **EVAL** in pen under the **Referred To** column of the file jacket

<u>CHARGING THE FILE JACKET:</u>

For paper files you have to charge the file jacket, do the following:

1. Write the **PA's full last name** in the "**Name**" box on the right margin of the jacket with a **Sharpie**
2. Under **"File Created"** write **"Data Entry/Pre-Assessed",** your initials, and the date
3. Next line, write the correct Paper File location in the **"Referred To",** then your initials, and today's date.

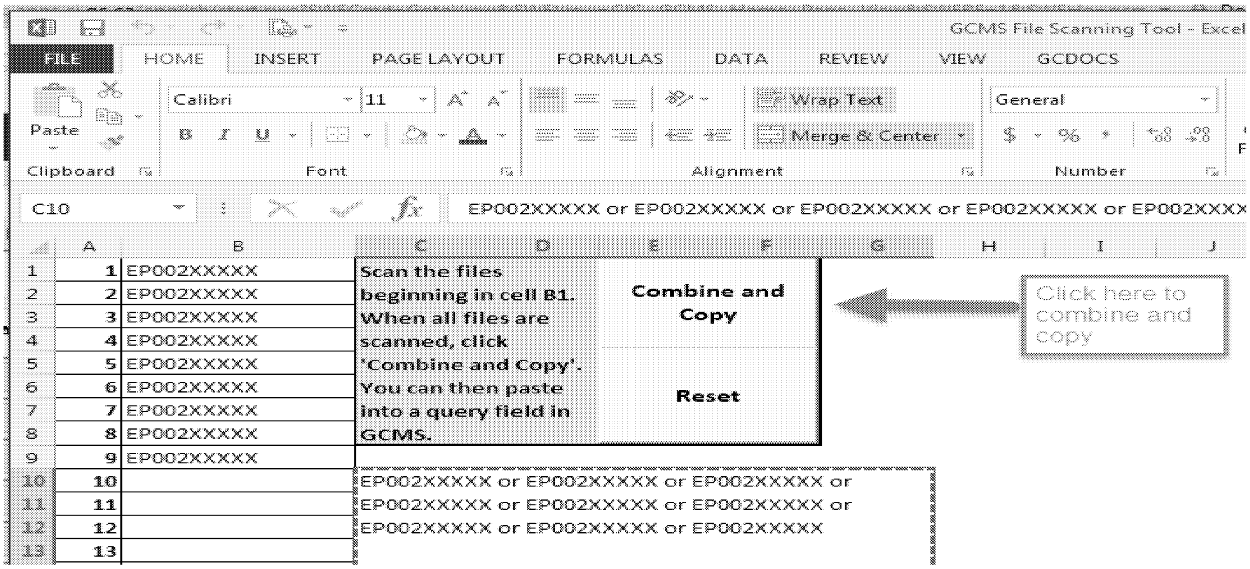
<u>Once you have completed the application, deposit it in the correct designated bucket.</u>

*****ADD FILE TO YOUR STAT SHEET*****

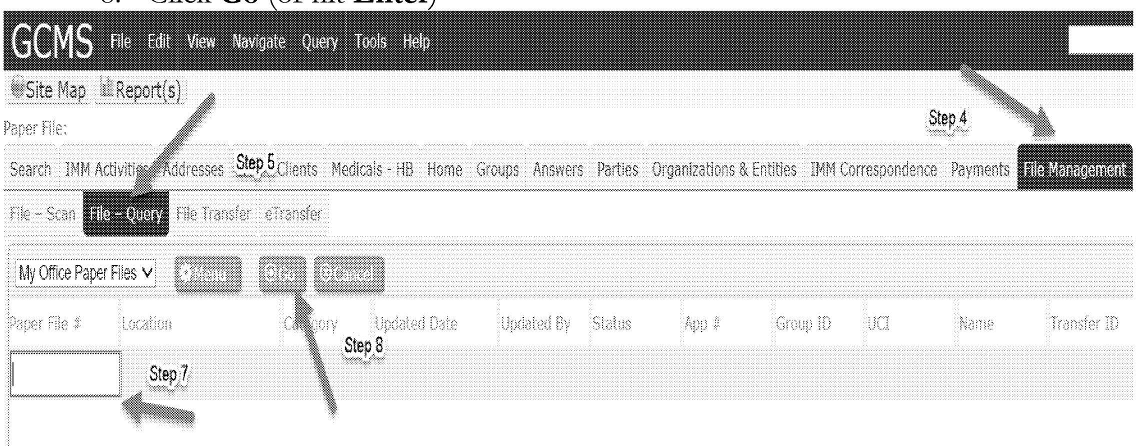
CHARGING MULTIPLE FILES TO YOUR GCMS CODE:

<u>If you are going to be taking multiple files to your desk at one time, the files will need to be charged to your code. You can do this in bulk to save time by doing the following steps:</u>

1. Open the GCMS File Scanning Tool
   a. **G-Drive**
   b. **FSWS Groups**
   c. **Mailroom**
   d. **GCMS File Scanning Tool**
2. Using the laser scanner on your desk, scan each barcode one at a time
   a. Ensure you are starting in cell 1B
   b. Ensure each file is going on its own line
3. Click on **Combine and Copy**
   a. This will copy all the numbers with the word **or** in-between

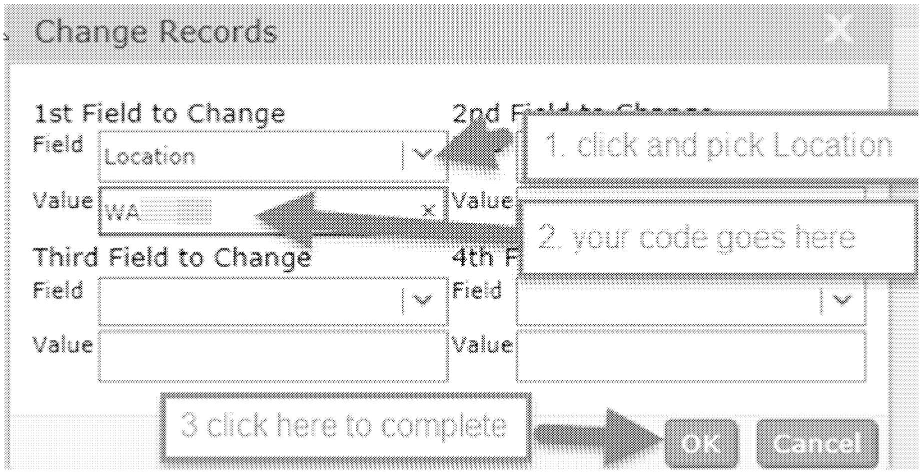


4. In GCMS click on the **File Management** tab
5. Click **File Query** sub-tab
6. Click **Query** button
7. In the **Paper File #** file, paste data from **Scanning Tool**
    a. **Ctrl+V**
    b. **Right click and Paste**
8. Click **Go** (or hit **Enter**)



<u>**Once your list populates in GCMS do the following:**</u>

- Press **Ctrl+A** (press twice to ensure all files are captured)
- Press **Ctrl+Alt+8** and you will get a pop up screen titled **Change Records**
- In **1st Field to Change** select **Location** in the drop down box
- In Value enter **Your GCMS ID**



SCENARIOS/COMMON ISSUES:

DUPLICATE APPLICATIONS:

If you have a duplicate application you will send it to the RA in an email with the EP# and clients name. State that the file is a possible duplicate and they will continue the rest.
Also put a note in GCMS - **"File forwarded to RA for possible duplicate"**

HOUSEHOLD UCI:

If a UCI has a household number under households in the search, use that number as your UCI. When 2 UCI's are created for 1 client they are linked together (household) and one UCI becomes the household primary which is the UCI that will be used.

CRIMINAL REHABILITATION APPLICATION INSTRUCTIONS:

Occasionally we receive applications (could be for any line of business) which include an Application for Criminal Rehabilitation (IMM1444). Below please find the instructions for handling these applications.
Link to document checklist of RHB applications for assembly order (for paper file assembly):
https://www.canada.ca/content/dam/ircc/migration/ircc/english/pdf/kits/forms/imm5507e.pdf

Instructions for Rehabilitation Applications:

- The data entry clerk will completeness check the application for permanent residence for the line of business received, and ensure they are not already a PR.
- If application is R10 complete, the clerk will do data entry as usual, being sure to enter the R10 Complete note (the file will probably be triaged to DN so no Pre-Assessment would be required).
    - **<u>For Paper files</u>**: The clerk will place the rehabilitation application to the top of the file. The Rehabilitation application <u>does not have to be completeness checked</u>. Just peg the Rehabilitation application on top of the regular business line application.
- The clerk will verify if additional fees have been paid - $200 is the required fee.
    - **<u>For Paper files:</u>** The clerk will place the additional fees for the Rehabilitation Application with the fee payment for the regular line of business. You <u>do not</u> need to allocate the fees for the Criminal Rehabilitation application.
- The clerk will enter the following additional note in GCMS:
    - **"Rehabilitation Application Received – Fees paid $200" or "Rehabilitation Application Received – No fees paid"**; depending on if fees have been paid or not.
    - **For paper files:** The clerk must also print a note to file and place it in front of the IMM0008 for the application for permanent residence. The note to file should say: **"Rehabilitation Application Received – Fees paid $200" or "Rehabilitation Application Received – No fees paid"**;
- **<u>For Portal/Virtual files:</u>** Email the RA the EP#, they may need to create a rehab application. Once file is complete, you can move it along.
- **<u>For Paper Files:</u>** Email the RA the EP# and hold the file. The RA will need your help to create the application. Once the application has been created you can send it for scanning.

<u>ADD A NEW SPOUSE OR NEW DEPENDENT CHILD:</u>

<u>ADD-A-NEW-SPOUSE</u> **the application is considered complete if the PA was single at received date.
-If Correspondence is received to have a Spouse/Common-Law added to the application, and all required documents are included, add the Spouse/Common-Law to the application in GCMS and add note "**Spouse added after lock-in, to be reviewed during agent assessment**". Continue your process.

-If all required documents are not included, add note in GCMS "**Add-a-new-spouse documents requested as per marriage after received date".** Use Add-a-Spouse letter in the CR04 letter folder to request required items. Hold file at your desk until documents are received. You can then add the Spouse/Common-Law to the application in GCMS and add note "**Spouse added after lock-in, to be reviewed during agent assessment**". Continue your process.

<u>ADD-A-NEW-DEPENDENT</u> - these instructions can also be used if pregnancy is claimed (if pregnancy due date has passed) just change the wording.
-If Correspondence is received to have a new dependent child added to the application, and all required documents are included, add the new dependent in GCMS and note "**New dep added to application**".

-If all required documents are not included, add note in GCMS **"Add-a-new-dep documents requested as per birth of child".** Use the request letter which is sent via email, you can choose one item "Client Information" on your request letter, then update the letter with the "**letter insert**" below. Hold file at your desk until documents are received. You can then add the new dependent child to the application in GCMS and note **"new dep added to application".** Continue with your process.

LETTER INSERT:
We confirm acknowledgement of your correspondence informing us of a change in your family composition due to the birth of a child.
If your new dependent **is a citizen of Canada** please provide a copy of Canadian Birth Certificate with parentage.
If your new dependent **is not a citizen of Canada**, he or she must be added to your application and examined whether or not they accompany you to Canada.

In order to add your new dependent to your application, we require the following items:
1) Updated Generic Application Form IMM 0008 to include new dependent
2) Updated Additional Family Information IMM 5406 to include new dependent
3) Additional dependent's Birth Certificate listing both parents
4) Only if accompanying - Photocopy of additional dependent's passport that has a validity date beyond 6 months
5) Only if accompanying –Application fee
Please follow the instructions from the Document Checklist.

REMOVAL OF SPOUSE OR DEPENDENT:
-If Correspondence is received to have a spouse, common-law, or dep removed from an application, as they no longer meet the definition of dependent (now divorced/getting divorced/common-law relationship ended, deceased),
-Promote file with spouse, common-law or dep included.
-Enter a note in GCMS. **"Request received to have (spouse, common-law or dep) removed from file to be reviewed during assessment."**
-No need to request missing documents for that person as they may eventually be removed from the application.

TROUBLESHOOTING TECHNICAL ISSUES:

POP-UP BLOCKER:
If you are unable to attach a letter to GCMS the upload screen is likely being blocked by the Pop-Up Blocker. To fix this: Click the Pop-up Blocker icon at the top right of your browser address bar.

ADMM TOOL:
If the note is not generating - close all Microsoft programs that are open in the background and try again. When entering information into the tool do the note in the small window first then the main tool. (It seems to work better when done in this order)

MORE THAN ONE REQUEST LETTER:

If you already have one letter under **"Pending Registration"** and need to send another letter that is not a Biometrics Fee Request or Special Police Certificate Request, then you can create a new line and under Outgoing Correspondence and under document type chose **"Other".** Create the letter as you normally would and when complete, change the status from **"Generate"** to **"Pending Registration".**

GCMS LOCKED:

If all fields in GCMS become greyed out (locked), **refresh** the page. If they still are grey, close GCMS and reopen the file again.

HELPFUL LINKS AND DOCUMENTS:

- GCMS: GCMS | SMGC (ci.gc.ca)
- PR PORTAL: Sign in | Employee secure permanent residence portal (cic.gc.ca)
- REPS:
  - CICC: Find an Immigration Consultant (college-ic.ca)
  - LAWYERS: Find out if your representative is authorized - Canada.ca
- PNC WORKBOOKS: PNC workbooks (ci.gc.ca)
- NOC Concordance Table: NOC concordance tables - Canada.ca (esdc.gc.ca)
- COUNTERFOIL: Visa-required countries (ci.gc.ca)
- FILE DISPATCH SPREADSHEET: Document Overview: File Dispatch Rules Snapshot table (ci.gc.ca)
- POLICE CERTIFICATES:
  - How to get a police certificate: How to get a police certificate – Immigration and citizenship - Canada.ca
  - Police Certificate Image Library: Police Certificate Image Library
  - Global Spreadsheet: Document Overview: Global Edition.xlsm (ci.gc.ca)
  - Country Information – Australia: http://cicintranet/connexion/tools-outils/cil-rip/australia-australie-eng.aspx

- BIRTH CERTIFICATES: Birth Certificates - Country Information (ci.gc.ca)
- ADMM TOOL: Document Overview: CR-04 ADMM V1.6 ModInternet NOV2022.docm (ci.gc.ca)
- LANGUAGE TESTS:
  - IELTS: IELTS TRF Verification (ucles.org.uk)
  - CELPIP: https://secure.paragontesting.ca/verify/#/login
  - TEF: https://moncompte.francais.cci-paris-idf.fr/faces/Login.xhtml
  - TCF: https://www3.france-education-international.fr/LF/TCF/authentification/ConnexionAgentIRCC.aspx
- AGE CALCULATOR: https://www.calculator.net/age-calculator.html
- GOOGLE TRANSLATE: https://www.bing.com/search?q=google+translate&src=IE-SearchBox&FORM=IESR3N
- PS ADMIN: http://gcdocs2/otcs/cs.exe?func=ll&objId=71309732&objAction=browse&sort=name
- NOC WEBSITE: https://noc.esdc.gc.ca/Home/Welcome/4d655901c5a8499d8af705bb2a3aee03?GoCTemplateCulture=en-CA
- NOC SKILL LEVELS: https://www.canada.ca/en/immigration-refugees-citizenship/services/immigrate-canada/express-entry/eligibility/find-national-occupation-code.html

INSERTS:

*Please do not modify inserts. They should be copy and pasted into GCMS exactly as shown (fill in appropriate names, countries and dates). If you feel you need to modify an insert to suit your request, please check with your TL before doing so.

R10 AND RETURN INSERTS (ENGLISH & FRENCH):

For English correspondence copy English inserts only, for French correspondence copy French inserts only

FORMS/**FORMULAIRES**

IMMOOO8

- **IMM0008 NOT SIGNED**
  You did not sign and/or date the Generic Application Form for Canada [IMM0008].
  Vous avez omis de signer et/ou de dater le Formulaire de demande générique pour le Canada [IMM 0008].

- **INCOMPLETE IMM0008**
  The Generic Application Form [IMM0008] you submitted with your application is no longer acceptable. Please visit our website at the following address for an up to date Generic Application Form [IMM0008].
  https://www.canada.ca/content/dam/ircc/migration/ircc/english/pdf/kits/forms/imm0008enu_2d.pdf
  Le formulaire de demande générique pour le Canada [IMM 0008] que vous avez présenté avec votre demande de résidence permanente est obsolète. Vous trouverez le formulaire actuel [IMM 0008] sur le site Web suivant.
  https://www.canada.ca/content/dam/ircc/migration/ircc/francais/pdf/trousses/form/imm0008fra_2d.pdf

- **INCOMPLETE IMM0008 WITHOUT SIGNATURE**
  A completed Generic Application Form for Canada [IMM0008] with an original signature.
  Un formulaire de demande générique pour le Canada (IMM0008) rempli et signé par le demandeur principal. Ce formulaire doit porter une signature originale.

- **INCOMPLETE IMM0008**
  You did not complete essential fields in the application form (IMM0008). Please complete the highlighted sections in the form.
  Vous avez omis de remplir certains champs obligatoires du Formulaire de demande générique pour le Canada (IMM0008). Veuillez remplir les sections surlignées de ce formulaire.

- **COMPLETED IMM0008DEP**

Additional Dependents/Declaration form [IMM 0008DEP]
Le formulaire complété - Personnes à charge additionnelles/Déclaration (IMM 0008DEP)

SCHEDULE A WITH SIGNATURE
A completed Schedule A for with signature.
Un annexe A (IMM5669) complété pour

SCHEDULE 4 WITH SIGNATURE
A completed Schedule 4 for the PA with an original signature.
Un annexe 4 complété pour le DP avec une signature originale.

(PNP) SCHEDULE 4A WITH BUSINESS PLAN
A newly completed Schedule 4A that includes the details of your business plan.

Un formulaire IMM 0008 Annexe 4A nouvellement complété qui comprend les détails de votre plan d'affaires.

COMPLETED SUPPLEMENTARY INFORMATION- YOUR TRAVELS
A completed Supplementary Information- Your Travels [IMM5562]
Le formulaire complété - Renseignements supplémentaires – Liste des voyages (IMM 5562)

COMPLETED ADDITIONAL FAMILY INFORMATION
A completed Additional Family Information (IMM5406) for with signature.
Le formulaire complété - Renseignements additionnels sur la famille (IMM5406) pour .

ADD-A-SPOUSE/DEP
The Generic Application form (IMM0008) provided with your application does not list . This form must include all necessary information for the principal applicant, the spouse/common-law partner and any eligible dependent children **whether they are accompanying or not.** Please submit a newly completed Generic Application form (IMM0008) listing you as the principal applicant and all your eligible family members.
Le formulaire de demande générique [IMM 0008] que vous avez soumis avec votre demande ne mentionne pas . Ce formulaire doit inclure tous les renseignements nécessaires concernant le demandeur principal, l'époux ou le conjoint de fait ; et chaque enfant qu'ils vous accompagnent au Canada ou non. Veuillez compléter un nouveau formulaire de demande générique [IMM 0008] incluant vous comme demandeur principal et tous les membres de votre famille qui sont éligibles.

INCORRECT APPLICATION
The application you completed is no longer acceptable. In order to continue processing we require the following form to be completed: Generic Application form (IMM0008). This form can be found at: http://www.cic.gc.ca/english/immigrate/quebec/apply-application.asp

Le formulaire de demande que vous avez soumis n'est plus valable. Pour que nous puissions traiter votre demande, veuillez remplir les formulaires suivants : Formulaire générique pour le Canada (IMM0008). Vous trouverez ces formulaires sur le site Web à l'adresse http://www.cic.gc.ca/francais/immigrer/quebec/demande-trousse.asp

DOCUMENTS/**DOCUMENTS**

NOMINATION CERTIFICATE/PNC

- **NOMINATION CERTIFICATE/LETTER**
  A Nomination Certificate/Letter from the province/territory that has nominated you.
  Un certificat de désignation/lettre de la province ou du territoire qui vous a désigné(e).

- **EXPIRED NOMINATION CERTIFICATE/LETTER**
  The Nomination Certificate/Letter has expired on . Your application arrived after this date, so it is being returned to you as incomplete.
  Un certificat de désignation/lettre de la province ou du territoire a/ont expiré le . Votre demande nous a arrivé après cette date, alors elle vous est retournée comme incomplète.

- **LOCKED NOMINATION CERTIFICATE/LETTER**
  The Nomination Certificate/Letter that you have provided to us is password protected and we can not open it to verify the document.

  If returning the file add:
  For this reason your application is being returned to you as incomplete

  Le certificate de nomination/letter que vous nous avez fourni est protégé par mot de passe et nous ne pouvons pas l'ouvrir vérifier le document.

  If returning the file add:
  Pour cette raison, votre demande vous est retournée comme étant incomplète.

- **EXPRESS ENTRY APPLCATION**
  The Nomination Certificate you submitted indicates you were nominated through the Express Entry stream and therefore does not qualify you to apply under the Provincial Nominee Class through the paper-based process.
  La lettre d'approbation que vous avez présentée indique que vous avez été nommé (e) au titre du programme Entrée express. Cela étant donné, vous ne vous qualifiez pas pour postuler une demande de résidence permanente en vertu de la classe des Candidats provinciaux à travers le processus sur papier. Vous devez postuler via la méthode d'Entrée express.

LANGUAGE TEST
A copy of your language test.

Une copie de votre test de langue . (   )

BIRTH CERTIFICATE

- **ORIGINAL BIRTH CERTIFICATE**
  A copy of the original version of a birth certificate for
  Une copie de la version originale d'un certificat de naissance pour

- **TRANSLATED BIRTH CERTIFICATE**
  A copy of a translated version of a birth certificate for
  Une copie de la version traduite d'un certificat de naissance pour

- **LEGIABLE COPY OF BIRTH CERTIFICATE**
  A legible copy of a birth certificate for
  Une copie lisible de votre certificat de naissance pour

- **INCOMPLETE AFFIDAVIT IN LIEU OF BIRTH CERTIFICATE**
  The affidavit you provided in lieu of a birth certificate is incomplete.
  In order for an affidavit to be acceptable, please provide the full details as to why you cannot obtain a birth certificate and indicate the full name, date of birth, place of birth, parent(s) name(s).

  L'affidavit que vous avez fourni au lieu d'un acte de naissance est incomplet.
  Pour qu'un affidavit soit acceptable, Il faut expliquer les raisons pour lesquelles vous ne pouvez pas obtenir un certificat de naissance et indiquer les détails suivants : Le nom complet, la date de naissance, le lieu de la natalité, les noms des parents.

- **NON AVAILABILITY CERTIFICATE REQUIRES AFFIDAVIT**
  The untraceable/non availability certificate you have provided must be accompanied by an affidavit that gives full details as to why you cannot obtain a birth certificate and must indicate full name, DOB, place of Birth, parent(s) name(s).
  Le certificat introuvable/non-disponible que vous avez fourni doit être accompagné d'un affidavit qui donne les détails complets en ce qui concerne la raison que vous ne pouvez obtenir un certificat de naissance et doit indiquer le nom complet, la date de naissance, le lieu de naissance, le(s) nom(s) du(des) parent(s).

- **PROPER PROOF OF BIRTH**
  Please note: we do not accept passports as proof of birth; therefore we are unable to accept details from your passport. We do accept secondary school records that contain the following:

  Name of Client
  Date of Birth of Client
  Parents Names (mother, father or both is acceptable)

If you are unable to provide a birth certificate please provide an affidavit containing all 3 of the criteria listed above as well as a written explanation with full details as to why this document is unavailable.
The secondary school record you have provided as proof of birth must include your name, date of birth and parents' names. The secondary school record you have provided does not include:
Name of Client
Date of Birth of Client
Parents Names (mother, father or both is acceptable)

Veuillez noter : nous n'acceptons pas les passeports comme preuve de naissance ; par conséquent, nous ne pouvons pas accepter les détails de votre passeport. Nous acceptons les dossiers des écoles secondaires qui contiennent les éléments suivants :
Nom du client
Date de naissance du client
Noms des parents (mère, père ou les deux est acceptable)
Si vous n'êtes pas en mesure de fournir un certificat de naissance, veuillez fournir un affidavit contenant les 3 critères énumérés ci-dessus ainsi qu'une explication écrite avec tous les détails sur la raison pour laquelle ce document n'est pas disponible.
Le dossier scolaire secondaire que vous avez fourni comme preuve de naissance doit inclure votre nom, votre date de naissance et le nom de vos parents. Le dossier scolaire secondaire que vous avez fourni ne comprend pas :
Nom du client
Date de naissance du client
Noms des parents (la mère, le père ou les deux sont acceptables)

ORIGINAL IDENTITY CARD
A copy of the original version of an identity card for
Une copie de la version originale d'une carte d'identité pour

TRANSLATED IDENTITY CARD
A copy of the translated version of an identity card for
Une copie de la version traduite d'une carte d'identité pour

PASSPORT

- **PASSPORT**
  A copy of a passport for
  Une copie d'un passeport pour

- **PASSPORT BIO DATA PAGE WITH MACHINE READABLE ZONE**
  A copy of the passport bio data page which includes the machine readable zone for
  Une copie de la page comportant les renseignements biographiques, y inclus la zone de lecture automatique, du passeport à

PHOTOS

Photos for . Please refer to the following link for requirements and specifications of photos: http://www.cic.gc.ca/english/information/applications/guides/5445ETOC.asp
Photographies pour . Veuillez consulter le lien suivant pour les conditions et spécifications nécessaires pour les photos : http://www.cic.gc.ca/francais/information/demandes/guides/5445FTOC.asp

FEES

- **FEES/FRAIS**
  INCORRECT AMOUNT
  The **incorrect fee** amount was received with your application. Please visit http://www.cic.gc.ca/english/information/fees/ to determine the correct fees.
  Un montant inexact de frais a été reçu avec votre demande. Veuillez consultez http://www.cic.gc.ca/francais/information/frais/index.asp pour déterminer les frais exactes.

- **NO FEES**
  No fee was received with your application. Please visit http://www.cic.gc.ca/english/information/fees/ to determine the correct fees.
  Nous n'avons reçu aucuns frais avec votre demande. Veuillez consultez http://www.cic.gc.ca/francais/information/frais/index.asp pour déterminer les frais exactes.

- **PAYMENT IS NOT ACCEPTABLE**
  The payment submitted with your application is not acceptable. You must submit an online payment as identified below directly to our office with your application.
  IPRMS/online payment .
  Le paiement soumis avec votre demande n'est pas acceptable. Vous devez soumettre un en ligne paiement identifié ci-dessous directement à notre bureau avec votre demande IPRMS/ paiement effectué en ligne .

- **RECEIPT HAS NO FEES ASSOCIATED**
  The receipt of the payment made online does not have any fees associated with it. Please submit a new payment.
  Le reçu du paiement effectué en ligne ne possède pas de frais associés à celui-ci. Veuillez soumettre un nouveau paiement.

- **COPY OF OFFICIAL PAYMENT RECEIPT**
  Please provide a copy of your official payment receipt .
  Veuillez soumettre une copie du reçu de paiement effectué en ligne .

- **OUTDATED FEES (PRE APRIL 30, 2020)**
  Pay your fees online. On April 30, 2020, the fees increased for most economic immigration programs and the right of permanent residence. Find out how to pay your fees: https://www.cic.gc.ca/english/helpcentre/answer.asp?qnum=1524

Payez vos frais en ligne. Le 30 avril 2020, les frais ont augmenté pour la plupart des programmes de l'immigration économique et ceux relatifs au droit de résidence permanente. Découvrez comment payer vos frais :
https://www.cic.gc.ca/francais/centre-aide/reponse.asp?qnum=1524

- **OUTDATED FEES (PRE APRIL 30, 2022)**
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  https://www.cic.gc.ca/francais/centre-aide/reponse.asp?qnum=1524

PRE-ASSESSMENT INSERTS (ENGLISH & FRENCH):

For English correspondence copy English inserts only, for French correspondence copy French inserts only

PASSPORT/TRAVEL DOCUMENT:
Please provide a **copy** of a newly issued passport as the passport you provided expired or will expire within 6 months. Your visa cannot be issued before we receive a valid passport.
Be Advised: Please do not submit your original passport before IRCC requests it.
Veuillez faire parvenir une copie d'un passeport qui démontre présentement une date valide au-delà de 6 mois. L'émission de votre visa ne peut se faire avant que l'on reçoit la copie du passeport valide tel que demandé.
Remarquez : Ne soumettez pas votre passeport original avant que le bureau de IRCC vous en avise.

RPRF :
Please pay the Right of Permanent Residence Fee. You will find the link below.
https://www.cic.gc.ca/english/information/fees/index.asp
SVP payer les frais relatifs au droit de résidence permanente. Vous trouverez le lien ci-dessous.
http://www.cic.gc.ca/francais/information/frais/index.asp

POLICE CERTIFICATES:
Please provide an original and recent Police clearance Certificate from .

Please consult our website at: https://www.canada.ca/en/immigration-refugees-citizenship/services/application/medical-police/police-certificates/how.html for specific and up-to-date information on how to obtain police certificates from any country.

(If translated version has to be included)
Please note that you must provide the original version in addition to a translated copy.

Veuillez faire parvenir un certificat de police .
Veuillez bien vérifier le site web de CIC (Comment obtenir un certificat de police.) Vous trouverez le lien ci-dessous.
https://www.canada.ca/fr/immigration-refugies-citoyennete/services/demande/medical-police/certificats-police/comment.html
(if translated version has to be included)
Notez que vous devez fournir la version originale ainsi que la version traduite.

Other common countries that you can copy and paste into the PC request above.
(NOT ALL ARE LISTED
YOU WILL STILL USE **HOW TO GET A POLICE CERTIFICATE** TO DETERMINE CORRECT REQUEST LETTER)

These countries require the generic request letter for PCs

Algeria	de l'Algérie
Argentina	d'Argentine
Belgium	de la Belgique
Benin	du Bénin
Brazil	du Brésil
Burkina Faso	du Burkina Faso
Central African Republic	de la République centrafricaine
Chad	du Tchad
Cameroon	du Cameroun
Colombia	de la Colombie
China	de la Chine
Congo	du Congo
Democratic Republic of Congo	de la République démocratique du Congo
Egypt	de l'Égypte
France	de la France
Gabon	du Gabon
Gambia	de la Gambie
Germany	de l'Allemagne
Ghana	du Ghana
Guinea	de la Guinée
Greece	de la Grèce
Haiti	d'Haïti
India	de l'Inde
Iran	de l'Iran
Ireland	de l'Irlande
Italie	de l'Italie
Ivory Coast	de la Côte d'Ivoire

Japan	du Japon
Lebanon	du Liban
Luxembourg	du Luxembourg
Madagascar	
Mauritania	de la Mauritanie
Mauritius	de la Maurice
Mexico	du Mexique
Morocco	du Maroc
Netherlands	des Pays-Bas
New Zealand	de la Nouvelle-Zélande
Niger	du Niger
Nigeria	du Nigéria
Peru	du Pérou
Philippines	des Philippines
Poland	de la Pologne
Portugal	du Portugal
Qatar	du Qatar
Russia	de la Russie
Rwanda	du Rwanda
Saudi Arabia	de l'Arabie saoudite
Senegal	du Sénégal
South Africa	de l'Afrique du Sud
South Korea	de la Corée du Sud
Spain	de l'Espagne
Sweden	de la Suède
Switzerland	de la Suisse
Togo	du Togo
Tunisia	de la Tunisie
Turkey	de la Turquie
Uganda	de l'Ouganda
Ukraine	de l'Ukraine
United Arab Emirates	des Émirats arabes unis
United Kingdom	du Royaume-Uni
United States of America	des États-Unis d'Amérique
Venezuela	du Venezuela
Vietnam	du Vietnam

SCHEDULE A (USE APPROPRIATE NUMBER AND DATES)
Please provide an updated and newly completed schedule A with an original signature. Please ensure that **it is updated and newly signed.** Please do not leave any gaps in time.

https://www.canada.ca/content/dam/ircc/migration/ircc/english/pdf/kits/forms/imm5669e.pdf
Please provide information regarding the following **Personal History Gap.** Please ensure you **do not** leave any gaps in time: .
Please provide information regarding the following **Address History Gap**. Please ensure you **do not** leave any gaps in time: .
Please ensure that each section of Schedule A is updated.

Un formulaire Annexe A séparé et **nouvellement complété** portant une signature originale. Veuillez fournir un formulaire **mis à jour et nouvellement signé**. Veuillez ne pas laisser de période inexpliquée en fait de temps.
http://www.cic.gc.ca/francais/pdf/trousses/form/imm5669F.pdf
Veuillez fournir des informations concernant l'écart d'historique personnel suivant. Veuillez vous assurer de ne laisser aucun écart dans le temps : .
Veuillez fournir des informations concernant l'écart suivant dans l'historique des adresses. Veuillez vous assurer de ne laisser aucun écart dans le temps : .
Veuillez vous assurer que chaque section de l'annexe A est mise à jour.

SCHEDULE 4 WITH FUNDS
A completed Schedule 4 for the PA with the "Funds" field filled with a dollar amount, even if it is 0.
Un annexe 4 complété pour le DP avec le Champ de fonds rempli avec un montant en dollars, même s'il est égal à 0.

IMM5406 (ADDITIONAL FAMILY INFO)
A separate, newly completed Additional Family Information form (IMM5406) containing original signatures. Please ensure that the addresses of your parents and siblings are also indicated. Please send us the completed form. If a section does not apply, write "not applicable" See the following link for the form:
https://www.canada.ca/content/dam/ircc/migration/ircc/english/pdf/kits/forms/imm5406e.pdf

Un formulaire Renseignements additionnels sur la famille (IMM5406) distinct et nouvellement complété contenant des signatures originales. Veuillez vous assurer que les adresses de vos parents et de vos frères et sœurs sont également indiquées.Veuillez nous faire parvenir le formulaire complété. Si une section ne s'applique pas, écrivez « sans objet » Consultez le lien suivant pour le formulaire:
http://www.cic.gc.ca/francais/pdf/trousses/form/IMM5406F.pdf

DOCUMENTS PROVING CANADIAN CITIZENSHIP
Please provide a document proving Canadian Citizenship for .
Veuillez fournir une preuve de citoyenneté canadienne pour .

RCMP FINGERPRINTS
You must provide a certified RCMP criminal record check based on fingerprints. Please check the CIC website (Obtaining Police Certificates) and refer to RCMP certificates in Canada for details on obtaining a RCMP Criminal Record Check.
Consult http://www.rcmp-grc.gc.ca/cr-cj/fing-empr2-eng.htm for detailed instructions.
Si, depuis l'âge de 18 ans, vous avez séjourné au Canada pour une période de six mois ou plus, veuillez fournir un document certifié d'attestation d'absence de casier judiciaire.

Veuillez nous faire parvenir une attestation de vérification de casier judiciaire à base d'empreinte digitale certifié de la GRC. Vous trouverez le lien ci-dessous.
http://www.rcmp-grc.gc.ca/cr-cj/fing-empr2-fra.htm

ORIGINAL MARRIAGE CERTIFICATE
Please provide a copy of your original marriage certificate from your marriage in (year) .

Veuillez fournir une copie de votre certificat de mariage originale de votre mariage qui a eu lieu en (Year).

TRANSLATED MARRIAGE CERTIFICATE
Please provide a copy of the translated version of your marriage certificate
Veuillez fournir une copie de la version traduite de votre certificat de mariage.

DIVORCE CERTIFICATE
Please provide a copy of your divorce certificate from your marriage in (year)
Veuillez fournir une copie de votre certificat de divorce de votre mariage qui a eu lieu en (Year).

DECLARATION OF COMMON-LAW (IMM5409)
A signed and completed Declaration of a Common-Law Relationship containing original signatures is required. Please note that the IMM5409 **must be notarized.**
https://www.canada.ca/content/dam/ircc/migration/ircc/english/pdf/kits/forms/imm5409e.pdf
Un formulaire, rempli et signé, de déclaration officielle d'union de fait (IMM5409) contenant des signatures originales. Notez que la déclaration officielle d'union de fait doit être notarié.
http://www.cic.gc.ca/francais/pdf/trousses/form/IMM5409F.pdf

USE OF A REPRESENTATIVE (IMM5476)
Please provide a newly signed and completed Use of a Representative form (IMM5476). You will find the link below.
https://www.canada.ca/content/dam/ircc/migration/ircc/english/pdf/kits/forms/imm5476e.pdf
Veuillez fournir le formulaire IMM5476 : Recours aux services d'un représentant. Vouz trouverez le lien ci-dessous.
https://www.canada.ca/content/dam/ircc/migration/ircc/francais/pdf/trousses/form/imm5476f.pdf

AUTHORITY TO RELEASE PERSONAL INFORMATION (IMM5475)

Please provide a signed and completed Authority to Release Personal Information to a Designated Individual (IMM5475). Please follow the link below

https://www.canada.ca/en/immigration-refugees-citizenship/services/application/application-forms-guides/release-information-individual.html

Veuillez fournir le formulaire IMM5475 : Autorisation de communiquer des renseignements personnels à une personne désignée. Vouz trouverez le lien ci-dessous.

https://www.canada.ca/content/dam/ircc/migration/ircc/francais/pdf/trousses/form/imm5475f.pdf

ERROR ON BIRTH CERTIFIATE

A copy of the original version of your birth certificate. It seems that there in an error on your birth certificate. Please provide a new copy of your birth certificate without errors.
Une copie de la version originale d'un certificat de naissance. Il semble qu'il y ait une erreur concernant la date de naissance dans votre acte de naissance. Veuillez nous faire parvenir une copie de votre acte de naissance sans erreurs.

DECLARATION FROM NON-ACCOMPANYING PARENT

If the other parent of your child or children will not be accompanying you to Canada, you must provide a Declaration from Non-Accompanying Parent (IMM5604) that is signed and completed by the non-accompanying parent for each accompanying child consenting to their travel to Canada. Please follow the link below.
https://www.canada.ca/content/dam/ircc/migration/ircc/english/pdf/kits/forms/imm5604e.pdf
Please note that a signed identity document from the non-accompanying parent must be provided.
Si l'autre parent de votre enfant ne vous accompagne pas au Canada, vous devez soumettre une Declaration pour parent/tuteur légal qui n'accompagne pas un enfant mineur immigrant au Canada (IMM5604) dûment signée pour chaque enfant, consentant à son voyage au Canada, ainsi qu'une copie d'une pièce d'identité avec photo du parent qui ne vous accompagne pas, sur laquelle figure sa signature.
SVP faire parvenir une copie d'une pièce d'identité avec photo du parent qui ne vous accompagne pas, sur laquelle figure sa signature.

LEGALLY SEPARATED SPOUSE NOT INCLUDED ON APPLICATION

You have identified your marital status as "separated" or "legally separated". All family members, whether accompanying or not, are required to be examined to ensure that they are not inadmissible. Since you are still legally married to your spouse, your spouse is considered a family member under the Immigration Refugee Protection Act (IRPA) and must be examined. You cannot simply choose to not have them examined. **Please provide the following supporting documents/information to include your spouse in your application for permanent residence:**

- Revised IMM 0008
- Revised IMM 5562 (Travel info)

SPOUSE
- Schedule A
- IMM 5406
- Photographs
- Birth Certificate
- Passport, if accompanying
- Fees, if accompanying
- Any applicable Police certificates

Vous avez identifié votre état matrimonial comme «séparé» ou «séparé légalement». Tous les membres de la famille, qu'ils accompagnent ou non, doivent être examinés pour s'assurer qu'ils ne sont pas interdits de territoire

Puisque vous êtes toujours légalement marié à votre conjoint, celui-ci est considéré comme un membre de la famille en vertu de la Loi sur l'immigration et la protection des réfugiés (LIPR) et doit être examiné. Vous ne pouvez pas simplement choisir de ne pas les avoir examinés.Veuillez fournir les pièces justificatives et les informations suivantes pour inclure votre conjoint dans votre demande de résidence permanente:

IMM 0008 révisé
Révisé IMM 5562 (Info voyage)

ÉPOUSE
- Annexe A
- IMM 5406
- Photographies
- Certificat de naissance
- Passeport, si accompagnant
- Frais, si accompagnant
- Tout certificat de police applicable

BIRTH CERTIFICATE FOR A CANADIAN BORN CHILD

Please submit a Birth Certificate for that includes parentage.

SVP faire parvenir une cope de l'acte de naissance pour :

PROOF OF COMMON-LAW RELATIONSHIP

Proof of Relationship: Please provide any or all of the following as proof of you and your common-law partner cohabitating in a conjugal relationship for at least 1 continuous year prior to application date.

- financial documents (Joint bank, trust, credit union or charge card accounts) that would support your common-law relationship.
- documents of both parties showing the same address, e.g., identification documents, driver's licenses, insurance policies;
- joint utilities accounts (electricity, gas, telephone)

SVP faire parvenir une preuve que vous habitez actuellement avec votre conjoint(e) pendant au moins une année consécutive.
Vous pouvez founir n'importe quelles des documents suivantes:

- **Documents financiers**
- **Documents qui démontre que vous habitez à la même addresse.**

Factures d'électricité, hydro, téléphone etc.

INSERT FOR WHEN PASSPORT CARDS ARE SUBMITTED

Please submit a copy of the Bio Data page from your valid Passport not the Passport Card.

Nous ne pouvons pas accepter une carte de passeport. SVP faire parvenir une copie de votre passeport.

RESIDENTS OF QUEENSLAND AND VICTORIA, AUSTRALIA

Residents of Queensland must submit a Traffic History which goes back to their 18th birthday or the day on which their first Australian driver's licence was issued.
Residents of Victoria must submit a Licence History Search which goes back to their 18th birthday or the day on which their first Australian driver's licence was issued.

Applicants who are unable to provide a Traffic History or a Licence History Search must provide evidence, issued by the Queensland and/or Victoria roads authority, stating that the person has never held a driver's licence in that state.
Les résidents du Queensland doivent soumettre un historique de trafic qui remonte à leur 18e anniversaire ou au jour où leur premier permis de conduire australien a été délivré.
Les résidents de Victoria doivent soumettre une recherche d'historique de licence qui remonte à leur 18e anniversaire ou au jour où leur premier permis de conduire australien a été délivré.

Les candidats qui ne sont pas en mesure de fournir un historique de la circulation ou une recherche dans l'historique des licences doivent fournir une preuve, délivrée par les autorités routières du Queensland et / ou de Victoria, indiquant que la personne n'a jamais détenu de permis de conduire dans cet État.

INSERT FOR PASSPORT PHOTOS

Please send passport photos for each member of your family, accompanying or not. Please see the link below.
https://www.canada.ca/en/immigration-refugees-citizenship/services/new-immigrants/rp-card/application-renewal-replacement/photo.html

SVP faire parvenir des photos de passeport pour chaque membre de votre famille, accompagnant ou non. SVP consultez le lien ci-dessous.
https://www.canada.ca/fr/immigration-refugies-citoyennete/services/nouveaux-immigrants/carte-rp/demande-renouvellement-remplacement/photo.html

INSERT FOR COURT DOCS
UK

The police certificate you have submitted from the UK indicates a result of "NO LIVE TRACE".

'NO LIVE TRACE' means that the applicant has a conviction history that is not disclosed due to the retention guidelines and step down model. Convictions are stepped down according to the age of subject, the final outcome, the sentence imposed, and the offence category.

Please provide court conviction history documentation indicating summary of conviction, reprimand, warnings, caution, the final outcome, the sentence imposed, and the offence category.

Le certificat de police que vous avez soumis depuis le Royaume-Uni indique un résultat "NO LIVE TRACE".
'NO LIVE TRACE' signifie que le demandeur a un historique de condamnations qui n'est pas divulgué en raison des directives de rétention et du modèle de démission. Les condamnations sont réduites en fonction de l'âge du sujet, du résultat final, de la peine infligée et de la catégorie d'infraction.
Veuillez fournir des documents sur l'historique des condamnations judiciaires indiquant le résumé de la condamnation, la réprimande, les avertissements, la mise en garde, le résultat final, la peine infligée et la catégorie d'infraction.

<u>PHILIPPINES</u>
Please provide a National Bureau of Investigation (NBI) written explanation regarding "No Criminal Record" remark on your NBI clearance certificate.
Your own written explanation outlining in detail the circumstances and events that led to the case(s) filed against you, as indicated on the NBI. All court documents relating to the case(s) filed against you. These documents must show full details and must corroborate with the NBI written explanation and your written explanation. These include:

- Certified true copies of the Court Order/Court Decision indicating that the case(s) has been dismissed with finality and the reason(s) for the dismissal
- Certified true copies of the petition and court transcripts

Veuillez fournir une explication écrite du Bureau national d'enquête (NBI) concernant la remarque «Aucun casier judiciaire» sur votre certificat de décharge du NBI.

Votre propre explication écrite décrivant en détail les circonstances et les événements qui ont conduit aux poursuites intentées contre vous, comme indiqué sur le NBI. Tous les documents judiciaires relatifs à la ou aux poursuites intentées contre vous. Ces documents doivent montrer tous les détails et doivent corroborer l'explication écrite de NBI et votre explication écrite. Ceux-ci inclus:

- **Copies certifiées conformes de l'ordonnance du tribunal/de la décision du tribunal indiquant que l'affaire (s) a été rejetée avec irrévocabilité et la (les) raison (s) du rejet**
- **Copies certifiées conformes de la requête et des transcriptions judiciaires**

<u>REJECTION LETTER INSERT:</u>
Please note: Starting on September 23, 2022, and following the schedule below, IRCC will begin transitioning to 100% digital applications for most permanent residence programs. Please consult our website for more information if you are choosing to submit a new application.

https://www.canada.ca/en/immigration-refugees-citizenship/services/immigrate-canada.html
Veuillez noter : À compter du 23 septembre 2022, et conformément au calendrier ci-dessous, IRCC commencera la transition vers la présentation numérique de la totalité des demandes au titre de la plupart des programmes de résidence permanente. Bientôt, l'usage du Portail deviendra obligatoire pour la majorité des programmes de résidence permanente. Veuillez consulter le site web d'IRCC pour obtenir plus de renseignements, si vous décidez de soumettre une autre demande.
Passage à la présentation en ligne des demandes de résidence permanente - Canada.ca

Immigration, Refugees and Citizenship Canada Immigration, Réfugiés et Citoyenneté Canada

PROVINCIAL NOMINEE PROGRAM
CENTRALIZED INTAKE OFFICE
P O BOX 1450
SYDNEY NS B1P 6K5
CANADA

JOHN DOE
49 DORCHESTER ST
SYDNEY NS B1P 5Z2

example@email.ca

Application for Permanent Residence in Canada –Additional Information Required

May 23, 2023

UCI: 012345678

Application: EP0123456

JOHN DOE

This is in reference to your application for permanent residence in Canada. In order for the processing of your application to continue, the following document(s) are required:

012345678 – JOHN DOE

BIRTH REGISTRATION/CERTIFICATE: Please provide a copy of the original version of a birth certificate for JOHN DOE.

These documents must be received 7 days after receipt of this letter.

RPRF: Please pay the Right of Permanent Residence Fee. You will find the link below.
https://www.cic.gc.ca/english/information/fees/index.asp

These documents must be received 30 days after receipt of this letter.

POLICE CERTIFICATE: Please provide an original and recent Police clearance Certificate from INDIA.

Please consult our website at: https://www.canada.ca/en/immigration-refugees-citizenship/services/application/medical-police/police-certificates/how.html for specific and up-to-date information on how to obtain police certificates from any country.

These documents must be received 60 days after receipt of this letter.

Please only submit the requested information and documents via one of the following method:

1. For instant updates, submit your documents via IRCC secure account at: https://www.canada.ca/en/immigration-refugees-citizenship/services/application/account.html
   - If you applied via the IRCC Portal, you cannot use this option.

2. If you cannot use IRCC secure account, you may submit your documents via IRCC webform at: https://secure.cic.gc.ca/enquiries-renseignements/canada-case-cas-eng.aspx

3. If you cannot submit the requested document electronically, you may send it by mail or courier to the following address:

Regular mail:	**Courier:**
ATTN: CIO – FMU Case Processing Agent Immigration, Refugees and Citizenship Canada CIO – Correspondence PO BOX 8400 Sydney, NS B1P 0G6 Canada	ATTN: CIO – FMU Case Processing Agent Immigration, Refugees and Citizenship Canada CIO-Correspondence 49 Dorchester Street Sydney, NS B1P 5Z2 Canada

If sending via mail or courier to one of the addresses noted above, **please include a copy of this letter.**

Any documentation or correspondence you send should include your UCI and Application number as indicated at the top of this letter.
In case the requested information is not provided by the time indicated, your application will be processed with the information available. **This may result in the refusal of your application.**

IMPORTANT REMINDERS:

- If your documents are not in **French or English**, a certified (notarized) translation must be submitted with a copy of the original version.

- Original Police Certificate – For additional information on how to obtain your Police Certificate please go to: **https://www.canada.ca/en/immigration-refugees-citizenship/services/application/medical-police/police-certificates/how.html**. When sending your documents via the Case Specific Enquiry, you must provide a scan of the original document. We do not accept copies scanned by notaries.

- Original Language Tests – When sending your documents via the Case Specific Enquiry, you must provide a scan of the original document. We do not accept copies scanned by notaries.

- **Passports –** Passports for you and all accompanying family members must be valid at the time of visa issuance. If your passports have expired or will be expiring within the next 6 months, you must apply for new passports as soon as possible and provide us with a **copy of the passports** at your earliest convenience. **Do not submit the original passports until IRCC requests them.**

- **Right of Permanent Residence Fee (RPRF):** The Right of Permanent Residence Fee (RPRF) must be paid before a permanent resident visa can be issued. If you have not done so already, we encourage you to do so as soon as possible. Please refer to this site for the steps on how to pay the fees: http://www.cic.gc.ca/english/information/fees/index.asp

Thank you for your interest in Canada.

YOUR INITIALS
Case Processing Agent
Immigration, Refugees and Citizenship Canada
Centralized Intake Office
Sydney, Nova Scotia

This email and any files transmitted with it are confidential and intended solely for the use of the individual or entity to which they are addressed. This message contains confidential information and is intended only for the individual(s) named. If you are not the named addressee you should not disseminate, distribute or copy this e-mail. If you have received this e-mail by mistake delete this e-mail from your system. If you are not the intended recipient you are notified that disclosing, copying, distributing or taking any action in reliance on the contents of this information is strictly prohibited.

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