

# U.S. VISAS

U.S. Department of State • Bureau of Consular Affairs

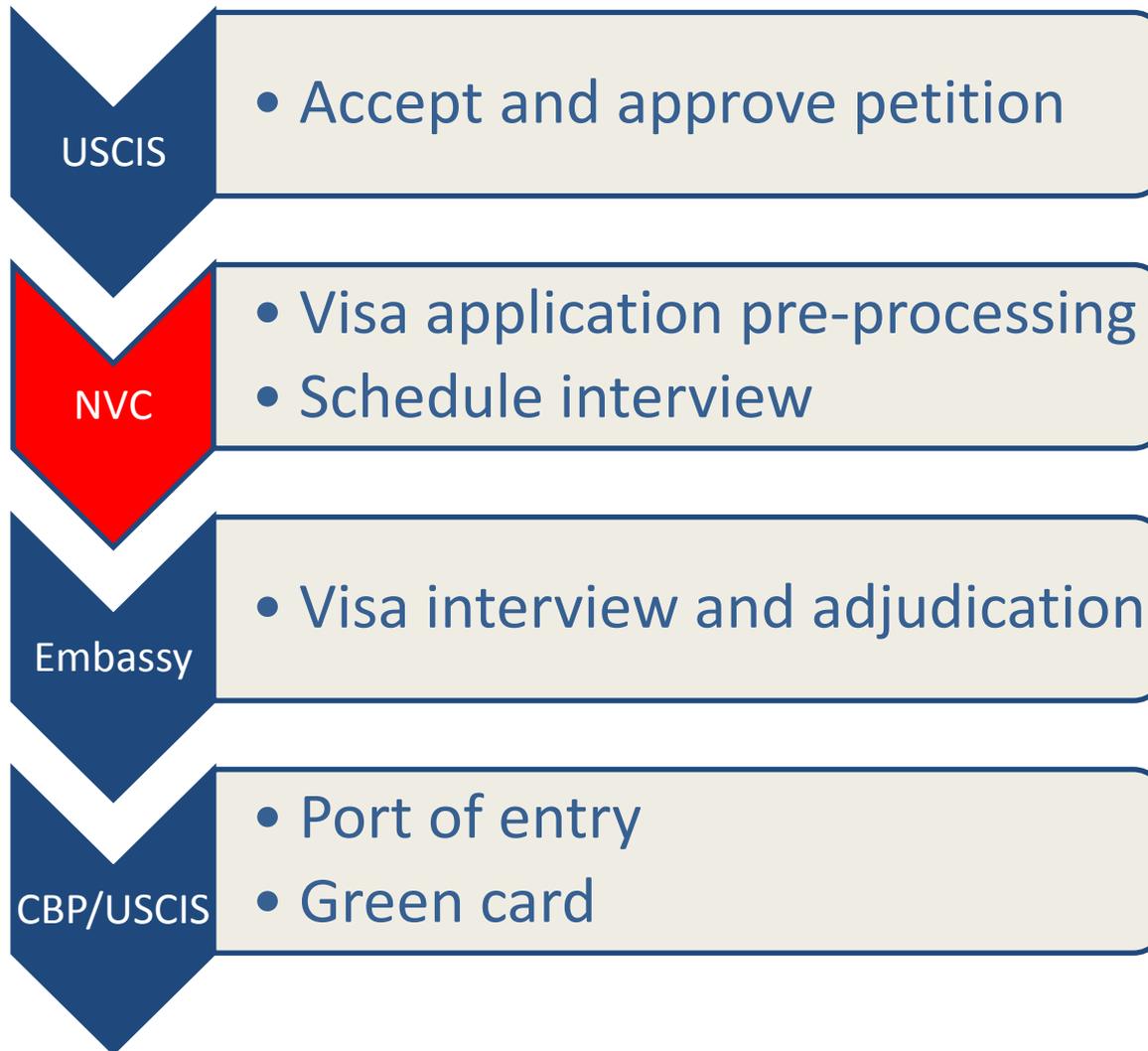


## The Role of the National Visa Center

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Office of Visa Services  
Bureau of Consular Affairs  
U.S. Department of State

# What is NVC?



# Applicant Instructions – 6 Steps

## Begin National Visa Center (NVC) Processing

[Translation - Espanol \(PDF\)](#)

Welcome to the homepage of the National Visa Center (NVC). You have come to this page because you received a letter or email from the NVC directing you here after the NVC received your approved petition from U.S. Citizenship and Immigration Services (USCIS). Please complete Steps 1-6 below to begin visa pre-processing with the NVC. If you have not been directed to this page by letter or email from the NVC, you will find general information about the immigrant visa process [here](#).

[Expand All](#)

▶ [If You Are Filing an Adjustment of Status](#)

▶ [If You Are Applying for a Provisional Unlawful Presence Waiver](#)

▶ [Important Notice: Termination of Registration](#)

Step 1: [Choose an agent](#)

Step 2: [Pay fees](#)

Step 3: [Submit visa application form](#)

Step 4: [Collect financial documents](#)

Step 5: [Collect supporting documents](#)

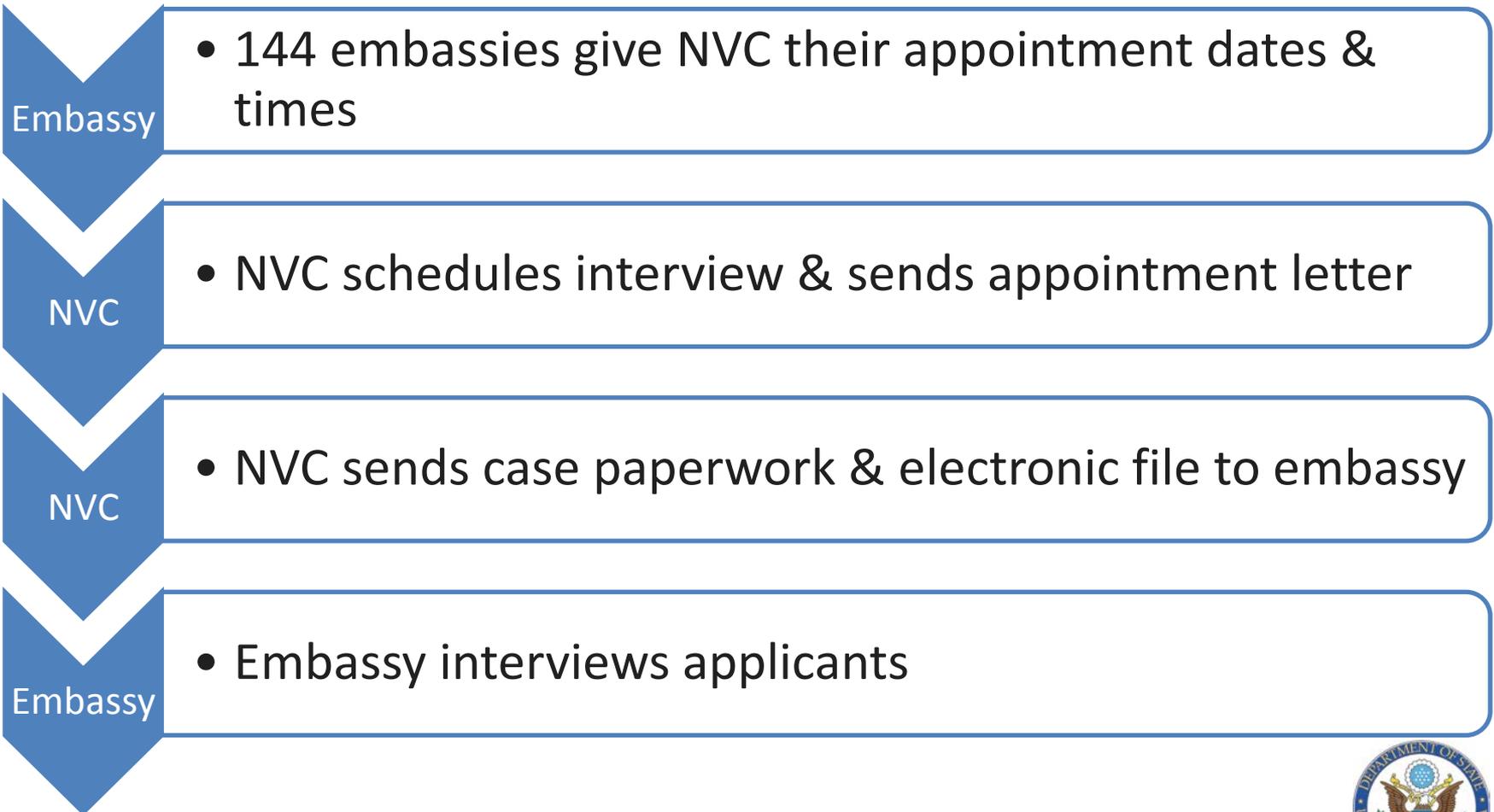
Step 6: [Submit documents to the NVC](#)

[Need help?](#)

1. Choose an agent
2. Pay fees
3. Submit visa application
4. Collect financial documents
5. Collect post-specific civil documents
6. Submit documents to NVC



# Visa Interviews Scheduled Monthly



# Processing Times & Statistics

- NVC receives 10,000 to 12,000 petitions weekly\*
- Data entry/filing into NVC's system in 8 days\*
- Review civil and financial documents in 30 days\*
- In FY2015, NVC:
  - Received **648,000+** petitions from USCIS
  - Updated **269,000+** newly current family petitions
  - Processed & sent to embassies **456,000+** cases
  - Received **1.4 million** pieces of incoming mail
  - Responded to:
    - **1,683,000+** written inquiries
    - **1,471,000+** public calls
    - **92,000+** Congressional inquiries

*\*As of April 1*



# 2016: Electronic Processing Expansion

- Pilot program (MIV)
  - Six posts to test new CEAC module
    - Montreal, Hong Kong, Sydney, Buenos Aires, Frankfurt and Rio
  - Nine posts added to e-mail processing pilot
- Faster, easier and greener
- Applicant feedback: *“My experience is that it is a phenomenal improvement that might truly merit the word ‘transformation.’”*



# New CEAC Module - Sample

- Case summary & status page
- Messages from NVC
- Pay, submit DS-260 and upload documents from this screen
- Tabs for each task

The screenshot displays the CEAC interface for an Immigrant Visa case. At the top, there are navigation links for Home, Contact Us, and Sign Out. Below the header, there are tabs for CHOICE OF ADDRESS & AGENT, FEES, IV APPLICATION, and DOCUMENTS. The main content area is titled "Immigrant Visa" and includes a "Summary Information" section with details such as Case Number (CS62015794030), Visa Class (F11), and current location (NVC, Casablanca). A "Messages" section shows 0 new messages. Below this is a flowchart illustrating the application process: Pay Affidavit of Support Fee, Submit Affidavit of Support & Financial Evidence, NVC Reviews Case, NVC Schedules Appointment, Pay IV Fee, Submit IV Application, and Submit Civil Documents. The "AFFIDAVIT OF SUPPORT (AOS)" table shows a sponsor named LUNN, CHARLIE with a "PAY NOW" button. The "APPLICANT INFORMATION" table lists three applicants: LUNN, ROCCO (Principal Applicant, PAID, COMPLETED), LUNN, CLAUDETTE (Accompanying, PAID, INCOMPLETE), and LUNN, VAN (Accompanying, PAY NOW, N/A).

Role	Affidavit of Support Fee	Affidavit of Support Documents & Financial Evidence
LUNN, CHARLIE Petitioner/Primary Sponsor	<a href="#">PAY NOW</a>	<a href="#">START NOW</a>

Applicant Name	Role	IV Fee	IV Application	Civil Documents
LUNN, ROCCO PRINCIPAL	PRINCIPAL APPLICANT	PAID	COMPLETED	<a href="#">START NOW</a>
LUNN, CLAUDETTE CHILD	ACCOMPANYING	PAID	INCOMPLETE	N/A
LUNN, VAN CHILD	ACCOMPANYING	<a href="#">PAY NOW</a>	N/A	N/A



# New CEAC Module – Status Check

## AFFIDAVIT OF SUPPORT (AOS)

	Role	Affidavit of Support Fee	Affidavit of Support Documents & Financial Evidence
LUNN, CHARLIE	Petitioner/Primary Sponsor	<b><u>PAY NOW</u></b>	<b><u>START NOW</u></b>

## APPLICANT INFORMATION

<a href="#">Add Applicant</a>	<a href="#">Remove Applicant</a>	Status	IV Fee	IV Application	Civil Documents
LUNN, ROCCO PRINCIPAL		PRINCIPAL APPLICANT	<b><u>PAID</u></b>	<b><u>COMPLETED</u></b>	<b><u>START NOW</u></b>
LUNN, CLAUDETTE CHILD		<input type="text" value="ACCOMPANY"/>	<b><u>PAID</u></b>	<b><u>INCOMPLETE</u></b>	<b><u>N/A</u></b>
LUNN, VAN CHILD		<input type="text" value="ACCOMPANY"/>	<b><u>PAY NOW</u></b>	N/A	<b><u>N/A</u></b>



# New CEAC Module – Other Features

- Each screen has links to relevant FAQs and websites
- Civil documents tab links to CA's Reciprocity Tables
- Detailed scanning and uploading tips
- Change your e-mail contact info online
- Request to add or remove a derivative
- Add joint sponsors and household members



# NVC Customer Tips

- No original civil documents to NVC - copies only
  - Bring originals to the visa interview
- Don't forget the required medical exam
- If submitting via e-mail, **do not** also send in mail
- Keep processing with NVC while I-601A waiver is pending with USCIS
- Submit all pages of forms even if blank



# NVC's Congressional Inquiry Unit

- Contact us
  - Call 603-334-0828
  - E-mail [NVCCongressional@state.gov](mailto:NVCCongressional@state.gov)
  - Include case number in subject line
- Need to e-mail a privacy waiver
  - Cannot “exclude” NVC
  - Must either give permission to “all federal agencies” or name DOS or NVC specifically



# Privacy Waiver Examples

- CANNOT ACCEPT:
  - I give permission to USCIS to share information related to my immigration petition.
- ACCEPT:
  - I give permission to DOS to share information related to my immigrant visa petition.
  - I constituent, give permission to any relevant federal agency to share information related to the immigrant case listed above.



# NVC's Congressional Inquiry Unit

- What we can do
  - Research cases
  - Communicate with overseas embassies
  - Communicate with USCIS
- What we can't do
  - Expedite or transfer requests: NVC is the “middle man”



# Additional Resources

- Website for Congressional offices only:
  - [travel.state.gov/Congress](http://travel.state.gov/Congress)
- Public websites:
  - [travel.state.gov](http://travel.state.gov)
  - [ceac.state.gov/ceac](http://ceac.state.gov/ceac)
  - [usvisas.state.gov](http://usvisas.state.gov)
- Inquiries from the Public:
  - Nonimmigrant Visas 603-334-0888
  - Immigrant Visas 603-334-0700
  - <http://nvc.state.gov/ask>
  - Diversity Visas 606-526-7500



# Contact Us

## **Inquiries from Congressional Staff ONLY**

National Visa Center: 603- 334-0828 [nvccongressional@state.gov](mailto:nvccongressional@state.gov)

\* You can write to this email address to receive a monthly newsletter

Please do not provide the above numbers to the public.

Our websites - [travel.state.gov/congress](http://travel.state.gov/congress)  
[ceac.state.gov/ceac](http://ceac.state.gov/ceac)  
[usvisas.state.gov](http://usvisas.state.gov)

## **Inquiries from the Public – up to 10,000 phone calls per day**

Nonimmigrant Visas 603-334-0888

Diversity Visas 606-526-7500

Immigrant Visas 603-334-0700 <https://secureforms.travel.state.gov/ask-nvc.php>



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# Questions?