

# Virtual R&P Pre-Arrival - User Guide

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## 1. Introduction

The new and advanced IRIS (Immigration and Refugee Information System) application is a comprehensive platform crafted to streamline case management processes and improve usability and efficiency for refugee programs. Within the context of case management, the Pre-Arrival status represents a pivotal stage where crucial preparations and arrangements are made before the arrival of a case. During this phase, essential information is collected, verified, and processed to ensure seamless coordination and assistance provision upon the individuals' arrival. RAs and affiliates will notice that several aspects of Pre-Arrival case management have received substantial enhancements, leading to the automatic creation, and streamlining of tasks that were previously manually performed.

As one of the top applications in the industry for managing all aspects of refugee operations, IRIS has recently undergone various changes to enhance usability, accessibility, and user satisfaction. It has adopted a modular design approach to simplify workflows, increase efficiency, and empower RAs and affiliates with more control over their interactions with the application.

## 2. Pre-Requisite

- Access to the IRIS application.
- Appropriate permissions to access the main dashboard page.

## 3. New Feature Enhancements

To enhance and automate the Pre-Arrival process, IRIS has introduced six updates aimed at refining the user experience for RAs, fostering greater efficiency and effectiveness,

- 1) **Biodata Import:** Automatically associating cases with R&P or Virtual-R&P programs based on the biodata feed.
- 2) **Case Placement:** This functionality enables assignment of cases to Virtual R&P offices for affiliate staff to manage.
- 3) **USTie Verification:** This capability allows RA and Affiliate Users to verify USTie enrollment for Virtual R&P Program.
- 4) **Placement Update:** Updating Placement City and State to match USTie information under Assurance.
- 5) **Assurance Approval:** These features enable RAs to review and accept all submitted assurances by Affiliates under the Virtual R&P program, with convenient export options to RPC/START team.
- 6) **The Program Type Addition:** The addition of Virtual R&P (VRP) as a Program Type in IRIS ensures that all eligible cases are appropriately associated with this program type.

## 4. Biodata Import Process Update

This feature revolutionizes the process of uploading refugee biodata into IRIS through File Cloud, providing a seamless integration that automates the association of cases with either the R&P or Virtual-R&P programs.

To accomplish this task, the partners have utilized a data element available in biodata file, called 'Virtual Resettlement Preference' flag. This flag will help in updating the value to 'Yes' or 'No' for a new column named 'Virtual,' added under Pre-Arrival > Assurance > US Ties.

In the example below, 'No' means the case was not eligible for VR&P and was automatically assigned to the R&P program category based on preset 'Virtual Resettlement Preference' flag.

**Case ID:** AF-10101846      **Case Size:** 4      **Allocation Date:** 2/2/2024  
**Case Type:** R&P      **Processing Status:** Allocated      **Assurance Date:**  
**Case Pool:** Geo      **Active Status:** Active      **Projected Arrival Date:**  
**Affiliate:**  
**PA Name:** AHMADI, Jawad      **MG Enroll Date:**  
**MG Eligibility Date:**      **Enrolled Programs:** R&P

**Navigation Tabs:** Pre Arrival, Post Arrival, RP Case Notes, Matching Grant, Other Programs  
RPC BioData, Placement, Assurance, Pre-Case Documents, Travel  
Assurance Details, US Ties, Co-Sponsors, Assurance Forms

**Validated US Ties**

Status	US Tie Name	City	State	Phone	Virtual
--------	-------------	------	-------	-------	---------

**Possible US Ties**

Pref	Assoc with PA	US Tie Name	City	State	Phone	Plc Exc Req	PA Willing to Resettle	Virtual
1	Yes		Clemmons	NC		No	Yes	No

**Add US Tie**

Similarly, if you see a value of 'Yes,' then it means the case was Virtual R&P and was automatically assigned to the Virtual R&P program category. Case category will appear next to Enrolled Programs.

<b>Case ID:</b>	<b>Case Size:</b> 1	<b>Allocation Date:</b>
<b>Case Type:</b>	<b>Processing Status:</b> Assured	<b>Assurance Date:</b>
<b>Case Pool:</b>	<b>Active Status:</b> Active	<b>Projected Arrival Date:</b>
<b>Affiliate:</b>		
<b>PA Name:</b>		<b>MG Enroll Date:</b>
<b>MG Eligibility Date:</b>		<b>Enrolled Programs:</b> VR&P

Pre Arrival	Post Arrival	RP Case Notes	Other Programs
RPC BioData	Placement	Assurance	Pre-Case Documents
Assurance Details	US Ties	Co-Sponsors	Assurance Forms

#### Validated US Ties

Status	US Tie Name	City	State	Phone	Virtual
Identified		Sacramento	CA		Yes

#### Possible US Ties

Pref	Assoc with PA	US Tie Name	City	State	Phone	Plc Exc Req	PA Willing to Resettle	Virtual
------	---------------	-------------	------	-------	-------	-------------	------------------------	---------

Add US Tie

If one case is marked as "yes" and the second column is "no," the case will still be enrolled in the VR&P program.

However, if during VR&P enrollment, the virtual response is "yes," we can proceed with the assessment using the USTie method. However, if the USTie does not consent to provide VR&P services, such as housing and other facilities, we will need to transfer the case back to the RPC. In this situation, we must obtain updated biodata indicating either a "yes" or "no" from both USTies. If both responses are "no," the case will automatically transition to the RP program.

## 5. Case Placement by RAs

Pre-arrival process starts when a case is placed with the affiliate. This is a pre-existing process where RA assign a refugee case to their affiliate staff.

RAs can place a case with affiliate, by simply navigating to Main IRIS Dashboard > **Case Management** > **Place Cases**. This action will take the user to a new page related to **"Case Placement."** It lists all the cases that have not yet been placed. **Select a case** that needs placement. On the case information page, click on **Placement** tab under **Pre-Arrival**. The below screen will be displayed.

Date: Programs:

Pre Arrival	Post Arrival	RP Case Notes	Matching Grant	Other Programs
RPC BioData	<b>Placement</b>	Assurance	Pre-Case Documents	Travel

**Current Placement**

Placement Date:

Current Placement Location:

Updated By:

Updated Reason:

Case Location Preference:

Clemmons North Carolina

**History**

Placement Date	Location Code	Location	Changed By	Comments

Next, click on **Placement** button. A small pop-up window appears.

PA Name: AHMADI, Jawad

MG Eligibility Date:

MG Enroll Date:

Programs:

Pre Arrival	Post Arr	RP Case Notes	Matching Grant	Other Programs
RPC BioData	<b>Placement</b>	Assurance	Pre-Case Documents	Travel

**Current Placement**

Placement Date:

Current Placement Location:

Updated By:

Updated Reason:

Case Location Preference:

**History**

Placement Date	Location Code	Location	Changed By	Comments

**Target Assurance Date:**

**Placement Date:**

**Placement Location:**

**Update Reason:**

We enter the required affiliate's information in this widow. Once case placement is done, it will display the details of current placement as shown in the below screenshot.

Pre Arrival	Post Arrival	RP Case Notes	Other Programs
RPC BioData	Placement	Assurance	Pre-Case Documents
			Travel

## Current Placement

Placement Date: 4/11/2024  
 Current Placement Location: WILIRS03: Lutheran Social Services of Wisconsin and Upper Michigan - Milwaukee-Milwaukee  
 Updated By: Shiva Tripathi  
 Updated Reason: Initial Placement  
 Case Location Preference: Clemmons North Carolina

## History

Placement Date	Location Code	Location	Changed By	Comments
4/11/2024	WILIRS03	Lutheran Social Services of Wisconsin and Upper Michigan - Milwaukee	Shiva Tripathi	Initial Placement

After the case is placed, IRIS automatically sends an email notification to all staff associated with the affiliate, as well as to the affiliate itself. Additionally, the affiliate will see a dashboard notification in IRIS indicating that a new case is arriving, and the assurance is due.

### 5.1 Affiliate access to Assigned case:

Once a case is assigned to affiliate staff, the changed case details are available under the **Assurance** details tab.

<b>Affiliate:</b> 479 - WI-Milwaukee <b>PA Name:</b> AHMADI, Jawad <b>MG Eligibility Date:</b>		<b>MG Enroll Date:</b> <b>Enrolled Programs:</b> R&P	
--	--	---	--

Pre Arrival	Post Arrival	RP Case Notes	Other Programs
RPC BioData	Placement	Assurance	Pre-Case Documents
Assurance Details	US Ties	Co-Sponsors	Return Case
			Assurance Forms

**Assurance**

**Target Assurance Date:** 2/9/2024  
**Assured Date:**  
**Assurance Status:** Requested

**Case Members**

Name	Relationship to PA	Birth Date	Class A Addendum Required	Minor Code	Suitability Determination Required	Suitability Determination Received
	Principal Applicant		No		N/A	N/A
	Wife		No		N/A	N/A
	Son		No	M1	N/A	N/A
	Daughter		No	M1	N/A	N/A

**Co-Sponsors**

Status	Name	Co-Sponsor > 50 Miles From Affiliate or Across State Line	Primary
<input type="checkbox"/> Assure this as an Agency Sponsored Case			

As soon as the case is placed with an affiliate, the details of Placement City and State is displayed. Earlier our affiliate partners did not have the ability to manually change the placement city and state but now with the new enhancement they are provided the ability to do so.

## 6. Assurance Process

Updates have been made in Assurance process based upon different scenario, specifically for VR&P cases. **For VR&P cases, it is mandatory to identify a USTie before assuring any cases.**

### 6.1 Assure as Agency Sponsored:

During the assurance process, affiliates can do so with their affiliate agency, which means the placement city and state will be same as where the affiliate office is located. If the assurance is Agency sponsored Case, affiliate need to click on the checkbox to have it indicated on the case **(as shown in the screenshot).**

	Son		No	M1	N/A	N/A
	Daughter		No	M1	N/A	N/A

#### Co-Sponsors

Status	Name	Co-Sponsor > 50 Miles From Affiliate or Across State Line	Primary
--------	------	---	---------

☒ Assure this as an Agency Sponsored Case

**Present Location:** \* 
  
**Placement Office:** 
  
**Placement City:** \* 
  
**Placement State:** \*

Affiliate enters **Other Bio Information** in the box and click on the checkbox to confirm all the information is correct on the case. Clicking on **Assure** and **Save** buttons will update the status on the case.

**Final Destination:** \* MKE - General Mitchell Field ▼

**Special Instructions:**

**Other Bio Information:** TEST

☒ I confirm all of the information is correct and this case is ready to be assured by Resettlement Agency.

**Assure** **Save**

Once the affiliate assures the case and saves the changes made. **Assurance Status gets updated.**

Assurance Details | US Ties | Co-Sponsors | Return Case | Assurance Forms

**Assurance**

**Target Assurance Date:** 2/9/2024

**Assured Date:**  
**Assurance Status:** Ready To Assure

**Case Members**

## 6.2 Assure with US Tie:

To assure a case with US Tie address, a US Tie must be confirmed (as in the screenshot).

**Date:**

Pre Arrival | Post Arrival | RP Case Notes | Other Programs

RPC BioData | Placement | Assurance | Pre-Case Documents | Travel

Assurance Details | US Ties | Co-Sponsors | Return Case | Assurance Forms

**Validated US Ties**

Status	US Tie Name	City	State	Phone	Virtu

**Possible US Ties**

Pref	Assoc with PA	US Tie Name	City	State	Phone	Plc Exc Req	PA Willing to Resettle	Virtu
1	Yes		Clemmons	NC		No	Yes	No

Affiliates are required to confirm a US Tie. **That means the US Ties status must be noted down. It should be identified, updated, or confirmed.**

On the affiliate portal, assigned affiliate verify and confirm the US Tie information by clicking on the checkbox and the Save button (as shown in screenshot).

Pre Arrival		Post Arrival		RP Case Notes		Other Programs	
RPC BioData		Placement		Assurance		Pre-Case Documents	
Assurance Details		US Ties		Co-Sponsors		Return Case	
				Assurance Forms			

### US Tie Information

[US Tie Forms](#)

First Name:

Middle Name:

Surname:

Second Surname:

Marital Status:

Maiden Name:

Nationality:

Birth Date:

Birth City:

Deceased Date:

Case Number:

J.S. Arrival Date:

J.S. Address:

City:

State:

Country:

Phone 1:

Phone 2:

Phone 3:

Cell Phone:

Email:

Comments:

US Tie Status:

US Resident? ☒ Yes ☐ No

Gender: ☒ Male ☐ Female

Estimated? ☐ Yes ☒ No

Country:

Zip:

☐ US Tie Requires a Placement Exception.  
☐ Placement Exception Form Uploaded.

#### Case Resettlement Preferences

Case Member Alien Number	Relationship To Case Member	Preference	PA Willingness To Resettle
217973915	Brother	1	Yes

Validation  
Validated By: Shiva Tripathi      Validated On: 4/11/2024

☒ I confirm this validation must be removed.

Removal Reason:

Save

Clear

Cancel

Fields marked by an asterisk (\*) are required

Once the US Tie is confirmed, it changes from **Possible US Tie** to **Validated US Tie** and the status changes to **Identified**.

Pre Arrival	Post Arrival	RP Case Notes	Matching Grant	Other Programs
RPC BioData	Placement	Assurance	Pre-Case Documents	Travel
Assurance Details	US Ties	Co-Sponsors	Assurance Forms	

### Validated US Ties

Status	US Tie Name	City	State	Phone	Virtual
Identified		Alexandria	VA		Yes

### Possible US Ties

Pref	Assoc with PA	US Tie Name	City	State	Phone	Plc Exc Req	PA Willing to Resettle	Virtual
2	No		Dallas	TX		No	Yes	Yes

Whenever there are any changes made in USTie information, the status changes to Updated or Confirmed based on the changes made on the US Tie information.

Once the US Tie is identified, under the **Assurance** tab, there will be a new checkbox that allows the affiliate to **Assure this case with US Tie**. As soon as the affiliate clicks on the checkbox, the Placement City and State gets updated with the USTie city and state. Clicks on the checkbox to confirm all the information is correct on the case. Clicking on **Assure** and **Save** buttons will update the status on the case.

Status	Name	Co-Sponsor > 50 Miles From Affiliate or Across State Line	Primary
<input checked="" type="checkbox"/>	Assure this case with US Tie		

Present Location: \* Qatar

Placement Office: Lutheran social services of Wisconsin and Upper Michigan - Milwaukee

Placement City: \* Clemmons

Placement State: \* North Carolina

Placement Code: QU

Final Destination: \* MRE - General Mitchell Field

Special Instructions: Level II - Allocated in a pool. Assure within one week.

Other Bio Information:

TEST

☒ I confirm all of the information is correct and this case is ready to be assured by Resettlement Agency.

Assure Save

Fields marked by an asterisk (\*) are required.

**Assurance History**

Date	Status	Reason	Changed By
4/11/2024	Updated Info	US Tie has been confirmed.	JENNIFER CUNNINGHAM
4/11/2024	Requested	TEST	Shiva Tripathi
4/11/2024	Assured		Shiva Tripathi

IMMIGRATION & REFUGEE INFORMATION SYSTEM

Case Quick Search

IRIS

Welcome Shiva Tripathi

\*\*\*\*TEST\*\*\*\*

My Account | About | Logout

Case ID: AF-10101846

Case Size: 4

Allocation Date: 2/2/2024

Case Type: R&P

Processing Status: Not Assured

Assurance Date:

Case Pool: Geo

Active Status: Active

Projected Arrival Date:

Affiliate: 479 - WI-Milwaukee

PA Name:

MG Enroll Date:

MG Eligibility Date:

Enrolled Programs: R&P

Pre Arrival	Post Arrival	RP Case Notes	Matching Grant	Other Programs
RPC BioData	Placement	Assurance	Pre-Case Documents	Travel
Assurance Details	US Ties	Co-Sponsors	Assurance Forms	

**Validated US Ties**

Status	US Tie Name	City	State	Phone	Virtual
Identified		Clemmons	NC		No

**Possible US Ties**

Pref	Assoc with PA	US Tie Name	City	State	Phone	Plc Exc Req	PA Willing to Resettle	Virtual

Add US Tie

\*\*\*Left side of screenshot is of Affiliate portal and right side of screenshot is of RA portal\*\*\*

### 6.3 Verify Final Destination:

If you have a default airport, it will automatically populate. However, for all VR&P cases, it is necessary to verify the arrival airport with the US Tie and update the airport information accordingly.

**Co-Sponsors**

Status	Name	Co-Sponsor > 50 Miles From Affiliate or Across State Line	Primary
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☒ Assure this case with US Tie

Present Location:  
Placement Office: Refugee Services of Texas, Inc.  
Placement City: Alexandria  
Placement State: Virginia  
Placement Code: 0 - 0

Final Destination: DCA - Washington/Reagan...

Special Instructions:

Other Bio Information:

Once the affiliate assures the case and saves the changes made. **Assurance Status gets updated.**

Assurance Details | US Ties | Co-Sponsors | Return Case | Assurance Forms

**Assurance**

Target Assurance Date: 2/9/2024

Assured Date:  
Assurance Status: Ready To Assure

Case Members

*Note: This is the first process where the case is assured by affiliate as Agency Sponsored Case but additionally affiliates can change the address on the case whenever they want to. As soon as the assurance process is complete, affiliates lose the ability to make any changes*

## 7. Assurance Acceptance by RA:

Once the case is assured by the affiliate, it is sent back to RA. RA review the case and confirm the information/changes are acceptable by selecting **“I confirm all of the information is correct and this case is assured.”** Click on the **Assure** button to save the changes.

<b>Present Location:</b>	Qatar
<b>Placement Office:</b>	Lutheran Social Services of Wisconsin and Upper Michigan - Milwaukee
<b>Placement City:</b>	Milwaukee
<b>Placement State:</b>	Wisconsin ▼
<b>Placement Code:</b>	0 ▼ - 0 ▼
<b>Final Destination:</b>	MKE - General Mitchell Field ▼ Level II - Allocated in a pool. Assure within one week.
<b>Special Instructions:</b>	
<b>Other Bio Information:</b>	TEST
<input checked="" type="radio"/> I confirm all of the information is correct and this case is assured.	
<input type="radio"/> This case is not ready to be assured and should be returned to the affiliate for review.	
<input type="button" value="Assure"/> <input type="button" value="Save"/>	

Once the assured case is accepted and confirmed by RA, it takes away ability of affiliate to further make any changes or updates on the case on affiliate side unless asked by RA.

## 8. Assurance Correction or Amendment by RA

If any changes are required from affiliate, RA sends the case back to the affiliate for amendments. To do so RA clicks on the **Request Amendment Assurance** button.

Special Instructions:

Other Bio Information: TEST

Request Amended Assurance Reassure Now Save

A new window appears where **RA** inputs **New Target Assurance Date** and **Amended Assurance Request Reason**. Click on **submit** to send the case back to affiliate.

AGENCY: Lutheran Social Services of Wisconsin and Upper Michigan - Milwaukee

CASE NUMBER: AF-10101846

PA NAME: [REDACTED]

CURRENT TARGET DATE: 2/9/2024

New Target Assurance Date: 4/11/2024

Amended Assurance Request Reason: TEST

Submit Cancel

## 9. Case Transfer Out Function:

If a case cannot be assured, that means if the USTie does not consent, it is required to transfer the case back to RPC. A new Transfer Form has been added in IRIS that affiliates can use to transfer the case back to RPC. Case Transfer form can be located under Pre-Arrival tab.

Pre Arrival	Post Arrival	RP Case Notes	Matching Grant	Other Programs
RPC BioData	Placement	Assurance	Pre-Case Documents	Travel
Case	Member	Cross Reference		

### Background Case Information [\(Edit\)](#)

Case Number:	RP - 12345678 -
Case Type:	R&P
Case Pool:	Predestined
UNHCR Case Number:	
Case GUID:	C6EDD2EE-1BA1-0510-4687-628AE54BCB19
Allocation Date:	3/14/2024
Case Priority:	Priority 4
Assurance Status:	Allocation Received
Case Status:	Pending Acceptance
Medical Status:	No Activity
Program:	
Urgency Code:	Normal Urgency
Medical:	No
Fled Date:	
Country Fled:	
Current Country Location:	Philippines
Case Availability Status:	Active
Case Availability Status Reason:	
Cultural Orientation Status:	No Activity
Cultural Orientation Hours:	
Case Registration Date:	
Pre-Case Type:	P4 (Unknown Code)
Referral Origin	P4 (Unknown Code)
Subtype	NA
USCIS Interview Status:	No Activity
USCIS Approve Date:	
Location:	
Processing OPE:	East Asia
Comments:	
Case Active Status:	Active
Projected Arrival Date(s):	
Must Travel By:	
Travel Status:	
Arrival Date:	
MG Approval Date:	
Transferred In?:	No
From RA:	
Transfer In Date:	
Transfer Reason:	
Transferred Out?:	No
To RA:	
Transfer Out Date:	<a href="#">Transfer Case</a>
Create Date:	6/17/2024
Updated By:	PATSY CALDWELL
Last Update Date:	6/17/2024

[Edit](#) [Print Biodata Report](#)

## 9.1 Transfer Form:

### RESETTLEMENT AGENCY TRANSFER FORM (START)

START Case Number:

Case Size:

From RA:

From Affiliate:

Code:

City:

State:

To RA: \*

Select RA:

To Affiliate: \*

Code:

City:

State:

Transfer Out Date: \*

Is this a post arrival transfer: \* ☐ Yes ☒ No

Is this case booked for travel: \* ☐ Yes ☒ No

Travel Date: ProFlight #: Sequence #:

#### Pre-Allocation Reason for Transfer \*

- ☐ 1. U.S. Tie/Qualifying Parent/Anchor moved out of approved resettlement area (provide updated U.S. Tie details in comments below)
- ☐ 2. Affiliate Closure (provide city/state of closing location and date of PRM approval in comments)
- ☐ 3. Request by U.S. Tie to work with another Resettlement Agency (cc other Resettlement Agency)

#### Post-Allocation Reason for Transfer \*

- ☐ 4. U.S. Tie/Qualifying Parent/Anchor moved out of approved resettlement area (provide updated U.S. Tie details in comments below)
- ☐ 5. Affiliate Closure (provide city/state of closing location and date of PRM approval in comments)
- ☐ 6. Request by U.S. Tie to work with another Resettlement Agency (cc other Resettlement Agency)
- ☐ 7. Change in U.S. Tie (provide updated U.S. Tie details in comments)
- ☐ 8. U.S. Tie cannot be located, and the RA does not have an affiliate in the next preference UST location
- ☐ 9. U.S. Tie does not want to reunify, and the RA does not have an affiliate in the next preference UST location.
- ☐ 10. Placement near the U.S. tie would risk harm to the case and/or the U.S. tie (attach communication with both PRM and RSC regarding the situation) and the RA does not have an affiliate in the next preference UST location.
- ☐ 11. Remote placement partner cannot be identified. Returning case back to RPC to be reallocated as a placement exception
- ☐ 12. Return to RPC for Welcome Corps
- ☐ 13. Transfer to CSH for Welcome Corps
- ☐ 14. Post Arrival SIV Walk-in
- ☐ 15. Stateside Cross-Reference or Case Group out-migrated and client wants to join them
- ☐ 16. Stateside Cross-Reference or Case Group was assured to a different RA
- ☐ 17. Client has identified a U.S. Tie in another location that they did not disclose overseas
- ☐ 18. Client has identified a U.S. Tie in another location that they reported they did disclose overseas
- ☐ 19. RA willingness to resettle with a U.S. Tie listed as 'No' but now requesting to go to that location
- ☐ 20. Client changed U.S. Tie preference post-arrival
- ☐ 21. Case refused to travel to final destination and RAs agreed to post-arrival transfer
- ☐ 22. U.S. Tie has reneged on agreement to secure housing or other necessary support and affiliate is unable to secure housing or provide necessary support without the assistance of the U.S. Tie (provide evidence of PRM Program Officer approval if transfer is within 24 hours of departure or post-arrival)
- ☐ 23. Reason not listed above (explain in comments)

#### Post-Allocation Virtual R&P Reason for Transfer \*

- ☐ 24. U.S. Tie is unreachable
- ☐ 25. U.S. Tie is unwilling or unable to provide housing
- ☐ 26. U.S. Tie unable to assist with core services
- ☐ 27. Assessment indicates in-person R&P services are needed
- ☐ 28. U.S. Tie is no longer able or willing to provide core services upon client's booking or arrival

#### Comments:

- 1) Please include updated U.S. Tie contact information here.
- 2) IRIS will automatically add the required "agreed to transfer" statement to the Comments box upon save.

#### Case Groups also transferred:

Fields marked by an asterisk (\*) are required.

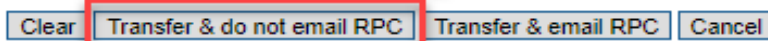
Same Transfer Form can be used for both R&P as well as VR&P case transfer purpose. For VR&P process, RPC has requested that all RAs avoid sending frequent transfer emails, as they are becoming difficult to track. Instead, they request using the transfer function without sending an email to the RPC. RAs transfer the case to RPC without sending email by clicking on the button shown below:

**Comments:**

- 1) Please include updated U.S. Tie contact information here.
- 2) IRIS will automatically add the required "agreed to transfer" statement to the Comments box upon save.



**Case Groups also transferred:**



Fields marked by an asterisk (\*) are required.

Once we complete the transfer form, a report will automatically generate, which we can then be downloaded. This report is required when we make multiple transfers back to the RPC throughout the day. By the end of the day, the RPC requests that we send the ZIP file containing this report so they can process all transfers more efficiently, rather than examining each media file individually.

***\*\*\*Once all the assurances are completed, they get exported, and then we wait for the travel arrangements and the case's arrival. \*\*\****