

**To:** All SEVIS Users

**Date:** June 23, 2017

**Re:** SEVP Response Center Ticket Management System Replacement Planned for June 26

**Number:** 1706-07

---

### **General Information**

On June 26, 2017, the Student and Exchange Visitor Program (SEVP) Response Center (SRC) will replace its ticket management system. As a result of this replacement, automated emails will have a different appearance and the ticket numbering scheme will change. The process to replace the ticket management system is not expected to affect SRC's ability to receive or respond to emails.

Thank you in advance for your patience as SRC transitions to the new system. An example of the new automated email and ticket number is as follows:

---

### **Example of the email sent to a requester when the new system creates their ticket:**

**From:** SEVPAMS - DoNotReply  
**Sent:** Thursday, June 22, 2017 5:32 PM  
**To:**  
**Subject:** SRC000000913 has been created for you CRM: 00010326

Thank you for contacting the SEVP Response Center. We have created a case for your issue. For your reference, here is the information about your ticket:

**Ticket Number:** SRC000000913

**Created Date:** 6/22/2017 3:48 p.m.

**Requester:**

**Description of Issue:** Test Email

Your ticket has been assigned to an analyst for resolution. If you have any questions, please call the service desk at 800-892-4829 or email [SEVP@ice.dhs.gov](mailto:SEVP@ice.dhs.gov).

**Example of the email sent to a requester when the new system resolves their ticket:**

**From:** SEVPAMS - DoNotReply  
**Sent:** Thursday, June 22, 2017 5:32 PM  
**To:**  
**Subject:** SRC000000913 has been resolved CRM: 00010327

**Ticket Number:** SRC000000913

**Requester:**

**Description of Issue:** Test Email

If you believe your ticket has been resolved in error, or you have additional questions about your issue, please contact us within 10 days. If you contact us regarding this issue after 10 days, a new ticket will be created.

If you have any questions, please call the service desk at 800-892-4829 or email [SEVP@ice.dhs.gov](mailto:SEVP@ice.dhs.gov).

---

**Comments**

To comment on this Broadcast Message, please email [SEVP@ice.dhs.gov](mailto:SEVP@ice.dhs.gov) with “Broadcast Message 1706-07 Comment” entered in the subject line.

**Disclaimer**

This Broadcast Message is not a substitute for applicable legal requirements, nor is it itself a rule or a final action by SEVP. It is not intended to, does not and may not be relied upon to create any right or benefit, substantive or procedural, enforceable at law by any party in any administrative, civil or criminal matter.