

Broadcast Message: SEVIS Notice—SEVIS Records Mistakenly Crossed During Batch Processing

To: All SEVIS Users

Date: July 27, 2023

Number: 2307-04

General Information

The Student and Exchange Visitor Program (SEVP) and the Department of State (DOS) are aware that several Batches uploaded by Exchange Visitor Programs in June 2023 returned Forms DS-2019 from other Exchange Visitor Programs.

The problem resulted from a recurring issue with one of the servers processing the Student and Exchange Visitor Information System (SEVIS) Batch files. Several Batches started processing while another Batch was already in process. SEVP has taken measures to address the server timing error and does not anticipate this issue happening again. However, if you notice Forms DS-2019 or I-20 that do not belong to your institution in a Batch return, immediately:

- Report it to the SEVP Response Center (SRC) and to SEVIS.Batch@ice.dhs.gov.
- Delete and shred the Forms DS-2019 or I-20 that do not belong to your institution.

For questions about this issue, please contact the SRC via phone at 703-603-3400 or 1-800-892-4829 or via email at SEVP@ice.dhs.gov. The SRC is open Monday through Friday, 8 a.m. to 6 p.m. EDT, except for federal holidays.

Disclaimer

The 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.

