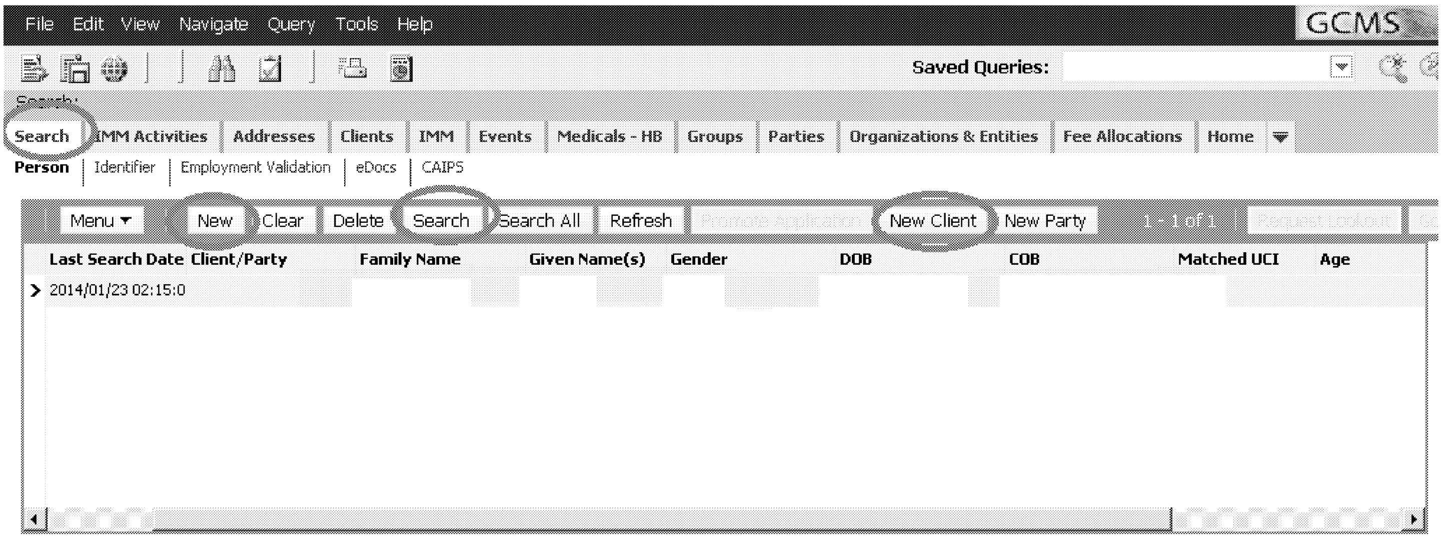
TRP/RHB File Creation in GCMS

Note : (The circles in the diagrams highlight where things are on the screen, but do not necessarily reflect the order of operations, so pay attention to the written instructions)

Open GCMS

Searching for client :



Click on the **Search Tab**

Click **New**

Using the passport (or other I.D. if there is no passport), enter the following information by clicking in the empty column under each heading:

Family Name

Given Names

Gender

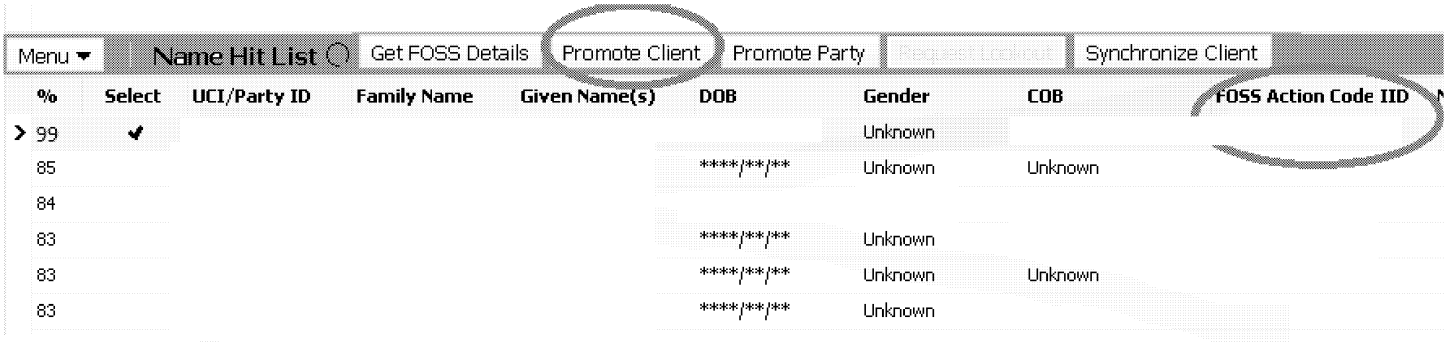
D.O.B. (YYYYMMDD)

C.O.B. (country of birth)

Click **Search** (in the same row as the **New** button, NOT the **Search Tab** at the top)

This will generate a list of clients in the "Names Hit List" section of the page.

Finding a match :



%	Select	UCI/Party ID	Family Name	Given Name(s)	DOB	Gender	COB	FOSS Action Code IID
99	✔					Unknown		
85					****/**/**	Unknown	Unknown	
84								
83					****/**/**	Unknown		
83					****/**/**	Unknown	Unknown	
83					****/**/**	Unknown		

IF THERE IS A SINGLE CLEAR MATCH (>90% match, same name, same D.O.B. etc)

Note the letters in the "Foss Action Code" column and write them on the top left corner of the paper application, preceded by **F :** (eg, "F : E NR")

Under the **Select** column, click the check box, then click on the number listed under **UCI/Party ID** (this is the number which identifies the client, not the application)

If the client already has a GCMS record, you will immediately be taken to a new screen. If they DO NOT have a GCMS record, you will receive this message :

"There is no GCMS Client/Party record"

To create a GCMS record,click **Promote Client**, and you will be taken to a new screen (Note : if the **Promote Client** button is greyed out, try clicking anywhere on the screen OUTSIDE OF THE **NAMES HIT LIST** SECTION. This should then allow you to click the **Promote Client** button)

IF THERE IS NO CLEAR MATCH

Click the **<u>New Client</u>** button, located just above where you entered the Family Name, DOB etc. This will create a new client ID (**UCI**), and automatically take you to the new GCMS record.

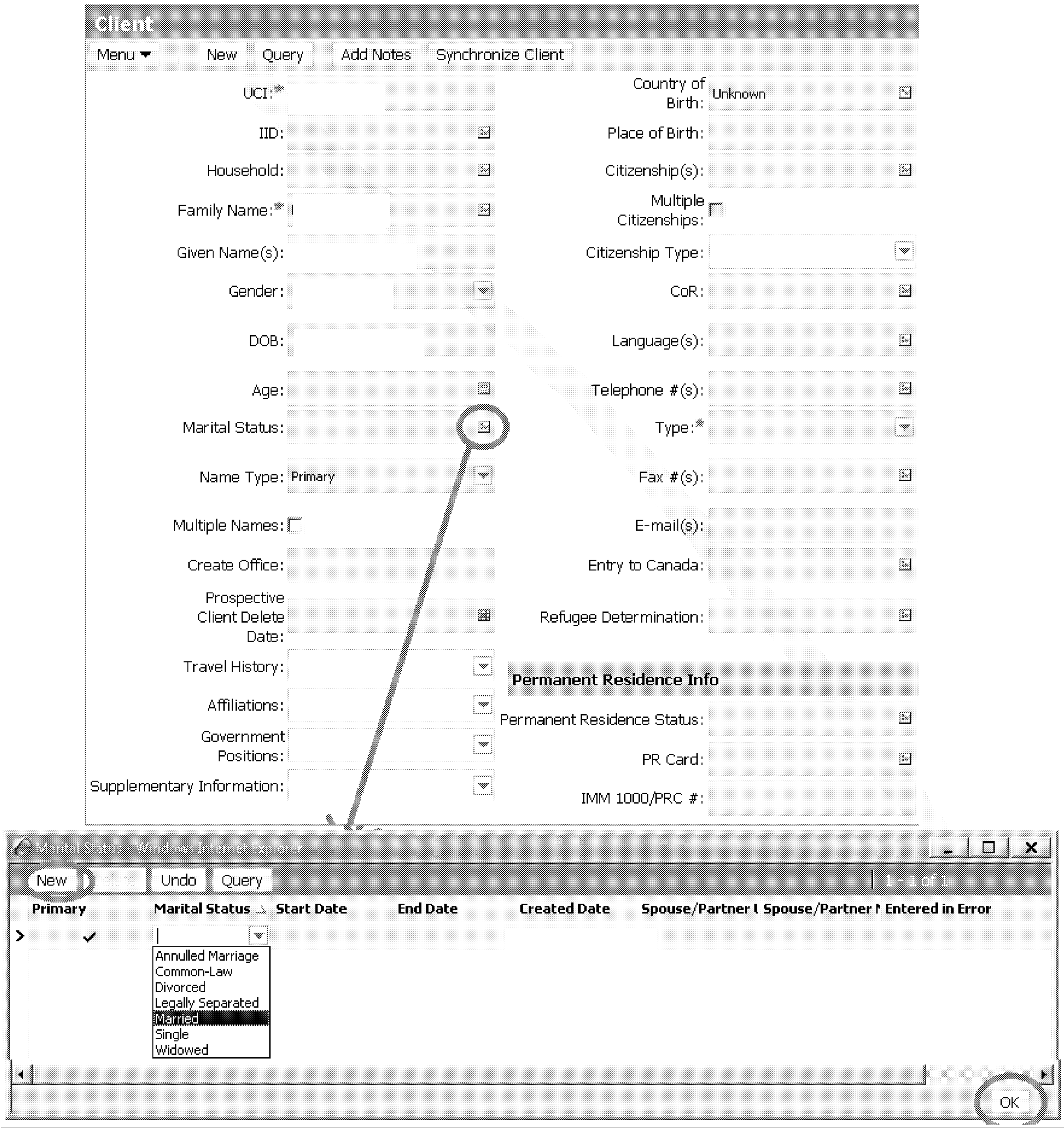
IF THERE ARE MULTIPLE MATCHES (ie Multiple UCI/Party ID for obviously the same person)

STOP PROCESSING THE APPLICATION IMMEDIATELY
You must now request a **"Foss Merge"** :
Send an email with the following information to **whatis@theaddress.com**

Subject : Foss Merge
"Please merge the following UCIs :"

Family Name, Given Names, D.O.B., C.O.B.,
UCI #s (as many as there are associated with the same person. This may be more than two)

Client information :



Once you are at the **Client** page, you must fill in some of the information boxes. However, you cannot enter new information directly to the boxes. To enter new information, click on the icon at the far right of the box you want to fill. This will open a new window. In the new window, click "**New**" or press **CTRL+N** and enter the information. If there is already information entered, be sure to select the new information as **"Primary"** in the left-most column. Hit "**Enter**" or click "**OK**" to close the window. The new information should now appear on the **"Client"** page.

Fill in the following fields, based on the available information on the paper application (note: for pre-existing clients, some of the fields may already be filled in):

Marital Status (Note : Marital status can change over time, so always double check an old client record against the new application)

Place of Birth

Citizenship

CoR (Country of residence, based on the address on the application)

Telephone (For multiple phone numbers, you can change the "**Type**" (Residential/business/cellular) in the same window as you enter the new number. Before hitting "**Enter**" or clicking **"OK"**, be sure you've selected a "**Primary**" number, and click on it to highlight it, then close the window (this will make it appear as the primary number on the **Client** page.)

Fax

Email

Documents :

Below the Client information window are several tabs. Click the ``**Documents**`` tab.

IF THERE IS A PHOTOCOPIED OR ORIGINAL PASSPORT WITH THE APPLICATION :

If there is a passport, it is the only document you need to enter.

Under the ``**Documents**`` tab, click ``**New**``

(Type and Subtype will be automatically filled in to "Travel" and "Passport")

Fill in the following fields, based on the passport:

Document State (original/photocopy)

Document #

Country of Issue

Expiry Date

Once finished, hit "Enter" or click anywhere outside the "Documents" window to save the new entry.

IF THERE IS NO PASSPORT OR PHOTOCOPY (in this case, there should be a driver's license AND a birth certificate) :

If there is no passport, you must perform the following steps for both the Birth Certificate **AND** the Driver's License/other ID

Immediatey under **"Documents"** tab, click on the sub-tab labeled **"ID Supporting Documents"**

Click "New"

Under **"Type"** select **Identity**

Under **"Sub-Type"** select "Birth Certificate", "Driver's License" etc…

Fill in the following fields :

Document State (original/photocopy)

Document Name (ie "Certificate of Live Birth" or "Enhanced Driver's License")

Document Number

Country of Issue

Issue date (note : for Birth Certificates, this is NOT the date of birth, it is the "Date filed" or "Date issued" according to the document.)

Expiry date (note : Birth Certificates DO NOT have an expiry date. That would be pessimistic)

Once finished, hit "**Enter**" or click anywhere outside the "**Documents**" window to save the new entry.

Address :

Below the "Client" window, click the **"Addresses"** tab.

Click **"New"**

Click inside the empty "**Address ID**" column, then click the small icon in the right of the box. This will open a new window.

In the new window, fill in the following fields :

Country, Apt/Unit, Street #, Street Address, City/Town, Province/State, Postal Code

Click **"Go"** in the upper-left corner. GCMS will now search to see if the address is already on file.

If an appropriate match appears, select it and click **"OK"**

If there is no match (ie. the screen returns blank) then click **"New".** This will create a new Address ID. Select it and click **"OK"**

For multiple addresses (ie. Residential and Mailing), repeat the process and select "Residential/Mailing" as appropriate. Before clicking **"OK"** to close the window, be sure the "Mailing" address is highlighted.

Note : if the mailing address belongs to an immigration representative service, it will likely turn up in the initial "Address ID" search

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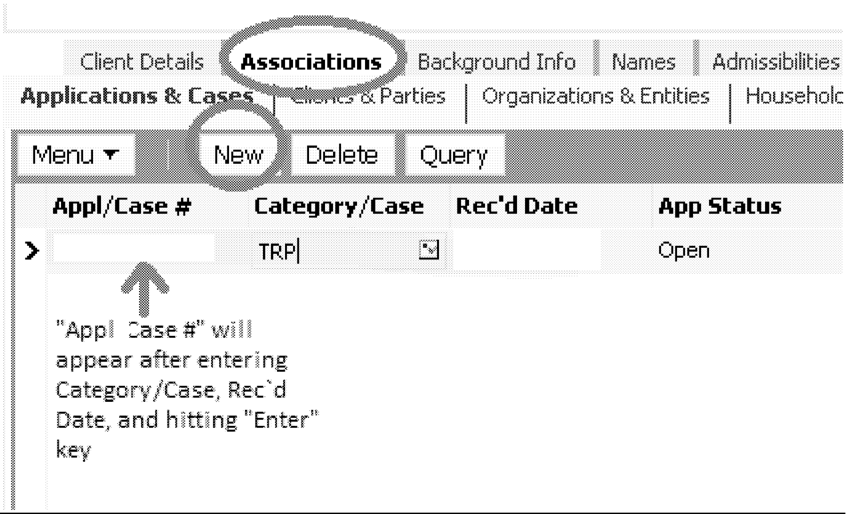
Associations :



This is where you will create the application for the client.

Below the **"Client"** window, click the **"Associations"** tab

Click **"New"**

Under **"Category/Case",** enter either **"TRP"** or **"RHB"**

Under **"Rec'd date"**, enter the date the application was received, according to the stamp on the front. Be sure to enter the most recent date, as some applications will have multiple stamps.

Hit **"Enter"**. This will generate a temporary file number in the **"Appl/Case #"** column.

Click on this number. This will bring you to the "Application" page

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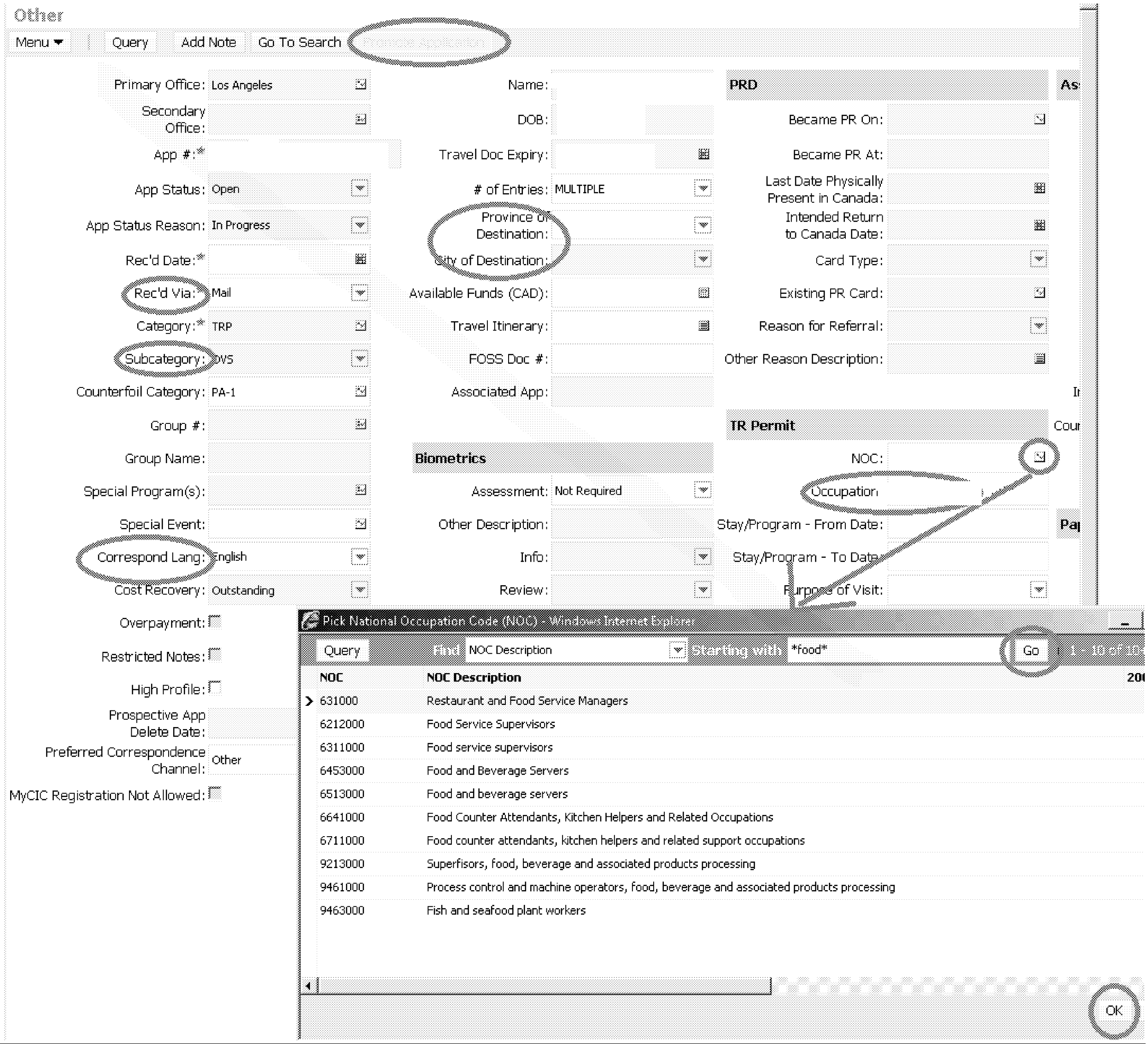
Application :



In the upper "Application" window, you must enter the following information :

Rec'd Via (If the date stamp says, "In Person", select "In Person". Otherwise, select "Mail")

Correspondence Lang (usually English, but it is indicated on the paper application)

Province of Destination and **City of Destination** if it is indicated on the paper application.

Use of a Representative

If the client is using a representative (ie. Immigration lawyer/Border Crossing service etc), then do the following :

Below the A**pplication** window, click the **Clients & Parties** tab.

Click **New**

In the pop-up window, enter the **Family** and **Given** names, and click **Go.** This will search and generate a list of Party IDs. Select the appropriate Party ID and click **OK**

Once the Party ID is in the list of **UCI/Party ID**, select "**Paid Rep"** from the **Client/Party** drop down menu.

OR TRP ONLY :

Change the **"Sub-category"** to **"OVS"**

In the **"TR Permit"** section the window, click the icon on the right of the **"NOC"** field. This will open a new window.

At the very top, change the **"Find"** parameter to **"NOC Description"**.

On the paper application, located the client's stated profession.

In the **"Starting with"** field, write the first few letters of the stated occupation, with asterisks before and after (eg. If the client is in the food service industry, search **"*food*"**). This will create a list of occupations. Select the most appropriate choice and click **"OK"** to close the window.

Still in the "**TR Permit"** section of the main window, in the **"Occupation"** field, write the client's occupation exactly as stated on the paper application (so while the selected **NOC** code may encompass "Farmers and Farm Workers", the **"Occupation"** field should match the paper application description, "Dairy Farmer")

In the Purpose of Visit field, click the arrow to open the drop-down list. If the traveller is going for business or tourism purposes, select this option in the list. Otherwise, leave the field blank.

Once all the information is entered, click the **"Promote Application"** button at the top of the window.

Labels :

The final step is to create label stickers for the paper application and the folder.

Pre-Assessment of TRP files:

The following fields must be completed in order for an officer to finalize the application:

i. **# of Entries**: defaults to Multiple, can change to one
ii. **Province**: must be filled to finalize (UNK if cannot determine)
iii. **City**: must be filled to finalize (list can be slow – be patient)
iv. **NOC**: must be filled
v. **Occupation**: must be filled

In addition, the Cost Recovery fees must be allocated so that "Complete" appears in the Cost Recovery box.

The following information should be summarized in the notes, with the label Adm/Criminality:

Inadmissibility: Convictions, including the description of the charge, the sentence, the extent to which the sentence has been completed (relevant dates for all of these) and the Canadian equivalent if this can be readily determined. In some cases this information has been included in notes made at the POE or in a previous permit application.

Record: Summarize previous documents issued & especially POE events such as NCB, AL

Reason for travel: Why the applicant wishes to go to Canada – urgency – documentation of the reasons (letters) – requested validity/dates of the permit (if present). Note whether the event is past, or whether issuance of a permit is still reasonable. Previous record, including travel, permits, and allowed or refused entry should be mentioned here.

References: Any documents attesting to applicant's good character.

Other: Documents indicating income, level of establishment, or any other information relevant to the case. They do not need to be described in detail. Anything of high importance should be flagged for the officer with a post-it.

All or portions of this template may be used:

1. Criminal Record/Offence(s) (crimes committed)
2. Date of conviction/commission
3. Imposed sentence for each offence
4. Type of official documents submitted corroborating criminal record
5. Reason for travel (for TRP)
6. Previous entry to Canada/previous TRP issuance
7. Other supporting documents submitted.
8. Circumstances surrounding and leading to the offence(s) – for serious crim

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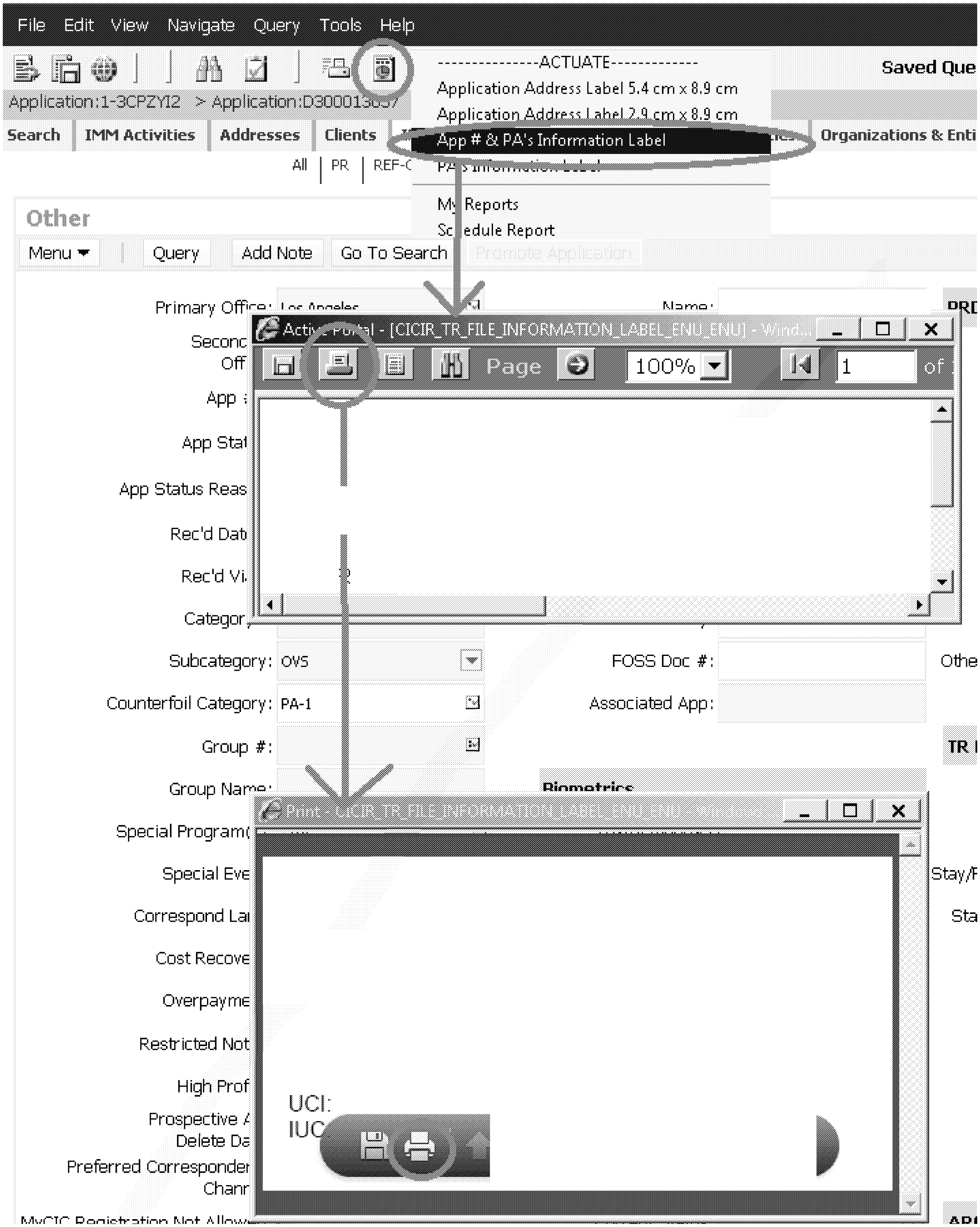
9. Any extenuating factor?



Click the "Reports" icon at the very top of the GCMS window, and select **"App # & PA's Information Label"**. This will open a new window. Click the **Print** icon in the new window, which will open another new window. Click the **Print** icon is this window, which will open the printer window. From the list of printers, make sure the "SmartLabel" is selected, then print **TWO** labels. Peel and stick one label on the top right corner of the paper application. The second label remains unpeeled (it will be used later on the outside of the finalized TRP/RHB Application Folder)

URGENT TRPs

TRP applications may be deemed **Urgent** on the following grounds :

- Compelling humanitarian/compassionate grounds (eg. Death of a close relative); and/or
- Canadian Interests (in general significant economic benefits).

Any potentially urgent applications should be vetted by a CBO.

Prescreening RHBs

Some applications are very likely to be either refused or approved in certain situations. For this reason, as soon as the RHB files have been created, they should go directly to a pre-screener for triage.

If the applicant has committed a serious criminal offence (drug trafficking, murder, etc), this requires an additional $800 fee which the pre-screener should request immediately. Create a pending fee by clicking Fees, Payment, selecting the Fee icon and then selecting the Serious Criminality Surcharge. The screener should then generate correspondence giving the applicant 15 days to pay the top-up fee and assign the file to himself/herself (with an automatic 30-day due date).

RHB applications should be passed on to a CBO in any of the following situations:

1. No police certificates included in application. This will likely be refused and does not need review;
2. Applicant committed a non-serious crime (DUI etc) 15 or more years ago. This will likely be deemed rehabilitated;
3. It has been less than five years since the completion of all sentencing. A five year minimum is required for RHB consideration, so this will likely be refused and does not need review;
4. The 30-day period for the payment of the top-up fee has passed without receipt of payment.

Urgent TRPs and possible deemed RHBs go into the weekly processing box. Other RHBs described above can go to a CBO for quick refusal and/or closure.

FINALIZING TRP CASES

2. Query the file from **IMM / All.**
3. **FOSS**. Optional. In some cases Port of Entry and Enforcement notes will have been copied into the file, but not all. **Go to Search** if you wish to see previous record of interactions (optional). Note that if the last search is more than 3 weeks old, you will not be able to issue a permit.
4. Read **Notes**. An assistant has prepared a summary of the case based on the instructions on p.10 above. Generally speaking it should be sufficient to refer to these in your notes, but for refusals it would be advisable to point out specific factors.
5. Make **Notes** and **Label** Eligibility**.** Suggestions:
    a. Approval. *Having reviewed the file and notes, I am satisfied that the circumstances justify issuance of a TRP to overcome inadmissibility.*
    b. Refusal. *Having reviewed the file and notes, I am not satisfied that the circumstances justify issuance of a TRP to overcome inadmissibility. In particular, I find that …*
6. **Eligibility**: Go back to **Details / TRP** and verify that the following fields are complete (must be filled to approve)
    a. In the lower Details applet:
        i. **Case Type**: normally 80
        ii. **Prohibiting Section**: A36(2)(b) or (1|)(b)
        iii. **Valid From**: normally set to today
        iv. **Valid To**: discretionary. We use anything from a few days to 2 years.
        v. **Authorized for Re-Entry**: Check this if you are issuing a multiple entry.
    b. In the upper Other screen:
        i. **# of Entries**: defaults to Multiple, can change to one
        ii. **Province**: must be filled to finalize (UNK if cannot determine)
        iii. **City**: must be filled to finalize (list can be slow – be patient)
        iv. **NOC**: must be filled
        v. **Occupation**: must be filled
    c. After these are complete, change **Status** to Passed or Failed.
7. **Final Decision**: Change **Final** to Approved or Refused.
    a. Approval:
        i. **Finalize Application / Document Issuance**: change **Status** to Authorized. (*Very important, if you forget POE will have trouble issuing permit.*)
        ii. **Correspondence / Outgoing**: Select POE Introduction and change **Status** to Generate. Hit Ctrl-S then Alt-Enter – letter should appear in the corner.
        iii. Annotate cover and give to Valerie. You are finished.
    b. Refusal
        i. **Finalize Application / Refusal Reasons**: Click **New** and use the applet to select. We usually insert both A36(1)(b) or (2)(b) and A24(1).
        ii. **Correspondence / Outgoing**: Select Refusal Letter and change **Status** to Generate. Hit Ctrl-S then Alt-Enter – letter should appear in the corner.
        iii. Annotate cover and give to Valerie. You are finished.