



# Immigration Case Management (ICM) Automated USCIS Notice AI Transcription: Informational Guide

Our Automated USCIS Notice AI Transcription (“Notice AI”) workflow is a first step in helping transform manual, high-volume USCIS notice processing into a more streamlined, automated environment that helps reduce data entry errors and deliver time savings.

The first page of this document provides a high-level feature, navigation, and interface overview. Click the following link to navigate directly to the detailed [Step-by-Step Guide](#).

## Scope and Capabilities

The Notice AI workflow within the ICM system is designed to help integrate AI-powered data extraction into your current "Receipt" workflow.

In **Phase 1** of the Notice AI workflow represented in this document, Notice AI specifically extracts the following three core data fields from the uploaded I-797 document:

1. **Date Received:** The “Received date” captured on the USCIS Notice.
2. **Receipt Number:** The unique 13-character tracking number (e.g., EAC, LIN, SRC, WAC, or IOE followed by 10 digits)
3. **Document Type and Case Type:** The specific type of I-797 and the Case Type captured from the document (e.g., "I-797C: I-765 Application for Employment Authorization"). These values are combined in the “Item Description” field.

The system processes these values in the background to help you populate the corresponding fields in the Receipt record or Activities page. This helps reduce the need for manual data entry for these three critical identifiers during the initial intake phase.

**AI Best Practice:** While efforts have been made to help with accuracy, you should always verify the accuracy and completeness of any data or information entered.

## Navigation and Interface Overview

The workflow relies on existing tools and buttons that will already be familiar to current users.

*Images are examples and for information purposes only. They may vary across platforms and are subject to change.*

## Primary Action Buttons

Button	Action / Result
<b>Add Receipt</b>	Opens the workflow to add a new record to the <b>Receipts</b> folder.
<b>Upload</b>	Opens the file selection window and initiates notice capture from <b>Activities or Receipts</b> page.
<b>Finished</b>	Finalizes the file upload process and prepares the document for AI processing.
<b>Run Notice AI</b>	Initiates the AI background scan to extract the Receipt Number and Notice Type.
<b>Update Info</b>	Saves progress in the active record and redirects the user to the <b>Activities</b> page.
<b>Cancel</b>	Exits the current workspace or upload window without saving changes.

## Step-by-Step Guide: Core Workflows

Before beginning the extraction workflow, please refer to the following requirements:

- **Document Type:** You must have a valid **I-797** form (e.g., Types A, B, C, D, E, or F).
- **File Format:** Documents must be in **PDF, TIFF, JPEG, or PNG** format.
- **Image Quality:** The scan must be clear and legible. Low-resolution or blurry scans may prevent the AI from extracting data (manual data entry is possible, in this case).
- **Access Level:** Permissions to "Modify" cases and processes is required.

### 1. Triggering the Workflow

This workflow features multiple trigger point options to help accommodate different user preferences. Select a trigger point to begin the workflow:

**Option A: Action Menu from the Foreign National (FN) Search Page:** Perform a search for the FN, open the Action Menu next to their name, and select **Add Receipt**. [Image](#)

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**Option B: Action Menu from within FN Record:** Navigate to the specific FN record, open the Action Menu on the left sidebar, and select **Add Receipt**. [Image](#)

**Option C: Activity Page Receipts:** Navigate directly to the FN's Activities page, locate the Activity Receipt records, and "Upload" a copy of the receipt. [Image](#)

**2. Document Intake and Upload:** Follow the steps below to upload notices for AI processing

**Supported Formats:** TIFF, JPEG, PNG, PDF.

1. **Initiate Upload:** Click **Upload** next to the document field or select **Add Receipt** from the action menu. [Image](#)
2. **Add Files:** Drag and drop files into the upload window or browse your local directory. [Image](#)
3. **Confirm:** Click **Finished**.
4. **Close Document Upload Window:** Click **Close** or exit the window
5. **Process:** Click **Run Notice AI**. This action triggers AI processing. [Image](#) [Activity Page Image](#)

**Troubleshooting:** The system will alert the user if the scanned image is not of sufficient quality (where no data can be derived) or if the scan uploaded is not a recognized Receipt (e.g., an N-400 instead of an I-797). **(Manual data entry can be completed in this case, and manual review and intervention is required in all AI workflows).** [Image](#)

**3. Automated Data Extraction** (Background Processing)

Once triggered by the **Run Notice AI** button, AI reads the uploaded document and extracts the following core values to help ensure higher data accuracy directly from the source:

- **Date Received**
- **Receipt Number**
- **Document Type and Case Type** [Image](#) [Activity Page Image](#)

**4. Finalizing and Data Population**

After users complete the upload and click **Update Info**, they are promptly returned to the Receipt Record or Activities page, depending on where they began the Receipt Process.

The **system** will extract the data and **place** it into the **Date Received, Receipt Number** and **Item Description** fields. You may **edit** the values, use the "**Update Info**" button to accept them, or cancel out of the receipt without saving. **Note:** Data extracted via AI. **Please verify.**

**Appendix: I-797 Form Types:** Refer to [this list](#) to view the supported I-797 form types.

*The information provided is intended as general guidance and is not intended to convey any tax, benefits, or legal advice. For information pertaining to your company and its specific facts and needs, please consult your own tax advisor or legal counsel.*

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