❌ **SENSITIVE - NOT TO BE SHARED WITH PUBLIC**

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Effective Dates: 05/12/2010 - Present (View History)

RM 10210.170 Understanding the Social Security Number Application Process's (SSNAP's) One Time Special Processing (OTSP) Option

This section explains when you may select the One Time Special Processing ("OTSP") option on a Social Security Number Application Process (SSNAP) evidence screen and provides instructions and rules for its use.

A. When a document is not listed on SSNAP's evidence lists

Occasionally, an individual submits evidence needed to process an SSN application, but the document does not appear in the dropdown list on the appropriate SSNAP screen. There are several reasons why this might happen:

- The document is not acceptable. The document does not meet general evidentiary requirements or the detailed requirements for the evidence factor to be established (e.g., age, identity, citizenship). **Do not** use the "OTSP" Option. Request another document per the evidence requirements details.

- The document is acceptable, but SSNAP needs updating because either SSNAP does not include the document in the dropdown list (this includes documents shown as acceptable on the National Identity Document Database (NIDD)) or SSNAP includes the document in

dropdown list but the system needs updating to allow selecting the document otherwise. For the "OTSP" process using an acceptable document, see RM 10210.170C. ↗

- The document may be acceptable but must undergo or is currently undergoing probative value evaluation (this includes third-level identity and second-level tribal identity documents). For the "OTSP" process using a document that Regional Office (RO) or the Division of Training and Program Support (DTPS) may find acceptable, see RM 10210.170D. ↗

See Evidence Requirement Details:

- RM 10210.020 ↗ , the number of documents required

- RM 10210.250 ↗ , evidence of age

- RM 10210.405 ↗ , evidence of identity

- RM 10210.500 ↗ , evidence of citizenship

- RM 10211.000 ↗ , evidence of lawful alien status

- RM 10212.000 ↗ , evidence for name changes

B. OTSP rules

Follow these rules when deciding whether you may select "OTSP" on a SSNAP dropdown list.

Number	Rule
1	Do not select "OTSP" when one or more of the following is true The document is unacceptable based on a prior evaluation (e.g., the document is listed as unacceptable on the NIDD or another precedent file). The document does not meet SSA's evidentiary requirements. For a list of POMS references for evidentiary requirements, see RM 10210.170A. ↗ The document has not been evaluated but a document that you know is acceptable is readily available (e.g., at

Number	Rule
	applicant's home). Obtain the acceptable document. For details on obtaining other documents, see RM 10210.210 ↗ , Step 2, and RM 10210.405 ↗ .
2	You may select "OTSP" for an approved document **only** when • You have documentation (i.e., proof) that SSA accepts that document. Documentation includes but is not limited to POMS, NIDD, AMs, EMs, and workarounds or instructions from your RO, CO or DTPS; and • The document is not listed on the SSNAP evidence lists or the document is listed but SSNAP needs updating in order to allow processing the application.
3	When you select "OTSP" on SSNAP's Proof of Lawful Alien Status screen, SSNAP cannot verify the alien's status or determine the citizenship or permanent resident codes. • You must complete the Assign CIT/PRA screen. • You must verify Department of Homeland Security (DHS) issued documents, via I-MAIN SAVE. • You may have to verify non-DHS documents. For more on these tasks, see RM 10210.170C ↗ and RM 10210.170D ↗
4	When you select OTSP for an unapproved document **do not** clear the application until the RO, CO or DTPS authorizes the use of the document. RO and CO staff evaluates domestic documents and DTPS staff evaluates

Number	Rule
	foreign documents. Follow existing procedures for evaluating documents (e.g., the evaluation procedure found on the NIDD).
5	Each OTSP application requires a two-PIN signoff (i.e., the application must be cleared by a member of management). For more information on the two-pin clearance process, see RM 10220.040 ☑ .
6	In rare situations, the Division of Training and Program Support (DTPS), CO or the RO with CO agreement may authorize a one-time acceptance of a document.

C. Using OTSP for an acceptable document

This table explains the steps to take when you to select OTSP for an acceptable document.

Step	Action
1	Do you have documentation (e.g. an AM and an example in the ACM) that proves SSA accepts the document? • If yes, follow the OTSP processing instructions found on the documentation (i.e., proof) that shows SSA accepts the document. If there are no specific OTSP instructions, go to Step 2. • If no, request another document per the evidence requirements details. **STOP.** **See Also** RM 10210.170B ☑ Rules for using OTSP

Step	Action
2	**Enter the SSN application** Select OTSP from the dropdown list on the appropriate evidence collection screen. **NOTE:** OTSP is the last possible document selection for each evidence type (i.e., age, identity, citizenship, lawful alien status, and name change).

3	Enter the required OTSP fields:
	
	a. **Document Name:** Enter the name and any form number shown on the document.
	
	b. **Identifying Features:** Follow any OTSP processing instructions included on the documentation (i.e., proof) that shows SSA accepts the document (e.g. an EM).
	
	  • If your documentation does not include specific instructions, enter information shown on the document (e.g., applicant name, any agency-assigned number (e.g., Alien Registration Number (A#) or certificate number); any agency-assigned classification (e.g., E-1); issue and expiration dates, if shown).
	
	  • If a valid example of the document is stored in a central repository (e.g., NIDD or another precedent file), refer to that example (e.g., "Example and description in NIDD").
	
	c. **Comments:** Enter the documentation that shows SSA accepts the document (e.g., an EM number).
	
	NOTE: SSNAP automatically places the OTSP evidence in Suspect status. SSNAP does not notify your RO.

Step	Action
4	• If you selected OTSP on the Proof of Lawful Alien Status screen, verify the alien's status per the instructions included on the documentation (i.e., proof) that shows SSA accepts the document. • If your documentation does not include specific instructions on verifying the alien's status and document, contact your RO or DTPS for guidance.
5	**Update the SSN application** In SSNAP's update mode, • If, at this step, you notice that SSNAP was updated and now lists the document in question, you have the option of updating the application by selecting the document from the dropdown list (canceling the "OTSP" process). Complete the application following normal procedures. **STOP** . • If continuing with the "OTSP" process, change the status of the "OTSP" evidence from "Suspect" to "Approved."
6	**If you selected " OTSP " for an individual's lawful alien status, complete the following required fields** : a. On the Proof of Lawful Alien Status screen, document the verification results in OTSP Comments. • For DHS documents, include the Verification Information System number (VIS#) (also called the DHS Case Number) and "SAVE verified". For example, "VIS#2211048095651HH SAVE verified."

Step	Action
	• For non-DHS documents, follow the instructions on the documentation (i.e., proof) that shows SSA accepts the document. If there are no instructions, contact your RO or DTPS for guidance. b. On the Assign CIT/PRA screen, complete the citizenship and permanent resident code fields per the instructions on the documentation (i.e., proof) that shows SSA accepts the document. If there are no instructions, contact your RO or DTPS for guidance. For additional information on the Assign CIT/PRA screen and fields, see the [SSNAP User Guide](#) .
7	Follow normal office procedures to notify your manager that you processed an application that requires review and clearance by a manager (a two-PIN signoff). For more information on the two-pin clearance process, see [RM 10220.040](#) ☑ . **STOP**

D. Using "OTSP" for a document that may be acceptable but the RO, CO, or DTPS is either currently evaluating its probative value or must be asked to evaluate its probative value (includes third-level identity and second-level tribal identity documents)

This table explains the steps to take when you to select OTSP for a document that is or will undergo RO, CO or DTPS evaluation for acceptance.

Step	Action
1	**Does the document pass the OTSP Rules [RM 10210.170B](#) ☑ ?** • If **yes** , If RO, CO or DTPS is not already evaluating the document, request evaluation per established procedures (e.g., the evaluation procedure found on

Step	Action
	the NIDD). RO and CO staff evaluates domestic documents and DTPS staff evaluates foreign documents. **NOTE:** SSNAP does not initiate the document evaluation process based on your input. Go to **Step 2.** • If **no** , request another document per the evidence requirements details. **STOP** .
2	**Enter the SSN application** Select "OTSP" from the dropdown list on the appropriate evidence collection screen. **NOTE:** OTSP is the last possible document selection for each evidence type (i.e., age, identity, citizenship, lawful alien status, and name change).
3	Enter the required OTSP fields a. **Document Name:** Enter the name and any form number shown on the document. b. **Identifying Features:** • Enter information shown on the document (e.g., the applicant name, any agency-assigned number (e.g., A# or certificate number); any agency-assigned classification (e.g., E-1); issue and expiration dates); • List any security features shown on the document c. **Comments:** Briefly explain the development underway (e.g., Document submitted to NYRO for

Step	Action
	evaluation of probative value on 03/15/2010.) **NOTE:** SSNAP automatically places the "OTSP" evidence in "Suspect" status. SSNAP does not notify your RO.
4	**When an RO , CO or DT PS decision is received:** • If the document is **not** acceptable, go to **Step 5** . • If the document **is** acceptable, go to **Step 6** .
5	**Document is not acceptable** • In SSNAP's update mode, change the status of the document from "Suspect" to "Disapproved." • Update the "OTSP" Comments to include the decision. If the document is now in precedent file, include that reference (e.g., the NIDD). If not in precedent file, briefly describe the basis for the decision. • If the person cannot present a separate acceptable document, provide written notice (SSA-L676, Refusal to Process SSN Application) to the applicant explaining why you cannot process the application. **STOP** . **See Also** RM 10215.115 ⤴ , providing written notice
6	**Document is acceptable** In SSNAP's update mode, • If the evaluation process included updating SSNAP to list the document in question, you have the option of updating the application by selecting the

Step	Action
	document from the dropdown list (canceling the OTSP process). Complete the application following normal procedures. **STOP** . • If continuing with the OTSP process, change the status of the OTSP evidence from Suspect to Approved.

7	**Update the " OTSP " Comments**
	
	• Enter the authority by which you are accepting the document (e.g., "Evidence acceptable per M Jones, XXRO Enumeration Specialist");
	
	• If the document is now in precedent file, include that reference (e.g., the NIDD).
	
	• If not in precedent file, briefly describe the basis for the decision.
	
	If you selected OTSP for an individual's lawful alien status, complete the following required fields :
	
	a. On the Proof of Lawful Alien Status screen, document the verification results in OTSP Comments.
	
	    • For DHS documents, include the DHS Case Number (aka Verification Information System number (VIS#)) and "SAVE verified". For example, "VIS 2211048095651HH SAVE verified."
	
	    • For non-DHS documents, follow the instructions from your RO or DTPS.
	
	b. On the Assign CIT/PRA screen, complete the citizenship and permanent resident code fields per the instructions from your RO or DTPS. If no instructions were included with the decision, contact

Step	Action
	the RO or DTPS for guidance. For additional information on the Assign CIT/PRA screen and fields, see the [SSNAP User Guide](#) .
8	Follow normal office procedures to notify your manager that you processed an application that requires review and clearance by a manager (a two-PIN signoff). For more information on the two-pin clearance process, see [RM 10220.040](#) 🔗 .

E. Using OTSP when the document is on the dropdown list but the Admission Class or Status or Alien Category shown on the document is not

In rare situations, an alien may submit an acceptable document as evidence of their lawful alien status but SSNAP needs updating to accept the Admission Class or Status or the Alien Category shown on the document.

You may select OTSP from the dropdown list for the applicable field only upon obtaining

- Written processing instructions (e.g., POMS, NIDD, AMs, EMs, and workarounds); or

- Approval, guidance, and instructions from your RO or DTPS.

In these situations:

- OTSP appears as the last possible Admission Class or Status and Alien Category options on the Proof of Lawful Alien Status screen.

- You must complete the Assign CIT/PRA screen because SSNAP cannot determine the citizenship or permanent resident code.

- For DHS documents, you must verify the lawful alien status via I-MAIN's SAVE.

- For non-DHS documents, follow the instructions from your RO or DTPS.

- Clearance requires a two-PIN signoff (i.e., the application must be cleared by a member of management). For more information on the two-pin clearance process, see [RM 10220.040](#) 🔗 .

See Also

Section History

⌄ Prior Versions of Section

Additional Information

⌄ Related Instructions