



U.S. Department of State Private Sector Exchange

Fact Sheet

August 2011

HOW TO CONTACT US

Private Sector Programs Division

ECA/EC/D/PS
SA-5, 5th Floor
2200 C Street, NW
Department of State
Washington, DC 20522-0505

Phone: (202) 632-2805
Fax: (202) 632-2701

Secondary School Student Program Officer

Questions related to administering your exchange visitor program, interpreting the regulations and policies, or to discuss specific exchange visitor or programmatic issues should be directed to the Secondary School Student Program Officer, James Alexander. Contact information for Mr. Alexander is:

Email: AlexanderJT@state.gov
Phone: (202) 632-2805

When communicating in writing, always include your program name and number (for example, Student Exchange Inc., P-3-01234) and category (Secondary School) at the top of all correspondence.

Visit us online at: <http://j1visa.state.gov>

KEY REMINDERS

SEVIS User Manuals

The Student and Exchange Visitor Information System (SEVIS) User Manuals (Volumes I and II) are available to help responsible officers (ROs) and alternate responsible officers (AROs) navigate SEVIS. The manuals explain in step-by-step detail how to perform procedures in SEVIS. The manuals can be viewed online or downloaded at:

<http://j1visa.state.gov/sponsors/current/sevis>

SEVIS Help Desk

To obtain help with SEVIS **technical issues only** (e.g., batch processing, password resets, system operation), contact the SEVIS Help Desk at 1-800-892-4829, 8:00 a.m. to 8:00 p.m. EST, Monday through Friday.

Important: To prevent your SEVIS access from locking, you must log in to SEVIS every 90 days.

Secondary School Student Helpline

The Department of State created an emergency helpline for exchange students in the event they cannot get in touch with you directly and immediately. Please provide this toll-free number to each exchange student before they travel to the United States.

1-866-283-9090

24 Hours/7 Days a Week

Reporting Deadlines

Report	Deadline
Allotment Requests	June 30
Annual Report	July 31
Change of Placement Report	July 31 (For the previous academic year)
Placement Reports	August 31 (Fall Semester/Academic Year) January 15 (Spring Semester)

Pay.gov

Pay.gov is an electronic payment system that streamlines the Department's review of fee-based program requests (e.g., redesignation, program extension, change of category, reinstatement, and reinstatement-update SEVIS status). All Exchange Visitor Program sponsors must register with Pay.gov. All payments must be made via the Pay.gov website: www.pay.gov.

Sponsors must use the Pay.gov "Exchange Visitor Program (EVP) Fee Payment" form to electronically transfer funds via checking account (ACH) or credit card for the payment of program request fees. If you have not registered, or if you have questions about Pay.gov, please contact your program officer.

Important: To prevent your Pay.gov account from locking and to eliminate the need to contact Pay.gov Customer Service for assistance, you must log in to Pay.gov every 90 days.