



**U.S. Department of State  
Private Sector Exchange**

## Fact Sheet

March 2010

### HOW TO CONTACT US

#### Private Sector Programs Division

ECA/EC/D/PS  
SA-5, 5th Floor  
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, Ms. Maha Ammar.

Maha Ammar  
Email: [AmmarMG@state.gov](mailto:AmmarMG@state.gov)  
Phone: (202) 632-9293

*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://exchanges.state.gov/jexchanges>

## KEY REMINDERS

### Guide for ROs and AROs (2007)

[http://exchanges.state.gov/jexchanges/docs/roaro\\_guide\\_1007.pdf](http://exchanges.state.gov/jexchanges/docs/roaro_guide_1007.pdf)

### SEVIS User Manuals

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

<http://exchanges.state.gov/jexchanges/sevis.html>

### 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 a user's SEVIS access from locking, you must log in to SEVIS every 90 days.*

### Secondary School Student Helpline

An emergency helpline is available for the exchange visitor in the event they cannot get in touch with you directly and immediately. Please provide this toll-free number to each exchange visitor before they travel to the United States.

1-866-283-9090

24 Hours/7 Days a Week

### Reporting Deadlines

Report	Deadline
Annual Report	July 31
Placement Reports	August 31 (Fall Semester/Academic Year) January 15 (Spring Semester)
Allotment Requests	June 30

### 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 and submit all payments via the Pay.gov Web site: [www.pay.gov](http://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 a user's 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.*