

# **Executive Office for Immigration Review Information Resources Management**

## **eTranscription Technical Specifications for Vendors**



**Version 2.4**

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### **LIMITED OFFICIAL USE**

#### **Prepared for:**

United States Department of Justice  
Executive Office for Immigration Review  
Information Resources Management  
5107 Leesburg Pike, Suite 2300  
Falls Church, VA 20530

## Technical Specifications for Vendors Document Approvals

Organization: Board of Immigration Appeals  
Title: Chief Clerk  
Printed Name: Donna Carr

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

Organization: Information Resource Management  
Title: Deputy CIO Software Development & Project Sponsor  
Printed Name: Kate Ahn

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

Organization: Information Resource Management  
Title: Chief Technology Officer  
Printed Name: Ajay Budhraja

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

Organization: Information Resource Management  
Title: Project Manager  
Printed Name: Lou Parent

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

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## **SECTION 1. Purpose**

This document provides transcription vendors with process and technical information for the transition to the Executive Office for Immigration Review (EOIR) eTranscription application. Specifically, this document covers the technical and procedural interface between EOIR and transcription vendors for the EOIR eTranscription application.

The EOIR eTranscription application will allow EOIR personnel to electronically process transcription requests and, once approved, route requests electronically to transcription vendors for processing. Once vendors have produced completed transcripts they are able to submit electronic versions to EOIR using the eTranscription application.

The specifics contained in this document constitute the mutually agreed upon format as defined in the transcription vendor contract.

### **1.1 Of Note**

The use of the term “template” used throughout this document does not equate to unique non-executable file formats intended specifically for a particular application, such as Microsoft Word Templates (.dot or .dotx). Within this document “template” is used generically for a document with a preformatted layout and pre-populated information for the purpose of allowing quick use.

Business days are official EOIR working days of the week. Business hours are from 8:00 am to 4:30 pm Eastern Time (ET). All eTranscription application system times are ET.

## **SECTION 2. Prerequisites**

### **2.1 Vendor Obligations**

In order to participate in the EOIR eTranscription program, there are technical requirements for vendors to perform. This section discusses the basic requirements vendors must adhere to.

#### **2.1.1 Points of Contact**

Vendors need to provide a technical point of contact for coordination with the Contracting Officer's Representative (COR).

#### **2.1.2 Information Assurance**

Vendors are required to pass an information assurance review conducted by EOIR Systems Security & Integrity staff. Details of this process are covered in other documentation provided by the COR.

#### **2.1.3 Technical Information**

Vendors are to ensure they have the technical capability to download large volumes of data in order to obtain work packages containing DAR files. Network bandwidth needs will vary depending on the amount of cases and size of DAR files contained within. Electronic delivery is the primary delivery mechanism for DAR files. However, in some instances, Compact Disc Read Only Media (CD-ROMs) will be provided containing the DAR files.

Access to EOIR eTranscription by vendors is limited to specific Internet Protocol (IP) address ranges. Vendors must provide EOIR with the IP address or address range from which they will connect. Vendors can obtain this information from their Internet Service Provider (ISP). When a vendor's IP address or address range will need to change, this must be coordinated through the COR to the EOIR Service Desk in advance to coordinate a changeover. Vendors must inform EOIR of an address changeover at least five business days in advance.

### **2.2 EOIR Obligations**

#### **2.2.1 Point of Contact**

The EOIR COR is the point of contact for vendors.

#### **2.2.2 Technical Information**

EOIR will provide this document, the training specified in Section 3.2, and access to the EOIR eTranscription application as covered in Sections 3.2 and 6.2

## SECTION 3. Vendor Processing of Work Packages

### 3.1 EOIR Release of Work to Vendor

The eTranscription application allows for EOIR to transmit and receive all transcription work in an electronic format at scheduled intervals. Please note that there will still be occasions where EOIR will prepare batches of work that will require physical components (such as cassette tapes or CD-ROMs) to be shipped or picked up by a vendor's representative (e.g. driver).

### 3.2 Obtaining Work Electronically

The units of work released electronically are referred to as transcription work packages which are defined in Section 3.3 Transcription Work Package. EOIR will make available the transcription work packages via a Secure Shell (SSH) File Transfer Protocol (SFTP) server.

#### 3.2.1 Accessing the SFTP Server

The SFTP server will support client applications compatible with the Secure Shell File Transfer de facto standard from the Internet Engineering Task Force (IETF). Vendors are provided with the server address, account name, and a private key file that will have a pass phrase (password) for access.

#### 3.2.2 SFTP Directory Structure

When logged in to the SFTP server, vendors are presented with five top level directories;

- Delivery Packages
- Received Packages
- Rejected Packages
- Utilities
- Work Packages

Vendors have read/write access to the Delivery Packages directory and read-only access to all other directories.

##### 3.2.2.1 Utilities Directory

The *Utilities* directory will hold a copy of the VIQ Player application. Vendors have read-only access to this directory.

##### 3.2.2.2 Work Packages Directory

The *Work Packages* directory will contain work released by EOIR to the vendor. This directory will contain subdirectories for each date work was released. Each of these subdirectories will contain subdirectories for each of the Board of Immigration Appeals (BIA) Clerks Office (CO) appeal teams; East, West, and PCM.

If no work packages were released for an appeals team then there is no directory created for that team. Work packages are discussed in more detail in Section 3.3.

Vendors have read-only access to the **Work Packages** directory. Work packages remain in the directory until removed by the EOIR technical staff. The subdirectory structure is;

- Work Packages
  - YYYY-MM-DD
    - East
    - PCM
    - West

### 3.2.2.3 Delivery Packages Directory

The **Delivery Packages** directory is where vendors will upload completed work. This type of directory is often referred to as a “drop folder.” This directory is a single level directory, there are no subdirectories. Transcription delivery packages are discussed in Section 3.5.

The eTranscription application monitors the **Delivery Packages** directory and will process uploaded delivery packages every 15 minutes. Delivery packages received by EOIR that are validated to be in compliance with the technical specifications outlined in this document are moved to the **Received Packages** directory. Delivery packages that are not in compliance with the technical specifications outlined (aka invalid) are moved to the **Rejected Packages** directory.

Vendors have read/write access to the **Delivery Packages** directory. Delivery packages remain in the directory until removed by the EOIR technical staff. This directory does not have a subdirectory structure. The eTranscription application will not traverse subdirectories.

### 3.2.2.4 Rejected Packages Directory

Packages that are processed and found to not be in compliance with the technical specification outlined in this document are considered invalid and are moved to the **Rejected Packages** directory. For each day packages are processed by the eTranscription application a subdirectory is created within this directory.

Vendors have read-only access to the **Rejected Packages** directory. Rejected packages remain in the directory until removed by the EOIR technical staff. The subdirectory structure is;

- Rejected Packages
  - YYYY-MM-DD

Within each day’s subdirectory for rejected packages is an error log. The error log is continuously updated during the day whenever a delivery package is rejected. Additional details on rejected delivery packages are discussed in Section 4.1.1.2.

### 3.2.2.5 Received Packages Directory

Packages that are processed and found to be in compliance with the technical specifications outlined in this document are considered valid and are moved to the ***Received Packages*** directory. For each day packages are processed by the eTranscription application a subdirectory is created within this directory.

Vendors have read-only access to the ***Received Packages*** directory. Received packages remain in the directory until removed by the EOIR technical staff. The subdirectory structure is;

- Received Packages
  - YYYY-MM-DD

Details on received delivery packages are discussed in Section 4.1.

### 3.2.3 Cancellation of Work Packages

If a work package is errantly sent to the SFTP server, EOIR will cancel the work package and delete it from the SFTP server. When a cancellation occurs EOIR will directly contact the affected vendors via a telephone call to provide them with the details of the cancelled work packages. Please note that any transcripts associated with a cancelled work package will be automatically blocked from uploading to the SFTP server.

### 3.2.4 SFTP Server Contingency Plan

In the event that the SFTP server is unavailable for use, EOIR will notify the vendors of the outage and allow for transcription work packages to be sent out and returned to the EOIR using portable USB thumb drives. EOIR will provide the USB thumb drives to each vendor along with detailed instructions on how to utilize the USB thumb drives should they be needed. Please note that prior authorization from EOIR is required before using the USB thumb drives to send out or return transcription work packages.

## 3.3 Transcription Work Package

The electronic replacement for tape bags is a Transcription Work Package. All the information required for transcribing a case electronically is provided in these work packages, except the physical cassette tapes and the VIQ Player application. Cassette tapes shall continue to be provided to vendors as in the past. The VIQ Player is available in the SFTP utilities directory and directly from the VIQ Solutions web site.

Each case requiring transcription will have a single transcription work package file. These work packages are available for vendor download from the EOIR eTranscription SFTP site. These files are archive files that contain;

- EOIR Digital Audio Recording (DAR) files
- Hearing Template(s)
- Oral Decision Template(s)

- Certification Page Template(s)
- Case Summary Sheet
- Vendor Quality Sheet

The individual files and directory structure are compressed within the archive file and may be extracted using any archive tool supporting the ZIP compression format.

EOIR DAR files are in the same format found on the CD-ROMs that have been previously provided to vendors. As EOIR DAR files are already compressed in their native format, there is no significant reduction in total size when DAR files are compressed into a ZIP archive. Vendors will receive approximately the same amount of data via SFTP download that they currently receive physically on CD-ROM.

Templates are generated for each hearing and oral decision that requires transcription. Additionally, a set of templates are generated for use in transcribing unrelated cases included in DAR files. All of these templates will include custom document properties specific to the work package. Templates are discussed in detail in Section 3.3.3.

Transcription Work Packages are created for all cases requiring transcription, including cassette tape only cases with no digital audio recordings. For cases with only cassette tape media, the work package will contain hearing, oral decision and other templates, as well as the files for use in transcribing unrelated cases, but no DAR files.

### 3.3.1 Work Package File Naming Convention

Transcription work packages will have the standard naming convention of *A-Number* [AID *appeal id*] [R *release date*] [D *due date*].zip.

Example: 999-888-777 [AID 4801234] [R 2011-02-07] [D 2011-02-14].zip

### 3.3.2 Digital Audio Recording (DAR) Files

DAR files for transcription are provided in a directory structure. Recordings consist of four audio channels in the proprietary VIQ Solutions Inc. file format. Each audio channel is contained in an individual file with the extension being .a00 to .a03 for channels 0 to 3. Recordings include an annotations file in an eXtensible Markup Language (XML) format. One annotation file accompanies each set of the four channel recording files.

Each collective of files for a single recording are approximately fifty (50) megabytes in size for each hour of recording. The directory naming convention for each collective is A-Number underscore Hearing Date.

Example: 999-888-777\_2010-11-02

As discussed in Section 3.2.2.1, the VIQ Player application is available for playback of DAR files. The player application allows access to annotations logged in the annotations.xml file. Immigration Judges (IJs) may use annotations to note the start and end of an oral decision or

other significant moments that occur during a hearing. Such annotations will allow easy navigation through the audio file during playback.

At a minimum, the annotations file will contain:

- Alien Name

The VIQ player application also offers several advanced features. One feature is the channel selection feature that allows users to isolate and playback the audio from individual channels on a recording. This allows for isolation of a single channel which is typically tied to a specific person's microphone in the courtroom.

While audio is being played back, there is a meter that can be used to play audio at faster or slower speeds while maintaining a normal pitch. This feature is useful for transcribers who may wish to listen to a recording at a faster speed in order to produce transcriptions more quickly. This speed control may be operated by the use of an optional foot pedal control.

### **3.3.3 Hearing and Oral Decision Transcript Template Files**

Transcript template files are provided for the convenience of vendors. Templates include information required by EOIR and the eTranscription application for processing of submitted work in the form of document properties. Vendor production of transcripts for submission is discussed in Section 3.4. Use of the transcript templates provided by EOIR for preparation of transcripts is at the discretion of vendors, however the information (e.g. metadata) required by EOIR and the eTranscription application is required in the prescribed format.

A transcription template is provided for each identified hearing. A transcription template for the last oral decision is also provided. The first page of each template is the cover page. Subsequent pages of hearings will contain the transcript. Transcriptions of oral decisions begin on the cover page. These templates are provided in the Microsoft Office Open XML format, ISO/IEC 29500:2008 Part 1- commonly known as Microsoft Word's .docx format. If there are multiple oral decisions, the vendor should create different oral decision files by copying the oral decision template, modifying the file name to reflect the correct date, and modifying the property values in the document accordingly

Because of the manner in which work packages are prepared, it is possible to have templates provided by EOIR without the existence of hearing recordings (tape or DAR). Vendors are to ignore such templates, note the existence of each template without a recording in the Transcription Vendor Quality Sheet (Section 3.3.6) and not include the erroneous template in the completed work package.

#### **3.3.3.1 Document Properties**

To facilitate automated processing and electronic retrieval, templates are pre-populated with information, including the Alien Registration Number (commonly referred to as the A-Number), Alien Name, Charging Document Date and Immigration Judge (IJ) Name. This and additional

information are contained as custom document properties (metadata) within the template document.

All template document properties can be accessed through the use of a word processing application. As all word processing applications are different, it is up to each vendor to determine how to access the document property feature of their chosen word processing application.

Some of the custom document properties are linked to document bookmarks. Document bookmarks are text fields displayed inline with the text of a document. These bookmarks are linked to document properties. This allows a person to edit the document properties using the bookmarks as he or she edits the document text.

It is important that the linkage between the bookmark and the document properties be maintained. It is possible for a person to inadvertently break the connection between the bookmark and document property.

Any discrepancy between a document property and the value displayed within documents submitted to EOIR will be identified as a quality issue. This may require rework by the vendor at no cost to the government.

Errors in the document properties may cause submitted work to be rejected by the eTranscription application's automated validation. Additional details on rejected delivery packages are discussed in Section 4.1.

It is the responsibility of vendors to confirm that the information in the document properties match the information stated verbally in the DAR files. Discrepancies found are to be reported using the Vendor Quality Sheet. Details on the Vendor Quality Sheet are covered in Section 3.3.6.

In addition to using document bookmarks, another option for editing document properties is to use the features of the word processing application (e.g. File > Properties > Advanced Properties > Custom in Microsoft Word 2016). When the bookmark and document property are properly linked editing the value of one will be reflected in the other. That is, editing a document property using the word processing application feature will be reflected in the bookmark displayed inline.

**Table 1: Document Properties for Hearing and Oral Decision Transcript Templates (v1.0)**

Property Name	Bookmark Name	Pre-Populated	Required	Inline Appearance
<b><i>Alien Counsel Name</i></b>	AlienCounselName	no	no	[NAME]
	Text field, all upper case, punctuation allowed, maximum 256 characters			
<b><i>Alien Name</i></b>	AlienName	no	yes	[FIRST MIDDLE LAST]
	Text field, all upper case, punctuation allowed, maximum 256 characters			



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Property Name	Bookmark Name	Pre-Populated	Required	Inline Appearance
<b>A-Number</b>	AlienNumber	yes	yes	[A-NUMBER]
	Text field, 11 alpha-numeric characters in the format of three digits, dash, three digits, dash, and three digits; <i>nnn-nnn-nnn</i>			
<b>Author</b>	n/a	yes	yes	n/a
	Text field, all upper case, punctuation allowed, maximum 256 characters; valid values, as appropriate, are “Executive Office for Immigration Review (EOIR)” (no quotes)			
<b>DHS Charging Document Date*</b>	n/a	yes	yes	n/a
	Text field; <i>mm/dd/yy</i> format with 00/00/00 being an accepted value			
<b>DHS Counsel Name</b>	DHSCounselName	no	no	[NAME]
	Text field, all upper case, punctuation allowed, maximum 256 characters			
<b>EOIR Docket ID*</b>	n/a	yes	yes	n/a
	Integer number; <i>n</i> . This is the appeal ID used in the file name(s).			
<b>EOIR Document Type</b>	n/a	yes	yes	n/a
	Text field, all upper case, punctuation allowed, maximum 256 characters; valid values, as appropriate, are “HEARING TRANSCRIPT” or “ORAL DECISION TRANSCRIPT” (no quotes)			
<b>EOIR Document Version*</b>	n/a	yes	yes	n/a
	Text field; <i>major.minor</i>			
<b>EOIR Transcript Transaction ID*</b>	n/a	yes	yes	n/a
	Integer number; <i>n</i>			
<b>Immigration Judge</b>	Immigration Judge	yes	yes	[NAME]
	Text field, all upper case, punctuation allowed, maximum 256 characters			
<b>Location</b>	Location	no	no	[CITY, STATE]
	Text field, all upper case, punctuation allowed, maximum 256 characters			
<b>Proceeding Date</b>	Proceeding Date	yes	no	[DATE]
	Date field; any valid date format. E.g. <i>mm/dd/yy</i> , <i>month dd, yyyy</i> .			
<b>Subject</b>	n/a	yes	yes	n/a
	Text field, mixed case, punctuation allowed, maximum 256 characters; valid values, as appropriate, are “EOIR Hearing Transcript” or “EOIR Oral Decision Transcript” (no quotes)			
<b>Title</b>	n/a	yes	yes	n/a
	Text field, mixed case, punctuation allowed, maximum 256 characters; valid value is “EOIR Transcript Documentation” (no quotes)			

Property Name	Bookmark Name	Pre-Populated	Required	Inline Appearance
<b><i>Transcription Completion Date</i></b>	n/a	no	yes	n/a
	Date field; any valid date format. E.g. <i>mm/dd/yy</i> , <i>month dd, yyyy</i> .			
<b><i>Transcription Vendor</i></b>	Transcription Vendor	yes	yes	[TRANSCRIPTION VENDOR]
	Text field, all upper case, punctuation allowed, maximum 256 characters; Valid values are the full names of the vendor companies as identified by the COR.			
<b>Typist</b>	n/a	no	yes	n/a
	Text field, all upper case, punctuation allowed, maximum 256 characters			
Italicized property names indicate custom document properties. * indicates document properties that vendors are not expected to validate as the values for these fields would not be verbally spoken during a hearing or otherwise known by a vendor.				

Three bookmarks are defined in the template but not associated with any document properties: ProceedingTitle1, ProceedingTitle2, and ElectronicSignatureTitle. They are for EOIR internal processing. Transcription vendors should not modify them.

To account for inaccuracies with EOIR information (e.g. recordings containing unrelated cases) blank templates for a case hearing, oral decision and a certification page are provided as part of the work package. Transcription vendors can use these templates in the event of one or more unrelated cases being contained within recordings or other situations related to the specific work packages.

These blank templates will contain a minimum number of document properties required by the EOIR eTranscription application for automated processing. This information will include document properties referencing the original case recording on which the unrelated case occurs. Because situations such as this are anomalies it is not possible to populate the templates with the usual amount of pre-populated information.

Should the use of the blank templates be required, vendors will note this using the Vendor Quality Sheet by selecting “Generic Document Templates Used” and entering a description of the problem and correction in the comments field. If blank templates are not used the unused templates are to be discarded and not included in the completed work package.

Templates are unique to the work package for which they are contained. Templates are not to be interchanged or reused for other work packages.

### 3.3.3.2 Template File Naming Convention

Each type of transcript template will have a standard naming convention.

Transcript Type Codes

- CH- Case Hearing
- OD- Oral Decision

Case Hearing *A-Number* [AID *appeal id*] [*proceeding date* CH] [TS *transcription date*].docx

Example: 999-888-777 [AID 4801234] [2010-11-02 CH] [TS 2010-12-15].docx

Oral Decision *A-Number* [AID *appeal id*] [*proceeding date* OD] [TS *transcription date*].docx

Example: 999-888-777 [AID 4801234] [2010-11-30 OD] [TS 2010-12-15].docx

It is possible for a given type of event (e.g. hearing) to occur more than once on a particular date (e.g. two distinct hearings on the same day). When such situations occur a sequential alphabetic character is appended to the date for subsequent events.

Example: 999-888-777 [AID 4801234] [2010-11-02 CH] [TS 2010-12-15].docx  
999-888-777 [AID 4801234] [2010-11-02a CH] [TS 2010-12-15].docx

File names for blank templates are Case Hearing Template.docx, Certification Page Template.docx, and Oral Decision Template.docx.

### 3.3.4 Certification Page Template Files

For each work package, a certification page template is provided that is specific to the work package's associated case. To account for inaccuracies with EOIR information, e.g. a recording containing an unrelated case, a blank certification page template is provided as part of the work package. This template is named *Certification Page Template.docx*.

#### 3.3.4.1 Document Properties

To facilitate automated processing and electronic retrieval templates are pre-populated with information, including the Alien Registration Number (commonly referred to as the A-Number), Alien Name, Charging Document Date and Immigration Judge (IJ) Name. This and additional information is contained as custom document properties (metadata) within the template document.

Some of the custom document properties are linked to document bookmarks, text fields displayed within the document. This allows for editing of the property from within the document or from the word processing application's document property feature. It is important that this linkage be maintained. Any discrepancy between a document property and the value displayed within submitted documents will be found to be a quality issue and require rework by the vendor at no cost to the government.

**Table 2: Document Properties for Certification Page Template (Version 1.0)**

Property Name	Bookmark Name	Pre-Populated	Required	Inline Appearance
<b><i>Alien Name</i></b>	AlienName	no	yes	[FIRST MIDDLE LAST]

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Property Name	Bookmark Name	Pre-Populated	Required	Inline Appearance
	Text field, all upper case, punctuation allowed, maximum 256 characters			
<b>A-Number</b>	AlienNumber	yes	yes	[A-NUMBER]
	Text field, 11 alpha-numeric characters in the format of three digits, dash, three digits, dash, and three digits; <i>nnn-nnn-nnn</i>			
<b>Author</b>	n/a	yes	yes	n/a
	Text field, all upper case, punctuation allowed, maximum 256 characters; valid values, as appropriate, are “Executive Office for Immigration Review (EOIR)” (no quotes)			
<b>DHS Charging Document Date*</b>	n/a	yes	yes	n/a
	Text field; <i>mm/dd/yy</i> format with 00/00/00 being an accepted value			
<b>EOIR Docket ID*</b>	n/a	yes	yes	n/a
	Integer number; <i>n</i>			
<b>EOIR Document Type</b>	n/a	yes	yes	n/a
	Text field, all upper case, punctuation allowed, maximum 256 characters; the valid values is “TRANSCRIPT CERTIFICATION PAGE” (no quotes)			
<b>EOIR Document Version*</b>	n/a	yes	yes	n/a
	Text field; <i>major.minor</i>			
<b>EOIR Transcript Transaction ID*</b>	n/a	yes	yes	n/a
	Integer number; <i>n</i>			
<b>Immigration Judge</b>	Immigration Judge	yes	yes	[NAME]
	Text field, all upper case, punctuation allowed, maximum 256 characters			
<b>Location</b>	Location	no	no	[CITY, STATE]
	Text field, all upper case, punctuation allowed, maximum 256 characters			
<b>Subject</b>	n/a	yes	yes	n/a
	Text field, mixed case, punctuation allowed, maximum 256 characters; the valid value is “EOIR Transcript Certification Page”			
<b>Title</b>	n/a	yes	yes	n/a
	Text field, mixed case, punctuation allowed, maximum 256 characters; valid value is “EOIR Transcript Documentation” (no quotes)			
<b>Transcription Completion Date</b>	n/a	no	yes	n/a
	Date field; any valid date format. E.g. <i>mm/dd/yy</i> , <i>month dd, yyyy</i> .			
<b>Transcription Vendor</b>	Transcription Vendor	yes	yes	[TRANSCRIPTION VENDOR]
	Text field, all upper case, punctuation allowed, maximum 256 characters; Valid values are the full names of the vendor companies as identified by the COR.			
<b>Typist</b>	n/a	no	yes	n/a

Property Name	Bookmark Name	Pre-Populated	Required	Inline Appearance
	Text field, all upper case, punctuation allowed, maximum 256 characters			
* indicates document properties that vendors are not expected to validate as the values for these fields would not be verbally spoken during a proceeding or otherwise known by a vendor.				

### 3.3.4.2 Template File Naming Convention

Certification page templates will follow the below standard naming convention.

*A-Number [AID appeal id] [CP] [TS transcription date].docx*

Example: 999-888-777 [AID 4801234] [CP] [TS 2010-12-15].docx

As with hearings and oral decisions, a blank template for certification pages is provided as part of the work package for when there are inaccuracies with the recordings.

### 3.3.5 Case Summary Sheet File

Work packages will also include a case summary sheet that will include any special instructions from EOIR. The case summary sheet is intended to serve as an aid to vendors.

Information provided by the case summary sheet is;

- Alien Number
- Alien Name
- Charging Document Date
- Lead A-Number
- Appeal Team
- Base City
- Custody
- Language
- Vendor
- Total DAR Time
- Total Tapes
- IJ Decision Date
- Appeal Due Date
- Appeal Filed Date
- Vendor Due Date
- Transcription Unit (TSU) Instruction

This document is not processed by the eTranscription application and is not to be returned to EOIR as part of the transcript delivery package (Section 3.5).

### 3.3.5.1 Document Properties

The case summary sheet does not contain any document properties of relevance to vendors.

### 3.3.5.2 File Naming Convention

Case summary sheets will follow the below standard naming convention.

*A-Number* [AID *appeal id*] [CS].docx

Example: 999-888-777 [AID 4801234] [CS].docx

## 3.3.6 Vendor Quality Sheet Template File

To facilitate the gathering of quality issues identified by vendors, a vendor quality sheet is included in each work package.

### 3.3.6.1 Document Properties

To facilitate automated processing and electronic retrieval, the vendor quality sheet is pre-populated with information. This information is contained as custom document properties (metadata) within the document.

Some of the custom document properties are linked to document content controls. Content controls are input controls that are displayed inline with the text of a document. This allows a person to edit the document properties using the content controls as he or she views the document contents.

Content controls are a robust way to display document properties inline within a document and to allowing editing of document properties from within a document. The linkage of content controls and document properties is not as fragile as the linkage of document bookmarks.

Due to technical limitations with the conversion of documents using content controls to PDF EOIR is only able to support use of content controls in the vendor quality sheet which is not to be converted to PDF for submission to EOIR.

Another option for editing document properties is to use the features of the word processing application (e.g. File > Properties > Advanced Properties > Custom in Microsoft Word 2016).

**Table 3: Document Properties for Vendor Quality Sheet Template (Version 1.0)**

Property Name	Content Control Name	Pre-Populated	Required	Content Control Input Label
<b><i>Alien Name</i></b>	Alien Name	no	yes	Alien Name
	Text field, all upper case, punctuation allowed, maximum 256 characters			
<b><i>A-Number</i></b>	Alien Number	yes	yes	A-Number

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Property Name	Content Control Name	Pre-Populated	Required	Content Control Input Label
	Text field, 11 alpha-numeric characters in the format of three digits, dash, three digits, dash, and three digits; <i>nnn-nnn-nnn</i>			
<b>Audio Skip</b>	Audio Skip	no	no	Audio Skip
	Text field; Yes or No			
<b>Author</b>	n/a	yes	yes	n/a
	Text field, all upper case, punctuation allowed, maximum 256 characters; valid values, as appropriate, are “ <i>Executive Office for Immigration Review (EOIR)</i> ” (no quotes)			
<b>Blank Recording</b>	Blank Recording	no	no	Blank Recording
	Text field; Yes or No			
<b>Comment</b>	Comment	no	no	Comment
	Text field, mixed case, punctuation allowed, maximum 256 characters			
<b>DHS Charging Document Date*</b>	DHS Charging Document Date	yes	yes	n/a
	Text field; <i>mm/dd/yy</i> format with 00/00/00 being an accepted value			
<b>Embedded Decision</b>	Embedded Decision	no	no	Embedded Decision
	Text field; Yes or No			
<b>EOIR Docket ID*</b>	n/a	yes	yes	n/a
	Integer number; <i>n</i>			
<b>EOIR Document Type</b>	n/a	yes	yes	n/a
	Text field, all upper case, punctuation allowed, maximum 256 characters; the valid value is “ <i>TRANSCRIPTION VENDOR QUALITY SHEET</i> ” (no quotes)			
<b>EOIR Document Version*</b>	n/a	yes	yes	n/a
	Text field; <i>major.minor</i>			
<b>EOIR Transcript Transaction ID*</b>	n/a	yes	yes	n/a
	Integer number; <i>n</i>			
<b>Heavy Accent</b>	Heavy Accent	no	no	Heavy Accent
	Text field; Yes or No			
<b>Immigration Judge</b>	Immigration Judge	yes	yes	Immigration Judge
	Text field, all upper case, punctuation allowed, maximum 256 characters			
<b>Inaudible</b>	Inaudible	no	no	Inaudible
	Text field; Yes or No			
<b>Incomplete</b>	Incomplete Hearing	no	no	Incomplete Hearing

## eTranscription Technical Specifications for Vendors

Property Name	Content Control Name	Pre-Populated	Required	Content Control Input Label
<b>Hearing</b>	Text field; Yes or No			
<b>Issue</b>	Issue	no	no	Issue
	Text field; Yes or No			
<b>Issue With Alien Name</b>	Issue With Alien Name	no	no	Issue With Alien Name
	Text field; Yes or No			
<b>Media Malfunction</b>	Media Malfunction	no	no	Media Malfunction
	Text field; Yes or No			
<b>Missing Information</b>	Missing Information	no	no	Missing Information
	Text field; Yes or No			
<b>Missing Oral Decision</b>	Missing Oral Decision	no	no	Missing Oral Decision
	Text field; Yes or No			
<b>Other Issue</b>	Other Issue	no	no	Other Issue
	Text field, mixed case, punctuation allowed, maximum 256 characters			
<b>Poor Quality Recording</b>	Poor Quality Recording	no	no	Poor Quality
	Text field; Yes or No			
<b>Speaker Not Identified</b>	Speaker Not Identified	no	no	Speaker Not Identified
	Text field; Yes or No			
<b>Subject</b>	n/a	yes	yes	n/a
	Text field, mixed case, punctuation allowed, maximum 256 characters; valid values, as appropriate, are “EOIR Transcript Certification” (no quotes)			
<b>Title</b>	n/a	yes	yes	n/a
	Text field, mixed case, punctuation allowed, maximum 256 characters; valid value is “EOIR Transcript Certification Page” (no quotes)			
<b>Transcription Completion Date</b>	Transcription Completion Date	no	yes	Transcription Completion Date
	Date field; any valid date format. E.g. <i>mm/dd/yy</i> , <i>month dd, yyyy</i> .			
<b>Transcription Vendor</b>	Transcription Vendor	yes	yes	Transcription Vendor
	Text field, all upper case, punctuation allowed, maximum 256 characters; Valid values are the full names of the vendor companies as identified by the COR.			
<b>Too Far From Microphone</b>	Too Far From Microphone	no	no	Too Far From Microphone
	Text field; Yes or No			
<b>Typist</b>	Typist	no	yes	Typist



Property Name	Content Control Name	Pre-Populated	Required	Content Control Input Label
	Text field, all upper case, punctuation allowed, maximum 256 characters			
<b><i>Unrelated Transcription</i></b>	Unrelated Transcription	no	no	Unrelated Transcription
	Text field; Yes or No			
Italicized property names indicate custom document properties. * indicates document properties that vendors are not expected to validate as the values for these fields would not be verbally spoken during a proceeding or otherwise known by a vendor.				

### 3.3.6.2 Vendor Quality Sheet File Naming Convention

*A-Number* [AID *appeal id*] [VQ] [TS *transcription date*].docx

Example: 999-888-777 [AID 4801234] [VQ] [TS 2010-12-15].docx

## 3.4 Vendor Production of Transcripts

Transcripts produced for and submitted to EOIR must meet the technical specifications outlined in this document. In general; hearing transcripts are to be submitted in PDF and Oral Decision transcripts are to be submitted in Microsoft Words docx format. All these documents should adhere to the layout, formatting and document properties of the template files provided in each work package. It is the intent that the document templates serve as an aid to vendors; however the use of the templates for production of transcripts is at the vendor's discretion.

### 3.4.1 Document Layout & Formatting

Transcriptions and certification pages are to adhere foremost to the specifications contained in the vendor contract. Secondary is adherence to the layout and formatting of the provided templates.

### 3.4.2 Document Page Numbering

Transcription templates provided by EOIR begin page numbering at 1 on the second page of the document, skipping the cover page. Oral decision templates provided by EOIR begin page numbering on the first page of the document. When using the provided templates it is the vendor's responsibility to adjust the page numbering sequence of each individual template document to provide proper sequential page numbering throughout all documents in the transcription package.

### 3.4.3 Notation of Indiscernible Audio and Untranslated Testimony

Sections of recordings that are difficult or impossible to distinguish audibly are to be notated with the text "[indiscernible]" (without quotes) in the transcript document body. The use of opening and closing square brackets and proper spelling of indiscernible is required. "Indiscernible" may be singular, plural, upper, lower and mixed case. When testimony is not

translated by the interpreter, use “[untranslated]” (without quotes) in the transcript document body.

The eTranscription application will identify these notations for quality control purposes. This feature only applies to text within the body of a transcript. Vendors are to note any identifiable reasons for indiscernible audio, e.g. heavy accent, in the vendor quality sheet.

### **3.4.4 Document Properties**

Transcripts submitted to EOIR must contain the same document properties (metadata) as the template provided in each work package. This requirement is to ensure that the EOIR eTranscription application can process completed work and to aid EOIR in efficient and effective retrieval of transcripts.

Document properties that are displayed within the document templates provided by EOIR are implemented in one of two ways. For transcript and certification page templates the document properties are displayed inline using document bookmarks. For the vendor quality sheet the document properties are displayed inline using content controls. In both cases there is a linked relationship between the bookmark or content control and the document property.

When using the provided templates, vendors are to ensure that the provided document properties remain intact. There is the potential of a typist or reader of the document to inadvertently modify or delete the bookmark. If this occurs it is the vendor’s responsibility to ensure the document property value and the information displayed inline within the document match. Typically this can be done by recreating the bookmark link to the document property.

It is the responsibility of the transcription vendor to verify the accuracy of the provided document properties and to enter information for the Typist and Transcription Completion Date properties.

In the event that EOIR provides inaccurate property information (e.g., DHS Counsel Name), vendors will correct the document property and any associated bookmark that is displayed with the correct information. Vendors will then note this change using the Vendor Quality Sheet by entering a description of the problem and correction in the “Other Issue” field. This will provide feedback to EOIR in order to diagnose and correct systemic issues.

When using EOIR provided transcript templates, any text other than the bookmarks may be edited at the discretion of the vendor. An example is the “IN REMOVAL PROCEEDINGS” section of the transcript cover page which may be edited to indicate other proceedings such as deportation, exclusion, asylum and others. Vendors are not to modify the vendor quality sheet, only enter information in the fields provided.

### **3.4.5 Use of Brackets on Cover and Certification Page**

Templates provided by EOIR include blank and populated bookmarks linked to document properties that are displayed inline. These bookmarks are noted using square brackets. Blank

bookmarks are displayed with the bookmark label in brackets (e.g. [NAME]) and populated bookmarks include the bookmark value in brackets (e.g. [999-888-777]).

When using these templates, vendors are to remove the brackets when entering or verifying the bookmark values. Vendors are cautioned to ensure the integrity of the bookmark is maintained, see Section 3.4.4. If these brackets are included within submitted work they will be flagged as a quality issue.

### 3.4.6 Certification Page Signature

Vendors are to include a graphical representation of the transcriber's physical signature on the certification page signature line. This image must be compliant with the requirement outlined in Section 5.2. The transcribers name must be typed under the signature line and entered as the value for the Typist document property. The certification page template provided by EOIR links the transcriber name displayed inline within the document to the Typist document property.

## 3.5 Transcription Delivery Package

Vendors will upload completed work to EOIR's SFTP server in the form of Transcription Delivery Packages. The completed transcripts, certification page, and vendor quality sheet for each case must be contained in a single archive (ZIP) file.

### 3.5.1 Conversion to PDF/A-1a

It is the intent of EOIR to receive transcripts in the PDF/A-1a format. This format is suitable for long-term preservation of electronic records and provides structural and semantic properties of documents that aid in accessibility by physically impaired users. When using EOIR provided transcript templates, vendors will convert completed hearing transcripts and certification pages into an accepted PDF format. This conversion must maintain the document properties and values of the original template to support the eTranscription electronic workflow and aid EOIR in managing electronic transcripts.

### 3.5.2 Completed Work File Naming Convention

The file naming convention for PDF files is based on the convention used for the templates with the addition of the transcription (TS) completion date and *.pdf* extension for all files except the vendor quality sheet.

Example of a completed delivery package with two case hearings, one oral decision, certification page and vendor quality sheet;

```
999-888-777 [AID 4801234] [2010-11-02 CH] [TS 2011-02-13].pdf
999-888-777 [AID 4801234] [2010-11-30 CH] [TS 2011-02-14].pdf
999-888-777 [AID 4801234] [2010-11-30 OD] [TS 2011-02-14].docx
999-888-777 [AID 4801234] [CP] [TS 2011-02-14].pdf
999-888-777 [AID 4801234] [VQ] [TS 2011-02-14].docx
```

When a bond hearing is on the same recording as the removal hearing, prepare a separate bond transcript using the file naming convention below:

```
999-888-777B [AID 4801234] [2010-11-02 CH] [TS 2011-02-13].pdf
999-888-777B [AID 4801234] [2010-11-30 OD] [TS 2011-02-14].docx
999-888-777B [AID 4801234] [CP] [TS 2011-02-14].pdf
999-888-777B [AID 4801234] [VQ] [TS 2011-02-14].docx
```

### 3.5.3 Unrelated Cases

On occasion an IJ may not stop recording one hearing when moving on to a new hearing. This results in an unrelated case appearing on a DAR session.

If there is an unrelated case on a recording then a transcript for this case and an accompanying certification page are to be submitted as part of the delivery package following the appropriate naming convention.

#### 3.5.3.1 Reporting the Occurrence of an Unrelated Case

The existence of an unrelated hearing is to be indicated on the vendor quality sheet provided in the originating work package. The notation of an unrelated hearing on the vendor quality sheet is to include the A-Number for the unrelated alien and the hearing date of the recording on which it occurs.

#### 3.5.3.2 Unrelated Case Templates and File Naming Convention

For unrelated cases vendors are to use the blank templates provided in the work package (Section 3.3.3.2). These templates and converted PDF files are to be renamed as appropriate for the unrelated hearing.

For example, for a hearing for A-Number 999-888-777 with an unrelated hearing for A-Number 999-555-444 the file names for the unrelated case hearing transcript and certification page would be;

```
999-555-444 [2010-11-30 CH] [TS 2011-02-14].pdf
999-555-444 [CP] [TS 2011-02-14].pdf
```

### 3.5.4 Archive File Format

Transcription Delivery Packages are to be submitted as ZIP (.ZIP) archive files compatible with at least version 4.5 of the PKWARE specification. Transcription Delivery Packages are not to be encrypted or password protected. Acceptable compression methods are Uncompressed, Shrunk, Reduced, Imploded, Deflate, Deflate64™, and BZIP2.

Completed hearing transcripts and certification pages are to be submitted as PDF/A-1a. PDF/A-1a ensures the preservation of the document's logical structure and content in a natural reading

order in accordance with Section 508 of the US Rehabilitation Act. This feature of defining the logical structure of content is also known as “Tagged PDFs.” Details are provided in Section 5.2.

Completed oral decision transcripts and vendor quality sheets are to be submitted in the format as provided, Microsoft Office Open XML format ISO/IEC 29500:2008 Part 1 (e.g. Microsoft Word .docx).

### **3.5.5 Delivery Package File Naming Convention**

Transcription delivery packages will have the standard naming convention of *A-Number* [AID *appeal id*] [R *release date*] [D *due date*].zip.

Example: 999-888-777 [AID 4801234] [R 2011-02-07] [D 2011-02-14].zip

### **3.5.6 Delivery**

Vendors shall upload completed electronic work to the *Delivery Package* directory on the SFTP server. Vendors may upload completed work at any time. Work received by EOIR after business hours of the day the work is due will be considered late.

Upload of completed delivery packages does not constitute receipt or acceptance of work by EOIR.

## **3.6 Vendor Invoices**

Vendors will email invoices for completed transcription requests to the EOIR COR. The invoices will include the cases that are completed and uploaded to EOIR’s SFTP server in the form of Transcription Delivery Packages.

### **3.6.1 Vendor Invoice Template**

EOIR will provide each vendor with an invoice template that can be utilized by the vendor when invoicing EOIR. The vendor specific template is provided in the “Utility” folder on the SFTP server and the vendor can download the provided invoice template and use it to create additional invoices. The vendor is not required to use the specific template provided by EOIR, but invoices submitted must adhere to the specifications put forth in this document.

The provided vendor invoice template provided by EOIR has certain fields, such as vendor address and contractor number, are pre-populated in the vendors invoice template. Should the vendor use the EOIR provided template, these values are not to be modified by the vendor. After EOIR receives the invoice, it conducts a quality check of these values against information stored in the EOIR system. The EOIR eTranscription system will reject the invoice should the information not match. The vendor should inform the EOIR COR immediately if any information that is pre-populated in the invoice template has changed and needs to be updated. EOIR will then provide an updated vendor invoice template in the Utility folder on the SFTP site.

### 3.6.2 Vendor Invoice

When creating an invoice, the vendor should fill in all appropriate fields listed in this document to complete the invoice. The “Invoice Number” field must be unique per invoice however; the vendor can submit an invoice with the previously used Invoice Number when making a correction to an already submitted invoice.

The invoice is composed of three parts: the general information, the summary section, and the details section. The details section can be further divided into a maximum of 65 tables:

- Detail – TAT 20 EAST PAPER
- Detail – TAT 20 EAST ELECTRONIC
- Detail – TAT 20 EAST ELECTRONIC AND PAPER (ONE COPY)
- Detail – TAT 20 EAST ELECTRONIC AND PAPER (THREE COPIES)
- Detail – TAT 20 WEST PAPER
- Detail – TAT 20 WEST ELECTRONIC
- Detail – TAT 20 WEST ELECTRONIC AND PAPER (ONE COPY)
- Detail – TAT 20 WEST ELECTRONIC AND PAPER (THREE COPIES)
- Detail – TAT 20 MOTIONS PAPER
- Detail – TAT 20 MOTIONS ELECTRONIC
- Detail – TAT 20 MOTIONS ELECTRONIC AND PAPER (ONE COPY)
- Detail – TAT 20 MOTIONS ELECTRONIC AND PAPER (THREE COPIES)
- Detail – TAT 20 FCR PAPER
- Detail – TAT 20 FCR ELECTRONIC
- Detail – TAT 20 FCR ELECTRONIC AND PAPER (ONE COPY)
- Detail – TAT 20 FCR ELECTRONIC AND PAPER (THREE COPIES)
- Detail – TAT 10 PCM PAPER
- Detail – TAT 10 PCM ELECTRONIC
- Detail – TAT 10 PCM ELECTRONIC AND PAPER (ONE COPY)
- Detail – TAT 10 PCM ELECTRONIC AND PAPER (THREE COPIES)
- Detail – TAT 10 EAST PAPER
- Detail – TAT 10 EAST ELECTRONIC
- Detail – TAT 10 EAST ELECTRONIC AND PAPER (ONE COPY)
- Detail – TAT 10 EAST ELECTRONIC AND PAPER (THREE COPIES)
- Detail – TAT 10 WEST PAPER
- Detail – TAT 10 WEST ELECTRONIC
- Detail – TAT 10 WEST ELECTRONIC AND PAPER (ONE COPY)
- Detail – TAT 10 WEST ELECTRONIC AND PAPER (THREE COPIES)
- Detail – TAT 10 MOTIONS PAPER
- Detail – TAT 10 MOTIONS ELECTRONIC
- Detail – TAT 10 MOTIONS ELECTRONIC AND PAPER (ONE COPY)
- Detail – TAT 10 MOTIONS ELECTRONIC AND PAPER (THREE COPIES)
- Detail – TAT 10 FCR PAPER
- Detail – TAT 10 FCR ELECTRONIC

- Detail – TAT 10 FCR ELECTRONIC AND PAPER (ONE COPY)
- Detail – TAT 10 FCR ELECTRONIC AND PAPER (THREE COPIES)
- Detail – TAT 5 PCM PAPER
- Detail – TAT 5 PCM ELECTRONIC
- Detail – TAT 5 PCM ELECTRONIC AND PAPER (ONE COPY)
- Detail – TAT 5 PCM ELECTRONIC AND PAPER (THREE COPIES)
- Detail – TAT 5 MOTIONS PAPER
- Detail – TAT 5 MOTIONS ELECTRONIC
- Detail – TAT 5 MOTIONS ELECTRONIC AND PAPER (ONE COPY)
- Detail – TAT 5 MOTIONS ELECTRONIC AND PAPER (THREE COPIES)
- Detail – TAT 5 FCR PAPER
- Detail – TAT 5 FCR ELECTRONIC
- Detail – TAT 5 FCR ELECTRONIC AND PAPER (ONE COPY)
- Detail – TAT 5 FCR ELECTRONIC AND PAPER (THREE COPIES)
- Detail – TAT 1 PCM PAPER
- Detail – TAT 1 PCM ELECTRONIC
- Detail – TAT 1 PCM ELECTRONIC AND PAPER (ONE COPY)
- Detail – TAT 1 PCM ELECTRONIC AND PAPER (THREE COPIES)
- Detail – TAT 1 MOTIONS PAPER
- Detail – TAT 1 MOTIONS ELECTRONIC
- Detail – TAT 1 MOTIONS ELECTRONIC AND PAPER (ONE COPY)
- Detail – TAT 1 MOTIONS ELECTRONIC AND PAPER (THREE COPIES)
- Detail – TAT 1 FCR PAPER
- Detail – TAT 1 FCR ELECTRONIC
- Detail – TAT 1 FCR ELECTRONIC AND PAPER (ONE COPY)
- Detail – TAT 1 FCR ELECTRONIC AND PAPER (THREE COPIES)
- Detail – TRANSCRIPTION SERVICES AT GOVERNMENT SITE
- Detail – ADDITIONAL COPIES (PAPER)
- Detail – ADDITIONAL COPIES (ELECTRONIC)
- Detail – DICTATED DECISIONS
- Detail – COPY TAPE TO CD

### 3.6.2.1 Properties in the General Information Section of the Vendor Invoice

The following fields are in the general information section of the vendor invoice.

**Table 4: Fields in the General Information Section of the Vendor Invoice**

Field Name	Description	Pre-Populated	Required
<b>CONTRACTOR</b>	Contractor Name	Yes	Yes

## eTranscription Technical Specifications for Vendors

Field Name	Description	Pre-Populated	Required
(Line 1)	Text field, mixed case, punctuation allowed, maximum 256 characters; valid value is "EOIR Vendor Name". <i>This value is not to be modified by the vendor, please contact COR with change.</i>		
CONTRACTOR (Line 2)	Contractor Address	Yes	Yes
	Text field, mixed case, punctuation allowed, maximum 256 characters; valid value is "123 Sample Street" <i>This value is not to be modified by the vendor, please contact COR with change.</i>		
CONTRACTOR (Line 3)	Contractor Address Line 2 (City, State, and Zip Code)	Yes	Yes
	Text field, mixed case, punctuation allowed, maximum 256 characters; valid value is "Falls Church, VA 20530" <i>This value is not to be modified by the vendor, please contact COR with change.</i>		
PHONE	Contractor's Phone Number	Yes	Yes
	Text field, 12 alpha-numeric characters in the format of three digits, dash, three digits, dash, and four digits; nnn-xxx-xxxx <i>This value is not to be modified by the vendor, please contact COR with change.</i>		
FAX	Contractor's Fax Number	Yes	Yes
	Text field, 12 alpha-numeric characters in the format of three digits, dash, three digits, dash, and four digits; nnn-xxx-xxxx <i>This value is not to be modified by the vendor, please contact COR with change.</i>		
CONTRACT NO	Contract Number	Yes	Yes
	Text field, alpha-numeric, maximum 256 characters <i>This value is not to be modified by the vendor, please contact COR with change.</i>		
TO (Line 1)	EOIR COR Name	Yes	Yes
	Text field, mixed case, punctuation allowed, maximum 256 characters; valid value is "John Doe, COR" <i>This value is not to be modified by the vendor, please contact COR with change.</i>		
TO (Line 2)	EOIR COR's Address	Yes	Yes
	Text field, mixed case, punctuation allowed, maximum 256 characters; valid value is "5107 Leesburg Pike, Suite 2000" <i>This value is not to be modified by the vendor, please contact COR with change.</i>		
TO (Line 3)	EOIR COR's Address Line 2 (City, State, and Zip Code)	Yes	Yes
	Text field, mixed case, punctuation allowed, maximum 256 characters; valid value is "Falls Church, VA 20530" <i>This value is not to be modified by the vendor, please contact COR with change.</i>		
INVOICE NUMBER	Vendor's Invoice Number	Partially	Yes
	Text field, 12 alpha-numeric characters in the format of three letters, dash, four digits, dash, and three digits; XXX-xxxx-xxx. The first three letters is the special EOIR code representing the Vendor and is pre-populated. The four digits in the middle is the fiscal year. The last three digits are the unique invoice number within the fiscal year.		
INVOICE DATE	Invoice Date	No	Yes
	Date field; any valid date format. E.g. mm/dd/yy, month dd, yyyy.		
TAX ID NO:	The Vendor's Tax ID Number	Yes	Yes



Field Name	Description	Pre-Populated	Required
	Text field; 10 alpha-numeric characters in the format of two digits, dash, and seven digits; nn-nnnnnnn <i>This value is not to be modified by the vendor, please contact COR with change.</i>		
<b>DUNS NO</b>	The Vendor's DUNS Number	Yes	Yes
	Text field; 11 alpha-numeric characters in the format of two digits, dash, three digits, dash, and four digits; nn-nnn-nnnn <i>This value is not to be modified by the vendor, please contact COR with change.</i>		

### 3.6.2.2 Properties in the Summary Section of the Invoice

The following fields are in the summary section of the invoice.

**Table 5: Fields in the Summary Section of the Vendor Invoice**

Field Name	Description	Pre-Populated	Required
<b>Total Pages</b>	Total Number of Pages	No	Yes
	Whole number		
<b>Total Cases</b>	Total Number of Cases	No	Yes
	Whole number		
<b>Total P/T Pages</b>	Total Number of Transcription Pages	No	Yes
	Whole number		
<b>Total Tapes</b>	Total Number of Tapes	No	Yes
	Whole Number		
<b>Total P/D Pages</b>	Total Number of Decision Pages	No	Yes
	Whole number		
<b>Total DAR Hrs</b>	Total Amount of Hours of all DAR recording	No	Yes
	Text field, alpha-numeric in the format of <i>hh:mm:ss</i>		
<b>Total P/C Pages</b>	Total Number of Certificate Pages	No	Yes
	Whole number		
<b>Invoice Total</b>	Total Cost Amount for This Invoice	No	Yes

Field Name	Description	Pre-Populated	Required
<b>Cost</b>	Text field, alpha-numeric in the format of \$nn,nnn.nn. There is no space between the dollar sign and the number. Two digits are allowed after the decimal point.		

### 3.6.2.3 Properties in the Detail Sections of the Invoice

In this section of the invoice template, cases are grouped by the TAT. For example, a case with 1 day TAT will be listed in the table under the title “Detail – TAT 1 PAPER” or “Detail – TAT 1 MOTIONS ELECTRONIC”. For cases with 5, 10, 20, and other (any other TAT duration) days, the case will be listed in the table under the titles that identify the TAT such as “Detail – TAT 5 FCR PAPER”, “Detail – TAT 10 EAST ELECTRONIC”, “Detail – TAT 20 WEST ELECTRONIC AND PAPER (THREE COPIES)”, and “Detail – DICTATED DECISIONS”. For a complete listing of all the possible titles for tables that can be used in the Details section of the invoice please see section **Error! Reference source not found.** of this document. Please note that it is not necessary to include unused tables in the invoice. For example, if the invoice only reflects transcripts for “Detail – TAT 5 ELECTRONIC AND PAPER”, all of the other tables should be deleted from that invoice.

Within each table, each transcription work package for a case is listed as a line item. If the vendor performs multiple activities, such as transcribe, re-transcribe, re-print, etc., for the same case in the same invoice period, the vendor shall list them in separate lines, one for each activity, in the same invoice. The vendor can also choose to list them in different invoices. For copy CLINs 6001 and 6002, use the suffix “P” and “E”, respectively, after the A-Number, as seen below:

#### Detail – ADDITIONAL COPIES (PAPER)

CLIN	TAT	Appeal ID	A-Number	Unrelated A-Number	Control Number	Re-TS	Re-Print	Released To Vendor Date	Vendor Due Date	TSU Received Date	Tapes	DAR	P/T	P/D	Cert	Total Pages	Tape Repair	Total Cost	Comment
x-6001	5	5147803	099-888-777P																

#### Detail – ADDITIONAL COPIES (ELECTRONIC)

CLIN	TAT	Appeal ID	A-Number	Unrelated A-Number	Control Number	Re-TS	Re-Print	Released To Vendor Date	Vendor Due Date	TSU Received Date	Tapes	DAR	P/T	P/D	Cert	Total Pages	Tape Repair	Total Cost	Comment

## eTranscription Technical Specifications for Vendors

CLIN	TAT	Appeal ID	A-Number	Unrelated A-Number	Control Number	Re-TS	Re-Print	Released To Vendor Date	Vendor Due Date	TSU Received Date	Tapes	DAR	P/T	P/D	Cert	Total Pages	Tape Repair	Total Cost	Comment
x-6002	5		999-888-777E																

If an assigned case also has unrelated case(s), the vendor should report them in multiple lines. The original case should be in one line item, and each unrelated case should be a separate line. When reporting the unrelated case, the original A-Number and Appeal ID-Number should be listed in the A-Number and Appeal ID-Number fields and the A-Number of the unrelated case should be listed in the Unrelated A-Number field on the same line.

At the end of each table, the vendor should include a total line for all line items within the table. The total line will include the summary for the following fields: P/T, P/D, Cert, Total Pages, Total Repair, Total Cost, and Comment.

**Table 6: Fields in the Details Section of the Vendor Invoice**

Field Name	Description	Pre-Populated	Required
<b>CLIN</b>	Contract Line Item Number	No	Yes
	Text field, 6 alpha-numeric characters in the format of one character, dash, and four digits; <i>x-nnnn</i> . Always fill in this field with the appropriate CLIN number as it is used to calculate the total dollar amount of the invoice. Please also ensure that the CLIN number is associated with the appropriate TAT.		
<b>TAT</b>	Turnaround Time	No	Yes
	Whole number. It needs to match with the table title, for example, for line items in "Detail – TAT 5 PCM" table, the value should be 5.  Value "99" is reserved for Dictated Decision transcription.		
<b>Appeal ID</b>	ID for the appeal that the transcription was for.	No	Yes
	Text field; 7 numeric characters in the format of 7 digits; <i>nnnnnnn</i> . Always fill this field with the originally assigned Appeal ID.		
<b>A-Number</b>	Alien Number	No	Yes
	Text field, 11 alpha-numeric characters in the format of three digits, dash, three digits, dash, and three digits; <i>nnn-nnn-nnn</i> . Always fill this field with the originally assigned A-Number, even when reporting the unrelated case.		

## eTranscription Technical Specifications for Vendors

Field Name	Description	Pre-Populated	Required
<b>Unrelated A-Number</b>	Alien Number for the unrelated hearing	No	Yes
	Text field, 11 alpha-numeric characters in the format of three digits, dash, three digits, dash, and three digits; <i>nnn-nnn-nnn</i> . Only fill this field with the unrelated A-Number when reporting an unrelated case.		
<b>Control Number</b>	Vendor's Internal Tracking Number	No	No
	Text field, alpha-numeric characters		
<b>Re-TS</b>	Is the Transcription a Re-transcription?	No	No
	Text field, 1 letter; Y/N		
<b>Re-Print</b>	Is the Transcription a re-print?	No	No
	Text field, 1 letter; Y/N		
<b>Release to Vendor Date</b>	The Date When the Board Releases Transcription Request to the Vendor	No	Yes
	Date field; any valid date format. E.g. <i>mm/dd/yy</i> , <i>month dd, yyyy</i> .		
<b>Vendor Due Date</b>	The Date When Transcription Is Due from the Vendor	No	Yes
	Date field; any valid date format. E.g. <i>mm/dd/yy</i> , <i>month dd, yyyy</i> .		
<b>TSU Received Date</b>	The Date the Vendor Uploads the Completed Transcription Request.	No	Yes
	Date field; any valid date format. E.g. <i>mm/dd/yy</i> , <i>month dd, yyyy</i> .		
<b>Tapes</b>	Total Number of Tapes for this Case	No	Yes
	Whole Number		
<b>DAR</b>	Total Amount of Hours of DAR Recording for this Case	No	Yes
	Text field, alpha-numeric in the format of <i>hh:mm:ss</i>		
<b>P/T</b>	Total Number of Transcription Pages for this Case	No	Yes
	Whole number		

## eTranscription Technical Specifications for Vendors

Field Name	Description	Pre-Populated	Required
<b>P/D</b>	Total Number of Decision Pages for this Case	No	Yes
	Whole number		
<b>Cert</b>	Total Number of Certificate Pages for this Case	No	Yes
	Whole number		
<b>Total Pages</b>	Total Number of Pages for this Case	No	Yes
	Whole number		
<b>Tape Repair</b>	Total Cost to Repair Tapes for this Case Due to EOIR Error	No	Yes
	Text field, alpha-numeric in the format of \$nn,nnn.nn. There is no space between the dollar sign and the number. Two digits are allowed after the decimal point.		
<b>Total Cost</b>	Total Cost for this Case, Which Is Calculated by the Vendor Based on the Page Count and Vendor Rate	No	Yes
	Text field, alpha-numeric in the format of \$nn,nnn.nn. There is no space between the dollar sign and the number. Two digits are allowed after the decimal point.		
<b>Comment</b>	Vendor Comments for This Case	No	No
	Text field, all upper case, punctuation allowed, maximum 256 characters.		

## SECTION 4. EOIR Processing of Delivery Packages

### 4.1 EOIR Receipt of Vendor Work

As discussed in Sections 3.2.2.3 and 3.5.6, completed work packages are to be uploaded by vendors to the ***Delivery Packages*** directory of the SFTP server. Delivered packages will first be validated by the eTranscription application. Valid packages are staged for receipt by the EOIR transcription unit (TSU). Invalid packages are rejected by the application.

Staged packages are then received by EOIR TSU personnel. After receipt of packages the EOIR TSU personnel performs quality assurance checks of the completed work. These checks are aided by automated analysis reports performed by the eTranscription application. At any point a decision may be made that rework of transcripts is required, due to vendor or agency error. If rework is required then a new work package is created and the process starts at the beginning.

#### 4.1.1 Validation of Completed Work Packages (Delivery Packages)

The eTranscription application will monitor the ***Delivery Packages*** directory on a 15 minute interval and will validate the uploaded packages. This is an automated process that is performed by the eTranscription application without human intervention. The validation criterion includes:

- Proper naming of work package (archive file)
- Ability to extract work package contents
- Existence of at least one file in a file format recognizable by the eTranscription application (.pdf, .docx)
- Proper naming of files within work package
- Proper file types (.pdf, .docx)
- Work package contents comply with document property requirements and that data is valid
  - EOIR Document Type property must exist and contain HEARING TRANSCRIPT, ORAL DECISION TRANSCRIPT, TRANSCRIPT CERTIFICATION PAGE or TRANSCRIPTION VENDOR QUALITY SHEET
  - A-Number custom document property must exist and cannot be empty
  - Alien Name property must exist and cannot be empty
  - DHS Charging Document Date property must exist, cannot be empty and must be in the format mm/dd/yy as a valid date or with 00/00/00 being an accepted value
  - Transcription Completion Date must exist, cannot be empty and must be a valid date format
  - EOIR Docket ID property must exist, cannot be empty and must be a valid integer value
  - EOIR Transcript Transaction ID property must exist, cannot be empty and must be a valid integer value
  - If the Proceeding Date custom document property exists, it must contain a valid date format

#### 4.1.1.1 Valid Packages

Completed work packages that are found to be in compliance with the validation criteria are moved to a subdirectory in the ***Received Packages*** directory. Subdirectories are named by the date the packages were processed by the eTranscription application; *YYYY-MM-DD*.

#### 4.1.1.2 Invalid Packages

Completed work packages that are not in compliance with the validation criteria are moved to a subdirectory in the ***Rejected Packages*** directory. Subdirectories are named by the date the packages were processed by the eTranscription application; *YYYY-MM-DD*.

As rejected packages are added to a subdirectory an error log is generated for all packages that are contained within the directory. The error log is a standard Microsoft Windows text file (.txt). The error log naming convention is *YYYY-MM-DD.txt*.

Example: 2011-02-14.txt

For every error found an individual line is added to the error log. Each line consists of three pieces of information. The first piece of information is the timestamp of when the error was detected by the eTranscription application. The second piece of information is the name of the file in which the error was detected. The filename may be the name of the delivery package (.ZIP file) or of an individual file contained within. The third piece of information is the error.

Example excerpt from an error log;

```
11:30:01 AM - Filename: 999-888-777 [AID 4801234] [VQ] [TS 2011-06-07].docx; transcription completion date value: Click here to enter a date.. Invalid transcription completion date

2:58:01 PM - Filename: 999-888-777 [AID 4801234] [1994-02-23 CH] [TS 2011-06-07].pdf; charging document date value: [DATE]. Invalid charging document date

3:06:02 PM - Filename: 999-888-777 [AID 4801234] [1994-02-23 CH] [TS 2011-06-07].pdf is invalid. Expected filename: 099-639-305 [1994-02-23 CH] [TS 2011-06-07].pdf

3:10:00 PM - Zipfilename: 999-888-777 [AID 4801234] [D 2011-06-07].zip. Work package only contains unrelated transcripts

3:12:02 PM - Filename: 999-888-777 [AID 4801234] [1994-02-23 OD] [TS 2011-06-07].docx; charging document date value: [DATE]. Invalid charging document date

3:16:01 PM - Filename: 999-888-777 [AID 4801234] [1994-02-23 OD] [TS 2011-06-07].docx is invalid. Expected filename: 099-639-305 [AID 4801234] [1994-02-23 OD] [TS 2011-06-07].docx

3:26:01 PM - Filename: 999-888-777 [AID 4801234] [1994-02-23 CH] [TS 2011-06-07].docx; zipfilename: 999-888-777 [AID 4801234] [D 2011-06-07].zip. Invalid EOIR Document Type
```

## **4.2 EOIR Quality Assurance**

After receipt of work packages, the next step for EOIR is to have EOIR transcription unit personnel inspect the quality of each package. If work is found to be of insufficient quality the work will be reassigned to the vendor for rework. EOIR will note specifically what components of the work needs to be improved and corrected.

Rework will follow the same workflow process as that of new work.

## **4.3 EOIR Acceptance**

Once all components of a delivery package have passed the EOIR transcription unit quality assurance process then the delivery package is considered to be accepted. At this time payment for the work may be authorized in accordance with the invoicing and payment processes.

**Note:** EOIR reserves the right to identify quality issues with deliverables beyond the point of acceptance and payment. Such scenarios may include when a party involved in a proceeding identifies issues after being served with the documents.

## **4.4 EOIR Receipt of Vendor Invoices**

Once the EOIR receives the vendor invoice, an acknowledgement will be sent via email back to the vendor. EOIR will process the invoice and perform a quality validation check of the invoice. If the invoice is rejected, EOIR will contact the vendor with the appropriate action for the vendor to take to resubmit a corrected invoice to EOIR.



## **SECTION 5. Commercial Software**

EOIR expects vendors to be able to perform several technical functions that include transferring files, file archiving (compression/decompression), word processing, playback of audio files, and production of archival documents.

This section presents the core technical capabilities EOIR has identified as being necessary for the processing and production of electronic transcripts for the purpose of the eTranscription process. For its own use, EOIR has validated select tools that meet the technical requirements discussed within this document. This information is not an endorsement of any particular software product or publisher. This is provided for informational purposes only and is in no way a thorough list of capable products.

### **5.1 Word Processor**

EOIR will provide document templates in the Microsoft Office Open XML format (ISO/IEC 29500:2008 Part 1). The processing of all templates and documents will require the editing and preservation of document properties, aka metadata. The Vendor Quality Sheet template will include a document information panel, a form that is displayed within the client application, for reporting identified quality issues.

EOIR has validated that Microsoft Word 2007 Service Pack (SP) 2, 2010 SP1, and 2016 applications are capable of meeting word processing requirements.

Resource: <http://office.microsoft.com/en-us/word/>

### **5.2 PDF/A-1a**

EOIR requires that completed transcripts and certification pages are submitted in the PDF/A-1a (ISO 19005-1 Level A conformance) format.

EOIR has validated that Adobe Acrobat X and XI Pro is able to convert the EOIR provided templates to PDF files while preserving the required document properties.

Resource: <http://www.adobe.com/products/acrobatpro.html>

### **5.3 Secure Shell (SSH) File Transfer Protocol (SFTP) Client**

EOIR requires transfer of work and delivery packages using SFTP (Internet Engineering Task Force (IETF) Secure Shell File Transfer Draft 2). EOIR's SFTP server uses OpenSSH 5.8p1 software supporting version 3 of the SFTP de facto standard. The server will support up to 10 connections from a single internet protocol (IP) address and a limit of 100 concurrent files open per user.

The EOIR SFTP server uses key based authentication. EOIR will provide vendors with a key in the PuTTY Private Key (PPK) format and accompanying pass phrase (password) for access.

EOIR has validated that FileZilla Client 3.x application is capable of meeting the requirements for SFTP file transfers.

Resource: <http://filezilla-project.org/>

### **5.4 VIQ Player**

EOIR will provide digital audio files of court recordings in a proprietary format produced by the VIQ court recording products. To playback these files requires the freely available VIQ Player program. The VIQ Player supports USB foot pedals and multi-channel playback control.

EOIR has validated that the VIQ Player 5.x application is capable of meeting the requirements to playback digital audio files of court proceedings.

Resource: <http://www.viqsolutions.com/downloads/support/downloads/VIQPlayerSetup.zip>

### **5.5 File Archive Application**

EOIR will provide work in archived files and requires completed work to be returned in archived files. The archive format used is the PKWARE specification for ZIP archives. Archives will not be encrypted or password protected.

EOIR has validated that the 7-Zip application is capable of meeting the requirements for file archive operations.

Resource: <http://www.7-zip.org/>

## **SECTION 6. Vendor Support**

### **6.1 Training**

EOIR will provide vendors with this documentation in electronic form. After vendors have had sufficient time to review this document, conference calls with the EOIR technical staff will be conducted to answer questions on usage of the application.

Vendors are encouraged to provide written concerns and questions prior to the conference calls so that the EOIR technical staff may prepare.

### **6.2 Provision and Maintenance of SFTP Account Information**

Each vendor is provided with one SFTP account for access to the EOIR eTranscription application. This account may be shared amongst a vendor's staff. Account information is provided to vendors by the COR.

The account information will be changed every 90 days. New account information will be provided to vendors at least five business days before changeover.

Access to the SFTP account information is on a need-to-know basis. Vendors are required to inform the EOIR COR when personnel that have had access to a vendor account change roles or leave the company and thus no longer require access to the EOIR eTranscription application. Arrangements will then be made to change the SFTP account information.

### **6.3 Commercial Software**

EOIR is not able to provide support for software applications used by vendors. It is the vendors' responsibility to obtain support for third-party products.

### **6.4 EOIR eTranscription Application**

For assistance with the EOIR eTranscription application, vendors are to contact the COR. The COR will resolve or escalate issues to EOIR technical staff as appropriate.

When reporting technical problems involving detained aliens (e.g. Priority Case Management (PCM) cases with 5 day turnaround time (TAT), vendors should clearly indicate the problem involves a "detained alien."

## SECTION 7. References

Extensible Metadata Platform (XMP)

<http://www.adobe.com/products/xmp/>

Frequently Asked Questions (FAQs) about Transferring Permanent Records in PDF/A-1 to NARA

<http://www.archives.gov/records-mgmt/initiatives/pdf-faq.html>

Introducing the Microsoft Office (2007) Open XML File Formats

<http://msdn.microsoft.com/en-us/library/aa338205%28v=office.12%29.aspx>

Microsoft Office Custom Document Properties Metadata

<http://www.document-metadata.com/custom-document-properties.html>

Microsoft Office Open XML

[http://en.wikipedia.org/wiki/Office\\_Open\\_XML](http://en.wikipedia.org/wiki/Office_Open_XML)

Microsoft Office Word 2007 Service Pack 2

<http://support.microsoft.com/kb/953195>

Microsoft Office Word 2010 Service Pack 1

<http://support.microsoft.com/kb/2460049>

Microsoft Office Word Content Controls

<http://office.microsoft.com/en-us/help/content-controls-HA010030750.aspx>

Need Help With Office 2016?

<https://support.office.com/en-us/article/Need-Help-with-Office-2016-bde11048-255e-44f7-85b3-d2470cb68310>

Open a Microsoft Word 2007 document in an earlier version of Microsoft Word

<http://office.microsoft.com/en-us/word-help/open-a-word-2007-document-in-an-earlier-version-of-word-HA010044473.aspx>

PDF/A - A new Standard for Long-Term Archiving

[http://www.pdfa.org/doku.php?id=pdfa:en:pdfa\\_whitepaper](http://www.pdfa.org/doku.php?id=pdfa:en:pdfa_whitepaper)

SFTP using SSH2: Key based authentication, Alternative Method

[http://wiki.filezilla-project.org/Howto#Alternative\\_Method](http://wiki.filezilla-project.org/Howto#Alternative_Method)

SSH File Transfer Protocol

[http://en.wikipedia.org/wiki/SSH\\_File\\_Transfer\\_Protocol](http://en.wikipedia.org/wiki/SSH_File_Transfer_Protocol)

Trial of Microsoft Office 2010

<http://office.microsoft.com/en-us/try/>

Validating PDF/A

[http://www.pdfa.org/doku.php?id=artikel:en:validating\\_pdfa](http://www.pdfa.org/doku.php?id=artikel:en:validating_pdfa)

View of Change the Properties for and Office Document (Office 2007)

<http://office.microsoft.com/en-us/word-help/view-or-change-the-properties-for-an-office-document-HA010047524.aspx>

View of Change the Properties for and Office File (Office 2010)

<http://office.microsoft.com/en-us/word-help/view-or-change-the-properties-for-an-office-file-HA010354245.aspx?CTT=1>

ZIP Compression Methods

<http://www.binaryessence.com/dct/en000220.htm>

.ZIP File Format Specification

<http://www.pkware.com/documents/casestudies/APPNOTE.TXT>

## **SECTION 8. Utilities**

Because DAR files can be large and vendors are often allocated a large amount of work, having sufficient bandwidth to download work packages in a timely manner is imperative. It would not be unusual for a vendor to receive anywhere from 6 to 20 GB of data in a single week.

Speedtest.net is an interactive broadband speed test that allows for measuring Internet connection bandwidth. This utility site allows measurement of Internet bandwidth capability.

<http://www.speedtest.net/>

Pingtest.net is an interactive Internet line quality measurement utility.

<http://www.pingtest.net/>