



# Frequently Asked Questions

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Intrax Work Travel  
November 15, 2011



Dear Valued Intrax Participant,

This document is intended to help answer some of the most frequently posed questions. For this reason, you might not find the answer to your particular question in which case Intrax will be happy to assist you (from 8:30am - 5:00pm Pacific Time at 1-888-224-0450 or via e-mail at [iwtsupport@intraxinc.com](mailto:iwtsupport@intraxinc.com)).

We also encourage you to consult various resources that are available to you to further assist you while on the program, including reviewing your Compass Orientation; Participant Handbook (found in Compass); and Insurance information (found in Compass if your home country agency purchased AVI Insurance through Intrax).

We hope that this document is h

Sincerely,

Intrax

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## Complaints

Question: I have an issue with my host company. What can I do?

- The first thing you should do is speak to your supervisor about your concern. Often you can work out issues on your own if you try to reach a reasonable compromise.
- If after speaking to your supervisor you are not able to reach a compromise, then you should call Intrax.
- Intrax would speak to your employer on your behalf and try to work through whatever the issue is. Sometimes both parties just need to talk through what is frustrating them so that they can reach an understanding.

## Job Changes

Question: Intrax and I were not able to reach a compromise with my host company to my satisfaction. Can I get a different job?

- Under the Intrax Work Travel Program, only under extreme circumstances are participants allowed to change their job. This is because, for non-visa-waiver countries, U.S. consulates only issue a visa when they know that a specific job has been reserved, and screened, for you. Before you are allowed to change jobs, you must contact Intrax to discuss the situation and if appropriate receive instruction about completing necessary paperwork prior to leaving the employer listed on the DS-2019 form.
- If you were to abandon your job without first discussing your situation with Intrax, then you would have broken the program rules.
- If you were allowed to change your job by Intrax, in writing, then before you could start working, Intrax would need to screen (validate) your host company to ensure appropriateness. State Department regulations require participants to only start work after the sponsor has verified the placement.
- To avoid this issue, Intrax recommends that, if you get approval from Intrax to change your job, you give your current host company two weeks' notice (inform them that you will be ending your employment two (2) weeks from the date you inform them).
- If you are a Premium Participant and you decide that you want to leave your position, Intrax will not be able to find you a second position. You must find the job either independently or through the use of Intrax job search resources located in your Compass account (<http://icd.intraxinc.com/pxr/ext/login.action> > "HELP & DOCS" > "DOWNLOAD").

## Social Security

Question: I am having problems obtaining my Social Security Card. What should I do?

- Please note that, unless your job offer indicates otherwise, you should only apply for your Social Security card 10 days after successfully checking in with Intrax, in order to avoid delays in obtaining your Social Security Card.
- For a letter of support to take to Social Security and a Social Security application form, please check your Compass account (<http://icd.intraxinc.com/pxr/ext/login.action> > "HELP & DOCS" > "DOWNLOAD").

- The link to the Social Security website is [www.ssa.gov](http://www.ssa.gov) where you can find the Social Security office closest to you and the Social Security toll free line of 1-800-772-1213.
- You must check in with Intrax before submitting your Social Security application. You can check in fastest through your compass account, reporting your current residence (not a Post Office Box address) through (<http://icd.intraxinc.com/pxr/ext/login.action> > "UPDATES" > "CHECK IN").
- If you follow the steps above, also detailed in your Compass Orientation, then you can expect to receive the card within 2-4 weeks of the date that you applied. If you have not received the card after 30 days, then there may be a problem with your application.
- In this case, please first contact the local Social Security Administration Office where you originally applied to attempt to resolve the problem directly. It is highly probable that they did 1 of 2 things: 1) Told you that they are rejecting your application because you are not registered in the SEVIS system. 2) Told you that they would recheck within 2 business days to see if you are registered.
- If you are unable to resolve the problem and only after you have contacted the local office where you applied, please contact Intrax for assistance from 8:30am - 5:00pm Pacific Time at 1-888-224-0450 or e-mail us at [lwtsupport@intraxinc.com](mailto:lwtsupport@intraxinc.com).
- Please collect the following information so that we may assist you.
  - Social Security Number (if you happen to know the number but have yet to receive the card) - Last 4 Digits only
  - Intrax ID
  - SEVIS ID
  - I-901 SEVIS Fee Payment Receipt Number
  - I-94 Number (Arrival/Departure Card)
  - Family Name
  - First Name
  - Middle Name
  - Address of SSA Office you Visited
  - Name of Person you spoke with at SSA
  - SSA Application Receipt Letter Reference#
  - Phone Number in the U.S.
  - E-mail Address
  - Date of Entry into the U.S.
  - Port of Entry (example: San Francisco, CA)
  - Visa Type (type J-1)
  - Passport Number
  - Visa Number
  - Visa Issue Date
  - Visa Issue Post (example: Paris, FRANCE)
  - Program Begin Date (SEVIS Start Date)
  - Program End Date (SEVIS End Date)
  - Gender
  - Date of Birth
  - City of Birth
  - Country of Birth
  - Country of Citizenship
  - Country of Legal Permanent Residence

## Lost or Damaged Documents

Question: How do I recover one of my important Documents if it has been lost, stolen or seriously damaged?

- Lost DS-2019

- Intrax can provide you with a replacement DS-2019 Form.
  - There is a fee of \$25 for the new form for administrative and shipping purposes.
  - You can download the DS-2019 Replacement Request Form through your Compass account at <http://icd.intraxinc.com/pxr/ext/login.action> > "HELP & DOCS" > "DOWNLOAD".
  - Complete all required information and email to [iwtsupport@intraxinc.com](mailto:iwtsupport@intraxinc.com) or fax to 1-415-434-5430.
- **Lost I-94 card**
    - If you are not in possession of your I-94 card, then you will need to replace it. This is a very important document necessary to apply for a job and for your Social Security card. It also documents your arrival into and departure from the United States. In order to replace it you will need to file a form I-102 with USCIS. This form including its instructions can be located at <http://www.uscis.gov/files/form/i-102.pdf>. There is a \$330 processing fee charged by, and due directly to, the U.S. government. The processing time is undefined.
    - If you have questions regarding the lost I-94 card process, please visit the [www.uscis.gov](http://www.uscis.gov) or call the USCIS directly at 1-800-375-5283.
    - If you need your I-94 strictly for the purpose of recording your departure you do not necessarily need to apply for a replacement. You may ask the ticketing agent at the Airport to record your departure. In this case you should also hold onto your boarding pass indicating that you have left the country and bring it with you next time you travel to the U.S., just in case.
    - To read more about that visit the Question and Answer section of the U.S. Customs and Border Protection website ("How to record departure from the United States after the fact", [https://help.cbp.gov/app/answers/detail/a\\_id/752/kw/I-94](https://help.cbp.gov/app/answers/detail/a_id/752/kw/I-94)).
    - Intrax too is available to help you from 8:30am - 5:00pm Pacific Time at 1-888-224-0450 or e-mail us at [iwtsupport@intraxinc.com](mailto:iwtsupport@intraxinc.com).
- **Lost Passport**
    - To replace a lost or stolen passport, contact the embassy or consulate of your home country to request forms and instructions for replacing your passport. Locate the office in your state's jurisdiction at the following Department of State website link <http://www.state.gov/s/cpr/rls/fco/>.
    - For helpful tools while on your program, please look in your Compass account at <http://icd.intraxinc.com/pxr/ext/login.action> in the section called "HELP & DOCS > DOWNLOAD".
- **Visa**
    - A lost or damaged visa cannot be replaced in the U.S. and is primarily needed to reach a Port of Entry.
    - Therefore, after you are issued an I-94 card with J-1 status and expiration mark of "D/S", replacing your visa itself is not imperative.
    - NOTE: The Expiration Date for the visa should not be confused with the authorized length of your stay in the U.S., given to you by the U.S. immigration inspector at port-of-entry, on the Arrival-Departure Record, Form I-94, or I-94W for the Visa Waiver Program. The visa expiration date has nothing to do with the authorized length of your stay in the U.S. for any given visit.

## I-515A

Question: Why did they give me the I-515A form when I came into the country?

- The Department of Homeland Security reports that you have filed form I-515A, typically done when a participant neglects to show the DS-2019 form upon arrival to the U.S.
- Please make sure to follow their instructions precisely.
  - If by some chance you no longer have your DS-2019 form in your possession, please follow the instructions above. However, it would be faster if you did a careful search to find your original DS-2019 form.
- Once you follow the I-515A instructions and send in the necessary material they will process everything, issue you a new I-94 card, and stamp your DS-2019. This typically takes 12-18 days, but can take up to a month and a half.
- Those documents will be sent to your sponsor (Intrax) and we will send them to you at the U.S. address (not a Post Office Box) that you report in your Compass account.

## I-94

Question: What do I do if they did not give me an I-94 card when I got off the plane?

- If you truly believe that you were never issued your original I-94 Card or if the card had an error upon issuance, then you may want to contact the CBP. It is possible (but not guaranteed) that they will be able to re-issue a card.
- Intrax recommends calling the CBP office on the day you intend on visiting them and check what the best time to come in is, as they have busy schedules. We also recommend asking for directions on how to reach their office as they are sometimes located in large airports and it may take you a long time to locate them on your own. You can find your nearest CBP office by visiting [http://www.cbp.gov/xp/cgov/toolbox/contacts/deferred\\_inspection/](http://www.cbp.gov/xp/cgov/toolbox/contacts/deferred_inspection/)
- If this does not work, then you will have to go with one of the 2 following options, which are 1) re-applying and paying \$330, or 2) getting a travel validation from Intrax and crossing the border to get a new card.
- Please note that this option will only work if they truly did not issue you an I-94 upon arrival or if they issued you a card with an error. If you lost your I-94 after receiving it at the airport or made an error and did not report it immediately to the officer who issued you your I-94, then the CBP will not be able to help you and you will have to continue with your 2 original options. We are unsure as to what sort of proof the individual office may require for non-receipt of your I-94. You should bring with you your passport with your visa stamp and your DS-2019 and they will ask you for SEVIS confirmation.
- From the CBP Site:
  - "The Deferred Inspection Sites will only correct errors made at the time of entry. You must contact U.S. Citizenship and Immigration Services (USCIS) if you wish to: replace a lost, stolen, or mutilated Arrival-Departure Record, CBP Form I-94, or Crewman's Landing Permit, CBP Form I-95; apply to extend your stay in the United States; or, change your immigration status. Specific information can be found on the USCIS Web site. ( USCIS )"

## Taxes

Question: What Tax forms do I need to fill out?

- Form 1040NR (<http://www.irs.gov/pub/irs-pdf/f1040nr.pdf>), U.S. Nonresident Alien Income Tax Return (or Form 1040NR-EZ [<http://www.irs.gov/pub/irs-pdf/f1040nre.pdf>]), for tax the year in question.
- You must also fill out the Tax forms relevant to the state that you were working in.
- For this reason we recommend collecting the tax forms you will need before you go home.

Question: Do I have to pay ALL taxes? What taxes don't I have to pay?

- J-1s are not required to have Medicare and Social Security taxes withheld. If your company's payroll department believes otherwise please share the links below with them for their reference.

Taxes you should NOT pay	Taxes you MUST pay
Social Security Tax	Federal Income Tax
Medicare	State Income Tax
Federal Unemployment	City Income Tax (If applicable)

SOURCE	TEXT
IRS	<p>"Social Security and Medicare Taxes"</p> <p><i>Students and Exchange Visitors</i></p> <p>Generally, services performed by you as a nonresident alien temporarily in the United States as a nonimmigrant under subparagraph (F), (J), (M), or (Q) of section 101(a)(15) of the Immigration and Nationality Act are not covered under the social security program if the services are performed to carry out the purpose for which you were admitted to the United States. This means that there will be no withholding of social security or Medicare taxes from the pay you receive for these services. These types of services are very limited, and generally include only on-campus work, practical training, and economic hardship employment.</p> <p>Social security and Medicare taxes will be withheld from your pay for these services if you are considered a resident alien as discussed in chapter 1, even though your nonimmigrant classification ("F," "J," "M," or "Q") remains the same...</p> <p><i>"Exchange Visitors</i></p> <p>Nonresident aliens are temporarily admitted to the United States as nonimmigrant exchange visitors under section 101(a)(15)(J) of the Immigration and Nationality Act through the sponsorship of approved organizations and institutions that are responsible for establishing a program for the exchange visitor and for any later modification of that program. Generally, an exchange visitor who has the permission of the sponsor can work for the same reasons as the students discussed above.</p> <p>Social security and Medicare taxes are not withheld on pay for services of an exchange</p>

	<p>visitor who has been given permission to work and who possesses or obtains a letter of authorization from the sponsor unless the exchange visitor is considered a resident alien.</p> <p>In all other cases, services performed by an exchange visitor are not considered as performed to carry out the purpose for which the visitor was admitted to the United States. Social security and Medicare taxes are withheld from pay for the services unless the pay is exempt under the Internal Revenue Code.</p> <p>If you are a "J-1" visa holder, your spouse or child may be permitted to work in the United States with the prior approval of the USCIS and issuance of Form I-688B or Form I-766.</p> <p>Nonresident aliens temporarily admitted to the United States as participants in international cultural exchange programs under section 101(a)(15)(Q) of the Immigration and Nationality Act may be exempt from social security and Medicare taxes. The employer must be the petitioner through whom the alien obtained the "Q" visa. Social security and Medicare taxes are not withheld from pay for this work unless the alien is considered a resident alien. Aliens with "Q" visas are not permitted to engage in employment outside the exchange program activities. "</p> <p>[Internal Revenue Service,  <a href="http://www.irs.gov/publications/p519/ch08.html#en_US_publink1000222689">http://www.irs.gov/publications/p519/ch08.html#en_US_publink1000222689</a>]</p>
INTRAX	<p>"J-1 participants are temporary visitors with nonresident, nonimmigrant status and are not eligible to receive the benefits of U.S. social programs such as Social Security, Medicare and Federal Unemployment and are therefore exempt from paying these taxes."</p> <p>["Intrax Employer Handbook", page 15,  <a href="http://www.experienceintrax.com/assets/2009_ICD_HC_Handbook.pdf">http://www.experienceintrax.com/assets/2009_ICD_HC_Handbook.pdf</a>.]</p>

- If social security tax and Medicare were withheld in error from pay received which was not subject to the taxes, you must first contact the employer who withheld the taxes for reimbursement. If you are unable to get a refund from the employer, file a claim for refund with the Internal Revenue Service on [Form 843](http://www.irs.gov/pub/irs-pdf/f843.pdf) (<http://www.irs.gov/pub/irs-pdf/f843.pdf>), *Claim for Refund and Request for Abatement*.

You must attach the following to your claim:

- a copy of your [Form W-2](http://www.irs.gov/pub/irs-pdf/fw2.pdf) (Please note this is only a sample [<http://www.irs.gov/pub/irs-pdf/fw2.pdf>]), *Wage and Tax Statement*, to prove the amount of tax withheld;
- a copy of USCIS Form I-94, Arrival/Departure Record, if you are still in the United States;
- a copy of your valid entry visa;
- Form 8316, *Information Regarding Request for Refund of Social Security Tax*, or a signed statement stating that you have requested a refund from the employer and have not been able to obtain one; and
- a copy of [Form 1040NR](http://www.irs.gov/pub/irs-pdf/f1040nr.pdf) (<http://www.irs.gov/pub/irs-pdf/f1040nr.pdf>), US Nonresident Alien Income Tax Return (or [Form 1040NR-EZ](http://www.irs.gov/pub/irs-pdf/f1040nre.pdf) [<http://www.irs.gov/pub/irs-pdf/f1040nre.pdf>]), for tax the year in question. Processing of your claim may be delayed if you submit it less than six weeks after you filed Form 1040NR or 1040NR-EZ.

In addition to the documentation listed above foreign student visa holders should also attach the following:



- a copy of your DS-2019, Certificate of Eligibility, endorsed by Intrax and stamped by the Bureau of Citizenship and Immigration Services; and

File the claim, with attachments, with the IRS where the employer's returns were filed. If you do not know where the employer's returns were filed, send your claim to the Internal Revenue Service Center, Philadelphia, PA 19255.

- For more information, refer to [Publication 519 \(http://www.irs.gov/publications/p519/index.html\)](http://www.irs.gov/publications/p519/index.html), *U.S. Tax Guide for Aliens*.

- *References:*

[Form 843 \(http://www.irs.gov/publications/p519/index.html\)](http://www.irs.gov/publications/p519/index.html), *Claim for Refund and Request for Abatement*

[Publication 519 \(http://www.irs.gov/publications/p519/index.html\)](http://www.irs.gov/publications/p519/index.html), *U.S. Tax Guide for Aliens*

## Early Departure

Question: I have decided to go home before the end of the SEVIS dates on my DS-2019. Do I need to contact Intrax?

- If you decide to end your program early, you should notify Intrax in advance of your scheduled departure.
- Notify Intrax of the following information:
  - Your Full Name
  - Intrax ID Number
  - Flight Number
  - Airline
  - Departure Date
  - Departure City/Airport
  - Your Contact Number
- Your eligibility to work and your insurance coverage will end on the date you provide us.
- Intrax will update your SEVIS record to reflect your early departure.
- You may reach Intrax toll free at 1-888-224-0450, or email us at [iwtsupport@intraxinc.com](mailto:iwtsupport@intraxinc.com).

## Travel Validations

Question: Am I allowed to travel outside the U.S. during my stay in the U.S.?

- You are allowed to travel internationally as long as you are in good standing on the program, have a valid visa, you have gotten travel validation from Intrax, and you are not past your SEVIS end date.
- The Travel Validation Form can be downloaded at <http://icd.intraxinc.com/pxr/ext/login.action> in the section called "HELP & DOCS > DOWNLOAD".
- The original DS-2019 Form, signed Travel Validation Form and pre-paid envelope described below, must arrive in our office 2 weeks before the intended international Travel Date.
- International Travel during the Intrax Program is limited to a maximum of 1 month with host company approval.
- Please mail the following:

- Original DS-2019 Form (We do not need your SEVIS receipt but you should travel with it).
  - Signed Travel Validation Form (Signed by you and your primary host company).
- You will find instruction on the Travel Validation Form you get from your Compass account on how to mail in your forms.
  - There is a section on the Travel Validation Form for your Credit Card Information. There will be a \$25 charge to mail you back your DS Form.

Question: Can I travel outside the country during my grace period?

- Unfortunately once you reach the end of your SEVIS Dates then you are no longer allowed to travel outside the country, even if you have a Travel Validation signature.
- Your Grace Period is meant to allow you to travel the U.S. before you have to go home.
- If you travel outside the U.S. during your Grace Period, even if it is just to Canada or Mexico, you will not be let back into the country.
- If you book a Cruise or trip that goes past your SEVIS End Date then you may not be able to get a refund for your trip and they might not even let you onto the ship.

### Validation and Confirmation

I keep getting e-mails about validating my host company and confirming my placement. What does that mean?

- "Validation" is the term used by Intrax to comply with State Department regulations that require all participants' jobs to be fully screened.
- Your host company must submit a completed Validation Questionnaire/Signed Job offer (found in your Compass account) which is verified using several "open source" tools (including Google, Google Maps, and Bing) government websites, associated private entity websites,... For your reference, we are required to speak with a representative of your host company prior to approving your placement.
- The aim is to ensure a host company is legitimate, reputable, and a suitable environment to work, and achieve cultural exchange.

### Housing

Question: Why is Premium placement housing sometimes more expensive than housing that I can find myself?

- Housing that is arranged in advance as part of a Premium placement is sometimes more expensive than housing that you may find when you get to the U.S. for three main reasons.
- The first reason is because it has been arranged in advance. Much like when you go on holiday and book accommodation in advance, it may cost more than if you wait until after you arrive. However, if you wait until you arrive, then you risk the possibility of having nowhere to live.
- The second reason is because the accommodation is arranged for a short period of time. For most places in the U.S., in order to obtain the cheapest rate for housing, you must rent for at least one year - something called a lease. Anything less than one year will be more expensive. For instance, staying in a hotel for just one day may cost you \$100 but renting a shared room for one month may only cost \$400.
- The third reason is that the housing that is arranged can be located in a safe location closer to your employer than less expensive housing.