



Caribou

Client Resource Guide

Seyfarth Shaw LLP

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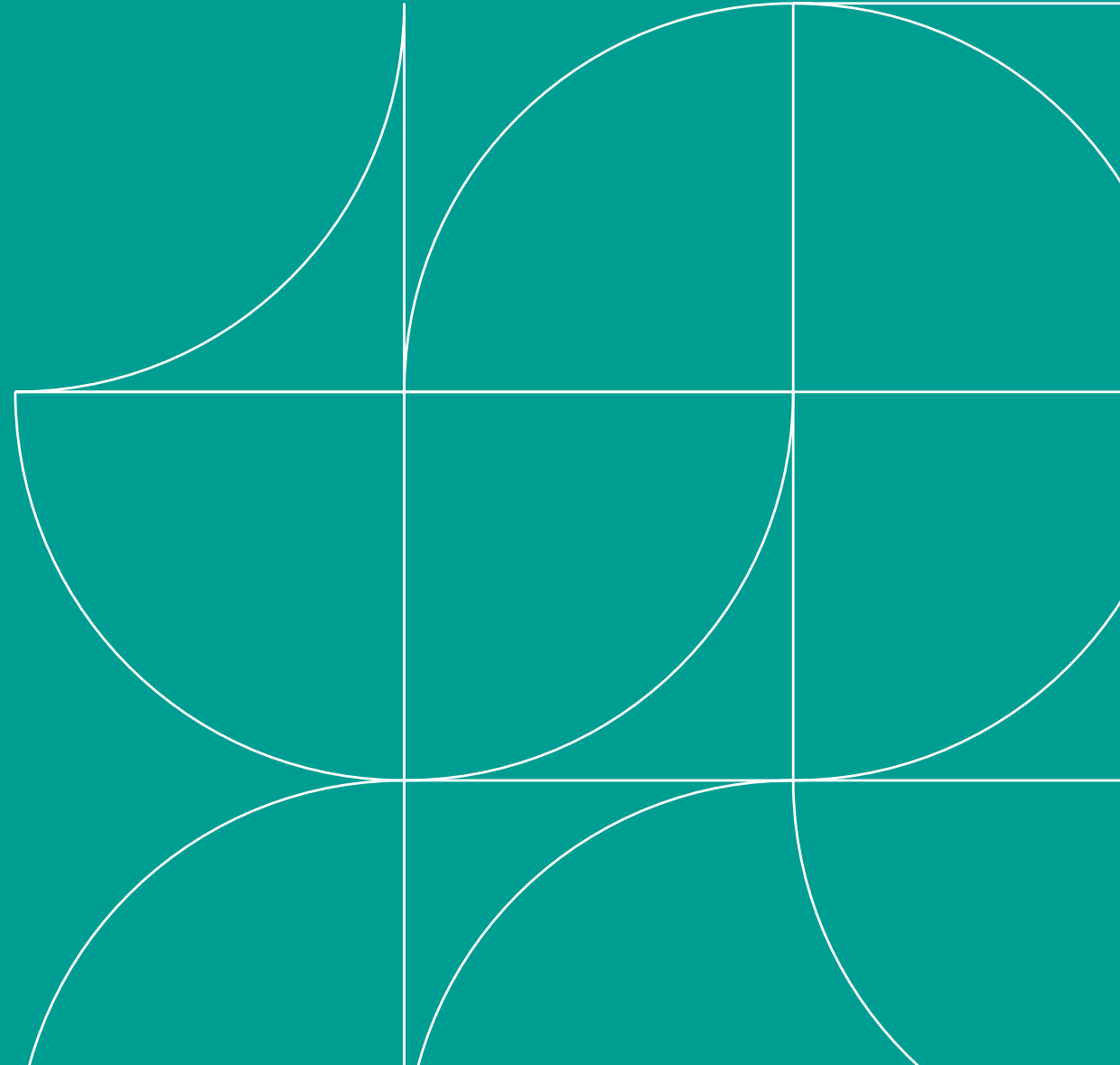


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General Navigation: Home Page

On the Caribou Home Page, you will see the following tiles:

View a list of all active employees within your organization

Foreign Nationals

View a list of all company entities within your organization

My Company(ies)

View a list of all **open** immigration cases within your organization

Immigration Cases

Access all reports available to you

Reports

Account Overview Dashboard

View a dashboard that provides various datapoints across your organization

Educational Resources

Access educational resource documents shared by your Seyfarth Legal Team (if any)

Case Authorizations

View a list of all cases ready to be reviewed and authorized within your organization

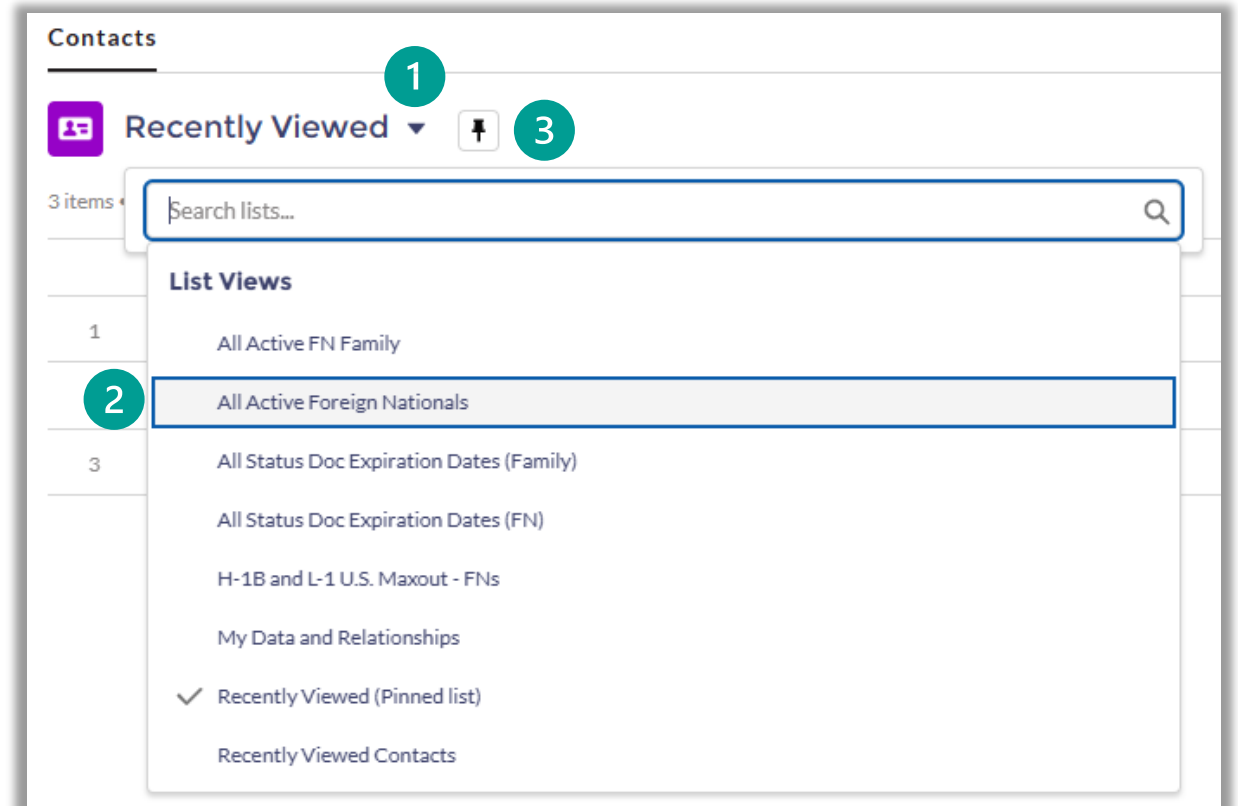
General Navigation: Search

- Use the enhanced search capabilities on the Caribou Home page to quickly access a specific record.
- Use key words such as the last name, email address, or employee ID of an employee, and filter the results by record type: Accounts, Contacts, and Immigration Cases.



General Navigation: List Views

- When navigating to an item that displays information in a list view, you can change the default view to your preferred view.
- For example, when viewing the Foreign Nationals list, you can change the default view (or *Pinned List*) from "Recently Viewed" to "All Active Foreign Nationals" by selecting that list view from the dropdown menu, then clicking on the push pin icon:
 1. Click on the arrow to expose additional List views
 2. Select your preferred default list
 3. Click on the *pushpin* icon



General Navigation: Account Record Overview

1. Highlight bar shows high-level information.
2. “Details” tab shows detailed information about the company profile within collapsible sections.
3. “Contacts” tab shows a list of individuals related to the company profile.
4. “Immigration Cases” tab shows a list of cases related the company profile.
5. “Worksites” tab shows a list of the company’s worksites.
6. “Files” tab is a place to upload or download files related to the company (i.e., not an individual employee).

Account
CARIBOU - CARIBOU DEMO 1 - Caribou Banking Inc.

Type	Active?	Account Number	Account Representation Type	Count of Active FNs	Count of Active Cases
Account Hierarchy Midlevel			Dual Representation	1	9

2 Details **3** Contacts **4** Immigration Cases **5** Worksites **6** Files

Account Name: CARIBOU - CARIBOU DEMO 1 - Caribou Banking Inc. Parent Account: [CARIBOU](#)

Company Family Group Industry

Business Type Description

Year Established

Federal ID ⓘ

> Annual Information

> Other

> Address Information

> Account Configuration

> Custom Links

General Navigation: Foreign National Record Overview

1. Highlight bar shows high-level information.
2. "Details" tab shows detailed information about the individual within collapsible sections.
3. "Current Snapshot" tab shows the individual's specific visa status data.
4. "Immigration Cases" tab shows a list of cases related the individual.
5. "Worksite Hub" tab shows a list of the individual's worksites.
6. "History Records" tab shows a list of the individual's jobs.
7. "Files" tab is a place to upload or download files related to the individual.
8. "Status / Status Documents" tab shows a list of the individual's Status and Status Document records.
9. "Family Relationships" tab shows a list of the individual's family members.
10. "Notes" tab shows any external notes shared by the legal team.

Contact **Mr. John Smith** + Follow

1 Contact Record Type: Foreign National Birth Date: 12/1/1974 Birth Country: Account Name: CARIBOU - CARIBOU DEMO 1 - Caribou Banking Inc. - BIG U.S. Live - XY... Job Title: Active?

2 Details 3 Current Snapshot 4 Immigration Cases 5 Worksite Hub 6 History Records 7 Files 8 Status / Status Documents 9 Family Relationships 10 Notes

▼ **Contact Information**

Name	Mr. John Smith	Is Active?	Active
Alias		U.S. Current Status	H-1B
Gender Listed in Passport	M	Contact Number	CON-200044
Gender at Birth	Male	Company Quick Notes (Not Sey Monitored)	
		Company Long Notes (Not Sey Monitored)	

> **Green Card Information**

> **Biographical Information**

> **Employment Details**

General Navigation: Immigration Case Record Overview

1. Highlight bar shows high-level information.
2. Progress bar shows the current status of the case relative to the full process.
3. "Details" tab shows detailed information about the case within collapsable sections.
4. "Worksite Hub" tab shows a list of the worksites related to the case.
5. "Related Immigration Cases" tab shows a list of other cases related the case.
6. "Status Documents" tab shows a list of Status Document records related to the case.
7. "Related Files" tab is a place to upload or download files related to the case.
8. "Notes" tab shows any external notes shared by the legal team.
9. Milestones module shows all milestones completed by the legal team for the case.
10. "Case Status" field displays the specific status of the case in real time.

The screenshot displays an immigration case record for 'FY2025-Roni-Ton-H-1B CAP-Change of Status'. At the top, a header bar includes a 'Follow' button and a progress bar with stages: Case Ini... (highlighted), Info Gath..., Registrati..., Registered, Case Prep, Case Revi..., Filed & Pe..., Decision, Complete, and Closed. A 'Mark Case Status as Complete' button is on the right. Below the progress bar are tabs for Details (selected), Worksites, Related Immigration Cases, Status Documents, Related Files, and Notes. The main content area is divided into two columns of key-value pairs. The left column includes fields for Immigration Case Name, Authorizing Account, Petitioner (Company), Beneficiary, Proffered Job, Receipt No, Disposition, and WFH Authorization. The right column includes Immigration Case Type, Parent Immigration Case, Case Status (highlighted with callout 10), FEIN of Hiring Unit or PEO, and Signing Attorney Name. A 'Milestones' module on the right shows a list of completed milestones, including 'Open case', 'Initiate case', and two 'Cap Reg' milestones.

1 Record Type LCA H CAP

Beneficiary [Tony Marco Fabiano Roni](#)

Immigration Case Type H-1B CAP (Specialty Occupati...

Authorizing Account [CARIBOU - CARIBOU DEMO ...](#)

Disposition Initiated/None

Client Matter Number

2 Case Ini... Info Gath... Registrati... Registered Case Prep Case Revi... Filed & Pe... Decision Complete Closed

3 Details 4 Worksites 5 Related Immigration Cases 6 Status Documents 7 Related Files 8 Notes

9 Milestones

10 Case Status Case Initiation

Immigration Case Name FY2025-Roni-Ton-H-1B CAP-Change of Status

Immigration Case Type H-1B CAP (Specialty Occupation)

Authorizing Account [CARIBOU - CARIBOU DEMO 2 - BIG U.S. Live - XYZ Sister Corp \(2\)](#)

Parent Immigration Case

Petitioner (Company) [CARIBOU - CARIBOU DEMO 2 - BIG U.S. Live - XYZ Sister Corp \(2\)](#)

Case Status Case Initiation

Beneficiary [Tony Marco Fabiano Roni](#)

FEIN of Hiring Unit or PEO

Proffered Job [Senior Database Administrator](#)

Signing Attorney Name Rachel Phelps

Receipt No

Disposition Initiated/None

WFH Authorization Yes - Hybrid

> Filing Details

Completed Milestones (4)

- Open case Marco Fabiano, Jun 9, 2023
- Initiate case Kyle Moughan, May 1, 2025
- Cap Reg: Receive selection results: Selected Marco Fabiano, Jun 14, 2023
- Cap Reg: Send notification of selection results: Selected Marco Fabiano, Jun 14, 2023

Submit Intakes: Intake Hub on Home Page

1. To start a new case, navigate to the Intake hub on the Home Page, and click “New Intake.”
 - The Intake flow will appear as a popup window, and you can navigate through each page as directed.
2. The default view of the Intake hub is the “Active Intakes” list, which will show you any Intakes that are in progress (i.e., Intakes that were started but paused for any reason).
3. Any paused Intakes will have a “Resume” button next to them, which you can click to continue with submitting the Intake.
4. You can view a list of all submitted Intakes by clicking the “View Submitted Intakes” button.
 - The default list is Submitted Intakes, but this screen features a picklist of List Views where you can filter submitted Intakes by those that are Approved, Declined, Need Additional Information, or Recently Viewed.

Active Intakes **2**

4 View Submitted Intakes **1** New Intake

Created Date	LastModified Date	Pause Label	Resume
May 8, 2025	May 8, 2025	Need to confirm job details.	3 Resume

View Active Intakes **1** New Intake

Intakes **Submitted Intakes** **4**

Printable View

0 items • Sorted by Created Date • Filtered by All intakes - Status • Updated 6 minutes ago

Search this list...

Intake Number	Created Date	Created By	Authorizing Account	Sort by ...	Foreign National	Immigration Case Type
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Submit Intakes: General Navigation and Tips

1. Fields with a **red asterisk (*)** are required fields.
2. Fields with an information icon (**i**) will provide help text when the icon is clicked.
3. Click the “Previous” button to move to the previous page, and the “Next” button to move to the next page.
4. Click the “Pause” button to pause the Intake if you need to stop working and complete it later.
 - This will bring up a new window asking for a “Pause Reason” to include any relevant information as a reminder when you are ready to proceed.

Create Intake

Prepare Intake | Review and Submit | Upload Files | Intake Submitted

Individual's Details

1 * Given Name **2** *i*
John

Middle Name

* Family Name *i*
Smith

Nickname/Preferred Name

Pause **4** **3** Previous Next

Submit Intakes: Account and Foreign National Selection

The first step when completing a new Intake is to select the correct Account and Foreign National records.

- Account Selection:

- Type the relevant company entity into the search bar and select from the results.

- Foreign National Selection:

- Type the name of the relevant employee into the search bar and select them from the results.
 - Please verify you have the correct individual by comparing their data with your own records.
 - When an existing employee is selected, any relevant data we have in our records will auto-populate in applicable fields on the Intake.

- If you are submitting an Intake for a **new** employee, or the relevant employee doesn't appear in the search results, leave the search bar blank and check off "Check this box if the Individual is a new hire/candidate, or they don't appear in the search bar above."

Select Account and Individual

Prepare Intake | Review and Submit | Upload Files | Intake Submitted

For existing employees, this should be the Account that currently employs the Individual; for new hires/candidates, this should be the Account that will employ the Individual.

Select the Account associated with the Individual for whom you are submitting this Intake.

Select Account and Individual

Prepare Intake | Review and Submit | Upload Files | Intake Submitted

Individual

John Smith

Check this box if the Individual is a new hire/candidate, or they don't appear in the search bar above.

Submit Intakes: Type of Intake Selection

When completing an Intake for a U.S. Immigration Matter, you will need to select the type of Intake:

* Are you submitting this Intake for a U.S. Immigration Matter or a Global Immigration Matter?

U.S. Immigration Matter
 Global Immigration Matter

* What type of Intake are you submitting? If you know the type of case you are initiating (e.g., H-1B, L-1, I-140), select "Specific Case Type." If you aren't sure what type of case you need to initiate, or have a question about a specific topic, select "Assessment."

--None--

--None--

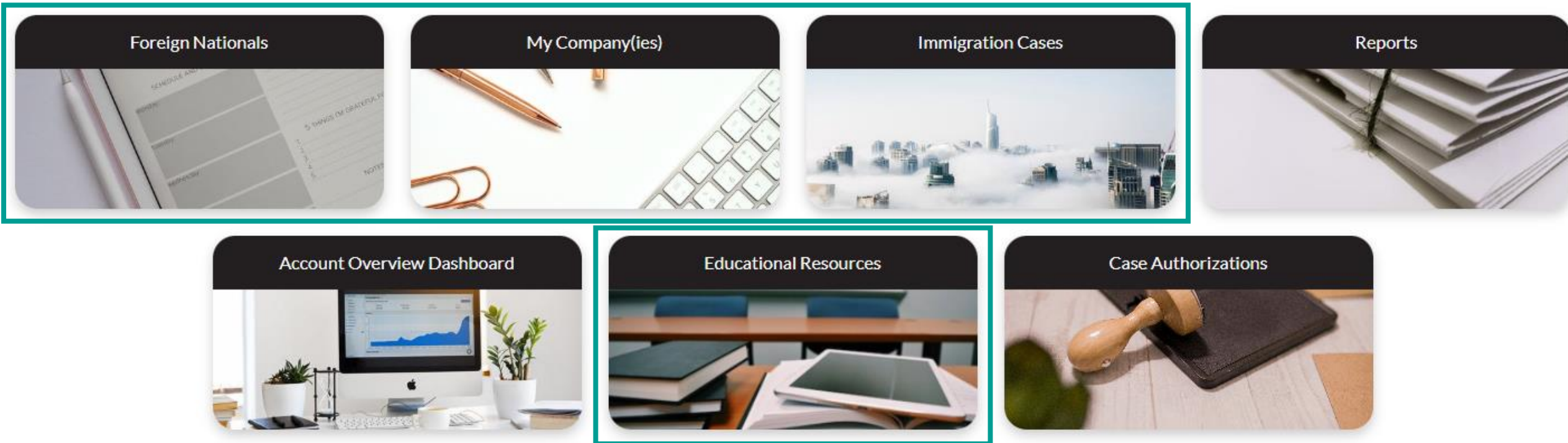
Specific Case Type

Assessment

- Specific Case Type:
 - This is the standard Intake type that will prompt the legal team to initiate a specific case (e.g., H-1B or L-1) for an employee.
- Assessment:
 - This is a new Intake type that can be used when you require assistance or input from the legal team either prior to or instead of initiating a specific case for an employee.
 - If selected, you will be asked to select the Assessment Type:
 - **New Hire Assessment:** For assessing the immigration needs of a new hire candidate.
 - **Job Change Assessment:** For assessing whether changes in job characteristics warrant a new case.
 - **Family Member Case Assessment:** For assessing what types of benefits are available to an employee's family members.
 - **International Travel Assessment:** For assessing risks and/or required actions of an employee prior to international travel.
 - **Other Assessment:** For any other assessment needs not otherwise listed above.

File Management: **Where to Access Documents**

You can upload and/or download documents from any of the “Foreign Nationals,” “My Company(ies),” “Immigration Cases,” and “Educational Resources” tiles on the Home screen:



File Management: Access from the “Foreign Nationals” Tile

- Select an employee from the list.
- Click on the “**Files**” tab.
- **File Manager** is where you will be able to **upload** new files
- **Related Files** is where you will be able to **download** files

The screenshot shows a user profile for Ms. Josephine March. At the top, there is a 'Contact' header with a purple icon and a '+ Follow' button. Below this, a table displays contact information: 'Contact Record Type' (Foreign National), 'Birth Date', 'Birth Country', and 'Account Name' (CARIBOU - CARIBOU DEMO 2 - BIG U.S. Live - XYZ Sis...). A navigation bar contains tabs for 'Details', 'Current Snapshot', 'Immigration Cases', 'Worksite Hub', 'History Records', 'Files' (highlighted with a red box), and 'More'. The 'Files' section is divided into two main areas. The top area is titled 'File Manager' (highlighted with a red box) and includes an 'Add Files' section with an 'Upload Files' button and 'Or drop files' text (both highlighted with a red box). The bottom area is titled 'Related Files' (highlighted with a red box) and displays 'No Related Files!' with a document icon and a 'View Related Files' button.

File Management: Access from the “My Company(ies)” Tile

- Select a company from the list.
- Click on the “**Files**” tab.
- **File Manager** is where you will be able to **upload** new files
- **Related Files** is where you will be able to **download** files

The screenshot displays the account page for 'CARIBOU - CARIBOU DEMO 1 - Caribou Banking Inc.'. At the top right, there is a '+ Follow' button. Below the account name, a table lists account details:

Type	Active?	Account Number	Account Representation Type
Account Hierarchy Midlevel	✓		Dual Representation

Below the table, there are navigation tabs: 'Details', 'Contacts', 'Immigration Cases', 'Worksites', and 'Files'. The 'Files' tab is highlighted with a teal box. Underneath the tabs, there is a 'File Manager' button with a document icon, also highlighted with a teal box. Below that is an 'Add Files' section containing an 'Upload Files' button with an upload icon and the text 'Or drop files', both highlighted with a teal box. At the bottom, there is a 'Related Files' section with a link icon and the text 'Related Files', highlighted with a teal box. Below this, it says 'No Related Files!' with a document icon, and a 'View Related Files' button.


File Management: Access from the “Immigration Cases” Tile











- Select an Immigration Case from the list.
- Click on the “**Related Files**” tab.
- **File Manager** is where you will be able to **upload** new files
- **Related Files** is where you will be able to **download** files

The screenshot displays the 'Immigration Case' interface for a case titled 'null-Track-Dav-H-1B CAP-TBD - user input req'd'. The case details include Record Type (LCA H CAP), Beneficiary (Dave Middle Tracker), Immigration Case Type (H-1B CAP (Specialty Occupation)), and Authorizing Account (CARIBOU - CARIBOU DEMO 2 - BI). A progress bar shows the case is currently in the 'Registered' stage, with previous stages like 'Case Initia...', 'Info Gathe...', 'Registrati...', and 'Registered' completed, and subsequent stages like 'Case Prep', 'Case Revi...', 'Filed & Pe...', 'Decision', and 'Com' pending.

The interface features several tabs: 'Details', 'Worksites', 'Related Immigration Cases', 'Status Documents', 'Related Files', and 'Notes'. The 'Related Files' tab is highlighted with a teal box. Below the tabs, there is a 'File Manager' section with a teal box around its icon and text. Underneath, the 'Add Files' section contains an 'Upload Files' button and 'Or drop files' text, both enclosed in a teal box. Below this, there is a 'Related Files' section with a teal box around its icon and text. The main content area shows 'No Related Files!' with a document icon and a 'View Related Files' button.

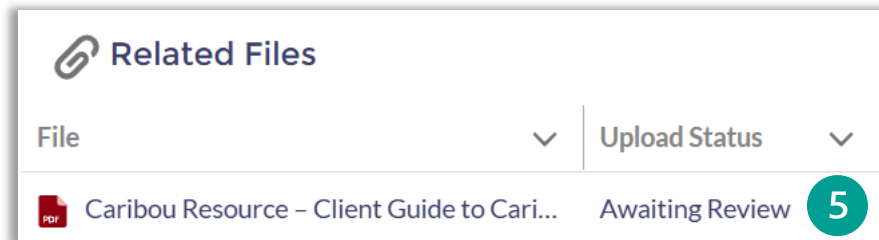
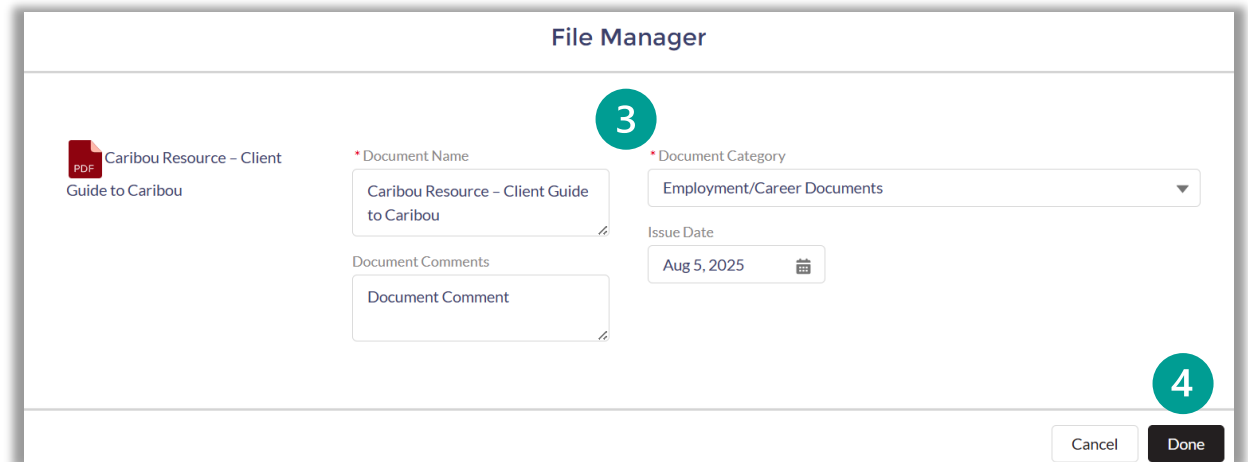
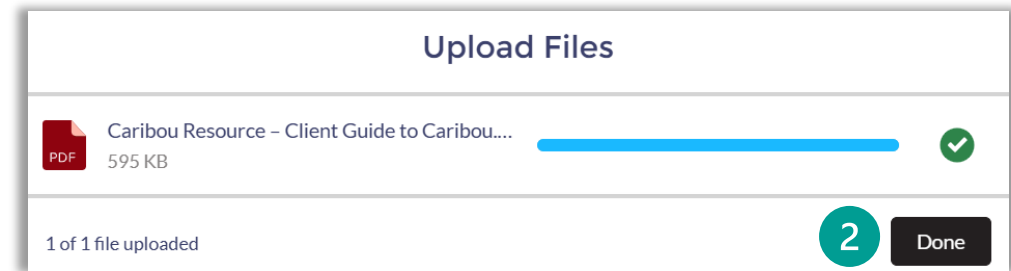
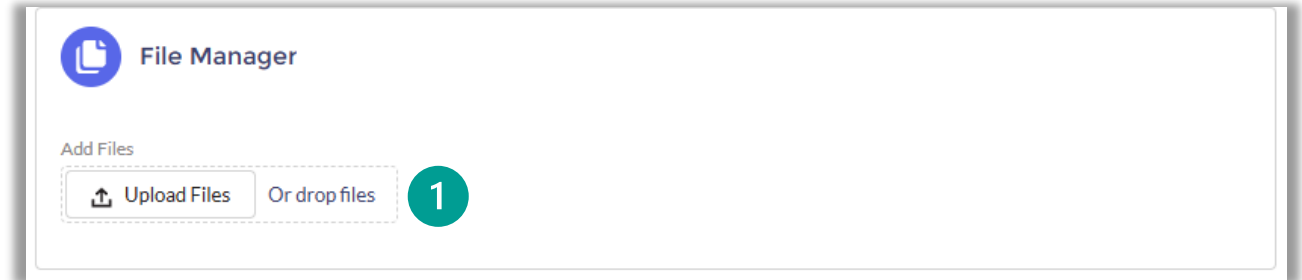
File Management: Access from the “Educational Resources” Tile

- If your legal team has uploaded any Educational Resources documents, you will be able to download them from here.
- If there are no documents listed here, it means that your legal team hasn't uploaded any documents.
- Click the “” icon in the “Download” column to download a document.

File	Education Resources Link	Download	Account	Created Date
 Legal Resource - Path to PERManency eLearning Course			CARIBOU	2022-12-19
 Caribou Resource - Video Library			CARIBOU	2022-12-19
 Legal Resource - H-1B Process Flow Chart			CARIBOU	2022-12-19
 Caribou Resource - Client Guide to Caribou			CARIBOU	2022-12-19
 Legal Resource - PERM Process Flow Chart			CARIBOU	2022-12-19

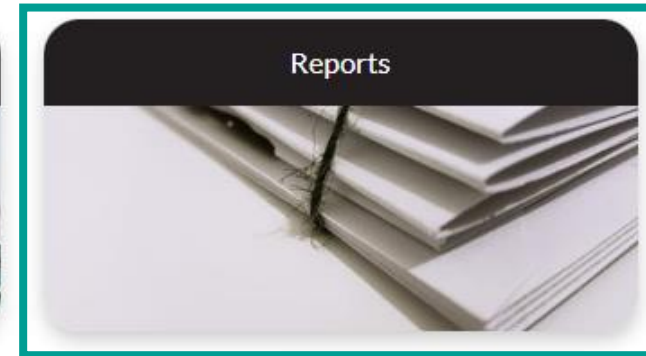
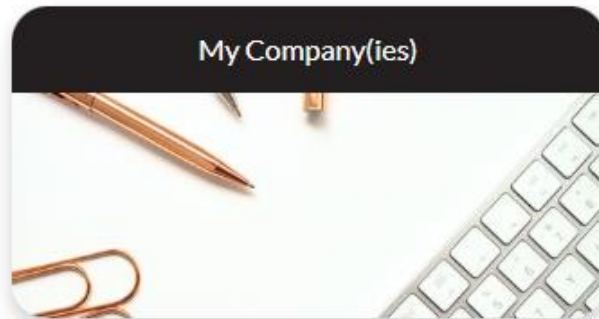
File Management: **Uploading a File**

1. From any File Manager, you can either click “Upload File” to select file(s) from your computer, or drag and drop file(s) from your computer into that space.
2. Your file(s) will upload to the system; click “Done” to continue.
3. Set the document properties for the file(s); these give the legal team context for the file(s).
4. Click “Done” once all document properties are set, and your file(s) will finish uploading.
5. Once uploaded, your file(s) will be in “Awaiting Review” status until the legal team reviews and accepts the file(s).



Reports and Account Overview Dashboard: **Where to Access**

You can access reports and the Account Overview Dashboard from the “Reports” and “Account Overview Dashboard” tiles, respectively, on the Home screen:



Reports: Locating Available Reports

1. Click on **All Reports** to view all available reports:
 - **Active Cases:** All immigration cases that are not closed
 - **Current Employees:** All Foreign Nationals that have an Active record status in Caribou
 - **Opened Cases (last 12 months):** All cases (including closed cases) that have been opened in the last 12 months
2. Click the hyperlink in the “Report Name” column to view a report.

Reports

All Reports

3 items

Search all reports...

REPORTS	Report Name ↑ 2	Description	Folder	Created By	Created On	Subscribed
Recent	Active Cases		Community Reports	Neal Hinnant	2/9/2022, 5:16 PM	
Created by Me	Current Employees		Community Reports	Neal Hinnant	2/11/2022, 1:03 PM	
Private Reports	Opened Cases (last 12 months)		Community Reports	Neal Hinnant	2/4/2022, 10:55 AM	
All Reports 1						

Reports: Navigating and Sorting a Report

1. Some columns have hyperlinks that take you to the specific record.
2. Use the scroll bars and arrows to view additional rows and columns.
3. Click on any header to sort the report using that column.
4. Use toggle buttons to group data by numbers.

The screenshot displays a report interface for 'Immigration Cases with Beneficiary Active Cases'. At the top, there are controls for 'Enable Field Editing', search, 'Add Chart', and 'Export'. Below this, the total number of records is shown as 897. The main table has columns for 'Case Category', 'Overall Status', 'Case Status', 'Filing Action', 'Filing Location', 'Immigration Case: Immigration Case Name', and 'Immigration Case Type'. A red box highlights the 'Immigration Case Name' column header, with a '1' indicating a clickable link. Another red box highlights a specific row in the 'Immigration Case Name' column, also with a '1'. A third red box highlights the 'Case Category' column header, with a '3' indicating a sortable header. A fourth red box highlights the 'Detail Rows' toggle button at the bottom, with a '4' indicating its function. A fifth red box highlights the right-side scroll bar, with a '2' indicating its use for navigation. The table contains several rows of data, including cases from Germany (GER) and the United Kingdom (UK).

Case Category	Overall Status	Case Status	Filing Action	Filing Location	Immigration Case: Immigration Case Name	Immigration Case Type
Global/Other (102)	In Prep (97)	Case Initiation (85)	Extend / Renew	TBD - user input req'd	2022-Potte-Pep-GER - Work Permit-Work Permit / Authorizati	GER - Work Permit
			TBD - user input req'd	TBD - user input req'd	2022-Tipto-Lon-GER - Assessment (ONLY)-TBD - user input req'd	GER - Assessment (ONLY)
			Initial	Consulate/Visa Office	2022-Ayoad-Ric-GER - Work Permit-Work Permit / Authorizati	GER - Work Permit
			Extend / Renew	Consulate/Visa Office	2022-Ayoad-Ric-GER - Work Permit-Work Permit / Authorizati	GER - Work Permit
			TBD - user input req'd	TBD - user input req'd	2022-samat-ish-Global Work Permit-TBD - user input req'd	WW - GLOBAL OTHER - Work Per
			TBD - user input req'd	TBD - user input req'd	2022-Smith-Mil-CDN - T23 NAFTA-TBD - user input req'd	CDN - T23 NAFTA
			TBD - user input req'd	TBD - user input req'd	2022-Davie-Gre-GER - ICT Permit-TBD - user input req'd	GER - ICT Permit
			Change of Status	Local Agency/Office	2022-Madri-Bru-UK - Skilled Worker-Work Permit / Authorizati	UK - Skilled Worker
			Initial	Consulate/Visa Office	2022-Madri-Lui-UK - Visitor Visa (Business)-Visitor	UK - Visitor Visa (Business)
			Extend / Renew	Local Agency/Office	2022-Howar-Vin-UK - Skilled Worker-Work Permit / Authorizati	UK - Skilled Worker

Reports: Filtering a Report

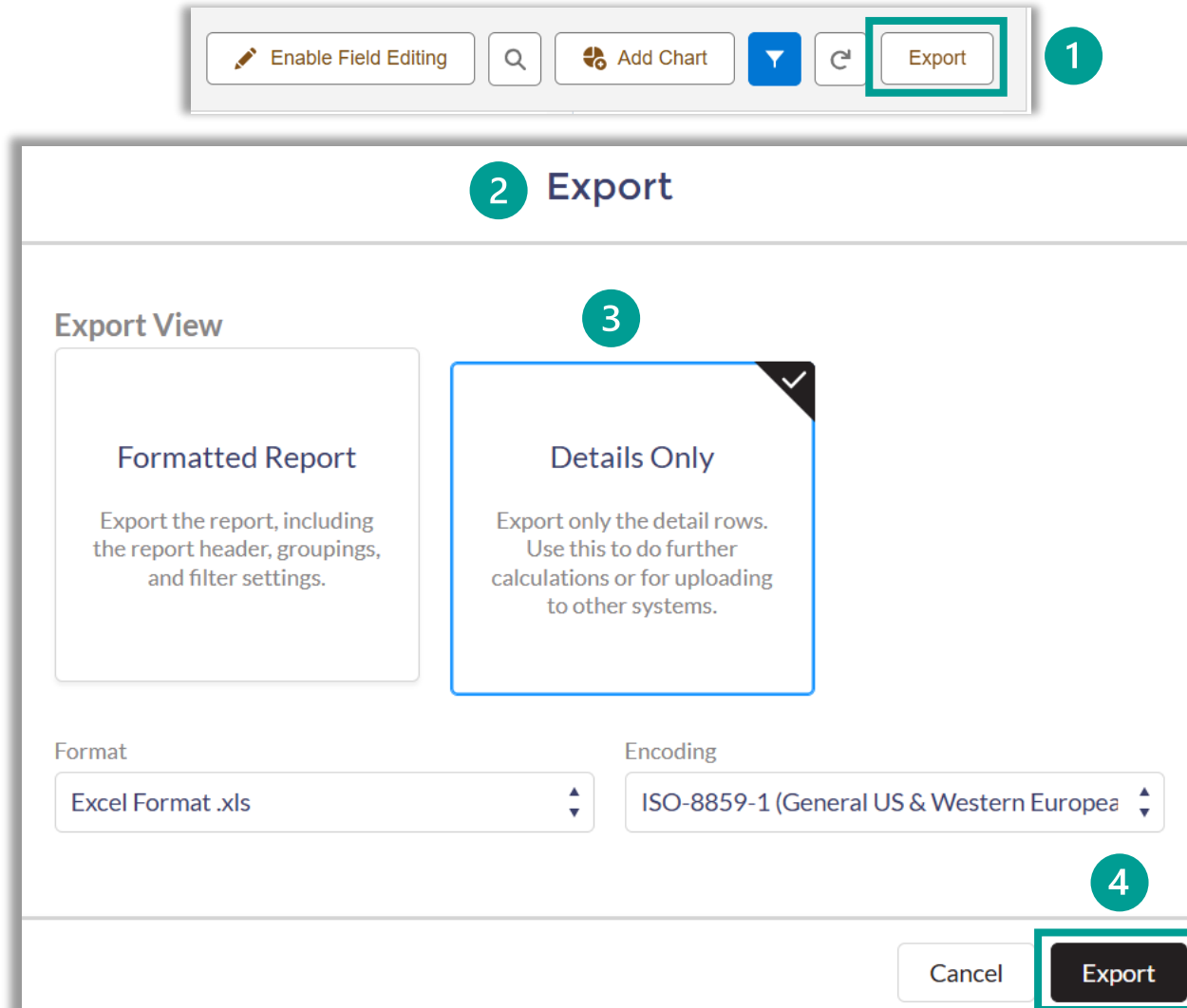
1. Click the Filters button to expose the Filters panel.
2. Click on a filter to adjust the values, then click "Apply." The report will update to show results based on the applied filter(s).

The screenshot displays a report interface with a table of immigration cases and a filters panel. The table has columns for Filing Action, Filing Location, and Immigration Case Name. The filters panel on the right lists various filters such as 'Show Me All immigration cases', 'Biometrics Date All Time', and 'Proffered Job contains'. A 'Filter By' dialog box is open, showing the 'Proffered Job' field with the operator 'contains'. The 'Apply' button in the dialog box is highlighted with a red box. A green circle '1' highlights the Filters button in the top right, and a green circle '2' highlights the 'Proffered Job contains' filter in the filters panel.

Filing Action ↓	Filing Location	Immigration Case: Immigration Case Name
Initial / Notify Consulate	DOS	2013-Email-Tes-B-1-Initial / Notify Consulat
N/A - no filing	N/A - no filing	2023-Test-Mic-Assessment (Candidate / Pre-Offer)-N/A - no filing
N/A - no filing	N/A - no filing	2023-Test-Mic-Assessment (Candidate / Pre-Offer)-N/A - no filing
N/A - no filing	N/A - no filing	2023-Va
N/A - no filing	N/A - no filing	2023-Sc
N/A - no filing	N/A - no filing	2023-Sc
N/A - no filing	N/A - no filing	2023-Ge
N/A - no filing	N/A - no filing	2023-St
Standard Action	DOL	2019-Ch
Change of Status	Local Agency/Office	2022-Ma
Change of Status	Courts	2023-Te
Change of Status	USCIS	2017-Withe-Fra-E-1-Change of Status
Change of Status	USCIS	2021-Brown-Chr-U.S. Case Type TBD-Change of Status
Extend / Renew	TBD - user input req'd	2022-Potte-Pep-GER - Work Permit-Work Permit / Authorizati

Reports: Exporting a Report

1. Click the “Export” button to download a report as an Excel spreadsheet.
2. A popup window will appear to finalize the export process.
3. Select “Details Only” and leave the “Format” and “Encoding” as the default values.
4. Click “Export” to complete the process, and the report will automatically download to your computer.



Account Overview Dashboard: Navigating Dashboards

1. Click “Refresh” to update data in real time.
2. Click the dropdown arrow to expose the Download option.
3. Click the expand icon to view a chart in a larger window.
4. Click on any field in a chart to open the source report.
5. Click on any “View Report” hyperlink to open the source report.

