



**U.S. Customs and  
Border Protection**

FEB 27 2015

MEMORANDUM FOR: Directors, Field Operations  
Director, Preclearance Operations  
Office of Field Operations

FROM: (b) (6), (b) (7)(C) (b) (6), (b) (7)(C)  
Acting Executive Director  
Office of Field Operations

SUBJECT: Deferred Inspection Sites: Options for Responding to I-94 Inquiries

On May 31, 2013, the Office of Field Operations issued the "I-94 Automation: Deferred Inspection Sites" memo, designating the responsibility of I-94 corrections to deferred inspection sites (DIS). This memo outlines some best practices that can be implemented to streamline and create a more efficient process in responding to I-94 inquiries and correction requests.

The most common I-94 inquiries and correction requests are related to errors found in the I-94 database, as these errors will prevent a traveler from locating and accessing an I-94 record or prevent the securement of benefits. These errors include, erroneous or incomplete biographic information, such as misspelled or truncated name, incorrect DOB and incorrect citizenship, and incorrect class of admission and/or admit until date. Many of the biographic errors and class of admission errors/admit until date inaccuracies can be corrected without an in person visit because the information (b) (7)(E)

DIS are responsible for correcting CBP errors. They are not responsible for replacing lost or stolen I-94's or I-94's issued by other DHS components. If a traveler needs a replacement I-94, they must file form I-102, Application for Replacement/Initial Nonimmigrant Arrival-Departure Document, with U.S. Citizenship and Immigration Services.

In order to create a more efficient correction process, many ports of entry have implemented alternatives to in-person appointments. Examples include, dedicated I-94 email boxes, dedicated phone lines, and acceptance of faxed requests. A dedicated I-94 email box is used most frequently and provides numerous benefits. A dedicated email box allows for quick response times, a means to request additional information or request an in-person appointment, tracking capabilities, and a means to assign inquiries to other work units in order to assist DIS.

The implementation of alternative means to respond to I-94 inquiries does not preclude requirements for in-person appointments. There may be circumstances that a DIS officer requires an in person visit to (b) (7)(E) A dedicated email box or phone line allows timely responses to basic corrections and reduces the amount of appearances at DIS.

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Please ensure that this memorandum is disseminated to all ports of entry within your jurisdiction. Should you have any questions, please contact (b) (6), (b) (7)(C) Director, Electronic System for Travel Authorization at (b) (6), (b) (7)(C) or (b) (6), (b) (7)(C) Supervisory CBP Officer at (b) (6), (b) (7)(C). Alternative methods of communication (i. e. email addresses, phone numbers) can be provided to (b) (6), (b) (7)(C) for inclusion on the DIS section of the CBP.gov website.