

**From:** U.S. Citizenship and Immigration Services [mailto:uscis@public.govdelivery.com]  
**Sent:** Thursday, January 05, 2017 1:32 PM  
**To:**  
**Subject:** USCIS Now Uses Specific Dates to Show Case Processing Times

Dear Stakeholder,

Starting on Jan. 4, 2017, we will post processing times using a specific date format rather than weeks or months. This is the first step in providing processing times that are timelier and easier to understand.

We post case processing times on our website as a guide for when to inquire (service request) about a pending case. For the last several years, we have posted case processing times using two different formats:

- For cases that were within our production goals, we listed processing times in weeks or months.
- For cases that were outside of our production goals, we listed processing times with a specific date.

Always refer to your I-797C, Notice of Action, and look for “receipt date” to determine when we accepted your case. If the receipt date on the USCIS [Processing Times](#) web page is after the date we have listed on your notice, you should expect to hear from us within 30 days. If after those 30 days, you have not heard from us, you may make an inquiry on your case.

We recommend using our [e-request tool](#) for all case inquiries. In addition, we have many other services and tools at [my.uscis.gov](#)

- [Check your case status and sign up for automatic case updates](#)
- [Check processing times](#)
- [Make an appointment](#)

If you move, remember to update your address for each pending case and receipt number at [uscis.gov/addresschange](#).

Kind Regards,

USCIS Public Engagement Division

