



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

AUG 01 2016

MEMORANDUM FOR: Directors, Field Operations
Office of Field Operations

FROM: (b) (6), (b) (7)(C) (b) (6), (b) (7)(C)
Executive Director
Admissibility and Passenger Programs
Office of Field Operations

SUBJECT: e-Signature Standard Operating Procedures

The Office of Field Operations (OFO) began piloting the Digitally Acquired Signature aka e-Signature in November 2014. Due to the success of the pilot, OFO is expanding the program nationwide. e-Signature allows CBP officers to electronically capture an alien's signature for expedited removal, visa waiver refusal, withdrawal of application, application for waiver of visa and /or passport or when executing an Abandonment of Lawful Permanent Resident Status with Form I-407.

The Standard Operating Procedures (SOP) outlines the correct procedures for obtaining an e-Signature. Strict compliance is necessary to ensure the integrity of the record. The data and the electronically captured signature will be stored in (b) (7)(E) (b) (7)(E) where it will be permanently associated with the electronic file signed by the alien.

Please ensure that this SOP is disseminated to all ports of entry within your jurisdiction. Should you have any questions or require additional information, please contact (b) (6), (b) (7)(C) Director (A), Enforcement Programs Division at (b) (6), (b) (7)(C) or (b) (6), (b) (7)(C) Branch Chief at (b) (6), (b) (7)(C). Legal questions relating to e-Signature should be directed to your Local Chief Counsel's office.

Attachment

Law Enforcement Sensitive
For Official Use Only

**e-SIGNATURE
STANDARD OPERATING
PROCEDURES**



OFFICE OF FIELD OPERATIONS

Admissibility and Passenger Programs

Enforcement Programs Division

August 2016

For Official Use Only – Law Enforcement Sensitive

CONTENTS

Table of Contents

- 1.0 Executive Summary**
- 2.0 Purpose**
- 3.0 e-Signature Processing**
- 4.0 Secondary Processing**
- 5.0 Signed Forms**
- 6.0 Outage**

1. Executive Summary

- 1.1 The Office of Field Operations (OFO) is engaged in a series of business transformation efforts with a focus on reassessing core processes, incorporating technology enhancements, and analyzing our technological capabilities to increase operational efficiency and productivity. (b) (7)(E)

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e-Signature Device



2. Purpose

- 2.1 This document outlines technological enhancements currently being piloted in secondary case processing. The SOP establishes procedures for e-Signature processing in the air, sea, and land environments and does not otherwise change CBP secondary case processing. This SOP will allow CBP officers to understand the objectives of the enhancement, the tasks associated with the new processes, and how to effectively use the new features for case processing.

3. e-Signature processing

- 3.1 Once captured onto a document, e-Signature creates an audit trail, complies with federal regulations governing electronic records, electronic signatures and carry the same legal effect as a wet signature.

3.1.1 The Notice to Appear (Form I-862), the charging document that signals the initiation of a removal proceedings against an alien is currently exempted from e-Signature processing. All other adverse actions are allowed with e-Signature.

3.2 The electronically signed document provides information such as:

- who submitted the information
- what information was submitted
- when the information was submitted (verified by [REDACTED] (b) (7)(E))
- [REDACTED] (b) (7)(E)
- [REDACTED] (b) (7)(E)

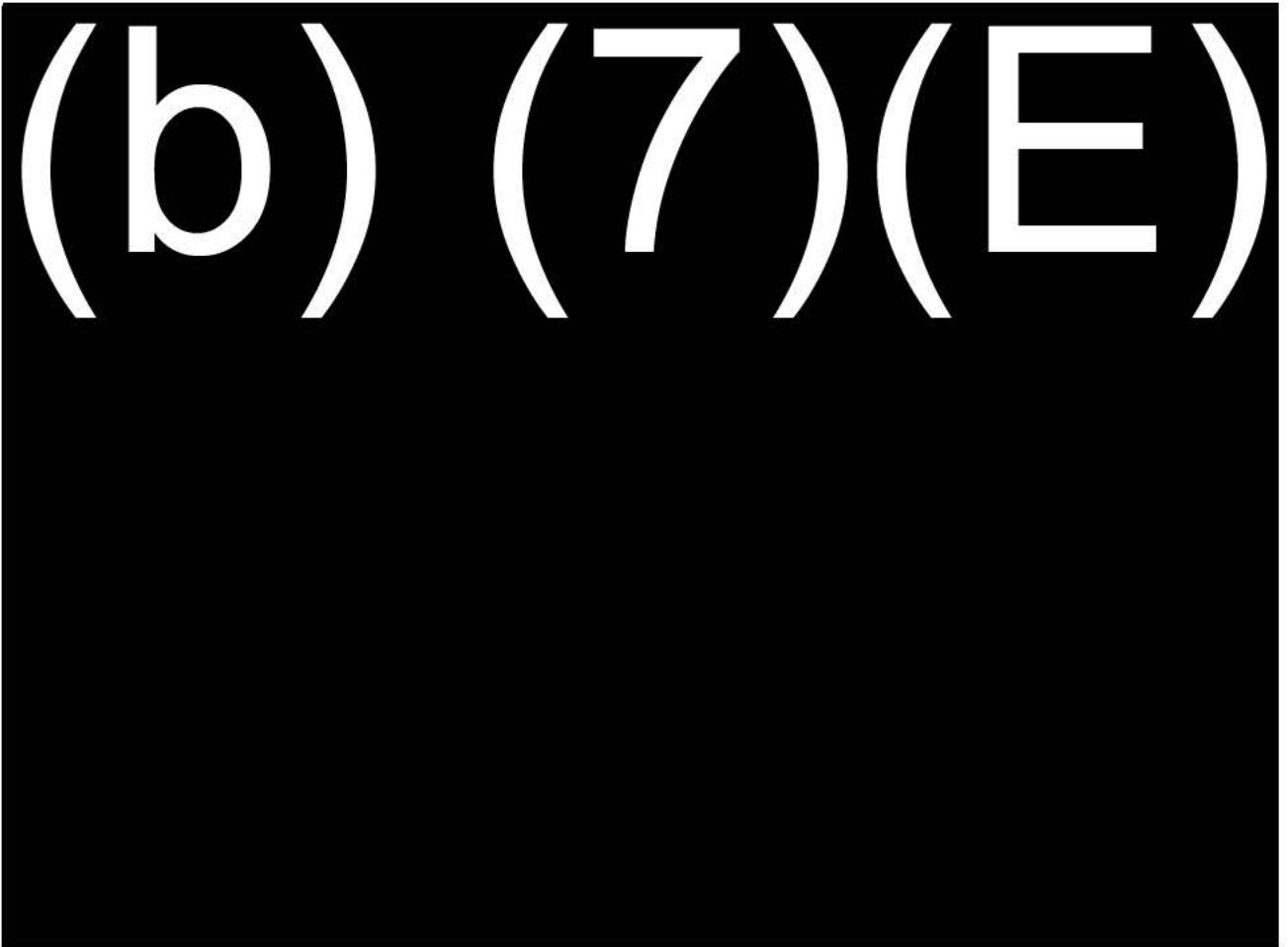
3.3 It is imperative for CBP officers to strictly adhere to this standard operating procedures to maintain the integrity of e-Signature case processing.

4.0 **Secondary Case Processing**

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5.0 Signed Forms

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5.3 The CBP officer must provide the alien with a copy of the signed documents.

5.4 Audit trails are created throughout the process and can be reviewed if a problem or concern arises regarding the use or misuse of the information.



5.5 This mechanism prevents the forms from being altered after the document has been signed by the alien and ensures the integrity of the record.

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(b) (7)(E)