



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

MAY 14 2015

MEMORANDUM FOR: Director, Field Operations
Boston Field Office
Buffalo Field Office
Detroit Field Office
Seattle Field Office
Preclearance Operations

(b) (6), (b) (7)(C)

FROM: Acting Executive Director
Admissibility and Passenger Programs

SUBJECT: USCIS Inquiry Mailbox

This memorandum is to inform Customs and Border Protection (CBP) Officers at Class A ports of entry (POES) along the northern border and preclearance stations in Canada that at the request of the Office of Field Operations (OFO), the U.S. Citizenship and Immigration Services (USCIS) has created a dedicated outlook email account (b) (6) to receive inquiries from POEs.

The inquiry mailbox is intended to centralize email communications between the POEs, preclearance stations and USCIS Service Centers. The mailbox will be monitored by (b) (7)(E) (b) (7)(E) who will coordinate with the (b) (7)(E) to provide appropriate responses. However, the inquiry mailbox will be used for case-specific or routine inquiries limited to (b) (7)(E)

The following are example of inquiries that could be sent to mailbox:

(b) (7)(E)

Questions concerning CBP operational policy should not be sent to the inquiry mailbox, but should be routed through the appropriate chain of command. Though USCIS will strive to respond to all inquiries, (b) (7)(E)

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Weekly Muster

Week of Muster: Immediate
Topic: USCIS Inquiry Mailbox
HQ POC/Office: (b) (6), (b) (7)(C)
Office: Admissibility and Passenger Programs

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USCIS Inquiry Mailbox

If you have any questions or require any additional information, please contact J. Ryan Hutton, Director, Enforcement Programs Division at (b) (6), (b) (7)(C) or (b) (6), (b) (7)(C) Branch Chief at (b) (6), (b) (7)(C)

Attachments

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AILA Doc. No. 19062162. (Posted 6/21/19)