

SNA INQUIRIES TEMPLATE

1. Subject Line: Form Type/A#

Below should be in the body of the email:

2. Name of Beneficiary / Applicant: Michael Jones

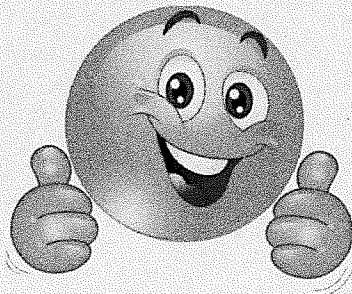
3. A# of Beneficiary / Applicant: A# 999-999-999

4. USCIS Form Number(s): I-130/I-485/N400/N-600/ETC

5. USCIS Receipt Number(s): WAC 99-999-99998 (I-130) and WAC 15-999-99999 (I-485)

6. Summary of Case / Issue: Mr. Jones and his USC wife filed an I-130/ I-485 with USCIS on 12/31/2013. They were interviewed by USCIS on 09/01/2014. I-130/ I-485 remain pending. Please advise the status and when a decision can be expected. Thank you.

Finally, please attach G-28s to all inquiries.



USCIS San Antonio Field Office

Attorney/Accredited Representative Procedures for Contacting the San Antonio Field Office

Updated 3/17/2015

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There are several avenues available for attorneys and accredited representatives to inquire about their clients' cases that are pending with USCIS. This document provides a general overview of these avenues, as well as guidelines for submitting an inquiry to the USCIS San Antonio Field Office (SNA).

General Case Status Inquiries

- **Case Status Online:** This provides the most recent case status update from USCIS records for pending cases. An applicant or representative may also register to receive automatic case status updates via e-mail. As the pending case moves from receipt through the adjudication process, automatic case status updates will be sent to the registered representative and appear in the Case Status online system. To sign up, click on the "Check your Case Status" icon at www.uscis.gov (the link is located in the middle of the USCIS home page).
- **E-Request:** This allows applicants to directly submit a service request to USCIS in certain instances and offers customers the option to submit online requests for disability accommodations. For more information, please see <https://egov.uscis.gov/e-request/Intro.do>.
- **National Customer Service Center (NCSC):** Representatives may request information or assistance by calling the USCIS National Customer Service Center (NCSC) at **1-800-375-5283**. Attorney inquiries are referred to NCSC officers for assistance. If the inquiry merits a local field office response, an electronic referral will be initiated by the NCSC officer or representative. SNA will respond to the inquirer by letter, fax, email or telephone.
- **InfoPass:** All persons need a scheduled InfoPass appointment to meet with an Immigration Services Officer (ISO) at the Field Office. Appointments are made online at www.uscis.gov; click on the link "Make an Appointment."
 - Representatives should make the appointment in the client's name (not the representative's name) and ensure that the client has a copy of the InfoPass appointment notice to present to the guards upon entry. The representative must also present the appointment notice upon entry. Notices can be reprinted on the InfoPass webpage.
 - **Walk-ins:** In general, all persons need an InfoPass appointment to meet with an ISO. However, emergent requests will be handled on a case-by-case basis at the discretion of local USCIS management. *If you feel your situation merits a walk-in appointment, please notify the SNA General Inquires Mailbox to coordinate with the InfoPass supervisor.*

- **SNA Inquiries Mailbox** (snainquiries@uscis.dhs.gov): SNA uses an email account which is available for limited types of inquiries and requests from attorneys and accredited representatives. This email box is only for cases meeting the below criteria and is provided as a courtesy to attorneys and accredited representatives. Inquiries that do not meet this criteria will not be researched or receive a response. Failure to follow these established guidelines may result in the inquiry system being discontinued. Please do not disseminate the SNA Inquiries email address to your clients or other individuals.

Please *do not* send a case inquiry to both the SNA Inquiries Mailbox **and** your local congressional representative. Both of these inquiry sources are worked by the same individuals in the San Antonio Field Office, and a duplicate request creates an unnecessary workload that will only serve to delay a response.

SNA Inquiries Mailbox Criteria	
<i>Will respond to</i>	<i>Will not respond to</i>
<ul style="list-style-type: none"> • Inquiries may only be made regarding applications, petitions, motions and appeals that are pending at the San Antonio Field Office (not cases pending at a Service Center, Asylum Office, etc.) 	<ul style="list-style-type: none"> • Requests for legal or filing advice • Submission of Form G-28 to enter appearance as a new attorney of record or accredited representative
<ul style="list-style-type: none"> • Status inquiries may only be submitted 120 days after a scheduled interview or submission of documentation, such as a response to a Request for Evidence (RFE) or Notice of Intent to Deny (NOID). 	<ul style="list-style-type: none"> • General status inquiries of cases within posted processing times (see uscis.gov) • Requests to acknowledge receipt of an RFE response • Address changes
<ul style="list-style-type: none"> • Please include the date of last activity to establish that the appropriate number of days (120 or 90) have passed since that time. 	<ul style="list-style-type: none"> • Any inquiry regarding a petition or application pending at any other USCIS office; • Any inquiry about a proceeding before the immigration court;

- Complaints concerning any matter not covered by this policy. Complaints should be mailed to the Section Chief and Field Office Director (Christobal.Saucedo@uscis.dhs.gov, Harvey.B.Lugo@uscis.dhs.gov and Elaine.M.Mueller-Cantu@uscis.dhs.gov)
- **Changes of Address:** A change of address for an applicant or petitioner with a pending application, petition or motion may be completed on-line at <http://www.uscis.gov/addresschange>. The “Change Your Address Online” link is located under the tools menu of the website home page. This includes a process for submitting Form AR-11 online, which is required to notify the Department of Homeland Security (DHS) of an alien’s change of address. An applicant, petitioner, beneficiary may also report a change of address regarding their pending application, petition, or motion by calling the NCSC at 1-800-375-5283.

- **Reschedule requests:**

- *Interviews:* To request a rescheduled interview, please contact the SNA Inquiries mailbox at snainquiries@uscis.dhs.gov *as soon as you become aware of the scheduling issue*. Please provide the reason for the reschedule request.

- **Multiple Overlapping Interviews:** If you have more than one client scheduled for an interview at the same time, please send an email to the SNA Inquires mailbox as soon as you become aware of the scheduling issue. Please detail the case type and A-number of the interviews affected so we can make arrangements as necessary.

- **Lockbox Inquiries:** USCIS has established a dedicated email account for the public who have inquiries regarding USCIS Lockbox processes, or concerns about specific USCIS Forms mailed to one of the USCIS Lockboxes. This includes questions related to Forms that have been rejected. The email address is: lockboxsupport@uscis.dhs.gov. This email account does not provide case information regarding a pending or adjudicated application, motion or petition.

- **ELIS Assistance (USCIS Electronic Immigration System):** The USCIS Electronic Immigration System (USCIS ELIS) is an online, account-based system that allows the filer to submit and view certain benefit requests, receive electronic notification of decisions, and receive real-time case status updates. This new system is being rolled out incrementally; at this time, only few form types are filed using ELIS, including the I-90 and certain I-539s. ELIS is also used to pay the Immigrant Visa Fee. Cases filed in ELIS have the prefix "IOE" for the receipt number.

Use the ELIS Online Help Form (<https://egov.uscis.gov/cris/contactus>) to contact the USCIS Customer Contact Center if you need assistance with:

- Technical issues with your USCIS ELIS account;
- Forgotten user ID or password reset for your USCIS ELIS account; or
- Information about your USCIS ELIS application, petition or request.

- **Inquiries for cases at the National Benefits Center or Service Center (Texas, Vermont, California, or Nebraska):**

- If you have a case pending at the NBC, please route the inquiry to the AILA National NBC Committee for review and submission.
- If you have a case pending at TSC, VSC, CSC or NSC, first contact the NCSC. If more than 30 days have passed and you have not received a response, you may email the appropriate USCIS Service Center with your inquiry:
 - California Service Center: csc-ncsc-followup@dhs.gov
 - Vermont Service Center: vsc.ncscfollowup@dhs.gov
 - Nebraska Service Center: NSCFollowup.NCSC@uscis.dhs.gov
 - Texas Service Center: tsc.ncscfollowup@dhs.gov

If you do not receive a response within 21 days of contacting the Service Center, you may contact the USCIS Headquarters Office of Service Center Operations by email at SCOPSSCATA@dhs.gov.

- **Expedite Criteria:** Expedite requests of any nature must meet the criteria set forth by USCIS below. This information can also be found on our webpage: [USCIS Expedite Criteria](#)

All expedite requests are reviewed on a case-by-case basis, and are granted at the discretion of the Director. *The burden is on the applicant or petitioner to demonstrate that one or more of the expedite criteria have been met.* The criteria are as follows:

- Severe financial loss to company or individual
 - Extreme emergent situation
 - Humanitarian situation
 - Nonprofit status of requesting organization in furtherance of the cultural and social interests of the United States
 - Department of Defense or National Interest Situation (Note: Request must come from official United States Government entity and state that delay will be detrimental to our Government)
 - USCIS error
 - Compelling interest of USCIS
- **Submitting a G-28 Form:** To submit a G-28 for a pending USCIS application, motion or petition which is under the jurisdiction of SNA, mail the G-28 and an accompanying letter to:

USCIS
8930 Fourwinds Drive
San Antonio, TX 78239

Please include the A-number and all applicable receipt numbers for the applicant and/or petitioner in your correspondence and on the authorized G-28. A G-28 should be completed for each applicant or petitioner represented.