



U.S. Citizenship
and Immigration
Services

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Memorandum

TO: Chief, Service Center Operations
Chief, Field Operations Division
Chief Information Officer

FROM: Rendell L. Jones
Chief Financial Officer

Donald Neufeld
Acting Associate Director, Domestic Operations Directorate

SUBJECT: Processing N-400s at new Lockbox Facilities

Based on discussions with Domestic Operations, the Office of Information Technology (OIT), the Department of the Treasury's Financial Management Service (FMS) and J.P. Morgan Chase (Financial Agent), I am pleased to report that live production of Applications for Naturalization (N-400s) will begin today. Beginning December 1, 2008, the Texas Service Center (TSC) will begin controlled shipping of N-400s to the Dallas Lockbox for processing. The attached document details the process that will be used by Service Center Operations (SCOPS) to ship N-400/G-28 forms to the two lockbox locations. Further operational details for this plan will be developed by SCOPS during a meeting with the managers from each of the service centers.

The Government's Financial Agent will process all N-400/G-28 forms received directly by mail at the Dallas and Phoenix sites (volume estimated to be 25-50 items) beginning today. USCIS and the Financial Agent will monitor the process to ensure early identification and resolution of issues. After review of the initial N-400/G-28 processing at the Dallas and Phoenix sites, both the Financial Agent and USCIS will make a final decision concerning the shipment of N400/G-28 forms from the Service Centers to the lockbox sites. Specific timelines concerning this plan are detailed below:

Ramp-up in Processing

Dallas Site

- December 1, 2008: The Dallas site will begin receiving N-400/G-28 volume, processing 250 items which will be delivered from the Texas Service Center (TSC).



- December 2 – 5, 2008: The N-400/G-28 volume sent to the Dallas site will increase beginning with 500 items on Tuesday, 750 items on Wednesday, 1,000 on Thursday, and all N-400/G-28 volume by Friday. Total N-400/G-28 volume from both the TSC and the Vermont Service Center (VSC) will be processed at the Dallas site beginning December 5.

Phoenix Site

- December 1 – 3, 2008: The Financial Agent will continue to process N-400/G-28 forms received directly by mail at the Phoenix site.
- December 4 – 5, 2008: The Phoenix site will begin receiving N-400/G-28 volume, processing 250 items as forwarded from the Nebraska Service Center (NSC) and the California Service Center (CSC) on Thursday and 500 items on Friday.
- December 8 – 10, 2008: The volume sent to the Phoenix site will increase beginning with 750 items on Monday, 1,000 items on Tuesday, and all N-400/G-28 volume on Wednesday. Total volume from CSC and VSC will be processed at the Phoenix site beginning December 10.

After successful processing of this volume of applications, we will proceed with the publication of a Federal Register Notice changing the direct mail filing addresses.

I appreciate the hard work of your staff to making this transition possible and look forward to continuing this project in the future. If there are any questions, please contact Kath Stanley at 202-233-2385 or Dave Hiles at 202-233-2369.

**U.S. Citizenship and Immigration Services
Office of Planning, Budget and Finance
N-400 Shipping Procedures from Service Centers to Lockbox**

Purpose: Transition to the new Lockbox facilities require interim shipping solutions for the transfer of N-400 applications received by USCIS Service Centers. This interim guidance allows the transition to take place as USCIS provides public notice to applicants of the N-400 address change. The Financial Management Division has developed this processing method to safeguard N-400 applications and enclosed checks shipped by the Service Centers to the Lockbox.

1. Post Office (PO) Box Envelopes

Three of the four Service Centers receive N-400 applications from the post office via a specific PO Box:

California Service Center	Nebraska Service Center	Texas Service Center
PO Box 10400	PO Box 87400	PO Box 851204
Laguna Niguel, CA 92607-1040	Lincoln, NE 68501-7400	Mesquite, TX 75185-1204

The three Service Centers with PO designation specifically for the N-400 applications can ship, mail or courier N-400 applications and enclosed checks directly to the Lockbox following the guidance below.

- The application envelopes should be unopened.
- Application envelopes shipped in boxes.
- The date of receipt should be stamped or annotated on the envelope
- The number of envelopes in the box is annotated on the outside of the box
- A manifest, which identifies the total number of envelopes included inside the box.
- The Service Center maintains a copy of the manifest.
- The box is sealed by the Service Center and shipped.
- The number of boxes shipped at one time should be annotated on the boxes (e.g., Box 1 of 5, Box 2 of 5, etc.)

The Vermont Service Center has N-400 applications sent with an Attn: N-400 line. Envelopes with this attention line do not need to be opened and can be handled in accordance with the procedures above.

2. Courier Packages

These packages must be opened to identify what is inside the courier package. The Slit & Peek process should be employed to determine the contents of the package.

- The courier package is opened to determine whether N-400 application(s) are included.
- If courier package contains all N-400 applications, then the total number of application(s) and check(s) inside the package are annotated on the outside of the courier package.
- If the envelope **does not contain only N-400 applications**,
 - ✓ All applications/petitions that are not N-400s are extracted from the envelope and processed via the normal processing procedures;
 - ✓ the N-400 applications remain in the original envelope;
 - ✓ the number of N-400 application(s) and check(s) inside the original envelope are annotated on the outside of the original envelope;
- The person who did the Slit & Peek must sign their name (legibly) on the outside of the package. Contract staff can use their employee identification number.
(Example: Number of Applications – 5; Number of Checks – 1; signed – *Uncle Sam*)
- The package is re-sealed.
- The date of receipt should be stamped or annotated on the envelope.
- Application envelopes are packaged in boxes.
- The total number of envelopes in the box is annotated on the outside of the box.
- A manifest, which identifies the total number of envelopes, the total number of applications, the number of checks and the form type, is included inside the box.
- The Service Center maintains a copy of the manifest.
- The box is sealed by the Service Center and shipped.
- The number of boxes shipped at one time should be annotated on the boxes
(e.g., Box 1 of 5, Box 2 of 5, etc.)