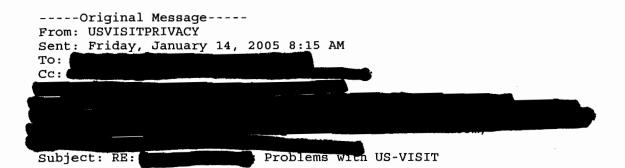
From:	
Sent:	
To:	
Subject:	

Tuesday, May 17, 2005 10:58 AM Harrison, Barbara M FW: Constant Problems with US-VISIT



We have investigated the delays experienced by these 35 crew members.

For some of the crew members, your question falls outside the scope of the US-VISIT Program. U.S. Customs and Border Protection compares all travelers names against their Interagency Border Inspection System (IBIS) to see if they are wanted for criminal violations. IBIS is a computerized list of names of known and susptected violators of the Customs and Border Proection (CBP) and related laws. The CBP officers use IBIS, along with other enforcement criteria, as a tool in determining which travelers may need to be referred for secondary inspection. Since IBIS operates on soundex selection criteria, a tentative match is produced when this name is queried in the system, and this results in some travelers being referred for secondary inspection upon each arrival to the United States. This is what has happened with many of your crew members.

We recommend that your crew contact them directly since they will likely need additional information to review the records and provide a response. CBP can be contacted through or a member of his staff

The members of your crew who fell into this category are:



For the found that her new passport has the same number as a US Passport that is recorded as lost or stolen. Since her passport is a R.O.C. passport, she should be cleared each time. This is not a US-VISIT issue.

For all of the other crew members on this list, we are taking action to update their records. This should eliminate the problems they have been experiencing.

-----Original Message-----From: Sent: Wednesday, November 24, 2004 4:35 AM To: Usvisitprivacy Cc: Subject: Problems with US-VISIT

Dear Mr. Yonkers,

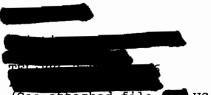
So far thirty five crew members of **second second experienced** problems with biometrics verification at the checkpoints in US. Thirty two of them encountered finger print scanning problems, one with digital photo and two with matching the stolen passport numbers but wrong issuing country. The happening frequency of our seven US operating stations is as follows:

LAX 18 SFO 11 HNL 6 ANC 5 NYC 1 GUM 1

The average waiting time for the secondary is 30-60 minutes and it will generate extra transportation expenses for crew members. We would like to suggest TSA could set up a priority line designated only for crew members to effectively reduce the waiting time .

Please find the attachment for detailed information.

Best regards,

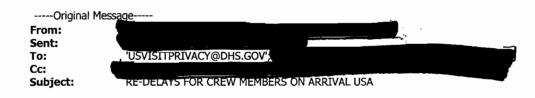


(See attached file: US VISIT ISSUES.doc)

xis

From: Sent: To: Subject:

Monday, May 09, 2005 11:52 AM Harrison, Barbara M FW: RE-DELAYS FOR CREW MEMBERS ON ARRIVAL USA





J.

From: Sent: To: Subject:

Monday, May 09, 2<u>00</u>5 11:52 AM Harrison, Barbara M FW: RE-DELAYS FOR CREW MEMBERS ON ARRIVAL USA



-----Original Message----From
Sent: Sunday, October 17, 2004 12:32 PM
Tot
Subject: RE-DELAYS FOR CREW MEMBERS ON ARRIVAL USA

Attn Please

when he arrived there and came out of the aircraft he was held there by officials and his passport was taken by some official and he took him to the I.N.S. office where they took his fingers prints and photos This process took more than two hours and then he was released.

٤

Waiting your replay

Best regards...



From: Sent: To: Subject:	Monday, May 09, 2005 11:52 AM Harrison, Barbara M FW: Message for the second second US Visit Program
Crew problems.xls	
Qriqinal Messa From:	ge
Sent: Thursday, Sep To: Usvisitprivacy Subject: Message fo	tember 16, 2004 10:36 AM r Svisit Program

Dear

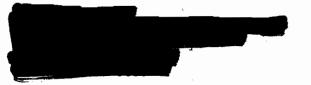
First off let me apologize for the delay in sending this information. I was out in Orlando last week assisting with recovery operations after Hurricane Frances and just got back yesterday.

As discussed on the phone, we have a number of crew members who appear to be experiencing difficulties with US Visit on arrival in the United States at various Ports of Entry. They are being advised that they need to have their records redone as fingerprint mismatches are causing them to be flagged as persons on various watchlists (may be linked with the IBIS System).

On behalf of these crew members, I would be most grateful if you could look into these.

Again, thank you very much for your assistance in this matter.

I declare under penalty of perjury under the laws of the United States of America that the foregoing is true and correct.



(See attached file: Crew problems.xls)

From: Sent: To: Subject: Monday, May 09, 2005 11:52 AM Harrison, Barbara M Subject: FW: FW: FW: FW: FW: For blems with US-VISIT SUES_20041207.do From: Sent: Monday, December 06, 2004 11:56 PM To: Usvisitprivacy Cc
SUES_20041207.do Original Message From: Sent: Monday, December 06, 2004 11:56 PM To: Usvisitprivacy
From: Sent: Monday, December 06, 2004 11:56 PM To: Usvisitprivacy
Subject: Dear Mr. Yonkers, We received four crewmembers' reports of encountering fingerprint scanning and passport problems upon arrival at the United States. Was repeatedly questioned about another passport at LAX. She confirms that passport is the only one she has, neither US passport nor US green card, Her next flight,
Your kind attention to this matter is greatly appreciated. For detailed information please see the attachment.
If there is any questions please do not hesitate to let me know.
Best regards,
(See attached file: US VISIT ISSUES_20041207.doc)

29 AS

Harrison, Barba	ira M		Ŷ
From: Sent: To: Subject:	Monday, May 09, 2005 11:52 AM Harrison, <u>Barbara M</u> FW: FW:	•	× .
USVISIT.xls			
Original Message From: Sent: Tuesday, Dece To Cc: Subject: Re: FW:	ember 21, 2004 12:58 PM US-VISIT Problems	•• •	
can tell you that I hav six as recorded by the	ceive it. I am checking specifically with VISIT on the re checked the records for each of the referrals and only o e computer for referral and swiped when they left seconda minutes and 9 minutes. Can you tell me where their timi	ne was actually the 50 n ary indicate matches for	mismatches but I ninutes. The other 1 minute, 15
For the second second For the able to provide	ssue that our office was previously working on, it was a pathe feedback on that.	passenger not a crew m	ember so I would
The continue to follow up a	on that one also.	nust contact Departmen	t of State. I will
12/21/04 12:25 PM			
To: cc: Subject: FW:	- US-VISIT Problems		
Resent as you may no	ot have received it		
From Sent: December 02, 2 To: Subject:			
	6		30 A-

I have received the attached spreadsheet from the insecondary, indicating the crew members and location where they are experiencing problems with US-VISIT and the time in secondary. There is one crew member whose problem was obviously solved immediately (5 mins in secondary). I would appreciate if you would investigate and respond. I have given the coordinates of the contact in the time in secondary.

Thanks much

r

Harrison, Barbara M			
From: Sent: To: Subject:	Monday, May 09, 2005 11:51 AM Harrison, Barbara M FW: Manual Problems with US-VISIT		
US VISIT SUES_20050103.do		· .	
Original Messad From: Sent: Sunday, Januar To: Usvisitprivacy Cc: Subject:			

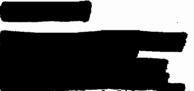
Dear Mr. Yonkers,

We received four crewmembers' reports of encountering fingerprint scanning and passport problems upon arrival at the United States.

For detailed information please see the attachment.

If there is any questions please do not hesitate to let me know.

Best regards,



(See attached file: US VISIT ISSUES_20050103.doc)

From: Sent: To: Subject:

Monday, May 09, 2005 11:51 AM Harrison, Barbara M FW: US-VISIT Redress



-----Original Message-----

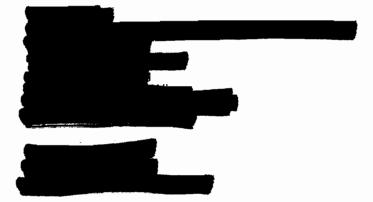
From Sent: Monday, January 10, 2005 4:53 AM To: Usvisitprivacy Cc: Subject: US-VISIT Redress

Mr Steve Yonkers US-VISIT Privacy Officer US-VISIT Program Border and Transportation Security U.S. Department of Homeland Security Washington, D.C. 20528 USA

Dear Sir,

Please find attached a list of the second arrivals at both LAX and EWR airports. We would like to request for review and correction information of these crew as per the attached list.

Rgds.





Harrison, Barba	ura M	
From: Sent: To: Subject:	Monday, May 09, 2005 11:51 AM Harrison, Barbara M FW: Crew Problems with US-VISIT -	
US-VISIT condary Screening.>		
To: Usvisitprivacy	anuary 19, 2005 2:37 AM lems with US-VISIT -	
Dear Sir,		

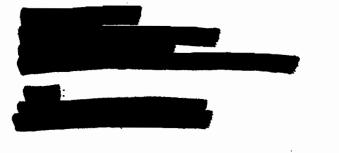
I refer to the email circulated by Becurity & Facilitation, IATA, on this subject.

We would like to submit a list of crew who have to undergo secondary screening upon arrival at the US POE.

As far as we can, we have differentiated those affected by special registration (under NSEERS) from this list (for US-VISIT). Among the criteria used are that the crew were affected by secondary screening only after Jan 04, when the US-VISIT comes into effect.

Those affected by NSEERS were advised to apply for waiver from the NSEERS requirements. Nevertheless, if there are any ways we can expedite the processing of their application, please let us know, as several have been waiting for quite some time after applying through LAX or SFO.

With Regards,



This message may contain confidential and privileged information to be a second of the second of the

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security of any information electronically transmitted or for the proper and complete transmission of the information contained in this communication, or for any delay in its receipt.

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33A-2

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Harrison,	Barbara	M	

From: Sent: To: Subject:	Monday, May 09, 2005 11:51 AM Harrison, Barbara M FW
Crew problems with CBP.xls	
Original Message From: Sent: Friday, February 11, To: Usvisitprivacy Cc: Subject:	US Visit Issue for

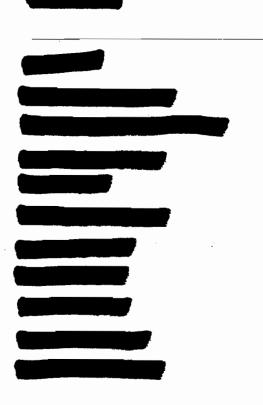
Hello Mr.Yonkers,

attached please find the information relevant to one of our crew members born in the states that she repeatedly had to go to secondary for clearance.

Kindly have a look at the provided data and if possible provide us with feedback.

<<Crew problems with CBP.xls>>

With best regards,



34 A

From: Sent: To: Subject:

Monday, May 09, 2005 11:50 AM Harrison, Barbara M FW: Mismatched fingerprints

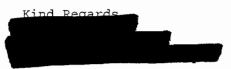


-----Original Message-----From: Sent: Tuesday, March 08, 2005 4:17 PM To: USVISITPRIVACY; Subject: Mismatched fingerprints

Attn:

Would be grateful if this case could be reviewed. Flight attendant has been held in secondary on 3 occassions in past month. According to the CBPOfficers, it is as a result of mismatched fingerprints.

Thank you for your assistance in this matter.

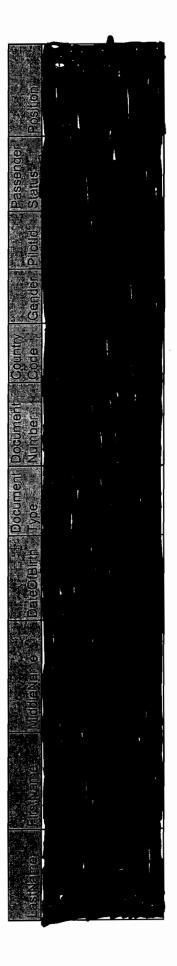


(Embedded image moved to file: pic26477.jpg)

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Should you wish to communicate with us by e-mail, we cannot guarantee the security of any data outside our own computer system.

35 A.



From: Sent: To: Subject:

Tuesday, may 17, 2005 11:01 AM Harrison, Barbara M FW: Mismatched fingerprints

----Original Message----From: USVISITPRIVACY Sent: Wednesday, March 09, 2005 8:13 AM To: Control of the second se

We have corrected the problem. She should not have any further issues. If any do arise, please let me know and we will look into it again.

(Driginal N	Message	2			
From:						
					_	_
	Tuesday,		08,	2005	4:17	PM
To: US	SVISITPRIV	VACY			have be	
Subjec	ct: Mismat	cched f	inge	erprin	nts	

Attn:

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Thank you for your assistance in this matter.

Kind Regards

(Embedded image moved to file: pic26477.jpg)

Visit the website for all the latest news and

fantastic offers - http://www

This e-mail (and any attachments) may contain privileged and/or confidential information. If you are not the intended recipient please do not disclose, copy, distribute, disseminate or take any action in reliance on it. If you have received this message in error please reply and tell us and then delete all copies on your system. Any opinion on or advice or information contained in this email is not necessarily that

of the owners or officers of this company. Should you wish to communicate with us by e-mail, we cannot guarantee the security of any data outside our own computer system.

1

RESPOND

Page 1 of 10

Yonkers, Steve

Sent:Wednesday, March 10, 2004 11:20 AMTo:Yonkers, Steve

Subject: FW: US-VISIT (Urgent)

Steve,

FYI and Action as needed.

thanks,

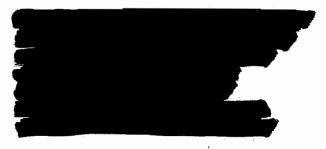
-----Original Message-----

Sent: wednesday, March 10, 2004 10:55 AM

Subject: FW: US-VISIT (Urgent)

I work in the visa office **billion and the sent** you names of diplomatic visa holders that have been fingerprinted under US-VISIT in error. I'd like to follow up with you and send you some additional names of "G" visa holders that reported being subject to US-VISIT.

The following the provide the provided the provid



Can you provide me with any feedback or assurance that the erroneously gathered info has been deleted? The world bank would appreciate any feedback.

Thanks for your help, please feel free to call me.

visa office

38 A-1

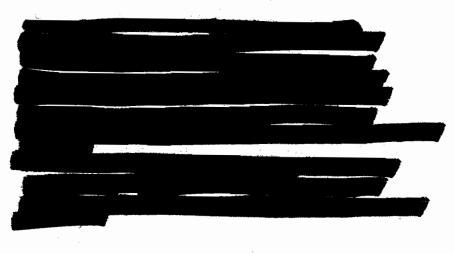
-----Original Message-----

From: Sent: Tuesday, February 03, 2004 6:20 PM To: Cc: International Contemporation

1

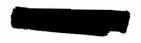
Subject: Re: US-VISIT (Urgent)

Thank you for the reminder- attached is the list of staff members and Consultants that were fingerprinted and fotographed at the port of entry. We would appreciate your advice and guidance as to how we should proceed to clear their records. Regards



To: 01/09/2004 04:12 cc:

PM Subject: US-VISIT program



38 A-

Dear sir/madam,

I read recently that you recommend that all staff report to you if they were wrongly requested to be fingerprinted and photographed upon arrival in the US. Ind have a G4 visa. However, upon arrival at Reagan National airport on December 30th I had to submit to both fingerprinting and being photographed without any explanation for the violation of the US-VISIT rules and regulations.

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I am writing to the Dept for Homeland Security, copied to the Department of State, to complain.

Could you tell me what action the second state of the second state of the second state of at least 2 other G4-holding staff who were wrongly fingerprinted and photographed)?

Many thanks,

Forwarded	on 01/19/2004 07:45 PM
01/12/2004 02:34	Subject: Registration/fingerprinting of G-4 visa holder (myself)
PM	

Further to the recent kiosk announcement I wanted to let you know that I was fingerprinted and photographed despite having a G-4 visa. I entered the US at BWI airport from the UK. When I asked the immigration officer why I was being fingerprinted (with a G-4 visa) he responded that if I did not consent to the procedure I would be sent back to the UK.

Here are my details:

38 A-3

May I request your help in having my biodata removed from the US-VISIT database since it contravenes the G-4 exemption.

Please let me know.
many thanks
Forwarded by on 01/19/2004 07:45 PM
To: HR Visa Services
01/14/2004 02:07
PM Subject: G-4 / G-1 visa exemption from US-VISIT biometric/fingerprinting program.

38 A-L

For the record, I am a G-4 holder and when I entered the US at Dulles Airport, on Jan. 1, 2004 I was fingerprinted and photographed.

Forwarded by	on 01/05/2004 05:07 PM
	ν <u>κ</u>
To:	
01/05/2004 09:55	
AM Su	bject: assistance on US immigration procedure

; 3/10/2004

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*	-	ı,

I am a second and hold a G4 visa. I also have a second visa issued on the second which I obtained for coming to the second for the job interview. I had to go through Special Registration Process when I arrived in the US on this visa. fingerprinted, photographed and all that. Now every time I enter the US, the system shows both my visas and I have to go the office to get clearance. I was told to contact the State Department to find out whether this two step process can be removed and they can just look at my G4 status. I need your advice/assistance on this.

کر • •

Thanks

Forwarded by 1000 01/05/2004 05:07 PM
To: HR Visa Services
cc:
01/05/2004 03:29 Subject: Fingerprinting/Photographing Requirements
PM
· ·

Dear (HR Visa Services) Colleagues,

ł

The purpose of this e-mail is to follow up on the Kiosk announcement which was posted earlier today and to inform you that, upon entering the US through Puerto Rico (San Juan airport) on Saturday (January 3, 2004), I was required to be fingerprinted and photographed by the INS -- and I complied.

Forwa:	rded by I	- <u></u>		on 01/05/2004 05:0	7 PM	
				N		
		To:	HR Visa Services			
	01/05/2004 03	3:56	cc:			
	PM	Sub	ject: G-4 Visa Holders	Exempt from New I	Photographing/Fingerpr	rinting
			Requirements	\$1		

5

To whom it concerns:

This is to inform you that my husband and I were photographed and fingerprinted on our return to the USA from **Tables** on December 30, 2003 at Dulles airport. We were told by the custom officer that we had just misssed it because G-4 Visa holders were exempted on December 29.

I just received the information on photographing/fingerprinting today as it was my first day back in office. We left the US for **Equation** on December 16th.

Forwarded by	on 01/05/2004 05:07 PM
To:	
01/05/2004 03:57	cc:

38 A.6

	FW: US-VISIT (Urgent)		
,	· · · ·		
	PM Subject: finger printing and photograph		
		• • • • • • • • • • • • • • • • • • •	
	•		
-	Γο Visa services:		
	just read your article		
p v	stating that G4 visa holders should not be subject to finger printing and shotographing, and that we should report to you if this happened. I am a G4 visa holder and I was subject to this procedure when I entered the country on December 20.	(· · · · · · · · · · · · · · · · · · ·	
Т	Thanks,		
		 •.	
	Forwarded by on 01/05/2004 05:07 PM		·
	To: HR Visa Services		
	01/05/2004 04:05 cc:		
	PM Subject: Finger printed and photographed		

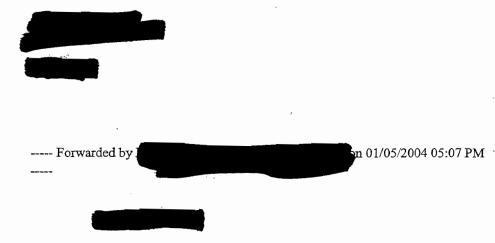
I just read a message in which says that G4 Visa holders are nor required to be finger printed and photographed.

: 38 A-7

I flew back from Peru last Saturday, Jan. 3 and when going through immigration, I was required to be finger printed and photographed. Besides, when making the connection in Miami to Washington D.C. I was asked to unlock my suitcase for screening. I was told that it would be taped but when I received my suitcase, it was unlock.

Sincerely,					
Forwa	rded by I			Bn 01/05/2004	05:07 PM
·					
	Т	ſo:	HR Visa Services		
	01/05/2004 04:3	5	cc:		b*
	PM	Sub	ject: fingerprinting		
	81655 CICI C				

In accordance with the attached I report that I and my family G-4 visa holders were made to be fingerprinted and photographed by a Chicago border control officer January 1, 2004, upon our entry into US.



38.A.S

3/10/2004

To: HR Visa Services

01/05/2004 04:54 cc:

 \mathbf{PM}

Subject: Re: G-4 visa holders exempt from New Photographing/Fingerprinting

Requirements

FYI

I came back on December 30th from France and I have been fingerprinted and photographed at Dulles. The officer was as surprised as I was that G4 holders needed to go throught this procedure.

Please advise.

Thanks

G4 holder

(
	> co	c:	
	Su	bject: US-VISIT	
	01/20/2004 05:05		

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38 A-9

re: our discussion this morning about G visa holders that reported being fingerprinted and photographed upon entry-As yet, I have not received any detail (such as names/dates) from anyone at **Control** I just wanted to let you know.

Ý.

Regards,

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38 A-10

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June 3, 2004

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We have granted your request to delete the biometric data collected from you by the US-VISIT Program. We reviewed your records and found that, as a G-4 visa holder, you are exempt from participating in the US-VISIT program. Your biometric data on file with US-VISIT has been deleted and we apologize for any delays or inconvenience you experienced.

If you are not satisfied with our response or construe our action as a denial of your request, you are entitled to send an appeal to the DHS Chief Privacy Officer, Nuala O'Connor Kelly, who will review your appeal and provide final adjudication on the matter. The DHS Chief Privacy Officer can be contacted at: Privacy Office, Department of Homeland Security, Washington, D.C. 20528, USA, ATTN: US-VISIT Appeal. The fax number is 00-1-202-772-5036.

If you have any questions, please contact me on 00-1-202-298-5200 or by fax on 00-1-202-298-5201.

Sincerely,

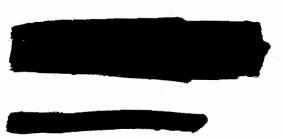
teven P. Montes

Steven P. Yonkers Privacy Officer, US-VISIT Border and Transportation Security U.S. Department of Homeland Security Washington, D.C. 20528

www.dhs.gov



June 3, 2004



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Sincerely,

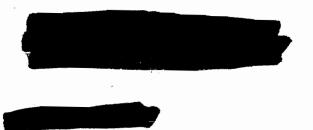
. yenden

Steven P. Yonkers Privacy Officer, US-VISIT Border and Transportation Security U.S. Department of Homeland Security Washington, D.C. 20528



June 3, 2004

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Sincerely,

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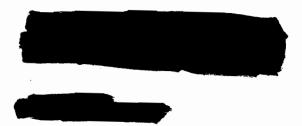
Steven P. Yonkers Privacy Officer, US-VISIT Border and Transportation Security U.S. Department of Homeland Security Washington, D.C. 20528

38 353



June 3, 2004

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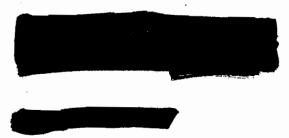
Steven P. Yonkers

Privacy Officer, US-VISIT Border and Transportation Security U.S. Department of Homeland Security Washington, D.C. 20528

38 B-L



June 3, 2004



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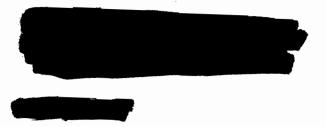
Sincerely,

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Steven P. Yonkers Privacy Officer, US-VISIT Border and Transportation Security U.S. Department of Homeland Security Washington, D.C. 20528



June 3, 2004



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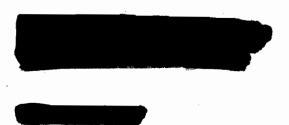
Privacy Officer, US-VISIT Border and Transportation Security U.S. Department of Homeland Security Washington, D.C. 20528

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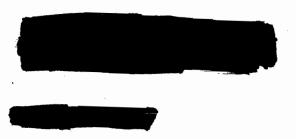
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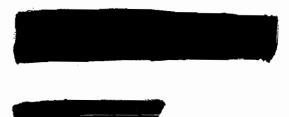
Privacy Officer, US-VISIT Border and Transportation Security U.S. Department of Homeland Security Washington, D.C. 20528

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www.dhs.gov



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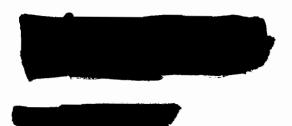
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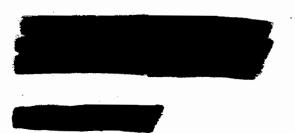
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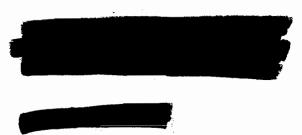
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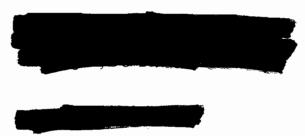
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