U.S. Citizenship and Immigration Services

Lockbox Presentation Topics

- This presentation will answer the following questions:
    - What is the Lockbox and its role in processing applications?
    - Who can customers contact with Lockbox processing issues?
    - What happens to an application after it is received by a Lockbox facility?
    - What are some filing tips to avoid common problems?
    - If a client sends a personal check, does that slow down processing?
    - What should be written on a money order?
    - How should filing packages be assembled (what order to use for each document, whether to fasten and by what method, etc.)?

U.S. Citizenship
and Immigration
Services

Introduction to USCIS Paper Intake (Lockbox)

- A Lockbox is a secure facility used by government agencies and private organizations to facilitate the collection and deposit of fees.

- The Department of Treasury designated a financial agent to perform Lockbox services for USCIS. The Lockbox service provider manages the intake of USCIS benefit applications and the collection of associated fees submitted directly by mail. The Lockbox service provider does not approve or deny petitions/applications received.

- USCIS Lockbox facilities are located in Chicago, IL; Phoenix, AZ; and Lewisville, TX.

U.S. Citizenship and Immigration Services

Lockbox Customer Support

- About 80 percent of applications are processed within 48 hours of receipt.

- The acceptance rate for incoming applications is around 90 percent.

- Customers and their representatives who have intake questions about an application filed at a Lockbox facility may write to Lockboxsupport@dhs.gov.

USCIS Lockbox Services

- The Lockbox Service provider performs the following activities when processing incoming applications:

  - Receive, open, sort and stage mail.

  - Prepare and scan documents.

  - Enter document data in system from scanned images.

  - Accept or reject applications and related fees based on business rules.

  - Balance applications and fees. Deposit payments to the U.S. Treasury

  - Send receipt notices for accepted applications to the applicant and designated representative.

  - Return rejected applications to the applicant or designated representative.

  - Transmit application data to USCIS and payment data to U.S. Department of Treasury.

  - Send application files to the appropriate USCIS service center or field office for further processing.

General Lockbox Filing Tips

- Lockbox filing tips are also posted in the "Related Links" section on the www.uscis.gov form landing pages.

- Please read and follow the form filing instructions.

- Make sure your form is neat and legible, and keep all entries within the spaces provided on the form.

- Complete the form in black ink and do not use highlighters or correction fluid. Use of these items may prevent our scanners from reading the information on the form.

- Use the current form version and mail all pages of the form.

- When possible, use the Adobe fillable forms available online at www.uscis.gov. When completed electronically, these forms include features that will assist customers.

- Pay the correct fee. Incorrect fee is a primary reason forms are rejected at a Lockbox facility.

- Sign the form in the correct section. A handwritten signature is required. Forms without signatures or signatures in the wrong place will be rejected.

U.S. Citizenship
and Immigration
Services

Paying Immigration Fees at a Lockbox Facility

- Bank drafts, cashier's checks, certified checks, personal checks and money orders must be drawn on U.S. financial institutions and payable in U.S. funds.
    - Although one check covering multiple applications is acceptable, we recommend submitting separate checks or money orders when multiple applications are filed.

- Make the check or money order payable to U.S. Department of Homeland Security (not "USDHS" or "DHS")
    - No additional notations are required on the check or money order.

- Paying by Personal Check
    - Electronic Deposit of Checks – your check will be converted into an electronic fund transfer and funds may be drawn from your account faster than processing a paper check.
    - Paying by personal check will not delay your application.

U.S. Citizenship
and Immigration
Services

Paying Immigration Fees at a Lockbox Facility (cont.)

- Paying by Personal Check (cont.)
  - All checks must be typed or written in ink.
  - Write in numbers the exact dollar amount of the fee for the service you are requesting.
  - Spell out the exact dollar amount of the fee for the service you are requesting.
  - Sign the check using your legal signature.
  - Ensure the check is not postdated or stale (more than a year old).

U.S. Citizenship
and Immigration
Services

Application Package Assembly

- Place the check or money order on top of the related application.

- Attorneys or accredited representative filing Form G-28 must include one for each application. The Form G-28 should be place near the top of the application package.

- Use Form G-1145 to request an e-Notification that your application has been accepted by a Lockbox facility and place it on top of the application.

- Place supporting documentation behind the application.

- The Lockbox service provider will assemble each application in the package in the correct processing order before it is scanned.

U.S. Citizenship
and Immigration
Services

Application Package Assembly (cont.)

- We recommend the following:
    - Do not use binders or folders that cannot be easily disassembled.
    - Use fasteners to hold together thick or bulky applications or petitions.
    - Avoid using heavy-duty staples; instead use fasteners or heavy clips.
    - Avoid submitting originals unless specifically required.
    - Avoid submitting oversized documentation when possible.
    - Do not send documents or supporting evidence not required by the form filing instructions.
    - Do not send documents or fees in separate envelopes. The Lockbox service provider cannot match documents and applications mailed in separate envelopes.

U.S. Citizenship and Immigration Services