



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

FEB 18 2014

MEMORANDUM FOR: Directors, Field Operations
Director, Preclearance Operations
Office of Field Operations

FROM:

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

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Acting Executive Director
Admissibility and Passenger Programs

SUBJECT: I-94 Corrections

On May 31, 2013, the Office of Field Operations (OFO) issued field guidance entitled, "I-94 Automation: Deferred Inspection Sites". The May 13, 2013 memorandum instructed Deferred Inspection Sites (DIS) to assist travelers in locating and obtaining I-94 records. A common reason travelers are unable to locate their I-94 records or need assistance is due to CBP errors during form creation. DIS are responsible for correcting CBP related I-94 errors, which include but are not limited to failure to create an I-94,

(b) (7)(E)

It has come to the attention of OFO that many DIS are turning travelers away or refusing to assist in creating or correcting I-94s. This memorandum is to instruct all DIS to assist travelers in locating or correcting I-94s regardless of the travelers original port of arrival. Field offices or ports of entry can set guidelines on how and when assistance is provided, e. g. setting hours, establishing an email box, accepting faxed requests, but travelers will not be turned away.

Please ensure that this memorandum is disseminated to all ports of entry within your jurisdiction. Should you have any questions or require additional information, please contact (b) (6), (b) (7)(C) Director, Enforcement Programs Division, at (b) (6), (b) (7)(C)