
From: [REDACTED]
Sent: Friday, March 18, 2016 4:18 PM
To: jeffrey E.
Subject: RE: Re:

Good morning. I just spoke with Supervisor [REDACTED] in Newark and there is no problem regarding your pilot and any potential fine. He understands that may have been told to you but it would be his decision and he has no plans to pursue that.

However your people should always save those conformation numbers just in case anyone ever claims that you failed to file.

As far as the issue of them not seeing that you and your guests had been processed here in STT, you have my apologies.

The officer that processed your flight, processed it as a commercial flight instead of a private flight. Those are two separate data bases and unfortunately they were unable to see it that at the General Aviation Facility in Newark.

The officers in Newark had to proceed based on the information they had at the time.

Again you have my apologies and the issue was discussed with the officer who made the error and hopefully it will not happen again.

We appreciate that you are always patient while going through our process and I hope this clears up for you what happened.

As always, please feel free to contact me with any issues or concerns you may have regarding our processes.

Thanks and have a great day!

[REDACTED]

[REDACTED]
Supervisory CBPO

Professionalism Service Manager

St. Thomas, VI

W [REDACTED]
[REDACTED]

From: jeffrey E. [mailto:jeevacation@gmail.com]
Sent: Thursday, March 17, 2016 9:30 PM
To: [REDACTED]
Subject: Re:

he said the passengers were " not processed" ??

On Thu, Mar 17, 2016 at 3:48 PM, [REDACTED] wrote:

Good afternoon.

I'm not sure what happened but the APIS page would not be affected by anything in STT.

If they are threatening to fine the pilot for not filing, the pilot can present the conformation number received when he did the electronic notification and that should solve that problem.

I am showing your preclearance from STT in the system so I am not sure exactly what he was referring to.

I will try to reach out to the supervisor up there and see if I can find out what was missing from the STT end.

I'll follow up with you when soon.

I apologize that you are experiencing these issues again.

[REDACTED]
Supervisory CBPO

Professionalism Service Manager

St. Thomas, VI

W [REDACTED]
[REDACTED]

From: jeffrey E. [mailto:jeevacation@gmail.com <mailto:jeevacation@gmail.com>]
Sent: Thursday, March 17, 2016 6:02 AM
To: [REDACTED]
Subject:

hi, just thought I should let you know, yesterday flying my 727 908 JE and preclearing in st thomas. Upon arrival in Newark , Supervisor [REDACTED] had my passengers taken to immigration . they said there was a computer problem from st thomas. One off the passengers . a woman with an asylum application pending, work authorization and a social security card, was asked for her passport and in it given a B 2 tourist visa. . The other passenger was stamped in as well , though they did not change her departure date. Only the week before , this time on our way to Teterboro . the pilot received an emergency call from his wife that said , the Aepis form was not transmitted and that Customs was going to fine the pilot. After much talk on the satellite phone from the cockpit , again they said it was some " glitch " with St thomas. .----thought you should know, hope you are well

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please note

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