

From: "jeffrey E." <jeevacation@gmail.com>
To: "Heil, James" <[REDACTED]>
Subject: Re: Re:
Date: Wed, 17 Dec 2014 00:31:19 +0000

what is their reasoning if you can tell me?

On Tue, Dec 16, 2014 at 6:26 PM, Heil, James <[REDACTED]> wrote:

Sir.....It's not done yet!!! Ugh. I am getting some feedback from West Palm now, why they feel it is required but give me time and I will make this right! Sorry for the premature claim of resolution. But this issue rears its ugly head every year and this time I am going to try to make sure it never does again! I will keep you informed. You have a great holiday as well!

Respectfully;

James Heil

Supervisory CBPO

St. Thomas, VI

W [REDACTED]

[REDACTED]

From: jeffrey E. [mailto:jeevacation@gmail.com]
Sent: Tuesday, December 16, 2014 2:54 PM
To: Heil, James
Subject: Re:

i can't thank you enough. I realize that the vi presents unusual issues for CBP , and having you coordinate the correct procedures is extremely kind and helpful. have a nice holiday

On Tue, Dec 16, 2014 at 2:50 PM, Heil, James <[REDACTED]> wrote:

Good afternoon sir. I hope all is well!

I spoke with the Passenger Service Manager (PSM) in West Palm and he was very helpful. I shared your tail number with him and he said he is familiar with you and requested that I provide you with his cell number to allow you to contact him directly with any issues that may arise regarding West Palm. His name is Supervisor Gerry Martinez and he is the supervisor assigned specifically to deal with issues of this type. Here is his cell number ([772-216-9469](tel:772-216-9469)). I also forwarded him some information that he can hopefully share with his airport officers to avoid these types of issues in the future.

As far as Bedford, I passed on the information through the Passenger Service Manager at Logan and he responded to me that he has passed it on to the Bedford Airport. Hopefully that will be the end of the problem at those two airports but please feel free to contact me anytime that I can be of help.

As far as Teterboro, I haven't yet made contact with their Passenger Service Manager but I am still working on it. Hopefully I can get that done soon as well!

I will update you as soon as I have any information regarding Teterboro.

Respectfully;

James Heil

Supervisory CBPO

St. Thomas, VI

W [REDACTED]

[REDACTED]

From: Heil, James

Sent: Sunday, December 14, 2014 5:11 AM

To: [REDACTED]

Subject: Re:

You're welcome. I will do whatever I can to help. I will be in touch after I make some calls.

From: jeffrey E. [<mailto:jeevacation@gmail.com>]

Sent: Sunday, December 14, 2014 04:59 AM

To: Heil, James

Subject:

thanks for you help. I sincerely appreciate it. . My airports in the states are few. west palm, teterboro nj, and bedford .logan . We have been told to file eApis many times. passenger in west palm , had b2 visa , entry permission shortened. passenger in logan was held until her Advanced parole was stamped again for entry, . my tail numbers are 212 JE , and 908 JE. It would be a great help to have a written document that lays out the rules. thanks in advance

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