



## U.S. Immigration and Customs Enforcement

### **THE SAN FRANCISCO OFFICE OF THE CHIEF COUNSEL** **ELECTRONIC SERVICE FACT SHEET**

The San Francisco Office of the Chief Counsel (OCC SFR) will begin the use of eService. Participation is voluntary and is a substitute for in-person service and service through regular mail.

E-mail Addresses: Please direct your eService filing to the following email box: [OPLA-SFR-eService@ice.dhs.gov](mailto:OPLA-SFR-eService@ice.dhs.gov).

#### Terms and Conditions of Use:

1. E-Service is limited to the following types of documents filed with either the Immigration Judge or the Board of Immigration Appeals:
  - a. Motions
  - b. Briefs
  - c. Applications
  - d. Exhibits in Support of Relief Applications
  - e. EOIR and DHS Forms (EOIR-28, EOIR-26, etc.)
2. General inquiries and specific questions should be directed to the duty attorney mailbox at [DutyAttorney.SFR@ice.dhs.gov](mailto:DutyAttorney.SFR@ice.dhs.gov). Requests for prosecutorial discretion (including JMTRs) should be submitted to the prosecutorial discretion mailbox at [OPLA-PD-SFR-OCC@ice.dhs.gov](mailto:OPLA-PD-SFR-OCC@ice.dhs.gov).
3. All messages delivered to the eService mailbox other than those including documents for service will be deleted without being read.
4. Any filings over 100 pages, total, will not be accepted via eService and must be filed in hard copy with OCC SFR. Filings with more than fifty pages must be separated into two attachments. If your attachment(s) exceeds 25 Megabytes (MB) of data storage or are too large to open they will be rejected.
5. All pages must be clearly scanned and in a PDF format.

6. Subject lines/document names.

- a. The subject line must include (in this order): A-number; detained or non-detained; document type/s; Immigration Judge; and next hearing date (if available). Do not include any other information in the subject line, i.e., **do not** include the name of your client.

Examples:

1. A023456789; MTRreopen and G-28; IJ Lyons; NHD<sup>1</sup> unassigned
2. A987654321; EOIR 28; IJ unknown; NHD-5/18/14
3. A999999999, Documents in support of 42B; IJ King; NHD-3/23/15

- b. Documents must be named (in this order): A-number, document type, date.

1. A123456789; MTRreopen; DD/MM/YYYY
2. A087654321; EOIR 28; DD/MM/YYYY
3. A999999999; Documents in support of 42B; DD/MM/YYYY

7. Documents must be saved as standard Portable Document Format (PDF) files only, and must be attached to the e-mail correspondence. OCC SFR will not access documents through hyperlinks to storage servers, file drop-boxes, "cloud" servers, or other sources.

8. The body of the e-mail must include the following information:

- a. A-Number
- b. The full title of the document being filed
- c. Attorney's Name, Mailing Address, Telephone Number, and e-mail address

*Note:* Electronic correspondence containing only attachments and without text in the body of the e-mail will not be opened by OCC SFR and will be deemed improperly served.

9. Within 1-2 business days, an e-mail will be sent to the sender if the filing is rejected, with the reason why the filing has been rejected. This e-mail box is checked Monday - Friday, 8:30 AM - 4:30 PM.

10. Participants in eService will receive an auto-reply message advising that OCC SFR has received electronic service of the participant's submission. Proper service through the eService mailbox is considered a substitute for service by mail; therefore, it is not necessary to provide a duplicate submission by regular mail. The auto-reply will serve as acknowledgement of receipt of proper service, unless you receive a return e-mail advising that the service has been rejected and the reason why.

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<sup>1</sup> Next Hearing Date

11. By serving documents electronically through this system, the alien and his representative consent to receipt of service of ICE submissions by electronic service in accordance with DHS policies, which requires that documents served by DHS must be encrypted and password protected.
12. Acceptance of electronic documents in compliance with this agreement constitutes proper service as required under 8 C.F.R. § 1003.32 and waives objections relating to service requirements under Immigration Court Practice Manual Chapter 3.2(c).
13. Any and all documents served through eService must comply with all filing deadlines set by order of the Immigration Judge, deadlines as required by regulation or as set forth in the Immigration Court Practice Manual Chapter and Appendix D thereto. Untimely service may result in an objection to the admission of the submission into the record.
14. Participants in eService acknowledge and agree to a limited waiver of data security that shall only attach to the electronic service and transmittal of documents that may contain sensitive personally identifiable information (SPII). Participants in eService should be aware however that U.S. Immigration and Customs Enforcement (ICE) cannot ensure that information transmitted outside of the DHS network will remain secure during transmission. Please be advised that this waiver applies to both your receipt of information transmitted by ICE and the transmission of information from you to ICE. Please also be advised that: 1) from the time information leaves the DHS network until receipt by your email system; and 2) during the time that information is being transmitted by your email system to the DHS network, the information contained within the email, including but not limited to SPII, is not necessarily secure against interception. You are strongly encouraged to encrypt any documents containing SPII prior to sending to the Office of Chief Counsel via e-mail and to send passwords under separate cover. By participating in eService you expressly agree to assume the risk that SPII might be intercepted during transmission to or from the DHS network and as a result be obtained by or disclosed to third-parties.
15. By serving documents electronically through this system, the alien and his representatives consent to these Terms and Conditions of Use.
16. E-mails that do not comply with the Terms and Conditions of Use may be rejected and ICE may object to the admission of the documents into the record. Violation of the Terms and Conditions of Use or misuse of the eService mailbox will result in suspension of eService access and rejection of future.