
From: jeffrey E. <jeevacation@gmail.com>
Sent: Tuesday, March 29, 2016 1:27 PM
To: lvjet; Karyna Shuliak
Subject: Fwd: Re:

----- Forwarded message -----

From: [REDACTED]
Date: Tue, Mar 29, 2016 at 8:43 AM
Subject: RE: R=:
To: "jeffrey E." <jeevacation@gmail.com <mailto:jeevacation@gmail.co=>>

You can call me at [REDACTED]. If you have trouble getting through you can call my cell at <= href=" [REDACTED] value=" [REDACTED] target="_blank">[REDACTED]. I am here until 2:00<=p>

[REDACTED]
Supervisory CBPO

Professionalism Service Manager

St. Thomas, VI

[REDACTED]@dhs.=ov> <=p>

From: jeffrey E. [mailto:jeevacation@gmail.com]
Sent: Tuesday, March 29, 2016 7:46 AM
To: [REDACTED]
Subject: Re:

fyi, when the pilots called customs =A0 in newark, before filing aepis, he was told to also file a =ec. he said that it normally is not necessary, as =e are filing aepis but they were firm, . the super=isor last night (glazier) , said I wasnt cleared in, but my passenger was?? =C2 may i call you , if so, can i have a number

On Tue, Mar 29, 2016 at 7:05 AM, [REDACTED] wrote:

No, this is not any fault of yours. And this is not someone in Newark causing this to occur.=C2

<=u>

Once again this was an error on our end here in St. Thomas and I apologize for that. It was the exact same error that occurred last week. Last week I addressed it with the officer who was responsible and now I can see I need to do more and address it with every one of our officers.

<=u>

The error that occurred was that we again input your flight as a commercial flight and when you arrived to Newark, they were looking for a general aviation/private flight.

<=u>

Again you have my apologies and I am beginning this morning with instructions to all officers what the proper procedures are for the processing of private flights.

<=u>

We always appreciate your patience and the fact that you are respectful to our employees and we try to provide you with the best service possible.

<=u>

You have my assurance that this is being addressed and I will do everything I can to make sure it doesn't happen again.

<=u>

<=u>

<=u>

Respectfully;

<=u>

[REDACTED]

Supervisory CBPO

Professionalism Service Manager</pan>

St. Thomas, VI<=u>

[REDACTED]

<=u>

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

Sent: Monday, March 28, 2016 9:29 PM

To: [REDACTED]

Subject:

I was told upon arrival tonight in newark , th=t i had not been cleared in , though again we pre-cleared st t=omas. I m not sure if this is just one of the standard=C2 faux reasons given to those that may decide to re -inspect. ? (as =ou know Im very respectful of people just doing their job , or if I=had annoyed someone by sending the letter to homeland asking for cla=ification on procedure. they just swiped my passport . ?

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please no=

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please no=

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