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**From:** Heil, James [REDACTED]  
**Sent:** Thursday, March 17, 2016 8:13 PM  
**To:** jeffrey E.  
**Subject:** RE: Re:

My pleasure. Safe travels.

James Heil

Supervisory CBPO

Professionalism Service Manager

St. Thomas, VI

W [REDACTED]  
[REDACTED]

From: jeffrey E. [mailto:jeevacation@gmail.com]  
Sent: Thursday, March 17, 2016 3:59 PM  
To: Heil, James  
Subject: Re:

I really appreciate it

On Thursday, 17 March 2016, Heil, James <[REDACTED]> <mailto:[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.

James Heil

Supervisory CBPO

Professionalism Service Manager

St. Thomas, VI

W [REDACTED]

[REDACTED] <javascript:\_e(%7B%7D,'cvml',[REDACTED]);>

From: jeffrey E. [mailto:jeevacation@gmail.com <javascript:\_e(%7B%7D,'cvml','jeevacation@gmail.com');> ]  
Sent: Thursday, March 17, 2016 6:02 AM  
To: Heil, James  
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 Donnigan 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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