
From: Heil, James <[REDACTED]>
Sent: Tuesday, March 29, 2016 11:06 AM
To: jeffrey E.
Subject: RE:

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

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.

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.

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.

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.

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

Respectfully;

James Heil

Supervisory CBPO

Professionalism Service Manager

St. Thomas, VI

W [REDACTED]
[REDACTED]

From: jeffrey E. [mailto:jeevacation@gmail.com]
Sent: Monday, March 28, 2016 9:29 PM
To: Heil, James
Subject:

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

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please note

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