
From: jeffrey E. <jeevacation@gmail.com>
Sent: Tuesday, December 16, 2014 6:54 PM
To: Heil, James
Subject: Re:

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

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

Good afternoon sir. =AO I hope all is well!

I spoke with the Passeng=r Service Manager (PSM) in West Palm and he was very helpful. = 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 regard=ng West Palm. His name is Supervisor Gerry Martinez and he is the su=ervisor assigned specifically to deal with issues of this type. =AO Here is his cell number [REDACTED]

[REDACTED] I also forwarded him some information that he can hopefully share with his airpor= officers to avoid these types of issues in the future.

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

As far as Teterboro, I h=ven't yet made contact with their Passenger Service Manager but I =m still working on it. Hopefully I can get that done soon as well!=C2

I will update you as soo= as I have any information regarding Teterboro.

Respectfully;<=u>

James Heil<=u>

Supervisory CBPO

St. Thomas, VI=u>

[REDACTED]

[REDACTED]

From: Heil, James
Sent: Sunday, December 14, 2014 5:11 AM
To: 'jeevacation@gmail.com <mailto:jeevacation@gmail.com>'
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 =. [mailto:jeevacation@gmail.com <mailto:jeevacation@gmail.com>]
Sent: Sunday, December 14, 2014 04:59 AM
To: Heil, James
Subject:

thanks for your 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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please no=

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