



June 26, 2007

# USCIS Update

## California Service Center (CSC) Experiencing System Delays

WASHINGTON – The California Service Center (CSC) is experiencing systems problems that are causing delays in the printing of certain notices. USCIS believes the delays are primarily affecting approval notices for cases decided between April 2007 and the present, although production of some receipt notifications may be affected as well. USCIS is attempting to identify the source of the problem and generate the delayed notices as quickly as possible. In the interim, CSC has established interim procedures to help facilitate the needs of its customers.

- If USCIS has cashed your remittance check and you have yet to receive a ***receipt notice***, please verify your case's status on-line using the receipt number indicated on your cancelled check. If you don't know your receipt number, please contact the National Customer Service Center (NCSC) toll-free at 800-375-5283 for your receipt number.
- If you believe that you haven't received an ***approval notice*** (for example - you check the online system and it indicates that your case was approved and you have not received an approval notice), USCIS encourages you to submit an inquiry to the e-mail box: [CSC.NoNotice@DHS.Gov](mailto:CSC.NoNotice@DHS.Gov). Please include your receipt number and/or your "A" number with your inquiry. USCIS expects to respond to email inquiries within 30 calendar days.

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