



OFFICE *of* GOVERNMENT INFORMATION SERVICES

January 4, 2016—Sent via email

[REDACTED]
[REDACTED]

Re: Case No.: 201600078
NG: CM

NATIONAL
ARCHIVES
and RECORDS
ADMINISTRATION

8601 ADELPHI ROAD
OGIS
COLLEGE PARK, MD
20740-6001

web: www.ogis.archives.gov
e-mail: ogis@nara.gov
phone: 202-741-5770
toll-free: 1-877-684-6448
fax: 202-741-5769

Dear [REDACTED]:

This responds to your October 15, 2015 request for assistance from the Office of Government Information Services (OGIS), which we received via email. Your request for assistance pertains to your firm's Freedom of Information Act (FOIA) request to U.S. Customs and Border Protection (CBP).

As you may be aware, Congress created OGIS to complement existing FOIA practice and procedure; we strive to work in conjunction with the existing request and appeal process. The goal is for OGIS to allow, whenever practical, the requester to exhaust his or her remedies within the agency, including the appeal process. OGIS has no investigatory or enforcement power, nor can we compel an agency to release documents. OGIS serves as the Federal FOIA Ombudsman and our jurisdiction is limited to assisting with the FOIA process.

I understand that your firm made a request to CBP for records related to [REDACTED]. CBP responded to your request on [REDACTED], informing you that it found no records responsive to your request; the letter also explained how to file an administrative appeal of the agency's decision. On [REDACTED], you sent correspondence to CBP's FOIA office, providing additional information about [REDACTED] to help the agency locate records. You have received no further response to this request, and you asked OGIS to look into this matter.

In response to your submission, we contacted CBP to inquire about your firm's request and whether the agency considered your February 17, 2014 follow-up correspondence to be an administrative appeal. CBP FOIA staff found no record of an administrative appeal for request [REDACTED]. The agency recommends that your firm file a new FOIA request that includes the additional information you provided in your [REDACTED] correspondence.



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I hope that this information about your request is useful to you. Thank you for contacting OGIS; we will now consider this matter closed.

Sincerely,

/s/

JAMES V.M.L. HOLZER

Director

cc: CBP FOIA

We appreciate your feedback. Please visit <https://www.surveymonkey.com/s/OGIS> to take a brief anonymous survey on the service you received from OGIS.