



# Stakeholder Message

## **USCIS Lockbox Updates**

Due to the COVID-19 pandemic and other factors, USCIS is experiencing delays in issuing receipt notices for some applications and petitions filed at a [USCIS lockbox facility](#). The information below explains the current state of our lockbox operations and the issues affecting receipt notices.

### **Current Situation**

As a result of COVID-19 restrictions, an increase in filings, current postal service volume and other external factors, you may experience a delay of four to six weeks in receiving your receipt notice after properly filing an application or petition with a USCIS lockbox. These delays will not affect the receipt date which is determined pursuant to 8 C.F.R. 103.2(a)(7). Delays may vary among form types and lockbox locations. In some cases, you may experience significant delays if you filed a non-family based Form I-485, Application to Register Permanent Residence or Adjust Status, or Form I-765, Application for Employment Authorization, based on eligibility categories described in 8 C.F.R. 274a.12(c)(3), relating to F-1 students.

The health and safety of our workforce remains a top priority. Across all USCIS offices, including lockbox facilities, the agency has taken necessary measures such as increased social distancing and frequent cleaning in accordance with the Centers for Disease Control guidance to mitigate the spread of COVID-19. Some lockbox operations in locations that have been severely impacted by COVID-19 must adhere to stricter local guidelines.

### **What USCIS Is Doing**

The USCIS lockbox workforce<sup>1</sup> is working extra hours and redistributing its workload in order to minimize delays. Once we open and process your application, we print and mail the receipt notice. We do not anticipate any receipting delays that would result in a payment that is past its validity date.

### **What You Can Do**

If you have already filed your application and are waiting for your receipt notice, we appreciate your patience. We are working as quickly as possible to complete the intake of all filings.

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<sup>1</sup> The USCIS lockbox facilities located in Chicago, Illinois; Phoenix, Arizona; and Lewisville, Texas, are operated by a Department of Treasury designated financial agent, plus federal staff.



## U.S. Citizenship and Immigration Services

*Office of Public Affairs*

You can take steps to decrease the time it takes us to process and send your receipt notice or find out the status of your case:

- [File online](#) (if this option is available for your form type) and receive immediate confirmation that we have received your form instead of waiting for the mail;
- Create a free [USCIS online account](#) and check the status of your case from your mobile device, anywhere, anytime using our [case status online tool](#); or
- Complete [Form G-1145, E-Notification of Application/Petition Acceptance](#), and clip it to the front of your form when filing at a USCIS lockbox to request a text message and/or email when we accept your form.

Finally, visit our [Form Filing Tips](#) webpage for more information on filing with USCIS and our [online tools](#) for help in managing your application.

Kind regards,  
Public Engagement Division