

**Recommendation #17**  
**Immigration Postal**

On July 29, 2005, the Ombudsman made a recommendation to USCIS **to eliminate the postal meter mark “Return Service Requested” on USCIS envelopes, thereby allowing all USCIS correspondence to be forwarded to applicants/petitioners.**

On December 27, 2005, Acting Deputy Director Robert Divine responded to this recommendation. In that response, Mr. Divine stated that a working group was being formed to discuss when it would be appropriate to request return service and when to allow the forwarding of mail. Postage meters are being replaced at USCIS facilities around the country. This will allow for standardized meter marks or the removal of meter marks, if necessary.

USCIS agrees with the need to standardize the way we process mail. With the replacement of the postage meters, the time is ripe for standardization. The working group will determine which types of mail, if any, need to retain the mark “Return Service Requested.” Once these issues are resolved, guidance will be distributed, as appropriate, to the field offices.