



Office of Migration and Refugee Services
Immigration Legal Services Program

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Updates to USCIS's Mailing and Delivery Services

U.S. Citizenship and Immigration Services (USCIS) announced that it is now using the U.S. Postal Service's (USPS) Signature Confirmation Restricted Delivery service to mail Permanent Residence Cards (Green Cards) and other secure documents beginning April 30, 2018.

What does this mean?

- It will be more difficult to receive documents like a permanent residence card, employment authorization card, or travel document at your home address.
- You must now be present, present identification, and sign for documents when they are delivered to your home.
- If you are not in your home when the document arrives, it will be returned to the Post Office where it will remain for a period of time (the exact amount of time is unknown). If you do not go to the Post Office to claim your document, it will be sent back to USCIS.
- Getting your secure document mailed to your home address a second time can take up to 6 months and may not be possible if too much time passes before you make the request.

What do you need to do?

- Be sure you are registered with the Post Office to receive mail at the address you provided to USCIS.
- If you change your address, notify your attorney or accredited representative immediately so they can update your address with USCIS.
- Place your name on your mailbox. Make sure your apartment number is on your mailbox.
- Keep the United States Postal Service (USPS) informed as to who resides at your address, especially when individuals with different last names receive mail at the same address.
 - The two main reasons mail is returned to USCIS as undeliverable are:
 - When USPS does not know people with different last names live at the same address or
 - If a person failed to update USCIS with their new address while the application was pending.
- Sign up for USPS Informed Delivery to receive delivery status notifications at <https://informedelivery.usps.com/box/pages/intro/start.action>.
 - If you are using USPS Informed Delivery, you will also have the option to arrange for pickup at the post office on a convenient date and time by going to the USPS website and selecting "hold for pickup."
 - If you are not available to be at home for the delivery of a secure document, you can also designate another person to sign on your behalf by completing the Postal Service's PS Form 3801, Standing Delivery Order (PDF) or PS Form 3801-A, Agreement by a Hotel, Apartment House, or the Like (PDF).