

9 FAM APPENDIX E, 900 TICKLER SYSTEM FOR CORRESPONDENCE CONTROL

(CT:VISA-1848; 07-16-2012)
(Office of Origin: CA/VO/L/R)

9 FAM APPENDIX E, 901 USES OF TICKLER SYSTEMS

(CT:VISA-1052; 10-03-2008)

All visa-issuing posts should maintain a tickler system for correspondence control on such cases as suggested in this section. This should assure timely review and completion of all visa matters where action must be deferred for one reason or another, or in which special attention is required, such as:

- (1) Follow-ups on requests to the Department or other posts for name-checks, clearances, or advisory opinions;
- (2) Cases in which action must be completed by a specified date, for example:
 - (a) A child, who is classifiable IR-2, F22, F23 (or any other applicable preference category), is approaching the age of 21;
 - (b) An "accompanying" spouse or child, for purposes of foreign state chargeability; or
 - (c) A beneficiary of legislation requiring visa issuance or admission before a certain date;
- (3) Monitoring of Congressional-interest cases;
- (4) Compliance with requests from the Department, other posts, and individuals; or
- (5) Compliance with requirements of the Visa Reporting Schedule covering periodic reports. (See 9 FAM Appendix I, Exhibit I; 9 FAM Appendix I, Exhibit II; and 9 FAM Appendix I, Exhibit III Required Reports.)

9 FAM APPENDIX E, 902 TYPES OF TICKLER SYSTEMS; DESIGNATION OF CORRESPONDENCE CONTROL OFFICER

9 FAM Appendix E, 902.1 System to Conform to Post's Needs

(CT:VISA-1052; 10-03-2008)

The tickler system should conform to the particular needs of the individual post, large or small, taking into account maximum efficiency and the least additional expenditure of effort and time. The Department does not, therefore, wish to prescribe a standard procedure for worldwide use. The following subsections contain suggestions the Department believes may be particularly useful to posts with large correspondence workloads, although any of the ideas may be used or varied as appropriate by posts of any size.

9 FAM Appendix E, 902.2 Correspondence Control Officer

(CT:VISA-1848; 07-16-2012)

- a. The Department believes that every post should designate a correspondence control officer to assume responsibility for the timely processing of visa correspondence. The control officer may be the principal officer, the executive officer, the chief of the visa unit, or another officer to whom this responsibility has been delegated, depending on the size of the post and the scope of its visa operations.
- b. Similarly, the tickler file itself may, for example, be set up and maintained in the visa unit's computer files or consolidated in a master file covering all of the office's correspondence. When visa correspondence control is not consolidated in the master tickler system, posts must take care to see that tickler duplication does not occur. The efficiency of any tickler system will depend on careful supervision by the control officer and conscientious maintenance by the designated clerk.