



When to Contact a USCIS Lockbox

USCIS Lockboxes receive and route most of the USCIS forms and fees that people submit by mail. There are four locations – Chicago; Elgin, Illinois; Phoenix; and Lewisville, Texas. Go to USCIS' [Forms Processed at USCIS Lockbox Facilities](#) web page for a complete list of forms they process. After creating files for each form, a USCIS Lockbox sends them to a USCIS service center or field office for processing.

When to contact USCIS Lockbox support

1. If you are seeking clarification on why USCIS rejected your form, including rejections based on fee waiver denials.
2. If more than 30 business days have passed since the U.S. Postal Service or other delivery service (such as FedEx, UPS, or DHL) confirmed delivery to a USCIS Lockbox, **and** USCIS has not cashed your filing fee check(s)/money order or has not processed your credit card payment.
3. If more than 30 business days have passed since USCIS processed your filing fee, but you have not received a receipt notice. Please note that USCIS Lockboxes do not print receipt notices for lockbox-processed cases older than six months, or for the following forms:
 - Form I-751, *Petition to Remove Conditions on Residence*
 - Form I-829, *Petition by Investor to Remove Conditions on Permanent Resident Status*
 - Form I-90, *Application to Replace Permanent Resident Card (Green Card)*
 - Form I-485 Supplement J, *Confirmation of Bona Fide Job Offer or Request for Job Portability Under INA Section 204(j)*¹

NOTE: If you have a receipt number, do not contact a USCIS Lockbox. Instead, go to the [USCIS Tools and Resources](#) page to submit an inquiry or call the USCIS Contact Center at 1-800-375-5283. Also, USCIS Lockboxes do not accept premium processing requests. The filing location for Form I-907, *Request for Premium Processing Service*, depends on whether you are requesting premium processing for Form I-129, *Petition for a Nonimmigrant Worker*, or Form I-140, *Immigrant Petition for Alien Workers*. Visit USCIS' [Form I-129](#) or [Form I-140](#) web pages to find the correct address.

How to contact USCIS Lockbox support

If you mailed your submission to a USCIS Lockbox, email lockboxsupport@uscis.dhs.gov. In your email, include the:

- Form number
- Receipt number, if available
- Petitioner/applicant's name (include the beneficiary's name, if applicable)
- Mailing address of the petitioner/applicant
- Delivery confirmation tracking information (if you are seeking to locate a package)
- Payment type submitted and if USCIS received payment
- Do NOT provide A-Numbers or Social Security numbers

Additional resources

- [Form Filing Tips](#)
- [How to Avoid Common Mailing Errors When Filing with a USCIS Lockbox](#)
- [Lockbox Filing Information](#)
- [USCIS Lockbox Filing Location Updates](#)
- [USCIS Contact Center Tip Sheet](#)

¹ When Supplement J is filed with the Western Forms Center to request a transfer of the underlying basis for an employment-based adjustment of status application, a receipt notice will be generated and sent to the applicant. Go to the "Transfer of Underlying Basis" section of USCIS' [Green Card for Employment-Based Immigrants](#) page for more information about this type of request.