



## Are You Having Trouble Retrieving Your I-94 Number?

1. If you receive a “Not Found” message, it is possible that the Form I-94 does not exist because of a system error. However, it is also likely that the Form I-94 is in the system, but the data is formatted differently than you entered it. If so, here are a few tips.

- **Enter your name as it is written on your visa or your boarding pass.**
- **Enter the first and middle name in the First Name field.**
- **Switch the order of the names.**
- **If you have multiple names, try writing without spaces or omitting the last few letters.**  
Example of multiple names: Type the multiple first names “ Julie Anne” as “Julianne”
- **The search is case sensitive. Try all lower case letters.**
- **If you have two passports with the valid visa in the old passport, try using the old passport number, and then try using the new passport number.**
- **If you have a Mexican passport, try eliminating the first two digits of the passport number (used to indicate year). This will not work for all Mexican passports.**

2. Still having problems retrieving your I-94 number?

- If you came through immigration at Boston Logan Airport. Contact Boston Logan Customs and Border Patrol (CBP) at 617-568-1810.
- For those who did their immigration at another port of entry, you can call the CBP Deferred Inspection Office and explain the problem. Contact information can be found on CBP’s website [http://www.cbp.gov/xp/cgov/toolbox/contacts/deferred\\_inspection/](http://www.cbp.gov/xp/cgov/toolbox/contacts/deferred_inspection/) Find the contact information for the port of entry where you did your immigration process.

3. Remember, you will receive a new I-94 number *each time* you enter the U.S.

4. If you failed to turn in your I-94 Departure Record (the older white card version) when traveling out of the U.S., please send it to the following address below, along with any documentation that proves you left the U.S.

Mail to: **DHS-CBP SBU**

1084 South Laurel Road

London, KY 40744

USA

See the following link for additional details:

[https://help.cbp.gov/app/answers/detail/a\\_id/752/~/i-still-have-my-i-94](https://help.cbp.gov/app/answers/detail/a_id/752/~/i-still-have-my-i-94)