

## **9 FAM APPENDIX E, 900 TICKLER SYSTEM FOR CORRESPONDENCE CONTROL**

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

- 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. The following are suggested forms of correspondence control for use in accordance with the size, organization, and workload of the individual office.

### **9 FAM Appendix E, 902.3 Tickler Card System**

## **9 FAM Appendix E, 902.3-1 Action Officer's Responsibility**

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

The action officer responsible for an individual case or a one-time report on which it is not possible to complete action immediately should fill out a 3 x 5 tickler file, giving the name of the subject, the officer's name or initials, and the tickler date when the file is to be pulled for review and further action. Posts may reproduce suitable tickler cards in the field, or, alternatively, use blank 3 x 5 cards bearing a conspicuous rubber-stamped "T" for tickler identification.

## **9 FAM Appendix E, 902.3-2 Deadline Dates**

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

In determining tickler dates, the post should establish a deadline that allows sufficient time for preparation, mail, and/or telegraph facilities (based on transit estimates), or for completion of action to meet the statutory or other time limitations involved. Tickler files for periodic reports should therefore also show due dates.

## **9 FAM Appendix E, 902.3-3 Daily Review**

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

Each morning the correspondence control officer or a clerk supervised by that officer should check for tickler files for that date and, if any, pull and forward them with the pertinent files to the named action officer or designated replacement for review and/or whatever action may be required. The correspondence control officer may wish to hold tickler files of cases currently under review for daily follow-up until the action officer has taken intermediate or final action.

## **9 FAM Appendix E, 902.3-4 Destroying or Moving Records**

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

When action in an individual case is completed or when a one-time report is prepared and mailed, the post should destroy and properly update the pertinent tickler file. When a periodic report is prepared, the mailing date should be endorsed on the file which should then be returned to the file under the next tickler date indicated.

## **9 FAM Appendix E, 902.4 Tickler Extra-Copy**

## **System**

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

The extra-copy system is a variant of the tickler file, and similar in most respects. It might, however, be preferred at a post confronted by a staff shortage. Under this system, the action officer would detach a copy of the action document, when available, or otherwise prepare a "dummy" or cross-reference sheet for a legal or letter-size tickler file to cover all tickler items, including periodic reports to be processed, in the manner described in 9 FAM Appendix E, 902.3-1.

## **9 FAM Appendix E, 902.5 Calendar Pad Tickler System**

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At a smaller post, the correspondence control officer may find that the ordinary calendar pad is the simplest and most effective tickler system yet devised, if it is carefully maintained. If the calendar pad has insufficient space to contain abbreviated notations covering tickler subjects, a stenographic notebook may be date-stamped to provide the number of pages needed on the average for daily use. In the case of periodic reports, the officer or clerks maintaining the calendar pad tickler system would, at the time of mailing such a report, enter a notation on the next tickler date of the calendar pad. Tickler items coming up in the following year, including periodic reports, for which calendars are not yet available, could be listed for appropriate notation when they are received or on the first working day of the new year.