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*"Rummaging in the government's attic"*

Description of document: U.S. Customs and Border Protection (CPB) seizure of passport documents as described in the newspaper article: "Travel Delay for Mecca-bound [Northern Virginia] Muslims," Washington Post, November 9, 2010

Appeal date: 18-February-2011

Released date: 29-August-2011

Posted date: 12-September-2011

Date/date range of document: 05-19-November-2010  
08-16-March-2011

Source of document: FOIA Appeals Officer  
United States Customs and Border Protection  
799 9th Street NW, Mint Annex  
Washington, DC 20229-1179

Note: See appeal response letter for details of what was released

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**U.S. Customs and  
Border Protection**

DIS-3 OT:RR:FAPL  
H150818 JEH

AUG 29 2011

This is in response to your letter dated February 18, 2011, which appealed the decision regarding your request for information under the Freedom of Information Act (FOIA). The decision under appeal was made by the Director, FOIA Division, Office of International Trade, Customs and Border Protection (CBP). The FOIA request was for "[a]ll records at [Customs and Border Protection] (located with a reasonable search) about the seizure of passport documents by [Customs and Border Protection] as described in the enclosed newspaper article." The newspaper article to which you referred is from the Washington Post, November 9, 2010, and is entitled "Travel Delay for Mecca-bound [Northern Virginia] Muslims."

The decision from which you appeal was issued on February 18, 2011. It was determined that there were no records responsive to your request. It is our determination that the decision of the Director, FOIA Division, Office of International Trade should be **REVERSED**. We have located records which are responsive to your FOIA request.

Regarding the responsive records that we have retrieved, I have been informed by the attorney on my staff to whom this case was assigned, Mr. Joseph E. Howard, that he has communicated with you by both email and telephone regarding the scope of your request for responsive records. It is my understanding that, in keeping with your mutual understanding, he has culled from the records those items that explain what occurred rather than disclose the many queries about the location of the passports, or the lengthy record of questions in emails about logistical concerns related to alternative travel arrangements for the Mecca-bound travelers.

To this end, we are disclosing with this decision a total of ninety-seven (97) pages of records that detail and explain a very fast moving and fluid situation that involved would-be travelers to Saudi Arabia last winter. These records have been lightly redacted as provided for by the exemptions to the FOIA. Our decision cites FOIA Exemptions (b)(6), (b)(7)(C) and (b)(7)(E). In those instances where it seemed appropriate we have used

our discretion in favor of disclosure.<sup>1</sup> Please be advised that I have also been apprised that in the event that you conclude that you would like additional records disclosed to you we will process those additional records.

Please allow me to offer one comment on the FOIA request itself. Your request indicates that the travel documents were “seized” by CBP. This is inaccurate, and the records that we are disclosing to you under cover of this decision will bear this out.

The FOIA, 5 U.S.C. 552 (West 1996 & Supp. 2000) provides for the public disclosure of records of the United States Federal Government and was “designed to create a broad right of access to ‘official information’.” *United States Department of Justice v. Reporters Committee for Freedom of the Press*, 489 U.S. 749, 772, (1989) citing *EPA v. Mink*, 410 U.S. 73, 80 (1973). The basic policy underlying the FOIA is that citizens have a right to be informed about “what their government is up to.” *Reporters Committee* at 733, citing *Mink* at 105. Records of the government are only exempt from the policy of full disclosure if “clearly delineated statutory language” provides for an exemption. *Department of Air Force v. Rose*, 425 U.S. 352, 361 (1976) quoting S. Rep. No. 813, 89<sup>th</sup> Cong., 1<sup>st</sup> Sess., 3 (1965).

The FOIA Appeals, Policy & Litigation Branch is the office within CBP assigned the responsibility of reviewing Freedom of Information Act appeals. This office, in response to your appeal, must obtain a complete, unredacted copy of all records responsive to your request.

Exemption (b)(6) permits the government to withhold information about an individual in “personnel and medical and similar files” when the disclosure “would constitute a clearly unwarranted invasion of personal privacy.” 5 U.S.C. §552(b)(6). To warrant protection under Exemption (b)(6), information must fall within the category of “personnel and medical files and similar files.” *U.S. Dep’t of Justice v. Reporters Committee for Freedom of the Press*, 489 U.S. 749 (1989). Once the threshold is met, Exemption (b)(6) requires a balancing of the public’s right to know against an individual’s right to privacy to determine whether disclosure of the records at issue would constitute a clearly unwarranted invasion of a person’s privacy. *Dep’t of the Air Force v. Rose*, 425 U.S. 352 (1976). In the matter at hand, we find that you have no genuine and significant interest in the names of private individuals or lower level CBP officials<sup>2</sup> that appear in the records that are being disclosed to you, nor have you demonstrated how the disclosure of this information will advance the primary goal of the FOIA: to shed light on the operation of the federal government.

Exemption (b)(7)(C) was employed in conjunction with Exemption (b)(6) in withholding portions of the document from disclosure. Exemption (b)(7) is subdivided into six subparts, (A) through (F). The initial requirement of Exemption (b)(7) is that the records or information subject to disclosure consideration have been “compiled for law enforcement purposes.” 5 U.S.C. 552 (b)(7). It is noted at the outset that Exemption

<sup>1</sup> See *Dep’t of the Air Force v. Rose*, 425 U.S. 352, 361 (1976) (holding that “limited exemptions do not obscure the basic policy that disclosure, not secrecy, is the dominant objective of the act.”)

<sup>2</sup> We note that we have released the names of high level officials and decision makers.

(b)(7) applies to civil, criminal and administrative law enforcement proceedings. See generally *Center for National Policy Review v. Weinberger*, 502 F.2d 370 (D.C. Cir. 1974); *Detroit Free Press, Inc. v. Department of Justice*, 73 F.3d 93 (6<sup>th</sup> Cir. 1996); *Oritz v. Health and Human Services*, 70 F.3d 729 (2d Cir. 1995). It is further noted that this exemption is equally applicable to and makes no distinction regarding whether the records were compiled for local, state, federal or foreign law enforcement. See generally *Wojtczak v. United States*, 548 F. Supp. 143 (E.D. Pa. 1982); *Kuffle v. Bureau of Prisons*, 882 F. Supp. 1116 (D.D.C. 1995); *Bevis v. Department of State*, 801 F.2d 1386 (D.C. Cir. 1986).

We have made redactions – the names of private individuals and lower level CBP employees - in accordance with the dictates of Exemption (b)(7)(C). Exemption (b)(7)(C) exempts from disclosure “records and information compiled for law enforcement purposes” the disclosure of which “could reasonably be expected to constitute an unwarranted invasion of personal privacy.” 5 U.S.C. 552 (b)(7)(C). This exemption protects, among other information, the identity of law enforcement personnel and third-parties referenced in files compiled for law enforcement purposes. This exemption is designed to protect law enforcement personnel from “harassment and annoyance in the conduct of their official duties in their private lives” that could conceivably result from public disclosure of their identity. *Nix v. United States*, 572 F.2d 998, 1006 (4<sup>th</sup> Cir. 1978). Exemption (b)(7)(C) is also intended to protect third-parties whose identities are revealed in law enforcement files from comment, speculation and stigmatizing connotation associated with being identified in a law enforcement record. See, *Lesar supra*; *Massey supra*.

In addition, with regard to Exemption (b)(7)(C), we are required to perform a balancing test regarding an individual’s privacy interest versus the public interest in disclosure of his or her name. See *Castenada v. United States*, 757 F.2d 1010, 1012 (9<sup>th</sup> Cir. 1985). The privacy interests referenced above far outweigh whatever public interest, if any, exists in having such names released. Indeed, there is no evidence to suggest that the actions in the matter in issue of CBP personnel were anything other than appropriate and normal in the circumstances. Accordingly, releasing this information to the general public could reasonably be expected to constitute an unwarranted invasion of personal privacy.

Exemption (b)(7)(E) exempts from disclosure information that would disclose techniques and procedures for law enforcement investigations or prosecutions if such disclosure could reasonably be expected to risk circumvention of the law. See *Fisher v. U.S. Dep’t of Justice*, 772 F. Supp. 7 (D.D.C. 1991) (explicitly recognizing categorical protection for law enforcement techniques and procedures), *aff’d* 968 F.2d 92 (1992); and, *Hammes v. U.S. Customs Serv.*, 1994 WL 693717 (S.D.N.Y. 1994) (protecting criteria used to determine which passengers to stop and examine). Where the agency has a clear law enforcement mandate it only need establish a rational nexus between enforcement of a federal law and the information withheld based on a (b)(7) exemption. See, *Costal Delivery Corp. v. U.S. Customs Serv.*, 272 F. Supp.2d 958, 963 (C.D.Cal. 2003) (Customs has a clear law enforcement mandate; Exemption (b)(7)(E) used to withhold techniques or guidelines for law enforcement investigations); *Pons v. U.S. Customs*



*Serv.*, 1998 U.S. Dist. LEXIS 6084 (D.C.C. 1998) (protecting cooperative arrangements between Customs and other law enforcement agencies to keep them effective); and, *Judicial watch, Inc. v. FBI*, 2001 U.S. Dist. LEXIS 25732 (D.D.C. 2001)(protecting the “identities of two types of [FBI] records concerning prison inmates, ”the release of which would enable inmates “to alter their activities[,] thus hindering the effectiveness of the technique”).

In the case at hand, some information in the documents disclosed pursuant to this decision pertains to enforcement techniques and, or, procedures. This information is properly subject to redaction because of the following reasons: the records or information were compiled for law enforcement purposes; it is related to federal government law enforcement activities (the processing of shipments of cargo and mail coming to the United States); and, there is a sufficient nexus between the action taken and the governmental mission it is related to: processing shipments of cargo and mail for entry into the United States. See, *Fisher, supra* (explicitly recognizing categorical protection for law enforcement techniques and procedures); *Costal Delivery, supra*; and, *Shores, supra* (Exemption (b)(7)(E) used to withhold numerical ratings which assessed the effectiveness of investigative techniques used during investigations).

Thus, the decision of the Director, FOIA Division, Office of International Trade dated February 18, 2011, is **REVERSED**.

Inasmuch as you may consider this to be a denial of your appeal, you may obtain judicial review of this decision pursuant to the provisions of 5 U.S.C. 552 (a)(4)(B) in the United States District Court in the district in which you reside, or in which the agency records are situated, or in the United States District Court for the District of Columbia.

As part of the 2007 FOIA amendments, the Office of Government Information Services (OGIS) was created to offer mediation services to resolve disputes between FOIA requesters and Federal agencies as a non-exclusive alternative to litigation. Using OGIS services does not affect your right to pursue litigation. If you are requesting access to your own records (which is considered a Privacy Act request), you should know that OGIS does not have the authority to handle requests made under the Privacy Act of 1974. You may contact OGIS in any of the following ways:

Office of Government Information Services  
National Archives and records Administration  
Room 2510  
8601 Adelphi Road  
College Park, MD 20740-6001  
E-mail: [ogis@nara.gov](mailto:ogis@nara.gov)  
Telephone: 301-837-1996  
Too-free: 1-877-684-6448

Sincerely,

A handwritten signature in black ink, appearing to read "Shari Suzuki". The signature is fluid and cursive, with the first name "Shari" and last name "Suzuki" clearly distinguishable.

Shari Suzuki, Chief  
FOIA Appeals, Policy & Litigation Branch

Enclosures: as stated

**From:** (b) (6)  
**To:** (b) (6)  
**Subject:** FW: Urgent Request - FOIA request  
**Date:** Friday, April 08, 2011 9:29:32 AM

(b) (6)  
I apologize for the delay. Below is the email chain that I have on this matter.

(b) (6)

(b) (6)

CBP-Office of the Commissioner

(b) (6) (office)  
(b) (6) (cell)

(b) (6)

**From:** (b) (6), (b) (7) (C)  
**Sent:** Friday, November 05, 2010 7:19 PM  
**To:** (b) (6), (b) (7) (C)  
**Subject:** RE: Urgent Request.

Yeah, saw separately in an email from (b) (6) that DOJ was looking into it as well.

(b) (6), (b) (7) (C)  
CBP-Office of the Commissioner  
(b) (6)&(b) (7) (C) (office)  
(b) (6)&(b) (7) (C) (cell)  
(b) (6), (b) (7) (C)

**From:** (b) (6), (b) (7) (C)  
**Sent:** Friday, November 05, 2010 7:03 PM  
**To:** (b) (6), (b) (7) (C)  
**Subject:** Re: Urgent Request.

Thanks (b) (6) Interesting case!

**From:** (b) (6), (b) (7) (C)  
**To:** Shora, Kareem  
**Cc:** (b) (6), (b) (7) (C)  
**Sent:** Fri Nov 05 17:38:05 2010  
**Subject:** RE: Urgent Request.

Last night UPS Security became suspicious of the package and handed it over to CBP. However, because it is considered a domestic package, CBP does not have authority to search it. CBP is coordinating with UPS Security to verify the package.

Regardless, CBP would not be authorized to release the package/passports directly to the individuals. This would be coordinated through UPS Security.

(b) (6), (b) (7) (C)

CBP-Office of the Commissioner  
(b)(6)&(b)(7)(C) (office)  
(b)(6)&(b)(7)(C) (cell)  
(b)(6)&(b)(7)(C)

**From:** (b)(6), (b)(7)(C)  
**Sent:** Friday, November 05, 2010 4:04 PM  
**To:** (b)(6), (b)(7)(C)  
**Subject:** Fw: Urgent Request.  
**Importance:** High

**From:** Shora, Kareem <(b)(6)&(b)(7)(C)>  
**To:** (b)(6)&(b)(7)(C)  
**Cc:** Presswalla, Jenny  
**Sent:** Fri Nov 05 15:53:10 2010  
**Subject:** RE: Urgent Request.

(b)(6)&(b)(7)(C)

We just learned that CBP in Louisville has the passports. Apparently UPS scanned the parcel and made the decision that it contained suspicious documents and then provided the parcel to the CBP officer on night-duty last night. Is there a way you can reach out to Gary Hawkins at CBP Louisville (who confirmed this) and see if they are able to get the passports to the individuals?

Thanks,  
Kareem.



Homeland  
Security

Kareem W. Shora, JD, LL.M.  
Senior Policy Advisor  
Section Lead, Community Engagement Section  
Office for Civil Rights and Civil Liberties (CRCL)  
US Department of Homeland Security (DHS)

(b)(6)&(b)(7)(C) (Office)

(b)(6)&(b)(7)(C) (Mobile)

(b)(6)&(b)(7)(C)

<http://www.dhs.gov/crcl>

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**From:** Shora, Kareem  
**Sent:** Friday, November 05, 2010 2:58 PM  
**To:** (b)(6)&(b)(7)(C)  
**Subject:** Urgent Request.  
**Importance:** High

Hello [REDACTED]

We were contacted earlier this morning by a community stakeholder in re. 17 pilgrims getting ready to depart on Hajj travel tonight at 6:00 pm. According to UPS, they have had their passports (which were being sent via UPS) held up by a "government agency" – either DHS or FBI. We ran this through DOJ, US Attorney's Offices, and the FBI today. Apparently the UPS parcel is being held up in Kentucky. Just this afternoon the FBI checked with their local JTTF and indicated it was not them. We've verified this through FBI HQ. The community stakeholder just contacted UPS again and they clarified that the parcel was being held "by CBP." We do not know if that is true or not but this is what UPS told the customer. It would be a PR disaster (not to mention a real injury to these 17 pilgrims) if these passports were being held up for a less-than-serious reason (if in fact DHS had anything to do with it). Is there anyone we can reach out to in Kentucky to try to get to the bottom of this?

Apparently, the passports were being sent overnight via UPS. They were initially told it was lost, then told that it was on hold by a government agency. Here is the relevant information on the package:

Sender: (b)(6)&(b)(7)(C) (working for "sama travel agency")

Receiver: (b)(6)&(b)(7)(C)

Address: (b)(6)&(b)(7)(C)

(b)(6)&(b)(7)(C)

UPS package tracking #: (b)(6)&(b)(7)(C)

Contains 17 passports being returned with Saudi Hajj Visas from Saudi consulate in LA.

Thanks much,

Kareem.



Homeland  
Security

Kareem W. Shora, JD, LL.M.  
Senior Policy Advisor  
Section Lead, Community Engagement Section  
Office for Civil Rights and Civil Liberties (CRCL)  
US Department of Homeland Security (DHS)



(b)(6)&(b)(7)(C)

(b)(6)&(b)(7)(C)

(b)(6)&(b)(7)(C)

<http://www.dhs.gov/crc/>

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(b) (6)

**From:** (b) (6)  
**Sent:** Wednesday, March 16, 2011 10:51 AM  
**To:** HALKINS, GARY R  
**Subject:** FW: Spreadsheet for shipment research  
**Attachments:** UPS-(b)(6), (b)(7)(C)

Supervisor CBP Officer (b)(6), (b)(7)(C)  
Customs and Border Protection  
Port of Louisville, KY/UPS ECO Hub  
Louisville Ky  
(b)(6)&(b)(7)(C)

**From:** (b)(6), (b)(7)(C)  
**Sent:** Friday, November 05, 2010 7:53 PM  
**To:** (b)(6), (b)(7)(C); (b)(6), (b)(7)(C); (b)(6), (b)(7)(C)  
**Subject:** Spreadsheet for shipment research

Sirs,

Please see attached research for document holders as of now. Out of time, so off to UPS security presently to return shipment.

Respectfully,

**Officer** (b)(6), (b)(7)(C)  
U.S. Customs and Border Protection  
UPS Hub, Louisville, Kentucky  
Office Phone: (b)(6), (b)(7)(C)  
Office Fax: (b)(6), (b)(7)(C)

(b) (6)

From: (b) (6)  
Sent: Wednesday, March 16, 2011 10:50 AM  
To: HALKINS, GARY R  
Subject: FW: URGENT: DAC Inquiry

Supervisor CBP Officer (b) (6)  
Customs and Border Protection  
Port of Louisville, KY/UPS ECO Hub  
Louisville Ky  
(b) (6)

From: HALKINS, GARY R  
Sent: Friday, November 05, 2010 7:06 PM  
To: HURTEAU, MARC A; (b)(6)&(b)(7)(C); (b)(6)&(b)(7)(C); (b)(6)&(b)(7)(C); (b)(6)&(b)(7)(C);  
(b)(6)&(b)(7)(C)  
Subject: Re: URGENT: DAC Inquiry

Marc

We're on it.

I spoke with the DFO and the consensus was to check them before releasing. (b)(6)&(b)(7)(C) is on sight and will let us know when we've got an ETD on the shipment.

Gary R. Halkins  
Port Director  
Louisville, KY  
(b)(6)&(b)(7)(C)

From: HURTEAU, MARC A  
To: (b)(6)&(b)(7)(C); (b)(6)&(b)(7)(C); HALKINS, GARY R; (b)(6)&(b)(7)(C);  
(b)(6)&(b)(7)(C)  
Sent: Fri Nov 05 18:51:15 2010  
Subject: Re: URGENT: DAC Inquiry

(b)(6)&(b)(7)(C) please confirm that you guys are on this--thanks  
Marc A. Hurteau  
Area Port Director  
U.S. Customs and Border Protection  
Cleveland, Ohio  
(b)(6)&(b)(7)(C)

From: (b)(6)&(b)(7)(C)  
To: (b)(6)&(b)(7)(C); (b)(6)&(b)(7)(C); HALKINS, GARY R; (b)(6)&(b)(7)(C); (b)(6)&(b)(7)(C);  
(b)(6)&(b)(7)(C)  
Cc: HURTEAU, MARC A  
Sent: Fri Nov 05 18:15:06 2010  
Subject: RE: URGENT: DAC Inquiry

Gary, (b)(6)&(b)(7)(C)

2/21/2011

Below is additional information on this package:

Receiver: (b)(6)&(b)(7)(C)

Address: (b)(6)&(b)(7)(C)

UPS Package Tracking #: (b)(6)&(b)(7)(C)

Contains 17 passports being returned with Saudi Hajj Visas from Saudi consulate.

I assume it is being held for (b)(7)(E) as UPS has advised Ms. Jenny Presswalla, DHS Office of Civil Rights and Civil Liberties, that the package was "held up by a government agency."

Deputy Assistant Commissioner McAleenan has asked that we confirm if we have the shipment and expedite the release if there is no national security concern.

I will need a response from someone tonight as to the status of this shipment. I need to know:

1. Do we have the shipment?
2. Can it be released and inducted into the sort tonight?
3. Can we work with UPS to determine a timeframe for when it might be delivered?

Thanks,

From: (b)(6)&(b)(7)(C)

Sent: Friday, November 05, 2010 4:32 PM

To: (b)(6)&(b)(7)(C); HALKINS, GARY R; (b)(6)&(b)(7)(C); (b)(6)&(b)(7)(C); (b)(6)&(b)(7)(C)

Cc: HURTEAU, MARC A; (b)(6)&(b)(7)(C)

Subject: URGENT: DAC Inquiry

(b)(6)&(b)(7)(C),

I just was called into the DAC's office and he asked me about a shipment being held in Louisville. The UPS Package tracking # is (b)(6)&(b)(7)(C). It contains 17 passports being returned with Saudi Visas for the persons identified in the documents to travel to the Hajj. The DAC wants to know if we can confirm if it is being held and if we can release it. He stated that National Security is our first concern, but if it doesn't present a threat we need to get it on it's way.

Please give me some feedback ASAP.

(b) (6)

**From:** (b) (6)  
**Sent:** Wednesday, March 16, 2011 10:50 AM  
**To:** HALKINS, GARY R  
**Subject:** FW: Urgent Request.  
**Importance:** High

Supervisor CBP Officer (b) (6)  
Customs and Border Protection  
Port of Louisville, KY/UPS ECO Hub  
Louisville Ky

(b) (6)

**From:** MURPHY, DAVID  
**Sent:** Friday, November 05, 2010 4:13 PM  
**To:** HALKINS, GARY R; (b)(6)&(b)(7)(C)  
**Cc:** (b)(6)&(b)(7)(C)  
**Subject:** FW: Urgent Request.  
**Importance:** High

More info on this!

David J. Murphy Jr.  
Director, Field Operations  
Customs and Border Protection  
Chicago Field Office

(b)(6)&(b)(7)(C)

(b)(6)&(b)(7)(C)

**From:** (b)(6)&(b)(7)(C)  
**Sent:** Friday, November 05, 2010 2:26 PM  
**To:** MURPHY, DAVID  
**Subject:** FW: Urgent Request.  
**Importance:** High

Thanks for your help! Here's the tracking #....

**From:** (b)(6)&(b)(7)(C)  
**Sent:** Friday, November 05, 2010 3:17 PM  
**To:** (b)(6)&(b)(7)(C)  
**Subject:** FW: Urgent Request.  
**Importance:** High

UPS package tracking #: (b)(6)&(b)(7)(C)

(b)(6)&(b)(7)(C)

CBP-Office of the Commissioner



(b)(6)&(b)(7)(C) (office)  
(b)(6)&(b)(7)(C) (cell)

From: (b)(6)&(b)(7)(C)  
Sent: Friday, November 05, 2010 3:00 PM  
To: (b)(6)&(b)(7)(C)  
Subject: Fw: Urgent Request.  
Importance: High

From: Shora, Kareem <(b)(6)&(b)(7)(C)>  
To: (b)(6)&(b)(7)(C)  
Sent: Fri Nov 05 14:57:40 2010  
Subject: Urgent Request.

Hello (b)(6)&(b)(7)(C)

We were contacted earlier this morning by a community stakeholder in re. 17 pilgrims getting ready to depart on Hajj travel tonight at 6:00 pm. According to UPS, they have had their passports (which were being sent via UPS) held up by a "government agency" – either DHS or FBI. We ran this through DOJ, US Attorney's Offices, and the FBI today. Apparently the UPS parcel is being held up in Kentucky. Just this afternoon the FBI checked with their local JTTF and indicated it was not them. We've verified this through FBI HQ. The community stakeholder just contacted UPS again and they clarified that the parcel was being held "by CBP." We do not know if that is true or not but this is what UPS told the customer. It would be a PR disaster (not to mention a real injury to these 17 pilgrims) if these passports were being held up for a less-than-serious reason (if in fact DHS had anything to do with it). Is there anyone we can reach out to in Kentucky to try to get to the bottom of this?

Apparently, the passports were being sent overnight via UPS. They were initially told it was lost, then told that it was on hold by a government agency. Here is the relevant information on the package:

Sender: (b)(6)&(b)(7)(C) (working for "sama travel agency")

Receiver: (b)(6)&(b)(7)(C)

Address: (b)(6)&(b)(7)(C)

(b)(6)&(b)(7)(C)

UPS package tracking #: (b)(6)&(b)(7)(C)

Contains 17 passports being returned with Saudi Hajj Visas from Saudi consulate in LA.

Thanks much,

Kareem.



# Homeland Security

Kareem W. Shora, JD, LL.M.

Senior Policy Advisor

Section Lead, Community Engagement Section

Office for Civil Rights and Civil Liberties (CRCL)

US Department of Homeland Security (DHS)

(b)(6)&(b)(7)(C) (Office)

(Mobile)

(b)(6)&(b)(7)(C)

<http://www.dhs.gov/crc1>

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(b) (6)

**From:** (b) (6)  
**Sent:** Wednesday, March 16, 2011 10:51 AM  
**To:** HALKINS, GARY R  
**Subject:** FW: 17 Saudi Passports

Supervisor CBP Officer (b) (6)  
Customs and Border Protection  
Port of Louisville, KY/UPS ECO Hub  
Louisville Ky  
(b) (6)

**From:** HALKINS, GARY R  
**Sent:** Friday, November 05, 2010 7:59 PM  
**To:** MURPHY, DAVID; HURTEAU, MARC A; (b)(6)&(b)(7)(C)  
(b)(6)&(b)(7)(C)  
**Cc:** (b)(6)&(b)(7)(C)  
**Subject:** Re: 17 Saudi Passports

Mr. Murphy

The bullets should be out in 5 minutes, We have copies of the Bio page of each PP and as soon as they're scanned they'll be forwarded as well.

(b)(6)&(b)(7)(C) is speaking with both UPS Security and flight ops to get an estimated time of delivery.

Gary R. Halkins  
Port Director  
Louisville, KY  
(b)(6)&(b)(7)(C)

**From:** MURPHY, DAVID  
**To:** HALKINS, GARY R; HURTEAU, MARC A; (b)(6)&(b)(7)(C); (b)(6)&(b)(7)(C); (b)(6)&(b)(7)(C);  
(b)(6)&(b)(7)(C)  
**Cc:** (b)(6)&(b)(7)(C)  
**Sent:** Fri Nov 05 19:40:33 2010  
**Subject:** RE: 17 Saudi Passports

Folks just got off the phone with the AC and Commissioners office. Please ensure there is a timeline, when where, why etc. when they came to us, why we held a domestic shipment, How long we had it? Who opened, who held it. please be thorough and the unvarnished truth. Thanks,  
Dave

David J. Murphy Jr.  
Director, Field Operations  
Customs and Border Protection  
Chicago Field Office  
= (b)(6)&(b)(7)(C)  
(b)(6)&(b)(7)(C)

**From:** HALKINS, GARY R  
**Sent:** Friday, November 05, 2010 6:19 PM

3/21/2011

**To:** MURPHY, DAVID; HURTEAU, MARC A; (b)(6)&(b)(7)(C); (b)(6)&(b)(7)(C); (b)(6)&(b)(7)(C)  
**Subject:** Re: 17 Saudi Passports

Mr. Murphy

(b)(6)&(b)(7)(C) is putting them together now.

Gary R. Halkins  
Port Director  
Louisville, KY  
(b)(6)&(b)(7)(C)

**From:** MURPHY, DAVID  
**To:** HURTEAU, MARC A; (b)(6)&(b)(7)(C); HALKINS, GARY R; (b)(6)&(b)(7)(C)  
**Sent:** Fri Nov 05 19:08:54 2010  
**Subject:** Fw: 17 Saudi Passports

Folks need bullets asap.

**From:** (b)(6)&(b)(7)(C)  
**To:** (b)(6)&(b)(7)(C); MURPHY, DAVID  
**Cc:** (b)(6)&(b)(7)(C)  
**Sent:** Fri Nov 05 19:04:15 2010  
**Subject:** FW: 17 Saudi Passports

Mr. Murphy,

Please advise if a member of your staff will be providing detailed bullets regarding this incident?

Thank you,

(b)(6)&(b)(7)(C)  
Field Liaison Division  
Office of Field Operations  
Washington DC  
(b)(6)&(b)(7)(C)

**From:** FORET, VERNON T  
**Sent:** Friday, November 05, 2010 6:38 PM  
**To:** (b)(6)&(b)(7)(C); OFO-FIELD LIAISON  
**Subject:** FW: 17 Saudi Passports

**From:** MCALEENAN, KEVIN K.  
**To:** WINKOWSKI, THOMAS; FORET, VERNON T; FARRELLY, ANDREW; MURDOCK, JUDSON W  
**Sent:** Fri Nov 05 18:30:31 2010  
**Subject:** Fw: 17 Saudi Passports

This is resolved operationally, but was spun up in a big way, apparently. May be press attention. Ops will look for more information.

Kevin McAleenan  
Deputy Assistant Commissioner  
Office of Field Operations

**From:** MURPHY, DAVID  
**To:** MCALEENAN, KEVIN K.  
**Sent:** Fri Nov 05 18:21:01 2010  
**Subject:** Fw: 17 Saudi Passports

Sir FYI below on specifics to your urgent request. Dave

**From:** (b)(6)&(b)(7)(C)  
**To:** MURPHY, DAVID  
**Sent:** Fri Nov 05 18:08:05 2010  
**Subject:** Re: 17 Saudi Passports

Much appreciated...sorry for bothering you on this.

**From:** MURPHY, DAVID  
**To:** (b)(6)&(b)(7)(C)  
**Sent:** Fri Nov 05 17:35:29 2010  
**Subject:** FW: 17 Saudi Passports

(b)(6)&(b)(7)(C) FYI. We should have resolved it shortly. Dave

David J. Murphy Jr.  
Director, Field Operations  
Customs and Border Protection  
Chicago Field Office

(b)(6)&(b)(7)(C)

**From:** HALKINS, GARY R  
**Sent:** Friday, November 05, 2010 4:27 PM  
**To:** HURTEAU, MARC A; MURPHY, DAVID; (b)(6)&(b)(7)(C)  
**Cc:** (b)(6)&(b)(7)(C)  
**Subject:** RE: 17 Saudi Passports  
**Importance:** High

Mr. Murphy

SCBPO (b)(6)&(b)(7)(C) should arrive at the hub within about 20 minutes along with an officer with knowledge of this shipments location. Once they retrieve the package it will immediately be TOT UPS Security.

I've just spoken with (b)(6)&(b)(7)(C) TSA Senior Advisor, and he said these individuals may still be able to make a later flight if the passports arrive in Manassas later this evening.

In the past few minutes I've learned that UPS Security did talk to our officers regarding a shipment from (b)(7)(E) and the one containing the 17 passports. At this time I understand the packages were opened by UPS Security prior to being presented to CBP. (b)(7)(E) SCBPO (b)(6)&(b)(7)(C) (b)(7)(E) will retrieve the shipment shortly. UPS Security will be apprised of the urgency in having the shipment transported for delivery ASAP.

I'll confirm this has been completed prior to leaving the office tonight and I'll notify the local US

3/21/2011



Attorneys Office, ICE, and (b)(6)&(b)(7)(C) as well.

Gary R. Halkins  
Port Director  
Louisville, KY  
Office # (b)(6)&(b)(7)(C)

**From:** HALKINS, GARY R  
**Sent:** Friday, November 05, 2010 4:00 PM  
**To:** HURTEAU, MARC A; MURPHY, DAVID; (b)(6)&(b)(7)(C)  
**Subject:** 17 Saudi Passports  
**Importance:** High

Marc/et al

A few minutes ago (b)(6)&(b)(7)(C) with the U.S. Attorneys Office in Louisville called in reference to 17 Saudi Passports that were being detained at UPS. At about this same time CBPO (b)(6)&(b)(7)(C) received a call at UPS from the FBI inquiring about the same shipment.

UPS informed Officer (b)(6)&(b)(7)(C) this was a domestic shipment which was intercepted by UPS Security who was suspicious of the package. Supposedly UPS Security turned the package over to CBP for review.

Within the last couple of minutes I have spoken with (b)(6)&(b)(7)(C) again and he stated he would be surprised if the next call we received was from the Attorney General "himself". Immediately after that I've received calls from the local RAC with ICE as well as (b)(6)&(b)(7)(C), DHS Office of Intelligence and Analysis, he stated his HQ's had called and instructed him to look into the whereabouts of this shipment.

From the first moments after receiving the initial call we have been calling both SCBP (b)(6)&(b)(7)(C) and CBPO (b)(6)&(b)(7)(C) to see if they have any knowledge of this shipment. At this time we have not been able to contact either one.

Gary R. Halkins  
Port Director  
Louisville, KY  
Office # (b)(6)

(b) (6)

From: (b) (6)  
Sent: Wednesday, March 16, 2011 10:55 AM  
To: HALKINS, GARY R  
Subject: FW: Urgent Request.  
Attachments: Waybill.pdf

Supervisor CBP Officer (b) (6)  
Customs and Border Protection  
Port of Louisville, KY/UPS ECO Hub  
Louisville Ky  
(b) (6)

From: (b)(6)&(b)(7)(C)  
Sent: Saturday, November 06, 2010 2:33 AM  
To: MURPHY, DAVID  
Cc: HALKINS, GARY R; HURTEAU, MARC A; (b)(6)&(b)(7)(C)  
(b)(6)&(b)(7)(C)  
Subject: RE: Urgent Request.

Mr. Murphy

I was finally able to review the initial email from Mr. Shora and I wanted to inform you that his statement "UPS package tracking #: (b)(6)&(b)(7)(C) Contains 17 passports being returned with Saudi Hajj Visas from Saudi consulate in LA" may have been interpreted to mean that this shipment was a diplomatic pouch or shipment. The shipment originated from an apartment and was destined for a residential dwelling. I wanted to reassure the Field Office of this matter and attached a copy of the waybill provided by USP Security. I hope this helps.

R/s

(b)(6), (b)(7)(C)  
Supervisory CBPO  
Louisville, KY 40209  
(b)(6), (b)(7)(C) Office  
(b)(6), (b)(7)(C) Cell

From: MURPHY, DAVID  
Sent: Friday, November 05, 2010 11:04 PM  
To: (b)(6), (b)(7)(C)  
Cc: HALKINS, GARY R; HURTEAU, MARC A; (b)(6), (b)(7)(C); (b)(6), (b)(7)(C); (b)(6), (b)(7)(C); (b)(6), (b)(7)(C)  
Subject: RE: Urgent Request.  
Importance: High

4/11/2011

[REDACTED] HQ has asked that we track from arrival tomorrow at 07:29 until delivery. Is there a way to do that or have UPS alert us or track for us so that I can be notified or (Gary) when it is actually delivered o its destination. Please advise.

David J. Murphy Jr.  
Director, Field Operations  
Customs and Border Protection  
Chicago Field Office



(b)(6)&(b)(7)(C)

**From:** (b)(6)&(b)(7)(C)  
**Sent:** Friday, November 05, 2010 9:50 PM  
**To:** Shora, Kareem  
**Cc:** HALKINS, GARY R; MURPHY, DAVID; HURTEAU, MARC A; (b)(6)&(b)(7)(C)  
(b)(6)&(b)(7)(C)  
**Subject:** RE: Urgent Request.

Mr. Shora,

This package in question has been shipped by UPS on flight 1220 which in turn will arrive in Dulles at 0729 hours on 11/6/2010. UPS has also provided a complimentary Saturday delivery for this shipment. If I can be of further assistance, please contact me.

r/s

(b)(6)&(b)(7)(C)

Supervisory CBPO  
Louisville, KY 40209  
(b)(6)&(b)(7)(C) Office  
[REDACTED] Cell

**From:** Shora, Kareem  
**Sent:** Friday, November 05, 2010 3:53 PM  
**To:** (b)(6)&(b)(7)(C)  
**Cc:** Presswalla, Jenny  
**Subject:** RE: Urgent Request.  
**Importance:** High

(b)(6)&(b)(7)(C)

We just learned that CBP in Louisville has the passports. Apparently UPS scanned the parcel and made the decision that it contained suspicious documents and then provided the parcel to the CBP officer on night-duty last night. Is there a way you can reach out to (b)(6)&(b)(7)(C) at CBP Louisville (who confirmed this) and see if they are able to get the passports to the individuals?

Thanks,  
Kareem.

4/11/2011



# Homeland Security

Kareem W. Shora, JD, LL.M.  
Senior Policy Advisor  
Section Lead, Community Engagement Section  
Office for Civil Rights and Civil Liberties (CRCL)  
US Department of Homeland Security (DHS)

(b)(6)&(b)(7)(C) (Office)

(b)(6)&(b)(7)(C) (Mobile)

(b)(6)&(b)(7)(C)

<http://www.dhs.gov/crc1>

*This message may contain agency deliberative communications, privacy information or other information that may be privileged and exempt from disclosure outside the agency or to the public. Please consult with the US Department of Homeland Security, Office for Civil Rights and Civil Liberties and the Office of General Counsel before disclosing any information contained in this email.*

**From:** Shora, Kareem  
**Sent:** Friday, November 05, 2010 2:58 PM  
**To:** (b)(6)&(b)(7)(C)  
**Subject:** Urgent Request.  
**Importance:** High

Hello (b)(6)&(b)(7)(C)

We were contacted earlier this morning by a community stakeholder in re. 17 pilgrims getting ready to depart on Hajj travel tonight at 6:00 pm. According to UPS, they have had their passports (which were being sent via UPS) held up by a "government agency" – either DHS or FBI. We ran this through DOJ, US Attorney's Offices, and the FBI today. Apparently the UPS parcel is being held up in Kentucky. Just this afternoon the FBI checked with their local JTTF and indicated it was not them. We've verified this through FBI HQ. The community stakeholder just contacted UPS again and they clarified that the parcel was being held "by CBP." We do not know if that is true or not but this is what UPS told the customer. It would be a PR disaster (not to mention a real injury to these 17 pilgrims) if these passports were being held up for a less-than-serious reason (if in fact DHS had anything to do with it). Is there anyone we can reach out to in Kentucky to try to get to the bottom of this?

Apparently, the passports were being sent overnight via UPS. They were initially told it was lost, then told that it was on hold by a government agency. Here is the relevant information on the package:

Sender: (b)(6)&(b)(7)(C) (working for "sama travel agency")

Receiver: (b)(6)&(b)(7)(C)

Address: (b)(6)&(b)(7)(C)

(b)(6)&(b)(7)(C)

UPS package tracking #: (b)(6)&(b)(7)(C)

Contains 17 passports being returned with Saudi Hajj Visas from Saudi consulate in LA.

4/11/2011

Thanks much,

Kareem.



## Homeland Security

Kareem W. Shora, JD, LL.M.  
Senior Policy Advisor  
Section Lead, Community Engagement Section  
Office for Civil Rights and Civil Liberties (CRCL)  
US Department of Homeland Security (DHS)

(b)(6)&(b)(7)(C) (Office)

(b)(6)&(b)(7)(C) (Mobile)

(b)(6)&(b)(7)(C)

<http://www.dhs.gov/crcl>

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**From:** (b) (6)  
**To:** HALKINS, GARY R  
**Subject:** FW: passports  
**Date:** Wednesday, March 16, 2011 10:57:40 AM

Supervisor CBP Officer (b) (6)  
Customs and Border Protection  
Port of Louisville, KY/UPS ECO Hub  
Louisville Ky  
(b) (6)

**From:** (b)(6)&(b)(7)(C)  
**Sent:** Sunday, November 07, 2010 12:47 PM  
**To:** HALKINS, GARY R  
**Cc:** (b)(6)&(b)(7)(C)  
**Subject:** passports

Gary,

Here are some more bullets I put together. Let me know if I need to expand on anything.

#### Timeline

- On 11/3/10, UPS Security presented shipment (b)(6)&(b)(7)(C) to SCBPO (b)(6)&(b)(7)(C) at approximately 0100 hours, requesting that it be given to CBPO (b)(6)&(b)(7)(C) for analysis. UPS Security stated that the box was opened by UPS Customer Service due to water damage, whereby several passports were discovered. UPS Security indicated that the package appeared "suspicious", with no accompanying documentation. SCBPO (b)(6)&(b)(7)(C) peered into the open box, observed two bundles of passports that had different colors, indicating possible foreign origin.
- SCBPO (b)(6)&(b)(7)(C) placed the package on the supervisor desk for CBPO (b)(6)&(b)(7)(C). CBPO (b)(6)&(b)(7)(C), SCBPO (b)(6)&(b)(7)(C), and the ATCET team were conducting (b) (7)(E) (b) (7)(E). In addition, NTCC requested (b) (7)(E) (b) (7)(E). CBPO (b)(6)&(b)(7)(C) received the shipment at the end of shift on 11/3/10.
- On 11/4/10, ATCET was continuing to focus on (b) (7)(E) (b) (7)(E). ATCET was not notified until 0230 on 11/4/10 that (b) (7)(E) (b) (7)(E). Subsequently, ATCET was preoccupied with (b) (7)(E) (b) (7)(E) and did not analyze the shipment.
- On 11/5/10 at approximately 0300 hours, UPS Security Supervisor (b)(6)&(b)(7)(C) informed SCBPO (b)(6)&(b)(7)(C) and SCBPO (b)(6)&(b)(7)(C) that he had received numerous inquiries about the shipment and asked the status. (b)(6)&(b)(7)(C) was informed that the shipment was going to be analyzed by CBPO (b)(6)&(b)(7)(C). (b)(6)&(b)(7)(C) responded that it was not a problem.
- On 11/5/10 at approximately 1600 hours SCBPO (b)(6)&(b)(7)(C) was directed by Port Director Halkins to report to the CBP World Freight office and locate the package. At 1730 hours, SCBPO (b)(6)&(b)(7)(C) retrieved the package from (b) (7)(E) and was subsequently informed by Port Director Halkins that DFO Murphy wanted the contents vetted before returning the package to UPS Security. CBPO (b)(6)&(b)(7)(C) and (b)(6)&(b)(7)(C) were directed to report to the CBP office and research the contents.
- On 11/5/10 at approximately 1945 hours, Port Director Halkins instructed SCBPO

(b)(6)(b)(7)(C) to discontinue the vetting process and return the package to UPS Security. CBPO (b)(6)(b)(7)(C) was not able to locate any UPS Security personnel until 2015 hours, whereby the package was returned to UPS Security.

- UPS Security informed SCBPO (b)(6)(b)(7)(C) that the package was provided a complimentary Saturday delivery and would be arrive in Dulles at approximately 0800 hours. UPS verified delivery on 11/6/10 at 1155 hours.

Mitigating circumstances:

- UPS opened the shipment prior to presenting the shipment to CBP
- UPS identified the shipment as containing passports
- Initial observation revealed multiple passports, some with different colors suggesting foreign origin.
- CBP was requested to "check it out" due to its suspicious nature. The shipment consisted of 2 bundles of passports and no corresponding documentation. SCBPO (b)(6)(b)(7)(C) did not inspect the package further because he was not wearing gloves. The integrity of the package needed to be maintained if violations of 18USC1544 were discovered and the package referred to JTTF.
- ATCET was involved with (b)(7)(E) Subsequently, at 0100 hours NTCC requested (b)(7)(E) ATCET was occupied until 0430 with these enforcement activities. CBPO (b)(6)(b)(7)(C) was not available to retrieve the shipment until that time.
- ATCET was involved with (b)(7)(E) (b)(7)(E) on Thursday 11/4/10. CBPO (b)(6)(b)(7)(C) was not able to examine the shipment at that time. NTCC did not notify CBP Louisville until 0229 hours that (b)(7)(E)
- Examination of the shipment on 11/5/10 revealed 16 passports and one DHS Refugee travel document. 2 of the passports were from Afghanistan and 1 was from Jordan. The DHS Refugee travel document was issued to a citizen of Uzbekistan. The remaining passports were issued to naturalized US citizens from the Middle East, including Pakistan, Yemen, Afghanistan, Libya, Jordan, Morocco, Turkey, Ghana, and Bangladesh.

(b)(7)(E)

- Pursuant to the DHS "If You See Something, Say Something" vigilance effort, UPS reported a suspicious package and CBP attempted to ascertain any potential threat. Higher priority enforcement efforts prevented the immediate examination of the package. Discovery of potential threats would have been referred to local JTTF officials.

(b)(6)(b)(7)(C)

Supervisory CBPO

Louisville, KY 40209

(b)(6)&(b)(7)(C) Office  
Cell

(b) (6)

From: Aqra Travel [info@aqratravel.com]  
Sent: Monday, November 08, 2010 10:41 AM  
To: (b) (6)  
Subject: RE:

Got it will issue the tickets shortly

Aqra Travel

939 S. Atlantic BLVD, # 213  
Monterey Park, CA 91754  
Tel: 626-289-7485, Fax: 626-282-3762  
Email: info@aqratravel.com, Web: www.aqratravel.com

\*All prices are based on availability and is not guaranteed until ticketed.\*

\*Fares and Taxes are subject to change without notice.\*

From: (b) (6) [mailto:(b) (6)]  
Sent: Monday, November 08, 2010 7:35 AM  
To: Aqra Travel  
Subject: RE:

Attached are the forms you request to process payment of \$34,400.00. Please let me know if you need additional information or assistance. Thank you so much for all your efforts. Please provide confirmation that this requested information was received. Thank you.

(b) (6)

Customs and Border Protection  
1300 Pennsylvania Ave., NW  
Room 3.4B  
Washington, D.C. 20229

(b) (6) office  
(b) (6) fax

(b) (6)

From: Aqra Travel [mailto:info@aqratravel.com]  
Sent: Monday, November 08, 2010 10:18 AM  
To: (b) (6)  
Subject:

Aqra Travel

939 S. Atlantic BLVD, # 213  
Monterey Park, CA 91754  
Tel: 626-289-7485, Fax: 626-282-3762  
Email: info@aqratravel.com, Web: www.aqratravel.com

\*All prices are based on availability and is not guaranteed until ticketed.\*

\*Fares and Taxes are subject to change without notice.\*



AQRA TRAVEL



939 S. Atlantic BLVD, # 213, Monterey Park, CA-91754 Tel:626-289-7485 Fax:626-282-3762  
E-mail:info@aqratravel.com Web:www.aqratravel.com

## CREDIT CARD CHARGE AUTHORIZATION

Your credit card statement will reflect the name of our company or the airline who charged your card

Name Of The Travel Agency: \_\_\_\_\_ ARC/IATA # \_\_\_\_\_

Address: \_\_\_\_\_

Tel #: \_\_\_\_\_ Fax #: \_\_\_\_\_ Booking #: \_\_\_\_\_

Name Of The Traveler(s): \_\_\_\_\_

### TO BE FILLED BY THE CREDIT CARD HOLDER.

I (b) (6), hereby authorize AQRA TRAVEL ( or the Airline ), to charge my credit card for travel expenses in the amount indicated. The issuer of the card identified on this item is authorized to pay the amount shown as total upon proper presentation. I agree to pay such total (together with any other charges due thereon ), subject to and in accordance with the agreement governing the use of such card. I waive my right to dispute these charges. I have read the terms and conditions of the tour/ticket and agree to it.

Type Of Card: Visa, Card #: (b) (6) Exp: 10/11

Amount \$ 34,400.00, DL/ID #: \_\_\_\_\_, Exp: \_\_\_\_\_

Name as it appears on the Credit Card: (b) (6)

Credit Card Billing Address: Customs and Border Protection  
1300 Pennsylvania Ave, NW

City: Washington, State: DC, Zip: 20229

Tel #: (b) (6), Fax #: (b) (6)

Signature of the card holder: (b) (6)

Please Fax back with a clear copy of your credit card & DL/ID for verification

(b) (6)

From: (b) (6)  
Sent: Friday, November 19, 2010 8:42 AM

To: MILLER, TROY A, (b) (6)

Cc: (b) (6)

Subject: RE: HAJJ Travelers

(b) (6),

The following is a list of the original outbound flight information:

11/03/2010 on SV 38 from IAD to MED:

(b) (6)

(b) (6)

11/05/2010 on SV 32 from IAD to MED:

(b) (6)

(b) (6)

(b) (6)

(b) (6)

(b) (6)

(b) (6)

(b) (6)

(b) (6)

(b) (6)

(b) (6)

(b) (6)

(b) (6)

(b) (6)

Best regards,

(b) (6)

Watch Commander

National Targeting Center-Passenger

U.S. Customs and Border Protection

Desk:

Main:

Fax:

e-mail: (b) (6)

From: MILLER, TROY A

Sent: Friday, November 19, 2010 8:22 AM

To: (b) (6)

Cc: (b) (6)

Subject: RE: HAJJ Travelers

Ops wrote bullets, (b) (6) should have them.

From: (b) (6)  
Sent: Friday, November 19, 2010 8:19 AM  
To: (b) (6)  
Cc: MILLER, TROY A; (b) (6)  
Subject: Fw: HAJJ Travelers  
Importance: High

(b) (6)

See request below.

Please provide (b) (6) with the info requested.

Thanks, (b) (6)

---

From: (b) (6)  
To: (b) (6)  
Sent: Fri Nov 19 07:30:55 2010  
Subject: HAJJ Travelers

(b) (6)

Do you have the original flight info on the Hajj travelers? We need to know what airline/flight number they were supposed to be on that they missed because they did not have the passports. Thank you.

(b) (6)  
Branch Chief, Budget Execution  
U.S. Customs & Border Protection  
Office of Field Operations  
(b) (6)

(b) (6)

From: (b) (6)  
 Sent: Friday, November 19, 2010 7:55 AM  
 To: (b) (6)  
 Subject: Here is the flight information as booked by Aqra Travel  
 Importance: High  
 Ma'am,

*Ma'am*

They were all originally booked outbound on Saudi Airways. If you need more info please let me know and I will do my best to track it down for you.

CBP paid for an outbound from IAD to LHR on VS 22 on 11/08/2010

Best regards,

800-472-8342

(b) (6)

Watch Commander  
 National Targeting Center-Passenger  
 U.S. Customs and Border Protection  
 Desk: (b) (6)  
 Main: (b) (6)  
 Fax: (b) (6)  
 e-mail: (b) (6)

(b) (6)

*Tickets were reserved by  
 - Travel Agency on airline  
 \* tickets are non-refundable  
 or changeable  
 \* new reservation were  
 made so the old flight  
 was cancelled*

From: Aqra Travel [mailto:info@aqratravel.com]  
 Sent: Sunday, November 07, 2010 9:53 PM  
 To: Shora, Kareem  
 Cc: 'Aqra Travel'  
 Subject:

# Aqra Travel

939 S. Atlantic BLVD, # 213, Monterey Park, CA-91754  
 Tel: 626-289-7485, Fax: 626-282-3762  
 Email: info@aqratravel.com, Web: www.aqratravel.com

\*All prices are based on availability and is not guaranteed until ticketed.\*

\*Fares and Taxes are subject to change without notice.\*

TO: DHS

For The Following 16 Travelers

1. (b) (6) 2. (b) (6)
3. (b) (6) 4. (b) (6) 5. (b) (6)
6. (b) (6) 7. (b) (6)
1. (b) (6) 2. (b) (6)



3. (b) (6) M 4. (b) (6) 5. (b) (6)  
 6. (b) (6) 7. (b) (6)  
 1. (b) (6) 2. (b) (6)

SALES PERSON: TS

ITINERARY/INVOICE  
OKQBHP PAGE: 01

DATE: 07 NOV 10

08 NOV 10 - MONDAY

AIR VIRGIN ATLANTIC FLT:22 ECONOMY MULTI MEALS  
 LV WASHINGTON DULLES 640P EQP: AIRBUS A340-300  
 07HR 25MIN

09 NOV 10 - TUESDAY

AR LONDON HEATHROW 705A NON-STOP  
 ARRIVE: TERMINAL 3 REF: DXFS0Y  
 AIR EMIRATES AIRLINE FLT:8 ECONOMY MEALS  
 LV LONDON HEATHROW 850A EQP: BOEING 777-300  
 DEPART: TERMINAL 3 06HR 45MIN  
 AR DUBAI 735P NON-STOP  
 ARRIVE: TERMINAL 3 REF: HBIBQJ

10 NOV 10 - WEDNESDAY

AIR SAUDI ARABIAN FLT:5367 ECONOMY  
 LV DUBAI 1020A  
 02HR 40MIN  
 AR JEDDAH 1200N NON-STOP  
 REF: 29FCQ7

Fare including all tax each \$ 2150.00 x 16 total \$ 34,400.00 ( Thirty Four  
 Thousand Four Hundred )



# Homeland Security

Kareem W. Shora, JD, LL.M.

Senior Policy Advisor

Section Lead, Community Engagement Section

Office for Civil Rights and Civil Liberties (CRCL)

US Department of Homeland Security (DHS)

(b) (6)

(b) (6) (Mobile)

(b) (6)

<http://www.dhs.gov/crc/>

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From: Shora, Kareem

Sent: Sunday, November 07, 2010 9:21 PM

To: (b) (6); MILLER, TROY A; Shora, Kareem

Cc: MORRELL, DAVID

Subject: RE: Update on Hajj

(b) (6)

As requested, below please find the list of names broken down to the first group of four for the Continental flight and the second group of eight for the United flight. They've also sent me the remaining group of four who are yet without any flights in case the possibility arises to put them on a flight (they mentioned that United has direct flights from IAD to Kuwait City and then there is a regular Saudi Airlines shuttle flight between Kuwait city and Jeddah if there is any possibility for the remaining four):

From: (b) (6) [mailto:(b) (6)]

Sent: Sunday, November 07, 2010 8:59 PM

To: Shora, Kareem

Cc: (b) (6)

Subject: Passengers list

Assalaamu Alaikum Br. Kareem

Here is the list you requested, please continue to get a group together. But worse case scenario we will travel in groups.

#### Group # 1 4 Members

1. (b) (6) PASSPORT (b) (6) DOB: (b) (6)  
ISSUE DATE: (b) (6) EXPIRATION DATE: (b) (6)

2. (b) (6) USA PASSPORT# (b) (6) DOB: (b) (6)  
ISSUE DATE: (b) (6) EXPIRATION DATE: (b) (6)

3. (b) (6) ISSA U.S.A PASSPORT (b) (6)  
DOB: (b) (6)  
ISSUE DATE (b) (6) EXPIATION DATE (b) (6)

4. (b) (6) USA PASSPORT (b) (6) DOB: (b) (6)  
ISSUE DATE: (b) (6) EXPIRATION DATE: (b) (6)

#### Group # 2 8 Members

1. (b) (6) U.S.A PASSPORT (b) (6) DOB: (b) (6)  
ISSUE DATE (b) (6) EXPIRATION DATE (b) (6)

2. (b) (6) U.S.A PASSPORT # (b) (6) DOB: (b) (6)  
ISSUE DATE: (b) (6) EXPIRATION DATE: (b) (6)

3. (b) (6) U.S.A PASSPORT # (b) (6)  
DOB: (b) (6)

4. (b) (6) U.S.A PASSPORT # (b) (6) DOB (b) (6)  
ISSUE DATE (b) (6) EXPIRATION DATE (b) (6)

5. (b) (6) U.S.A PASSPORT # (b) (6) DOB (b) (6)  
ISSUE DATE (b) (6) EXPIRATION DATE (b) (6)

6. (b) (6) AFGHAN PASSPORT GREEN CARD A# (b) (6)  
DOB: 05 (b) (6) ISSUE DATE (b) (6) EXPIRATION DATE (b) (6)

7. (b) (6) USA TRAVEL DOCUMENT GREEN CARD  
(b) (6) ISSUE DATE: (b) (6) EXPIRATION DATE (b) (6)  
8. (b) (6) AFGHANISTAN PASSPORT

#### Group # 3 4 Members

1. (b) (6) USA PASSPORT (b) (6) DOB: (b) (6)  
ISSUE DATE: (b) (6) EXPIRATION DATE (b) (6)  
2. (b) (6) USA PASSPORT (b) (6) DOB: (b) (6)  
ISSUE DATE: (b) (6) EXPIRATION DATE (b) (6)  
3. (b) (6) USA PASSPORT (b) (6) DOB: (b) (6)  
ISSUE DATE: 01 JUN 2010 EXPIRATION DATE (b) (6)  
4. (b) (6) USA PASSPORT (b) (6)  
DOB: (b) (6) ISSUE DATE (b) (6) EXPIRATION DATE (b) (6)
- 



## Homeland Security

Kareem W. Shora, JD, LL.M.  
Senior Policy Advisor  
Section Lead, Community Engagement Section  
Office for Civil Rights and Civil Liberties (CRCL)  
US Department of Homeland Security (DHS)

(b) (6) (Office)

(b) (6) (Mobile)

(b) (6)

<http://www.dhs.gov/crc1>

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From: (b) (6) [mailto:(b) (6)]

Sent: Sunday, November 07, 2010 8:17 PM

To: MILLER, TROY A; Shora, Kareem

Subject: RE: Update on Hajj

Kareem,

CBP will be providing travel from Dulles through Dubai into Medina. They should only have a few few hours lay over in Dubai not one that is long enough to necessitate a Hotel room. As soon as we get the names we will be able to process the request and they will have all of the itinerary information tomorrow.

Best regards,

(b) (6)

Watch Commander

National Targeting Center-Passenger

U.S. Customs and Border Protection

Desk: (b) (6)

Main: (b) (6)

Fax: (b) (6)

e-mail: (b) (6)

(b) (6)

From: (b) (6)  
Sent: Wednesday, March 16, 2011 10:50 AM  
To: HALKINS, GARY R  
Subject: FW: URGENT: DAC Inquiry

Supervisor CBP Officer (b) (6)  
Customs and Border Protection  
Port of Louisville, KY/UPS ECO Hub  
Louisville Ky

(b) (6)

From: (b)(6)&(b)(7)(C)  
Sent: Friday, November 05, 2010 4:32 PM  
To: (b)(6)&(b)(7)(C) HALKINS, GARY R; (b)(6)&(b)(7)(C)  
Cc: HURTEAU, MARC A; (b)(6)&(b)(7)(C)  
Subject: URGENT: DAC Inquiry

(b)(6)&(b)(7)(C) and Gary,

I just was called into the DAC's office and he asked me about a shipment being held in Louisville. The UPS Package tracking # is (b)(6)&(b)(7)(C). It contains 17 passports being returned with Saudi Visas for the persons identified in the documents to travel to the Hajj. The DAC wants to know if we can confirm if it is being held and if we can release it. He stated that National Security is our first concern, but if it doesn't present a threat we need to get it on it's way.

Please give me some feedback ASAP.

(b)(6)&(b)(7)(C)

(b) (6)

**From:** (b) (6)  
**Sent:** Wednesday, March 16, 2011 11:00 AM  
**To:** HALKINS, GARY R  
**Subject:** FW: thoughts and questions

Supervisor CBP Officer (b) (6)  
Customs and Border Protection  
Port of Louisville, KY/UPS ECO Hub  
Louisville Ky  
(b) (6)

**From:** HALKINS, GARY R  
**Sent:** Tuesday, November 09, 2010 4:50 PM  
**To:** (b)(6)&(b)(7)(C)  
**Cc:** (b)(6)&(b)(7)(C)  
**Subject:** Fw: thoughts and questions

(b)(6)&(b)(7)(C)

Thanks from the CFO!!!

Gary R. Halkins  
Port Director  
Louisville, KY  
(b)(6)&(b)(7)(C)

**From:** (b)(6)&(b)(7)(C)  
**To:** HURTEAU, MARC A; HALKINS, GARY R  
**Sent:** Tue Nov 09 16:15:58 2010  
**Subject:** thoughts and questions

Marc and Gary,  
Please thank both SCBPO (b)(6)&(b)(7)(C) and CBPO (b)(6)&(b)(7)(C) for their responses to our persistent questions. I know that they worked the midnight shift last night and that they will be back there again tonight to carry on CBP's mission. I appreciate the fact that they took time from their "night" to respond to our request. Please assure them that this was important and that their responses are appreciated.

The DFO also asked me to express his thanks for their quick responses as well.

(b)(6)&(b)(7)(C)  
Assistant Director, Trade  
Chicago Field Office  
(b)(6)&(b)(7)(C) Office  
(b) (6) Blackberry

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(b) (6)

**From:** (b) (6)  
**Sent:** Wednesday, March 16, 2011 11:01 AM  
**To:** HALKINS, GARY R  
**Subject:** FW: ECO thoughts and questions  
**Importance:** High  
**Attachments:** (b) (6) Response.doc; Paintingthepicture.doc

Supervisor CBP Officer (b) (6)  
Customs and Border Protection  
Port of Louisville, KY/UPS ECO Hub  
Louisville Ky  
(b) (6)

**From:** HALKINS, GARY R  
**Sent:** Tuesday, November 09, 2010 6:29 PM  
**To:** (b) (6)&(b) (7)(C)  
**Subject:** Fw: ECO thoughts and questions  
**Importance:** High

(b) (6)&(b) (7)(C) should take up writing. I told him I'd pay \$25.00 at Wal-Mart to be able to read the rest of this novel.

Gary R. Halkins  
Port Director  
Louisville, KY  
(b) (6)&(b) (7)(C)

**From:** HALKINS, GARY R  
**To:** (b) (6)&(b) (7)(C)  
**Sent:** Tue Nov 09 15:11:28 2010  
**Subject:** FW: ECO thoughts and questions

(b) (6)&(b) (7)(C)

Statements provided a few minutes ago.

Gary R. Halkins  
Port Director  
Louisville, KY  
Office # (b) (6)&(b) (7)(C)

**From:** HALKINS, GARY R  
**Sent:** Tuesday, November 09, 2010 2:37 PM  
**To:** (b) (6)&(b) (7)(C) HURTEAU, MARC A  
**Subject:** FW: ECO thoughts and questions  
**Importance:** High

(b) (6)&(b) (7)(C)

Responses are attached and (b)(6)&(b)(7)(C) will follow in a few minutes.

Gary R. Halkins  
Port Director  
Louisville, KY  
Office # (b)(6)&(b)(7)(C)

**From:** (b)(6)&(b)(7)(C)  
**Sent:** Tuesday, November 09, 2010 12:37 PM  
**To:** HURTEAU, MARC A; HALKINS, GARY R  
**Subject:** RE: ECO thoughts and questions  
**Importance:** High

Gary and Marc,  
Be sure to use the seizure activity for the hub over those 2 days to "paint the picture."  
Are we asking them to come in or will you interview over phone? This is critical and urgent. HQ waits for no one and nothing...

(b)(6)&(b)(7)(C)

(b)(6)&(b)(7)(C)  
Assistant Director, Trade  
Chicago Field Office  
(b)(6)&(b)(7)(C) Office  
Blackberry

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**From:** HURTEAU, MARC A  
**Sent:** Tuesday, November 09, 2010 11:31 AM  
**To:** HALKINS, GARY R  
**Cc:** (b)(6)&(b)(7)(C)  
**Subject:** RE: ECO thoughts and questions  
**Importance:** High

Gary—not sure if we need to include—but a thought—(b)(6)&(b)(7)(C) recently rec'd DFO quarterly professionalism award for assisting ( going out of his way) a UPS client regarding delivery of their documents/shipment... usually think of him in terms of enforcement but was recognized for providing assistance.

Marc

Marc A. Hurteau

4/11/2011



Area Port Director  
U.S. Customs and Border  
Protection  
Cleveland, Ohio  
(b)(6)&(b)(7)(C)

**From:** (b)(6)&(b)(7)(C)  
**Sent:** Tuesday, November 09, 2010 12:21 PM  
**To:** HURTEAU, MARC A  
**Subject:** ECO thoughts and questions  
**Importance:** High

Marc,

I think OPA needs to draft a broader response to the issue. Things we need to know for the officer's perspective:

We need to get info from (b)(6)&(b)(7)(C) and (b)(6)&(b)(7)(C). We need them to elaborate on what were their reactions and what they were thinking through out this process?

When UPS brought the package to us – what was (b)(6)&(b)(7)(C) reaction/thought? Did he even think it was domestic or international? Did it even occur to him to ask if it was domestic or did he assume it was international – and why? (Did the label appear domestic? (b)(6)&(b)(7)(C) said his first reaction was Laos...???) Why did he take possession of the package? Why did he leave it for (b)(6)&(b)(7)(C)?

Discuss (b)(6)&(b)(7)(C) expertise (2 time commissioner winner, SME trainer/speaker, etc. What is (b)(7)(E) (brief explanation of the program and why the passports were sent to him)?

What did (b)(6)&(b)(7)(C) think when he came back and saw the package? Why did he lock it up with (b)(7)(E) (b)(7)(E)? Did he think it was international? What was the priority that night and the next day (b)(7)(E) (b)(7)(E)? How did the officer's prioritize the work?

How often do we have UPS bring shipments to our attention?

Paint the picture of what was happening and what our officers were thinking and emphasize the good work they do.

(b)(6)&(b)(7)(C)

(b)(6)&(b)(7)(C)  
Assistant Director, Trade  
Chicago Field Office  
(b)(6)&(b)(7)(C) Office  
Blackberry

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personnel who do not have a valid "need-to-know" without prior approval of an authorized DHS official.

When I first walked into the Supervisor's office early in the morning on the 4<sup>th</sup> of November, 2010, I was handed an open package containing numerous passports. The first thing I did was to look at the waybill, and I noticed the shipper listed as, "CA." For a few seconds, I assumed this was the abbreviation for Canada, as our focus and natural interest is international shipments. As I continued to read, I saw the city was listed as Mission Viejo, a city with which I am familiar in California. I was told that this shipment was brought to CBP by UPS Security and that they had opened it and were concerned about the contents. I instantly suspected that UPS was confused and perhaps, like I had initially done, assumed Canada was the point of origin. I mentioned this to supervision, and the decision was made that even though this was a domestic shipment, we had an obligation to look at it further and ascertain if any notification was to be made to another agency.

In my mind, this sounded entirely reasonable. It is important to consider the context of this decision. Over the previous week, we had, by our estimation, narrowly averted almost certain tragedy at the UPS hub with terrorist bombs in packages coming out of (b) (7)(E). Despite what the news channels reported, I knew that the UPS (b) (7)(E) shipment would most likely never have made it to Chicago uninspected. One of these packages would have certainly routed through our facility, (b) (7)(E).

(b) (7)(E)  
(b) (7)(E) The overwhelming feeling in the office was that we had literally lived to fight another day: and only as a result of a tip from another government in this case. So while we felt relief, there was also a heightened sense of awareness, and as typical, camaraderie amongst all of our officers. We felt that we needed to redouble our efforts, as we might not be so lucky next time a dangerous parcel came through our facility. Vigilance was surely the word of the day.

This is the backdrop for the early morning hours when I received the shipment that had been opened and turned over by UPS security. Except that the bombs had not stopped with (b) (7)(E). On this very morning, we were getting preliminary reports that more bombs were coming through our facility, this time out of (b) (7)(E) and some had already detonated, wounding several courier workers. So, as one might imagine, this added to our concerns. I had initially walked into the office to find SCBPO (b) (7)(E) because we had been scrambling to stop and intercept (b) (7)(E) packages en route to (b) (7)(E) (b) (7)(E) and we had to leave immediately to go out and meet a plane. I knew that other courier workers had already been injured in explosions. (b) (7)(E) (b) (7)(E) What was the connection, if any? I seriously wondered what I was about to face. I knew with all my heart that I did not want anyone else to die or be injured in this attack, regardless of who was behind it. Yet I couldn't help wondering if I would see my wife and daughter again, and praying that I would make it through the night.

(b) (7)(E)  
This program is, I am convinced, the best anti-terrorism program in all of CBP, hands down. (b) (7)(E)

(b) (7)(E) To say the program has been productive is an understatement. Twice I have

received our service's highest honor for Anti-Terrorism at the Annual Commissioner's Awards ceremony, and I am only now in my fourth year with CBP. I have stood up national anti-terror teams at the National Targeting Center, worked TDY at the ICE Forensic Document Lab on (b) (7)(E), and been a national trainer and subject matter expert on the program. I am proud to say I have built a reputation as an officer who is enforcement minded. Yet, I am firm in the belief that aggressive enforcement does not exclude humanity, but merely takes it into thorough account. As a result, I recently received the quarterly professionalism award from the Chicago Field Office for my handling of a seizure from an immigrant (b) (7)(E) ✓

As I was handed this package from UPS Security, I looked through it as quickly as I could, to see if there was a more immediate threat. Eighteen passports, several of which were U.S. issue, were inside. I knew this would have to wait, so I put it with several other parcels containing documents that I had to research for (b) (7)(E) and we raced out the door to the flight. UPS waits for no one.

I knew that I had to at least do some basic queries on the documents in the parcel in question, and had hoped to do them later that shift. Six hours later, my shift ended, and I, exhausted from the adrenalin dump and hours of unloading and reloading cans in the search for parcels from (b) (7)(E) returned home, exhausted. Before I left, I secured the parcel from UPS security (b) (7)(E)

(b) (7)(E)

(b) (7)(E) That shift I had some excellent referrals and packages that needed research. One going into (b) (7)(E) that I wondered might be tied to the current ongoing plot, another interesting shipment going outbound to (b) (7)(E), and mixture of others. Each, along with the UPS security-referred shipment, would require further research. I knew, as usual, I had far more work than six officers could accomplish. Yet, I left that morning as I usually do, with a deep sense of satisfaction that I was working as hard as I could, doing as much as I could, and most importantly, that I was, thankfully, living to return another day.

I am forever looking at and thinking about documents. How they could be used against us, their purpose, their legitimacy, their overall utility. The following night, when I came in, I began to work through research on the (b) (7)(E) package one of our officers had referred, but as usual, there were other shipments, other referrals, other developments in the news and the world at large. When I awoke Friday afternoon from a dead slumber to frantic phone calls to come into work and begin researching the UPS security-referred package, I felt the now routing sense of pride in our work and mission, not exasperation.

In truth, I was frustrated with myself for not having gotten to the research on this one sooner, but I was also confident that I was giving all that I had to give, and I knew that I, along with the small group of us who fight here every night would find a way to make things happen. I learned in college that one simply cannot do it all. The secret to productivity is prioritizing what you must do immediately and what simply must wait. I am fiercely proud of the work we do here, and unapologetic about being aggressively

enforcement minded, yet humane. We do a dirty, dangerous job while the world sleeps, and work hours that shave years unnaturally from our projected lifespan. All we ask in return is that those who enjoy the largesse of our diligence might graciously grant us the benefit of the doubt that our intentions, at least, are noble in this endeavor.

Here are the answers to the questions we discussed:

- On 11/3/2010 UPS Security brought two packages to CBP for CBPO (b)(6)&(b)(7)(C) and SCBPO (b)(6)&(b)(7)(C). The first was at approximately 0005 hours, described as (b)(7)(E) routed shipment and the second was a box of passports at approximately 0100 hours. Both packages were already opened by UPS Security.
- The (b)(7)(E) routed package contained documents and I did not look at the contents. I placed it on the supervisor desk for CBPO (b)(6)&(b)(7)(C). The second was a shipping box of passports. UPS Security indicated that the package appeared suspicious, containing several passports and no other documentation. They stated that given the current (b)(7)(E) situation, they wanted to give the package to CBPO (b)(6)&(b)(7)(C) or SCBPO (b)(6)&(b)(7)(C) for research.
- I looked into the open box, and saw two bundles of passports, several which were different colors, and I concluded that they were of foreign origin. I decided to give the package to ATCET, specifically CBPO (b)(6)&(b)(7)(C) as requested.
- CBPO (b)(6)&(b)(7)(C) is assigned (b)(7)(E), and researches all fraudulent documents and potential terrorist related material. CBP Louisville refers all potential fraudulent document issues to CBPO (b)(6)&(b)(7)(C) (b)(7)(E). (b)(7)(E) CBPO (b)(6)&(b)(7)(C) He is our resident expert on document issues, has received two CBP Commissioner Awards for these actions, and trains CBP personnel through out the US.
- When I received the package, I did not look at the label or recall where the shipment originated. I was focused on running (b)(7)(E) queries for the (b)(7)(E). Prior to UPS bringing the package to CBP, I was working with UPS and their (b)(7)(E) system to identify shipments originating from (b)(7)(E). This activity was intensive because (b)(7)(E) did not have many of the pending shipments from (b)(7)(E) since the packages were not assigned a MAWB. In addition, I was not able to use (b)(7)(E) since most of these shipments were arriving at other Ports of Entry, such as Newark and Philadelphia.
- Given the urgency of (b)(7)(E) I did not focus on this shipment nor did I conduct my own research on the package.
- SCBPO (b)(6)&(b)(7)(C) arrived at the UPS Hub office around 0200 hours. SCBPO (b)(6)&(b)(7)(C) was occupied with ATCET, focused on (b)(7)(E). (b)(7)(E) I informed him that UPS Security left two packages for him and CBPO (b)(6)&(b)(7)(C). One was (b)(7)(E) (b)(7)(E) the other a box of passports.
- CBPO (b)(6)&(b)(7)(C) arrived at the end of shift, around 0400 hours. I gave the package to him and CBPO (b)(6)&(b)(7)(C) indicated that the package was domestic in origin. This is the first time I was aware of the package routing. Since some of the passports appeared to be foreign, I agreed

to let CBPO (b)(6)(b)(7)(C) research the shipment assuming that ICE and JTTF would want any positive results from this action. CBPO (b)(6)(b)(7)(C) left with both packages.

(b) (7) (E)

(b) (6)

**From:** (b) (6)  
**Sent:** Wednesday, March 16, 2011 10:52 AM  
**To:** HALKINS, GARY R  
**Subject:** FW: 17 Saudi Passports  
**Importance:** High

Supervisor CBP Officer (b) (6)  
Customs and Border Protection  
Port of Louisville, KY/UPS ECO Hub  
Louisville Ky

(b) (6)

**From:** MURPHY, DAVID  
**Sent:** Friday, November 05, 2010 8:26 PM  
**To:** (b) (6)&(b) (7)(C) HALKINS, GARY R; HURTEAU, MARC A; (b) (6)&(b) (7)(C)  
(b) (6)&(b) (7)(C)  
**Cc:** (b) (6)&(b) (7)(C)  
**Subject:** RE: 17 Saudi Passports  
**Importance:** High

Be ready to field a few questions on this. Do we normally do this with domestic? Do we normally hold in our area  
? under what authority? Why the delay from 11/3 until today? This a just a few I suspect will come be prepared for others. Please get to me this as soon as you can. Thanks  
David J. Murphy Jr.  
Director, Field Operations  
Customs and Border Protection  
Chicago Field Office

(b) (6)&(b) (7)(C)

**From:** (b) (6)&(b) (7)(C)  
**Sent:** Friday, November 05, 2010 7:16 PM  
**To:** HALKINS, GARY R; MURPHY, DAVID; HURTEAU, MARC A; (b) (6)&(b) (7)(C)  
(b) (6)&(b) (7)(C)  
**Cc:** (b) (6)&(b) (7)(C)  
**Subject:** RE: 17 Saudi Passports

Mr. Murphy

These are the bullets for the shipment in question. The shipment has been returned to UPS.

- UPS Security presented shipment (b) (6)&(b) (7)(C) to CBP on 11/03/2010 at approximately 0100 hours. The package was already opened by UPS Security at this time.
- UPS Security indicated that the package was "suspicious" as it contained nothing but passports.
- The shipment contained 16 passports and 1 DHS Refugee travel document of an Uzbekistan citizen. Two passports were from Afghanistan, 1 passport from Jordan, and 13 passports were from the United States.



- All passports contained a Saudi Arabia visa.
- Per request from UPS Security, the shipment was referred to CBPO [REDACTED] and SCBPO [REDACTED] for analysis.
- On 11/05/2010 at approximately 0300 hours, UPS Security Supervisor [REDACTED] requested the status of the shipment. SCBPO [REDACTED] informed [REDACTED] that the shipment was still being analyzed.
- On 11/05/2010 at approximately 1500 hours, Port Director Halkins notified SCBPO [REDACTED] requesting information about this shipment. SCBPO [REDACTED] indicated that ATCET had the package but was not able to contact ATCET or SCBPO [REDACTED].
- At approximately 1600 hours, Port Director Halkins notified SCBPO [REDACTED] to report to work and retrieve the shipment.
- At approximately 1730 hours, SCBPO [REDACTED] retrieved the shipment and was notified by Port Director Halkins to begin vetting the passports per DFO Murphy and if possible, expedite the shipment to UPS Security.
- At approximately 1820 hours, CBPO [REDACTED] began vetting the passports and was assisted by CBPO [REDACTED] at 1900 hours.
- At approximately 1945, Port Director Halkins informed SCBPO [REDACTED] to suspend any further action and return the shipment to UPS. SCBPO [REDACTED] informed CBPO [REDACTED] to suspend vetting and return shipment to UPS Security.
- At approximately 2015 hours, CBPO [REDACTED] returned the shipment to UPS.

r/s

[REDACTED]  
Supervisory CBPO  
Louisville, KY 40209  
[REDACTED] Office  
[REDACTED] Cell

**From:** HALKINS, GARY R  
**Sent:** Friday, November 05, 2010 7:59 PM  
**To:** MURPHY, DAVID; HURTEAU, MARC A; [REDACTED]  
**Cc:** [REDACTED]  
**Subject:** Re: 17 Saudi Passports

Mr. Murphy

The bullets should be out in 5 minutes. We have copies of the Bio page of each PP and as soon as they're scanned they'll be forwarded as well.

[REDACTED] is speaking with both UPS Security and flight ops to get an estimated time of delivery.

Gary R. Halkins  
Port Director  
Louisville, KY  
[REDACTED]

**From:** MURPHY, DAVID  
**To:** HALKINS, GARY R; HURTEAU, MARC A; [REDACTED]  
**Cc:** [REDACTED]  
**Sent:** Fri Nov 05 19:40:33 2010  
**Subject:** RE: 17 Saudi Passports

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Customs and Border Protection  
Chicago Field Office

(b)(6)&(b)(7)(C)

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**Sent:** Friday, November 05, 2010 6:19 PM  
**To:** MURPHY, DAVID; HURTEAU, MARC A; (b)(6)&(b)(7)(C)  
**Subject:** Re: 17 Saudi Passports

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Port Director  
Louisville, KY  
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**To:** HURTEAU, MARC A; (b)(6)&(b)(7)(C)  
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**Cc:** MURDOCK, JUDSON W; SULIVERAS, AILEEN  
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Field Liaison Division  
Office of Field Operations  
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**Sent:** Friday, November 05, 2010 6:38 PM  
**To:** (b)(6)&(b)(7)(C); OFO-FIELD LIAISON

**Subject:** Fw: 17 Saudi Passports

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Office # [REDACTED]

(b) (6)

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**Sent:** Wednesday, March 16, 2011 10:51 AM  
**To:** HALKINS, GARY R  
**Subject:** FW: 17 Saudi Passports  
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Supervisor CBP Officer (b) (6)  
Customs and Border Protection  
Port of Louisville, KY/UPS ECO Hub  
Louisville Ky

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Louisville, KY

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Sent: Friday, November 05, 2010 8:16 PM

To: HALKINS, GARY R; MURPHY, DAVID; HURTEAU, MARC A; (b)(6)&(b)(7)(C)

(b)(6)&(b)(7)(C)

Cc: (b)(6)&(b)(7)(C)

Subject: RE: 17 Saudi Passports

Mr. Murphy

These are the bullets for the shipment in question. The shipment has been returned to UPS.

- UPS Security presented shipment (b)(6)&(b)(7)(C) to CBP on 11/03/2010 at approximately 0100 hours. The package was already opened by UPS Security at this time.
- UPS Security indicated that the package was "suspicious" as it contained nothing but passports.
- The shipment contained 16 passports and 1 DHS Refugee travel document of an Uzbekistan citizen. Two passports were from Afghanistan, 1 passport from Jordan, and 13 passports were from the United States.
- All passports contained a Saudi Arabia visa.
- Per request from UPS Security, the shipment was referred to CBPO (b)(6)&(b)(7)(C) and SCBPO (b)(6)&(b)(7)(C) for analysis.
- On 11/05/2010 at approximately 0300 hours, UPS Security Supervisor (b)(6)&(b)(7)(C) requested the status of the shipment. SCBPO (b)(6)&(b)(7)(C) informed (b)(6)&(b)(7)(C) that the shipment was still being analyzed.
- On 11/05/2010 at approximately 1500 hours, Port Director Halkins notified SCBPO (b)(6)&(b)(7)(C), requesting information about this shipment. SCBPO (b)(6)&(b)(7)(C) indicated that ATCET had the package but was not able to contact ATCET or SCBPO (b)(6)&(b)(7)(C).
- At approximately 1600 hours, Port Director Halkins notified SCBPO (b)(6)&(b)(7)(C) to report to work and retrieve the shipment.
- At approximately 1730 hours, SCBPO (b)(6)&(b)(7)(C) retrieved the shipment and was notified by Port Director Halkins to begin vetting the passports per DFO Murphy and if possible, expedite the shipment to UPS Security.
- At approximately 1820 hours, CBPO (b)(6)&(b)(7)(C) began vetting the passports and was assisted by CBPO (b)(6)&(b)(7)(C) at 1900 hours.
- At approximately 1945, Port Director Halkins informed SCBPO (b)(6)&(b)(7)(C) to suspend any further action and return the shipment to UPS. SCBPO (b)(6)&(b)(7)(C) informed CBPO (b)(6)&(b)(7)(C) to suspend vetting and return shipment to UPS Security.
- At approximately 2015 hours, CBPO (b)(6)&(b)(7)(C) returned the shipment to UPS.

r/s

(b)(6)&(b)(7)(C)

Supervisory CBPO  
Louisville, KY 40209

(b)(6)&(b)(7)(C) Office  
(b)(6)&(b)(7)(C) Cell

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**Subject:** Re: 17 Saudi Passports

Mr. Murphy

The bullets should be out in 5 minutes, We have copies of the Bio page of each PP and as soon as they're scanned they'll be forwarded as well.

(b)(6)&(b)(7)(C) is speaking with both UPS Security and flight ops to get an estimated time of delivery.

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Louisville, KY

(b)(6)&(b)(7)(C)

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**From:** HALKINS, GARY R

**Sent:** Friday, November 05, 2010 4:00 PM

**To:** HURTEAU, MARC A; MURPHY, DAVID; (b)(6)&(b)(7)(C)

**Subject:** 17 Saudi Passports

**Importance:** High

Marc/et al

A few minutes ago (b)(6)&(b)(7)(C) with the U.S. Attorneys Office in Louisville called in reference to 17 Saudi Passports that were being detained at UPS. At about this same time CBPO (b)(6)&(b)(7)(C) received a call at UPS from the FBI inquiring about the same shipment.

UPS informed Officer (b)(6)&(b)(7)(C) this was a domestic shipment which was intercepted by UPS Security who was suspicious of the package. Supposedly UPS Security turned the package over to CBP for review.

Within the last couple of minutes I have spoken with (b)(6)&(b)(7)(C) again and he stated he would be surprised if the next call we received was from the Attorney General "himself". Immediately after that I've received calls from the local RAC with ICE as well as (b)(6)&(b)(7)(C), DHS Office of Intelligence and Analysis, he stated his HQ's had called and instructed him to look into the whereabouts of this shipment.

From the first moments after receiving the initial call we have been calling both SCBP (b)(6)&(b)(7)(C) and CBPO (b)(6)&(b)(7)(C) to see if they have any knowledge of this shipment. At this time we have not been able to contact either one.

Gary R. Halkins  
Port Director  
Louisville, KY  
Office # (b)(6)&(b)(7)(C)

(b) (6)

From: (b) (6)  
Sent: Wednesday, March 16, 2011 10:50 AM  
To: HALKINS, GARY R  
Subject: FW: URGENT: DAC Inquiry

Supervisor CBP Officer (b) (6)  
Customs and Border Protection  
Port of Louisville, KY/UPS ECO Hub  
Louisville Ky  
(b) (6)

From: (b)(6)&(b)(7)(C)  
Sent: Friday, November 05, 2010 6:15 PM  
To: (b)(6)&(b)(7)(C) HALKINS, GARY R; (b)(6)&(b)(7)(C)  
(b)(6)&(b)(7)(C)  
Cc: HURTEAU, MARC A  
Subject: RE: URGENT: DAC Inquiry

Gary, (b)(6)&(b)(7)(C)

Below is additional information on this package:

Receiver: (b)(6)&(b)(7)(C)  
Address: (b)(6)&(b)(7)(C)  
UPS Package Tracking #: (b)(6)&(b)(7)(C)  
Contains 17 passports being returned with Saudi Hajj Visas from Saudi consulate.

I assume it is being held for (b) (7)(E) as UPS has advised Ms. Jenny Presswalla, DHS Office of Civil Rights and Civil Liberties, that the package was "held up by a government agency."

Deputy Assistant Commissioner McAleenan has asked that we confirm if we have the shipment and expedite the release if there is no national security concern.

I will need a response from someone tonight as to the status of this shipment. I need to know:

1. Do we have the shipment?
2. Can it be released and inducted into the sort tonight?
3. Can we work with UPS to determine a timeframe for when it might be delivered?

Thanks,

(b)(6)&(b)(7)(C)

From: (b)(6)&(b)(7)(C)  
Sent: Friday, November 05, 2010 4:32 PM  
To: (b)(6)&(b)(7)(C) HALKINS, GARY R; (b)(6)&(b)(7)(C)  
Cc: HURTEAU, MARC A; (b)(6)&(b)(7)(C)  
Subject: URGENT: DAC Inquiry

(b)(6)&(b)(7)(C) and Gary,

I just was called into the DAC's office and he asked me about a shipment being held in Louisville. The

UPS Package tracking # is (b)(6)&(b)(7)(C) It contains 17 passports being returned with Saudi Visas for the persons identified in the documents to travel to the Hajj. The DAC wants to know if we can confirm if it is being held and if we can release it. He stated that National Security is our first concern, but if it doesn't present a threat we need to get it on it's way.

Please give me some feedback ASAP.

(b)(6)&(b)(7)(C)

(b) (6)

From: (b) (6)  
Sent: Wednesday, March 16, 2011 10:56 AM  
To: HALKINS, GARY R  
Subject: FW: Saudia shipment

Supervisor CBP Officer (b) (6)  
Customs and Border Protection  
Port of Louisville, KY/UPS ECO Hub  
Louisville Ky  
(b) (6)

-----Original Message-----

From: MURPHY, DAVID  
Sent: Saturday, November 06, 2010 11:17 AM  
To: (b) (6)&(b) (7)(C); HALKINS, GARY R  
Subject: Re: Saudia shipment

(b) (6)&(b) (7)(C) anything you can find out on that end on the delivery to the destination in Manassas, Va? Please see what you can find out on that end. Thanks

----- Original Message -----

From: (b) (6)&(b) (7)(C)  
To: HALKINS, GARY R; MURPHY, DAVID  
Sent: Sat Nov 06 11:13:29 2010  
Subject: RE: Saudia shipment

I'm in the office, I'm waiting on a call back from S/A (b) (6)&(b) (7)(C) if I don't hear from him in the next couple minutes, I'm going to try and get the squad commander.

r/s

(b) (6)&(b) (7)(C)

(b) (6)&(b) (7)(C)  
SCBPO, Customs and Border Protection  
Port of Louisville  
(b) (6)&(b) (7)(C)

-----Original Message-----

From: HALKINS, GARY R  
Sent: Saturday, November 06, 2010 10:31 AM  
To: MURPHY, DAVID  
Cc: (b) (6)  
Subject: Re: Saudia shipment

Still no change.

(b) (6)&(b) (7)(C)  
Port Director  
Louisville, KY  
(b) (6)&(b) (7)(C)

----- Original Message -----

From: HALKINS, GARY R  
To: MURPHY, DAVID  
Sent: Sat Nov 06 09:54:02 2010  
Subject: Re: Saudia shipment

No change in the posting.

Gary R. Halkins  
Port Director  
Louisville, KY  
(b)(5)&(b)(7)(C)

----- Original Message -----  
From: MURPHY, DAVID  
To: HALKINS, GARY R  
Sent: Sat Nov 06 09:52:45 2010  
Subject: Re: Saudia shipment

Thanks Gary, any word yet?

----- Original Message -----  
From: HALKINS, GARY R  
To: MURPHY, DAVID; (b)(5)&(b)(7)(C)  
Sent: Sat Nov 06 09:51:14 2010  
Subject: Fw: Saudia shipment

Mr. Murphy

(b)(7)(E) will be heading into the office shortly and will ensure the info is relayed to the  
(b)(7)(E) He'll reach out to you once he arrives.

No change on the shipment tracking.

Gary R. Halkins  
Port Director  
Louisville, KY  
(b)(5)&(b)(7)(C)

----- Original Message -----  
From: HALKINS, GARY R  
To: MURPHY, DAVID  
Sent: Sat Nov 06 09:17:03 2010  
Subject: Saudia shipment

Mr. Murphy

Shipment shows a departure from Louisville at 4:46 this morning and arrived in Richmond VA at 6:10 am. Departed for Chantilly VA and arrived at 0732 am and departed at 0822 am.

There is no further information at this time.

Will provide updates as they are posted.

Gary R. Halkins  
Port Director  
Louisville, KY  
(b)(5)&(b)(7)(C)

(b) (6)

From: (b) (6)  
Sent: Wednesday, March 16, 2011 10:56 AM  
To: HALKINS, GARY R  
Subject: FW: Saudia shipment

Supervisor CBP Officer (b)(6)&(b)(7)(C)  
Customs and Border Protection  
Port of Louisville, KY/UPS ECO Hub  
Louisville Ky

(b) (6)

-----Original Message-----

From: HALKINS, GARY R  
Sent: Saturday, November 06, 2010 10:31 AM  
To: MURPHY, DAVID  
Cc: (b)(6)&(b)(7)(C)  
Subject: Re: Saudia shipment

Still no change.

Gary R. Halkins  
Port Director  
Louisville, KY

(b)(6)&(b)(7)(C)

----- Original Message -----

From: HALKINS, GARY R  
To: MURPHY, DAVID  
Sent: Sat Nov 06 09:54:02 2010  
Subject: Re: Saudia shipment

No change in the posting.

Gary R. Halkins  
Port Director  
Louisville, KY

(b)(6)&(b)(7)(C)

----- Original Message -----

From: MURPHY, DAVID  
To: HALKINS, GARY R  
Sent: Sat Nov 06 09:52:45 2010  
Subject: Re: Saudia shipment

Thanks Gary, any word yet?

----- Original Message -----

From: HALKINS, GARY R  
To: MURPHY, DAVID; (b)(6)&(b)(7)(C)  
Sent: Sat Nov 06 09:51:14 2010  
Subject: Fw: Saudia shipment

Mr. Murphy

(b)(6)&(b)(7)(E) will be heading into the office shortly and will ensure the info is relayed to the  
(b) (7)(E) He'll reach out to you once he arrives.

No change on the shipment tracking.

Gary R. Halkins

Port Director  
Louisville, KY  
(b)(6)&(b)(7)(C)

----- Original Message -----  
From: HALKINS, GARY R  
To: MURPHY, DAVID  
Sent: Sat Nov 06 09:17:03 2010  
Subject: Saudia shipment

Mr. Murphy

Shipment shows a departure from Louisville at 4:46 this morning and arrived in Richmond VA at 6:10 am. Departed for Chantilly VA and arrived at 0732 am and departed at 0822 am.

There is no further information at this time.

Will provide updates as they are posted.

Gary R. Halkins  
Port Director  
Louisville, KY  
(b)(6)&(b)(7)(C)



(b) (6)

**From:** (b) (6)  
**Sent:** Wednesday, March 16, 2011 10:55 AM  
**To:** HALKINS, GARY R  
**Subject:** FW: Saudia shipment

**Importance:** High

Supervisor CBP Officer (b)(6)&(b)(7)(C)  
Customs and Border Protection  
Port of Louisville, KY/UPS ECO Hub  
Louisville Ky

(b) (6)

-----Original Message-----

**From:** HALKINS, GARY R  
**Sent:** Saturday, November 06, 2010 9:51 AM  
**To:** MURPHY, DAVID; (b)(6)&(b)(7)(C)  
**Subject:** Fw: Saudia shipment  
**Importance:** High

Mr. Murphy

(b) (6)&(b)(7)(C) will be heading into the office shortly and will ensure the info is relayed to the  
(b) (7)(E) He'll reach out to you once he arrives.

No change on the shipment tracking.

Gary R. Halkins  
Port Director  
Louisville, KY

(b)(6)&(b)(7)(C)

----- Original Message -----

**From:** HALKINS, GARY R  
**To:** MURPHY, DAVID  
**Sent:** Sat Nov 06 09:17:03 2010  
**Subject:** Saudia shipment

Mr. Murphy

Shipment shows a departure from Louisville at 4:46 this morning and arrived in Richmond VA at 6:10 am. Departed for Chantilly VA and arrived at 0732 am and departed at 0822 am.

There is no further information at this time.

Will provide updates as they are posted.

Gary R. Halkins  
Port Director  
Louisville, KY

(b)(6)&(b)(7)(C)

(b) (6)

**From:** (b) (6)  
**Sent:** Wednesday, March 16, 2011 10:54 AM  
**To:** HALKINS, GARY R  
**Subject:** FW: Urgent Request.

Supervisor CBP Officer (b) (6)  
Customs and Border Protection  
Port of Louisville, KY/UPS ECO Hub  
Louisville Ky  
(b)(6)&(b)(7)(C)

**From:** (b)(6)&(b)(7)(C)  
**Sent:** Saturday, November 06, 2010 12:03 AM  
**To:** MURPHY, DAVID  
**Cc:** HALKINS, GARY R; HURTEAU, MARC A; (b)(6)&(b)(7)(C)  
(b)(6)&(b)(7)(C)  
**Subject:** RE: Urgent Request.

Mr. Murphy

UPS Security will call me or Gary Halkins upon delivery. They could not set up an email notification. Is that acceptable? We will call you immediately there after.

r/s

(b)(6)&(b)(7)(C)  
Supervisory CBPO  
Louisville, KY 40209  
(b)(6)&(b)(7)(C) Office  
Cell

**From:** MURPHY, DAVID  
**Sent:** Friday, November 05, 2010 11:19 PM  
**To:** (b)(6)&(b)(7)(C)  
**Cc:** HALKINS, GARY R; HURTEAU, MARC A; (b)(6)&(b)(7)(C)  
(b)(6)&(b)(7)(C)  
**Subject:** Re: Urgent Request.

Thanks

**From:** (b)(6)&(b)(7)(C)  
**To:** MURPHY, DAVID  
**Cc:** HALKINS, GARY R; HURTEAU, MARC A; (b)(6)&(b)(7)(C)  
(b)(6)&(b)(7)(C)  
**Sent:** Fri Nov 05 23:17:52 2010  
**Subject:** RE: Urgent Request.

Mr. Murphy,

4/11/2011

I talked to UPS security and they will advise me shortly. We can track simply by inputting the tracking number, (b)(6)&(b)(7)(C) in the 'Track Your Package Field' on UPS.COM. This will tell us each scan location, time, and the delivery status. When Security responds, I may have a more formal process.

r/s

(b)(6)&(b)(7)(C)

Supervisory CBPO  
Louisville, KY 40209  
(b)(6)&(b)(7)(C) Office  
Cell

**From:** MURPHY, DAVID

**Sent:** Friday, November 05, 2010 11:04 PM

**To:** (b)(6)&(b)(7)(C)

**Cc:** HALKINS, GARY R; HURTEAU, MARC A; (b)(6)&(b)(7)(C)

(b)(6)&(b)(7)(C)

**Subject:** RE: Urgent Request.

**Importance:** High

(b)(6)&(b)(7)(C) HQ has asked that we track from arrival tomorrow at 07:29 until delivery. Is there a way to do that or have UPS alert us or track for us so that I can be notified or (Gary) when it is actually delivered o its destination. Please advise.

David J. Murphy Jr.  
Director, Field Operations  
Customs and Border Protection  
Chicago Field Office

(b)(6)&(b)(7)(C)

**From:** (b)(6)&(b)(7)(C)

**Sent:** Friday, November 05, 2010 9:50 PM

**To:** Shora, Kareem

**Cc:** HALKINS, GARY R; MURPHY, DAVID; HURTEAU, MARC A; (b)(6)&(b)(7)(C)

(b)(6)&(b)(7)(C)

**Subject:** RE: Urgent Request.

Mr. Shora,

This package in question has been shipped by UPS on flight 1220 which in turn will arrive in Dulles at 0729 hours on 11/6/2010. UPS has also provided a complimentary Saturday delivery for this shipment. If I can be of further assistance, please contact me.

r/s

(b)(6)&(b)(7)(C)

Supervisory CBPO  
Louisville, KY 40209  
(b)(6)&(b)(7)(C) Office  
Cell

4/11/2011

**From:** Shora, Kareem  
**Sent:** Friday, November 05, 2010 3:53 PM  
**To:** (b)(6)&(b)(7)(C)  
**Cc:** Presswalla, Jenny  
**Subject:** RE: Urgent Request.  
**Importance:** High

(b)(6)&(b)(7)(C)

We just learned that CBP in Louisville has the passports. Apparently UPS scanned the parcel and made the decision that it contained suspicious documents and then provided the parcel to the CBP officer on night-duty last night. Is there a way you can reach out to Gary Hawkins at CBP Louisville (who confirmed this) and see if they are able to get the passports to the individuals?

Thanks,  
Kareem.



Homeland  
Security

Kareem W. Shora, JD, LL.M.  
Senior Policy Advisor  
Section Lead, Community Engagement Section  
Office for Civil Rights and Civil Liberties (CRCL)  
US Department of Homeland Security (DHS)  
(b)(6)&(b)(7)(C) (Office)  
(b)(6)&(b)(7)(C) (Mobile)

(b)(6)&(b)(7)(C)  
<http://www.dhs.gov/crc1>

*This message may contain agency deliberative communications, privacy information or other information that may be privileged and exempt from disclosure outside the agency or to the public. Please consult with the US Department of Homeland Security, Office for Civil Rights and Civil Liberties and the Office of General Counsel before disclosing any information contained in this email.*

**From:** Shora, Kareem  
**Sent:** Friday, November 05, 2010 2:58 PM  
**To:** (b)(6)&(b)(7)(C)  
**Subject:** Urgent Request.  
**Importance:** High

Hello (b)(6)&(b)(7)(C)

We were contacted earlier this morning by a community stakeholder in re. 17 pilgrims getting ready to depart on Hajj travel tonight at 6:00 pm. According to UPS, they have had their passports (which were being sent via UPS) held up by a "government agency" – either DHS or FBI. We ran this through DOJ, US Attorney's Offices, and the FBI today. Apparently the UPS parcel is being held up in Kentucky. Just this afternoon the FBI checked with their local JTTF and indicated it was not them. We've verified this through FBI HQ. The community stakeholder just contacted UPS again and they clarified that the parcel was being held "by CBP." We do not know if that is true or not but this is what UPS told the customer. It would be a PR disaster (not to mention a real injury to these 17 pilgrims) if these passports were being held up for a less-than-serious reason (if in fact DHS had anything to do with it).

4/11/2011

Is there anyone we can reach out to in Kentucky to try to get to the bottom of this?

Apparently, the passports were being sent overnight via UPS. They were initially told it was lost, then told that it was on hold by a government agency. Here is the relevant information on the package:

Sender: (b)(6)&(b)(7)(C) (working for "sama travel agency")

Receiver: (b)(6)&(b)(7)(C)

Address: (b)(6)&(b)(7)(C)

(b)(6)&(b)(7)(C)

UPS package tracking #: (b)(6)&(b)(7)(C)

Contains 17 passports being returned with Saudi Hajj Visas from Saudi consulate in LA.

Thanks much,

Kareem.



Homeland  
Security

Kareem W. Shora, JD, LL.M.  
Senior Policy Advisor  
Section Lead, Community Engagement Section  
Office for Civil Rights and Civil Liberties (CRCL)  
US Department of Homeland Security (DHS)

(b)(6)&(b)(7)(C) (Office)  
(b)(6)&(b)(7)(C) (Mobile)

(b)(6)&(b)(7)(C)

<http://www.dhs.gov/crcl>

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4/11/2011

(b) (6)

From: (b) (6)  
Sent: Wednesday, March 16, 2011 10:57 AM  
To: HALKINS, GARY R  
Subject: FW: Saudia shipment

Supervisor CBP Officer (b) (6)  
Customs and Border Protection  
Port of Louisville, KY/UPS ECO Hub  
Louisville Ky

(b) (6)

-----Original Message-----

From: MURPHY, DAVID  
Sent: Saturday, November 06, 2010 12:28 PM  
To: (b) (6)&(b) (7)(C) HALKINS, GARY R  
Cc: HURTEAU, MARC A  
Subject: Re: Saudia shipment

Thanks all!

----- Original Message -----

From: HACK, GREGORY B  
To: MURPHY, DAVID; HALKINS, GARY R  
Sent: Sat Nov 06 12:26:27 2010  
Subject: RE: Saudia shipment

I just received a phone call from (b) (6)&(b) (7)(C), he indicated that he verified delivery.

Also, the web site is indicated that it was delivered at 1155 this morning.

r/s

(b) (6)&(b) (7)(C)

-----Original Message-----

From: MURPHY, DAVID  
Sent: Saturday, November 06, 2010 12:25 PM  
To: (b) (6)&(b) (7)(C) HALKINS, GARY R  
Subject: Re: Saudia shipment

HQ just informed me that the package was delivered. Can you confirm on your end asap

----- Original Message -----

From: (b) (6)&(b) (7)(C)  
To: HALKINS, GARY R; MURPHY, DAVID  
Sent: Sat Nov 06 12:03:20 2010  
Subject: RE: Saudia shipment

(b) (6)&(b) (7)(C) is still trying to track it down, I just spoke to him, he requested confirmation of the delivery address.

Also, I spoke to both (b) (6)&(b) (7)(C) and FBI/JTTF Lville S/A (b) (7)(E)

(b) (7)(E)

r/s

(b) (6)&(b) (7)(C)

-----Original Message-----

From: HALKINS, GARY R  
Sent: Saturday, November 06, 2010 11:57 AM  
To: (b)(6)&(b)(7)(C); MURPHY, DAVID  
Subject: Re: Saudia shipment

No change on UPS Tracking system.

Gary R. Halkins  
Port Director  
Louisville, KY

(b)(6)&(b)(7)(C)

----- Original Message -----

From: (b)(6)&(b)(7)(C)  
To: HALKINS, GARY R; MURPHY, DAVID  
Sent: Sat Nov 06 11:31:15 2010  
Subject: RE: Saudia shipment

I just got off the phone with (b)(6)&(b)(7)(C), he is looking into it, he knows we need this info asap, hopefully we will hear from him shortly.

r/s

(b)(6)&(b)(7)(C)

-----Original Message-----

From: HALKINS, GARY R  
Sent: Saturday, November 06, 2010 11:20 AM  
To: MURPHY, DAVID; (b)(6)&(b)(7)(C)  
Subject: Re: Saudia shipment  
Importance: High

Mr. Murphy

Just got off the phone with (b)(6)&(b)(7)(C) He's reaching out to (b)(6)&(b)(7)(C) to if he can provide any assistance.

The truck delivery operations are not something the locals are involved in.

Gary R. Halkins  
Port Director  
Louisville, KY

(b)(6)&(b)(7)(C)

----- Original Message -----

From: MURPHY, DAVID  
To: HALKINS, GARY R  
Sent: Sat Nov 06 11:09:48 2010  
Subject: Fw: Saudia shipment

Gary, any other way for UPS to verify?

----- Original Message -----

From: MCALEENAN, KEVIN K.  
To: MURPHY, DAVID  
Sent: Sat Nov 06 10:37:23 2010  
Subject: Re: Saudia shipment

Any word on the package?

Kevin McAleenan  
Deputy Assistant Commissioner  
Office of Field Operations

----- Original Message -----

From: MURPHY, DAVID  
To: MCALEENAN, KEVIN K.

Sent: Sat Nov 06 09:55:17 2010  
Subject: FW: Saudia shipment

Sir, per our discussion we will (b)(7)(E) [REDACTED]  
(b)(7)(E) [REDACTED]. We checked again with UPS and still no word on actual delivery. Dave

David J. Murphy Jr.  
Director, Field Operations  
Customs and Border Protection  
Chicago Field Office

(b)(6)&(b)(7)(C) [REDACTED]  
+

-----Original Message-----

From: HALKINS, GARY R  
Sent: Saturday, November 06, 2010 8:51 AM  
To: MURPHY, DAVID; (b)(6)&(b)(7)(C) [REDACTED]  
Subject: Fw: Saudia shipment  
Importance: High

Mr. Murphy

(b)(7)(E) [REDACTED] will be heading into the office shortly and will ensure the info is relayed to the  
(b)(7)(E) [REDACTED]. He'll reach out to you once he arrives.

No change on the shipment tracking.

Gary R. Halkins  
Port Director  
Louisville, KY

(b)(6)&(b)(7)(C) [REDACTED]

----- Original Message -----

From: HALKINS, GARY R  
To: MURPHY, DAVID  
Sent: Sat Nov 06 09:17:03 2010  
Subject: Saudia shipment

Mr. Murphy

Shipment shows a departure from Louisville at 4:46 this morning and arrived in Richmond VA at 6:10 am. Departed for Chantilly VA and arrived at 0732 am and departed at 0822 am.

There is no further information at this time.

Will provide updates as they are posted.

Gary R. Halkins  
Port Director  
Louisville, KY

(b)(6)&(b)(7)(C) [REDACTED]



(b) (6)

From: (b) (6)  
Sent: Wednesday, March 16, 2011 10:50 AM  
To: HALKINS, GARY R  
Subject: FW: URGENT: DAC Inquiry

Supervisor CBP Officer (b) (6)  
Customs and Border Protection  
Port of Louisville, KY/UPS ECO Hub  
Louisville Ky

(b) (6)

From: HURTEAU, MARC A  
Sent: Friday, November 05, 2010 6:51 PM  
To: (b) (6)&(b) (7)(C); HALKINS, GARY R; (b) (6)&(b) (7)(C)  
(b) (6)&(b) (7)(C)  
Subject: Re: URGENT: DAC Inquiry

Gary--please confirm that you guys are on this--thanks

Marc A. Hurteau  
Area Port Director  
U.S. Customs and Border Protection  
Cleveland, Ohio  
(b) (6)&(b) (7)(C)

From: (b) (6)&(b) (7)(C)  
To: (b) (6)&(b) (7)(C); HALKINS, GARY R; (b) (6)&(b) (7)(C)  
(b) (6)&(b) (7)(C)  
Cc: HURTEAU, MARC A  
Sent: Fri Nov 05 18:15:06 2010  
Subject: RE: URGENT: DAC Inquiry

Gary, (b) (6)&(b) (7)(C)

Below is additional information on this package:

Receiver: (b) (6)&(b) (7)(C)  
Address: (b) (6)&(b) (7)(C)  
UPS Package Tracking #: (b) (6)&(b) (7)(C)  
Contains 17 passports being returned with Saudi Hajj Visas from Saudi consulate.

I assume it is being held for (b) (7)(E) as UPS has advised Ms. Jenny Presswalla, DHS Office of Civil Rights and Civil Liberties, that the package was "held up by a government agency."

Deputy Assistant Commissioner McAleenan has asked that we confirm if we have the shipment and expedite the release if there is no national security concern.

I will need a response from someone tonight as to the status of this shipment. I need to know:

1. Do we have the shipment?
2. Can it be released and inducted into the sort tonight?
3. Can we work with UPS to determine a timeframe for when it might be delivered?

Thanks,

[REDACTED]

**From:** (b)(6)&(b)(7)(C)  
**Sent:** Friday, November 05, 2010 4:32 PM  
**To:** (b)(6)&(b)(7)(C); HALKINS, GARY R; (b)(6)&(b)(7)(C)  
**Cc:** HURTEAU, MARC A; (b)(6)&(b)(7)(C)  
**Subject:** URGENT: DAC Inquiry

[REDACTED] and Gary,

I just was called into the DAC's office and he asked me about a shipment being held in Louisville. The UPS Package tracking # is (b)(6)&(b)(7)(C). It contains 17 passports being returned with Saudi Visas for the persons identified in the documents to travel to the Hajj. The DAC wants to know if we can confirm if it is being held and if we can release it. He stated that National Security is our first concern, but if it doesn't present a threat we need to get it on it's way.

Please give me some feedback ASAP.

[REDACTED]

(b) (6)

**From:** (b) (6)  
**Sent:** Wednesday, March 16, 2011 11:00 AM  
**To:** HALKINS, GARY R  
**Subject:** FW: thoughts and questions

Supervisor CBP Officer (b) (6)  
Customs and Border Protection  
Port of Louisville, KY/UPS ECO Hub  
Louisville Ky  
(b) (6)

**From:** HALKINS, GARY R  
**Sent:** Tuesday, November 09, 2010 4:50 PM  
**To:** (b)(6)&(b)(7)(C)  
**Cc:** (b)(6)&(b)(7)(C)  
**Subject:** Fw: thoughts and questions

(b)(6)&(b)(7)(C)

Thanks from the CFO!!!

Gary R. Halkins  
Port Director  
Louisville, KY  
(b)(6)&(b)(7)(C)

**From:** (b)(6)&(b)(7)(C)  
**To:** HURTEAU, MARC A; HALKINS, GARY R  
**Sent:** Tue Nov 09 16:15:58 2010  
**Subject:** thoughts and questions

Marc and Gary,  
Please thank both SCBPO (b)(6)&(b)(7)(C) and CBPO (b)(6)&(b)(7)(C) for their responses to our persistent questions. I know that they worked the midnight shift last night and that they will be back there again tonight to carry on CBP's mission. I appreciate the fact that they took time from their "night" to respond to our request. Please assure them that this was important and that their responses are appreciated.  
The DFO also asked me to express his thanks for their quick responses as well.

(b)(6)&(b)(7)(C)  
Assistant Director, Trade  
Chicago Field Office  
(b)(6)&(b)(7)(C) Office  
Blackberry

4/11/2011

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(b) (6)

**From:** (b) (6)  
**Sent:** Wednesday, March 16, 2011 10:55 AM  
**To:** HALKINS, GARY R  
**Subject:** FW: Urgent Request.  
**Attachments:** Waybill.pdf

Supervisor CBP Officer (b) (6)  
Customs and Border Protection  
Port of Louisville, KY/UPS ECO Hub  
Louisville Ky  
(b) (6)

**From:** (b)(6)&(b)(7)(C)  
**Sent:** Saturday, November 06, 2010 2:33 AM  
**To:** MURPHY, DAVID  
**Cc:** HALKINS, GARY R; HURTEAU, MARC A; (b)(6)&(b)(7)(C)  
(b)(6)&(b)(7)(C)  
**Subject:** RE: Urgent Request.

Mr. Murphy

I was finally able to review the initial email from Mr. Shora and I wanted to inform you that his statement "UPS package tracking #: (b)(6)&(b)(7)(C) Contains 17 passports being returned with Saudi Hajj Visas from Saudi consulate in LA" may have been interpreted to mean that this shipment was a diplomatic pouch or shipment. The shipment originated from an apartment and was destined for a residential dwelling. I wanted to reassure the Field Office of this matter and attached a copy of the waybill provided by USP Security. I hope this helps.

R/s

(b)(6)&(b)(7)(C)  
Supervisory CBPO  
Louisville, KY 40209  
(b)(6)&(b)(7)(C) Office  
Cell

**From:** MURPHY, DAVID  
**Sent:** Friday, November 05, 2010 11:04 PM  
**To:** (b)(6)&(b)(7)(C)  
**Cc:** HALKINS, GARY R; HURTEAU, MARC A; (b)(6)&(b)(7)(C)  
(b)(6)&(b)(7)(C)  
**Subject:** RE: Urgent Request.  
**Importance:** High

4/11/2011

[REDACTED] HQ has asked that we track from arrival tomorrow at 07:29 until delivery. Is there a way to do that or have UPS alert us or track for us so that I can be notified or (Gary) when it is actually delivered o its destination. Please advise.

David J. Murphy Jr.  
Director, Field Operations  
Customs and Border Protection  
Chicago Field Office

[REDACTED]  
[REDACTED]

**From:** [REDACTED]  
**Sent:** Friday, November 05, 2010 9:50 PM  
**To:** Shora, Kareem  
**Cc:** HALKINS, GARY R; MURPHY, DAVID; HURTEAU, MARC A; [REDACTED]  
[REDACTED]  
**Subject:** RE: Urgent Request.

Mr. Shora,

This package in question has been shipped by UPS on flight 1220 which in turn will arrive in Dulles at 0729 hours on 11/6/2010. UPS has also provided a complimentary Saturday delivery for this shipment. If I can be of further assistance, please contact me.

r/s

[REDACTED]  
Supervisory CBPO  
Louisville, KY 40209  
[REDACTED] Office  
[REDACTED] Cell

**From:** Shora, Kareem  
**Sent:** Friday, November 05, 2010 3:53 PM  
**To:** [REDACTED]  
**Cc:** Presswalla, Jenny  
**Subject:** RE: Urgent Request.  
**Importance:** High

[REDACTED]

We just learned that CBP in Louisville has the passports. Apparently UPS scanned the parcel and made the decision that it contained suspicious documents and then provided the parcel to the CBP officer on night-duty last night. Is there a way you can reach out to Gary Hawkins at CBP Louisville (who confirmed this) and see if they are able to get the passports to the individuals?

Thanks,  
Kareem.

4/11/2011



# Homeland Security

Kareem W. Shora, JD, LL.M.  
Senior Policy Advisor  
Section Lead, Community Engagement Section  
Office for Civil Rights and Civil Liberties (CRCL)  
US Department of Homeland Security (DHS)

(b)(6)&(b)(7)(C) (Office)

(Mobile)

(b)(6)&(b)(7)(C)

<http://www.dhs.gov/crc1>

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**From:** Shora, Kareem  
**Sent:** Friday, November 05, 2010 2:58 PM  
**To:** (b)(6)&(b)(7)(C)  
**Subject:** Urgent Request.  
**Importance:** High

Hello (b)(6)&(b)(7)(C)

We were contacted earlier this morning by a community stakeholder in re. 17 pilgrims getting ready to depart on Hajj travel tonight at 6:00 pm. According to UPS, they have had their passports (which were being sent via UPS) held up by a "government agency" – either DHS or FBI. We ran this through DOJ, US Attorney's Offices, and the FBI today. Apparently the UPS parcel is being held up in Kentucky. Just this afternoon the FBI checked with their local JTTF and indicated it was not them. We've verified this through FBI HQ. The community stakeholder just contacted UPS again and they clarified that the parcel was being held "by CBP." We do not know if that is true or not but this is what UPS told the customer. It would be a PR disaster (not to mention a real injury to these 17 pilgrims) if these passports were being held up for a less-than-serious reason (if in fact DHS had anything to do with it). Is there anyone we can reach out to in Kentucky to try to get to the bottom of this?

Apparently, the passports were being sent overnight via UPS. They were initially told it was lost, then told that it was on hold by a government agency. Here is the relevant information on the package:

Sender: (b)(6)&(b)(7)(C) working for "sama travel agency")

Receiver: (b)(6)&(b)(7)(C)

Address: (b)(6)&(b)(7)(C)

(b)(6)&(b)(7)(C)

UPS package tracking #: (b)(6)&(b)(7)(C)

Contains 17 passports being returned with Saudi Hajj Visas from Saudi consulate in LA.

4/11/2011

Thanks much,

Kareem.



## Homeland Security

Kareem W. Shora, JD, LL.M.  
Senior Policy Advisor  
Section Lead, Community Engagement Section  
Office for Civil Rights and Civil Liberties (CRCL)  
US Department of Homeland Security (DHS)

(b)(6)&(b)(7)(C) (Office)

(Mobile)

(b)(6)&(b)(7)(C)

<http://www.dhs.gov/crcl>

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4/11/2011



(b) (6)

**From:** (b) (6)  
**Sent:** Wednesday, March 16, 2011 10:51 AM  
**To:** HALKINS, GARY R  
**Subject:** FW: 17 Saudi Passports

Supervisor CBP Officer (b) (6)  
Customs and Border Protection  
Port of Louisville, KY/UPS ECO Hub  
Louisville Ky  
(b) (6)

**From:** MURPHY, DAVID  
**Sent:** Friday, November 05, 2010 7:09 PM  
**To:** HURTEAU, MARC A; (b)(6)&(b)(7)(C) HALKINS, GARY R; (b)(6)&(b)(7)(C)  
**Subject:** Fw: 17 Saudi Passports

Folks need bullets asap.

**From:** (b)(6)&(b)(7)(C)  
**To:** (b)(6)&(b)(7)(C) MURPHY, DAVID  
**Cc:** MURDOCK, JUDSON W; SULIVERAS, AILEEN  
**Sent:** Fri Nov 05 19:04:15 2010  
**Subject:** FW: 17 Saudi Passports

Mr. Murphy,

Please advise if a member of your staff will be providing detailed bullets regarding this incident?

Thank you,

(b)(6)&(b)(7)(C)  
Field Liaison Division  
Office of Field Operations  
Washington DC  
(b)(6)&(b)(7)(C)

**From:** FORET, VERNON T  
**Sent:** Friday, November 05, 2010 6:38 PM  
**To:** (b)(6)&(b)(7)(C) OFO-FIELD LIAISON  
**Subject:** Fw: 17 Saudi Passports

**From:** MCALEENAN, KEVIN K.  
**To:** WINKOWSKI, THOMAS; FORET, VERNON T; FARRELLY, ANDREW; MURDOCK, JUDSON W  
**Sent:** Fri Nov 05 18:30:31 2010  
**Subject:** Fw: 17 Saudi Passports

This is resolved operationally, but was spun up in a big way, apparently. May be press attention. Ops will look for more information.

Kevin McAleenan  
Deputy Assistant Commissioner  
Office of Field Operations

**From:** MURPHY, DAVID  
**To:** MCALEENAN, KEVIN K.  
**Sent:** Fri Nov 05 18:21:01 2010  
**Subject:** Fw: 17 Saudi Passports

Sir FYI below on specifics to your urgent request. Dave

**From:** (b)(6)&(b)(7)(C)  
**To:** MURPHY, DAVID  
**Sent:** Fri Nov 05 18:08:05 2010  
**Subject:** Re: 17 Saudi Passports

Much appreciated...sorry for bothering you on this.

**From:** MURPHY, DAVID  
**To:** (b)(6)&(b)(7)(C)  
**Sent:** Fri Nov 05 17:35:29 2010  
**Subject:** FW: 17 Saudi Passports

Steve, FYI. We should have resolved it shortly. Dave

David J. Murphy Jr.  
Director, Field Operations  
Customs and Border Protection  
Chicago Field Office

(b)(6)&(b)(7)(C)

**From:** HALKINS, GARY R  
**Sent:** Friday, November 05, 2010 4:27 PM  
**To:** HURTEAU, MARC A; MURPHY, DAVID; (b)(6)&(b)(7)(C)  
**Cc:** (b)(6)&(b)(7)(C)  
**Subject:** RE: 17 Saudi Passports  
**Importance:** High

Mr. Murphy

SCBPO (b)(6)&(b)(7)(C) should arrive at the hub within about 20 minutes along with an officer with knowledge of this shipments location. Once they retrieve the package it will immediately be TOT UPS Security.

I've just spoken with (b)(6)&(b)(7)(C) TSA Senior Advisor, and he said these individuals may still be able to make a later flight if the passports arrive in Manassas later this evening.

In the past few minutes I've learned that UPS Security did talk to our officers regarding (b)(7)(E) (b)(7)(E) the one containing the 17 passports. At this time I understand the packages were opened by UPS Security prior to being presented to CBP. (b)(7)(E) SCBPO (b)(6)&(b)(7)(C) (b)(7)(E) will retrieve the shipment shortly. UPS Security will be

apprised of the urgency in having the shipment transported for delivery ASAP.

I'll confirm this has been completed prior to leaving the office tonight and I'll notify the local US Attorneys Office, ICE, and (b)(6)&(b)(7)(C) as well.

Gary R. Halkins  
Port Director  
Louisville, KY  
Office # (b)(6)&(b)(7)(C)

**From:** HALKINS, GARY R  
**Sent:** Friday, November 05, 2010 4:00 PM  
**To:** HURTEAU, MARC A; MURPHY, DAVID; (b)(6)&(b)(7)(C)  
**Subject:** 17 Saudi Passports  
**Importance:** High

Marc/et al

A few minutes ago (b)(6)&(b)(7)(C) with the U.S. Attorneys Office in Louisville called in reference to 17 Saudi Passports that were being detained at UPS. At about this same time CBPO (b)(6)&(b)(7)(C) received a call at UPS from the FBI inquiring about the same shipment.

UPS informed Officer (b)(6)&(b)(7)(C) this was a domestic shipment which was intercepted by UPS Security who was suspicious of the package. Supposedly UPS Security turned the package over to CBP for review.

Within the last couple of minutes I have spoken with (b)(6)&(b)(7)(C) again and he stated he would be surprised if the next call we received was from the Attorney General "himself". Immediately after that I've received calls from the local RAC with ICE as well as (b)(6)&(b)(7)(C), DHS Office of Intelligence and Analysis, he stated his HQ's had called and instructed him to look into the whereabouts of this shipment.

From the first moments after receiving the initial call we have been calling both SCBP (b)(6)&(b)(7)(C) and CBPO (b)(6)&(b)(7)(C) to see if they have any knowledge of this shipment. At this time we have not been able to contact either one.

Gary R. Halkins  
Port Director  
Louisville, KY  
Office # (b)(6)&(b)(7)(C)

(b) (6)

**From:** Shora, Kareem  
**Sent:** Sunday, November 07, 2010 10:01 PM  
**To:** Aqra Travel; Shora, Kareem  
**Cc:** MORRELL, DAVID; (b) (6) MILLER, TROY A  
**Subject:** RE:

Thank you for providing a copy of the invoice which I have forwarded to the appropriate officials at Customs and Border Protection (CBP). Someone from CBP will contact you as requested in the morning.

Sincerely,  
Kareem Shora.



## Homeland Security

Kareem W. Shora, JD, LL.M.  
Senior Policy Advisor  
Section Lead, Community Engagement Section  
Office for Civil Rights and Civil Liberties (CRCL)  
US Department of Homeland Security (DHS)

(b) (6) (Office)

(b) (6) (Mobile)

(b) (6)

<http://www.dhs.gov/crcl>

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**From:** Aqra Travel [mailto:info@aqratravel.com]  
**Sent:** Sunday, November 07, 2010 9:59 PM  
**To:** Shora, Kareem  
**Subject:**

Ref the ticket of 16 people, kindly call at my cell at (b) (6), as we are in California and our office will open at 930am LA time, my cell will be on after 6am LA time which is 9 am your time.

Regards

(b) (6)

### Aqra Travel

939 S. Atlantic BLVD, # 213

Monterey Park, CA-91754

Tel: 626-289-7485, Fax: 626-282-3762

Email: info@aqratravel.com, Web: www.aqratravel.com

\*All prices are based on availability and is not guaranteed until ticketed.\*

\*Fares and Taxes are subject to change without notice.\*

(b) (6)

**From:** MILLER, TROY A  
**Sent:** Sunday, November 07, 2010 6:34 PM  
**To:** (b) (6); MORRELL, DAVID  
**Subject:** Re: Update on Hajj

Thx.

**From:** (b) (6)  
**To:** MILLER, TROY A  
**Sent:** Sun Nov 07 18:30:35 2010  
**Subject:** Update on Hajj

I just got off the phone with the on duty EK Supervisor at JFK and all flights that could get them into Medina before the 10th are closed for booking and no seats are available. I am on the phone with Expedia now. IAD Cheif (b) (6) is working it from their angle. I will let you know if I get any bites.

(b) (6)

Watch Commander  
National Targeting Center-Passenger  
U.S. Customs and Border Protection

Desk: (b) (6)

Main: (b) (6)

Fax: (b) (6)

e-mail: (b) (6)

(b) (6)

**From:** MILLER, TROY A  
**Sent:** Sunday, November 07, 2010 8:16 PM  
**To:** (b) (6); MORRELL, DAVID; MCALEENAN, KEVIN K.  
**Subject:** Re: Update on Hajj

(b) (6), per our discussion they will have connecting flights all the way into medina. Once we get the 12 names we will book them tomorrow morning and send them their itinerary's. Don't believe a hotel is necessary. Troy

**From:** (b) (6)  
**To:** (b) (6); MILLER, TROY A  
**Sent:** Sun Nov 07 20:05:06 2010  
**Subject:** RE: Update on Hajj

Mr. Miller,

Kareem said that they will send us a list of names for the 12 individuals that will be traveling. They still need a flight from Dubai into Jetta on the 11th and are wanting to know if CBP is going to require them to sleep in the airport or will provide them with a hotel room.

(b) (6)

**From:** (b) (6)  
**Sent:** Sunday, November 07, 2010 7:38 PM  
**To:** MILLER, TROY A  
**Subject:** RE: Update on Hajj

Mr. Miller,

I just got off the phone with Kareem and gave him the flight information and explained that the flights will be arriving in the UAE on the 10th at 2215 hours. He is reaching out to (b) (6) at this time and will call me as soon as he has an answer.

(b) (6)

**From:** (b) (6)  
**Sent:** Sunday, November 07, 2010 6:31 PM  
**To:** MILLER, TROY A  
**Subject:** Update on Hajj

I just got off the phone with the on duty EK Supervisor at JFK and all flights that could get them into Medina before the 10th are closed for booking and no seats are available. I am on the phone with Expedia now. IAD Chief (b) (6) is working it from their angle. I will let you know if I get any bites.

(b) (6)

Watch Commander  
National Targeting Center-Passenger  
U.S. Customs and Border Protection  
Desk: (b) (6)  
Main: (b) (6)  
Fax: (b) (6)  
e-mail: (b) (6)

3/21/2011

(b) (6)

**From:** MILLER, TROY A  
**Sent:** Sunday, November 07, 2010 8:23 PM  
**To:** (b) (6); MORRELL, DAVID

**Subject:** Re: Update on Hajj

Guess we can try, if he is able to he will need to send the invoice tonight, payment won't happen until tomorrow morning. We will need to find out before we book via sato. Troy

**From:** (b) (6)  
**To:** MILLER, TROY A  
**Sent:** Sun Nov 07 20:19:46 2010  
**Subject:** RE: Update on Hajj

The Imam for the group told Kareem that a travel agent by the name of (b) (6) can provide travel for all 16 subjects. So do you want me to give him a call?

(b) (6)

Watch Commander  
National Targeting Center-Passenger  
U.S. Customs and Border Protection  
Desk: (b) (6)  
Main: (b) (6)  
Fax: (b) (6)  
e-mail: (b) (6)

**From:** MILLER, TROY A  
**Sent:** Sunday, November 07, 2010 8:16 PM  
**To:** (b) (6); MORRELL, DAVID; MCALEENAN, KEVIN K.  
**Subject:** Re: Update on Hajj

(b) (6), per our discussion they will have connecting flights all the way into medina. Once we get the 12 names we will book them tomorrow morning and send them their itinerary's. Don't believe a hotel is necessary. Troy

**From:** (b) (6)  
**To:** (b) (6); MILLER, TROY A  
**Sent:** Sun Nov 07 20:05:06 2010  
**Subject:** RE: Update on Hajj

Mr. Miller,

Kareem said that they will send us a list of names for the 12 individuals that will be traveling. They still need a flight from Dubai into Jetta on the 11th and are wanting to know if CBP is going to require them to sleep in the airport or will provide them with a hotel room.

(b) (6)

3/21/2011

**From:** (b) (6)  
**Sent:** Sunday, November 07, 2010 7:38 PM  
**To:** MILLER, TROY A  
**Subject:** RE: Update on Hajj

Mr. Miller,

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(b) (6)

**From:** (b) (6)  
**Sent:** Sunday, November 07, 2010 6:31 PM  
**To:** MILLER, TROY A  
**Subject:** Update on Hajj

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(b) (6)  
Watch Commander  
National Targeting Center-Passenger  
U.S. Customs and Border Protection  
Desk: (b) (6)  
Main: (b) (6)  
Fax: (b) (6)  
e-mail: (b) (6)



(b) (6)

**From:** MILLER, TROY A  
**Sent:** Sunday, November 07, 2010 8:29 PM  
**To:** MORRELL, DAVID; (b) (6)

**Subject:** Re: Update on Hajj

Sir, got it - looks like we may have one more option but we will have it worked out by the AM. Troy

**From:** MORRELL, DAVID  
**To:** MILLER, TROY A  
**Sent:** Sun Nov 07 20:27:00 2010  
**Subject:** Re: Update on Hajj

Troy,  
Both UA and Continental flights arrive in Dubai at 8:15 pm. Depart via Emirates #3807 at 1:15am and arrive Madinah at 3:15am. This appears to be 11/11 when they arrive at the final destination.

We will book reservations first thing Monday morning. Just send me the 12 of the 17 who will travel.  
Dave

**From:** MILLER, TROY A  
**To:** (b) (6); MORRELL, DAVID; MCALEENAN, KEVIN K.  
**Sent:** Sun Nov 07 20:15:41 2010  
**Subject:** Re: Update on Hajj

(b) (6) per our discussion they will have connecting flights all the way into medina. Once we get the 12 names we will book them tomorrow morning and send them their itinerary's. Don't believe a hotel is necessary. Troy

**From:** (b) (6)  
**To:** (b) (6); MILLER, TROY A  
**Sent:** Sun Nov 07 20:05:06 2010  
**Subject:** RE: Update on Hajj

Mr. Miller,

Kareem said that they will send us a list of names for the 12 individuals that will be traveling. They still need a flight from Dubai into Jetta on the 11th and are wanting to know if CBP is going to require them to sleep in the airport or will provide them with a hotel room.

(b) (6)

**From:** (b) (6)  
**Sent:** Sunday, November 07, 2010 7:38 PM  
**To:** MILLER, TROY A  
**Subject:** RE: Update on Hajj

Mr. Miller,

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3/21/2011

call me as soon as he has an answer.

(b) (6)

**From:** (b) (6)  
**Sent:** Sunday, November 07, 2010 6:31 PM  
**To:** MILLER, TROY A  
**Subject:** Update on Hajj

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(b) (6)  
Watch Commander  
National Targeting Center-Passenger  
U.S. Customs and Border Protection  
Desk: (b) (6)  
Main: (b) (6)  
Fax: (b) (6)  
e-mail: (b) (6)

3/21/2011

(b) (6)

**From:** Shora, Kareem  
**Sent:** Sunday, November 07, 2010 10:01 PM  
**To:** Aqra Travel; Shora, Kareem  
**Cc:** MORRELL, DAVID; (b) (6); MILLER, TROY A  
**Subject:** RE:  
**Importance:** High

Thank you for providing a copy of the invoice.

Respectfully,  
Kareem Shora.



## Homeland Security

Kareem W. Shora, JD, LL.M.  
Senior Policy Advisor  
Section Lead, Community Engagement Section  
Office for Civil Rights and Civil Liberties (CRCL)  
US Department of Homeland Security (DHS)

(b) (6) (Office)

(b) (6) (Mobile)

(b) (6)

<http://www.dhs.gov/crci>

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**From:** Aqra Travel [mailto:info@aqratravel.com]  
**Sent:** Sunday, November 07, 2010 9:53 PM  
**To:** Shora, Kareem  
**Cc:** 'Aqra Travel'  
**Subject:**

## ***Aqra Travel***

939 S. Atlantic BLVD, # 213, Monterey Park, CA-91754

Tel: 626-289-7485, Fax: 626-282-3762

Email: info@aqratravel.com, Web: www.aqratravel.com

\*All prices are based on availability and is not guaranteed until ticketed.\*

\*Fares and Taxes are subject to change without notice.\*

**TO: DHS**

**For The Following 16 Travelers**

3/21/2011

(b) (6)

From: (b) (6)  
Sent: Monday, November 08, 2010 7:49 AM  
To: (b) (6); (b) (6); (b) (6); PURCHASE CARD HELP DESK  
Cc: (b) (6); (b) (6)  
Subject: RE: purchase of airline tickets for detained travelers-HELP!

(b) (6) – call me if you need to. We will charge these 19 people individually – since they were detained individually. You can print this message for your records and add my approval to your comments sections of your POL's. Let me know the name of the vendor to ensure that the charges will go thru – that they are not blocked.

(b) (6)

From: (b) (6)  
Sent: Monday, November 08, 2010 7:05 AM  
To: (b) (6); (b) (6)  
Cc: (b) (6); (b) (6)  
Subject: purchase of airline tickets for detained travelers-HELP!

Good Morning (b) (6)

OFO detained a number of passengers over the weekend and will need to purchase airline tickets to get them back on their way. The total bill comes to \$34,400 and would be paid to a single travel agency. The normal process is to charge this to the local p-card but this exceeds their limit.

Is there a way to approve this overage to the local p-card limit or can the p-card held by Procurement with the higher limit be used? OFO would like an answer as soon as possible this morning.

Thanks

(b) (6)

(b) (6)

Chief, Accounts Payable Branch  
National Finance Center  
U.S. Customs and Border Protection

(b) (6)

(b) (6)

(b) (6)

(b) (6)

**From:** (b) (6)  
**Sent:** Monday, November 08, 2010 9:41 AM  
**To:** (b) (6)  
**Subject:** FW:

Here's a number for that travel agency:

**From:** Agra Travel [mailto:info@agratravel.com]  
**Sent:** Sunday, November 07, 2010 9:59 PM  
**To:** Shora, Kareem  
**Subject:**

Ref the ticket of 16 people, kindly call at my cell at (b) (6), as we are in California and our office will open at 930am LA time, my cell will be on after 6am LA time which is 9 am your time.

Regards

(b) (6)

**Agra Travel**

939 S. Atlantic BLVD, # 213

Monterey Park, CA-91754

Tel: 626-289-7485, Fax: 626-282-3762

Email: info@agratravel.com, Web: www.agratravel.com

\*All prices are based on availability and is not guaranteed until ticketed.\*

\*Fares and Taxes are subject to change without notice.\*

(b) (6)

Branch Chief, Budget Execution  
U.S. Customs & Border Protection  
Office of Field Operations

(b) (6)

**From:** MORRELL, DAVID  
**Sent:** Monday, November 08, 2010 9:40 AM  
**To:** (b) (6); (b) (6)  
**Subject:** FW:

(b) (6)

Please call the travel agent listed below and let me know you have touched base with him.  
Dave

*David F. Morrell  
Executive Director  
Mission Support  
Office of Field Operations  
US Customs and Border Protection*

**From:** MCALEENAN, KEVIN K.  
**Sent:** Monday, November 08, 2010 9:01 AM  
**To:** MORRELL, DAVID  
**Subject:** FW:

11/8/2010

Kevin K. McAleenan  
Deputy Assistant Commissioner  
Office of Field Operations  
U.S. Customs and Border Protection  
Office - (b) (6)

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**From:** Shora, Kareem [mailto:(b) (6)]  
**Sent:** Monday, November 08, 2010 8:59 AM  
**To:** MCALEENAN, KEVIN K.  
**Subject:** FW:

Additional info. from the group's travel agency. He would like someone from CBP to call him this morning on his cellphone to confirm that the costs will be addressed per the invoice he sent.

---

**From:** Shora, Kareem [mailto:(b) (6)]  
**Sent:** Sunday, November 07, 2010 10:01 PM  
**To:** Aqra Travel; Shora, Kareem  
**Cc:** MORRELL, DAVID; (b) (6); MILLER, TROY A  
**Subject:** RE:

Thank you for providing a copy of the invoice which I have forwarded to the appropriate officials at Customs and Border Protection (CBP). Someone from CBP will contact you as requested in the morning.

Sincerely,  
Kareem Shora.



Homeland  
Security

Kareem W. Shora, JD, LL.M.  
Senior Policy Advisor  
Section Lead, Community Engagement Section  
Office for Civil Rights and Civil Liberties (CRCL)  
US Department of Homeland Security (DHS)

(b) (6) (Office)  
(b) (6) (Mobile)  
(b) (6)

<http://www.dhs.gov/crc1>

*This message may contain agency deliberative communications, privacy information or other information that may be privileged and exempt from disclosure outside the agency or to the public. Please consult with the US Department of Homeland Security, Office for Civil Rights and Civil Liberties and the Office of General Counsel before disclosing any information contained in this email.*

**From:** Aqra Travel [mailto:info@aqratravel.com]  
**Sent:** Sunday, November 07, 2010 9:59 PM  
**To:** Shora, Kareem  
**Subject:**

11/8/2010

Ref the ticket of 16 people, kindly call at my cell at (b) (6) as we are in California and our office will open at 930am LA time, my cell will be on after 6am LA time which is 9 am your time.

Regards

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11/8/2010