**Certificate of Pardon Follow-up Communications**

**Overview**

This document contains the follow-up communications that will be sent by email or mail to individuals who submit a request for a Certificate of Pardon.

**Implementation**

**For system implementation (Leidos):**

1. How can the long date format (Month DD, YYYY) be included in communications for Scenarios 2-5 (same as Scenario 1: Confirmation, which has already been implemented)?
2. How can rules be built to display different content for mail vs. email?
   1. For Scenarios 2-5:
      1. If sent via mail, display postal header at top of the letter.
      2. If sent via email, display subject line for the scenario.
3. How will a reviewer be able to select from a set of pre-defined values for the bulleted lists in Scenarios 2 and 5?
4. When will a short URL be created for the form so that it can easily be included in printed communications? (e.g., justice.gov/pardon/certificate-request)

**Email/Letter Communications**

**Scenario 1: Confirmation**

*Status as of 3/3/23: Built and functioning*

**When it's sent**

* After a requester who entered an email on the online form taps "Submit"
* No physical is mail is sent for this scenario

**Request status**

* Request was received

**Goals of communication**

* Inform the requester that their request has been received and communicate what to expect in the next part of the process
* Provide a way for requesters to get help if they need it
* Guide requesters to start another request if they have more than one charge or conviction that may be eligible

**Email/letter content**

*Email subject line:*

**Confirming request for a Certificate of Pardon**

*Body content:*

*Request ID for [Applicant First Name Last Name]: [XXXXX] | Received on [Month DD, YYYY]*

We received your request for a Certificate of Pardon.

**What's next**

We're reviewing your request to see if you:

* were charged with or convicted of simple possession of marijuana by a federal or D.C. Superior court on or before October 6, 2022
* were a U.S. citizen or lawfully present in the United States at the time of the offense and on October 6, 2022

If we need anything else for the review, we'll contact you.

If you qualify, we'll send you the Certificate of Pardon. If you don't qualify, we'll also let you know.

**How to contact us during the review**

If you have questions while your request is being reviewed, contact us at:

[USPardon.Attorney@usdoj.gov](mailto:USPardon.Attorney@usdoj.gov)

U.S. Department of Justice, Office of the Pardon Attorney  
950 Pennsylvania Avenue NW  
Washington, DC 20530

**Start another request**

Start another request if you have another charge or conviction that may be eligible for a Certificate of Pardon.

**Scenario 2: Request more information**

*Status as of 3/3/23: Not built*

**When it's sent**

* After a request is received and it's determined that required information is missing

**Request status**

* Information that wasn't included in the request is needed for the review

**Goals of communication**

* Inform requester about what additional details are needed and how to respond with them, plus the deadline of 60 days

**Email/letter content**

*Email subject line:*

**More details needed for Certificate of Pardon**

*Body content:*

*Request ID for [Applicant First Name Last Name]: [XXXXX] | More details needed within 60 days*

We received your request for a Certificate of Pardon on [Month DD, YYYY], but need more information for our review.

**Provide additional details**

To determine if you qualify for the Certificate of Pardon, we need you to send us:

* [Pardon Office to provide list of 12-13 data points that can possible values here]

Email or mail us this information and the Request ID **within 60 days** so we can continue our review:

[USPardon.Attorney@usdoj.gov](mailto:USPardon.Attorney@usdoj.gov)

U.S. Department of Justice, Office of the Pardon Attorney  
950 Pennsylvania Avenue NW  
Washington, DC 20530

If you don't send us the information within 60 days, your request will be closed and you won't get a Certificate of Pardon at this time.

**Scenario 3: Request closed, incomplete information**

*Status as of 3/3/23: Not built*

**When it's sent**

* Requester doesn't reply with information from Scenario 2 within 60 days

**Request status**

* Request is closed

**Goals of communication**

* Inform the requester that their request has been closed because they didn’t respond with additional details
* Guide the requester to submit a new request if they think they’re eligible

**Notes**

* URL is listed out instead of hyperlinked because the same communication will be sent via mail if physical mail is the preferred contact method
* Referencing the information that the requester was missing would be helpful to avoid repeat situations, but the manual effort of doing so is too high at this time

**Email/letter content**

*Email subject line:*

**Certificate of Pardon request closed due to incomplete details**

*Body content:*

*Request ID for [Applicant First Name Last Name]: [XXXXX ] | Request closed on [Month DD, YYYY]*

We sent you a request for more details, but didn't receive the information within 60 days. We had to close your request, so you won't receive a Certificate of Pardon at this time.

Start a new request at [enter form URL] if you still want to request a Certificate of Pardon. If you have questions, contact us at:

[USPardon.Attorney@usdoj.gov](mailto:USPardon.Attorney@usdoj.gov)

U.S. Department of Justice, Office of the Pardon Attorney  
950 Pennsylvania Avenue NW  
Washington, DC 20530

**Scenario 4: Eligible**

*Status as of 3/3/23: Not built*

**When it's sent**

* Review is complete and it has been confirmed that the requester has been pardoned and is eligible to receive the proof

**Request status**

* Requester is eligible to receive the certificate

**Goals of communication**

* Inform the requester that they’re eligible and the proof (certificate) is included (with the mail or attached to the email)
* Remind the requester to save or print the certificate
* Describe how the proof of the pardon will be helpful to them
* Guide them to complete any other required tasks

**Email/letter content**

*Email subject line:*

**Certificate of Pardon attached**

*Body content:*

*Request ID for [Applicant First Name Last Name]: [XXXXX] | Certificate issued on [Month DD, YYYY]*

We determined that **you were pardoned under the October 6, 2022 presidential proclamation and are eligible** for a Certificate of Pardon for the offense of simple possession of marijuana. The Certificate of Pardon included here is proof that you were pardoned under the proclamation.

**What's next**

**Save or print your certificate.**

Save or print the certificate so you can show proof of the pardon when needed. The pardon means that you're forgiven, but you still have a criminal record. It may:

* remove restrictions on your right to vote, hold office, or be part of a jury
* relieve you from penalties for your charge/conviction, including jail time

**Scenario 5: Not eligible**

*Status as of 3/3/23: Not built*

**When it's sent**

* Review is complete and it has been confirmed that the requester doesn't meet the qualifications for the pardon

**Request status**

* Requester doesn't meet criteria to qualify for the pardon/ certificate of proof

**Goals of communication**

* Inform the requester that they’re eligible and explain why
* Provide a way for the requester to reach out if they have questions or want more details

**Email/letter content**

*Email subject line:*

**Not eligible for Certificate of Pardon**

*Body content:*

*Request ID for [Applicant First Name Last Name]: [XXXXX] | Not eligible, request closed on [Month DD, YYYY]*

We determined that **you're not eligible** for a Certificate of Pardon for the offense of simple possession of marijuana on or before October 6, 2022 because:

* [your charge/conviction wasn't a **federal** offense]
* [your charge/conviction wasn’t for simple possession of marijuana]
* [your charge/conviction didn’t take place on or before October 6, 2022]
* [you **weren't** a U.S. citizen or lawfully present in the U.S. at the time of the offense, and also on October 6, 2022]

If you have questions, email us at [USPardon.Attorney@usdoj.gov](mailto:USPardon.Attorney@usdoj.gov).