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INTRODUCTION

There are two ways to search for a case and message:

- Quick Search - Using the case or message number.
- Advanced Search - Using multiple search criteria.

Use Quick case Search by entering partial/full case number. You may use the partial/full message number or partial/full case number when doing a Quick message search.

Use Advanced Search to narrow search results.

- Two criteria are required for a case search.
- One criteria is required for a message search.

SEARCH FOR A CASE OR MESSAGE USING QUICK SEARCH

1. In the Search pane:
   a. In the Search By field, select Case or Message in the drop-down menu.
   b. In the next field, type a partial/full case number or partial/full message number.
   c. Select the Search button.

   The Search Results pane displays.

2. (Case Search) In the Search Results pane in the CBP Case # column, select a case number hyperlink.

   The Details for Case Number # pane displays below the Case Search Results pane.

   OR

   (Message Search) In the Message Search Results pane in the Message # column, select a message number hyperlink.

   The Details for Message Number pane displays below the Message Search Results pane.

   TIP: Select the Excel icon to export search results.

Use Filter Search Results to filter the results further.
SEARCH FOR A CASE OR MESSAGE USING ADVANCED SEARCH

1. In the Search pane:
   a. In the Search By field, select Case or Message in the drop-down menu.
   b. Select the Advanced Search hyperlink.
   The Cases or Messages Advanced Search dialog box displays.

   ! IMPORTANT: Do not enter any criteria in the case number or message number field.

2. In the Advanced Search dialog box:
   a. Type or select search criteria.
   b. Select the Search button.
   The Case or Message Search Results pane displays.

   ![Advanced Search Dialog Box]

   NOTE: A new Message Title field has been added to the Messages Advanced Search pane.

3. In the Case or Message Search Results pane in the CBP Case # column or Message # column, select a hyperlink.
   The Details for Case or Message Number # pane displays below the Search Results pane.

   ![Case Search Results]
   ![Message Search Results]