



UNITED STATES POSTAL INSPECTION SERVICE

CRIMINAL INVESTIGATIONS GROUP

## Submitting Images to be Reviewed for Identified Children

The National Center for Missing & Exploited Children (NCMEC) and its federal law enforcement partners<sup>1</sup> are working together to assist U.S. law enforcement agencies and prosecutors with determining if images/videos contain children who have been identified by law enforcement in past investigations.

Maintaining a law enforcement chain of custody is critical in submitting a case for review. Following are the guidelines for preparing a package for mailing:

- Only **copies of files possibly containing children** should be sent. Please do not send original evidence or files that clearly do not depict possible children..
- Media may be sent on CD, DVD, VHS Tape, Thumb drives, and Hard drives. Please do not send Encase reports or other Word, RTF or PDF documents. (See following document for guidance on how to extract files from these documents.)
- Please include any known email addresses and screen names of the target as NCMEC may have relevant CyberTipline reports to the case. Include name of related Operation if applicable.
- If any of the hash values from this case were run through NCMEC's Law Enforcement Services Portal (LESP) Hash Search function, please list the case reference for that report.
- Please include whether the case will be prosecuted federally, if known at the time of submission. An affirmative response triggers the federal victim notification system.
- Please include the number of image and movie files submitted for review. For submissions over 40,000 images or over 5,000 videos, please contact NCMEC CVIP via phone before mailing to discuss media preparation and the timeline for the review.
- Federal law enforcement partner agencies should submit via their agency's liaison at NCMEC. Local, state and other federal law enforcement agencies should mail the package to:

**U.S. Postal Inspector Liaison  
USPIS/NCMEC  
Post Office Box 320401  
Alexandria, VA 22320-4401**

- The package should be sent via *Express Mail, Certified or Registered mail*. Please do not send via UPS or FedEx.
- **Each submission should be accompanied by a hard-copy enclosure on your agency letterhead** specifying the requesting agency name, officer/agent name, address, phone number, email address, and a brief description of the case with case number and subject's name.. When possible, this document should also be included electronically as a pdf file on the submitted media.

<sup>1</sup> Federal law enforcement partner agencies include: Federal Bureau of Investigation; U.S. Postal Inspection Service; DHS Immigration & Customs Enforcement; the U.S. Secret Service; U.S. Marshals Service; and Military Criminal Investigative Organization.

- *If preferred, please use the accompanying template form named “USPIS Template Letter - CRIS Reviews” to serve as this enclosure.*
- If a child was identified as a result of this investigation, please indicate this in the paperwork and submit the newly identified child files *in a separate folder*.
- Please note: if victim identification efforts are initiated based on files in a submitted case, those unidentified files may be queried through Interpol’s database to gather information or referred to law enforcement for investigation.

Contraband received will be controlled and secured by a law enforcement officer and provided to a NCMEC analyst for review and analysis. Once received by the Postal Inspector at NCMEC, the case will be assigned a Technical Assistance Request number and you will be notified via email that your case has been received. Please contact NCMEC if you have not received the notification after two weeks.

NCMEC strives to provide the fastest service possible to requesting agencies. Cases will be processed in the order in which they are received. We ask for your patience while we review your submitted images/videos. Processing times may vary depending on the volume of submissions. Should you need to have your submission expedited, please contact NCMEC directly at the number listed below. If your submission is needed for a sentencing, jury trial, or if there is an unusual circumstance with the case, please include the date and type of court hearing/reason on the submission letter. *Please note, NCMEC does **not** expedite cases for indictments, grand juries, plea bargains or preliminary trials.*

**Digital submissions to NCMEC will be destroyed following analysis. Hard drive and thumb drive submissions may be returned to the agency. Please notify NCMEC of this request upon submission.** The submitted media will remain under law enforcement control and be destroyed on-site by the Postal Inspector upon completion of review.

For any questions or comments please contact the Postal Inspector or NCMEC staff per the information below.

U.S. Postal Inspector Liaison  
U.S. Postal Inspection Service  
(703) 837-6317  
**postalinspector@ncmec.org**

National Center for Missing & Exploited Children  
Child Victim Identification Program  
(877) 446-2632, ext. 6705  
**cvip@ncmec.org**



## Submission Requirements for *Newly Identified Victims*

If a case leads to the identification of a child seen in sexually exploitative images and/or videos, it is crucial that the National Center for Missing & Exploited Children (NCMEC) is notified for two important reasons. First, NCMEC maintains law enforcement point of contacts for identified children seen in such files. This information will be used to assist law enforcement agencies and prosecutors with determining if submitted images contain children who have been identified in past investigations. Second, NCMEC analysts are continually working with law enforcement to identify children in these files who may still be at risk. Knowing the child in your case is identified allows efforts to be focused on the at-risk children.

The information you provide on cases resulting in identified children seen in sexually exploitative images and/or videos will be included in NCMEC's Child Victim Identification Program (CVIP). Once processed by NCMEC, all case information will be transferred to the appropriate federal law enforcement agent at NCMEC. Those federal law enforcement partners will retain your submission unless you request it be returned to you. Certain case information may be submitted to Interpol's database in an effort to assist international police agencies. Please contact CVIP with any questions regarding this information transfer.

"Does my case qualify?" NCMEC's system is not based on arrests, convictions or sentences. There may be cases of self-production, unknown offenders, and other instances where the juvenile is identified but no charges have been filed. NCMEC asks that cases meet three requirements:

- law enforcement has seen/seized sexually exploitative images/videos of the child(ren)
- the images/videos qualify as "sexually exploitative" in the jurisdiction's court; and there is a law enforcement officer who has met the child and can serve as a point of contact for that series

**Each submission should be accompanied by a hard-copy enclosure on your agency letterhead specifying** the items and information below. *When possible, this document should also be included electronically as a pdf file on the submitted media.*

- *If preferred, please use the accompanying template form named "USPIS Template Letter – Identified Victim Submission" to serve as this enclosure.*

Please provide:

- Digital copies of the images of the identified child (do not send originals) .
- Within the media submission please list each child separately and which files denote the identified child(ren).
- Name of investigating agency and case number
- Specific contact information of the *primary* investigating law enforcement officer or agent who met the child and the preferred method of contact (email, telephone,

mailing address, etc). In addition, *alternate* points of contact (POCs) who are qualified and willing to serve as a point of contact for that series may be listed. The contact information for the alternate POCs will be listed in the Child Identification Reports along with primary POC. Finally, you may provide *secondary* POCs who serve as back-ups to the primary POC (meaning only in cases where the primary is unreachable should the secondary be contacted). The contact information for the secondary POCs will not be listed in the Child Identification Reports.

- Suspect's name and relationship to child
- Suspect's photo if available
- Email addresses, IP addresses and screen names of the suspect, as NCMEC may have relevant CyberTipline reports to the case
- If any of the hash values from this case were run through NCMEC's Law Enforcement Services Portal, please list the case reference for that report
- Information regarding possible image distribution
- Age range of the child when the images were produced
- Date range of when images were produced
- Approximate number of images in series
- Media format of series (i.e. digital images, videotapes, Polaroid)
- Additional case information as requested on the suggested template paperwork

**\*\*Note:** Please do not include the names of children or the names of juvenile offenders. For their privacy and protection, we do not include names of minors in the CVIP systems.

The following information is requested and will be used for internal records only:

- Date of birth of child
- Ethnicity of child(ren) and suspect(s)

Federal law enforcement partner agencies<sup>1</sup> should submit their cases via their agency's liaison at NCMEC. Local, state, and other federal law enforcement agencies should send their packages via U.S. MAIL ONLY to **U.S. Postal Inspector Liaison, USPIS/NCMEC, Post Office Box 320401, Alexandria, VA 22320-4401**. Images should be sent via Express, Certified or Registered mail, based on the requirements of your agency. If necessary, you may request the assistance of your local Postal Inspector to assist with the mailing. Once received by the Postal Inspector at NCMEC, the case will be assigned a Technical Assistance Request number and you will be notified via email that your case has been received. Please contact NCMEC if you have not received the notification after two weeks.

For questions, please contact:

U.S. Postal Inspector Liaison  
U.S. Postal Inspection Service  
(703) 837-6317  
**postalinspector@ncmec.org**

National Center for Missing & Exploited Children  
Child Victim Identification Program  
(877) 446-2632, ext. 6705  
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## **“Look Familiar” Requests Submission Guidelines**

NCMEC’s Child Victim Identification Program (CVIP) may be able to assist your law enforcement agency if a current or former child victim discloses sexual abuse and believes that images or videos were produced. CVIP understands the magnitude of such a request, as it is also a daunting task for our analysts to undertake; one which is mainly based on memory recall. However, if your agency would like to know if NCMEC is familiar with the description/images related to your investigation, please provide the following information with your request for a CVIP review:

- Sanitized image, school photograph, family snapshot, or any other image which contains the child in question at the age when abuse or images were believed to have been taken.
- Photographs of the location and/or background in which the abuse is believed to have occurred. If no image is available, please provide a detailed description; include any unique identifiers which may have been in the room, background, or location at the time of abuse.
- Subject information:
  - Any unique characteristics of the alleged offender ( i.e.: tattoos, marks, and scars)
  - Approximate age
  - Email accounts
- Case Details:
  - Unique child features (i.e.: scars, marks, tattoos)
  - Time period of abuse
  - Description of the child’s clothing at the time of abuse
  - Age of the child at the time of abuse
  - Media format(i.e. digital images, videotapes, Polaroid)

As the images in question will not contain sexually exploitive content, the case information and images can be directly sent via email to CVIP via **cvip@ncmec.org** (*email should be no larger than 2 MB*). Additionally, information can be sent via **U.S. MAIL** to U.S. Postal Inspector Liaison, USPIS/NCMEC, Post Office Box 320401, Alexandria, VA 22320-4401.

**NCMEC will only respond to “Look Familiar” requests upon the direct request of law enforcement within the course of an investigation.**

For questions, please contact:

National Center for Missing & Exploited Children  
Child Victim Identification Program  
(877) 446-2632, ext. 6705  
**cvip@ncmec.org**

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U.S. Postal Inspection Service  
(703) 837-6317  
**postalinspector@ncmec.org**

## How to Extract Images from Word, RTF or PDF Files

Numerous computer forensic tools create reports which embed files of interest into Word, RTF or PDF formats in order to produce a clear and easy-to-read forensic report. Unfortunately, these types of submissions are incompatible with NCMEC's Child Recognition and Identification System.

Therefore in order to process these submissions, NCMEC requires that image and video files associated with the above mentioned formats be extracted before submission.

1. Open the PDF or Word file in the appropriate application.
2. Click on File and select the "**Save As**" option.
3. Select the location you wish save the content.
4. Beneath the "File Name:" field you will find "**Save as type:**" Select the type of file as "**Web Page (\*.htm; \*.html)**"
5. Click the "Save" button.
6. Access the location you selected to save the content.
7. You will find an .htm or .html file which has been created.
  - In addition, you will find a **folder** which lists the same file name. **Access this folder to locate all of the images** previously embedded in the Word document or PDF.
8. Document the files according to your agency regulations.
9. Submit the image and/or video files to NCMEC for review.