

From: [Lennell Jackson](#)
To: [Lance Mathews](#)
Cc: [Naida Ruiz](#); [Natascha Joyner](#); [James Dixon](#)
Subject: RE: FOIAXpress Issues
Date: Thursday, March 20, 2025 7:47:00 AM
Attachments: [image001.png](#)

Good morning:

As you know OPEXUS experienced service disruption on February 18, 2025, which resulted in database issues for FOIAXpress. The chart below provides an update on the FOIAXpress outage issues and the current status.

Issue	Description	Resolution
FOIAXpress Page Not Loading- 2/19/2025.	FOIA Team unable to access FOIAXpress- 2/19/2025. Contact OPEXUS for a resolution on 2/19/2025.	It is still an ongoing issue, as Natascha does not have access to the system. All other members of the FOIA Team gained access on March 6, 2025.
Unable to enter new requests- March 6, 2025.	The system is assigning FOIA numbers that were previously assigned to other FOIA requests. Contact OPEXUS for a resolution on 3/6/2025.	3/19/2025- Issue resolved and we can now enter any new requests that we have received, since February 14, 2025.
Missing FOIA Requests from FOIAXpress- March 6, 2025.	Discovered that all requests entered since December 30, 2024, are no longer in the system. OPEXUS is working on correcting this issue. Contact OPEXUS for a resolution on 3/6/2025.	This is an ongoing issue, OPEXUS is working on restoring any cases received since December 30, 2024, which includes restoring their original FOIA numbers, status, and documents.

Please let me know if you have any questions. Thank you.

Lennell Jackson
FOIA Public Liaison

From: Lennell Jackson
Sent: Thursday, March 6, 2025 6:39 AM

To: Lisa Terry <Lisa.Terry@exim.gov>; Lance Mathews <Lance.Mathews@exim.gov>
Cc: Naida Ruiz <Naida.Ruiz@exim.gov>; Natascha Joyner <Natascha.Joyner@exim.gov>; James Dixon <James.Dixon@exim.gov>
Subject: RE: FOIAXpress Page Loading Issue
Importance: High

Good Morning:

I can access FOIAXpress this morning, so I started entering the new requests we received since the system has been down and a new issue has presented itself. When I saved the request, it assigned a FOIA number of 202500060F, which was previously assigned to another request. Also, the last request entered was assigned the number 202500084F. I did a little digging, and all requests entered since December 30, 2024, are no longer in the system. I know OPEXUS had a data center outage, so I reached out to them to see if they have a way to retrieve the information or if we must manually enter each case. I will let you know once I hear back from them.

Please let me know if you have any questions. Thank you.

Lennell Jackson
FOIA Public Liaison

From: Lennell Jackson
Sent: Wednesday, March 5, 2025 8:37 AM
To: Lisa Terry <Lisa.Terry@exim.gov>; Lance Mathews <Lance.Mathews@exim.gov>
Cc: Naida Ruiz <Naida.Ruiz@exim.gov>; Natascha Joyner <Natascha.Joyner@exim.gov>; James Dixon <James.Dixon@exim.gov>
Subject: RE: FOIAXpress Page Loading Issue

Good Morning:

Yesterday, the login in issue was corrected and we were able to get into the system. However, this morning, we are back at square one and the page isn't loading again. I have reached out to OPEXUS Support and contacted Jordyn as well. Hopefully, this gets resolved soon because the system has been down since February 19th, and we cannot intake any new requests or close requests.

Please let me know if you have any questions. Thank you.

Lennell Jackson
FOIA Public Liaison

From: Naida Ruiz <Naida.Ruiz@exim.gov>
Sent: Wednesday, March 5, 2025 7:54 AM

To: Lennell Jackson <lennell.jackson@exim.gov>; Natascha Joyner <Natascha.Joyner@exim.gov>; James Dixon <James.Dixon@exim.gov>
Subject: RE: FOIAXpress Page Loading Issue

No

From: Lennell Jackson <lennell.jackson@exim.gov>
Sent: Wednesday, March 5, 2025 7:50 AM
To: Natascha Joyner <Natascha.Joyner@exim.gov>; James Dixon <James.Dixon@exim.gov>; Naida Ruiz <Naida.Ruiz@exim.gov>
Subject: RE: FOIAXpress Page Loading Issue

Is the FOIAXpress loading? Thanks.

Lennell Jackson
FOIA Public Liaison

From: Lennell Jackson
Sent: Tuesday, March 4, 2025 11:51 AM
To: Natascha Joyner <Natascha.Joyner@exim.gov>; James Dixon <James.Dixon@exim.gov>; Naida Ruiz <Naida.Ruiz@exim.gov>
Cc: Lance Mathews <Lance.Mathews@exim.gov>
Subject: RE: FOIAXpress Page Loading Issue
Importance: High

Good Morning:

Finally, this issue may be resolved. I need each of you to login to FOIAXpress. If prompted, please change your password. Please let me know if you can access the system or not. Thanks.

Lennell Jackson
FOIA Public Liaison

From: Lennell Jackson
Sent: Thursday, February 20, 2025 9:51 AM
To: Lisa Terry <Lisa.Terry@exim.gov>; Lance Mathews <Lance.Mathews@exim.gov>
Cc: Natascha Joyner <Natascha.Joyner@exim.gov>; James Dixon <James.Dixon@exim.gov>; Naida Ruiz <Naida.Ruiz@exim.gov>
Subject: RE: FOIAXpress Page Loading Issue

Good Morning:

The page is now loading but for some reason it isn't accepting my password, and I haven't changed it. I've reached out to OPEXUS regarding this issue as well. Thanks.

Lennell Jackson
FOIA Public Liaison

From: Lennell Jackson

Sent: Wednesday, February 19, 2025 10:13 AM

To: Lisa Terry <Lisa.Terry@exim.gov>; Lance Mathews <Lance.Mathews@exim.gov>

Cc: Natascha Joyner <Natascha.Joyner@exim.gov>; James Dixon <James.Dixon@exim.gov>; Naida Ruiz <Naida.Ruiz@exim.gov>

Subject: FOIAXpress Page Loading Issue

Good morning:

The FOIA Team is unable to get onto the FOIAXpress login page. The page is not loading at all. Therefore, we are unable to access the system to log requests currently. I have submitted a ticket to OPEXUS to look into the issue. I will let you know when the issue is resolved.

Please let me know if you have any questions. Thanks.

Lennell Jackson | FOIA Public Liaison
Export-Import Bank of the United States
811 Vermont Ave. NW | Washington, DC 20571
202-565-3290 | lennell.jackson@exim.gov
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