CBPONE™

# Fact Sheet: Using CBP One™ to Schedule an Appointment

The **free** CBP One™ mobile application enables noncitizens without appropriate documents for admission who seek to travel to the United States through certain southwest border land ports of entry (POEs) the ability to submit information through a module within the application instead of coming directly to wait at a POE.

Welcome to CBP One™
LOGIN OR SIGN UP
with LOGIN.GOV

Beginning **January 12, 2023,** noncitizens who seek to travel to the United States through southwest border land POEs to request exception from the Center for Disease Control and Prevention's *Order Suspending the Right To Introduce Certain Persons from Countries Where a Quarantinable Communicable Disease Exists*, may use the CBP One™ mobile application to submit certain information in advance, attest that they, a spouse or child accompanying them, meet specific vulnerability criteria, and schedule an appointment to present themselves for inspection at a participating POE.

Use of CBP One™ **streamlines** the experience at the port of entry, may reduce wait times, and permits a **safe** and **orderly** process at POEs for all travelers.

Available in English and Spanish, the CBP One™ application allows noncitizens located in Central and Northern Mexico to schedule an appointment and submit certain biographical information prior to their scheduled arrival at a POE.

Participating POEs are available in Texas at Brownsville, Eagle Pass, Hidalgo, Laredo and El Paso (Paso del Norte); Nogales in Arizona; as well as Calexico West and San Ysidro (Pedestrian West – El Chaparral) in California.

This process utilizes Login.gov for **secure**, private access in submitting noncitizens biographical information and a live photo of the traveler, and requesting a date and time to present at a POE.

On arrival at the POE, a photo will be taken of the noncitizen which will confirm a match to the information supplied in advance and facilitate the process at the POE.

Visit CBP One™ online at
cbpone.cbp.dhs.gov

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Questions? Contact us at
CBPOne@cbp.dhs.gov

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Apple App Store or Google Play Store

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**U.S. Customs and Border Protection**
**Office of Field Operations**
**Operations Directorate**
**January 6, 2023**

# CBP One™ Direct Individual Submission Release Plan

## Executive Summary

To facilitate the safe and orderly arrival of noncitizens seeking an exception from the Centers for Disease Control and Prevention (CDC) *Order Suspending the Right to Introduce Certain Persons from Countries Where a Quarantinable Communicable Disease Exists* under Title 42, Department of Homeland Security (DHS) is expanding use of the CBP One™ mobile app functionality to allow noncitizens to directly schedule arrival times at ports of entry (POE). This scheduling function will allow noncitizens to schedule a time and place to seek an exception from the Title 42 public health order for humanitarian reasons based on self-certification of a vulnerability at a port of entry. Additionally, this app will be available for all noncitizens who lack documents sufficient for admission to schedule a date and time to present themselves at a POE for inspection and processing once the Title 42 public health order is no longer in place. Individuals do not need to be at the border to schedule an appointment; expanded access reaching Central Mexico is designed to discourage noncitizens from congregating near the border in unsafe conditions.

## Background

Previously, the CBP One™ scheduling function was only accessible by certain Non-Governmental Organizations (NGO) and advocacy groups, who aided in identifying vulnerable noncitizens for consideration of humanitarian exception to Title 42, to request appointments at the following specified POEs:

- California: Calexico and San Ysidro (Pedestrian West – El Chaparral);
- Arizona: Nogales; and,
- Texas: Brownsville, Eagle Pass, Hidalgo, Laredo, and El Paso (Paso Del Norte).

Expansion of CBP One™ will enable individual noncitizens to directly submit their information to Customs of Border Protection (CBP) to reserve a date and time to present at a POE to request an exception to the Title 42 order. This is expected to reduce nefarious actors exploiting the vulnerable and facilitate a safe and orderly flow of travel into POEs. The granting of an appointment does not guarantee an exception from the Title 42 order. CBP will make determinations of whether an exception is authorized at the POE. The cadence of Title 42 exceptions under the CBP One™ Direct Individual Submission Release plan will remain at approximately (b)(7)(E) individuals across the eight identified POEs.

## Operational Plan

## Communications

- A three-pronged communications package will be executed covering the following populations:

  - Internal – management to employees with guidance and leadership internal talking points.
  - External – media releases, CBP One™ Fact Sheet and talking points for leadership to use and engage with the public.
  - External – for management to use when engaging with NGOs, other governmental organizations (e.g., Department of State, Government of Mexico, non-governmental organizations).
- A social media push will launch prior to the update to inform the public of their ability to directly submit an application in CBP One™.
- Public messaging on the use of the CBP One™ to request appointments for consideration of Title 42 exceptions will be initiated at specified POEs by:
  - Expanding messaging to the public by Office of Field Operations (OFO) Communications Management Office (CMO) via social media and Public Affairs Officers.
  - Modifying the CBP One™ Expansion Communication Plan drafted for Post Title 42 operations and implementing for Title 42 exception use.
  - Initiating international messaging for International Affairs and the Department of State to broadcast to target population (CMO will work with CBP Public Affairs). CMO estimates seven-days to execute messaging and outreach campaign.

## Pre-Arrival

- Noncitizens seeking an exception who are located in Central and Northern Mexico (north of the 19th parallel) will have ability to access and submit through CBP One™ certain biographic and biometric information to CBP and schedule their arrival at specified POEs on a specified date.
- Direct access to the CBP One™ scheduling module will allow noncitizens to self-attest to existing vulnerability criterion and request a date/time at select POEs to request an appointment to be considered for an exception from the Title 42 public health order for humanitarian reasons. This capability will be deployed on Tuesday, January 10, 2022.
- NGO access will remain for one (1) week after the CBP One™ individual release to allow for a smooth transition without impacting current humanitarian needs. While NGO submission access will be removed, this will not impact the ability of NGOs or other advocates to assist noncitizens submitting requests through the CBP One™ application.

## At U.S. Boundary

- CBP Officers (CBPOs) will continue to be assigned at the U.S. boundary line assisting in the enforcement of the Title 42 public health order, permitting entry to documented travelers requesting entry to the U.S., and allowing entry to undocumented noncitizens with appointments made via CBP One™. Each POE will determine boundary line operations to maintain the security of the border, and an orderly flow into POEs, limiting adverse impacts to normal operations, including facilitation of lawful trade and travel.
- CBPOs will utilize smart devices or tablets at the boundary line to verify CBP One™ appointment requestors via facial recognition.
  - Equipment for identity verification and Wi-Fi/mobile connectivity needs are being identified for cost and procurement.

- Undocumented noncitizens without CBP One™ appointments will generally be prevented from entry pursuant to the Title 42 public health order.
- OFO will continue to consider humanitarian exceptions outside of the CBP One™ app in emergent medical situations; all others will be directed to the CBP One™ app.

**At POE**

- Noncitizens who have CBP One™ appointments will be directed to the appropriate lane to await pedestrian primary inspection.
- At Pedestrian Primary inspection, noncitizens with CBP One™ appointments will be processed in the Simplified Arrival Pedestrian (b)(7)(E) where facial matching to the advance information submitted will occur and where the noncitizen will be referred for secondary inspection, consistent with current policy.
- An appointment does not guarantee an exception from the Title 42 order. CBPOs have authority to grant an exception at the POE, or may, upon further review, process the individual under Title 42.
- CBP officers may import the information submitted by the noncitizen in CBP One™ to prepopulate the Unified Secondary (USEC) event.
    - CBPOs will consider all available information, including information supplied in advance by the traveler, and the totality of the individual case circumstances and will determine the appropriate processing disposition for each individual.
    - Case processing dispositions for CBP One™ appointment holders will be determined on a case-by-case basis.
    - Noncitizens presenting a national security or public safety risk (b)(7)(E) (b)(7)(E)
    - CBPOs will be required to record the completion of inspection and disposition of custody for CBP One™ appointment holders in accordance with existing procedure.
- Unaccompanied noncitizen children are not subject to the Title 42 public health order. Processing procedures for unaccompanied noncitizen children remain unchanged and must be conducted in accordance with existing policy and procedure, to include transfer of custody to the Department of Health and Human Services (HHS).

**Implementation:**

- Given the necessary stakeholder engagement and technology timeline, OFO will open appointments on January 12th for processing beginning January 18th; NGOs access will be removed on January 25th.

U.S. Customs and Border Protection

# CBP One™

## Request an inspection for the importation of agricultural and biological products

### Download CBP One™ Today!

**Expedites** agriculture and biological product inspections.

**Easily adhere** to CBP entry requirements.

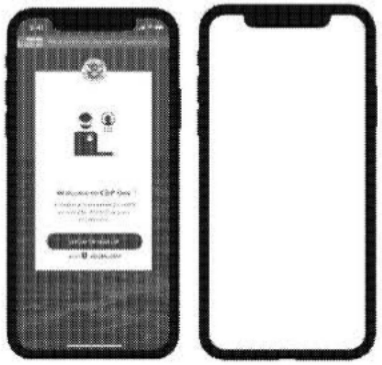
**Improves** import safety and security.

Download on the App Store

GET IT ON Google Play

To get started, download CBP One™ from the Apple App Store or Google Play Store.

### Sign In Using Login.gov

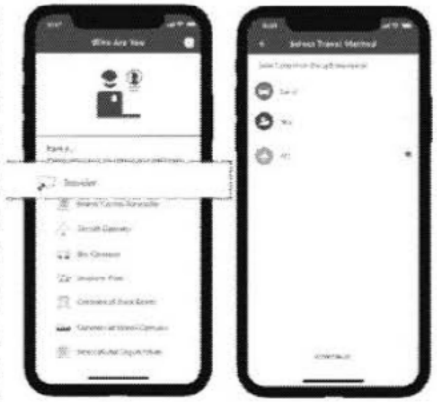

Welcome to CBP One™

The app will redirect to **login.gov** where you can either create or login to your existing account.

**Questions?** Contact us at: CBPOne@cbp.dhs.gov

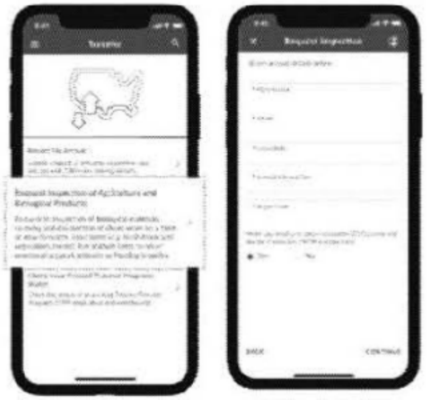
### 1. Who Are You

Tap "Traveler" then "Air" to begin.


Who Are You
Traveler
Select Travel Method
Air

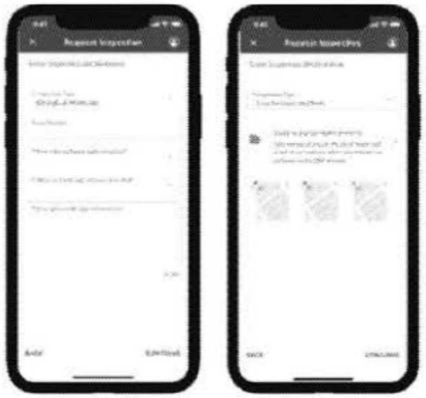
### 2. Request Inspection

Tap on "Request Inspection of Agriculture and Biological Products" and fill in your arrival details.


Traveler
Request Inspection of Agriculture and Biological Products
Request Inspection

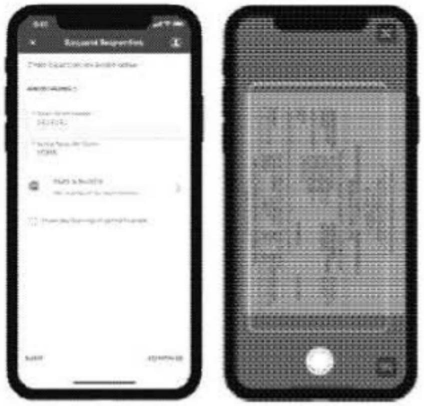
### 3. Inspection Details

Select the inspection type and fill in the required fields. The fields will vary depending on the inspection type selected.


Request Inspection

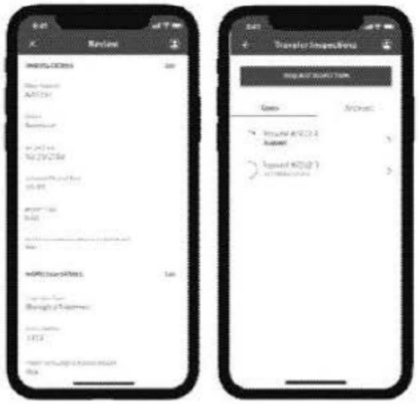
### 4. Import Permit Details

Fill in your import permit details and take a photo of each permit (not applicable for clean and disinfect footwear inspections).


Request Inspection

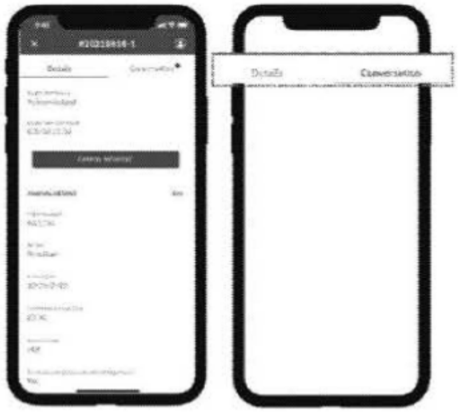
### 5. Review and Submit

Review all information and tap on "Submit." You may edit information on this page by tapping "edit." After submitting, you will be able to view the status and details of your inspection.


Review
Traveler Inspections

### 6. View Details and Chat

View, edit, or cancel the details of your inspection, or respond to a chat from a CBP officer under the "Conversation" tab.


Details
Conversation

CBP Publication No. 1635-0122

U.S. Customs and
Border Protection

## STATEMENT

# CBP ONE ADVANCED INFORMATION SUBMISSION

Beginning December 21, 2022, noncitizens who seek to travel to the United States through southwest border land ports of entry (POEs) may use the CBP One application to submit certain information in advance and to schedule an appointment to present themselves for inspection at a such a POE. The use of CBP One is expected to streamline processing and reduce wait times.

Noncitizens will be able to use CBP One to submit information and request a date to present themselves at the Brownsville, Eagle Pass, Hidalgo, Laredo and El Paso (Paso del Norte), Texas POEs; Nogales, Arizona, as well as Calexico and San Ysidro (Pedestrian West – El Chaparral), California.

The application will enable noncitizens located in Central and Northern Mexico to submit certain biographic and biometric information to CBP in advance of their arrival at a POE. This information will not be used to pre-determine a noncitizen's admissibility to the United States, and the pre-submission does not constitute an immigration inspection. Instead, the pre-submission of information is used to better facilitate the travel of noncitizens at land POEs. Admissibility determinations will continue to be made by a CBP officer at the POE when the noncitizen presents to CBP in person.

Appointments in CBP One will become available by Dec. 20, 2022, to schedule an appointment through Dec. 27, with new days released daily at 9 a.m. EST. The CBP One application is available now in the Apple and Google Application Stores as well as at www. cbpone.cbp.dhs.gov. Reference material related to this capability can be found at https://www.cbp.gov/about/mobile-apps-directory/cbpone.

## Guidance

CBP Public Affairs Officers in the field may use the talking points and questions & answers in this public affairs guidance to respond to inquiries from local and regional media outlets in their areas of responsibility.

Inquiries from national and international media outlets shall be referred to the public affairs point of contact listed below with CBPMediaRelations@cbp.dhs.gov copied to the message.

The public affairs point of contact for this issue is:

- Rhonda Lawson, Office of Public Affairs, U.S. Customs and Border Protection, Rhonda.m.lawson@cbp.dhs.gov, Mobile: (202) 856-2358

## Talking Points

- **Key Messages**
    - CBP is working to increase its ability to process noncitizens without appropriate travel documents at land POEs along the southwest border (SWB). As part of its efforts to increase processing capabilities, CBP is working to develop innovative approaches to processing at land POEs by streamlining case processing and implementing technology to collect advance information to facilitate a safe, orderly, and humane arrival of noncitizens seeking entry at a POE, and potentially limit the impact to other critical port operations.
    - As part of this process, CBP will leverage the CBP One application to allow noncitizens without appropriate travel documents to voluntarily submit certain information, including a photograph, in advance of their intended travel to a land POE. Individuals utilizing CBP One will also have the ability to request a date and time to present themselves for inspection at certain land POEs.
    - Utilizing CBP One will also assist CBP in ensuring an orderly flow into POEs and limit adverse impacts to other operations, including facilitation of lawful trade and travel.
    - CBP One is a free mobile application available for download by any individual on a Google or Apple enabled device, as well as at www.cbpone.cbp.dhs.gov.
    - CBP continues to work with its partners across the immigration-related processing continuum, including U.S. Immigration and Customs Enforcement (ICE) Enforcement and Removal Operations (ERO), U.S. Citizenship and Immigration Services (USCIS), and the Department of State (DOS), to facilitate safe and orderly processing at POEs.

## Questions and Answers

**Q: What is the CBP One™ app?**
**A:** CBP One is a free mobile application that is intended to act as an intuitive portal for the public to access a variety of CBP services. Through a series of intuitive questions, it will guide each type of user to the appropriate services based on their needs. Beginning December 21, 2022, noncitizens who seek to travel to the United States through southwest border land ports of entry (POEs) may use the CBP One application to submit certain information in advance of their arrival, and to schedule an appointment to present themselves for inspection at a land POE. The use of CBP One is expected to streamline processing and potentially reduce wait times.

**Q: Who can use the CBP One™ app?**
**A:** The CBP One app currently offers virtual services for air travelers, bus operators, noncitizens, CBP brokers, air carriers, freight forwarders and international organizations.

**Q: Can noncitizens use this application functionality from anywhere?**
**A:** No. Noncitizens without appropriate travel documents, who are seeking to travel to a land POE must be in Central or Northern Mexico to submit advance information and request a date and time to present at a port of entry. If the CBP One application determines a user is not in the vicinity of Northern Mexico, it will submit their information, provide a confirmation number, and advise the traveler to return to the application to request a presentation date if in Northern Mexico.

**Q: What language is this capability available?**
**A:** This capability is available in both English and Spanish.

**Q: How many people may request an appointment at the POE each day?**
**A:** The number of individuals who may request appointments on a given date will vary by POE. Each POE will identify the number of individuals using CBP One that it expects to be able to process by specific days and hours. The CBP One application will only display those days and times that are available at the time the user is presented with the ability to request. However, the use of CBP One does not guarantee that an individual will be processed on a given date or at a given time.

**Q: What if there are no available days after the advance information is submitted?**
**A:** If the application indicates there are no available days and times at the time that a user accesses the application, they will be encouraged to check back for new availability each day, as schedules are constantly updated, and a new day is added each morning. Individuals are not required to utilize CBP One to present themselves at a POE.

**Q: What POEs are offering the CBP One application? If a POE does not offer CBP One, can migrants still present at the POE for inspection?**
A: This CBP One functionality will be available at the Nogales, Arizona; Brownsville, Eagle Pass, Hidalgo, Laredo, El Paso (Paso del Norte), Texas Ports of Entry; as well as Calexico and San Ysidro, California POEs. Noncitizens without appropriate travel documents may present

themselves at any CBP POE, but CBP encourages noncitizens to present at one of these eight ports of entry even if they choose not to use CBP One.

**Q: Why does the app take me to login.gov when I click "LOG IN OR SIGN UP"?**
**A:** Travelers are required to have a login.gov account to securely log into the CBP One application. This log in will also be utilized to allow noncitizens to retrieve their requested presentation date to cancel or request an updated date/time.

**Q: How do I use login.gov with the CBP One app?**
**A:** Users sign into CBP One by doing the following:

- Click on "LOG IN OR SIGN UP". After you accept the terms and conditions, the app will automatically redirect you to a login.gov website.
- If you have a login.gov account, use it to sign in.
- If you do not have a login.gov account, create an account, using a valid email address and phone number that can receive texts.
- After authenticating through your login.gov account, you will be redirected back to the CBP One™ app and can then submit your arrival.

It is important to note that CBP One restricts users to a single advance information submission per login.gov ID. The submission can include multiple family members or co-travelers.

**Q: Am I required to provide a live photo for every submission?**
**A:** Yes, one of the security features of the CBP One application is the requirement that an individual take of photo of themselves in real-time each time they access the application to request or modify a presentation date. This security feature is designed to prevent bad actors from utilizing the app to obtain presentation dates for fraudulent identities. CBP One will capture a live photo during the initial submission, compare that live photo if the presentation date is modified, and compare that live photo when the noncitizen presents themselves to CBP.

**Q: What security features has CBP implemented to minimize the opportunity for individuals to exploit the CBP One application to take advantage of undocumented noncitizens?**
**A:** CBP has implemented several features within CBP One to minimize the fraudulent use of the application or the exploitation of the noncitizen population. First, CBP One is a free application, available to everyone who has access to a mobile device. Also, a live photo is captured of the traveler who is submitting the advance information and requesting a date to present for inspection. When an applicant is encountered at the limit line, this photo will be compared to the person to confirm a match. Finally, CBP is limiting submissions to one per login.gov authenticated identity. These measures will prevent third parties from fraudulently obtaining bulk appointments or submitting information for false identities.

**Q: If I am having problems with the CBP One app or a trip I submitted on the app, who do I contact?**
**A:** For technical issues regarding CBP One, please contact the CBP One Support Team at cbpone@cbp.dhs.gov.

**Q: What do I do if the app is down?**

**A:** Please ensure you have internet access from your desktop or mobile device. Close out and relaunch the CBP One mobile application. If the app is still down, please continue to try again as high demand may make the app temporarily unavailable at times.

**Q: What do I do if I have incorrectly submitted my information?**
**A:** Noncitizens will have an opportunity to correct any information submitted in advance while they are being inspected at the port of entry.

**Q: If a migrant does not have a smart device with the CBP One app, how can they report their entry?**
**A:** Noncitizens may work with third parties, such as non-governmental organizations (NGOs), to submit information in CBP One and schedule arrivals at POEs on their behalf.

**Q: Where can migrants find information on how to utilize the application?**
**A:** CBP has posted Quick Reference Guides, a User Guide, and an instructional video to the following site on CBP.gov at CBPone Traveler Reference Guidance - English or CBPone Traveler Guidance - Spanish.

1300 Pennsylvania Avenue, NW
Washington, DC 20229

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

*Commissioner*

November 1, 2021

MEMORANDUM FOR: William A. Ferrara
Executive Assistant Commissioner
Office of Field Operations

FROM: Troy A. Miller
Acting Commissioner
U.S. Customs and Border Protection

SUBJECT: **Guidance for Management and Processing of Undocumented Noncitizens at Southwest Border Land Ports of Entry**

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This memorandum provides updated guidance for the management and processing of noncitizens who, without proper documents ("undocumented noncitizens"), present at land ports of entry (POEs) along our Southwest Border, including those who may be seeking humanitarian protection in the United States. This memorandum also rescinds and supersedes the November 27, 2019 memorandum from the former Commissioner, *Prioritization-Based Queue Management*; and CBP Office of Field Operations (OFO) April 27, 2018 and April 30, 2020 memoranda, *Metering Guidance*. Today, Secretary Mayorkas rescinded Secretary Nielsen's June 5, 2018 memorandum, *Prioritization-Based Queue Management*, upon my recommendation.

The ability to process undocumented noncitizens in a timely manner is impacted by a wide range of factors, including staffing constraints, outdated infrastructure, and significantly at this time, the COVID-19 pandemic. The COVID-19 pandemic specifically has limited processing and holding capacity based on protocols to protect the workforce, the noncitizens whom we encounter at the POEs, and the American public. The Centers for Disease Control and Prevention's August 2, 2021 Public Health Order, which was issued pursuant to Title 42 of the U.S. Code and suspends the introduction of certain non-citizens into the United States for public health reasons, remains in force, and we will continue to implement it as applicable. At all times, the capacity to process undocumented noncitizens must take into account CBP's other vital priorities, including our mission to protect public safety and national security, interdict the flow of narcotics and contraband, and facilitate lawful trade and travel.

Even before the COVID-19 pandemic, processing capacity was limited due to increasingly large volumes of lawful trade and travel. During the five years preceding the pandemic, CBP processed, on average, 326 inadmissible individuals each day at POEs across the Southwest land border. At the same time, CBP apprehended, on average, a much larger number—1,266 individuals each day—between POEs.

As a complement to enforcement efforts between POEs and to incentivize an alternative to such unlawful crossings, I instruct Southwest Border OFO management to consider and take appropriate measures, as operationally feasible, to increase capacity to process undocumented noncitizens at Southwest Border POEs, including those who may be seeking asylum and other forms of protection. As part of this effort, CBP personnel should continue to employ and should further accelerate ongoing steps to leverage technological and processing efficiencies to streamline POE processing.

Possible additional measures include the innovative use of existing tools such as the CBPOne™ mobile application, which enables noncitizens seeking to cross through land POEs to securely submit certain biographic and biometric information prior to arrival and thus streamline their processing upon arrival. OFO also should accelerate ongoing efforts to digitize processing at POEs and more effectively use data to increase throughput. In developing these solutions, CBP should, as appropriate, collaborate with interested non-governmental organizations and other key partners, consistent with applicable privacy protections and civil rights and civil liberties.

Importantly, however, asylum seekers or others seeking humanitarian protection cannot be required to submit advance information in order to be processed at a Southwest Border land POE. The submission (or lack thereof) of advance information should not influence the outcome of any inspection. CBP will continue to make admissibility and processing determinations on a case-by-case-basis at the POE.

A POE's capacity to process undocumented noncitizens is influenced by operational realities and circumstances that could change day to day and could include unanticipated incidents, emergencies, or challenges. However, POEs must strive to process all travelers, regardless of documentation status, who are waiting to enter, as expeditiously as possible, based on available resources and capacity. At all times, the capacity to process undocumented noncitizens must take into account CBP's other vital priorities, including our mission to protect public safety and national security, interdict the flow of narcotics and contraband, and facilitate lawful trade and travel.

CBP may manage the intake of undocumented noncitizens at POEs, including by providing staffing at the border line to facilitate and manage safe and orderly travel into the POE. In all cases, however, undocumented noncitizens who are encountered at the border line should be permitted to wait in line, if they choose, and proceed into the POE for processing as operational capacity permits. Absent a POE closure, officers also may not instruct travelers that they must return to the POE at a later time or travel to a different POE for processing. Officers also may not preclude those in line from departing and returning at a later time. Once in the United States, an individual must be inspected and processed by CBP Officers and may not be directed to return across the land border without appropriate processing.

Based on past, current, and expected volumes of individuals seeking entry at Southwest Border land POEs, there may be extended wait times in processing lines.

This Administration has outlined a comprehensive strategy to expand safe, orderly, and humane pathways for migration, including for noncitizens who may be seeking protection to access the United States. *See* Executive Order 14010, 86 FR 8267 (2021). This guidance is issued in furtherance of that strategy and is effective immediately.

# Office of Field Operations
# Title 42 Humanitarian Exceptions
# Communications Plan
# January 2023

**ISSUE:**
The Office of Field Operations (OFO) continues to facilitate safe and orderly arrival of certain noncitizens seeking a humanitarian exception from the Title 42 public health order. The proposed outline includes OFO's plan to manage internal and external messaging.

**EXECUTIVE SUMMARY:**
Beginning January 12, 2023, noncitizens who seek to travel to the United States through southwest border land ports of entry (POEs) and who meet certain vulnerability criteria may use the CBP One mobile application to submit certain information in advance, attest that they, a spouse or child accompanying them~~,~~ meet specific vulnerability criteria, and schedule an appointment to present themselves for inspection at participating POE to seek a humanitarian exception from the Centers for Disease Control and Prevention's (CDC) Order *Suspending the Right To Introduce Certain Persons from Countries Where a Quarantinable Communicable Disease Exists*. Appointments will be available for scheduling up to 14 days in advance, with initial appointments beginning January 18, 2023.

To ensure the workforce is informed of the process for considering Title 42 humanitarian exceptions, OFO is prepared to respond and provide appropriate messaging specific to processing Title 42 humanitarian exceptions through the CBP One application. CBP One will now be made available for noncitizens seeking an exception from the Title 42 public health order, allowing them to directly schedule appointments to present themselves at POEs. The use of CBP One is expected to streamline processing, reduce wait times, and help ensure safe and orderly processing.

**OBJECTIVE:**
1. Inform the CBP workforce about changes to the process for handling arriving noncitizens who are seeking a humanitarian exception to Title 42 and provide leadership with talking points for internal messaging.
2. Inform key stakeholders, including the travel and tourism industry, land border associations, and Congress (handled by Office of Congressional Affairs (OCA)), about the process under which covered noncitizens may present themselves to be considered for a potential humanitarian exception to Title 42.
3. Inform and educate the public about the ability for noncitizens seeking a potential exception to Title 42 to use the CBP One application to schedule a date to present at a POE, in a safe and orderly manner and the expected operational changes.

## INTERNAL AUDIENCE:

- Field Offices
- Ports of Entry
- Public Affairs Officers
- Comms SMEs at CBP HQ
- Public Affairs Liaisons/Border Community Liaisons
- Field Communications Management Offices
- OFO Executive Assistant Commissioner, Deputy Executive Assistant Commissioner

## INTERNAL TALKING POINTS:

- U.S. Customs and Border Protection (CBP) Office of Field Operations (OFO) continues to assist the Centers for Disease Control and Prevention (CDC) in enforcing the CDC's *Public Health Reassessment and Order Suspending the Right to Introduce Certain Persons from Countries Where a Quarantinable Communicable Disease Exists*, also known as Title 42, in addition to executing its border security mission.
- As required by a combination of the Supreme Court's December 27 order and a separate district court injunction prohibiting the implementation of the CDC termination of the Title 42 public health order, the Title 42 Order remains in effect.
- Per the CDC Title 42 Order, CBP is authorized to except individuals, on a case-by-case basis, based on the totality of circumstances, including considerations of humanitarian interests. OFO has previously developed and implemented mechanisms to facilitate the processing of undocumented noncitizens who have been identified as potentially eligible for an exception to the CDC Title 42 Order.
- CBP will continue to process all travelers in a safe, efficient, and orderly matter, while balancing our Border Security, National Security and facilitation of lawful trade and travel missions.
- OFO has worked diligently during the last year to continue advancing innovative technologies to provide streamlined processes at our POEs to enhance security and reduce administrative data entry for CBP Officers.
    - One of those technologies is the CBP One mobile app.
- To facilitate the safe and orderly arrival of noncitizens seeking a humanitarian exception from Title 42, Department of Homeland Security (DHS) is expanding use of the CBP One mobile application for noncitizens to schedule arrival dates and times at select POEs.
- This scheduling function will allow noncitizens to directly schedule a time and date to come to a POE to seek an exception from the Title 42 public health order for humanitarian reasons based on an individualized assessment of vulnerability.
- Permitting direct access to CBP One will also assist CBP in ensuring an orderly flow into POEs and limit adverse impacts to other operations, including facilitation of lawful trade and travel.
- The mobile application will enable noncitizens located in Central and Northern Mexico to submit certain biographic and biometric information to CBP in advance of their arrival at a POE.

    - Individuals do not need to be in the immediate area of the border to schedule an appointment; expanded access of the app in Central Mexico is designed to discourage noncitizens from congregating near the border in unsafe conditions.
    - Using the CBP One mobile app does not guarantee that an individual will be granted an exception to the Title 42 Order.
    - Processing determinations will continue to be made by a CBP officer at the POE when the noncitizen arrives at a POE at the scheduled date and time and determined on a case-by-case basis.
- Appointments in CBP One will become available January 12, 2023, to schedule appointments starting January 18, 2023, with new days released daily at 9 a.m. EST up to 14 days in advance.
- Unaccompanied noncitizen children are not subject to the Title 42 Order. POEs will continue to process unaccompanied noncitizen children in accordance with existing legal requirements, policy, and procedure, to include transfer of custody to the Department of Health and Human Services (HHS).
- Vaccination requirements issued under Title 19 authority continue to apply to all noncitizen, non-lawful permanent resident (LPR) travelers 18 years of age or older, with limited exceptions. U.S. citizens, LPRs, and American Indians who have a right by statute to enter the United States are not subject to these requirements.
    - The current Temporary Travel Restrictions Applicable to Land Ports of Entry and Ferries Service Between the United States and Canada / Mexico Title 19 (i.e., Title 19 restrictions) remain in effect, applicable at land POEs and ferry terminals along the northern and southern borders.
    - Noncitizen, non-lawful permanent residents should continue to be processed as described in the January 20, 2022, *Title 19 Temporary Travel Restrictions: Vaccination Requirements*. Generally, noncitizens without appropriate documents for admission will be processed consistent with their lack of documents, with appropriate consideration given to vaccination status as well as the use of CBP One to submit advance information.
- Per the CDC's Title 42 Order, CBP is authorized to except individuals, on a case-by-case basis, based on the totality of circumstances, including considerations of humanitarian interests.
    - Factors weighing in favor of a humanitarian exception to the Title 42 public health order include, but are not limited to, the following:
        - a physical or mental illness,
        - disability,
        - pregnancy,
        - lack of access to safe housing or shelter,
        - age (under 21 years old or over 70), and/or
        - the individual has been threatened or harmed while in Mexico.
    - Individuals attest that they, or a spouse or child accompanying them, meet one of these vulnerability criteria.
- OFO will continue processing noncitizens seeking an exception to Title 42 at select POEs.

**(b)(7)(E)**

- Individuals who use the CBP One app will be able to schedule an appointment to present themselves at the following eight (8) ports of entry:
    - Arizona: Nogales;
    - Texas: Brownsville, Eagle Pass, Hidalgo, Laredo, and El Paso (Paso Del Norte); and
    - California: Calexico and San Ysidro (Pedestrian West – El Chaparral).
- Border wait times are expected to increase as we manage operational resources.
    - Land border POEs are already experiencing a 20 percent rise in traffic volumes compared to pre-COVID volumes.
- As of January 25, 2023 Non-governmental Organizations (NGOs) will no longer have access to the CBP One application. Our border security mission remains our number one priority.
- The orderly and safe processing of all arriving persons, as well as the safety of our personnel and the surrounding communities, is paramount.

## WORKFORCE MESSAGING:

- We recognize that the work you do every day, including processing Title 42 humanitarian exceptions, can be tough on our workforce.
- We care deeply about each of you. Your health and well-being remain our number one priority.
- Many of you have volunteered to go on TDY and sacrificed time with your family, friends, and loved ones.
    - We thank you and your family for making the sacrifice.
- We appreciate those of who have been supporting our SWB ports and Headquarters during this historic time in CBP history.
    - You embody CBP's core values of Vigilance, Integrity, and Service to Country.
    - The work you are doing is an integral part of CBP's mission.
- As we face trying times, please continue to reach out for support through CBP's various resources.
    - Find a Chaplain, Peer Support, or Veteran Support member.
    - Visit the CBP Wellness and Resilience Programs website.
    - Download the myCBP mobile app. CBP employees and their family members can download the latest version to their Government-issued and personal mobile devices through the Apple AppStore or Google Play. The app is free and contains the latest information on resources and services available to CBP families.
    - Visit the CBP Employee Assistance Program online (password: CBPEAP) or call 800-755-7002.

## EXTERNAL AUDIENCE:

- Stakeholders
- Non-Governmental Organizations (NGO)
- Media
- Public
- Congress
- Federal partners: State Department and local consulates
- Government partners on Northern and Southern Border (Canada and Mexico)

## EXTERNAL TALKING POINTS:

- U.S. Customs and Border Protection (CBP) Office of Field Operations (OFO) continues to assist the Centers for Disease Control and Prevention (CDC) in enforcing the CDC's *Public Health Reassessment and Order Suspending the Right to Introduce Certain Persons from Countries Where a Quarantinable Communicable Disease Exists,* also known as Title 42, in addition to executing its border security mission.
- The Order has been vacated by the D.C District Court but this decision has been stayed by the Supreme Court of the United States. As required by a combination of the Supreme Court's December 27 order and a separate district court injunction prohibiting the implementation of the CDC termination of the Title 42 public health order, the Title 42 Order remains in effect.
- Per the CDC's Title 42 Order, CBP is authorized to except individuals, on a case-by-case basis, based on the totality of circumstances, including considerations of humanitarian interests. OFO has previously developed and implemented mechanisms to facilitate the processing of undocumented noncitizens who have been identified as potentially eligible for an exception under the CDC's Title 42 Order.
- CBP will continue to process all travelers in a safe, efficient, and orderly matter.
- OFO worked diligently during the last year to continue advancing innovative technologies to provide streamlined processes at our POEs to enhance security and reduce administrative data entry for CBP Officers.
    - One of those technologies is the CBP One application.
- To facilitate safe and orderly arrival of noncitizens seeking a humanitarian exception from Title 42, Department of Homeland Security (DHS) is expanding use of the CBP One mobile application for noncitizens to schedule arrival times at POEs to seek an exception from Title 42.
- CBP One is a free mobile or desktop application available for download by any individual on a Google or Apple enabled device, as well as at www.cbpone.cbp.dhs.gov. Utilizing CBP One will also assist CBP in ensuring an orderly flow into POEs and limit adverse impacts to other operations, including facilitation of lawful trade and travel.
- This new scheduling function will allow noncitizens to schedule a time and place to come to a POE to seek an exception from the Title 42 public health order for humanitarian reasons based on an individualized assessment of vulnerability.
- CBP One will enable noncitizens located in Central and Northern Mexico to submit certain biographic and biometric information to CBP in advance of their arrival at a POE.
    - Individuals do not need to be at the border to schedule an appointment; expanded access to the app in Central Mexico is designed to discourage noncitizens from congregating near the border in unsafe conditions.
- Using the CBP One mobile app does not pre-determine a noncitizen's processing disposition.
    - Instead, the pre-submission of information is used to better facilitate the travel of noncitizens at land POEs.
    - Processing dispositions, including, as appropriate, admissibility determinations, will continue to be made by a CBP officer at the POE when the noncitizen arrives at the POE.

- Appointments in CBP One will become available January 12, 2023, to schedule appointments starting January 18, 2023, through January 31, 2023, with new days released daily at 9 a.m. EST.
- Processing dispositions for undocumented noncitizens will be determined on a case-by-case basis.
    - Unaccompanied noncitizen children are not subject to the Title 42 Order. POEs will continue to process unaccompanied noncitizen children in accordance with existing legal requirements, policy, and procedure, including transfer of custody to HHS ORR.
- Vaccination requirements issued under Title 19 authority continue to apply to all noncitizen, non-lawful permanent resident (LPR) travelers 18 years of age or older, with limited exceptions. U.S. citizens, LPRs, and American Indians who have a right by statute to enter the United States are not subject to these requirements.
    - During their inspection process, noncitizens must verbally attest to their COVID-19 vaccination status and provide, upon request, proof of vaccination against COVID-19 in accordance with Title 19 vaccination requirements.
- Per the CDC's Title 42 Order, CBP is authorized to except individuals, on a case-by-case basis, based on the totality of circumstances, including considerations of humanitarian interests.
    - Factors weighing in favor of a humanitarian exception to the Title 42 public health order include the following:
        - a physical or mental illness,
        - disability,
        - pregnancy,
        - lack of access to safe housing or shelter,
        - age (under 21 years old or over 70), and/or
        - the individual has been threatened or harmed while in Mexico.
    - Individuals attest that they, or a spouse or child accompanying them, meet one of these vulnerability criteria.
- Individuals who use the CBP One app will be able to schedule an appointment to present themselves at the following eight (8) ports of entry:
    - Arizona: Nogales;
    - Texas: Brownsville, Eagle Pass, Hidalgo, Laredo, and El Paso (Paso Del Norte); and
    - California: Calexico and San Ysidro (Pedestrian West – El Chaparral).
- Border wait times are expected to increase as we manage operational resources.
    - Land border POEs are already experiencing a 20 percent rise in traffic volumes compared to pre-COVID volumes.
- The public's patience and understanding are key to ensuring the safe and orderly processing of all arriving persons at our POEs.
    - The public's cooperation for orderly and safe arrivals is paramount to CBP's ability to process efficiently.
    - Be prepared to present your entry documents and any other documents requested by the CBP officer. Have the documents in your hand when approaching an officer.

- Once the Title 42 public health order is no longer in place, this scheduling mechanism will continue to be available for those noncitizens without documents sufficient for lawful admission, including those who may wish to seek asylum in the United States, to schedule a time to present themselves at a port of entry for inspection and processing, rather than arriving unannounced at a port of entry or attempting to cross in between ports of entry.
- CBP is the Nation's largest Federal law enforcement agency and takes the protection of its officers and workforce very seriously. In enforcing immigration and customs laws, CBP officers are at risk of assault when safeguarding and managing the Nation's borders.
    - 18 U.S.C. § 111 makes it a federal crime to assault any Federal officer. A person attempting to circumvent the immigration process, impede an inspection, or who assaults a federal officer could be subject to administrative action and criminal charges.
- CBP will continue to facilitate the safe release of noncitizens from POEs, and coordinate, as appropriate, with non-governmental organizations (NGOs) and other local stakeholders.
- Border management is a shared responsibility. CBP continues to work closely with stakeholders and international partners to ensure orderly and safe entry into our POEs.
- In response to the increased processing volumes, OFO currently has approx. (b)(7)(E) personnel deployed to the SWB.
- OFO will continue to prioritize criminal threats to border security along the Southwest Border.

**GUIDANCE:**

Inquiries from national and international media outlets shall be referred to the public affairs point of contact listed below with CBPMediaRelations@cbp.dhs.gov copied to the message.

The public affairs point of contact for this issue is:

- Rhonda Lawson, Office of Public Affairs, U.S. Customs and Border Protection, Rhonda.m.lawson@cbp.dhs.gov, Mobile: (202) 856-2358

**TIMELINE:**

| Phases | Responsibilities | Lead | Due Date |
|---|---|---|---|
| Preparation | Develop two sets of talking points (1) internal to inform the workforce; (2) external to inform stakeholders. | OFO Communications | 1/6/2023 |
| | Complete national press release | OFO Communications | 1/6/2023 |
| | Draft social media posts and develop "toolkit" for wider social media use. | OFO Communications/OPA | 1/6/2023 |

|  |  |  |  |
|---|---|---|---|
|  | Coordinate messaging review with OPA and Ops Directorate. | Dir. (b)(6), (b)(7)(C) | 1/6/2023 |
|  | Translations of social media and Public Facing Content | BC (b)(6), (b)(7)(C) | 01/06/2023 |
|  | Distribute Communications Plan to Field Offices. | Dir. (b)(6), (b)(7)(C) | 01/06/2023 |
|  | Distribute Communications Plan to OCA, IPL, OLA, etc. | OFO Communications/OPA | 01/07/2023 |
|  | Develop and distribute muster messages to DFOs. | Ops | 01/06/2023 |
|  | Field Offices to message Stakeholders with high level talking points from Communications Plan. | Field Offices | 01/06/2023 |
|  | Prep international media campaign with International Affairs and Dept of State coordination | OPA | Week of 01/07/2023 |
|  | Request paid advertising in northern Mexico | OFO Communications/OPA | TBD |
|  | Hold National Press Conference. (optional) | DHS | TBD |
| **Launch** | Messaging to Media/Public through press releases, social media, on-camera/radio interviews with Field Office Public Affairs Liaisons. | OFO/Field Offices | 01/07/2023 |
|  | Planned launch day | DHS | 1/12/2023 |
|  | Distribute social media posts (develop frequently) | Field Offices | 1/06/2023 |
| **Post-Launch** | Request imagery on processes from field. | Field Offices | Ongoing Post-Launch |
|  | Continue updating our messaging, participate in radio spots, etc. | CBP/OFO HQ/Field Offices | Ongoing Post-Launch |

## COMMUNICATIONS TOOLBOX ATTACHMENTS:

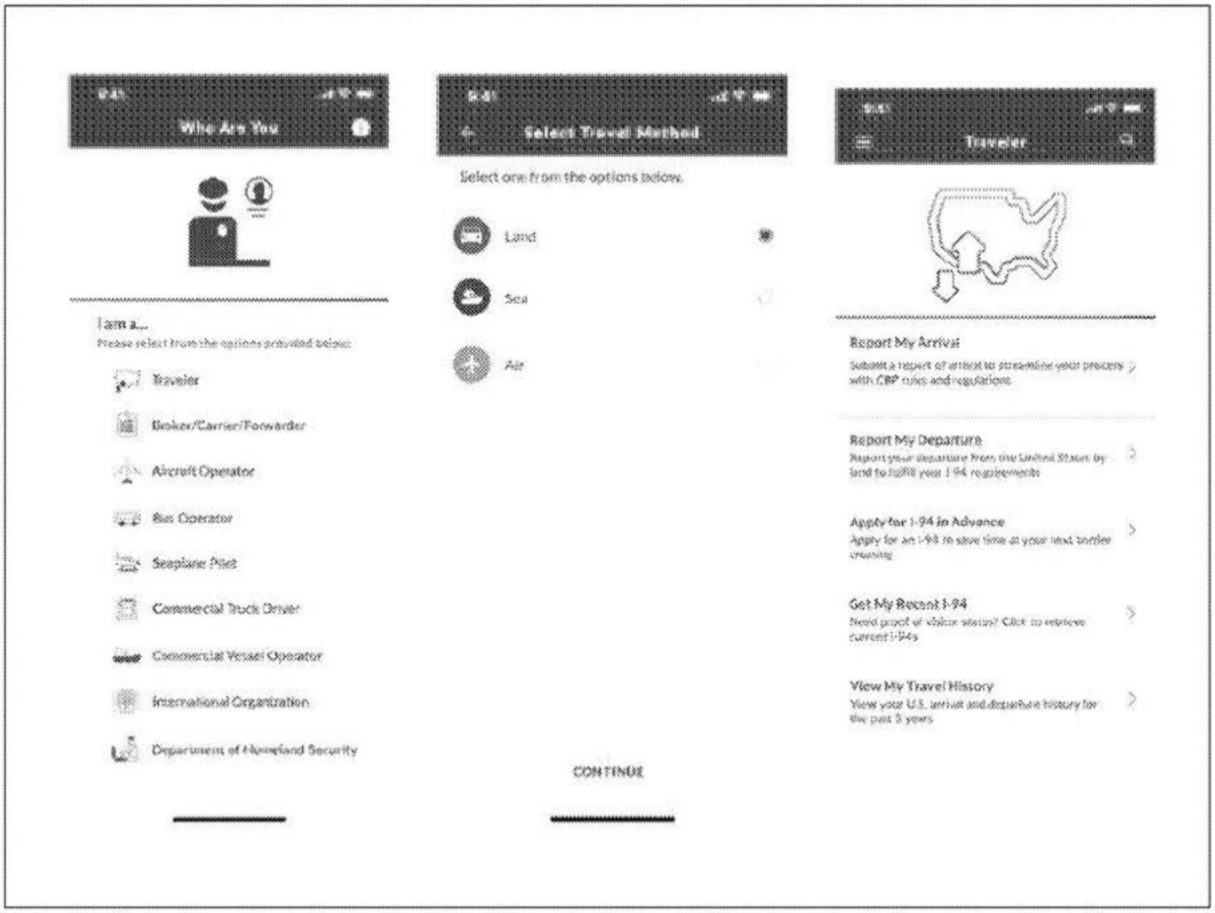
- Social Media Strategy
- Press release
- Frequently Asked Questions
- CBP One FACT Sheets

# CBP Supporting the Fight Against Human Trafficking

CBP One ™

U.S. Customs and
Border Protection

September 2022



9:41

Who Are You

I am a...

Please select from the options provided below:

- Traveler
- Broker/Carrier/Forwarder
- Aircraft Operator
- Bus Operator
- Seaplane Pilot
- Commercial Truck Driver
- Commercial Vessel Operator
- International Organization
- Department of Homeland Security

9:41

Select Travel Method

Select one from the options below.

Land ●

Sea ○

Air ○

CONTINUE

9:41

Traveler

Report My Arrival

Submit a report of arrival to streamline your process with CBP rules and regulations

Report My Departure

Report your departure from the United States by land to fulfill your I-94 requirements

Apply for I-94 in Advance

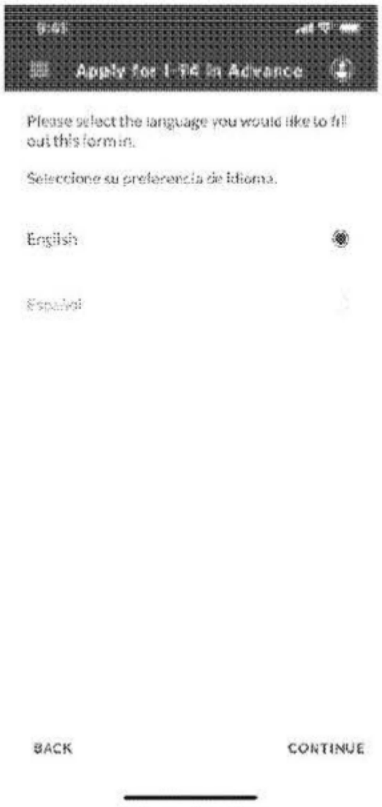
Apply for an I-94 to save time at your next border crossing

Get My Recent I-94

Need proof of visitor status? Click to retrieve current I-94s

View My Travel History

View your U.S. arrival and departure history for the past 5 years

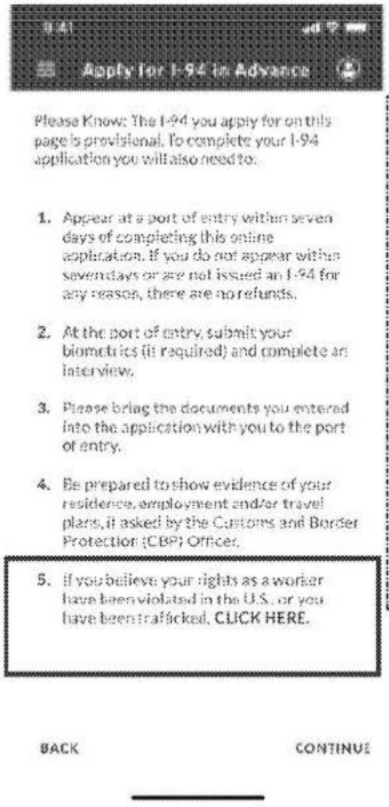


Please select the language you would like to fill out this form in.

Seleccione su preferencia de idioma.

English ●

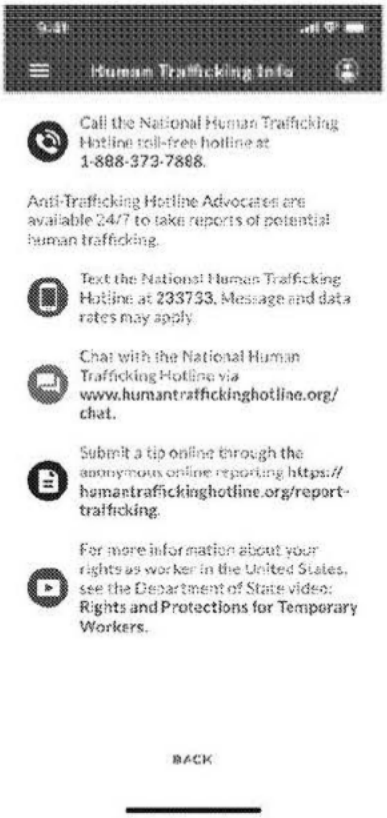
Español



Please Know: The I-94 you apply for on this page is provisional. To complete your I-94 application you will also need to:

1. Appear at a port of entry within seven days of completing this online application. If you do not appear within seven days or are not issued an I-94 for any reason, there are no refunds.
2. At the port of entry, submit your biometrics (if required) and complete an interview.
3. Please bring the documents you entered into the application with you to the port of entry.
4. Be prepared to show evidence of your residence, employment and/or travel plans, if asked by the Customs and Border Protection (CBP) Officer.
5. If you believe your rights as a worker have been violated in the U.S., or you have been trafficked, **CLICK HERE.**

(b)(7)(E)



Call the National Human Trafficking Hotline toll-free hotline at **1-888-373-7888.**

Anti-Trafficking Hotline Advocates are available 24/7 to take reports of potential human trafficking.

Text the National Human Trafficking Hotline at **233733.** Message and data rates may apply.

Chat with the National Human Trafficking Hotline via **www.humantraffickinghotline.org/chat.**

Submit a tip online through the anonymous online reporting **https://humantraffickinghotline.org/report-trafficking.**

For more information about your rights as worker in the United States, see the Department of State video: **Rights and Protections for Temporary Workers.**

## Interactive Page with Support Links

- ✓ Clicks on phone numbers or text will initiate a phone call/texts.
- ✓ Clicks on internet pages will launch the websites.
- ✓ Clicks on the "Rights and Protections for Temporary Workers" will launch the You Tube video.

# CBP One

U.S. DEPARTMENT OF HOMELAND SECURITY

1300 Pennsylvania Avenue, NW
Washington, DC 20229

U.S. Customs and
Border Protection

January 6, 2023

MEMORANDUM FOR: Directors, Field Operations
Office of Field Operations

FROM: Casey Durst (b)(6), (b)(7)(C)
Executive Director, Operations
Office of Field Operations

SUBJECT: CBP One™ Direct Individual Submission for Consideration of Title 42 Exception

To facilitate the safe and orderly arrival of noncitizens seeking an exception from the Centers for Disease Control and Prevention (CDC) *Order Suspending the Right to Introduce Certain Persons from Countries Where a Quarantinable Communicable Disease Exists* under Title 42, the Department of Homeland Security is expanding CBP One™ mobile app functionality to allow noncitizens to directly submit certain personal information to U.S. Customs and Border Protection (CBP) and to schedule their arrival at a port of entry (POE) for consideration of a humanitarian exception from the CDC's Title 42 Order.

Initially, this functionality will allow noncitizens to submit advance information and schedule a time and place to present themselves for inspection at specified POEs, when seeking an exception from the Title 42 public health order for humanitarian reasons. Such noncitizens will be required to attest to their belief that they, or an accompanying spouse or child(ren), meets identified vulnerability factors (e.g., a physical or mental illness, disability, pregnancy, lack of access to safe housing or shelter in Mexico, age (under 21 years old or over 70, including families), or an indication that the individual has been threatened or harmed while in Mexico).

Effective January 12, 2023, noncitizens physically located within the covered areas of Mexico will have the ability to directly access CBP One™ to submit certain advance information and request a date and time to present themselves to be considered for exception from the CDC's Title 42 Order at the previously identified southwest border (SWB) POEs (San Ysidro, Calexico, Nogales, El Paso, Eagle Pass, Laredo, Hidalgo, and Brownsville). Noncitizens do not need to be in close physical proximity of the SWB of the United States to submit their information or schedule their arrival in CBP One™. The scheduling function of the app has been expanded to reach Central Mexico and is designed to discourage noncitizens from congregating near the border in unsafe conditions.

A scheduled appointment through CBP One™ is not a guarantee that the noncitizen will be excepted from the CDC Title 42 Order. CBP retains discretion to determine the appropriate processing disposition for any individual.

The current Temporary Travel Restrictions Applicable to Land Ports of Entry and Ferries Service Between the United States and Canada / Mexico Title 19 (i.e., Title 19 restrictions) remain in effect, applicable at land POEs and ferry terminals along the northern and southern borders. Noncitizens, non-lawful permanent residents should continue to be processed as described in the January 20, 2022, *Title 19 Temporary Travel Restrictions: Vaccination Requirements.* Generally, noncitizens without appropriate immigration documents for admission will be processed consistent with their lack of documents, with appropriate consideration given in the processing decision to whether they are vaccinated or used CBP One™.

Noncitizens subject to the CDC Order without documents sufficient for entry, who do not have a CBP One™ appointment, and who are not amenable to an exception to Title 42, will continue to be prevented from entry or expelled pursuant to Title 42.

Absent national security or public safety concerns, noncitizens for whom an exception from Title 42 is determined to be appropriate may generally be served with a Notice to Appear and placed into removal proceedings under Section 240 of the Immigration and Nationality Act (INA). However, the Office of Field Operations retains all existing discretion to determine the appropriate processing disposition for a particular individual, including processing amenable noncitizens for expedited removal pursuant to section 235(b)(1) of the INA.

Processing of unaccompanied noncitizen children (UCs) will remain unchanged. UCs are not subject to the CDC Order.

Nothing in this guidance is intended to supersede the local exercise of discretionary authority and the ability of the port to make determinations regarding appropriate processing, on a case-by-case basis, considering the totality of circumstances.

Please reach out to me with any questions or have a member of your staff contact Director (b)(6), (b)(7)(C) Incident Response Branch at (b)(6), (b)(7)(C)

Attachment

# CBP One™

Traveler: Land:
Submit Advance Information

U.S. Customs and
Border Protection

# CBP One –> **Executive Summary**

CBP One

- ✓ On December 20th – Undocumented Noncitizens (UNCs) will be able to submit advance information and schedule appointments to present at POEs as soon as December 21st.
  - ✓ Dec 21st – 27th will be available on 20th.

- ✓ CBP One will be available at Brownsville, Eagle Pass, Hidalgo, Laredo and Paso Del Norte, El Paso, Texas as well as Nogales, Arizona and Calexico and San Ysidro (Pedestrian West – El Chaparral) in California.

- ✓ The application will require individuals use mobile devices, submit a live photo, and utilize geofencing to ensure they are within a certain proximity to the border. Proximity will encompass Mexico City and Guadalajara.

- ✓ This is voluntary process for UNCs.

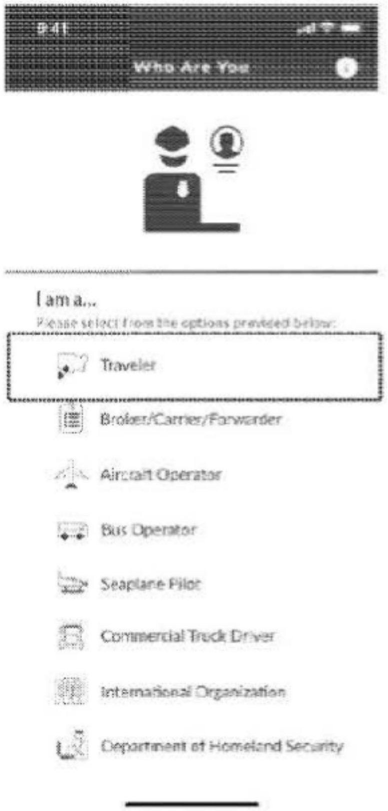
- ✓ (b)(7)(E)

- ✓ (b)(7)(E)

# CBP One –> **Additional Notes**

- All POEs will have dedicated queues for CBP One appointments.
- Travelers with appointments in the designated queues can be verified by (b)(7)(E) or through CBP One application
- Travelers must be processed in Simplified Arrival Pedestrian (SA-Ped) (b)(7)(E)
- CBP One date n prepopulate Primary and Secondary systems.

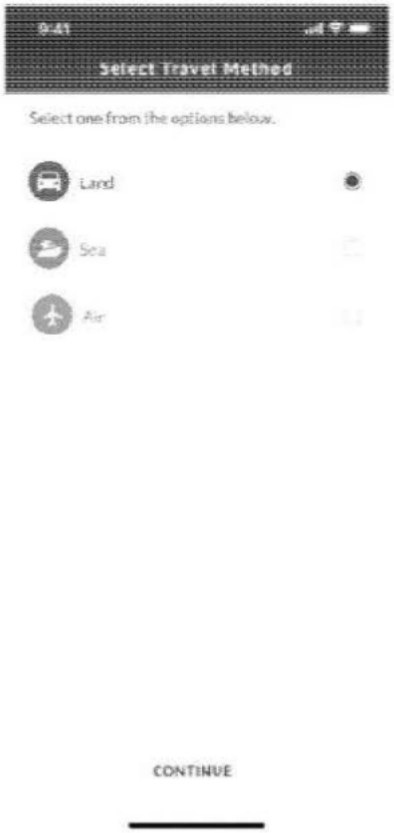
# Demonstration of the CBP One App for UNCs


9:41
Who Are You

I am a...

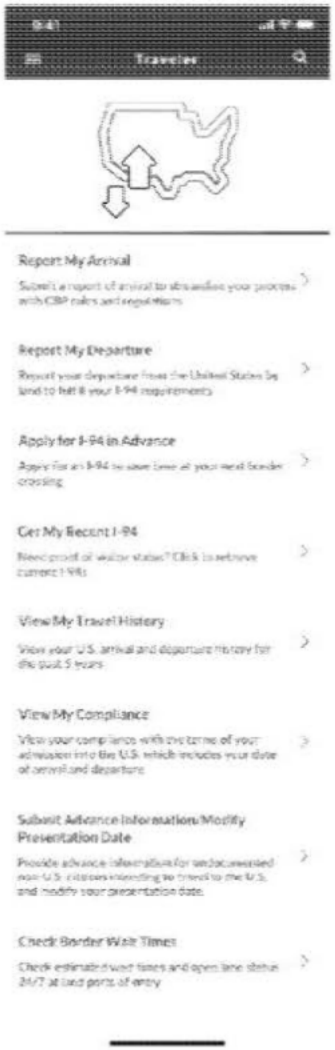
Please select from the options provided below:

- Traveler
- Broker/Carrier/Forwarder
- Aircraft Operator
- Bus Operator
- Seaplane Pilot
- Commercial Truck Driver
- International Organization
- Department of Homeland Security


9:41
Select Travel Method
CONTINUE

Select one from the options below.

- Land ●
- Sea ○
- Air ○


9:41
Traveler

**Report My Arrival**
Submit a report of arrival to streamline your process with CBP rules and regulations

**Report My Departure**
Report your departure from the United States by land to fulfill your I-94 requirements

**Apply for I-94 in Advance**
Apply for an I-94 to save time at your next border crossing

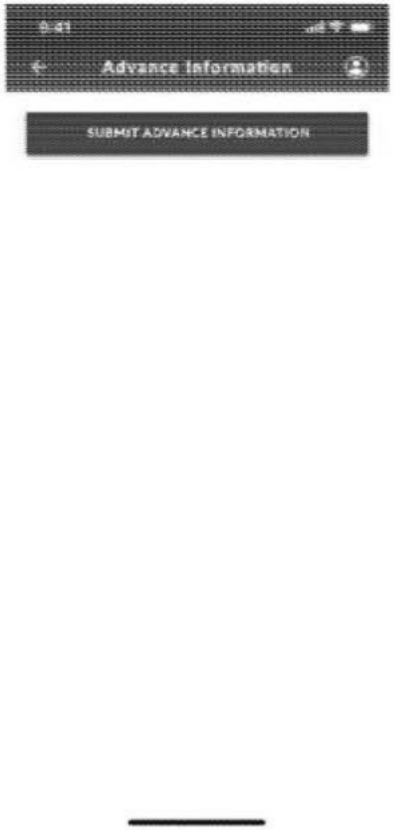
**Get My Recent I-94**
Need proof of visitor status? Click to retrieve current I-94s

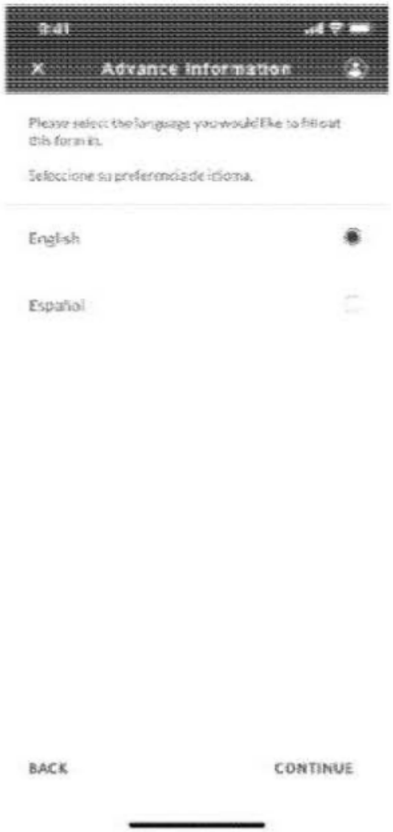
**View My Travel History**
View your U.S. arrival and departure history for the past 5 years

**View My Compliance**
View your compliance with the terms of your admission into the U.S. which includes your date of arrival and departure

**Submit Advance Information/Modify Presentation Date**
Provide advance information for undocumented non-U.S. citizens intending to travel to the U.S. and modify your presentation date.

**Check Border Wait Times**
Check estimated wait times and open lane status 24/7 at land ports of entry


9:41
Advance Information
SUBMIT ADVANCE INFORMATION

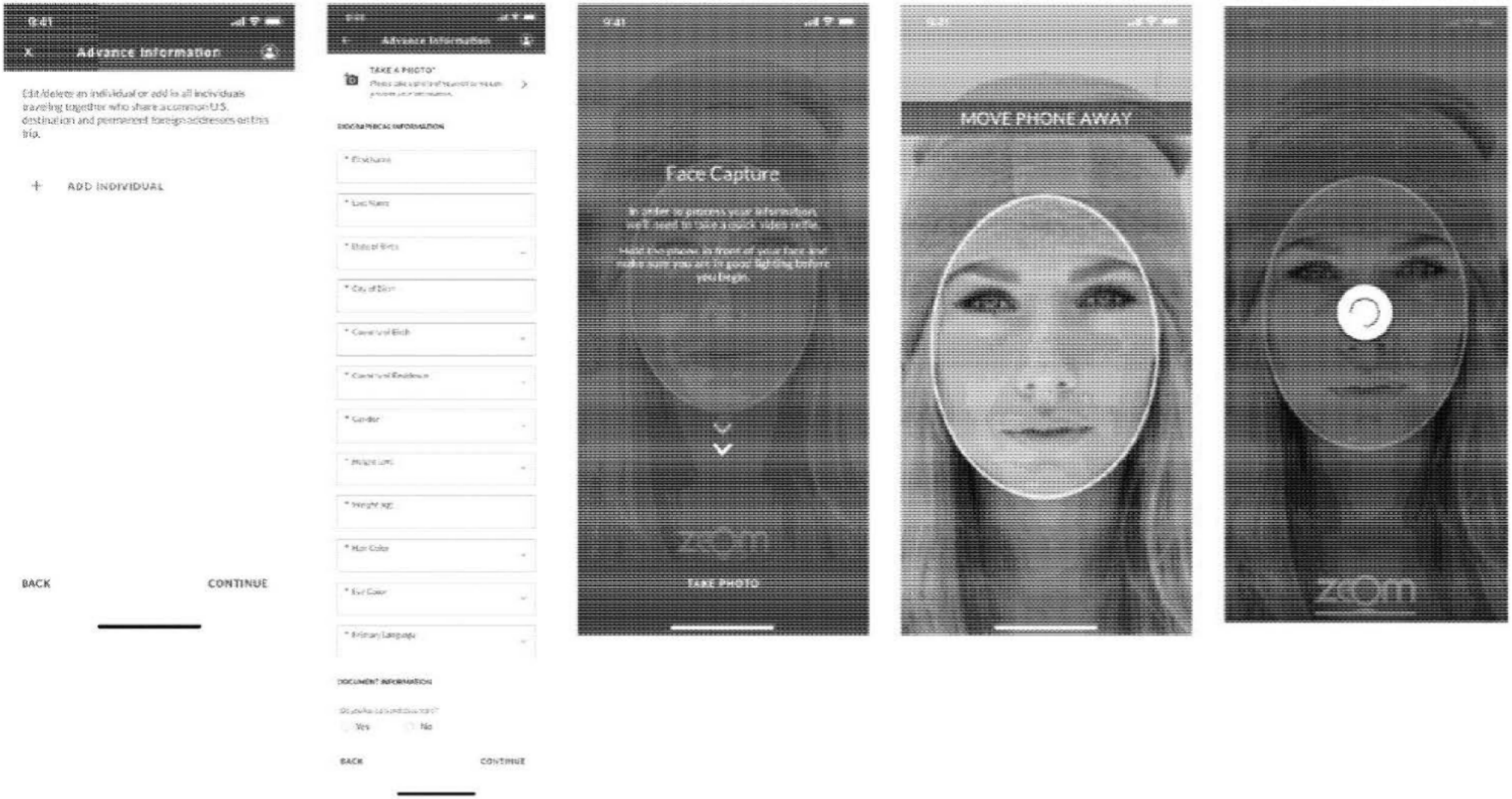

9:41
Advance Information
BACK
CONTINUE

Please select the language you would like to fill out this form in.

Seleccione su preferencia de idioma.

- English ●
- Español ○

# CBP One – **All mandatory fields required for a USEC Case - Live Photos will be Required**


9:41
X
Advance Information

Edit/delete an individual or add in all individuals traveling together who share a common U.S. destination and permanent foreign addresses on this trip.

+ ADD INDIVIDUAL
BACK
CONTINUE
Advance Information
TAKE A PHOTO*

[illegible]

BIOGRAPHICAL INFORMATION

* First Name

* Last Name

* Date of Birth

* City of Birth

* Country of Birth

* Country of Residence

* Gender

* Height (cm)

* Weight (kg)

* Hair Color

* Eye Color

* Primary Language

DOCUMENT INFORMATION

[illegible]

○ Yes ○ No

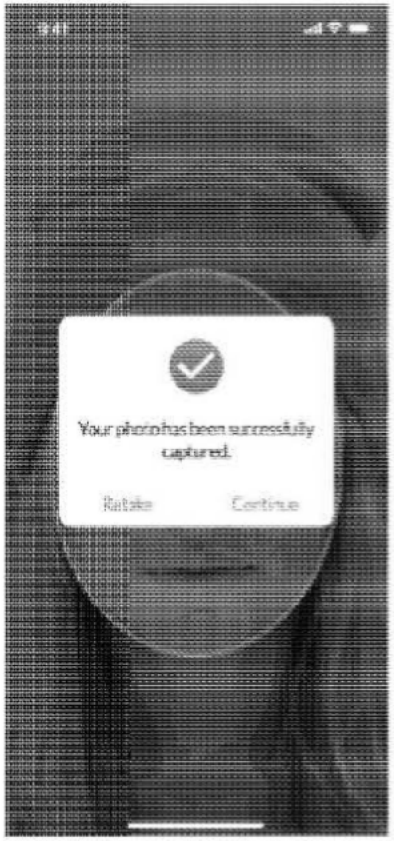
BACK
CONTINUE
9:41
Face Capture

In order to process your information, we'll need to take a quick video selfie.

Hold the phone in front of your face and make sure you are in good lighting before you begin.

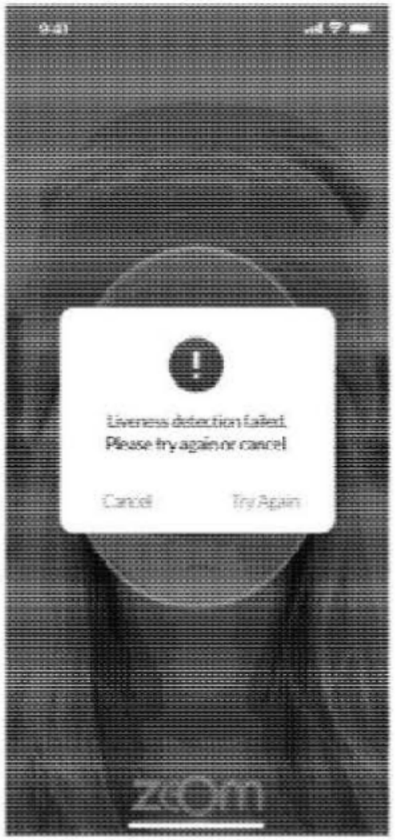
TAKE PHOTO
MOVE PHONE AWAY

# CBP One – **Additional Data Elements Required**


9:41

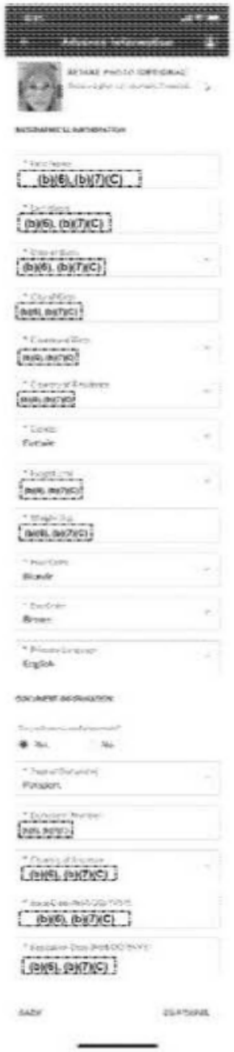
Your photo has been successfully captured.

Retake
Continue


9:41

Liveness detection failed. Please try again or cancel

Cancel
Try Again
zoom


Advance Information
RETAKE PHOTO (OPTIONAL)

BIOGRAPHICAL INFORMATION

* First Name: (b)(6), (b)(7)(C)

* Last Name: (b)(6), (b)(7)(C)

* Date of Birth: (b)(6), (b)(7)(C)

* City of Birth: (b)(6), (b)(7)(C)

* Country of Birth: (b)(6), (b)(7)(C)

* Country of Residence: (b)(6), (b)(7)(C)

* Gender: Female

* Height: (b)(6), (b)(7)(C)

* Weight: (b)(6), (b)(7)(C)

* Hair Color: Blonde

* Eye Color: Brown

* Primary Language: English

DOCUMENT INFORMATION

● Yes ○ No

* Type of Document: Passport

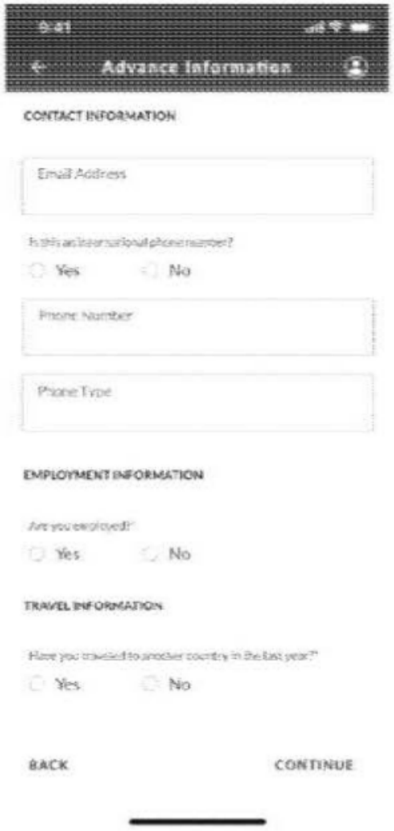
* Document Number: (b)(6), (b)(7)(C)

* Country of Issuance: (b)(6), (b)(7)(C)

* Issue Date (MM/DD/YYYY): (b)(6), (b)(7)(C)

* Expiration Date (MM/DD/YYYY): (b)(6), (b)(7)(C)

BACK
CONTINUE


9:41
Advance Information

CONTACT INFORMATION

Email Address

Is this an international phone number?

○ Yes ○ No

Phone Number

Phone Type

EMPLOYMENT INFORMATION

Are you employed?

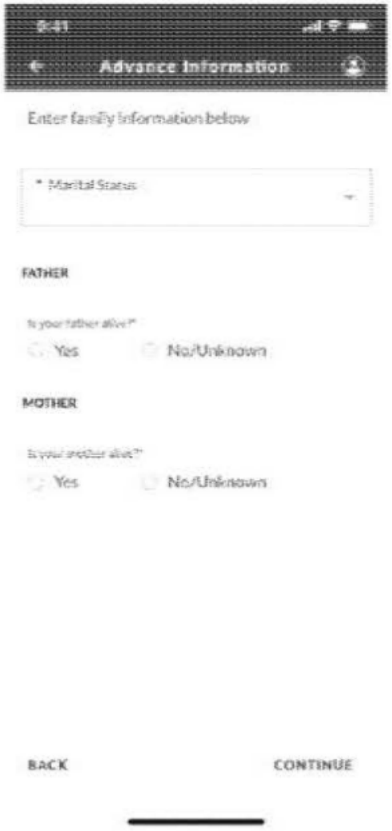
○ Yes ○ No

TRAVEL INFORMATION

Have you traveled to another country in the last year?

○ Yes ○ No

BACK
CONTINUE


9:41
Advance Information

Enter family information below

* Marital Status

FATHER

Is your father alive?

○ Yes ○ No/Unknown

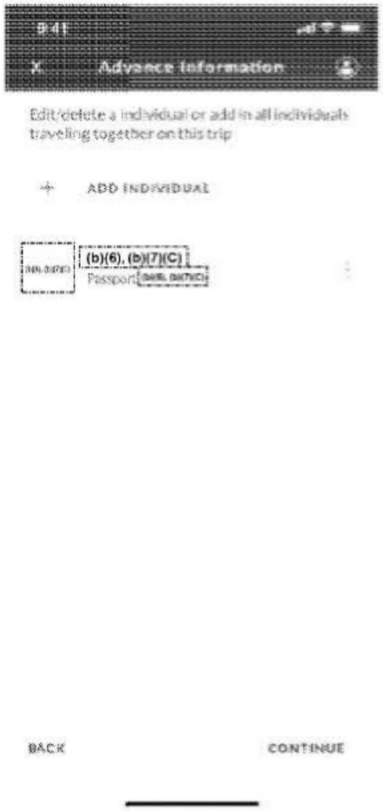
MOTHER

Is your mother alive?

○ Yes ○ No/Unknown

BACK
CONTINUE

# CBP One – Co-Travelers can be Added – Geolocation Required to Access Schedule

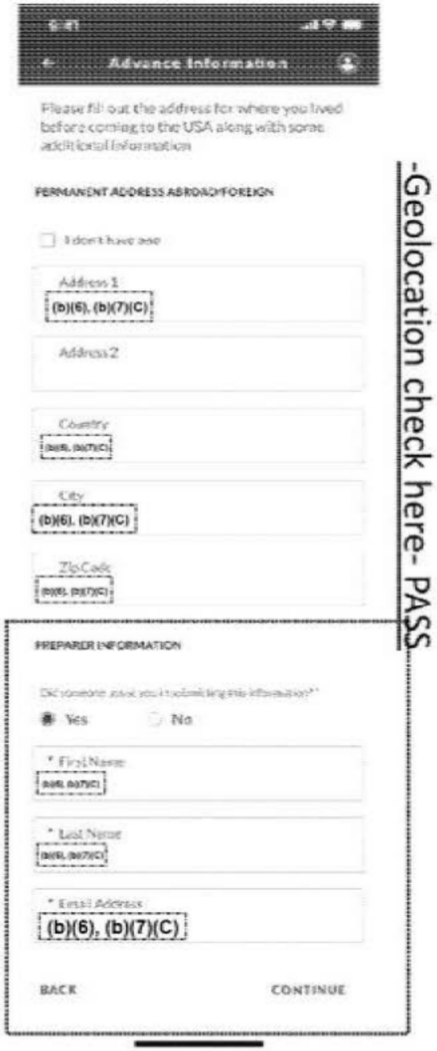

9:41
X
Advance Information

Edit/delete a individual or add in all individuals traveling together on this trip

+ ADD INDIVIDUAL

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

BACK
CONTINUE


9:41
←
Advance Information

Please fill out the address for where you lived before coming to the USA along with some additional information

**PERMANENT ADDRESS ABROAD/FOREIGN**

☐ I don't have one

Address 1: (b)(6), (b)(7)(C)
Address 2:
Country: (b)(6), (b)(7)(C)
City: (b)(6), (b)(7)(C)
Zip Code: (b)(6), (b)(7)(C)

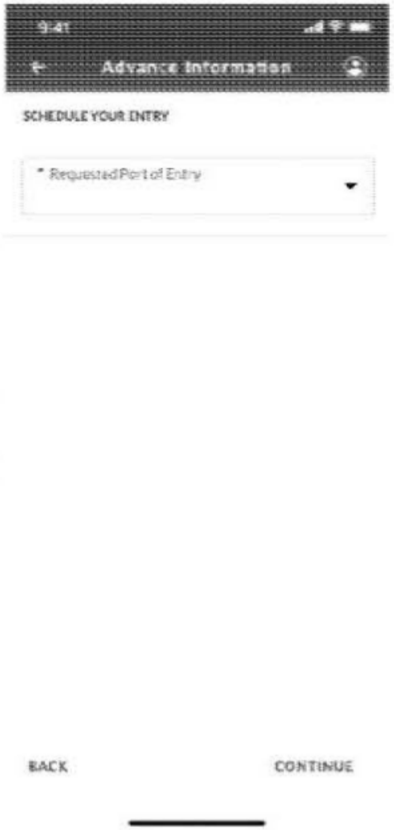
**PREPARER INFORMATION**

Did someone assist you in submitting this information?*
● Yes ○ No

* First Name: (b)(6), (b)(7)(C)
* Last Name: (b)(6), (b)(7)(C)
* Email Address: (b)(6), (b)(7)(C)

BACK
CONTINUE

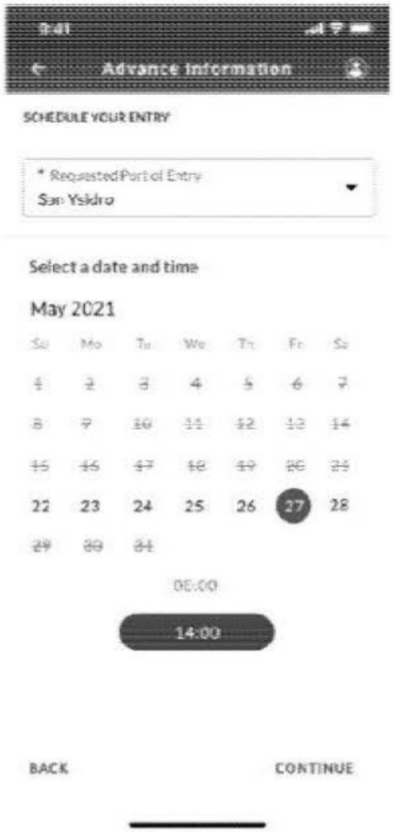
-Geolocation check here- PASS


9:41
←
Advance Information

**SCHEDULE YOUR ENTRY**

* Requested Port of Entry

BACK
CONTINUE


9:41
←
Advance Information

**SCHEDULE YOUR ENTRY**

* Requested Port of Entry: San Ysidro

Select a date and time

May 2021

| Su | Mo | Tu | We | Th | Fr | Sa |
|---|---|---|---|---|---|---|
| ~~1~~ | ~~2~~ | ~~3~~ | 4 | ~~5~~ | ~~6~~ | ~~7~~ |
| ~~8~~ | ~~9~~ | ~~10~~ | ~~11~~ | ~~12~~ | ~~13~~ | ~~14~~ |
| ~~15~~ | ~~16~~ | ~~17~~ | ~~18~~ | ~~19~~ | ~~20~~ | ~~21~~ |
| 22 | 23 | 24 | 25 | 26 | 27 | 28 |
| ~~29~~ | ~~30~~ | ~~31~~ | | | | |

06:00

14:00

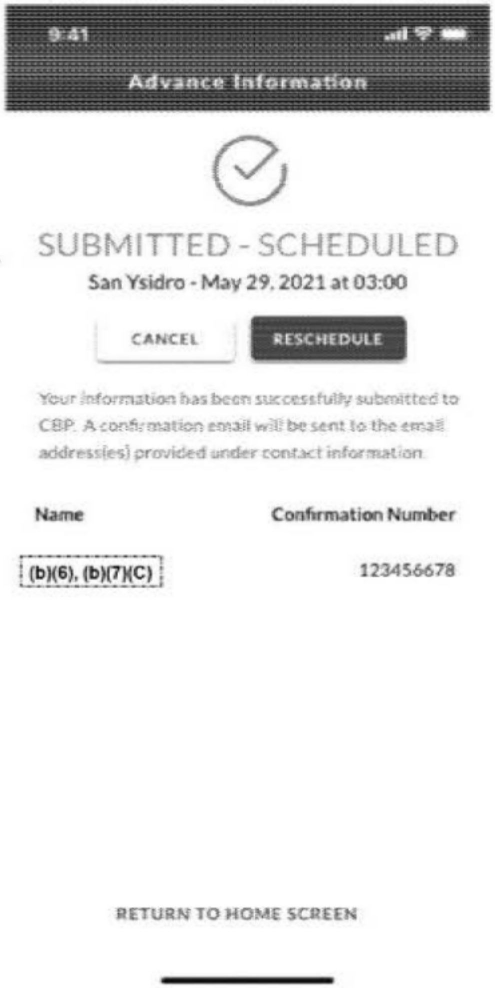
BACK
CONTINUE

# CBP One –> **Scheduling**

- Upon implementation, the schedule will open for 7 days.
- Each day thereafter, a new day will be added as an 8th day at 8 CST/7MST/6PST.
- Port capacities will be defined by the field to allot available time slots on the CBP One calendar.
- The time slots in the app are ONLY reporting times. The processing times will vary based on operational realities at the POE.

## CBP One – **Opportunity to Review/Edit – Confirmation Screen**

- Confirmation Screen will provide a unique confirmation number for traveler.
- If scheduled, it will provide the POE, Date and Time PLUS a confirmation email will be sent to the traveler.
- Travelers can cancel and reschedule their appointments through the app.


9:41
Advance Information

SUBMITTED - SCHEDULED

San Ysidro - May 29, 2021 at 03:00

CANCEL
RESCHEDULE

Your information has been successfully submitted to CBP. A confirmation email will be sent to the email address(es) provided under contact information.

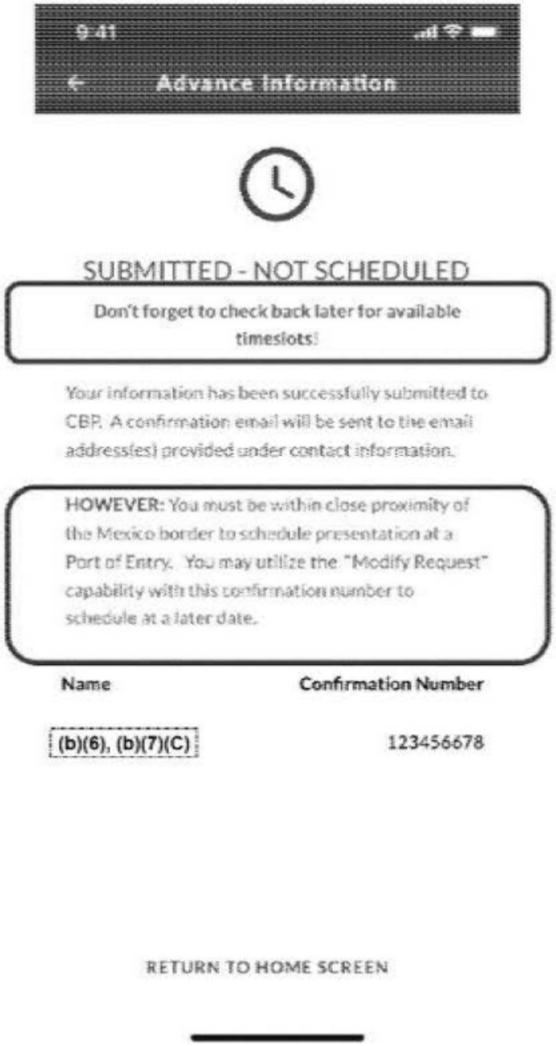
| Name | Confirmation Number |
|---|---|
| (b)(6), (b)(7)(C) | 123456678 |

RETURN TO HOME SCREEN

## Submit Advance Information:

# Too Far from the Border and NOT Able to Schedule

## CBP One – **Too Far from Border, Unable to Schedule**



SUBMITTED - NOT SCHEDULED

**Don't forget to check back later for available timeslots!**

Your information has been successfully submitted to CBP. A confirmation email will be sent to the email address(es) provided under contact information.

**HOWEVER:** You must be within close proximity of the Mexico border to schedule presentation at a Port of Entry. You may utilize the "Modify Request" capability with this confirmation number to schedule at a later date.

| Name | Confirmation Number |
|---|---|
| (b)(6), (b)(7)(C) | 123456678 |

# CBP One – Backend Capacity is Maintained by a Dashboard Updated by HQ – POEs will Gain Access Once Finalized

CBP Scheduling
Inspections
Locations
Users
Time Slots
Search
Reports
Settings

(b)(7)(E)

Submit Advance Information:

(b)(7)(E)

CBP One – Traveler > Land > (b)(7)(E)

(b)(7)(E)

CBP One **– Traveler > Land >** (b)(7)(E)

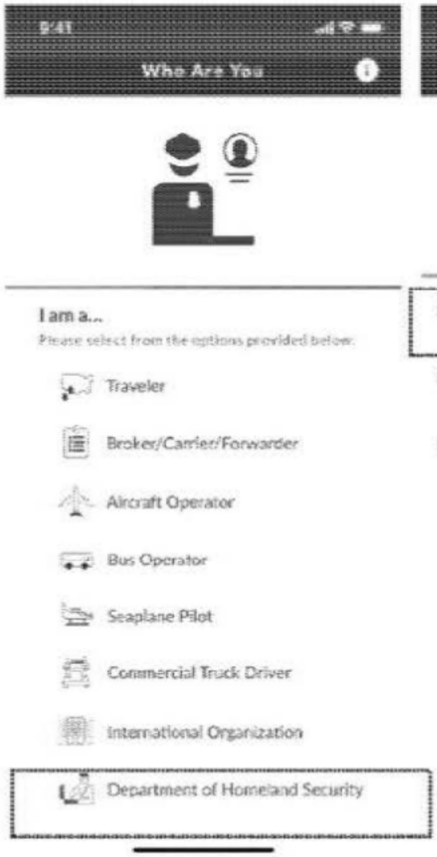
(b)(6), (b)(7)(C), (b)(7)(E)

## Submit Advance Information:

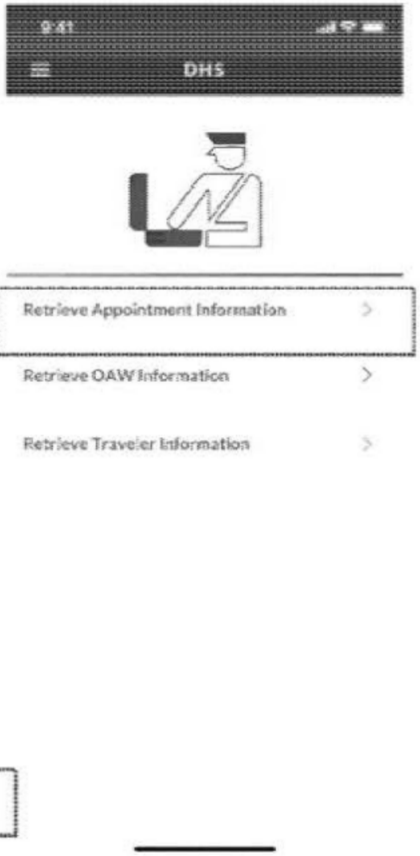
# Appointments are Verified at the Limit Line

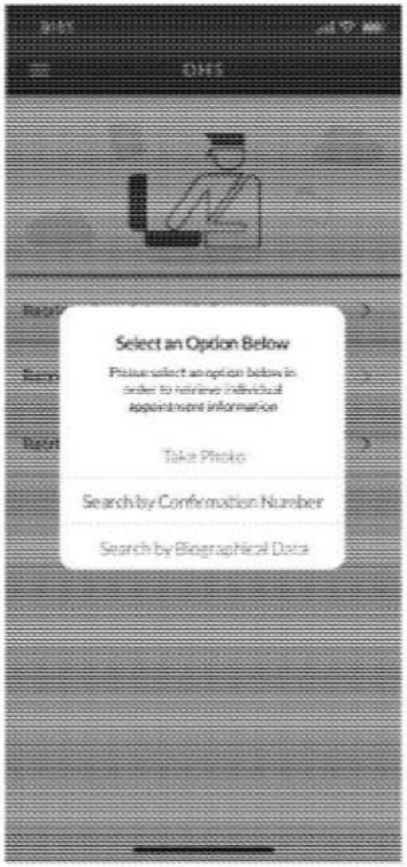
## CBP One – **Confirming Appointments at the Limit Line**

- Officers can utilize CBP One to:
  - Take a **Photo**
  - Query **biographics** or the **confirmation #**
  - One query will pull all co-travelers.

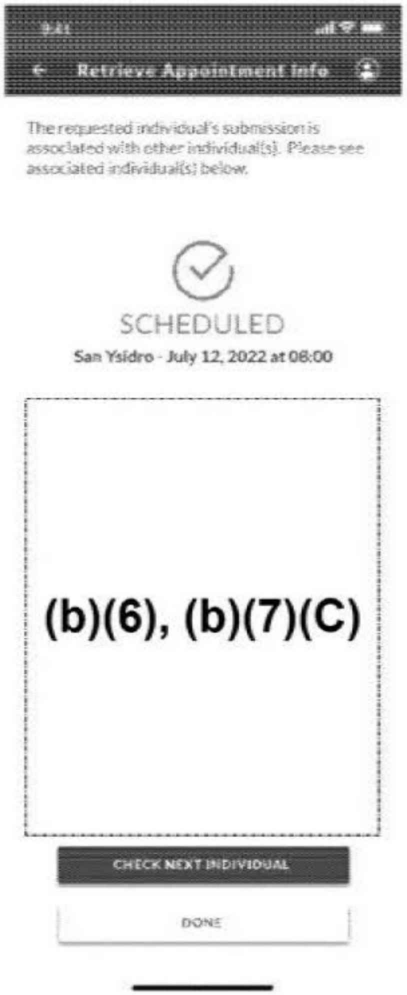

9:41
Who Are You
I am a...
Traveler
Broker/Carrier/Forwarder
Aircraft Operator
Bus Operator
Seaplane Pilot
Commercial Truck Driver
International Organization
Department of Homeland Security

Please select from the options provided below.


9:41
DHS
Retrieve Appointment Information
Retrieve OAW Information
Retrieve Traveler Information


DHS
Select an Option Below
Take Photo
Search by Confirmation Number
Search by Biographical Data

Please select an option below in order to retrieve individual appointment information


9:41
Retrieve Appointment Info
SCHEDULED
CHECK NEXT INDIVIDUAL
DONE

The requested individual's submission is associated with other individual(s). Please see associated individual(s) below.

San Ysidro - July 12, 2022 at 08:00

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

# CBP One –> **Final Notes**

- A comms package is being finalized with press release, PAG, FAQs, social media, QRG, User Guide and marketing video.
- Queue signage will be provided.
- Travelers in the regular queue can be encouraged to submit advance data while in queue as it will reduce manual data entry during secondary processing.

**Point of Contact for CBP One –** (b)(6), (b)(7)(C)

™CBP One

U.S. Customs and
Border Protection

# Public Affairs Guidance

## CBP IMPLEMENTS NEW PROCESS TO SCHEDULE CBP ONE APPOINTMENTS

MAY 23, 2023

CBP has worked diligently during the last year to continue advancing innovative technologies to improve the security of our nation's borders while enhancing lawful travel and trade, providing streamlined processes at our POEs, and reducing administrative data entry for CBP Officers. This includes making changes and enhance the CBP One application to address the issues and concerns raised by noncitizens on the Southwest border and the organizations who provide them support. However, users and stakeholders continue to report frustration and stress, particularly related to a process that requires all users to access the app at the same time and attempt to get a limited number of appointments. Most importantly, CBP is concerned about the incidences of fraud and reports of exploitation of these noncitizens as bad actors continue to try to monetize what is intended to be a free and safe pathway to the United States.

Effective May 12. 2023, U.S. Customs and Border Protection (CBP) is adjusting the scheduling process to a proactive appointment allocation process to mitigate the bandwidth, connectivity issues by providing noncitizens additional time to complete the process. This new process will also eliminate the market for fraudulent obtaining and selling appointments to further ensure an equitable process.

The new process will allow users 23-hours to request appointments each day and if selected by a randomizer, they will have 23-hours to confirm their appointment. The randomizer will not consider any individual factors except more than half will be dedicated those who have been in the process the longest as indicated by when they created their registration. This will not impact the number of appointments CBP is offering each day and does not change the way in which this population will be processed at the Port of Entry.

CBP will continue to facilitate the safe release of noncitizens from POEs, and engage, as appropriate, with non-governmental organizations (NGOs) and other local stakeholders. CBP will also remain committed to its privacy obligations and has taken steps to safeguard the privacy of all travelers.

### Background

Despite multiple changes and enhancements to the CBP One Individual Advance Information Submission workflow, there continue to be challenges with the scheduling process. Specifically, end users, non-governmental organizations (NGOs) and other external stakeholders continue to provide feedback on bandwidth and connectivity issues, leading to the perception that only those with strong connections and new mobile phones can schedule appointments. These stakeholders also report that the daily rush to schedule an appointment within minutes causes anxiety and frustration as noncitizens have limited opportunity to complete the process. Most importantly, CBP has received information on various efforts to commit fraud to exploit this vulnerable population.

**Public Affairs Objectives**

1. Acknowledge the ongoing challenges with the CBP One scheduling functionality for the undocumented noncitizen populations as it relates to bandwidth and connectivity issues.
2. Stress CBP's priority to provide an equitable process and fight bad actors' efforts to commit fraud and exploit an already vulnerable population.
3. Highlight this new scheduling process which will allow for significantly expanded timeframes for users to request and confirm appointments to mitigate bandwidth and connectivity issues. Additionally, the new scheduling process will remove the opportunity for bad actors to monetize a process intended to be free to the public.

**Key Messages**

- U.S. Customs and Border Protection (CBP) has been working diligently to make changes and enhance the CBP One application to address the issues and concerns raised by noncitizens and the organizations who provide them support.
- However, these stakeholders continue to report frustration and stress, particularly related to a process that requires all users to access the app at the same time and attempt to get a limited number of appointments.
- Most importantly, CBP is concerned about the incidences of fraud and reports of exploitation of these noncitizens as bad actors continue to try to monetize what is intended to be a free and safe pathway to the United States.
- U.S. Customs and Border Protection (CBP) is adjusting the scheduling process to a random appointment allocation process to provide noncitizens additional time to complete the process and further ensure equitable access.
- The random selection for appointments will dedicate a portion of the appointments for those who have been in the process the longest as indicated by when they created their registration.
- This will not impact the number of appointments CBP is offering each day and does not change the way in which this population will be processed at the Port of Entry.
- CBP will continue to facilitate the safe release of noncitizens from POEs, and engage, as appropriate, with non-governmental organizations (NGOs) and other local stakeholders.

**Talking Points**

- U.S. Customs and Border Protection (CBP) is adjusting the scheduling process to a random appointment allocation process to provide noncitizens additional time to complete the process and further ensure equitable access.

- There will be no change to the way users create registrations today. They will have 23 hours to select their registration that contains all members of their family or co-travelers who share a common US destination address to request an appointment each day.

- However, under the updated process, noncitizens will no longer be required to access the application at 1100 eastern each day to search for the availability of an appointment.

- Noncitizens will be randomly allocated daily appointments from a pool of those who request an appointment each day. The selection process will be completely random except 60 percent of those selected will be selected from a pool of the oldest registrations.

- Noncitizens who receive an appointment offer would be given 23 hours to confirm the appointment by completing the photo capture and liveness detection process just as they do today.

- In the event a noncitizen is not selected for an appointment, they must request an appointment again to be considered for the next day's allocation.

- Any appointment that is not confirmed within the allotted timeframe will be reallocated to a registration on the original roster until all appointments are filled or the appointment would be less than 5 days from arrival. This cutoff is to reduce late notifications for families and individuals to prepare for presentation at the Port of Entry.

## FREQUENTLY ASKED QUESTIONS

### Q. What change did CBP implement?

A. Users will no longer be required to access the application at the same time each day to select a Port of Entry to see the availability of appointments and frantically attempt to compete the process to secure one. The process will now allow users to request an appointment once each day at the time that is best for them and then check to see if they were selected for an appointment the following day. The process for them to confirm an appointment has not changed. They will continue to be required to provide a live photo that will be matched to the original photo in the registration.

### Q. Do users still have to be located within Central or Northern Mexico to get an appointment?

A. Yes, the application will utilize geolocation to ensure they are within this boundary at the time they request an appointment and again when they confirm their appointment.

### Q. Why did CBP implement this change?

Despite multiple changes and enhancements to the CBP One Individual Advance Information Submission workflow, there continue to be challenges with the scheduling process. Specifically, users, NGOs and other external stakeholders continue to provide feedback on bandwidth and connectivity issues, leading to the perception that only those with strong connections and new mobile phones can schedule appointments. These stakeholders also report that the daily rush to schedule an appointment within minutes causes anxiety and frustration as noncitizens have limited opportunity to complete the process. Most importantly, CBP has received information on various efforts to commit fraud to exploit this vulnerable population.

**Q. When will this be implemented?**

**A.** On May 12, 2023, for appointments that will be offered on May 25th.

**Q. What time will the appointments be posted each day?**

A. Appointments will be posted each day at 1200 eastern. Users will know whether they were selected or not at this time.

**Q. How will individuals be notified they were selected for an appointment?**

A. Individuals will be notified that they were selected for an appointment through an email notification, a push notification to the device that requested the appointment, an in-app message that will display when they access the app and an update to their registration status.

**Q. What factors will be included in the randomizer?**

**A.** The only factor considered when selecting registration for an appointment will be 60% of the appointments will consider the age of the registration based on the create date.

**Q. How will you ensure that people are not submitting multiple registrations for consideration?**

**A.** There are security features within the applications that will ensure each individual is considered for an appointment on any given day. Users who try to submit someone who has already been entered will receive an immediate message notifying them that they are considered a duplicate and must be removed from the registration.

**Q. How do you determine which registrations is the "oldest"?**

A. The application calculates the age of a registrations by the "Create Date".

**Q. Does this impact the number of appointments being offered through the application?**

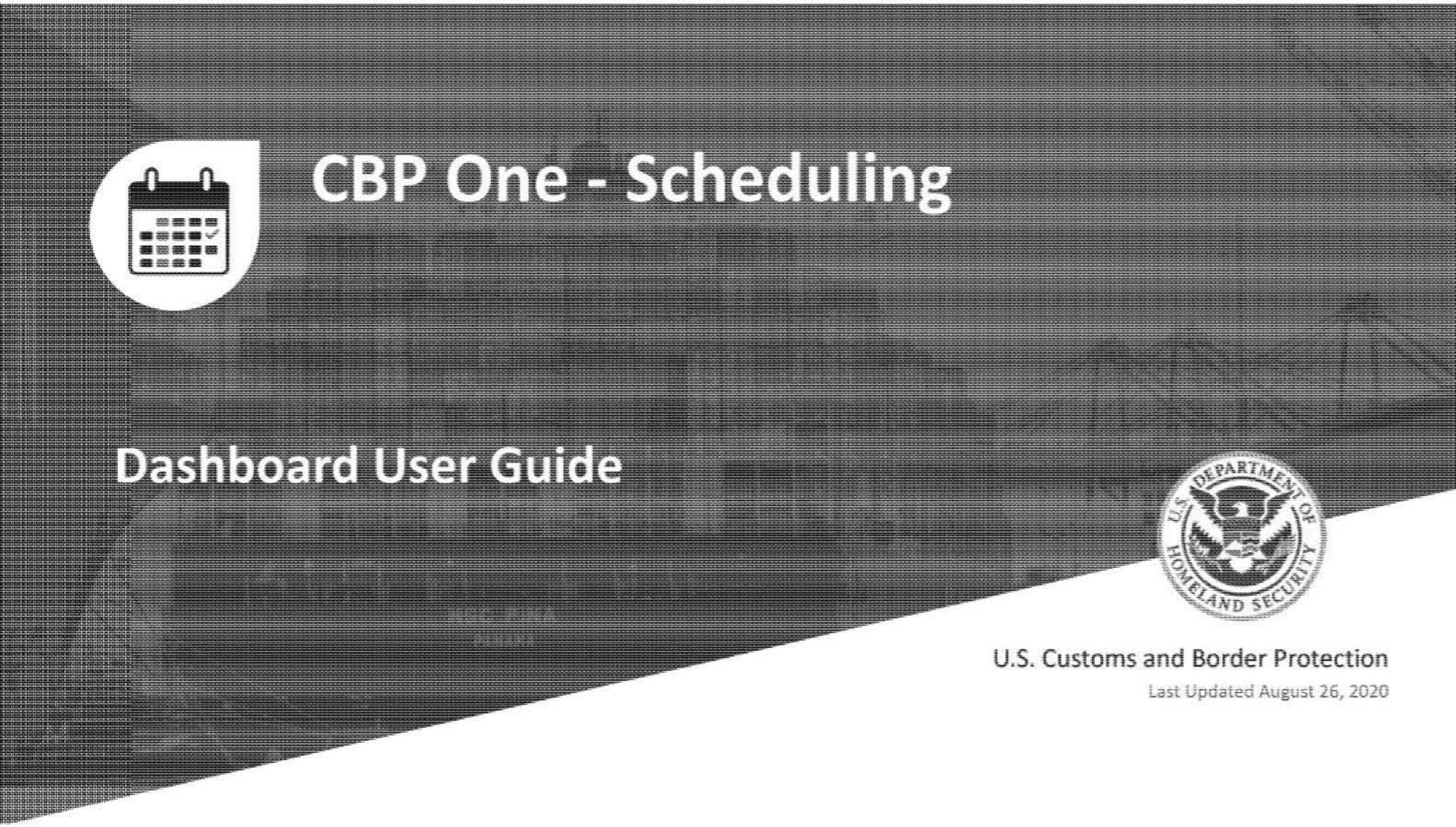
A. No, this change does not impact the number of appointments being offered daily.

**Q. What if a user who is offered an appointment continues to get an error about the inability to conduct a facial match?**

**A.** CBP will be implementing the ability for an NGO to validate the individual matches the biographic details associated with a confirmation number. The NGOs will enter the confirmation number and login.gov ID and selecting a box to attest to that fact the individual provided sufficient documentation to validate their biographic data.

**Q. What if an individual is offered an appointment and receives an error message because the system is unavailable?**

A. The individual will have 23 hours to confirm their appointment. If they continue to have technical difficulties, they can request an automatic extension through the application of another 23 hours. If they still have not resolved their issue, they will need to ask for an appointment again. CBP will not further adjudicate these cases.



# CBP One - Scheduling

## Dashboard User Guide

U.S. DEPARTMENT OF HOMELAND SECURITY

U.S. Customs and Border Protection

Last Updated August 26, 2020

# About CBP One Scheduling Dashboard

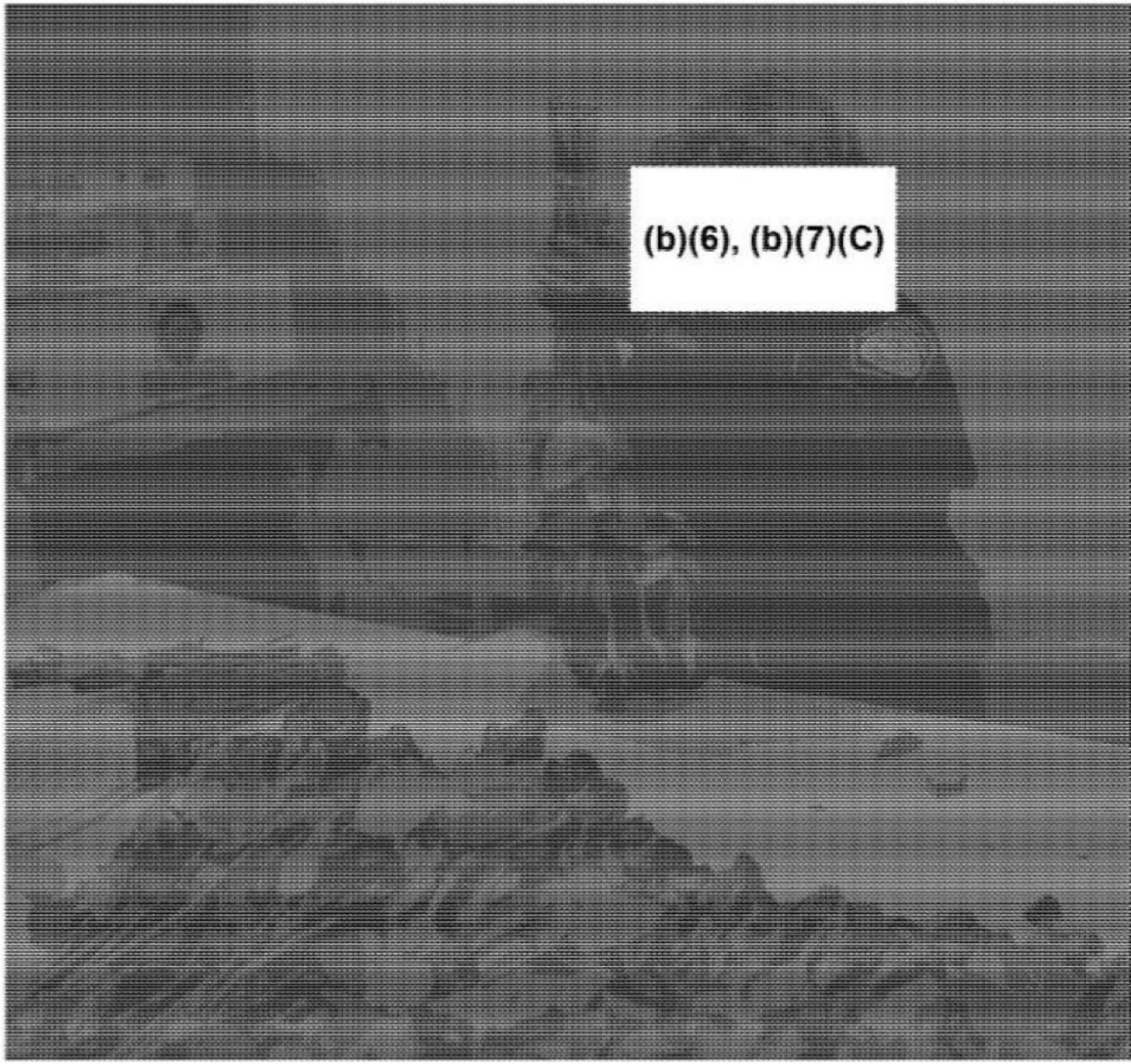
The CBP One - Scheduling application allows Agriculture Specialists to process inspection requests for travelers with permitted goods and brokers with permitted cargo.

This user guide will walk you through the major features of the Scheduling Dashboard.

# Table of Contents

1. Request System Access
2. Error Messages
3. Navigation
4. Settings
5. Managing the Scheduling Dashboard
    - Overview
    - Calendar View
    - Detailed View
    - Completing Inspections on Dashboard or Mobile
    - Internal Notes and Chat Features
6. Supervisory CBPAS Only Functions
    - Edit Inspection Details
    - Updating Inspection Status
    - Cancelling Appointments
    - Locations
    - Users
    - Search
    - Reports

- Communications
    - Status Change Notifications
    - Chat Message Notifications



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

# Request Access to Scheduling Dashboard

Follow the steps to access the Scheduling Dashboard: (b)(7)(E)

(b)(7)(E)

# Error Messages

If you are getting an error message like the ones shown on this screen, it may be due to one of the reasons below:

1. You have **not been added as a user by your AG Supervisor**. Please reach out to your supervisor so he/she can manually add you to the users list
2. Your **request for access has not been approved** yet by your Supervisor. Please wait until you receive an email confirmation

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

# Navigation

Appears on the left of the Scheduling Desktop. AG Specialists and Supervisors will have a different navigation bar due to the additional functionalities granted to users with the Admin role.

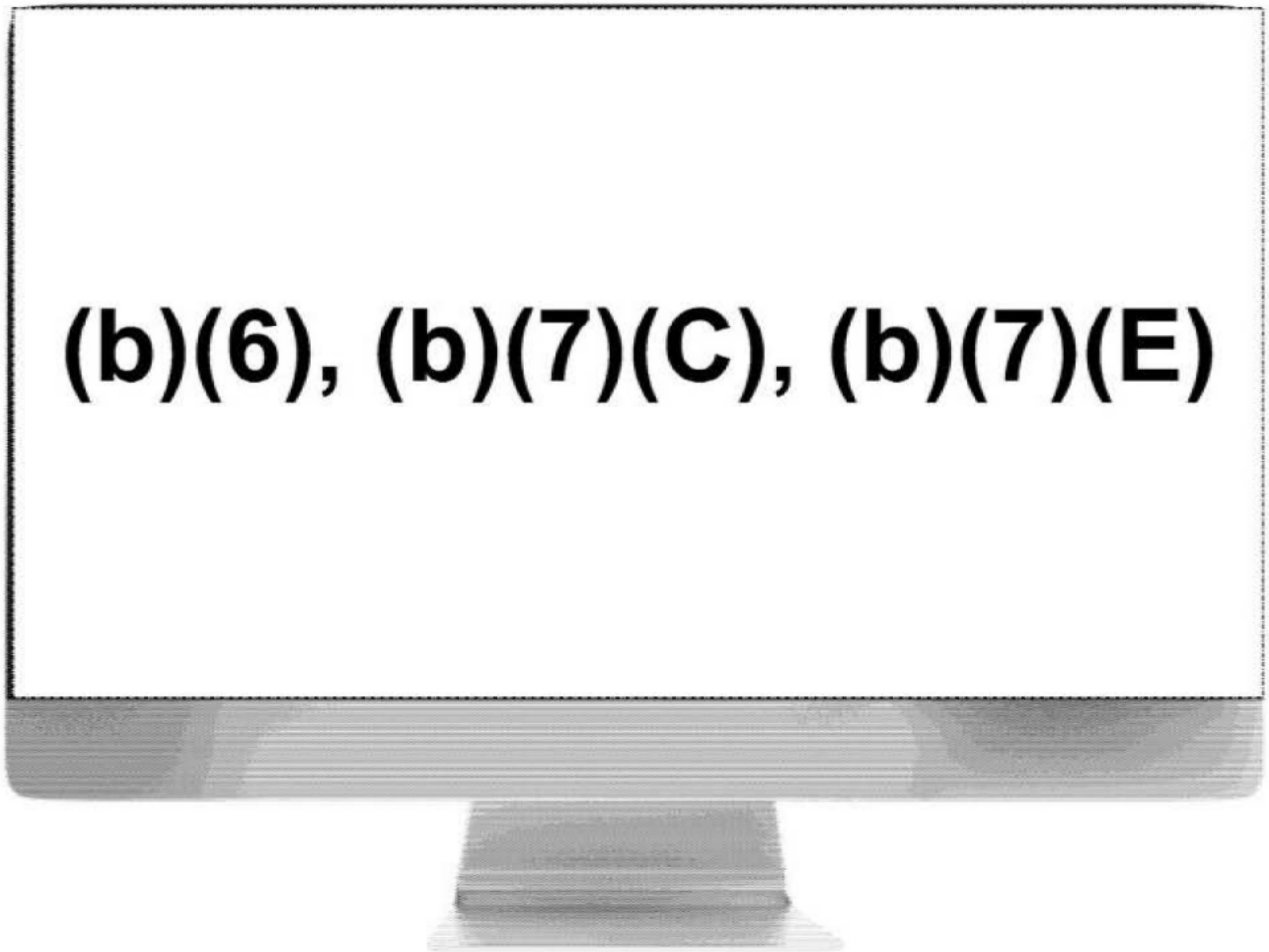
(b)(7)(E)

# Settings

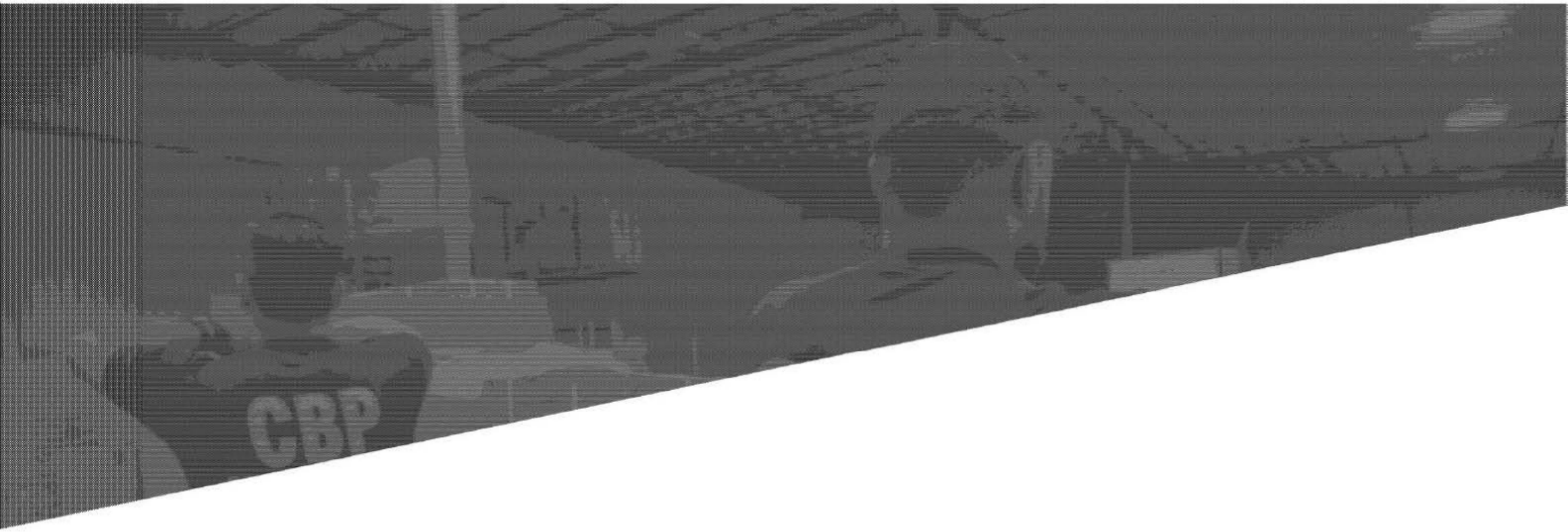
**Default Port:** This is the port that you are assigned to and ensures that you will see the inspections associated with that port.

**User Guide**: The desktop user guide will download once clicked.

**Feedback:** Click on the hyperlink, and an email will open addressed to the development team.



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



# Managing the Scheduling Dashboard

# Dashboard: Overview

After logging into the application, this screen will be displayed with the following fields:

**ID:** Created based on the date that the inspection was submitted and the queue number for that day

**Date:** Date of inspection

**Inspection Time:** Inspection window start and end time

**Company Name:** Company name submitted by the broker

**Location:** Location of where the inspection will take place

**Commodity/Activity:** The "type" of cargo being inspected, or the activity being requested

**Overtime Authorized:** Whether overtime is authorized

**Status:** Status of inspection; please refer to slide 18 for more details

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

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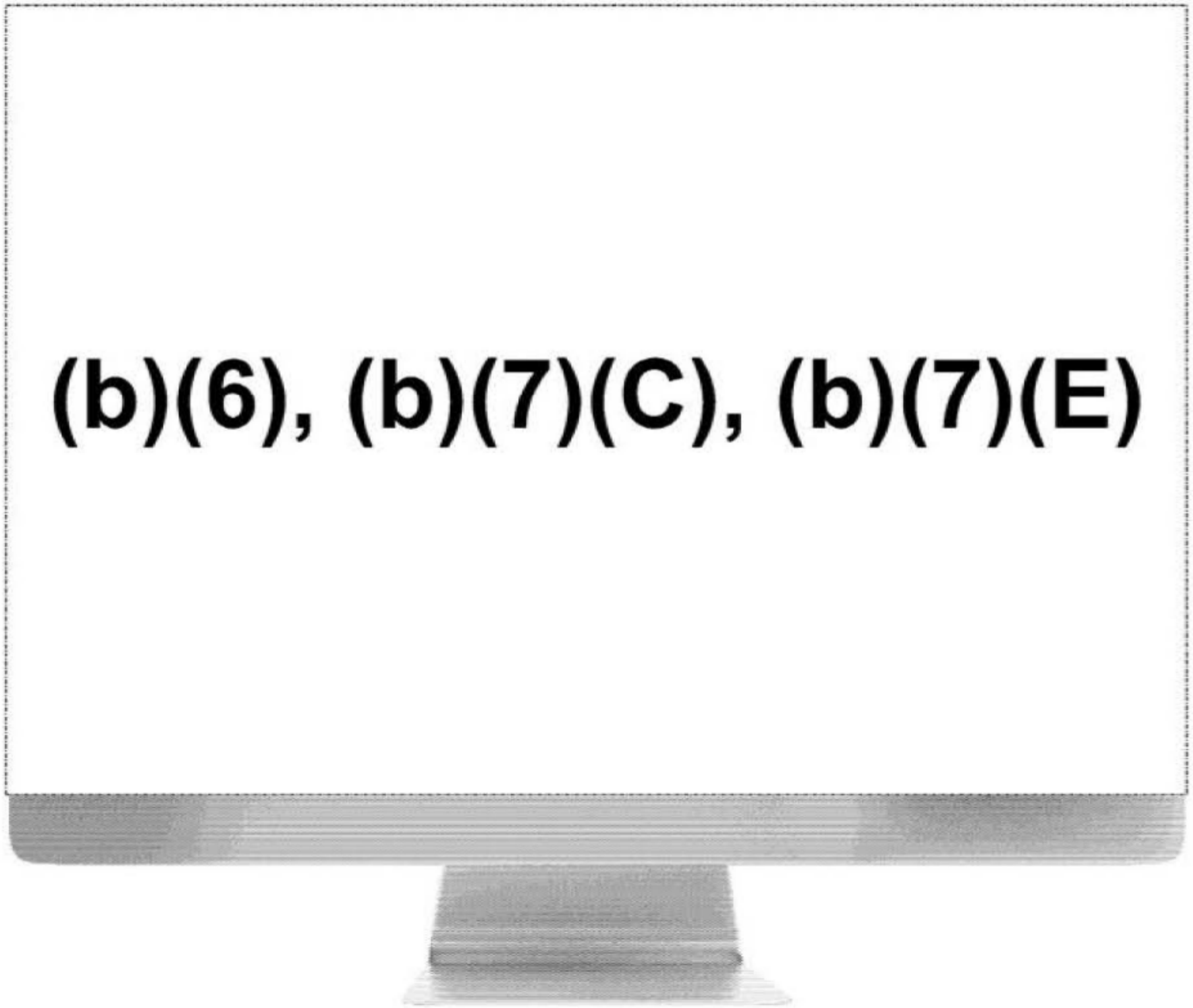

(b)(6), (b)(7)(C), (b)(7)(E)

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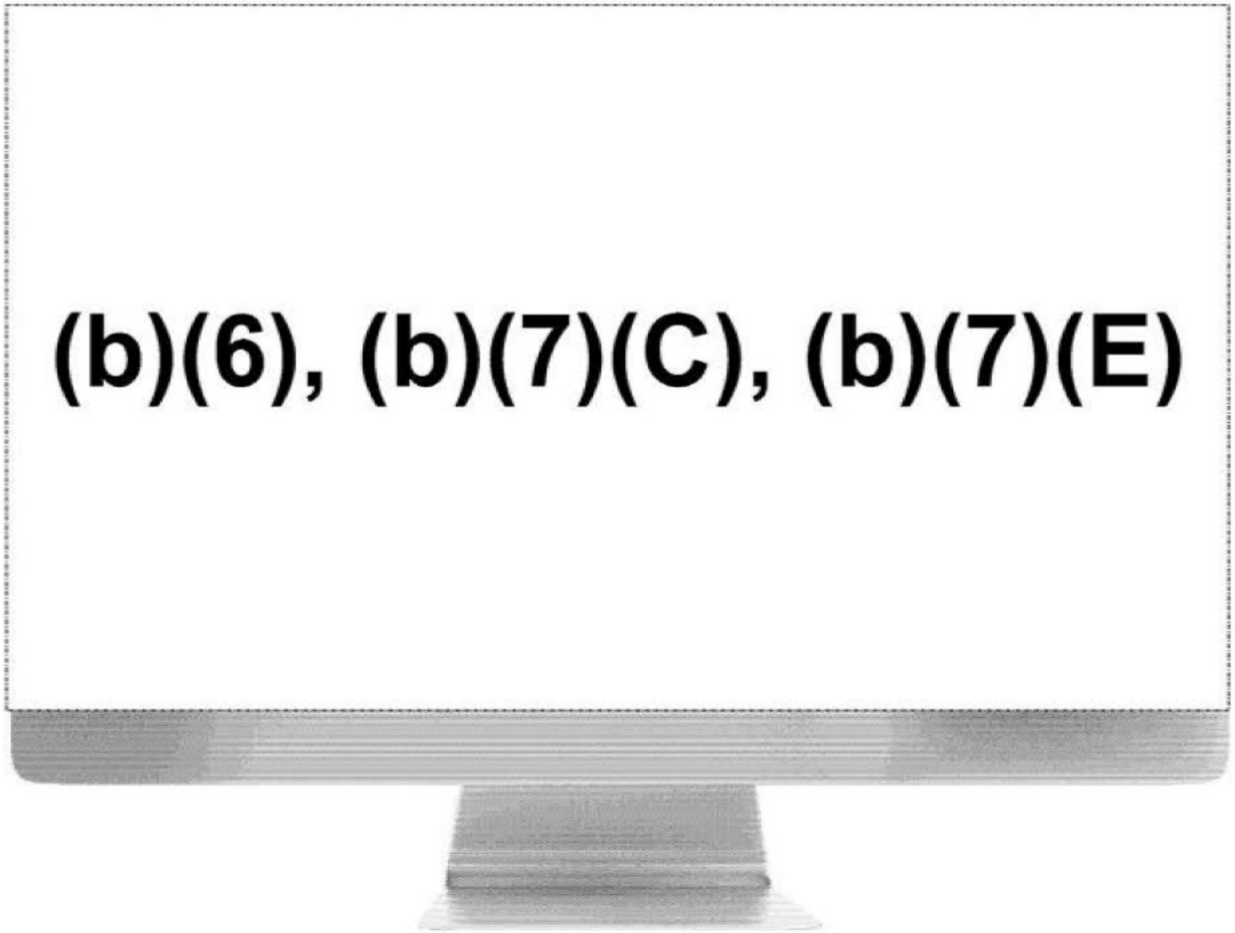
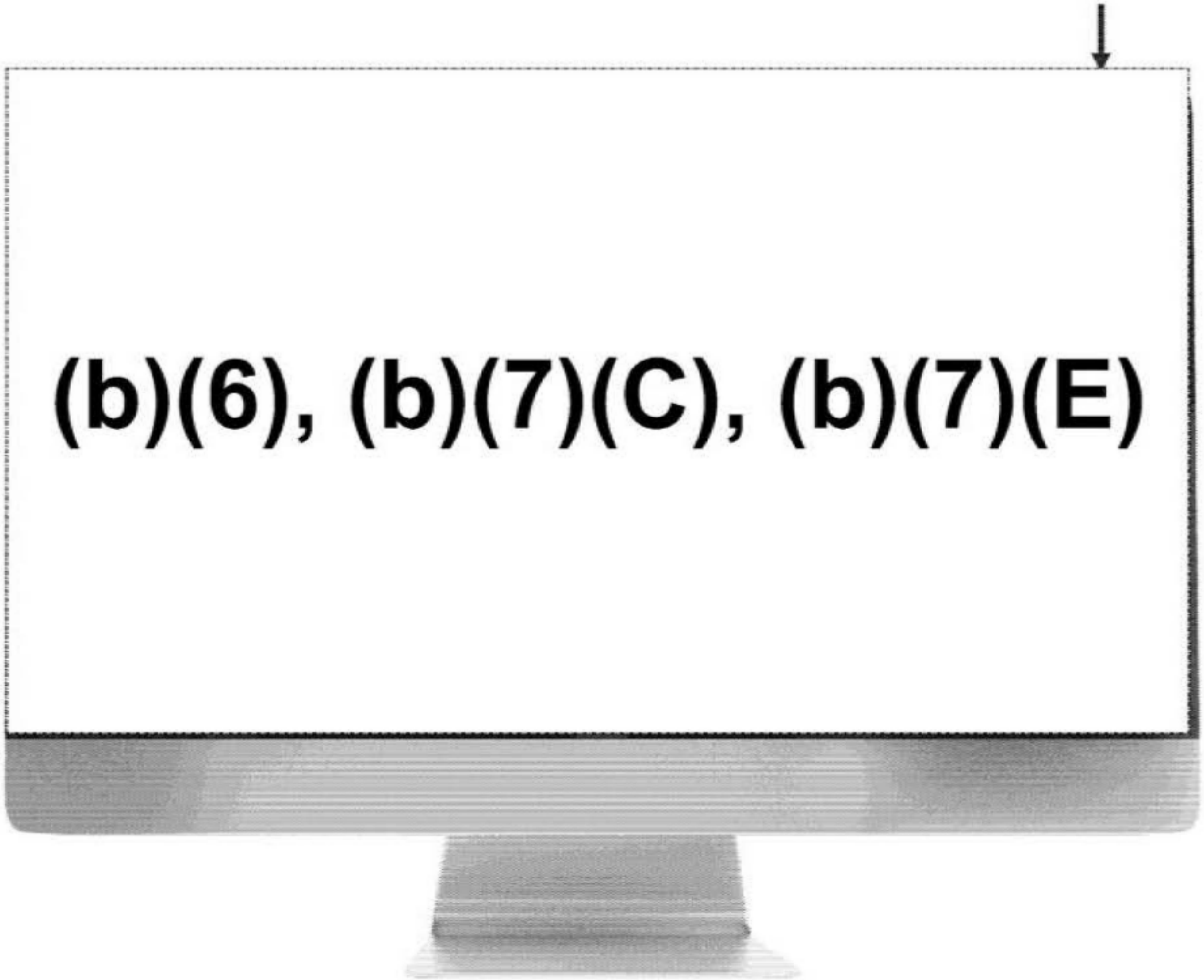


(b)(6), (b)(7)(C), (b)(7)(E)

## Dashboard: Calendar View

Users can toggle between the summary list view and a calendar view.

The calendar view displays all upcoming inspections, color coded by status.



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

## Dashboard: Detailed View

To view the details of an inspection, select the inspection, and a similar screen on the right should appear.

In the inspection details, users can see the (b)(7)(E) (b)(7)(E) of each individual inspection.

Users will only be able to **view** the fields on this screen unless they are an AG Supervisor.

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

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

# Dashboard: Completing Inspections on the Dashboard or a Mobile Device

For enroute inspections assigned to you, a "**Mark Complete**" button will be available in the inspection details view.

**CBPAS Supervisors** can update the inspection status to "complete" on the dashboard from the office.

**CBPASs** assigned to the inspection can access the dashboard from their mobile device and select "**Mark Complete**".

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

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

# Dashboard: Internal Notes and Chat Features

1. **Internal Notes**: Allows AG Specialists and Supervisors to communicate with each other.
2. **Chat with Importer**: Allows AG Specialists and Supervisors to communicate with brokers. The conversation can only be initiated by a CBPAS.

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

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

# Supervisory CBPAS Only Functions

## Edit Inspection Details

To edit the details of an inspection, select the inspection, and a similar screen on the right should appear.

A supervisor may **edit the fields seen on this screen and select "update inspection".** These updates will be reflected on the summary list view (screenshot below).

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

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

## Updating Inspection Status

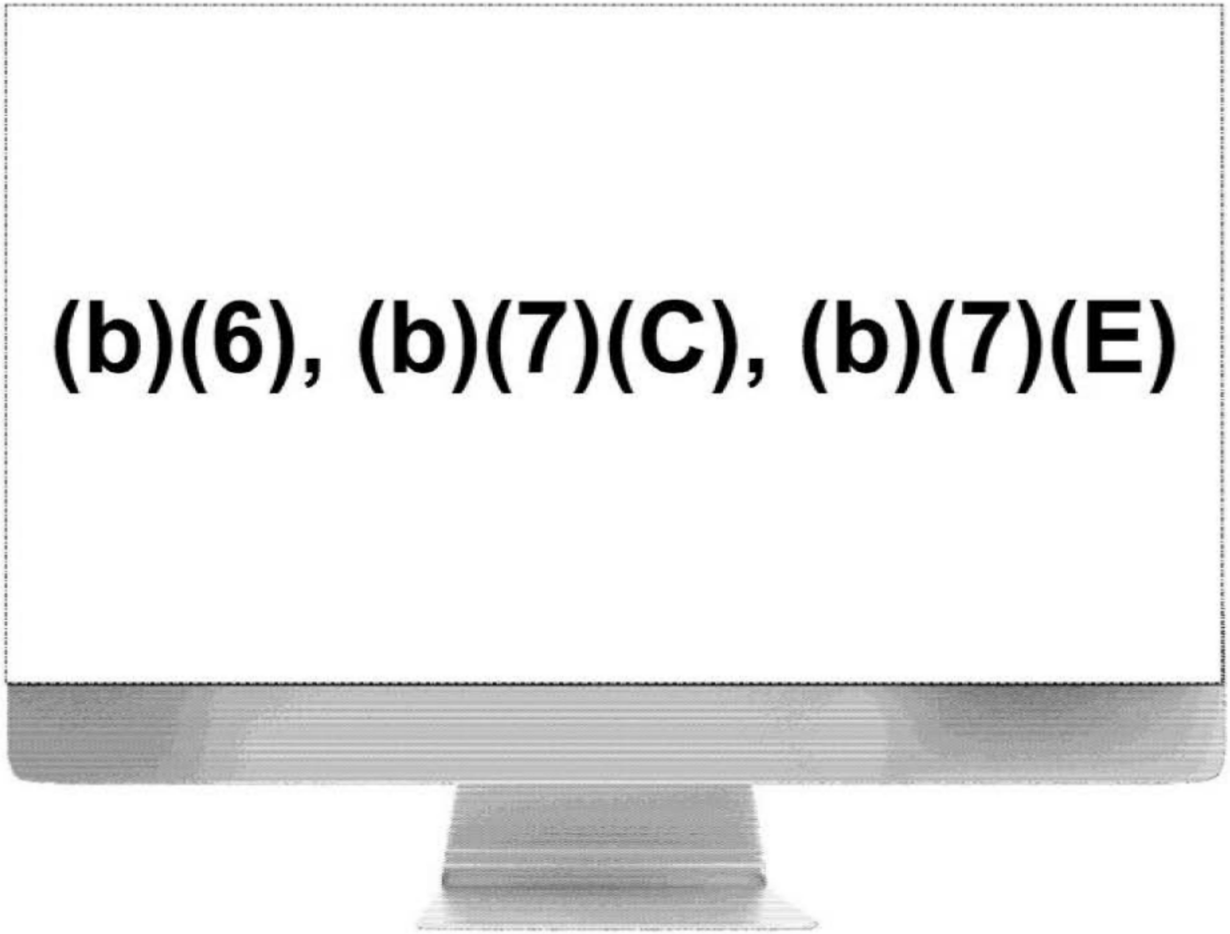
There are **8 inspection statuses** available.

Stakeholders **WILL** receive notifications when one of the following is selected:

- **Pending**: Default status when a request is received
- **Acknowledged**: CBP has reviewed the request
- **Scheduled**: Notifies stakeholder of inspection time frame
- **Enroute**: CBPAS is enroute to inspection
- **Completed**: On-Site inspection is complete
- **Cancelled**: CBP has canceled the inspection

The following are internal statuses that stakeholders **WILL NOT** see:

(b)(7)(E)



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

## Cancelling Appointments

1. If you want to cancel an appointment, select '**Cancelled**' from the status dropdown.
2. Select '**Update Inspection**'
3. Please provide comments regarding the reason for the cancellation and select **'Save**'.

(b)(7)(E)

# Locations

Supervisors may **add, edit, and delete locations**.

**Add a new location:**

1. Click on '**Add New Location**' button
2. A **pop-up will** will appear
3. Fill in the required fields and click "add"

**Edit an existing location:**

1. Click on the "pencil" icon
2. A **pop-up will** will appear
3. Edit and save changes

**Delete an existing location:**

1. Click on the "X" icon
2. A **pop-up will** will appear asking if you would like to delete the selected location
3. Select "Yes"

**(b)(6), (b)(7)(C), (b)(7)(E)**

# Users

This displays the users assigned to a specific port.

Please note: if you are an AG Supervisor, you may need to manually add new users in each port

**Add New User:**

1. Click on '**Add New User**' button
2. A **pop-up will** will appear
3. Fill in the required fields and click "add"

**Edit User:**

1. Click on the "pencil" icon
2. A **pop-up will** will appear
3. Edit and save changes

**Remove User:**

1. Click on the "X" icon
2. A **pop-up will** will appear asking if you would like to delete the selected user
3. Select "Yes"

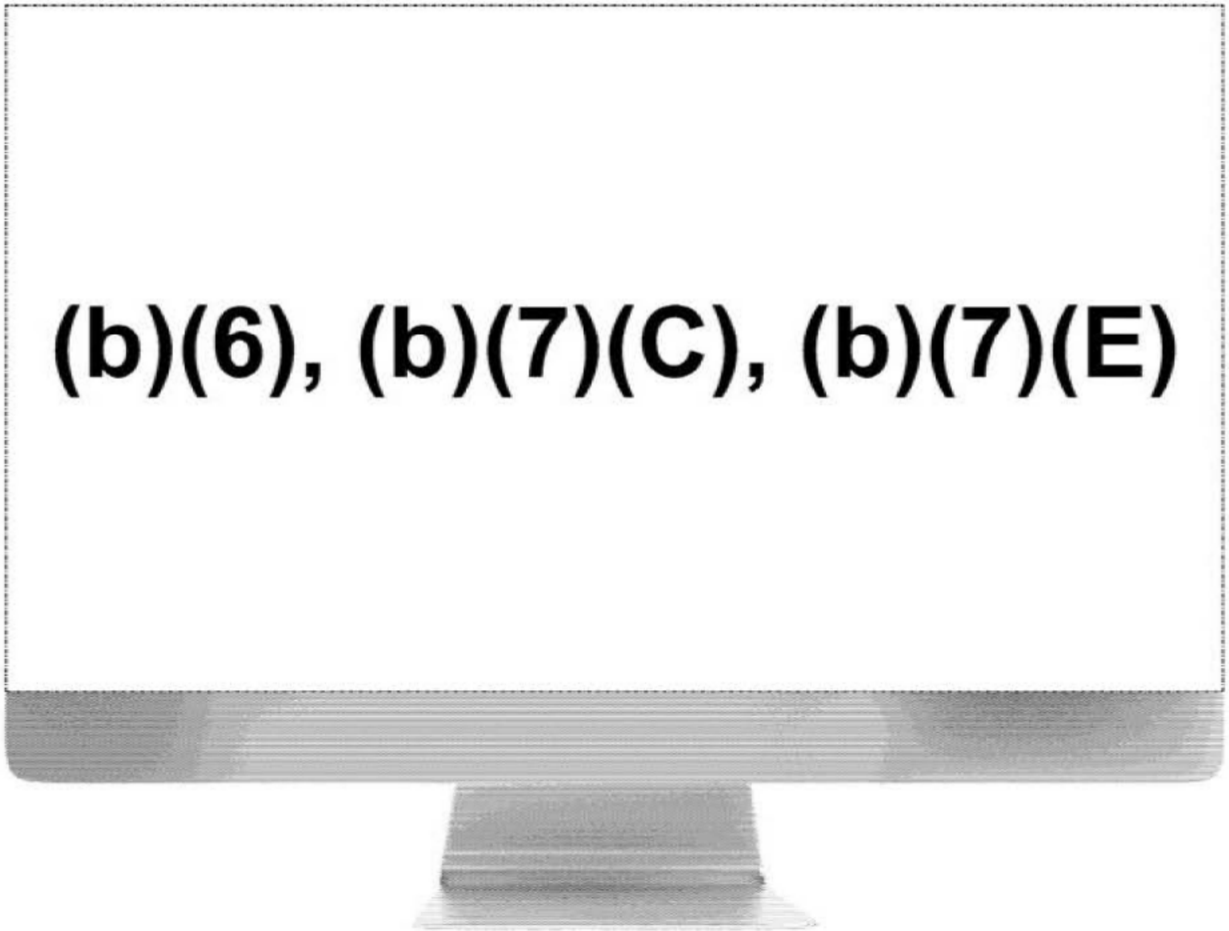
(b)(6), (b)(7)(C), (b)(7)(E)

# Search

Admins can search for inspections based on the following:

- Inspection date
- Company name
- Locations
- Commodity/activity
- CBPAS Assigned
- Status

Similar to the inspections view, users can click on the column headers to sort by that column and selecting an inspection will take users to the details of that inspection.



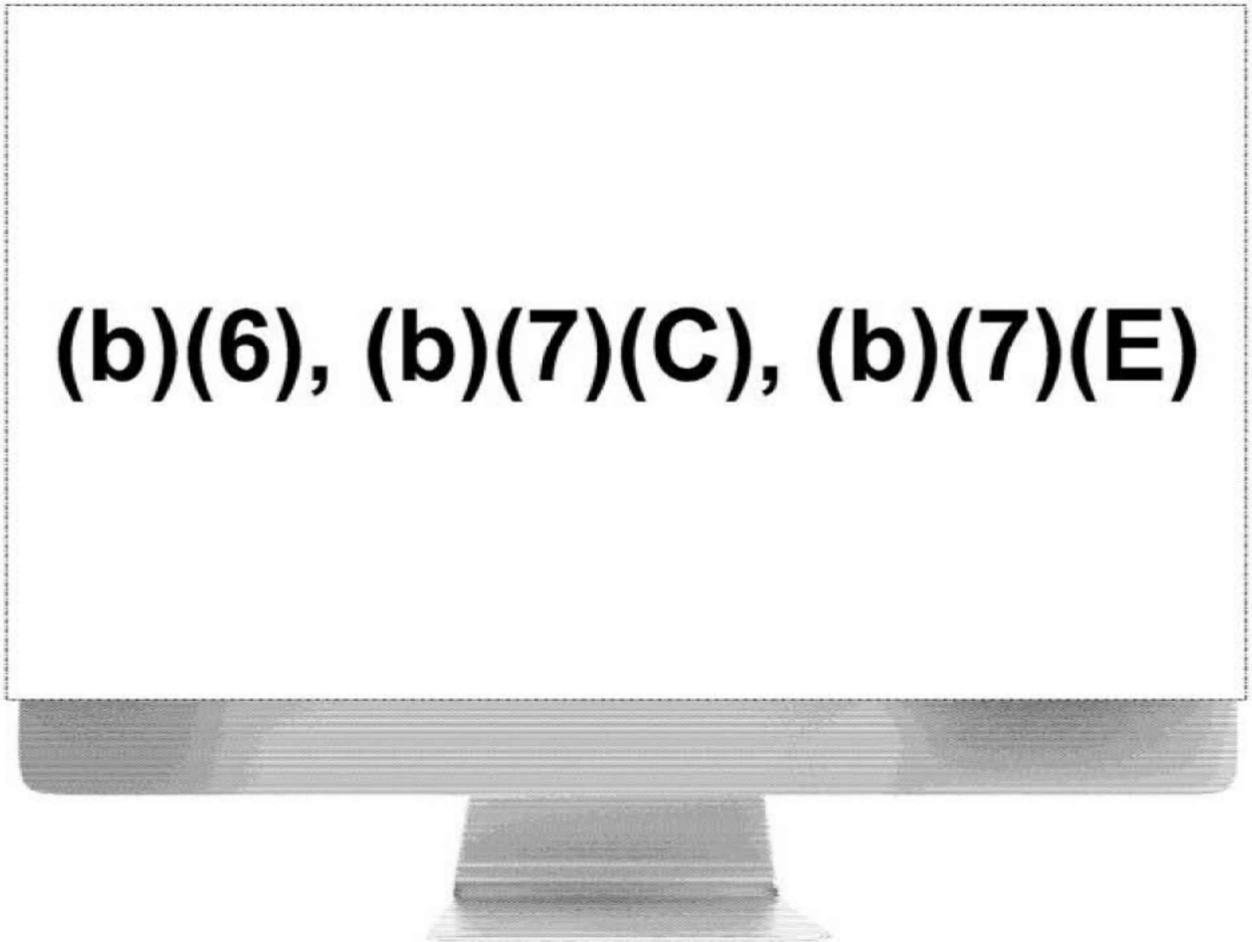
(b)(6), (b)(7)(C), (b)(7)(E)

# Reports

Reports can be generated based on the **shift date start - shift date end**, and **shift time start – shift time end** range selected

You will see a screen like the one displayed with the following metrics based on the range you selected:

- Number of Appointments
- Number of Inspections Pending
- Number of Inspections on AGROT
- Total Units
- Boxes Pending for Inspection
- Average Response Time
- Response Time Greater than 2 Hours
- Max Response Time
- Oldest Request Time Not Covered



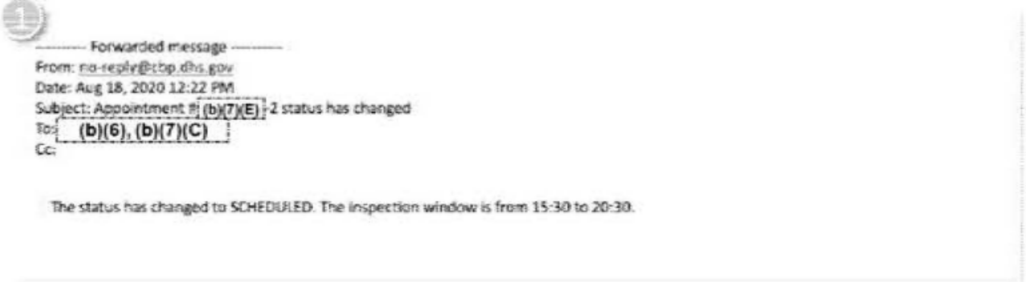
(b)(6), (b)(7)(C), (b)(7)(E)

# Communications

# Status Change Notifications

1. **Email:** Stakeholders will receive an email confirmation of all status changes. These will be sent to the email provided in the stakeholder's profile.
2. **In-App Notifications**: Stakeholders will receive in-app notifications at the top of the screen for all status changes while using the app
3. **Push Notifications:** Stakeholders will receive push notifications for status changes if they are outside the app

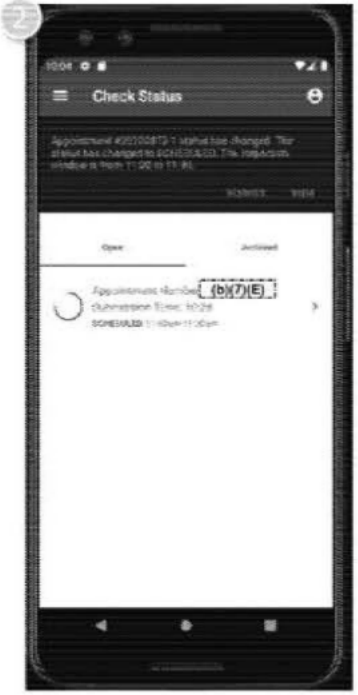
①



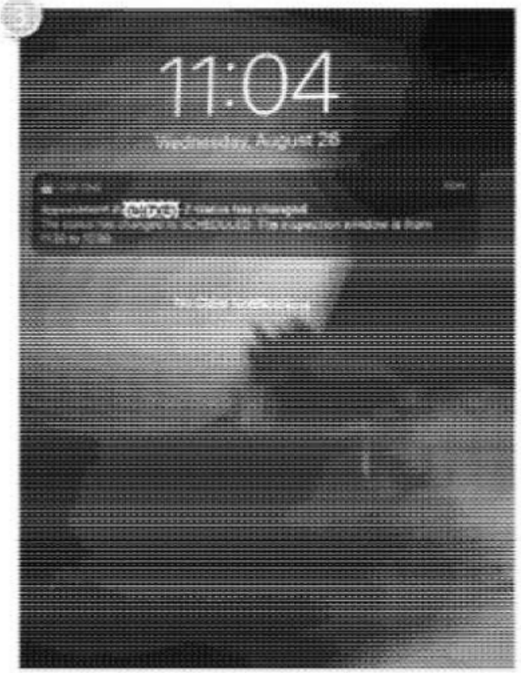
---------- Forwarded message ----------
From: no-reply@cbp.dhs.gov
Date: Aug 18, 2020 12:22 PM
Subject: Appointment #(b)(7)(E) -2 status has changed
To: (b)(6), (b)(7)(C)
Cc:

The status has changed to SCHEDULED. The inspection window is from 15:30 to 20:30.

②

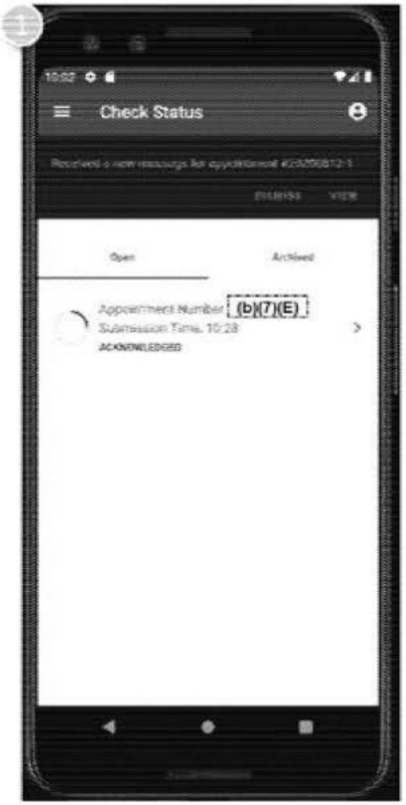


③

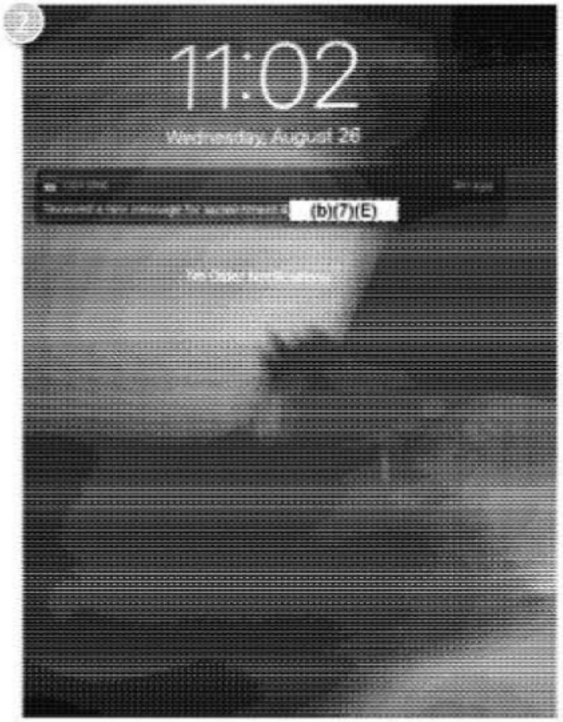


# Chat Message Notifications

1. **In-App Notifications**: Stakeholders will receive in-app notifications at the top of the screen for new messages while using the app
2. **Push Notifications:** Stakeholders will receive push notifications for new messages if they are outside the app


1
Check Status
Open
Archived

Appointment Number (b)(7)(E)
Submission Time: 10:28
ACKNOWLEDGED


2
11:02
Wednesday, August 26

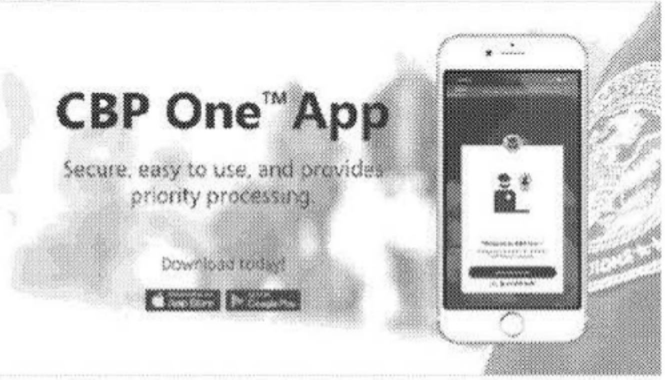
(b)(7)(E)

**TWITTER – Audience: Noncitizens without appropriate travel documents**

(222)
Today, @CBP announced a new scheduling function in the #CBPOne app.

Using innovative approaches to secure our borders—
Learn more about CBP's efforts to ensure safe and orderly processing: go.dhs.gov/(Press Release Link)

Image:


CBP One™ App
Secure, easy to use, and provides priority processing.
Download today!

(279)
⚠To promote a safe and orderly processing experience, #CBPFieldOps recommends noncitizens who believe that they may be eligible for a humanitarian exception to Title 42, use the #CBPOne app to schedule their arrival at a port of entry.

Safe, secure, and FREE to use! Processing is prioritized through the app.

Image:

CBP One™ App
Secure, easy to use, and provides priority processing.
Download today!

(209)
🚨ATTN Non-citizens: To see the relevant vulnerability criteria that may warrant a humanitarian exception, use the #CBPOne mobile app to begin the process.

Download the @CBP One app today: go.usa.gov/xexAY

Image:

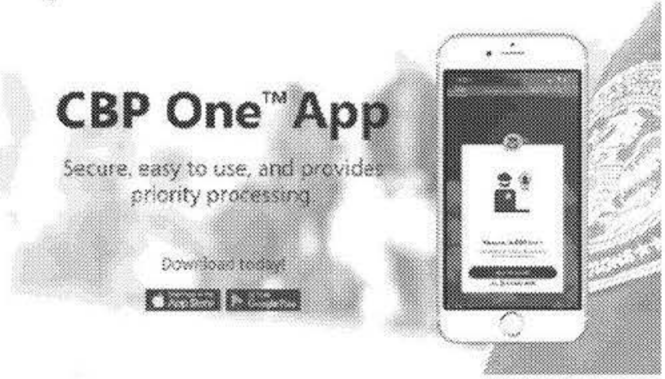
CBP One™ App
Secure, easy to use, and provides priority processing.
Download today!

(244)
Easy, safe, secure, and free to use!

The #CBPOne app has a new scheduling feature. To see the relevant vulnerability criteria that may warrant a humanitarian exception, start the process in the app.

Download the @CBP One app: go.usa.gov/xexAY

Image:


CBP One™ App
Secure, easy to use, and provides priority processing
Download today!
App Store
Google Play

(192)
@CBP is using innovative technology to streamline processing, reduce wait times, and help ensure safe and orderly processing.

Use the #CBPOne app if you're seeking a humanitarian exception to Title 42 to schedule a date and time to present at a designated port of entry.

Image and link of FACT sheet if found on CBP.gov:

(168+166) **Thread**

***Part one***
In a few steps, the secure @CBP One mobile app enables noncitizens to certify whether they believe they meet one of the vulnerability criteria and schedule their arrival at a port of entry to be considered for a humanitarian exception to Title 42.
:

***Part two***

- ▶ Download the #CBPOne app
- ▶ Submit biographical info
- ▶ Snap a facial photograph
- ▶ Certify qualification for specified vulnerability criteria
- ▶ Schedule a date to arrive at a port of entry.

Learn more: go.dhs.gov/(Press Release Link)

Video:
16-9 - T42 - CBPOne Steps.mp4

CBP One™ App
Easy, fast and secure!

**FACEBOOK – (HQ USE)**

**FB**
Today, @CBPgov announced a new scheduling function in the CBP One mobile app.

Using innovative approaches to secure our borders—the #CBPOne app enables noncitizens to certify whether they believe they meet one of the vulnerability criteria and schedule their arrival at a port of entry to be considered for a humanitarian exception to Title 42.

Learn more about CBP's efforts to ensure safe and orderly processing: go.dhs.gov/(Press Release Link)

Video:
16-9 - T42 - CBPOne Steps.mp4

CBP One™ App
Easy, fast and secure!

# Office of Field Operations
# CBP One™ Individual Submission for Title 42 Humanitarian Exception
# Talking Points
March 28, 2023

## Overview:

- U.S. Customs and Border Protection (CBP) Office of Field Operations (OFO) continues to assist the Centers for Disease Control and Prevention (CDC) in enforcing the CDC's *Public Health Order Suspending the Right to Introduce Certain Persons from Countries Where a Quarantinable Communicable Disease Exists,* also known as Title 42, in addition to executing its border security mission.

## Background on Title 42:

- The Title 42 Public Health order has been vacated by the D.C. District Court, but this decision has been stayed by the Supreme Court of the United States. As required by a combination of the Supreme Court's December 27 order and a separate district court injunction prohibiting the implementation of the CDC termination of the Title 42 public health order, the Title 42 Order remains in effect.
- Per the CDC's Title 42 Order, CBP is authorized to except individuals, on a case-by-case basis, based on the totality of circumstances, including considerations of humanitarian interests. OFO has previously developed and implemented mechanisms to facilitate the processing of undocumented noncitizens who have been identified as potentially eligible for a humanitarian exception to the order.

## CBP One™ Mobile Application:

- OFO has worked diligently during the last year to continue advancing innovative technologies to improve the security of our nation's borders while enhancing lawful travel and trade, providing streamlined processes at our POEs, and reducing administrative data entry for CBP Officers.
- One of those technologies is the CBP One™ application, a free application that serves as a single portal to a wide variety of CBP services. Through a series of guided questions, the app directs users to the appropriate services based on their needs.
- The app includes defined user roles for different functionality for travelers, importers, brokers, carriers, and additional stakeholders to improve access to and their experience with a variety of CBP services.
- From a travel and trade perspective, CBP One™ facilitates the advance application, payment, and retrieval of electronic I-94s, advance information for biological or other permitted agriculture products for travelers, as well as the ability to quickly create and submit manifests for bus passengers or schedule perishable inspections.
    - Key capabilities include scheduling exams with live status updates and chat capability, instant access to proof of admission status and authorized length of stay, and advance submission of import documents to streamline arrival inspection.

## T42 Exception Processing:

- To facilitate the safe and orderly arrival of noncitizens seeking a humanitarian exception from Title 42, the Department of Homeland Security (DHS) expanded use of the CBP One™ mobile application to allow functionality for noncitizens to schedule arrival times at select ports of entry (POE) along the Southwest border to seek an exception from Title 42.
- CBP One™ is a free mobile application available for download by any individual on a Google or Apple

enabled device, as well as at www.cbpone.cbp.dhs.gov. Utilizing CBP One™ will also assist CBP in ensuring an orderly flow into POEs and limit adverse impacts to other operations, including facilitation of lawful trade and travel.

- By the end of April 2023, the desktop version of CBP One™ will be available for noncitizens to submit advance information. Due to geolocation requirements, individuals using the desktop version of CBP One™ may submit their advanced information but are unable to schedule appointments to present at a POE.
- This new scheduling functionality allows individual noncitizens to schedule a time and place at certain land border POEs to seek an exception from the Title 42 public health order for humanitarian reasons based on an individualized assessment of vulnerability factors.
- CBP One™ enables such noncitizens located in Central and Northern Mexico to submit certain biographic and biometric information to CBP in advance of their arrival at a POE.
    - Individuals do not need to be at the border to schedule an appointment; expanded access to the app in Central Mexico is designed to discourage noncitizens from congregating near the border in unsafe conditions.
- Use of the CBP One™ mobile application to schedule an appointment does not pre-determine a noncitizen's processing disposition upon inspection at the port of entry by a CBP officer.
    - The pre-submission of information is used to streamline the processing of noncitizens at land POEs by reducing data entry necessary during the inspection process and ensures a safe, humane, and orderly flow at the ports of entry.
    - All processing determinations will continue to be made by a CBP officer on a case-by-case basis, as appropriate, when a noncitizen arrives at the POE.
- The CBP One™ scheduling capability is currently divided into two distinct steps.
    - The first is a registration where noncitizens enter the biographical information and take a photo of everyone in their submission.
    - The second is scheduling the appointment to present at the POE. Once logged into the app, this step will allow noncitizens to select their completed registration, select the POE where they want to request an exception to the CDC's Title 42 Order, and be presented with any available dates and time. The user requesting the appointment will be required to submit another photo that will be subject to a liveness and geolocation verification as well as facial matching to the photo they submitted during their registration.
- Every noncitizen who is seeking to request an exception to the CDC's Title 42 Order through the CBP One™ mobile application, whether applying as an individual or as a family, requires their own individual appointment.
    - When using the CBP One™ mobile application for a family, families must submit a single submission. This will ensure users will only see appointments that will accommodate all family members together.

**Processing at POEs:**

- Processing dispositions for undocumented noncitizens will be determined on a case-by- case basis.
- Unaccompanied noncitizen children are not subject to the Title 42 Order. POEs will continue to process unaccompanied noncitizen children in accordance with existing legal requirements, policy, and procedure, including transfer of care and custody to HHS ORR.
    - CBP strongly encourages families not to send unaccompanied noncitizen children by themselves to the POEs and to remain together until they are able to obtain an appointment as a group.
- The number of appointments available for processing individuals seeking a humanitarian exception from Title 42 is constrained by several factors, including ongoing Title 42 litigation, the requirement within the CDC Order that exceptions be made on a case-by-case basis, port infrastructure, and CBP's ability to carry on with our primary missions -- anti-terrorism, anti-smuggling, trade compliance, and agriculture

protection while simultaneously facilitating lawful trade and travel at all U.S. ports of entry.

- The current Temporary Travel Restrictions Applicable to Land Ports of Entry and Ferries Service Between the United States and Canada / Mexico Title 19 (19 U.S.C. 1318) remain in effect, applicable at land POEs and ferry terminals along the northern and southern borders.
    - During the inspection process, noncitizens must verbally attest to their COVID-19 vaccination status and provide, upon request, proof of vaccination against COVID-19 in accordance with Title 19 temporary travel restrictions.
- Per CDC's Title 42 Order, CBP is authorized to except individuals, on a case-by-case basis, based on the totality of circumstances, including considerations of humanitarian interests.
    - Factors weighing in favor of a humanitarian exception to the Title 42 public health order include the following:
        - a physical or mental illness,
        - disability,
        - pregnancy,
        - lack of access to safe housing or shelter,
        - age (under 21 years old or over 70), and/or
        - the individual has been threatened or harmed while in Mexico.
    - As part of the CBP One™ undocumented noncitizen scheduling module, individuals attest that they, or a spouse or child accompanying them, meet one of these vulnerability criteria.
- Individuals who use the CBP One™ app are then able to schedule an appointment to present themselves at the following eight (8) ports of entry:
    - Arizona: Nogales;
    - Texas: Brownsville, Eagle Pass, Hidalgo, Laredo, and El Paso (Paso Del Norte); and
    - California: Calexico and San Ysidro (Pedestrian West – El Chaparral).
- Scheduling an appointment for Title 42 humanitarian exception does not guarantee an individual entrance into the U.S.
- Following arrival at a POE, individuals who are excepted from Title 42 are processed under Title 8 of the U.S. Code, for appropriate removal proceedings, where any noncitizen may apply for asylum or other humanitarian protections. CBP officers do not make asylum determinations or adjudicate any claims of fear.
- Border wait times are expected to increase as CBP manages operational resources.
- Land border POEs are already experiencing a 20 percent rise in traffic volumes compared to pre-COVID volumes. The public's patience and understanding are key to ensuring the safe and orderly processing of all arriving persons at our POEs.
    - The public's cooperation for orderly and safe arrivals is paramount to CBP's ability to process all travel and trade efficiently.
    - Be prepared to present your entry documents and any other documents requested by the CBP officer. Have the documents in your hand when approaching an officer.

**Process Improvements:**

- CBP is in constant communication with stakeholders to include Non-Government Organizations (NGOs). CBP has conducted several formalized briefings of NGOs both pre- and post-implementation. CBP local leadership is in contact with stakeholders to address issues and concerns each day.
- CBP has also provided NGOs live training sessions regarding the use of the app, to assist in any support such entities may wish to provide to noncitizens utilizing the application.
- Based on user and stakeholder feedback, CBP has identified several process improvements and will continue to enhance the CBP One™ application as additional improvement opportunities arise consistent with CBP priorities and resources.
    - Language - The CBP One™ undocumented noncitizen scheduling functionality is available

in English, Spanish, and Haitian Creole. Based on a study CBP conducted, three languages cover over 80% of the primary language of the top 10 citizenships.
  - Frequent errors or "crashing" - CBP has largely addressed reports of frequent error messages due to bandwidth issues with a third-party software for liveness. There was perception that such errors related to racial bias with facial recognition, and challenges with taking photos of small children.
    - CBP addressed these issues by splitting the workflow into the two distinct phases: registration and scheduling. This eliminated liveness detection during registration, which was the cause of those issues.
  - Geolocation - CBP has addressed reported challenges related to geolocation, whether users identified as too close or are able to access outside the geofenced area.
  - Groups – Once CBP split the workflows into two distinct phases, this eliminated delays associated with liveness detection and CBP saw an increase in the number of group appointments. Also, CBP consolidated appointment times to accommodate larger groups more easily.
  - Data Elements – CBP now allows special characters in name fields, provided guidance in the application on properly formatting names, and have made height and weight optional.
  - Appointments are now open at 11:00 EST to allow users more time to log into the application.
- As CBP continues to work on process improvements, the CBP One™ application has successfully enabled noncitizens seeking an exception from Title 42 to schedule their arrival, thus ensuring a safe, humane, and orderly process at the ports of entry.
- It is important for users to approve location services when prompted in the application or they will be unable to schedule an appointment.

**Privacy and Security for CBP One™:**

- CBP is committed to its privacy obligations and has taken steps to safeguard the privacy of all travelers. CBP complies with the Privacy Act of 1974 (as amended) the E-Government Act of 2002, the Homeland Security Act of 2002, and Departmental policies that govern the collection, use, and maintenance of personally identifiable information.
- Please refer to the Privacy Impact Assessment on CBP One™ for more details on privacy compliance. DHS/CBP/PIA-068 CBP One™ Mobile Application | Homeland Security
- CBP has implemented several features within CBP One™ to minimize the fraudulent use of the application or potential exploitation of the noncitizen population.
  - CBP One™ is a free application, available to everyone who has access to a mobile device.
  - CBP is limiting submissions per login.gov authenticated identity. This measure will prevent third parties from fraudulently obtaining bulk appointments or submitting information for false identities.

**Looking ahead:**

- Once the Title 42 public health order is no longer in place, the CBP One™ scheduling mechanism will continue to be available for those noncitizens without documents sufficient for lawful admission, including those who may wish to seek asylum in the United States, to schedule a time to present themselves at a port of entry for inspection and processing, rather than arriving unannounced at a port of entry or attempting to cross in between ports of entry.
- CBP is the Nation's largest Federal law enforcement agency and takes the protection of its officers and workforce very seriously. In enforcing immigration and customs laws, CBP officers are at risk of assault when safeguarding and managing the Nation's borders.
  - 18 U.S.C. § 111 makes it a federal crime to assault any Federal officer. A person attempting to circumvent the immigration process, impede an inspection, or who assaults a federal officer could be subject to administrative action and criminal charges.

- CBP will continue to facilitate the safe release of noncitizens from POEs, and engage, as appropriate, with non-governmental organizations (NGOs) and other local stakeholders.

**Statistics:**

**Title 42 Exception numbers are not for dissemination to external organizations.**

- Due to ongoing litigation, CBP may currently only process a limited number of Title 42 exceptions. However, given a significant increase in the number of individuals who have presented themselves with situations that warrant humanitarian exceptions pursuant to the terms of the CDC's Title 42 public health orders, DHS has, at times, gradually increased the number of humanitarian exceptions it applies, subject to operational constraints. Every month DHS reports the number of noncitizens that have been excepted from Title 42 under the NGO-supported humanitarian exception process or the number of noncitizens that have applied to present at one of eight designated ports of entry and were granted humanitarian exceptions, including those noncitizens who applied through the CBP One mobile application, respectively.

**Below are the only allowed numbers for external release:**

- As of March 27, 2023, CBP One™ has successfully captured:
  - Over 62,000 appointments have been scheduled.

CBP One™ Mobile Application

# Muster

**Date of Muster:** October 29, 2020

**Topic:** CBP One™ – Mobile Scheduling/Appointment Feature for Requesting Inspections of Perishable Cargo entering the U.S.

**Headquarters POC:** (b)(6), (b)(7)(C) Program Manager, OFO Innovation Center, Strategic Transformation Office (b)(6), (b)(7)(C)

OFO has launched the CBP One™ mobile application. The app offers a series of guided questions that directs users to the appropriate CBP services based on their needs. The CBP One app is being rolled out in phases, starting with the ability to **request inspections for perishable cargo** entering the U.S. which is now available.

- The scheduling application will provide a new streamlined process for scheduling perishable cargo inspections with CBP. The same information provided by telephone is required to be submitted by app which allows most information to be saved. The application also provides transparency to the inspection process from request to completion.
- These requests are accessible to CBP Agriculture Specialists (CBPAS) via a dashboard where Supervisors can review the requests' details and assign Agriculture Specialists to each inspection. If a CBPAS needs to engage in further communications with a user they can initiate the chat feature which allows real-time messaging.
- Brokers will still be able to schedule inspections via phone in lieu of utilizing the scheduling application. CBP foresees the mobile scheduling application to become the sole means of reporting within the next couple of months.
- A demo of the feature can be accessed here: CBP One™ Requesting Inspection Appointments.
- The app was an idea from a SCBPAS at a Shark Tank innovation event hosted by the Miami Field Office. Your idea is now going to be available on the app store and implemented nationwide.

**Instructions to request access to the Scheduling Dashboard:**

1. Download Google Chrome to your desktop

2. Go to (b)(7)(E)
3. Click on 'Request Access'
4. Find and select 'Scheduling' on page 3

*If you are an Ag. Specialist:*

5. (b)(7)(E)
6. Select 'Next' and complete with your request

*If you are an Ag. Specialist Supervisor or will be operating in the role of a Supervisor:*

7. (b)(7)(E)
8.
9. Select 'Next' and complete your request
10. Once your access is approved by your Supervisor, access the dashboard here

**CBP One™ SharePoint Page:**
For more information on CBP One, please visit the SharePoint page.

The Scheduling Dashboard Quick Reference Guide can also be viewed on the CBP One™ Reference Materials page in SharePoint which contains additional reference materials, including the video demo of the Appointment feature.

For any additional technical questions, please follow this link to view the FAQs, which can also be accessed in the SharePoint page.

CBPONE™

# Fèy Enfòmasyon: Sèvi ak CBP One™ pou pran yon randevou

Welcome to CBP One™
LOGIN OR SIGN UP
with LOGIN.GOV

Lè restriksyon Tit 42 yo leve, aplikasyon CBP One™ ki **gratis** pral pèmèt moun ki pa sitwayen yo ki san dokiman apwopriye pou admisyon ki vle vwayaje Ozetazini atravè sèten pò antre nan fwontyè sidwès (POE) yo kapab soumèt enfòmasyon atravè aplikasyon an olye pou yo vin dirèkteman pou tann nan lan yon POE.

Itilizasyon CBP One™ **rasyonalize** eksperyans nan pò antre a, ka diminye tan datant yo, epi pèmèt yon pwosesis ki an **sekirite** ak **lòd** pou POE yo ak tout vwayajè yo.

Disponib an Angle ak Panyòl, aplikasyon CBP One™ a pèmèt moun ki nan Sant ak Nò Meksik pran yon randevou epi soumèt sèten enfòmasyon byografik pou rive nan yon POE.

POE k ap patisipe yo disponib nan Texas nan Brownsville, Eagle Pass, Hidalgo, Laredo ak El Paso (Paso del Norte); Nogales nan Arizona; osi byen ke Calexico ak San Ysidro (Pyeton West – El Chaparral) nan Kalifòni.

Pwosesis sa a itilize Login.gov pou aksè an **sekirite** ak prive lè w ap soumèt enfòmasyon biografik moun ki pa sitwayen yo, yon foto vwayajè a an dirèk, epi mande yon dat ak lè pou prezante nan yon POE.

Lè yo rive nan POE a, yo pral pran yon foto ki pa sitwayen ameriken an ki pral konfime yon matche ak enfòmasyon yo bay davans epi fasilite pwosesis la nan POE a.

**Vizite CBP One™ sou Entènèt nan s**
**https://cbpone.cbp.dhs.gov**

U.S. Customs and Border Protection | CBPONE™

**Kesyon? Kontakte nou nan CBPOne@cbp.dhs.gov**

**Telechaje CBP One™ nan Apple App Store oswa Google Play Store**

Download on the App Store

GET IT ON Google Play

CBPONE™

# Ficha Técnica: Utilizando o aplicativo CBP One™ para agendar uma entrevista.

Welcome to CBP One™
LOGIN OR SIGN UP
with LOGIN.GOV

Quando as restrições do Título 42 forem suspensas, o aplicativo gratuito CBP ONE™ permitirá aos imigrantes que não possuem os documentos apropriados para admissão e buscam viajar para os Estados Unidos através de certos portos de entrada terrestre (POEs) da parte Sudoeste, o envio de informações por meio de um módulo no aplicativo ao invés de vir diretamente para aguardar em um porto de entrada.

O uso do aplicativo CBP ONE™ agiliza a experiência no porto de entrada, pode reduzir o tempo de espera, e permite um processo seguro e organizado para os portos e viajantes.

Disponível em inglês e espanhol, o aplicativo CBP One™ permite que indivíduos da parte Central e Norte do México agendem sua entrevista e enviem determinadas informações biográficas ao chegarem no porto de entrada.

Os portos participantes estão disponíveis no Texas em Brownsville, Eagle Pass, Higaldo, Laredo e El Paso (Paso del Norte); Nogales no Arizona; assim como Calexico e San Ysidro (passagem de pedestres na parte oeste - El Chaparral) na Califórnia.

Este processo utiliza o Login.gov com um acesso seguro e privado para enviar informações biográficas de imigrantes, uma foto ao vivo do viajante, e solicitar data e hora para apresentação no porto de entrada.

Na chegada ao porto de entrada será tirada uma foto do imigrante, confirmando que correspondem às informações previamente fornecidas, facilitando o processo no porto de entrada.

Visite o CBP One™ no site
https://cbpone.cbp.dhs.gov

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CBPOne@cbp.dhs.gov

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CBPONE™

# Информационный бюллетень: Использование CBP One™ для записи на прием

11:26
Welcome to CBP One™
LOGIN OR SIGN UP
with LOGIN.GOV

Когда ограничения Титула 42 будут сняты, **бесплатное** приложение CBP One ™ даст негражданам без соответствующих документов для допуска, которые хотят поехать в Соединенные Штаты Америки через определенные наземные порты въезда (POE) на юго-западной границе, возможность подать свою информацию через модуль внутри приложения вместо того, чтобы приезжать и ждать непосредственно в порту въезда.

Использование CBP One™ **упрощает** работу в порту въезда, может сократить время ожидания и обеспечивает **безопасный** и **упорядоченный** процесс для порта (POE) и всех путешественников.

Приложение CBP One™, доступное на английском и испанском языках, позволяет лицам Центральной и Северной Мексики назначить встречу и предоставить определенную биографическую информацию для прибытия в порт въезда.

Участвующие Порты доступные в Техасе - Браунсвилл, Игл-Пасс, Идальго, Ларедо и Эль-Пасо (Пасо-дель-Норте); Ногалес в Аризоне; а также Калексико и Сан-Исидро (Пешеходный Запад - Эль-Чапараль) в Калифорнии.

Этот процесс использует Login.gov для **безопасного**, частного доступа для отправки биографических данных неграждан, живой фотографии путешественника и запроса даты и времени для прибытия в порт въезда.

По прибытии в пункт пропуска негражданин будет сфотографирован, что подтвердит соответствие предоставленной заранее информации и облегчит процесс в порту въезда.

**Посетите CBP One™ онлайн по адресу**
https://cbpone.cbp.dhs.gov

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**Вопросы? Свяжитесь с нами по**
CBPOne@cbp.dhs.gov

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CBPONE™

# Fact Sheet: Using CBP One™ to Schedule an Appointment

Welcome to CBP One™
LOGIN OR SIGN UP
with LOGIN.GOV

The **free** CBP One™ mobile application enables noncitizens without appropriate documents for admission who seek to travel to the United States through certain southwest border land ports of entry (POEs) the ability to submit information through a module within the application instead of coming directly to wait at a POE.

Beginning **January 12, 2023,** noncitizens who seek to travel to the United States through southwest border land POEs to request exception from the Center for Disease Control and Prevention's *Order Suspending the Right To Introduce Certain Persons from Countries Where a Quarantinable Communicable Disease Exists*, may use the CBP One™ mobile application to submit certain information in advance, attest that they, a spouse or child accompanying them, meet specific vulnerability criteria, and schedule an appointment to present themselves for inspection at a participating POE.

Use of CBP One™ **streamlines** the experience at the port of entry, may reduce wait times, and permits a **safe** and **orderly** process at POEs for all travelers.

Available in English and Spanish, the CBP One™ application allows noncitizens located in Central and Northern Mexico to schedule an appointment and submit certain biographical information prior to their scheduled arrival at a POE.

Participating POEs are available in Texas at Brownsville, Eagle Pass, Hidalgo, Laredo and El Paso (Paso del Norte); Nogales in Arizona; as well as Calexico West and San Ysidro (Pedestrian West – El Chaparral) in California.

This process utilizes Login.gov for **secure**, private access in submitting noncitizens biographical information and a live photo of the traveler, and requesting a date and time to present at a POE.

On arrival at the POE, a photo will be taken of the noncitizen which will confirm a match to the information supplied in advance and facilitate the process at the POE.

Visit CBP One™ online at
cbpone.cbp.dhs.gov

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Questions? Contact us at
CBPOne@cbp.dhs.gov

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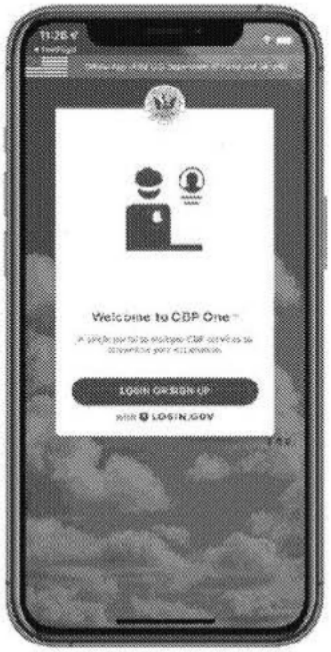
CBPONE ™

# Hoja Informativa: Usando CBP One™ Para Programar una Cita



Cuando las restricciones del Título 42 sean levantadas, el uso gratuito de la aplicación CBP One™ permitirá a personas sin los documentos correspondientes para ingresar a los Estados Unidos y que desean viajar a los Estado Unidos a través de ciertos puertos de entrada terrestres en la frontera suroeste, la capacidad de ingresar información a través de un modulo dentro de la aplicación en lugar de ir directamente a un Puerto de Entrada.

El uso de CBP One™ agilizara la experiencia en el Puerto de Entrada, puede reducir los tiempos de espera, y permite un proceso seguro y ordenado para los Puertos de Entrada y todos los viajeros.

Disponible en Inglés y Español, la aplicación CBP One™ permite a las personas en el centro y norte de México programar una cita y enviar cierta información biográfica antes de llegar a un Puerto de Entrada.

Los Puertos de Entrada participando en Texas que estaran disponibles incluyen Brownsville, Eagle Pass, Hidalgo, Laredo y El Paso (Paso del Norte); Nogales en Arizona; ademas de Calexico y San Ysidro (Peatonal Oeaste– El Chaparral) en California.

Este proceso utiliza Login.gov con acceso seguro y privado al enviar información biográfica del usario, una foto en vivo del viajero y solicitara una fecha y hora para presentarse en un Puerto de Entrada.

Al llegar al Puerto de Entrada, se tomará una foto del viajero que confirmará la información proporcionada por adelantado y facilitará el proceso en el Puerto de Entrada.

Visite CBP One™ en linea en https://cbpone.cbp.dhs.gov

U.S. Customs and Border Protection | CBPONE ™

Preguntas ? Contacte CBPOne@cbp.dhs.gov

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# CBP ONE SUPPLEMENTAL SYSTEMS GUIDE

MAY 2023

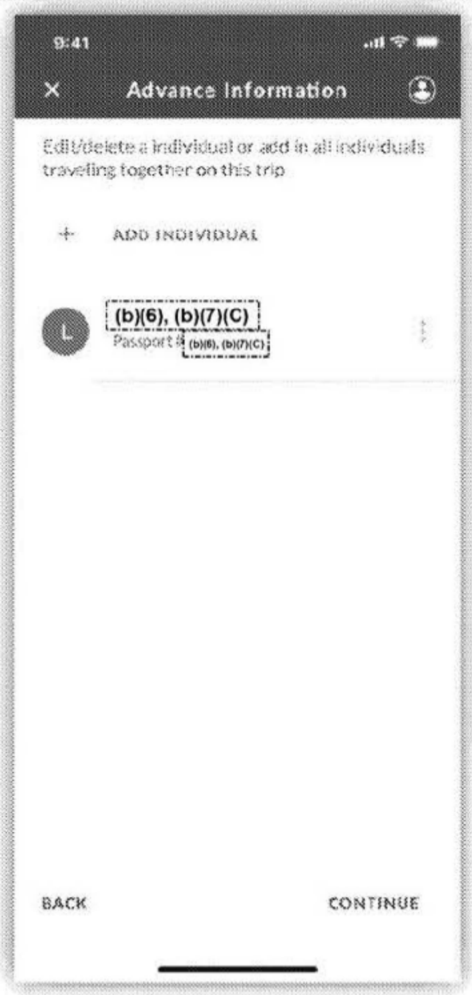
U.S. DEPARTMENT OF HOMELAND SECURITY

U.S. CUSTOMS AND BORDER PROTECTION

FIELD OPERATIONS

# CBP ONE SUPPLEMENTAL SYSTEMS GUIDE

~~FOR OFFICIAL USE ONLY~~

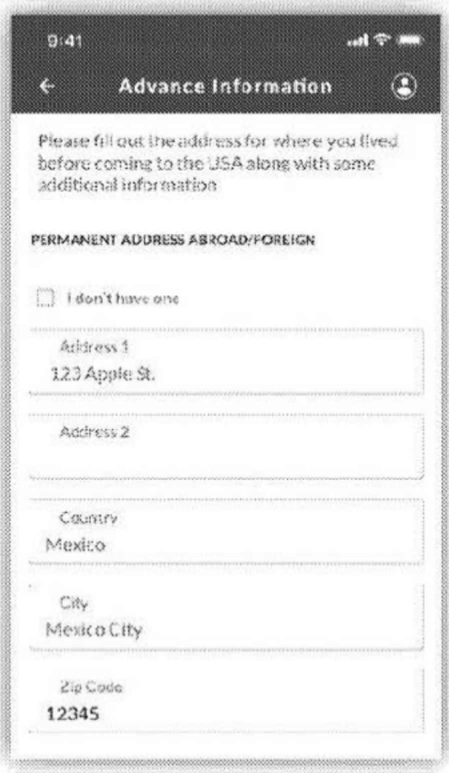

9:41
×
Advance Information

Edit/delete a individual or add in all individuals traveling together on this trip

+ ADD INDIVIDUAL
L

(b)(6), (b)(7)(C)
Passport # (b)(6), (b)(7)(C)

BACK
CONTINUE

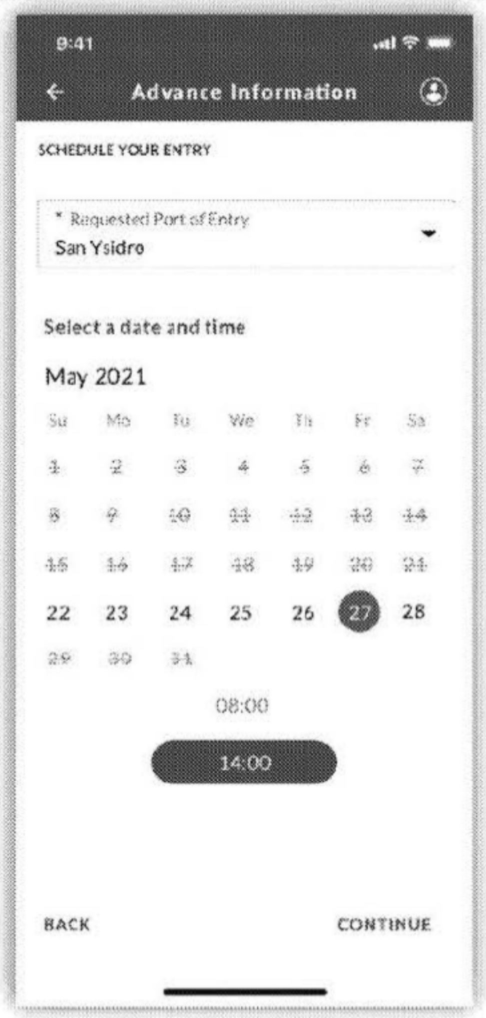

9:41
←
Advance Information

Please fill out the address for where you lived before coming to the USA along with some additional information

PERMANENT ADDRESS ABROAD/FOREIGN

☐ I don't have one

Address 1: 123 Apple St.
Address 2:
Country: Mexico
City: Mexico City
Zip Code: 12345


9:41
←
Advance Information

SCHEDULE YOUR ENTRY

* Requested Port of Entry: San Ysidro

Select a date and time

May 2021

| Su | Mo | Tu | We | Th | Fr | Sa |
|---|---|---|---|---|---|---|
| ~~1~~ | ~~2~~ | ~~3~~ | ~~4~~ | ~~5~~ | ~~6~~ | ~~7~~ |
| ~~8~~ | ~~9~~ | ~~10~~ | ~~11~~ | ~~12~~ | ~~13~~ | ~~14~~ |
| ~~15~~ | ~~16~~ | ~~17~~ | ~~18~~ | ~~19~~ | ~~20~~ | ~~21~~ |
| 22 | 23 | 24 | 25 | 26 | ● 27 | 28 |
| ~~29~~ | ~~30~~ | ~~31~~ | | | | |

08:00

14:00

BACK
CONTINUE

## CBP One Pre-Arrival Processing

- A noncitizen completes a CBP One Application, including a live photograph, prior to arrival and receives a CBP One confirmation number.
- Then, the noncitizen arrives at the pre-selected date/time at one of the eight designated ports of entry:
    - Brownsville, Hidalgo, Laredo, Eagle Pass, El Paso, Nogales, San Ysidro, or Calexico.

Note: CBP One submissions are limited by geo-fencing to north of the 19th parallel north.

# CBP ONE SUPPLEMENTAL SYSTEMS GUIDE

FOR OFFICIAL USE ONLY

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

PREV | NEXT

# Unified Passenger (b)(7)(E)

1)

2)

3)

(b)(7)(E)

(b)(7)(E)

## SA Pedestrian - (b)(7)(E)

- Upon arrival, officers will process this group of noncitizens in Simplified Arrival Pedestrian (SA-PED) (b)(7)(E) mode.
  - From the menu button, select:

(b)(7)(E)

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

## Facial Match within (b)(7)(E)

- Officers should verify the noncitizen has a valid appointment time on the day they are being processed. Once the appointment is verified, the officer may begin the primary inspection by taking a photo.
- If a facial match is found, TVS returns the facial match along with the CBP One confirmation number and biographical information.

# CBP ONE SUPPLEMENTAL SYSTEMS GUIDE

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

# CBP One Confirmation number not found

- If no facial match is found, officers will be prompted to complete a manual query using biographical information or a CBP One confirmation number provided by the noncitizen.

(b)(7)(E)

## Mandatory Referrals to Unified Secondary (USEC)

- If a facial match is found, the mandatory secondary referral to USEC will state "Valid CBP One Application Found."
- If no facial match is found, the mandatory referral to USEC will state "No CBP One Application Found."

Note: Officers will be required to refer all noncitizens processed in (b)(7)(E) (b)(7)(E) mode.

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

## USEC - CBP One Referrals displayed in Secondary Details

**All noncitizens must be referred from primary.** (b)(7)(E) (b)(7)(E)

A CBP One details section will appear in the Secondary Details tab when:

(b)(7)(E)

This section will display the traveler's CBP One details in a card-like view. From here, officers can:

- View general information about the traveler, such as their Full Name, Date of Birth, Citizenship, etc.

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

## USEC - CBP One Details Card Data & Import

1.

2.

(b)(7)(E)

(b)(7)(E)
(b)(7)(E).

# CBP ONE SUPPLEMENTAL SYSTEMS GUIDE

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

# USEC – CBP One in (b)(7)(E)

(b)(7)(E)

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

## USEC (b)(7)(E) – Optional Import

(b)(7)(E)

# CBP ONE SUPPLEMENTAL SYSTEMS GUIDE

FOR OFFICIAL USE ONLY

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

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# CBP One – (b)(7)(E) data for import

(b)(7)(E)

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

## CBP One – (b)(7)(E) data for import

(b)(7)(E)

# CBP ONE SUPPLEMENTAL SYSTEMS GUIDE

FOR OFFICIAL USE ONLY

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

## Adding CBP One Confirmation number (b)(7)(E)

- (b)(7)(E)

# CBP ONE SUPPLEMENTAL SYSTEMS GUIDE

FOR OFFICIAL USE ONLY

(b)(7)(E)

# Converting an ERCF to an NTA

If a processing officer needs to convert an Expedited Removal with Credible Fear to a Notice to Appear, officers should:

(b)(7)(E)

Additionally, officers should update the boxes in the I-275/discretionary form, make note of the change in the I-213/I-275 narratives, and strike through I-860/I-296 forms.

# CBP ONE SUPPLEMENTAL SYSTEMS GUIDE

~~FOR OFFICIAL USE ONLY~~

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

# NTA with a Port Parole within USEC

(b)(7)(E)

1300 Pennsylvania Avenue, NW
Washington, DC 20229

U.S. Customs and
Border Protection

August 15, 2023

MEMORANDUM FOR: See Distribution

FROM: Casey Durst (b)(6), (b)(7)(C)
Executive Director, Operations
Office of Field Operations

SUBJECT: CBP One Appointment Holder Vetting Requirements

While continuing to facilitate the safe and orderly arrival of noncitizens without documents sufficient for entry to the U.S., ports of entry (POEs) must ensure appropriate review of available advanced information on travelers, including information on noncitizens who have prescheduled their arrival via the CBP One application, for indicators of threats to national security.

The eight designated POEs along the Southwest Border accepting CBP One appointments should conduct vetting of available advanced traveler information to identify possible indicators of national security, criminality, or transnational criminal organization threats prior to arrival and inspection at the POE. (b)(7)(E)

(b)(7)(E)

Please distribute the attached muster and (b)(7)(E) Guide to the ports 8 CBP One ports within your area of responsibility.

Should you have any questions or require additional information, please contact (b)(6), (b)(7)(C) (b)(6), (b)(7)(C) Director, Operations, Incident Response Division at (b)(6), (b)(7)(C) or (b)(6), (b)(7)(C) (b)(7)(E) at (b)(6), (b)(7)(C)

Attachments

Distribution: Director, Field Operations, San Diego
Director, Field Operations, Tucson
Director, Field Operations, El Paso
Director, Field Operations, Laredo

1300 Pennsylvania Avenue, NW
Washington, DC 20229

U.S. Customs and
Border Protection

March 28, 2023

MEMORANDUM FOR: See Distribution

FROM: Casey Durst (b)(6), (b)(7)(C)
Executive Director, Operations
Office of Field Operations

SUBJECT: Title 42 Exception Requests not using CBP One

Due to the increased number of full-term pregnant migrants arriving at ports of entry, ports handling T42 exception processing will accept requests for T42 exceptions via email from NGOs on behalf of the migrant with supporting documentation.

Supporting documentation for this type of request may include a medical professional's official letter identifying: (1) the individual's pregnancy gestation period to be 39 weeks or later; or (2) diagnosis of the individual's high-risk pregnancy, which means there is a higher-than-normal chance of experiencing problems before or during delivery (e.g., diabetes, eclampsia, blood clots, chromosome abnormalities, etc.).

Title 42 exceptions must continue to be evaluated on a case-by-case basis, based on the totality of the circumstances, and the facts presented. Ports should strive to schedule these requests within five days of receipt.

Any exception granted from appointments made through the email process should also be documented in the same manner as those granted from appointments scheduled through CBP One. CBP anticipates no more than 10-15 cases per week and would request port directors monitor any increase in requests for further analysis of the durability of this process. Should any increase in requests or derogatory information concerning abuse of this process be identified, Field Offices are requested to notify the headquarters POC listed below awareness.

Please contact me with any questions, or a member of your staff may contact Director (b)(6), (b)(7)(C) (b)(6), (b)(7)(C) at (b)(6), (b)(7)(C) or at (b)(7)(E)

Attachment

Distribution:
Director, Field Operations – El Paso
Director, Field Operations – Laredo
Director, Field Operations – Tucson
Director, Field Operations – San Diego

1300 Pennsylvania Avenue, NW
Washington, DC 20229

U.S. Customs and
Border Protection

March 28, 2023

MEMORANDUM FOR: Directors, Field Operations
Office of Field Operations

FROM: Casey Durst (b)(6), (b)(7)(C)
Executive Director, Operations
Office of Field Operations

SUBJECT: Updated Guidance Regarding Noncitizen Releases from Office of Field Operations Custody

The Office of Field Operations (OFO) continues to face a critical period of increased irregular migration, with resource and capacity constraints. as CBP executes the processing of inadmissible noncitizens in a safe, orderly, and efficient manner. While OFO has developed a process focused on immediate operational adjustments to manage increased migration flows at ports of entry (POEs), we continue to anticipate situations where U.S. Immigration and Customs Enforcement (ICE) Enforcement and Removal Operations (ERO) is unable to accept custody of noncitizens, such that noncitizens are released pending removal proceedings.

Each Field Office will determine its own guidance for releases of noncitizens after inspection and processing on a case-by-case basis after considering all relevant factors, including, but not limited to:

(b)(7)(E)

Release of processed noncitizens should be conducted in a safe, humane, and orderly fashion. If a noncitizen has access to transportation, or the ability to safely depart the POE, such individual should be permitted to do so without delay. If noncitizens choose to avail themselves of the services of NGOs or other partners, they will be permitted to do so.

If deemed necessary by the Port Director, CBP appropriations and assets may be used to transport noncitizens to provide a safe, orderly, and humane release to meet identified operational needs. Use of CBP resources in this manner requires that the Port Director first determine and document that release directly from the port is not safe or that transporting the noncitizen away from the port is necessary to meet an identified operational need.

The location selected to transport noncitizens to for safe and orderly release should be based on a reasonable assessment of conditions at area locations. In certain limited situations where noncitizens do not have the means to obtain their own transportation, and there is a sustained influx of noncitizen encounters such that local resources (NGOs, shelters, transportation hubs, etc.) are overwhelmed and unavailable, and the Port Director determines that continuing to release the noncitizens into the local community is not safe due to the present oversaturation and lack of resources available, CBP resources may be used to transport the noncitizen to a safe location outside the local area.

In the event the Port Director determines that OFO assets are necessary to transport noncitizens as authorized in this memorandum, the Port Director will document that determination along with the relevant facts and circumstances consider when making the determination. Should questions arise concerning whether transportation as authorized in this memorandum is appropriate, the Port Director should coordinate the determination with their local Office of Chief Counsel (OCC).

**Notifications and reporting:**

Field Offices will notify OFO Headquarters through the (b)(7)(E) (b)(7)(E) at (b)(7)(E) and their respective Lead Field Coordinator, if applicable, when noncitizens are transported in accordance with above guidance.

All releases of noncitizens without transportation assistance require annotation in the Unified Secondary (USEC) by selecting "Yes" (b)(7)(E) (b)(7)(E)

Alternatively, transportation of released noncitizens require annotation in the Unified Secondary (USEC) by selecting "No" (b)(7)(E) (b)(7)(E)

This guidance is applicable to both Northern and Southern land border locations.
Any updates or modifications to local guidance will require consultation and approval by OFO Headquarters, if not already provided.

Should you have any questions or require additional information, please contact (b)(6), (b)(7)(C) (b)(6), (b)(7)(C) Director, Operations, at (b)(6), (b)(7)(C) or via email to the (b)(7)(E)

Attachments

# Operations Directorate

## Muster

| | |
|---|---|
| **Date:** | August 15, 2023 |
| **Topic:** | CBP One Appointment Holder Vetting Requirements |
| **Office:** | Office of Field Operations, Operations Directorate |
| **Headquarters POC:** | (b)(6), (b)(7)(C) Director, Operations, Incident Response Division at (b)(6), (b)(7)(C) or (b)(6), (b)(7)(C), (b)(7)(E) (b)(7)(E) at (b)(6), (b)(7)(C) |

- The CBP One mobile application contains a scheduling functionality for noncitizens without appropriate documents for lawful entry into the United States to submit their biographic and biometric information to CBP and schedule an appointment to present themselves at one of eight select Ports of Entry (POEs) along the Southwest Border.
- The eight POE's will conduct vetting of available advanced traveler information (for CBP one appointment holders) to determine possible matches to indicators of national security, criminality, or transnational criminal organization (TCO) information prior to arrival and inspection at the POE.

(b)(7)(E)

(b)(7)(E)

# Operations Directorate

## Muster

| | |
|---|---|
| **Date:** | March 28, 2023 |
| **Topic:** | Title 42 Exception Requests |
| **Office:** | Office of Field Operations, Operations Directorate |
| **Headquarters POC:** | (b)(7)(E) |

Due to the increased number of full-term pregnant migrants arriving at the ports of entry, ports handling T42 exception processing will accept requests for a T42 exception via email from NGOs on behalf of the migrant with supporting documentation.

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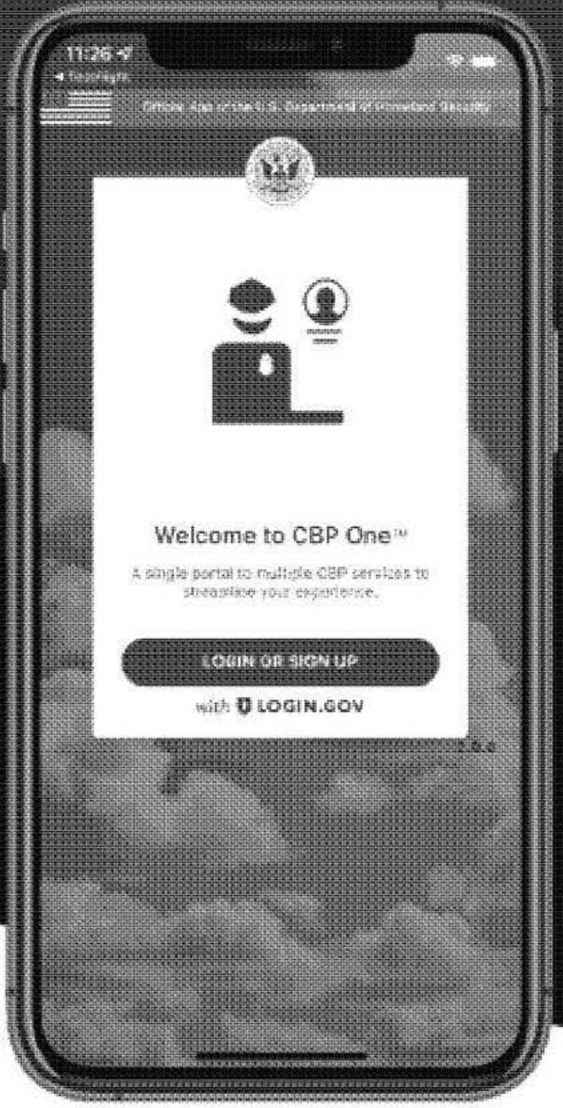
Title 42 exceptions must continue to be evaluated on a case-by-case basis, based on the totality of the circumstances, and the facts presented. Ports should strive to schedule these requests within five days of receipt.

Any exceptions granted from appointments made through the email process should also be documented in the same manner as those granted from appointments scheduled through CBP One. CBP anticipates no more than 10-15 cases per week and would request port directors flag any increase in requests for further analysis of the durability of this process. Should any increase in requests or derogatory information concerning abuse of this process be identified, port directors are requested to notify the headquarters POC listed below awareness.

**Notifications and reporting:**
Should you have any questions or require additional information, please contact IRB Director, (b)(6), (b)(7)(C) at (b)(6), (b)(7)(C) or have a member of your team contact the IRB Team at (b)(7)(E)

CBPONE™

# Did You Use CBP One™ to Schedule an Appointment?



Official App of the U.S. Department of Homeland Security

Welcome to CBP One™

A single portal to multiple CBP services to streamline your experience.

▶ With the **free** CBP One™ application, undocumented non-citizens can **volunteer** to submit their travel information and schedule a specific day and time to report to the Port of Entry for processing.

▶ Officers will verify your **proof of submission** and your scheduled day and time to be elgible for **streamlined processing**.

Visit CBP One™ online at https://cbpone.cbp.dhs.gov

U.S. Customs and Border Protection | CBPONE™

Questions? Contact us at CBPOne@cbp.dhs.gov

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# What is Unified Passenger?

U.S. Customs & Border Protection
U.S. Department of Homeland Security
Unified Passenger - Field ▾

Unified Passenger (UPAX) is a user interface, not a system of record:

(b)(7)(E)

# Why UPAX?

(b)(7)(E)

# Accessing UPAX

(b)(7)(E)

# Glossary

(b)(7)(E)

(b)(7)(E)

(b)(7)(E)

# UPAX POE (b)(7)(E)

(b)(7)(E)

# Working (b)(7)(E)

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

# Passenger Details Screen

**(b)(6), (b)(7)(C), (b)(7)(E)**

# Details

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

# Details (cont'd)

**(b)(6), (b)(7)(C), (b)(7)(E)**

# UPAX POE Event Creation

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

# Unified Passenger "Vetting"

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

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

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

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

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

# Checking Status of Port Event

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

# Event Inbox

**(b)(6), (b)(7)(C), (b)(7)(E)**

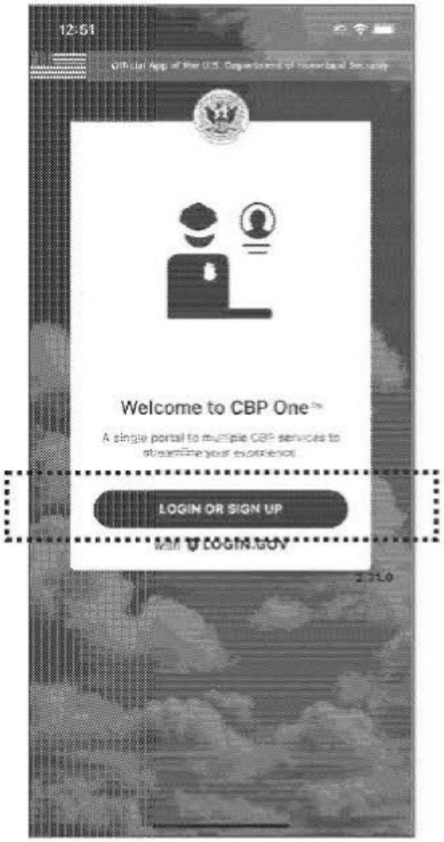
Don't forget to close the event!

# CBP One™

Traveler: Land:
Submit Advance Information

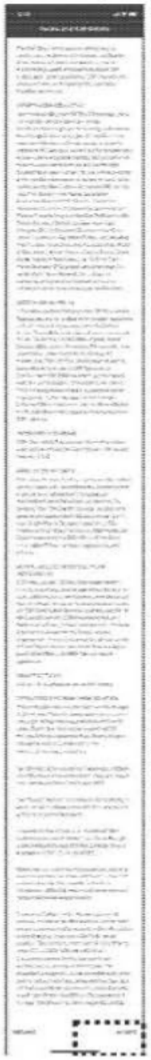
U.S. Customs and
Border Protection

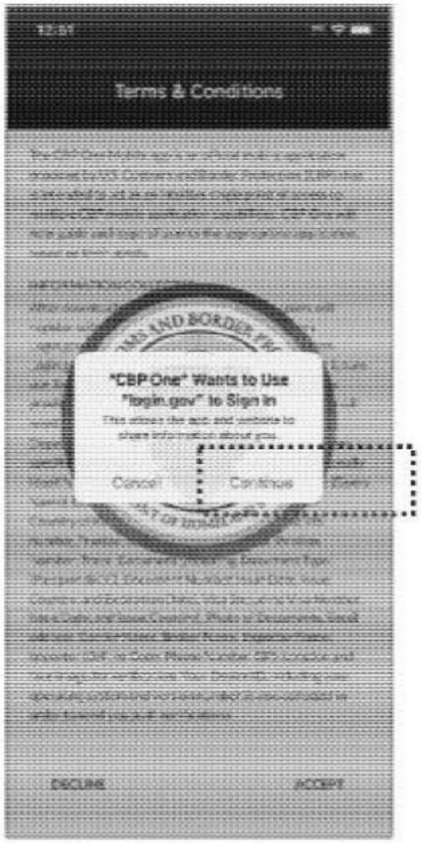
# CBP One – **Traveler > Land > Submit Advance Information (Able to Schedule)**


12:51
Official App of the U.S. Department of Homeland Security
LOGIN OR SIGN UP
with LOGIN.GOV
2.21.0

Welcome to CBP One™

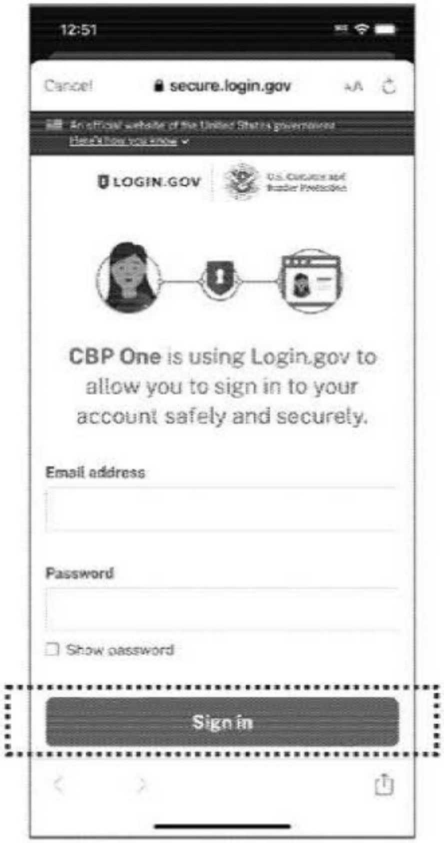
A single portal to multiple CBP services to streamline your experience.




12:51
Terms & Conditions
Cancel
Continue
DECLINE
ACCEPT

"CBP One" Wants to Use "login.gov" to Sign In

This allows the app and website to share information about you.


12:51
Cancel
secure.login.gov
AA
An official website of the United States government
Here's how you know
LOGIN.GOV
U.S. Customs and Border Protection
Show password
Sign in

CBP One is using Login.gov to allow you to sign in to your account safely and securely.

Email address

Password

# CBP One – **Traveler > Land > Submit Advance Information (Able to Schedule)**

The CBP One Mobile app is an official mobile application provided by U.S. Customs and Border Protection (CBP) that is intended to act as an intuitive single point of access to multiple CBP mobile application capabilities. CBP One will help guide each user to the appropriate application, based on their needs.

### INFORMATION COLLECTED

After downloading the CBP One Mobile App, users will register with the General Services Administration's Login.gov to securely authenticate into the application. Login.gov will enable you to save your information for future use. In order to register with Login.gov, you will need to provide your email address and phone number, and you will need to create a password that you will use for login. Depending on your user profile, you will be asked to enter specific information, including, but not limited to, Personally Identifiable Information (PII) into the app: First Name (Given Name), Last Name (Surname), Date of Birth, Gender, Country of Residence, Country of Citizenship, SEVIS number, Trusted Traveler Program Number, Petition Number, Travel Document (including, Document Type (Passport/BCC), Document Number, Issue Date, Issue Country, and Expiration Date), Visa (including Visa Number, Issue Date, and Issue Country), Photo of Documents, Email address, Carrier Name, Broker Name, Importer Name, Importer ID/Filer Code, Phone Number, GPS Location and face image for verification. Your Device ID, including your operating system and version number, is also collected in order to send you push notifications.

### USES OF INFORMATION

Information gathered through the CBP One Mobile App can be used to conduct an inspection, document arrivals into, and departures out of, the United States. The mobile application allows users to apply for an I-94 permit, trusted traveler programs or landing rights, search for existing I-94 permits, view travel history, view cargo holds and request inspections. The CBP One Mobile App passes the data entered by a user to CBP Agricultural Specialists or CBP Officers, who may correspond with the user throughout the inspection process. Within the application itself, the correspondence may consist of chat messages or an interview between Officers and users. Information collected by the CBP One Mobile App may be entered into a CBP database.

### INFORMATION SHARING

CBP One Mobile App does not share information with entities outside the Department of Homeland Security (DHS).

### APPLICATION SECURITY

CBP takes the security of your personal information very seriously and has implemented precautions to maintain the confidentiality, integrity, and availability of the information contained in CBP systems. The CBP One Mobile App complies with security standards in both iOS Security for iOS 13 and Google Play, to be downloaded on mobile devices such as tablets or phones. Additionally, the App is reviewed by the DHS Office of the Chief Information Officer to ensure app security and privacy.

### HOW TO ACCESS OR CORRECT YOUR INFORMATION

CBP does not use CBP One Mobile App itself to directly share biographic or biometric information with entities outside the Department of Homeland Security (DHS). However, information provided to the CBP One Mobile App may be shared outside of DHS consistent with CBP's Systems of Records Notices and Privacy Impact Assessments. For more information, please see the Privacy Impact Assessments. For more information, please see the Privacy Impact Assessment https://www.dhs.gov/publication/dhscbppia-068-cbp-one-mobile-application.

### ANALYTICS TOOLS

This app does not deploy any analytics tools.

### PRIVACY POLICY CONTACT INFORMATION

This application reserves the right to make changes to the Privacy Policy by giving notice to its users on this page, and by ensuring protection of PII in all cases. For further information regarding CBP Privacy Policies, please visit: http://www.cbp.gov/site-policy-notices/privacy-overview.
The use of this App is voluntary.

I certify that, to the best of my knowledge and belief, all of the information submitted through this App is true, correct, and provided in good faith.

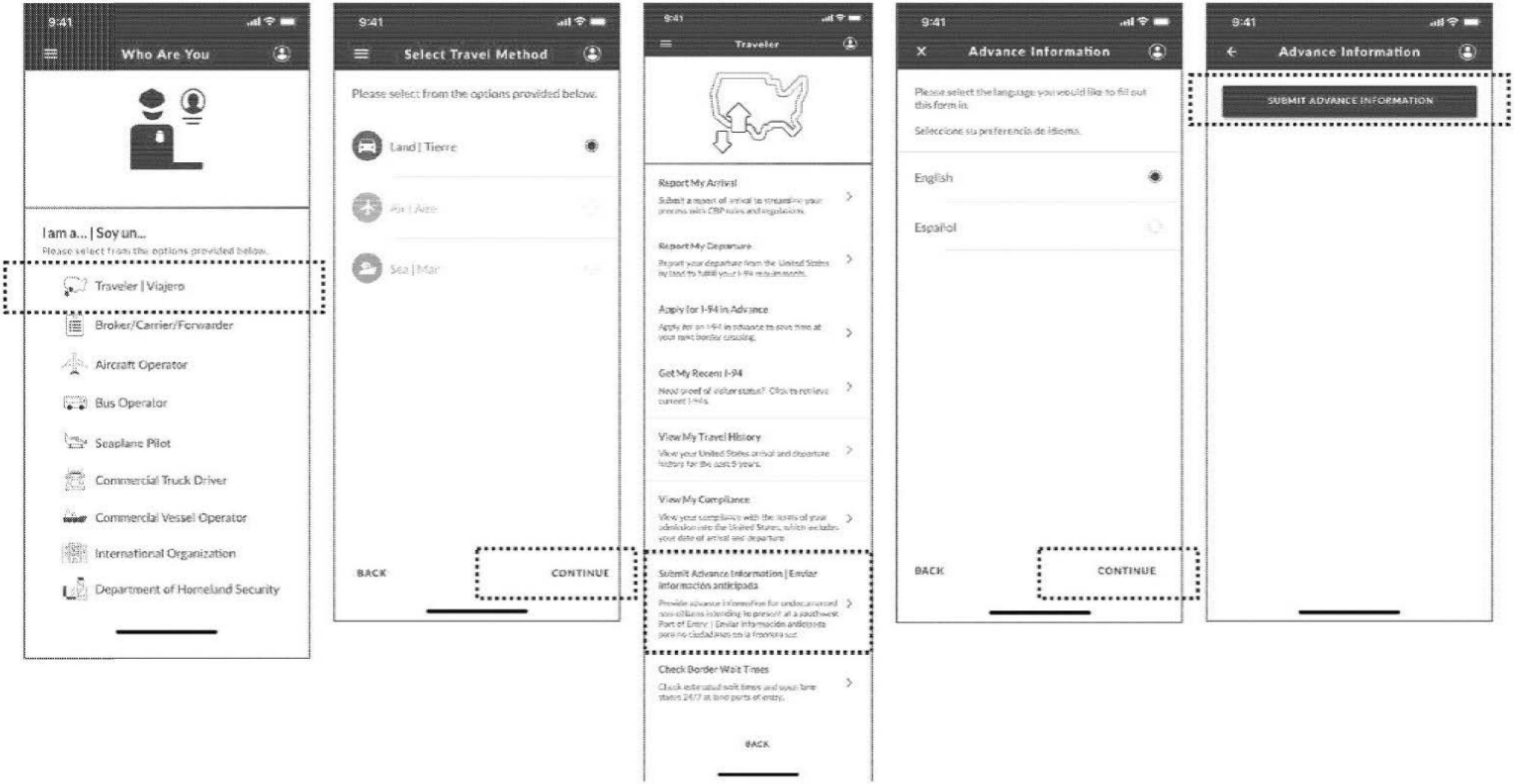
I certify that all of the information I am providing is about myself, or about an individual for whom I am acting as an authorized agent.

I understand that if I make an intentional false statement, or commit deception or fraud through data submitted through this App, I may be fined or imprisoned (18 U.S.C. Section 1001).

Users may not, under any circumstances, submit or query information on either CBP One™ or the I-94 website about another traveler, other than themselves, without the expressed permission and consent of that individual traveler.

Paperwork Reduction Act: An agency may not conduct or sponsor an information collection and a person is not required to respond to this information unless it displays a current valid OMB control number. The control numbers for this collection are 1651-0111, 1651-0138 and 1651-0140.
The control number for the Advance Travel Authorization collection is 1651-0143. The estimated average time to complete this application is 10 minutes. If you have any comments regarding the burden estimate you can write to U.S. Customs and Border Protection, Office of Regulations and Rulings, 90 K Street, NE., Washington DC 20002.

# CBP One – **Traveler > Land > Submit Advance Information (Able to Schedule)**



9:41

**Who Are You**

I am a... | Soy un...

Please select from the options provided below.

- Traveler | Viajero
- Broker/Carrier/Forwarder
- Aircraft Operator
- Bus Operator
- Seaplane Pilot
- Commercial Truck Driver
- Commercial Vessel Operator
- International Organization
- Department of Homeland Security

9:41

**Select Travel Method**

Please select from the options provided below.

- Land | Tierra ●
- Air | Aire ○
- Sea | Mar ○

BACK CONTINUE

9:41

**Traveler**

**Report My Arrival**
Submit a report of arrival to streamline your process with CBP rules and regulations.

**Report My Departure**
Report your departure from the United States by land to fulfill your I-94 requirements.

**Apply for I-94 in Advance**
Apply for an I-94 in advance to save time at your next border crossing.

**Get My Recent I-94**
Need proof of visitor status? Click to retrieve current I-94s.

**View My Travel History**
View your United States arrival and departure history for the past 5 years.

**View My Compliance**
View your compliance with the terms of your admission into the United States, which includes your date of arrival and departure.

**Submit Advance Information | Enviar información anticipada**
Provide advance information for undocumented non-citizens intending to present at a southwest Port of Entry | Enviar información anticipada para no ciudadanos en la frontera sur.

**Check Border Wait Times**
Check estimated wait times and port lane status 24/7 at land ports of entry.

BACK

9:41

**Advance Information**

Please select the language you would like to fill out this form in.

Seleccione su preferencia de idioma.

- English ●
- Español ○

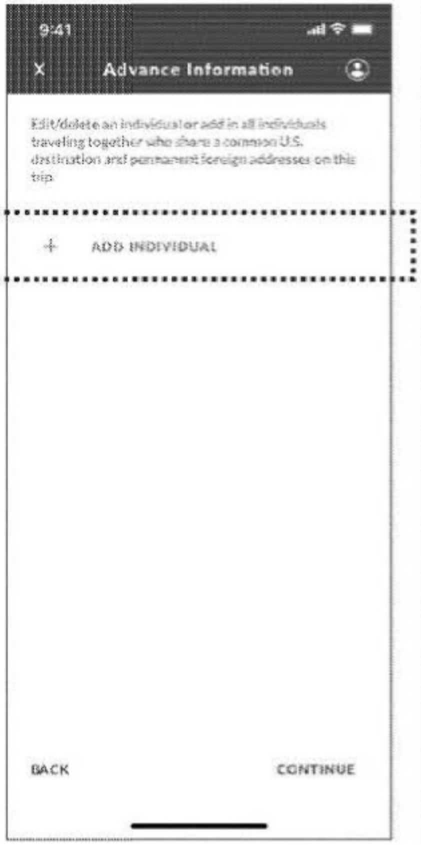
BACK CONTINUE

9:41

**Advance Information**

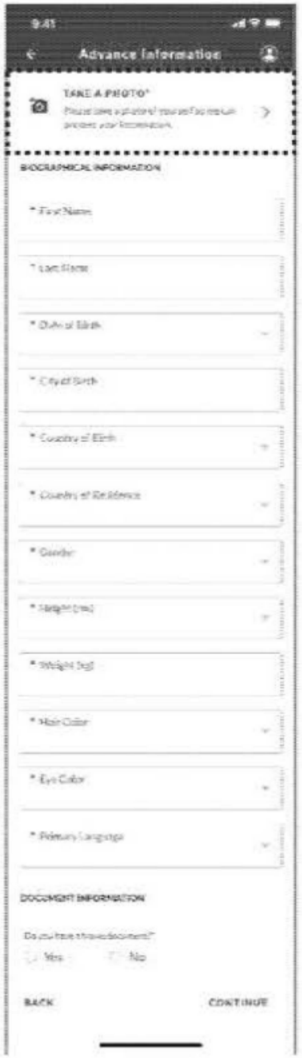
SUBMIT ADVANCE INFORMATION

# CBP One – **Traveler > Land > Submit Advance Information (Able to Schedule)**


9:41
X
Advance Information

Edit/delete an individual or add in all individuals traveling together who share a common U.S. destination and permanent foreign addresses on this trip.

+ ADD INDIVIDUAL
BACK
CONTINUE


9:41
Advance Information
TAKE A PHOTO*

Please take a photo of yourself to help us process your information.

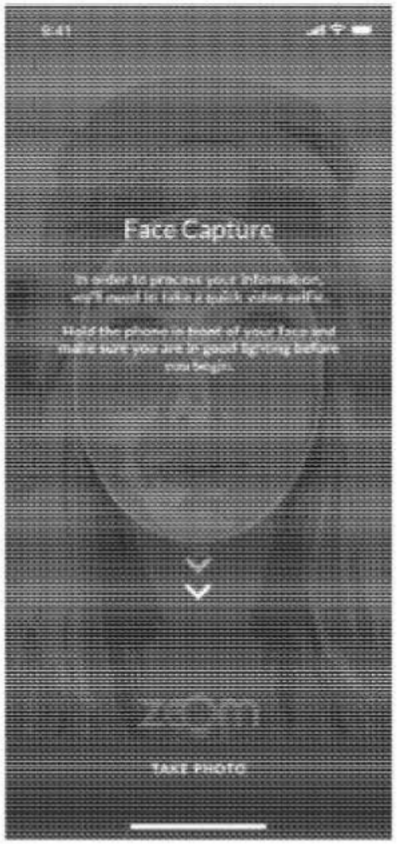
BIOGRAPHICAL INFORMATION

- * First Name
- * Last Name
- * Date of Birth
- * City of Birth
- * Country of Birth
- * Country of Residence
- * Gender
- * Height (cm)
- * Weight (kg)
- * Hair Color
- * Eye Color
- * Primary Language

DOCUMENT INFORMATION

Do you have travel documents?*
○ Yes ○ No

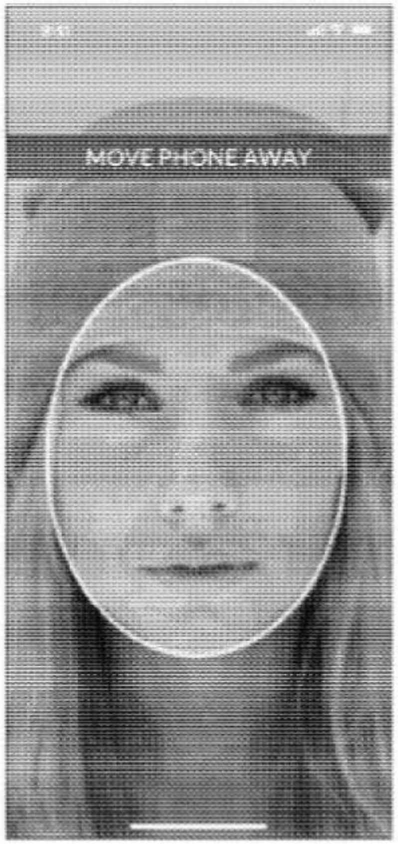
BACK
CONTINUE

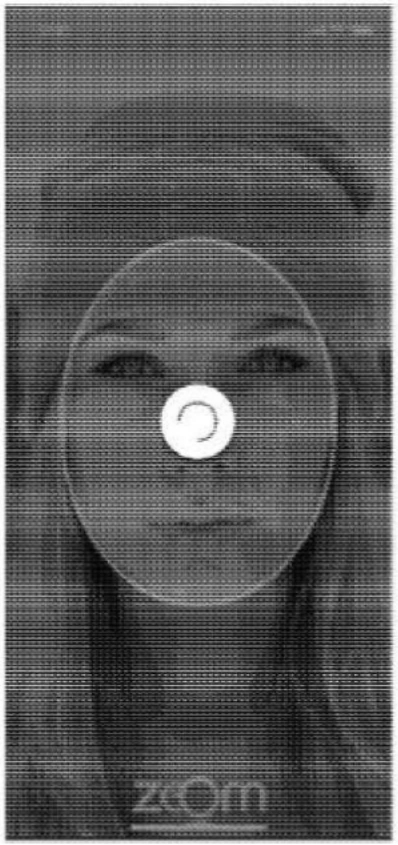

9:41
Face Capture

In order to process your information, we'll need to take a quick video selfie.

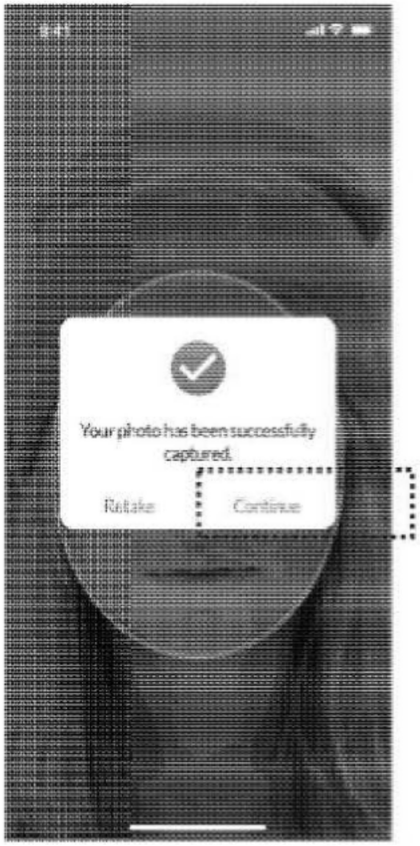
Hold the phone in front of your face and make sure you are in good lighting before you begin.

zoom
TAKE PHOTO


9:41
MOVE PHONE AWAY

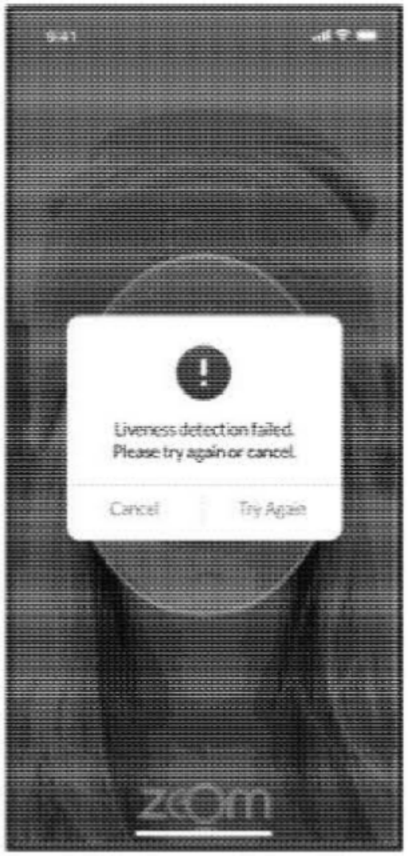


# CBP One – **Traveler > Land > Submit Advance Information (Able to Schedule)**


9:41

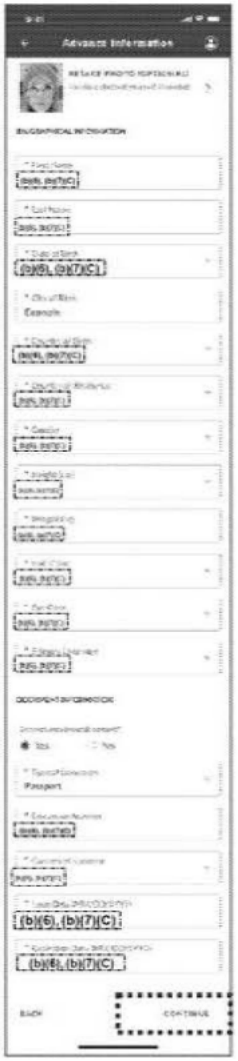
Your photo has been successfully captured.

Retake
Continue


9:41

Liveness detection failed. Please try again or cancel.

Cancel
Try Again
zoom


Advance Information

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

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

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

Example

(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)

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

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

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

● Yes ○ No

Passport

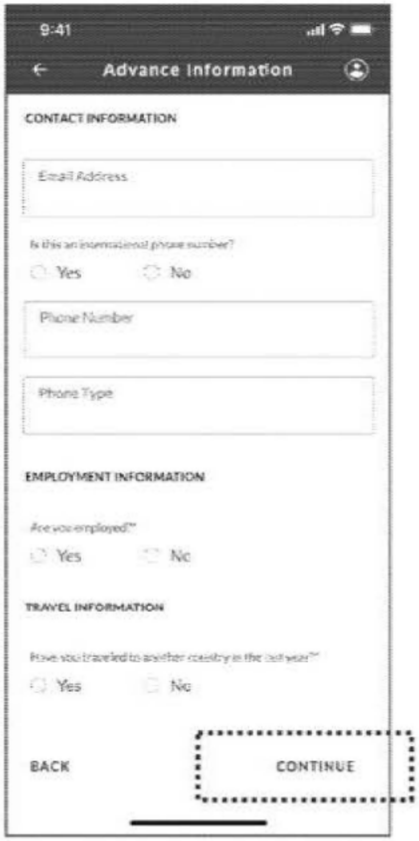
(b)(6), (b)(7)(C)

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

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

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

BACK
CONTINUE


9:41
Advance Information

CONTACT INFORMATION

Email Address

Is this an international phone number?

○ Yes ○ No

Phone Number

Phone Type

EMPLOYMENT INFORMATION

Are you employed?*

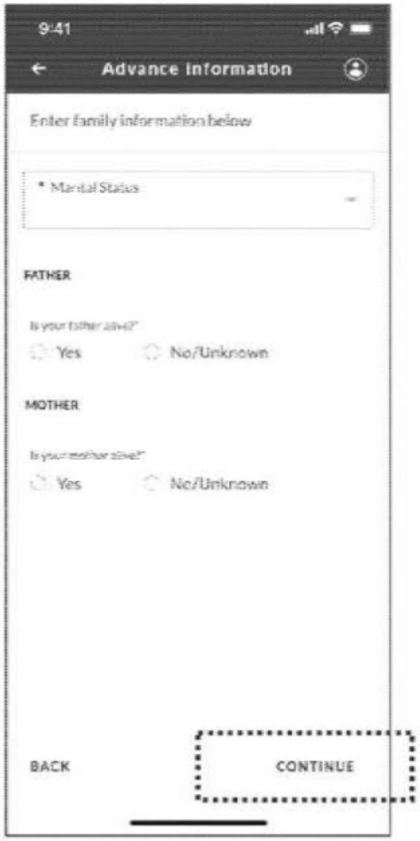
○ Yes ○ No

TRAVEL INFORMATION

Have you traveled to another country in the last year?*

○ Yes ○ No

BACK
CONTINUE


9:41
Advance Information

Enter family information below

* Marital Status

FATHER

Is your father alive?*

○ Yes ○ No/Unknown

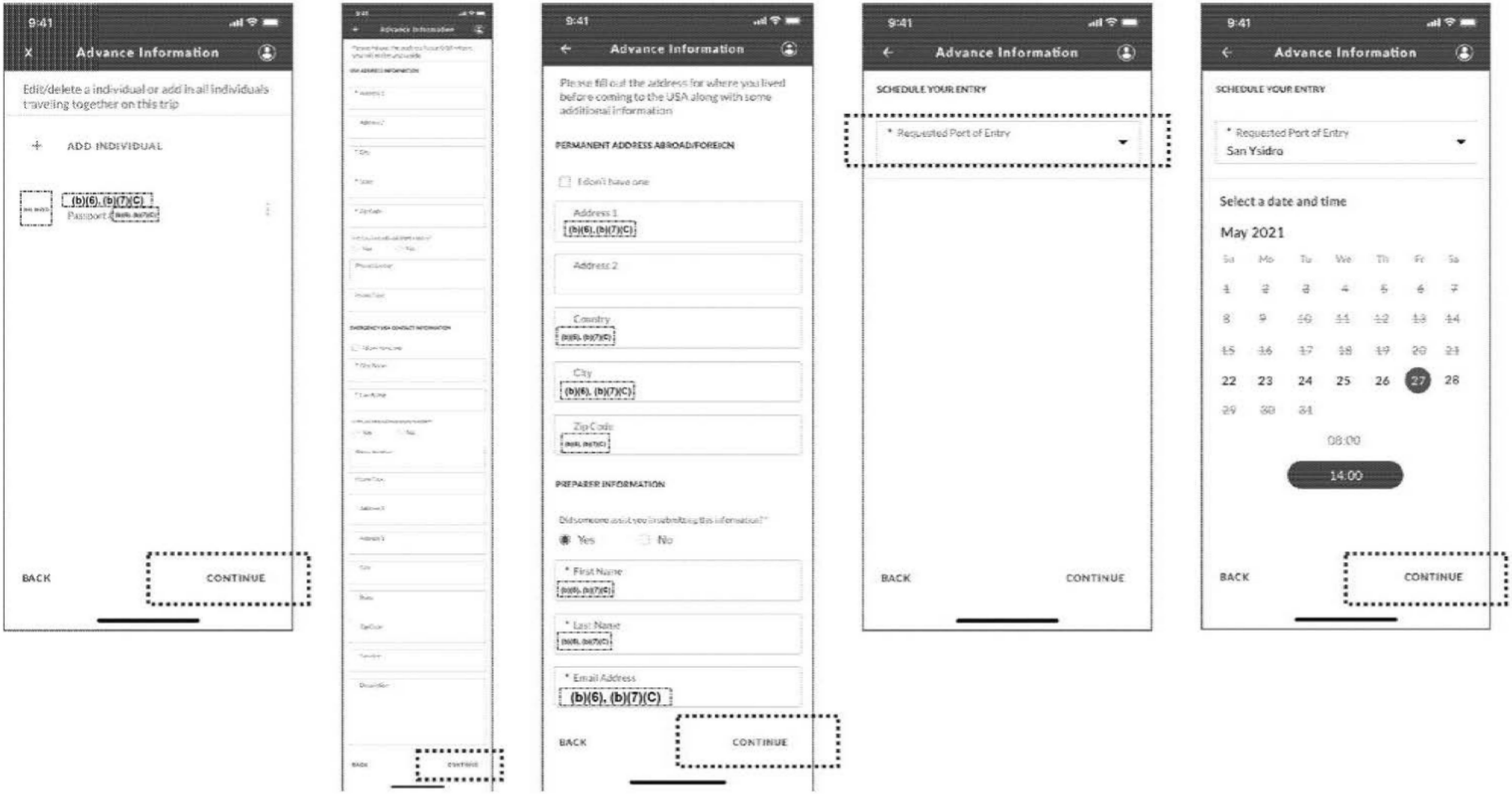
MOTHER

Is your mother alive?*

○ Yes ○ No/Unknown

BACK
CONTINUE

# CBP One – **Traveler > Land > Submit Advance Information (Able to Schedule)**



9:41

Advance Information

Edit/delete a individual or add in all individuals traveling together on this trip

+ ADD INDIVIDUAL

(b)(6), (b)(7)(C)
(b)(6), (b)(7)(C)
Passport # (b)(6), (b)(7)(C)

BACK CONTINUE

---

Advance Information

BACK CONTINUE

---

9:41

Advance Information

Please fill out the address for where you lived before coming to the USA along with some additional information

PERMANENT ADDRESS ABROAD/FOREIGN

☐ I don't have one

Address 1: (b)(6), (b)(7)(C)

Address 2

Country: (b)(6), (b)(7)(C)

City: (b)(6), (b)(7)(C)

Zip Code: (b)(6), (b)(7)(C)

PREPARER INFORMATION

Did someone assist you in submitting this information?*

● Yes ○ No

* First Name: (b)(6), (b)(7)(C)

* Last Name: (b)(6), (b)(7)(C)

* Email Address: (b)(6), (b)(7)(C)

BACK CONTINUE

---

9:41

Advance Information

SCHEDULE YOUR ENTRY

* Requested Port of Entry

BACK CONTINUE

---

9:41

Advance Information

SCHEDULE YOUR ENTRY

* Requested Port of Entry: San Ysidro

Select a date and time

May 2021

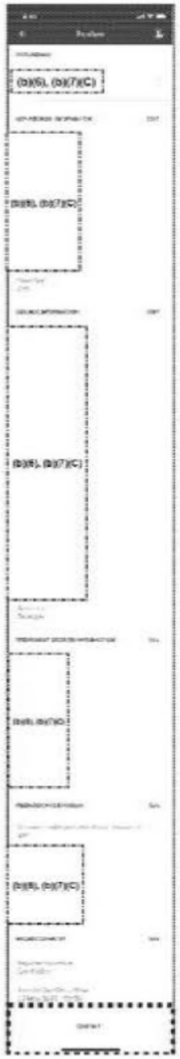
| Su | Mo | Tu | We | Th | Fr | Sa |
|---|---|---|---|---|---|---|
| ~~1~~ | ~~2~~ | ~~3~~ | ~~4~~ | ~~5~~ | ~~6~~ | ~~7~~ |
| ~~8~~ | ~~9~~ | ~~10~~ | ~~11~~ | ~~12~~ | ~~13~~ | ~~14~~ |
| ~~15~~ | ~~16~~ | ~~17~~ | ~~18~~ | ~~19~~ | ~~20~~ | ~~21~~ |
| 22 | 23 | 24 | 25 | 26 | 27 | 28 |
| ~~29~~ | ~~30~~ | ~~31~~ | | | | |

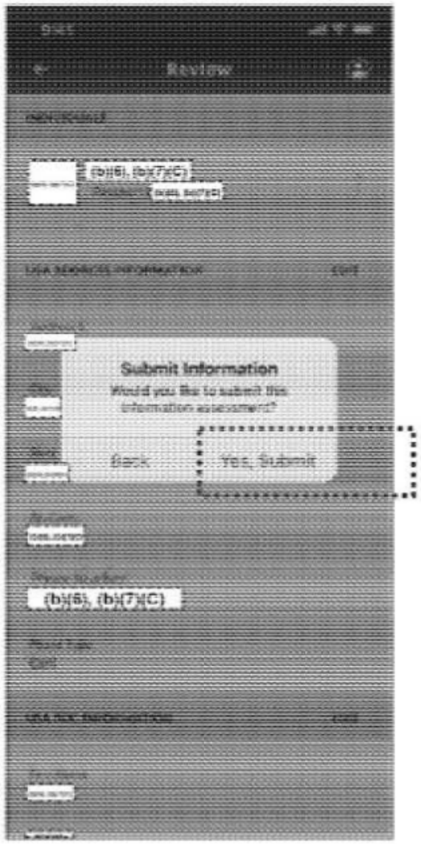
08:00

14:00

BACK CONTINUE

# CBP One – **Traveler > Land > Submit Advance Information (Able to Schedule)**

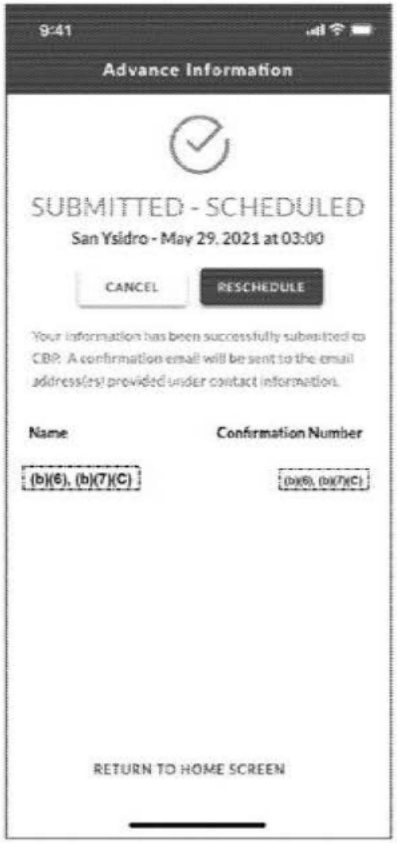

Review
(b)(6), (b)(7)(C)
(b)(6), (b)(7)(C)
(b)(6), (b)(7)(C)
(b)(6), (b)(7)(C)
(b)(6), (b)(7)(C)


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

**Submit Information**

Would you like to submit this information assessment?

Back
Yes, Submit


9:41
Advance Information

SUBMITTED - SCHEDULED

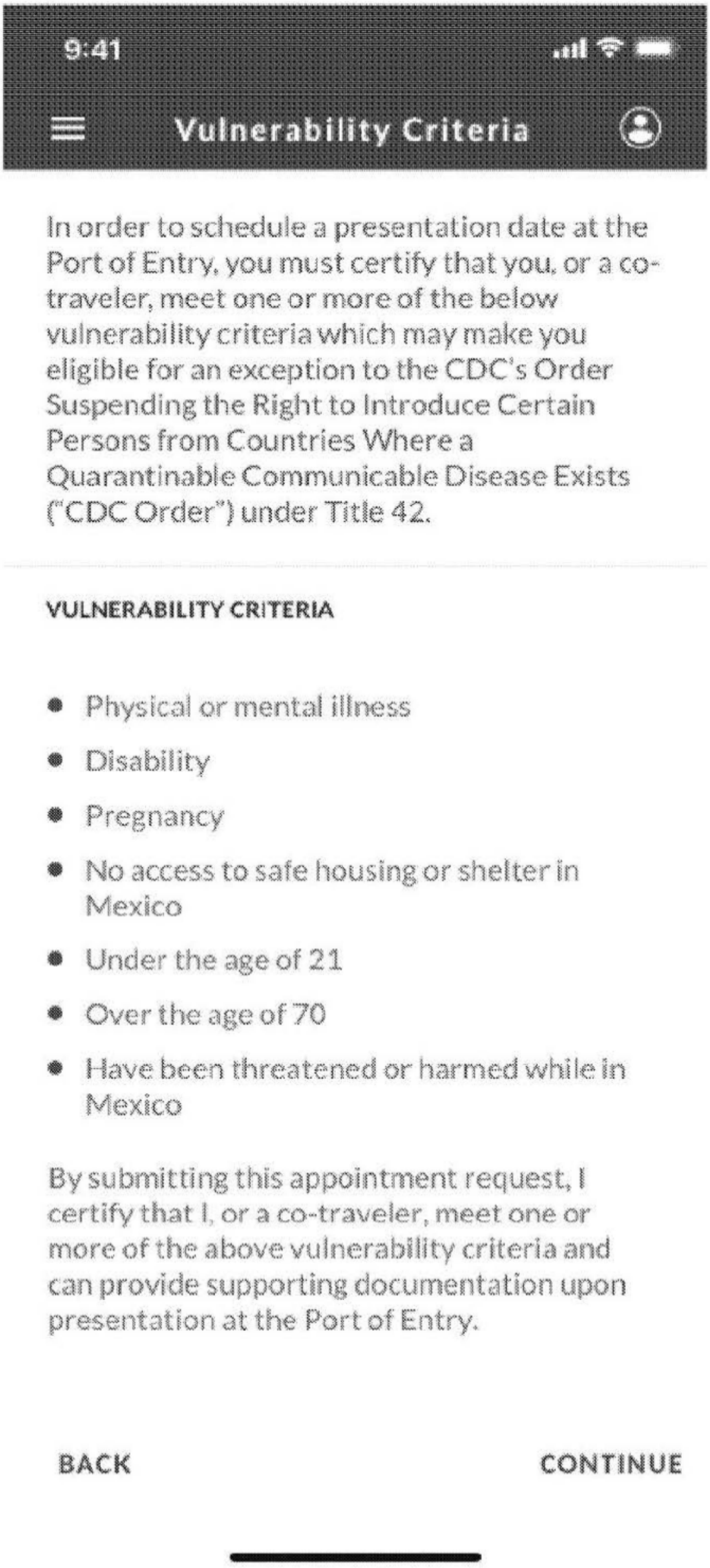
San Ysidro - May 29, 2021 at 03:00

CANCEL
RESCHEDULE

Your information has been successfully submitted to CBP. A confirmation email will be sent to the email address(es) provided under contact information.

| Name | Confirmation Number |
|---|---|
| (b)(6), (b)(7)(C) | (b)(6), (b)(7)(C) |

RETURN TO HOME SCREEN



In order to schedule a presentation date at the Port of Entry, you must certify that you, or a co-traveler, meet one or more of the below vulnerability criteria which may make you eligible for an exception to the CDC's Order Suspending the Right to Introduce Certain Persons from Countries Where a Quarantinable Communicable Disease Exists ("CDC Order") under Title 42.

**VULNERABILITY CRITERIA**

- Physical or mental illness
- Disability
- Pregnancy
- No access to safe housing or shelter in Mexico
- Under the age of 21
- Over the age of 70
- Have been threatened or harmed while in Mexico

By submitting this appointment request, I certify that I, or a co-traveler, meet one or more of the above vulnerability criteria and can provide supporting documentation upon presentation at the Port of Entry.

# Customs and Border Protection
# Office of Field Operations
# Title 42 Humanitarian Exceptions
# External Talking Points
# January 2023

- U.S. Customs and Border Protection (CBP) Office of Field Operations (OFO) continues to assist the Centers for Disease Control and Prevention (CDC) in enforcing the CDC's *Public Health Reassessment and Order Suspending the Right to Introduce Certain Persons from Countries Where a Quarantinable Communicable Disease Exists,* also known as Title 42, in addition to executing its border security mission.
- The Order has been vacated by the D.C District Court but this decision has been stayed by the Supreme Court of the United States. As required by a combination of the Supreme Court's December 27 order and a separate district court injunction prohibiting the implementation of the CDC termination of the Title 42 public health order, the Title 42 Order remains in effect.
- Per the CDC's Title 42 Order, CBP is authorized to except individuals, on a case-by-case basis, based on the totality of circumstances, including considerations of humanitarian interests. OFO has previously developed and implemented mechanisms to facilitate the processing of undocumented noncitizens who have been identified as potentially eligible for an exception under the CDC's Title 42 Order.
- CBP will continue to process all travelers in a safe, efficient, and orderly matter.
- OFO worked diligently during the last year to continue advancing innovative technologies to provide streamlined processes at our POEs to enhance security and reduce administrative data entry for CBP Officers.
    - One of those technologies is the CBP One application.
- To facilitate safe and orderly arrival of noncitizens seeking a humanitarian exception from Title 42, Department of Homeland Security (DHS) is expanding use of the CBP One mobile application for noncitizens to schedule arrival times at POEs to seek an exception from Title 42.
- CBP One is a free mobile or desktop application available for download by any individual on a Google or Apple enabled device, as well as at www.cbpone.cbp.dhs.gov. Utilizing CBP One will also assist CBP in ensuring an orderly flow into POEs and limit adverse impacts to other operations, including facilitation of lawful trade and travel.
- This new scheduling function will allow noncitizens to schedule a time and place to come to a POE to seek an exception from the Title 42 public health order for humanitarian reasons based on an individualized assessment of vulnerability.
- CBP One will enable noncitizens located in Central and Northern Mexico to submit certain biographic and biometric information to CBP in advance of their arrival at a POE.
    - Individuals do not need to be at the border to schedule an appointment; expanded access to the app in Central Mexico is designed to discourage noncitizens from congregating near the border in unsafe conditions.
- Using the CBP One mobile app does not pre-determine a noncitizen's processing disposition.

  - Instead, the pre-submission of information is used to better facilitate the travel of noncitizens at land POEs.
  - Processing dispositions, including, as appropriate, admissibility determinations, will continue to be made by a CBP officer at the POE when the noncitizen arrives at the POE.
- Appointments in CBP One will become available January 12, 2023, to schedule appointments starting January 18, 2023, through January 31, 2023, with new days released daily at 9 a.m. EST.
- Processing dispositions for undocumented noncitizens will be determined on a case-by-case basis.
  - Unaccompanied noncitizen children are not subject to the Title 42 Order. POEs will continue to process unaccompanied noncitizen children in accordance with existing legal requirements, policy, and procedure, including transfer of custody to HHS ORR.
- Vaccination requirements issued under Title 19 authority continue to apply to all noncitizen, non-lawful permanent resident (LPR) travelers 18 years of age or older, with limited exceptions. U.S. citizens, LPRs, and American Indians who have a right by statute to enter the United States are not subject to these requirements.
  - During their inspection process, noncitizens must verbally attest to their COVID-19 vaccination status and provide, upon request, proof of vaccination against COVID-19 in accordance with Title 19 vaccination requirements.
- Per the CDC's Title 42 Order, CBP is authorized to except individuals, on a case-by-case basis, based on the totality of circumstances, including considerations of humanitarian interests.
  - Factors weighing in favor of a humanitarian exception to the Title 42 public health order include the following:
    - a physical or mental illness,
    - disability,
    - pregnancy,
    - lack of access to safe housing or shelter,
    - age (under 21 years old or over 70), and/or
    - the individual has been threatened or harmed while in Mexico.
  - Individuals attest that they, or a spouse or child accompanying them, meet one of these vulnerability criteria.
- Individuals who use the CBP One app will be able to schedule an appointment to present themselves at the following eight (8) ports of entry:
  - Arizona: Nogales;
  - Texas: Brownsville, Eagle Pass, Hidalgo, Laredo, and El Paso (Paso Del Norte); and
  - California: Calexico and San Ysidro (Pedestrian West – El Chaparral).
- Border wait times are expected to increase as we manage operational resources.
  - Land border POEs are already experiencing a 20 percent rise in traffic volumes compared to pre-COVID volumes.
- The public's patience and understanding are key to ensuring the safe and orderly processing of all arriving persons at our POEs.

  - The public's cooperation for orderly and safe arrivals is paramount to CBP's ability to process efficiently.
  - Be prepared to present your entry documents and any other documents requested by the CBP officer. Have the documents in your hand when approaching an officer.
- Once the Title 42 public health order is no longer in place, this scheduling mechanism will continue to be available for those noncitizens without documents sufficient for lawful admission, including those who may wish to seek asylum in the United States, to schedule a time to present themselves at a port of entry for inspection and processing, rather than arriving unannounced at a port of entry or attempting to cross in between ports of entry.
- CBP is the Nation's largest Federal law enforcement agency and takes the protection of its officers and workforce very seriously. In enforcing immigration and customs laws, CBP officers are at risk of assault when safeguarding and managing the Nation's borders.
  - 18 U.S.C. § 111 makes it a federal crime to assault any Federal officer. A person attempting to circumvent the immigration process, impede an inspection, or who assaults a federal officer could be subject to administrative action and criminal charges.
- CBP will continue to facilitate the safe release of noncitizens from POEs, and coordinate, as appropriate, with non-governmental organizations (NGOs) and other local stakeholders.
- Border management is a shared responsibility. CBP continues to work closely with stakeholders and international partners to ensure orderly and safe entry into our POEs.
- In response to the increased processing volumes, OFO currently has approx. (b)(7)(E) personnel deployed to the SWB.
- OFO will continue to prioritize criminal threats to border security along the Southwest Border.

1300 Pennsylvania Avenue, NW
Washington, DC 20229

U.S. Customs and
Border Protection

November 3, 2021

MEMORANDUM FOR: See Below Distribution

FROM: Executive Director (b)(6), (b)(7)(C)
Agriculture Programs and Trade Liaison
Office of Field Operations

SUBJECT: Dashboard Implementation to Manage Advance Requests for Inspections through CBP One™ App

The Office of Field Operations (OFO) continues to expand the suite of capabilities available for travelers and stakeholders through the CBP One™ app. The CBP One™ app is a mobile app intended to act as an intuitive single portal for travelers and stakeholders to access CBP mobile apps and services. Currently, travelers can apply for or view their I-94 and stakeholders can schedule inspections for perishable cargo exams through this app.

Tentatively starting on November 30, 2021, Customs and Border Protection agriculture specialists (CBPAS) will be able to receive advanced notification of travelers who require inspection of agriculture and biological products upon their arrival at an airport in the United States. Specific categories for declaration will include:

- Biological materials that may require permits issued by the U.S. Department of Agriculture (USDA) and the Centers for Disease Control and Prevention (CDC)
- Pets, specifically birds and dogs, accompanying travelers in various capacities that carry the potential of introducing foreign animal diseases to the U.S. or other public health concerns
- Cleaning and disinfection of shoes
- Hunting Trophies.

As of November 15, 2021, the capability will be available at the following airports:

- Boston Logan International Airport (BOS)
- Chicago O'Hare International (ORD)
- Dallas Fort-Worth International Airport (DFW)
- Ft. Lauderdale International Airport (FLL)
- Houston International Airport (IAH)
- JFK International Airport (JFK)
- Los Angeles International Airport (LAX)

- Miami International Airport (MIA)Washington Dulles International (IAD)
- Newark International Airport (EWR)
- San Francisco International Airport (SFO)
- Seattle-Tacoma International Airport (SEA)

CBPAS will receive and manage these requests through a cloud-based CBP One application dashboard. Please see additional information in the attached muster.

If the designated airport is currently managing perishable air cargo requests via CBP One™, they will use the same dashboard for the airport environment. The dashboard will serve as a central location to access the request, correspond with travelers in advance of arrival, if necessary, assign resources, and provide live status updates. Field offices will be responsible for ensuring port personnel are assigned to review the CBP One dashboard to review and coordinate inspections with travelers.

Please see the attached user guide with instructions on how to gain permissions, access, and utilize the dashboard. Training sessions demonstrating the use of the dashboard are scheduled via Microsoft Teams for:

- November 9, 2021, at 1000 EST and 1300 EST
- November 10, 2021, at 1300 EST
- November 18, 2021, at 1000 EST

Please disseminate to the appropriate points of contact to ensure participation.

For questions and more information about the CBP One dashboard, please reach out to (b)(6), (b)(7)(C) (b)(6), (b)(7)(C) at (b)(6), (b)(7)(C) Alternatively, APTL is available to support implementation of this capability. Inquiries may be routed to (b)(7)(E)

**Attachments**

**Distribution:**
Director, Field Operations, Baltimore
Director, Field Operations, Boston
Director, Field Operations, Chicago
Director, Field Operations, Houston
Director, Field Operations, Los Angeles
Director, Field Operations, Miami
Director, Field Operations, New York
Director, Field Operations, San Francisco
Director, Field Operations, Seattle

CBP One™ Mobile Application

# Muster

**Date of Muster:** November 3, 2021

**Topic:** CBP One™ – Mobile Scheduling/Appointment Feature for Requesting Inspections of Biological and Agriculture Products

**Headquarters POC:** (b)(7)(E)

OFO has launched the CBP One™ mobile application feature that allows air travelers to **request inspections of hand-carried biological and agriculture products**. Specific categories for declaration will be:

- Biological materials that may require permits by the U.S. Department of Agriculture (USDA) and the Centers for Disease Control and Prevention (CDC);
- Live animals, such as pet birds or dogs;
- Cleaning and disinfection of shoes; and
- Hunting trophies

The CBPASs will receive and manage these requests through a **cloud based CBP One dashboard accessible via this hyperlink:** CBP One Dashboard.

- The request will contain information regarding: the arrival time, flight, purpose of the inspection and any associated details like permit and entry information (if filed), copies of permits or whether hunting trophies are finished or unfinished.
- CBPASs will be able to review the request, apply live statuses, assign resources, and message the traveler, if necessary.

If a traveler submits a request for an inspection via CBP One™, (b)(7)(E)

(b)(7)(E)

(b)(7)(E) Field offices will be responsible for ensuring port personnel are assigned to review the CBP One dashboard to review and coordinate inspections with travelers.

(b)(7)(E)

(b)(7)(E) CBPASs shall continue to monitor the dashboard daily to ensure awareness of pending arrivals, review all submitted information and be prepared to expedite the secondary examination upon the traveler's arrival.

Although the dashboard is very intuitive and requires little instruction, APTL will be offering live training sessions on:

- November 9, 2021, at 1000 EST
  - Microsoft Teams Meeting Link
- November9, 2021 at 1300 EST
  - Microsoft Teams Meeting Link
- November 10, 2021, at 1300 EST
  - Microsoft Teams Meeting Link
- November 18, 2021, at 1000 EST
  - Microsoft Teams Meeting Link

A step-by-step user guide can be found here - Scheduling-TravelerAppt-UserGuide.pdf (dhs.gov).

**If you are not currently using the dashboard, follow the steps below:** Download Google Chrome to your desktop from your computer's software center:

1. Go to (b)(7)(E)
2. Click on 'Request Access'
3. Find and select 'Scheduling' on page 3

***If you are an Ag. Specialist:***

5. Type 'Dashboard' in the search field and select the check box for (b)(7)(E)
6. Select 'Next' and complete with your request

***If you are a Supervisor Ag. Specialist, or will be operating in the role of a Supervisor:***

7. Type 'Dashboard' in the search field and select the check box for (b)(7)(E)
8. Type 'Admin' in the search field once again and select the check box for (b)(7)(E)
9. Select 'Next' and complete your request
10. Once your access is approved by your Supervisor, access the dashboard here, via this hyperlink.

Once you have permission to access the dashboard, your port coordinator must add you as a user. As a user, you will need to access the CBP One Dashboard, select Settings and edit your default port to your airport listed with the 3 digit alpha airport code.

For questions and more information about the CBP One dashboard, please reach out to (b)(6), (b)(7)(C) (b)(6), (b)(7)(C) at (b)(6), (b)(7)(C) Alternatively, if you have any questions related to policy or procedures, forward your inquiry to (b)(7)(E).

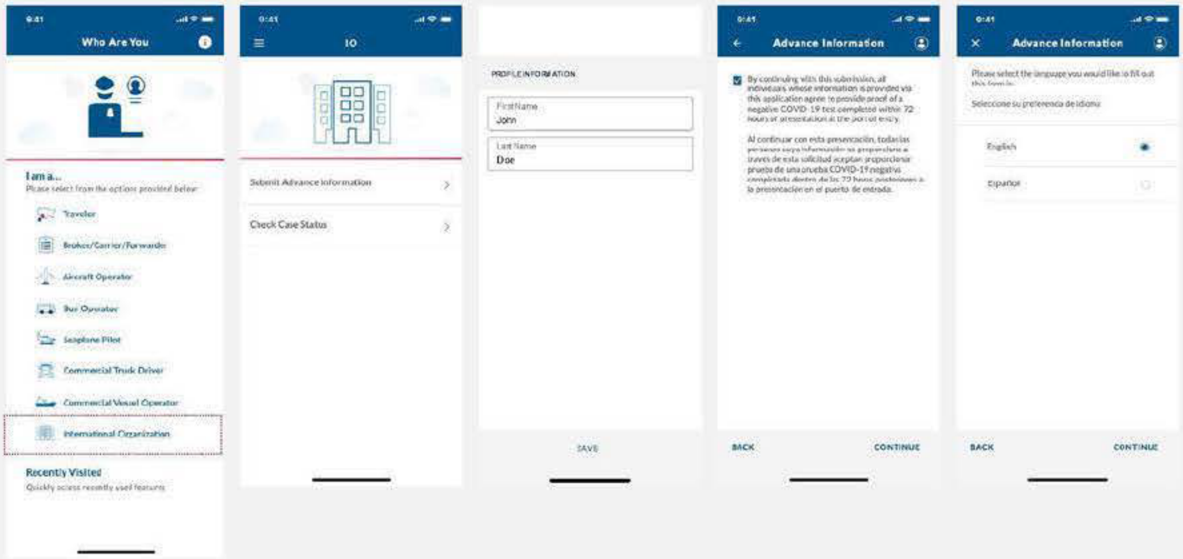
# CBP One ™

Submit Advance Information (Non-MPP)

April 29, 2021

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

# CBP One – IO > Submit Advance Information


9:41
Who Are You
I am a...
Please select from the options provided below
Traveler
Broker/Carrier/Forwarder
Aircraft Operator
Bus Operator
Seaplane Pilot
Commercial Truck Driver
Commercial Vessel Operator
International Organization
Recently Visited
Quickly access recently used features
9:41
IO
Submit Advance Information
Check Case Status
PROFILE INFORMATION

First Name: John

Last Name: Doe

SAVE
9:41
Advance Information

☑ By continuing with this submission, all individuals whose information is provided via this application agree to provide proof of a negative COVID-19 test completed within 72 hours of presentation at the port of entry.

Al continuar con esta presentación, todas las personas cuya información se proporciona a través de esta solicitud aceptan proporcionar prueba de una prueba COVID-19 negativa completada dentro de las 72 horas posteriores a la presentación en el puerto de entrada.

BACK
CONTINUE
9:41
Advance Information

Please select the language you would like to fill out this form in.

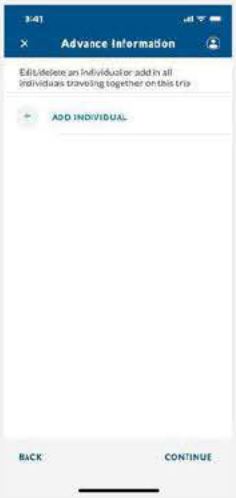
Seleccione su preferencia de idioma

English ●

Español ○

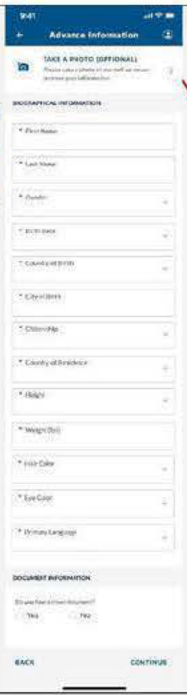
BACK
CONTINUE

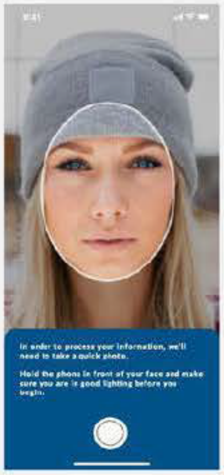
# CBP One – **Submit Advance Information**


9:41
Advance Information

Edit/delete an individual or add in all individuals traveling together on this trip

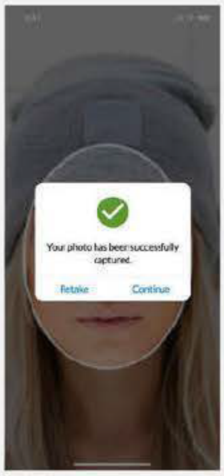
ADD INDIVIDUAL
BACK
CONTINUE


9:41
Advance Information
TAKE A PHOTO (OPTIONAL)
BIOGRAPHICAL INFORMATION
* First Name
* Last Name
* Gender
* Birth Date
* Country of Birth
* City of Birth
* Citizenship
* Country of Residence
* Height
* Weight (lbs)
* Hair Color
* Eye Color
* Primary Language
DOCUMENT INFORMATION
Yes
No
BACK
CONTINUE



In order to process your information, we'll need to take a quick photo.

Hold the phone in front of your face and make sure you are in good lighting before you begin.

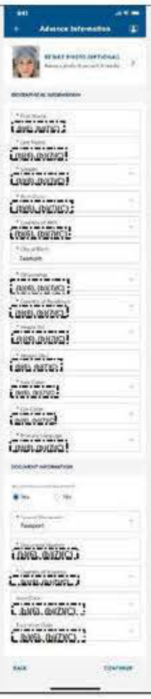


Your photo has been successfully captured.

Retake
Continue

*NOTE:* The photo is optional for now

## CBP One – **Submit Advance Information Continued**



9:41

Advance Information

ADD/EDIT PHOTO (OPTIONAL)

BIOGRAPHICAL INFORMATION

* First Name
(b)(6), (b)(7)(C)

* Last Name
(b)(6), (b)(7)(C)

* Gender
(b)(6), (b)(7)(C)

* Birth Date
(b)(6), (b)(7)(C)

* Country of Birth
(b)(6), (b)(7)(C)

* City of Birth
Tasmath

* Citizenship
(b)(6), (b)(7)(C)

* Country of Residence
(b)(6), (b)(7)(C)

* Height (ft)
(b)(6), (b)(7)(C)

* Weight (lbs)
(b)(6), (b)(7)(C)

* Hair Color
(b)(6), (b)(7)(C)

* Eye Color
(b)(6), (b)(7)(C)

* Primary Language
(b)(6), (b)(7)(C)

DOCUMENT INFORMATION

● Yes ○ No

* Type of Document
Passport

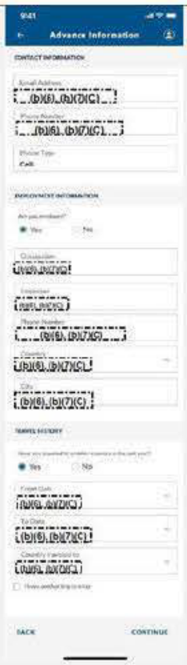
* Document Number
(b)(6), (b)(7)(C)

* Country of Issuance
(b)(6), (b)(7)(C)

Issue Date
(b)(6), (b)(7)(C)

Expiration Date
(b)(6), (b)(7)(C)

BACK CONTINUE



9:41

Advance Information

CONTACT INFORMATION

Email Address
(b)(6), (b)(7)(C)

Phone Number
(b)(6), (b)(7)(C)

Phone Type
Cell

EMPLOYMENT INFORMATION

Are you employed?
● Yes ○ No

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

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

Phone Number
(b)(6), (b)(7)(C)

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

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

TRAVEL HISTORY

Have you traveled to another country in the past year?
● Yes ○ No

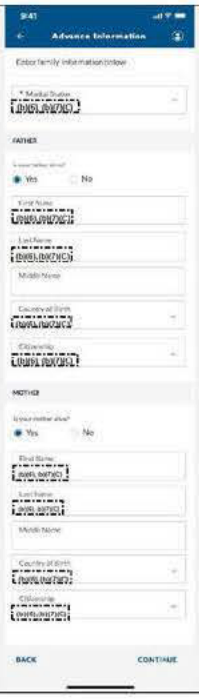
From Date
(b)(6), (b)(7)(C)

To Date
(b)(6), (b)(7)(C)

Country traveled to
(b)(6), (b)(7)(C)

☐ [illegible]

BACK CONTINUE



9:41

Advance Information

Enter family information below

* Marital Status
(b)(6), (b)(7)(C)

FATHER

Is your father alive?
● Yes ○ No

First Name
(b)(6), (b)(7)(C)

Last Name
(b)(6), (b)(7)(C)

Middle Name

Country of Birth
(b)(6), (b)(7)(C)

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

MOTHER

Is your mother alive?
● Yes ○ No

First Name
(b)(6), (b)(7)(C)

Last Name
(b)(6), (b)(7)(C)

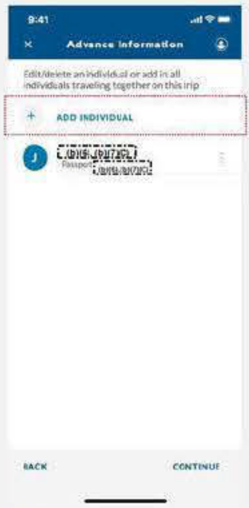
Middle Name

Country of Birth
(b)(6), (b)(7)(C)

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

BACK CONTINUE

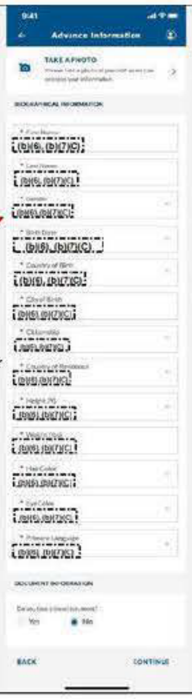
# CBP One – **Submit Advance Information**


9:41
Advance Information
ADD INDIVIDUAL
BACK
CONTINUE

Edit/delete an individual or add in all individuals traveling together on this trip

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

Now that we're done adding in (b)(6), (b)(7)(C) we are going to add in our second traveler (b)(6), (b)(7)(C)

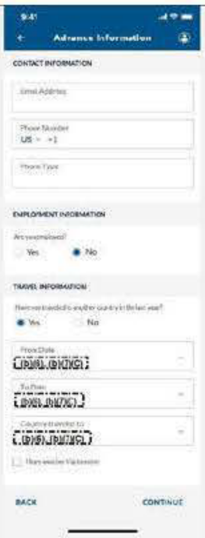

9:41
Advance Information
TAKE A PHOTO
BACK
CONTINUE

BIOGRAPHICAL INFORMATION

* First Name: (b)(6), (b)(7)(C)
* Last Name: (b)(6), (b)(7)(C)
* Gender: (b)(6), (b)(7)(C)
* Birth Date: (b)(6), (b)(7)(C)
* Country of Birth: (b)(6), (b)(7)(C)
* City of Birth: (b)(6), (b)(7)(C)
* Citizenship: (b)(6), (b)(7)(C)
* Country of Residence: (b)(6), (b)(7)(C)
* Height (ft): (b)(6), (b)(7)(C)
* Weight (lbs): (b)(6), (b)(7)(C)
* Hair Color: (b)(6), (b)(7)(C)
* Eye Color: (b)(6), (b)(7)(C)
* Primary Language: (b)(6), (b)(7)(C)

DOCUMENT INFORMATION

Do you have a travel document?
○ Yes ● No


9:41
Advance Information
BACK
CONTINUE

CONTACT INFORMATION

Email Address
Phone Number: US +1
Phone Type

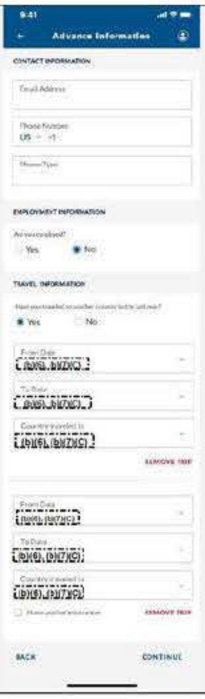
EMPLOYMENT INFORMATION

Are you employed?
○ Yes ● No

TRAVEL INFORMATION

Have you traveled to another country in the last year?
● Yes ○ No

From Date: (b)(6), (b)(7)(C)
To Date: (b)(6), (b)(7)(C)
Country traveled to: (b)(6), (b)(7)(C)
☐ Have another trip


9:41
Advance Information
REMOVE TRIP
REMOVE TRIP
BACK
CONTINUE

CONTACT INFORMATION

Email Address
Phone Number: US +1
Phone Type

EMPLOYMENT INFORMATION

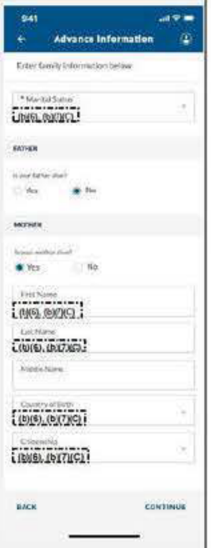
Are you employed?
○ Yes ● No

TRAVEL INFORMATION

Have you traveled to another country in the last year?
● Yes ○ No

From Date: (b)(6), (b)(7)(C)
To Date: (b)(6), (b)(7)(C)
Country traveled to: (b)(6), (b)(7)(C)

From Date: (b)(6), (b)(7)(C)
To Date: (b)(6), (b)(7)(C)
Country traveled to: (b)(6), (b)(7)(C)
☐ Have another trip


9:41
Advance Information
BACK
CONTINUE

Enter family information below

* Marital Status: (b)(6), (b)(7)(C)

FATHER

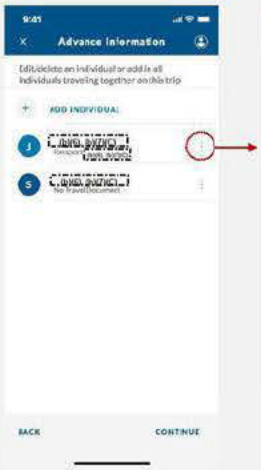
Is your father alive?
○ Yes ● No

MOTHER

Is your mother alive?
● Yes ○ No

First Name: (b)(6), (b)(7)(C)
Last Name: (b)(6), (b)(7)(C)
Middle Name
Country of Birth: (b)(6), (b)(7)(C)
Citizenship: (b)(6), (b)(7)(C)

# CBP One – **Submit Advance Information**


9:41
Advance Information

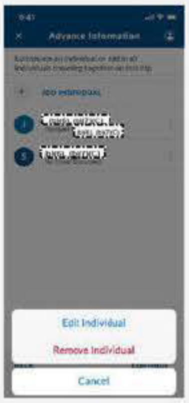
Edit/delete an individual or add in all individuals traveling together on this trip

+ ADD INDIVIDUAL

J (b)(6), (b)(7)(C)
Passport (b)(6), (b)(7)(C)

S (b)(6), (b)(7)(C)
No Travel Document

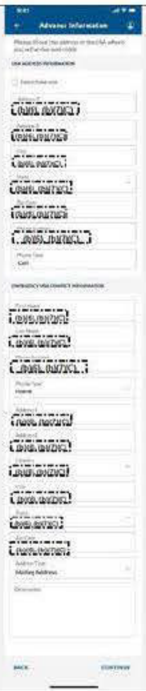
BACK
CONTINUE


9:41
Advance Information
+ ADD INDIVIDUAL

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

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

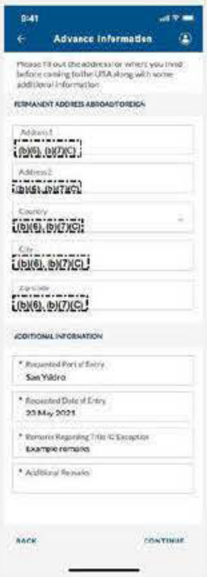
Edit Individual
Remove Individual
Cancel


Advance Information

(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)
(b)(6), (b)(7)(C)
Phone Type: Cell

(b)(6), (b)(7)(C)
(b)(6), (b)(7)(C)
(b)(6), (b)(7)(C)
Phone Type: Home
(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)
(b)(6), (b)(7)(C)
Address Type: Mailing Address

BACK
CONTINUE


9:41
Advance Information

Please fill out the address or where you lived before coming to the USA along with some additional information

PERMANENT ADDRESS ABROAD/FOREIGN

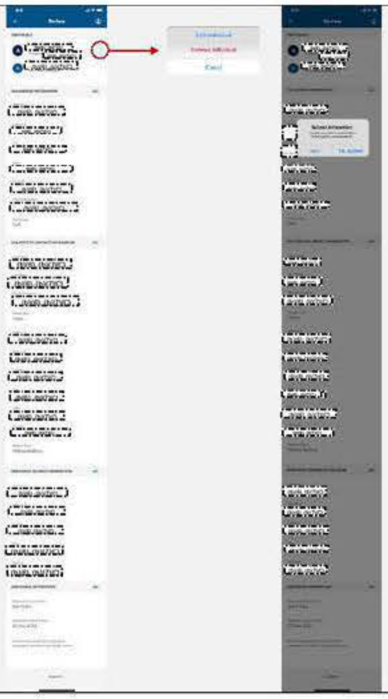
Address 1: (b)(6), (b)(7)(C)
Address 2: (b)(6), (b)(7)(C)
Country: (b)(6), (b)(7)(C)
City: (b)(6), (b)(7)(C)
Zip Code: (b)(6), (b)(7)(C)

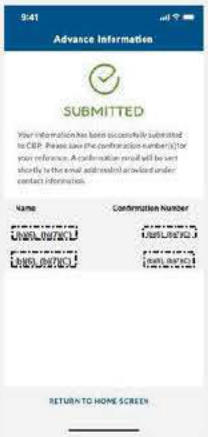
ADDITIONAL INFORMATION

* Requested Port of Entry: San Ysidro
* Requested Date of Entry: 20 May 2021
* Remarks Regarding Title 42 Exception: Example remarks
* Additional Remarks

BACK
CONTINUE

# CBP One – **Submit Advance Information**


Review
Remove Individual
Cancel


9:41
Advance Information

SUBMITTED

Your information has been successfully submitted to CBP. Please save the confirmation number(s) for your reference. A confirmation email will be sent shortly to the email address(es) provided under contact information.

| Name | Confirmation Number |
|---|---|
| (b)(6), (b)(7)(C) | (b)(6), (b)(7)(C) |
| (b)(6), (b)(7)(C) | (b)(6), (b)(7)(C) |

RETURN TO HOME SCREEN

CBP One™

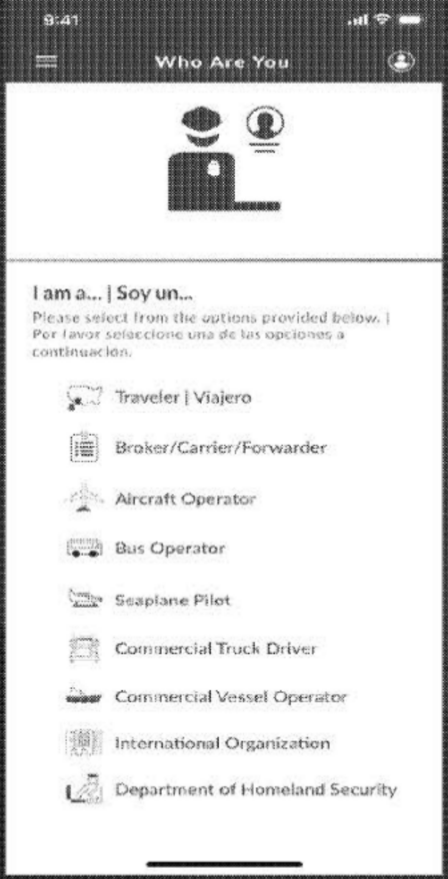
# New Submit Advance Information and Schedule an Appointment Capability for Non-Citizens without Appropriate Travel Documents

U.S. Customs and
Border Protection

January 2023

## Background

- In 2020, U.S. Customs and Border Protection implemented the CBP One application, a mobile and desktop application, to serve as the single point of entry for travelers and stakeholders to access CBP mobile applications and virtual services.
- CBP One is currently available on the Apple App Store and Google Play Store.
- From 2021 to present, Various International Organizations and Non-Government Organizations have been able to support individuals utilizing functionality with CBP One - from the Migrant Protection Program Winddown, to request times for certain vulnerable individuals to be considered for an exception from the Title 42 Order.


9:41
Who Are You

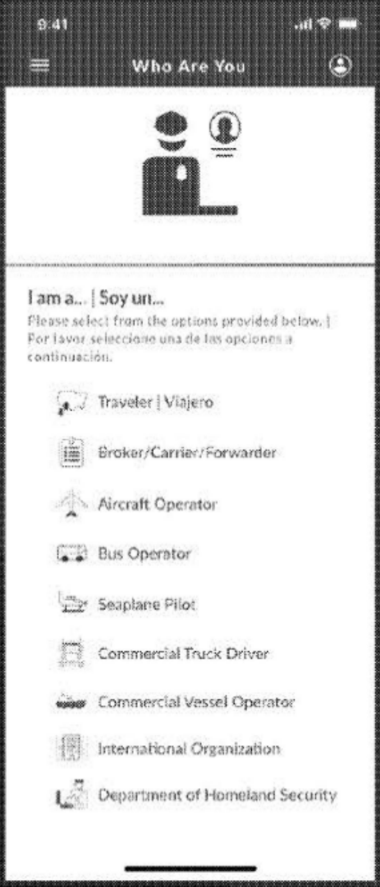
I am a... | Soy un...

Please select from the options provided below. | Por favor seleccione una de las opciones a continuación.

Traveler | Viajero
Broker/Carrier/Forwarder
Aircraft Operator
Bus Operator
Seaplane Pilot
Commercial Truck Driver
Commercial Vessel Operator
International Organization
Department of Homeland Security

## What's New

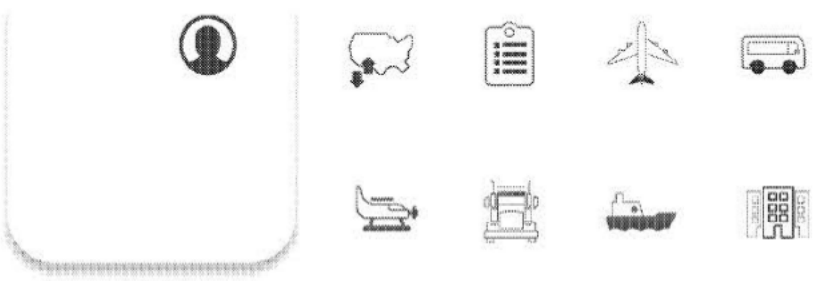
- The capability to allow undocumented non-citizens to provide advance information and schedule a presentation date at certain POEs through **DIRECT** submission will be available on the morning of **January 12th**.
- Southwest Border Ports of Entry available for appointments are **Brownsville, Eagle Pass, Hidalgo, Laredo, and El Paso, Texas, Nogales, Arizona, as well as Calexico and San Ysidro, CA**.
- The first days available to select a presentation date will be **January 18th through January 31st**.
- Starting January 19th at **0900 eastern** an additional day will be added to the application to maintain 14-day optional calendar days.
- CBP will transition to direct submission by travelers for scheduling and any third party who assists with a traveler's submission will be recorded as part of the submission.
- Non-Government Organizations who wish to provide individuals with assistance can support by expanding access to mobile devices, wifi connectivity, language services, etc.


9:41
Who Are You
I am a... | Soy un...

Please select from the options provided below. | Por favor seleccione una de las opciones a continuación.

Traveler | Viajero
Broker/Carrier/Forwarder
Aircraft Operator
Bus Operator
Seaplane Pilot
Commercial Truck Driver
Commercial Vessel Operator
International Organization
Department of Homeland Security

## Available on Mobile Devices to Submit Information AND Schedule an Appointment



Download on the App Store

GET IT ON Google Play

## Available on Desktop to Submit Information Only

**Desktop:**
**https://cbpone.cbp.dhs.gov/**

# CBP One Screens – Login.gov

**1. Travelers will now establish their own accounts using a personal email.**

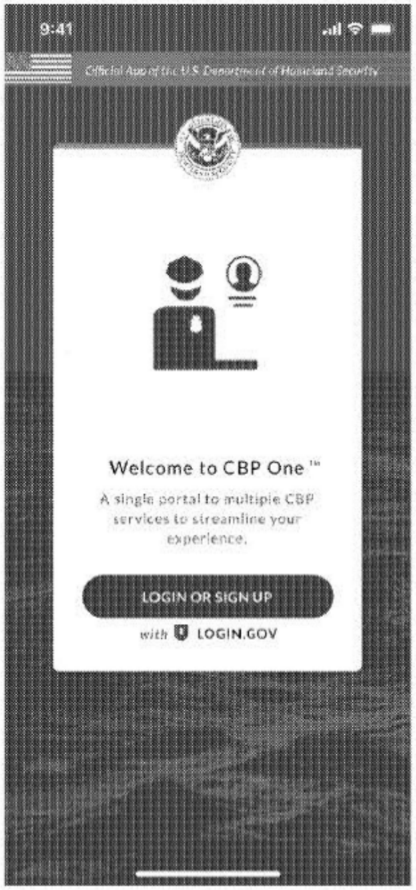
- The login.gov page will appear in any language the phone is set to.

**2. Create a password**

**3. Select one or more authentication methods such as:**

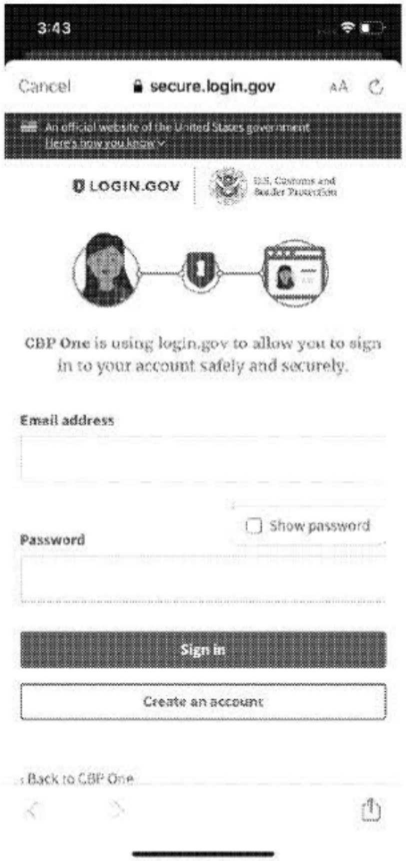
- **Recommended**
  - SMS/Text messages
  - Backup codes
- **More secure**
  - Security Key
  - Authentication application

**4. Although login.gov is accessed through CBP One it is an independent service for apps across the U.S. federal government.**


9:41
Official App of the U.S. Department of Homeland Security
LOGIN OR SIGN UP
with LOGIN.GOV

Welcome to CBP One™

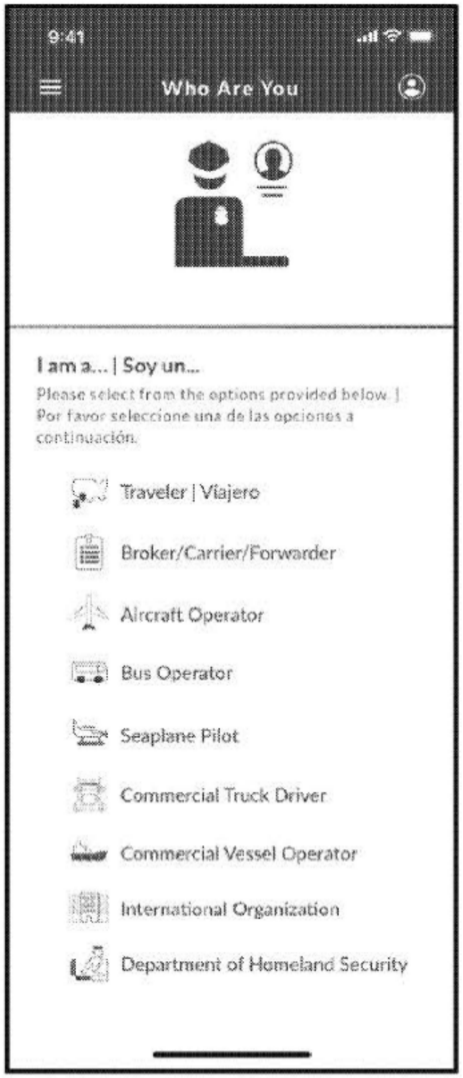
A single portal to multiple CBP services to streamline your experience.


3:43
Cancel
secure.login.gov
AA
LOGIN.GOV
U.S. Customs and Border Protection
Email address
Password
☐ Show password
Sign in
Create an account
‹ Back to CBP One

An official website of the United States government

Here's how you know

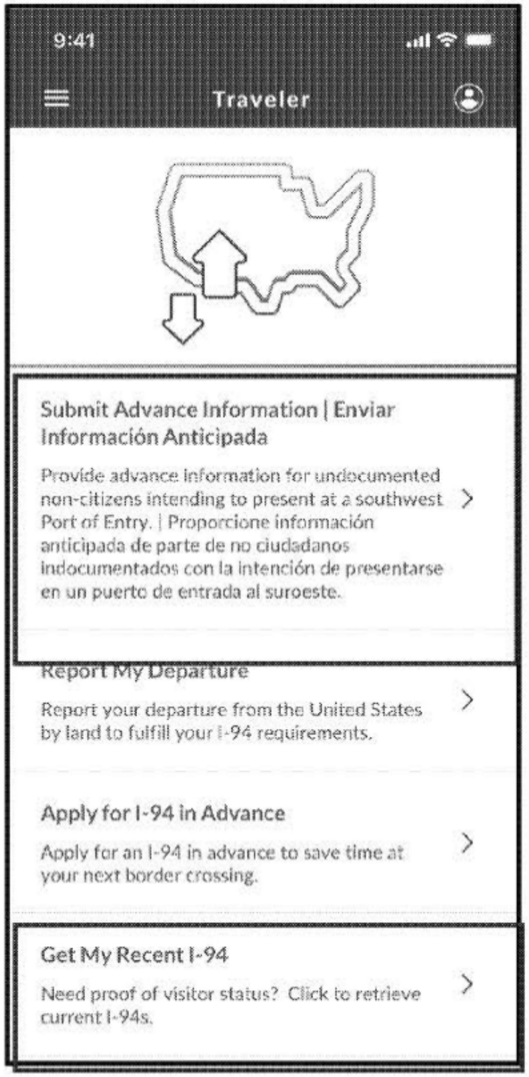
CBP One is using login.gov to allow you to sign in to your account safely and securely.



**I am a... | Soy un...**

Please select from the options provided below. | Por favor seleccione una de las opciones a continuación.

- Traveler | Viajero
- Broker/Carrier/Forwarder
- Aircraft Operator
- Bus Operator
- Seaplane Pilot
- Commercial Truck Driver
- Commercial Vessel Operator
- International Organization
- Department of Homeland Security



**Submit Advance Information | Enviar Información Anticipada**

Provide advance information for undocumented non-citizens intending to present at a southwest Port of Entry. | Proporcione información anticipada de parte de no ciudadanos indocumentados con la intención de presentarse en un puerto de entrada al suroeste.

**Report My Departure**

Report your departure from the United States by land to fulfill your I-94 requirements.

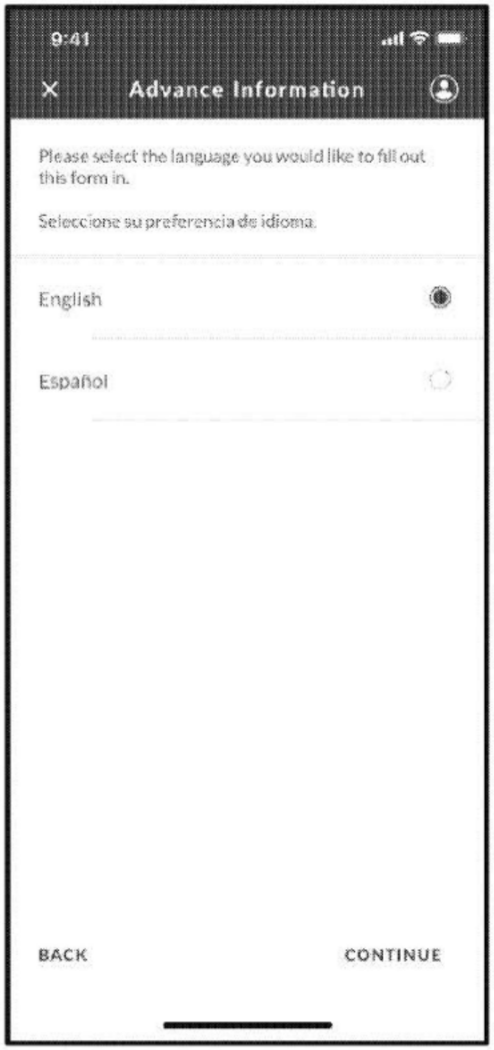
**Apply for I-94 in Advance**

Apply for an I-94 in advance to save time at your next border crossing.

**Get My Recent I-94**

Need proof of visitor status? Click to retrieve current I-94s.

- ✓ Users should select Traveler/Viajero
- ✓ Submit Advance Information has been moved to the top as the first choice after selecting "Land/Tierra".
- ✓ Note the ability for the users to also retrieve their electronic I-94 , if admitted, by using their Alien Registration Number in lieu of a document number.

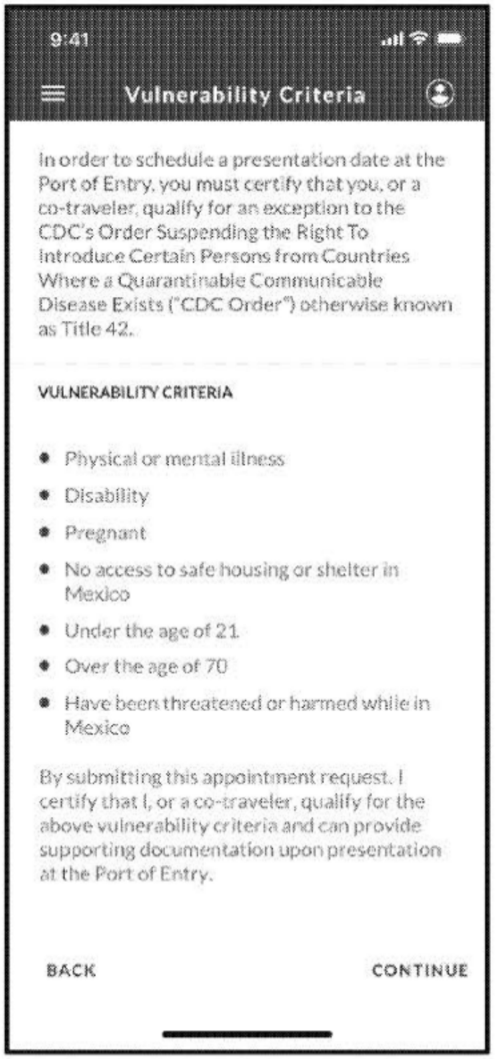


Please select the language you would like to fill out this form in.

Seleccione su preferencia de idioma.

English ●

Español ○



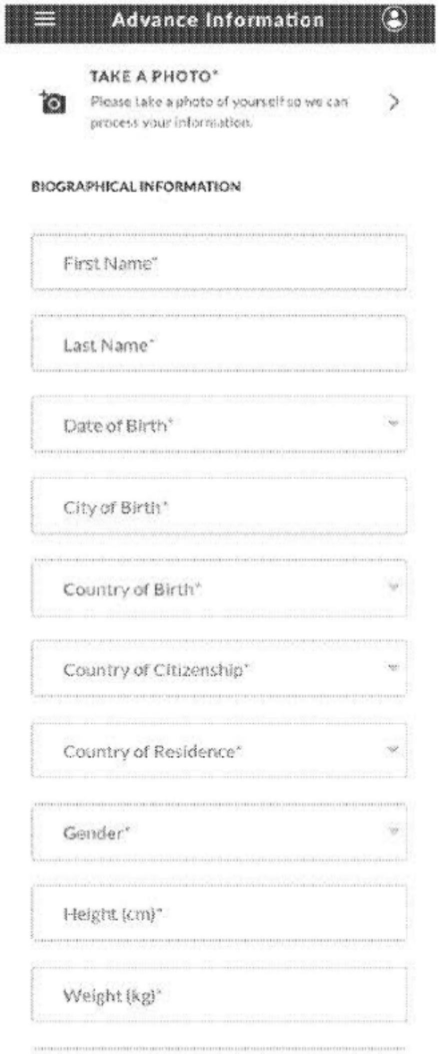
In order to schedule a presentation date at the Port of Entry, you must certify that you, or a co-traveler, qualify for an exception to the CDC's Order Suspending the Right To Introduce Certain Persons from Countries Where a Quarantinable Communicable Disease Exists ("CDC Order") otherwise known as Title 42.

VULNERABILITY CRITERIA

- Physical or mental illness
- Disability
- Pregnant
- No access to safe housing or shelter in Mexico
- Under the age of 21
- Over the age of 70
- Have been threatened or harmed while in Mexico

By submitting this appointment request, I certify that I, or a co-traveler, qualify for the above vulnerability criteria and can provide supporting documentation upon presentation at the Port of Entry.

- ✓ Although the capability is currently available in English and Spanish, CBP will be provide the option of Haitian Creole later this year.
- ✓ Users must certify that they or a co-traveler meet the listed vulnerability criteria and be prepared to provide supporting documentation to the CBP Officer.



**Advance Information**

**TAKE A PHOTO***

Please take a photo of yourself so we can process your information.

**BIOGRAPHICAL INFORMATION**

First Name*

Last Name*

Date of Birth*

City of Birth*

Country of Birth*

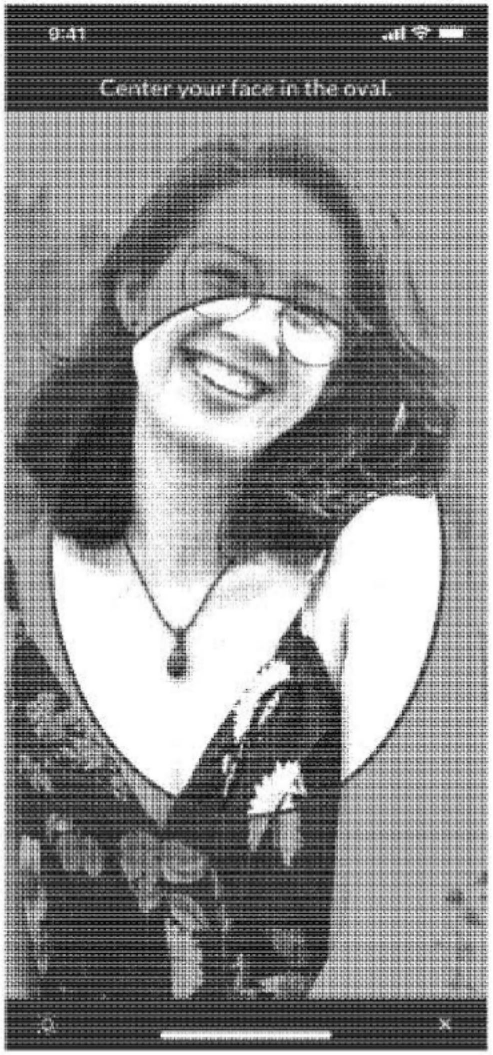
Country of Citizenship*

Country of Residence*

Gender*

Height (cm)*

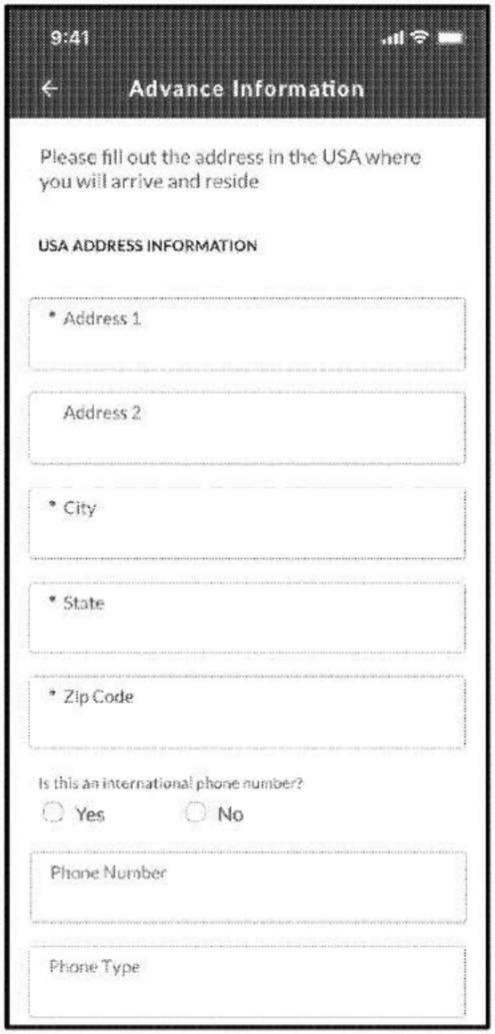
Weight (kg)*



9:41

Center your face in the oval.

- ✓ Note: This must be a live selfie. It can not be a photo of a photo.
- ✓ CBP has utilized this software for several months with over 99% success rate on first capture.



9:41

← **Advance Information**

Please fill out the address in the USA where you will arrive and reside

USA ADDRESS INFORMATION

* Address 1

Address 2

* City

* State

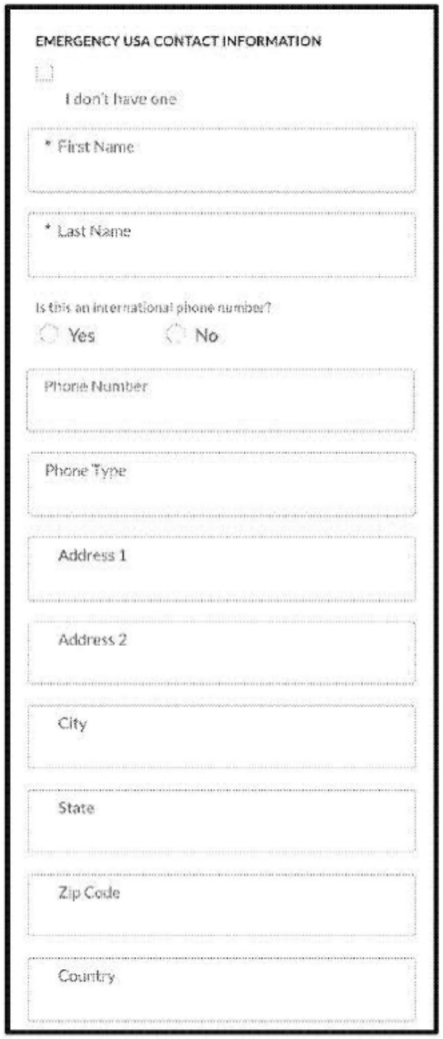
* Zip Code

Is this an international phone number?

○ Yes ○ No

Phone Number

Phone Type



EMERGENCY USA CONTACT INFORMATION

☐ I don't have one

* First Name

* Last Name

Is this an international phone number?

○ Yes ○ No

Phone Number

Phone Type

Address 1

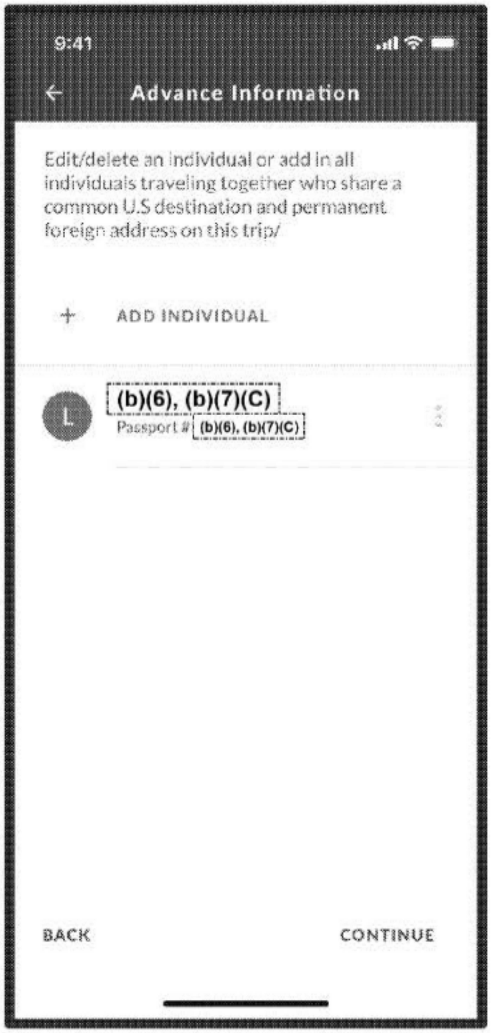
Address 2

City

State

Zip Code

Country



9:41

← **Advance Information**

Edit/delete an individual or add in all individuals traveling together who share a common U.S destination and permanent foreign address on this trip/

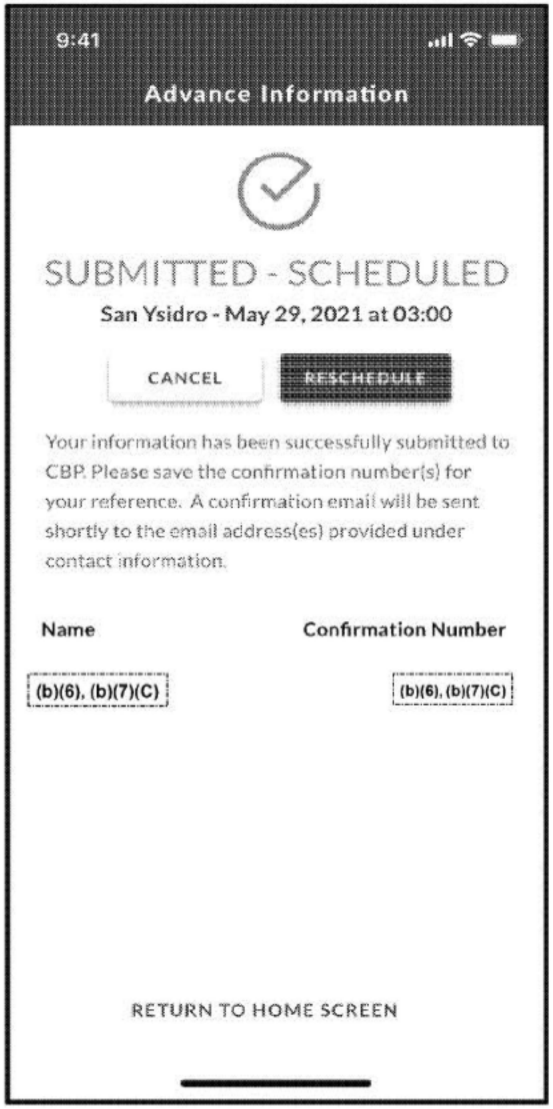
+ ADD INDIVIDUAL

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

Passport # (b)(6), (b)(7)(C)

BACK CONTINUE

- ✓ These screens need only to be completed once per submission.
- ✓ We are looking to enhance the app to pull standard postal addresses automatically.
- ✓ The app can submit multiple people at a time if they share common foreign and US destination addresses.

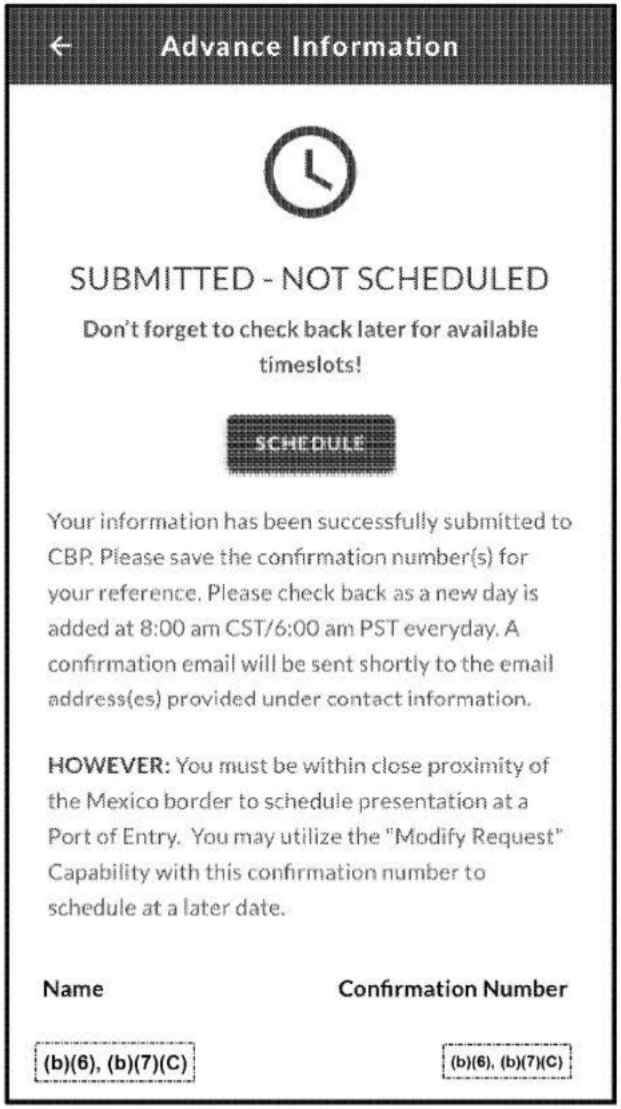


SUBMITTED - SCHEDULED

**San Ysidro - May 29, 2021 at 03:00**

Your information has been successfully submitted to CBP. Please save the confirmation number(s) for your reference. A confirmation email will be sent shortly to the email address(es) provided under contact information.

| Name | Confirmation Number |
|---|---|
| (b)(6), (b)(7)(C) | (b)(6), (b)(7)(C) |



SUBMITTED - NOT SCHEDULED

**Don't forget to check back later for available timeslots!**

Your information has been successfully submitted to CBP. Please save the confirmation number(s) for your reference. Please check back as a new day is added at 8:00 am CST/6:00 am PST everyday. A confirmation email will be sent shortly to the email address(es) provided under contact information.

**HOWEVER:** You must be within close proximity of the Mexico border to schedule presentation at a Port of Entry. You may utilize the "Modify Request" Capability with this confirmation number to schedule at a later date.

| Name | Confirmation Number |
|---|---|
| (b)(6), (b)(7)(C) | (b)(6), (b)(7)(C) |

- ✓ It is recommended to take a screen shot of the confirmation screen or print the confirmation email sent to the email provided in the app.
- ✓ Please bring an electronic or hard copy of the confirmation email or screen.
- ✓ Noncitizens can cancel or reschedule their appointments at any time via the app.
- ✓ If someone is not within Central or Northern Mexico or no appointments are available, their information will still be submitted to CBP.
- ✓ They only need to select Modify Presentation Date in the App using their login.gov account.

# Resources Available

- Materials available to assist individuals utilize this new capability (English and Spanish):
  - CBP One Fact Sheet
  - CBP One Quick Reference Guides – 1-Page instructions
  - CBP One User Guides – Detailed step-by step instructions
  - Information Video Coming Soon
- Additional technical assistance available at CBPOne@cbp.dhs.gov
- The most important resource is the CBP One webpage as this will always have the most up-to-date materials.

https://www.cbp.gov/about/mobile-apps-directory/cbpone