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**Regular Office Hours**

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**Contact Information**

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(800)Á73-2867 SECTOR Communications toll freeÁ  
(407)Á75-1740 SECTOR Communications commercialÁ  
[\] ãÈà\] @cbp.dhs.gov](mailto:ãÈà@cbp.dhs.gov)

**Hours of Service for Entrance and Clearance**

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Commercial aircraft operators departing the U.S. must obtain an outbound clearance by contacting CBP directly.

**Permission to Land Procedures**

Pilots must secure permission to land by contacting CBP prior to departure from the foreign airport and at least 12 hours in advance of the anticipated arrival time at Pittsburgh International Airport.

Permission to land is granted with a tolerance of (+/-) 30 minutes. If your ETA deviates outside those parameters, Previously granted permission(s) are invalid and you must contact CBP to re-secure permission to land.

**Inspection Process**

- Prior to arrival aircraft will be given permission to clear at the FBO (Atlantic Aviation) or at the FIS (main terminal).
- Aircraft arriving at the FIS should park near gates C55, C57, C59 as directed by the control tower.
- A CBP Officer will meet the aircraft and begin the inspection.
- Passengers and crew shall be kept in a separate place until a CBP Officer authorizes their departure.
- Aircraft arriving directly at the FBO (Atlantic Aviation). Will be met by a CBP officer at the aircraft and all crew and passengers will be processed on the aircraft.
- All aircraft must be prepared to present passports, visas, pilot's license, medical certificate, aircraft registration and user fee decal (if appropriate).
- Regulated waste/garbage will be collected by Atlantic Aviation for all aircraft from the FIS or FBO.

**Special Procedures/Miscellaneous**

- After hours service can be requested via Atlantic Aviation's CBP Reimbursable Services Program.
- Atlantic Aviation: (412) 472-6700.

**NOTE:** For further detailed information regarding national GA processing standards and procedures, please refer to the CBP Private Aircraft Arrival Information Document or contact [GAsupport@cbp.dhs.gov](mailto:GAsupport@cbp.dhs.gov)