1-to-1 Facial Comparison Training
- Dulles -

U.S. Customs and Border Protection

U.S. Customs and Border Protection
Integrated Traveler Initiatives (ITI)

Aug 2017 - V1.0 - Rel 1.5

Background

- We installed the 1-to-1 Facial Comparison Solution at (b)(7)(E) (b)(7)(E) at Dulles (IAD). For the installation, the cameras were installed at a total of (b)(7)(E) across the Main and Modified Terminals.
  - Main Terminal: (b)(7)(E)
  - Modified Terminal: (b)(7)(E)
- The Facial Comparison Solution is a tool for you to leverage in your normal processing activities and is not intended as a substitute for your own good judgment. (b)(7)(E)

(b)(7)(E)

- In-scope travelers for facial comparison include:
  - US citizens age 18 and older with ePassports.
  - First time Visa Waiver Program (VWP) participants with ePassports age 18 and older.

Background (cont'd)

- (b)(7)(E)
- (b)(7)(E)
- (b)(7)(E)
  - (b)(7)(E)

1-to-1 Facial Comparison Hardware Solution

Facial Comparison is MANDATORY for All In-scope USCs and First-Time ESTA (VWP) Travelers Processed in Lanes Equipped with the 1-to-1 Facial Comparison System

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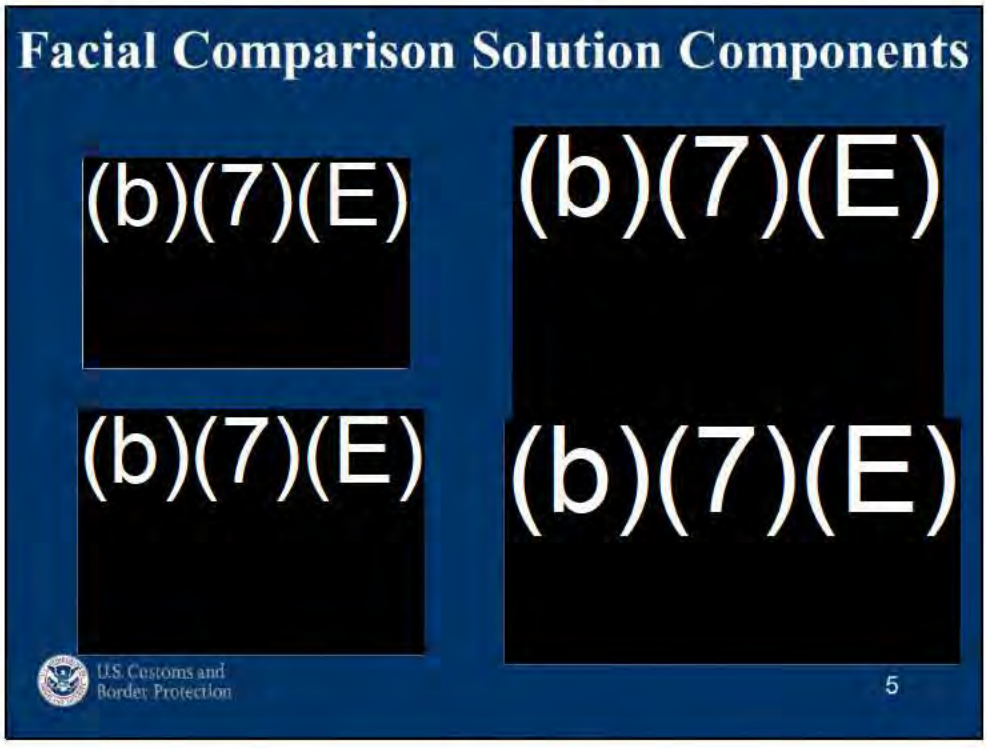

- (b)(7)(E)
- (b)(7)(E)
- Footprints on floor, (b)(7)(E) show traveler where to stand for photo.
- Camera adjusts to traveler's height, (b)(7)(E)
- (b)(7)(E)
- (b)(7)(E)

Demo Primary Booth

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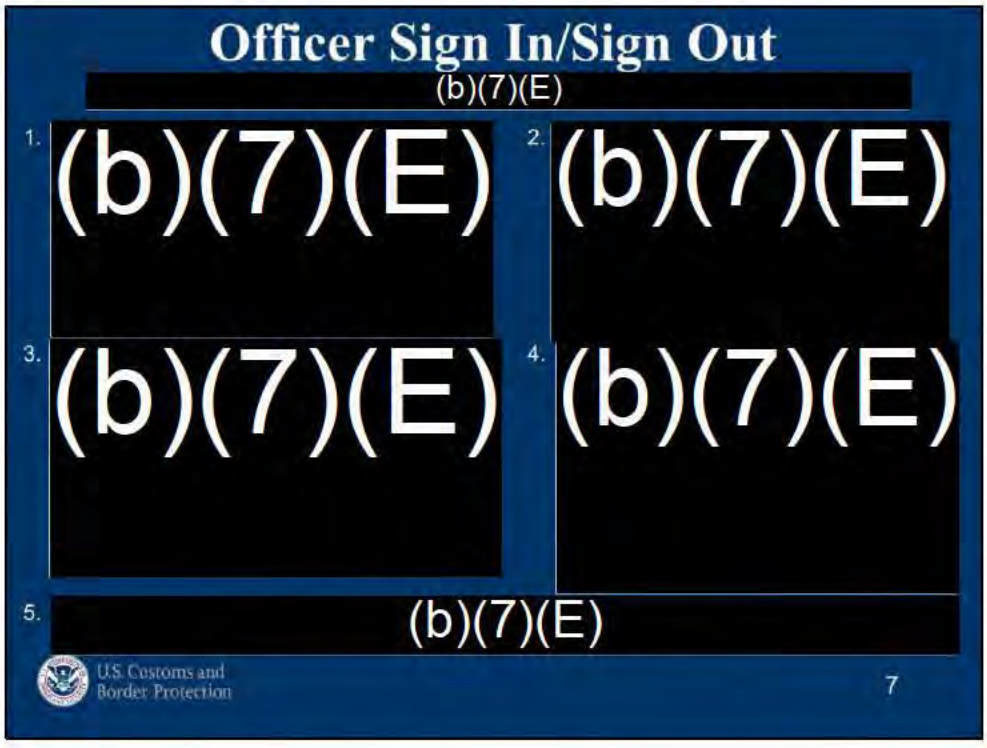

(b)(7)(E)

(b)(7)(E)

1. (b)(7)(E)
2. (b)(7)(E)
3. (b)(7)(E)
4. (b)(7)(E)

(b)(7)(E)

- (b)(7)(E)
  - (b)(7)(E)
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  - (b)(7)(E)
- (b)(7)(E)
- (b)(7)(E)

Acceptable Passport Types

Facial Comparison is MANDATORY for All In-scope USCs and First-Time EST (VWP) Travelers Processed in Lanes Equipped with the 1-to-1 Facial Comparison System

US Passport with eChip

International Passport with eChip

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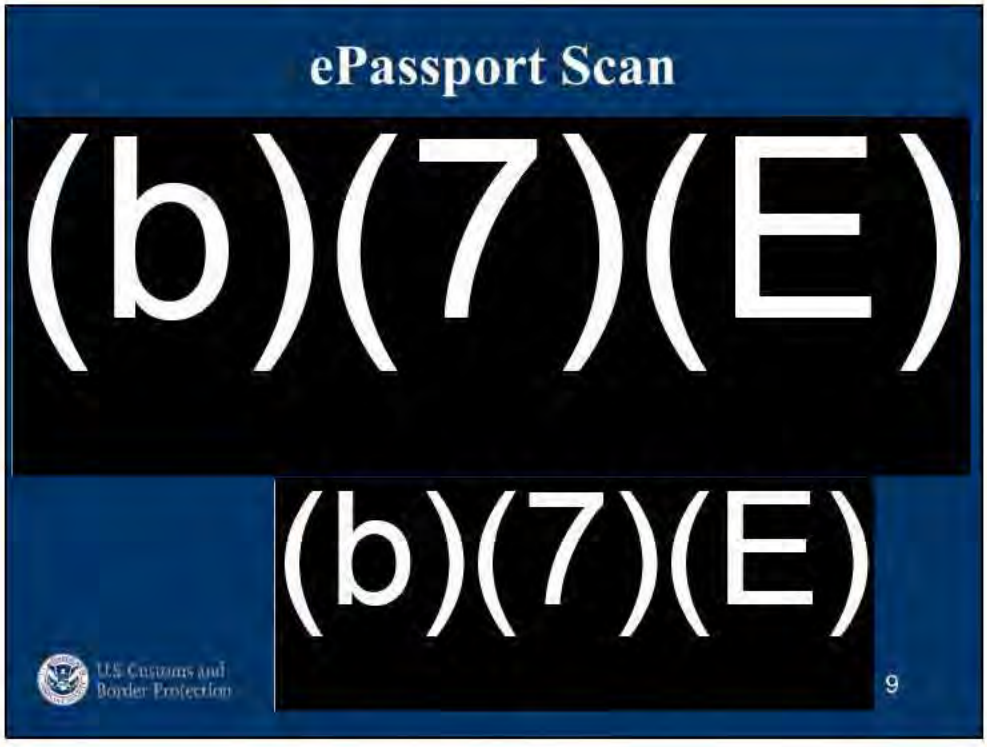
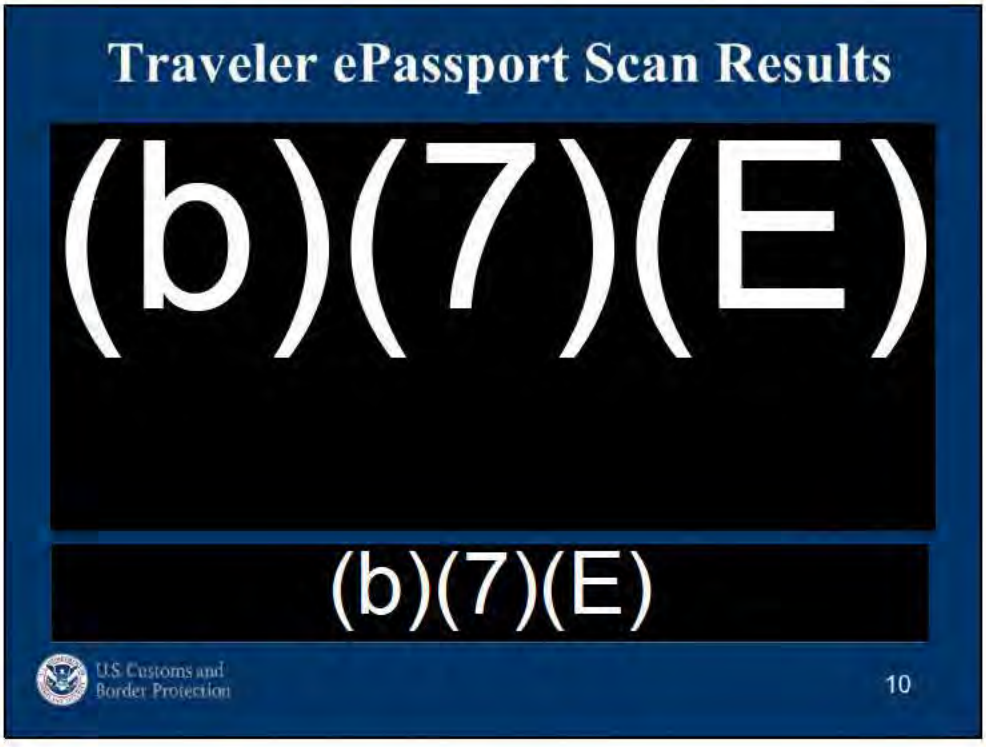
(b)(7)(E)

(b)(7)(E)



(b)(7)(E)

(b)(7)(E)



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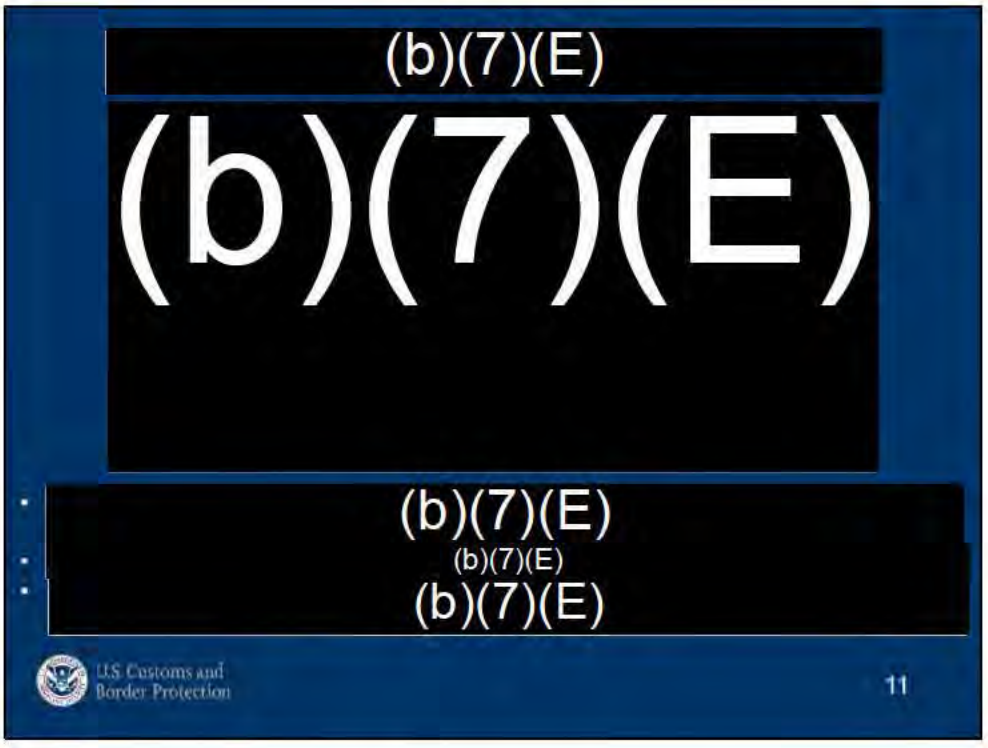
- (b)(7)(E)



(b)(7)(E)

(b)(7)(E)

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(b)(7)(E)

Passport Scan Results
Non-US Passport
(b)(7)(E)
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- (b)(7)(E)

Passport Scan Results - Minor Traveler

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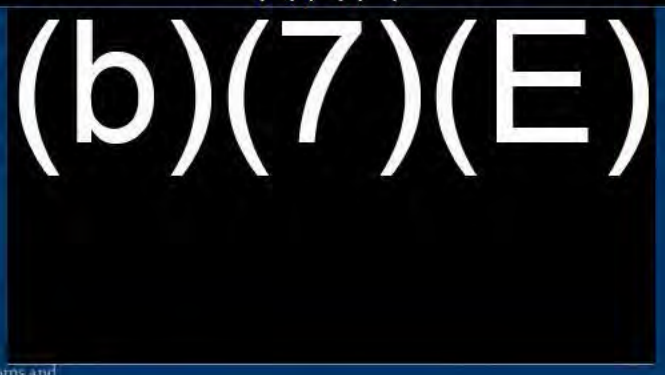
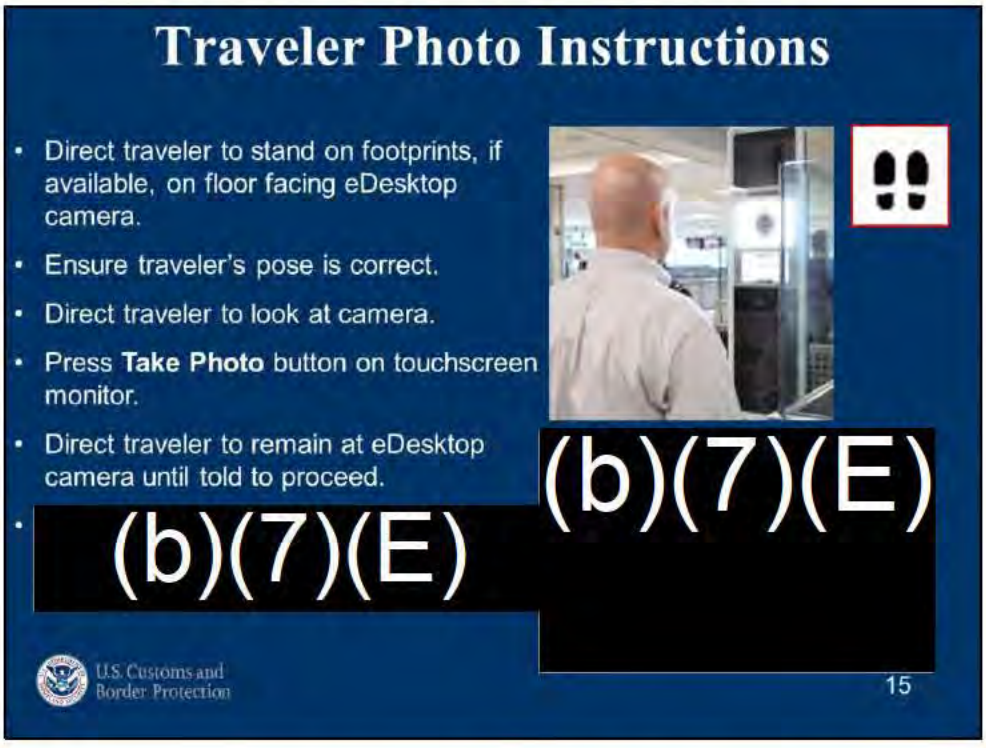
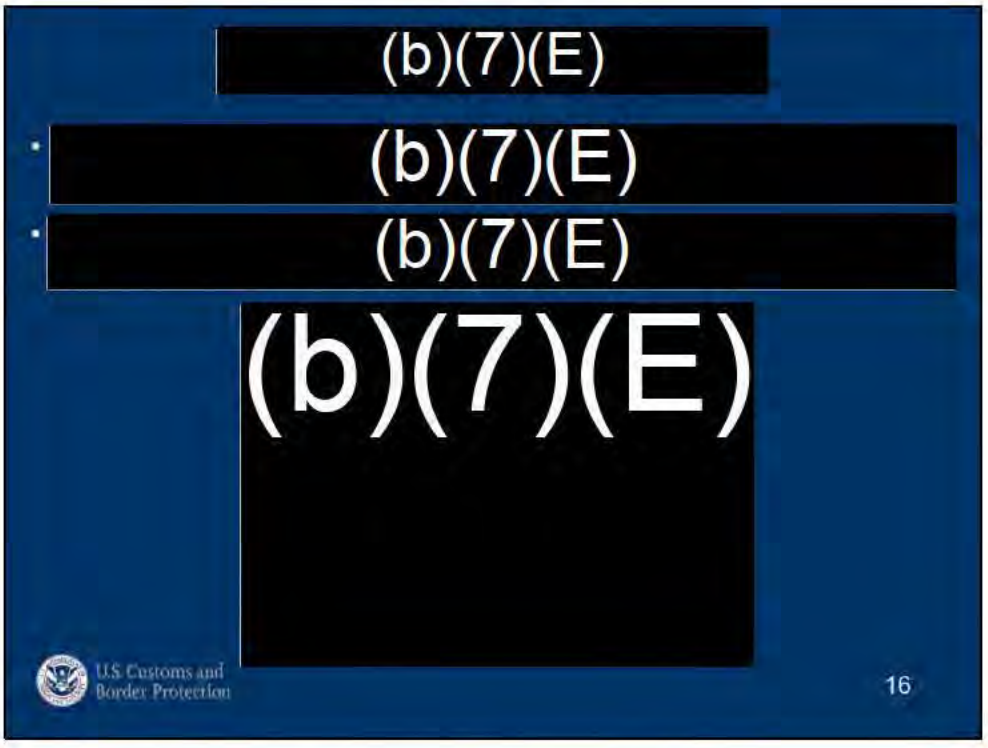
(b)(7)(E)



(b)(7)(E)



- Direct traveler to stand on footprints, if available, on floor facing eDesktop camera; (b)(7)(E)
- Ensure traveler's pose is correct.
- Direct traveler to look at camera.
- Press **Take Photo** button on touchscreen monitor.
- Direct traveler to remain at eDesktop camera until told to proceed.
- (b)(7)(E)



(b)(7)(E)

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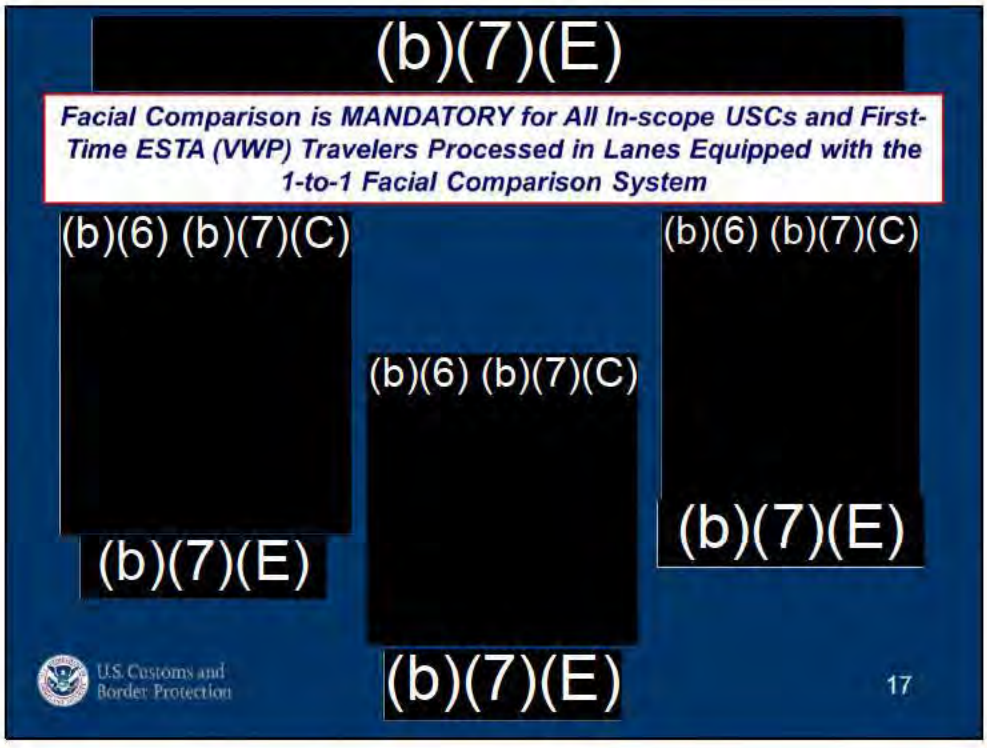
  - (b)(7)(E)



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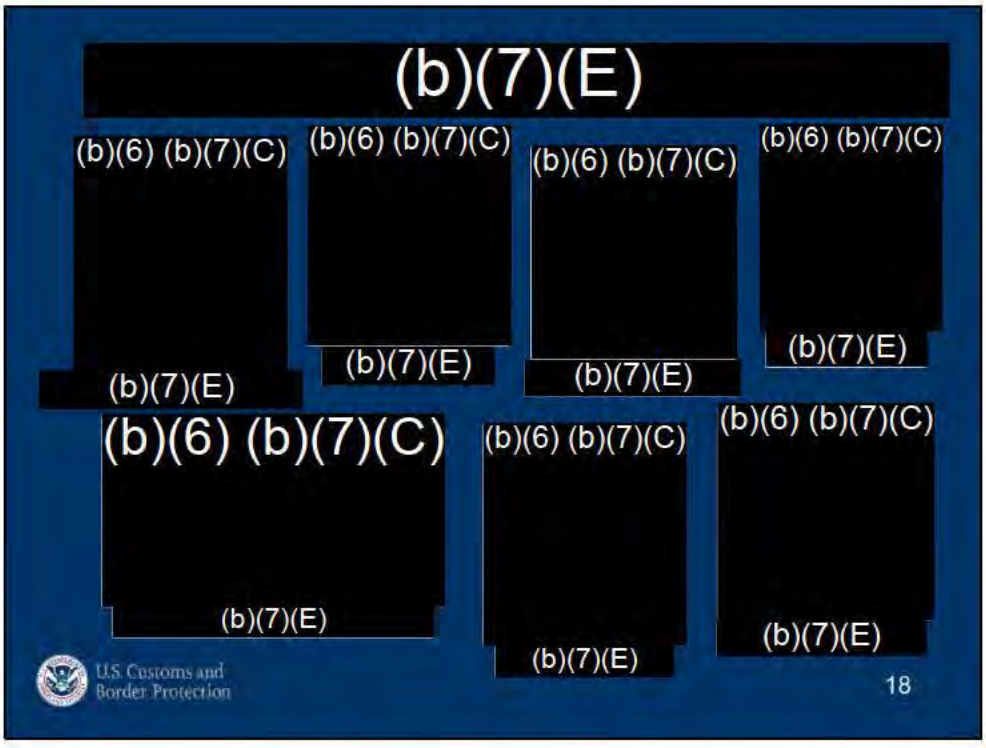
(b)(7)(E)
(b)(6) (b)(7)(C)
(b)(7)(E)
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(b)(6) (b)(7)(C)
(b)(7)(E)
(b)(6) (b)(7)(C)
(b)(7)(E)
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(b)(7)(E)

Travelers with Disabilities

- Travelers with disabilities may be assisted by airline personnel, wheelchair service providers, or family members. Other such travelers may be alone.
  - (b)(7)(E)
  - (b)(7)(E)
  - (b)(7)(E)

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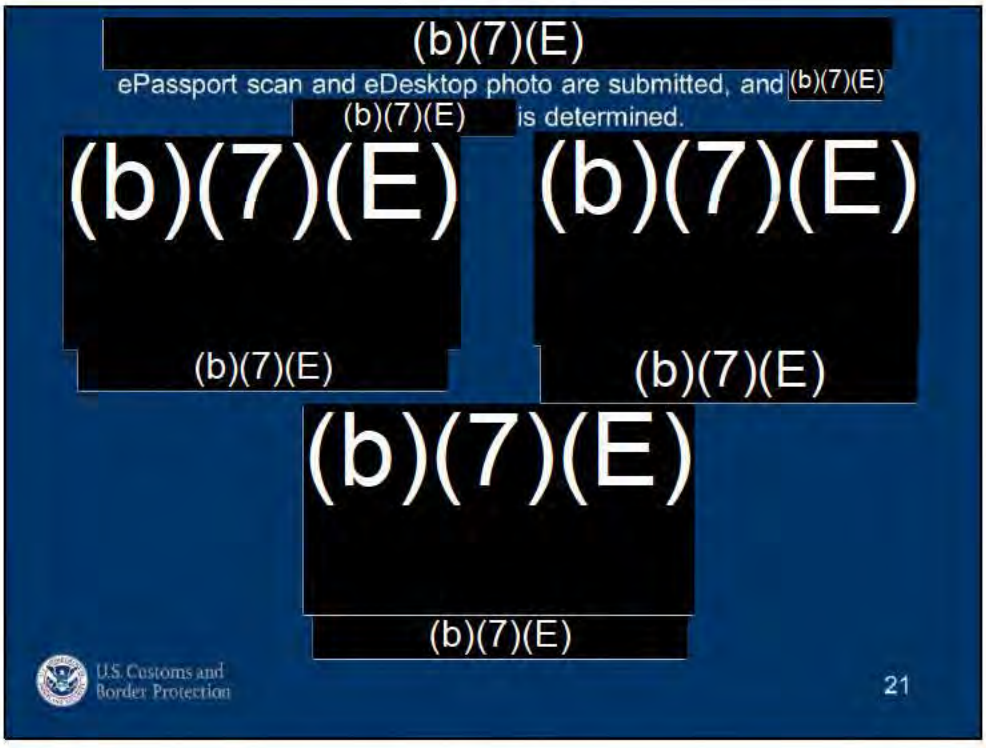
Other Traveler Considerations

- (b)(7)(E)
- (b)(7)(E)
  - (b)(7)(E)
  - (b)(7)(E)



(b)(7)(E)

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  - (b)(7)(E)
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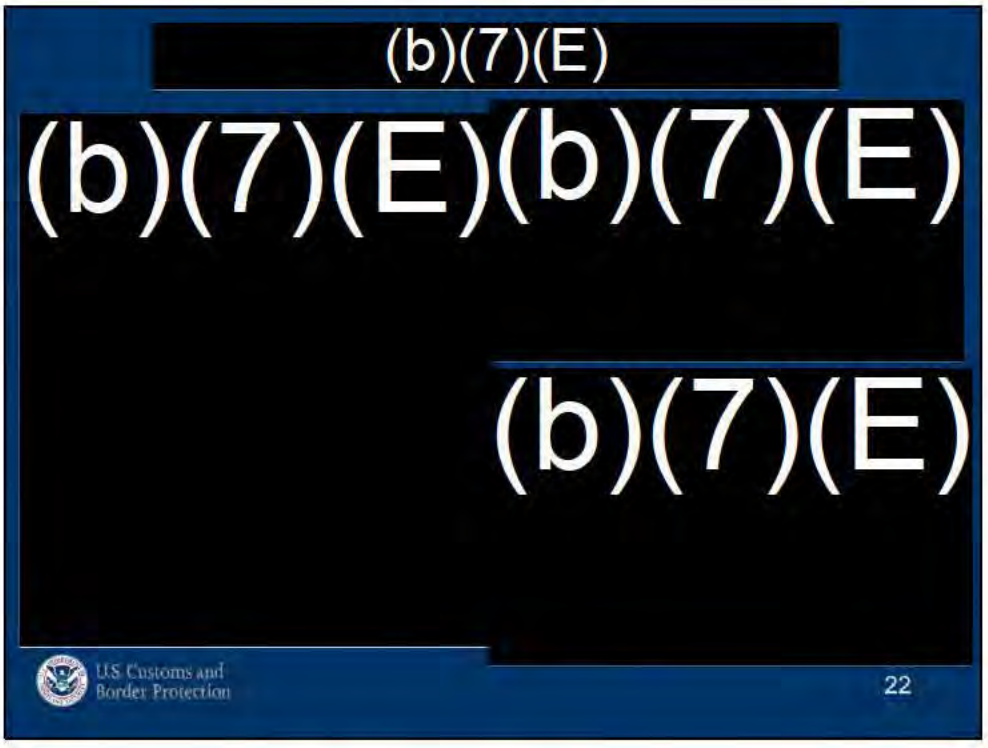

(b)(7)(E)

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  - (b)(7)(E)
  - (b)(7)(E)
  - (b)(7)(E)
  - (b)(7)(E)

(b)(7)(E)

(b)(7)(E)

Retake Photo: (b)(7)(E)

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

(b)(7)(E)

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(b)(7)(E)

(b)(7)(E)

- (b)(7)(E)
- (b)(7)(E)
- (b)(7)(E)
- (b)(7)(E)

Release Traveler

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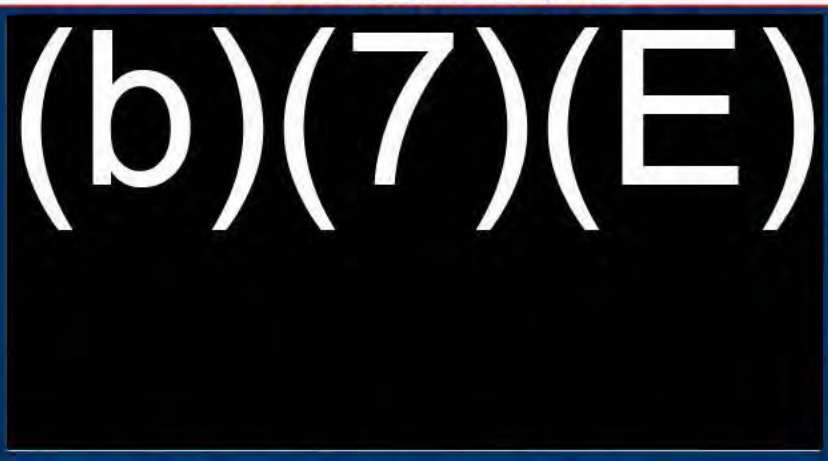

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Select **Done** to release/admit traveler

(b)(7)(E)

(b)(7)(E)

(b)(7)(E)

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(b)(7)(E)

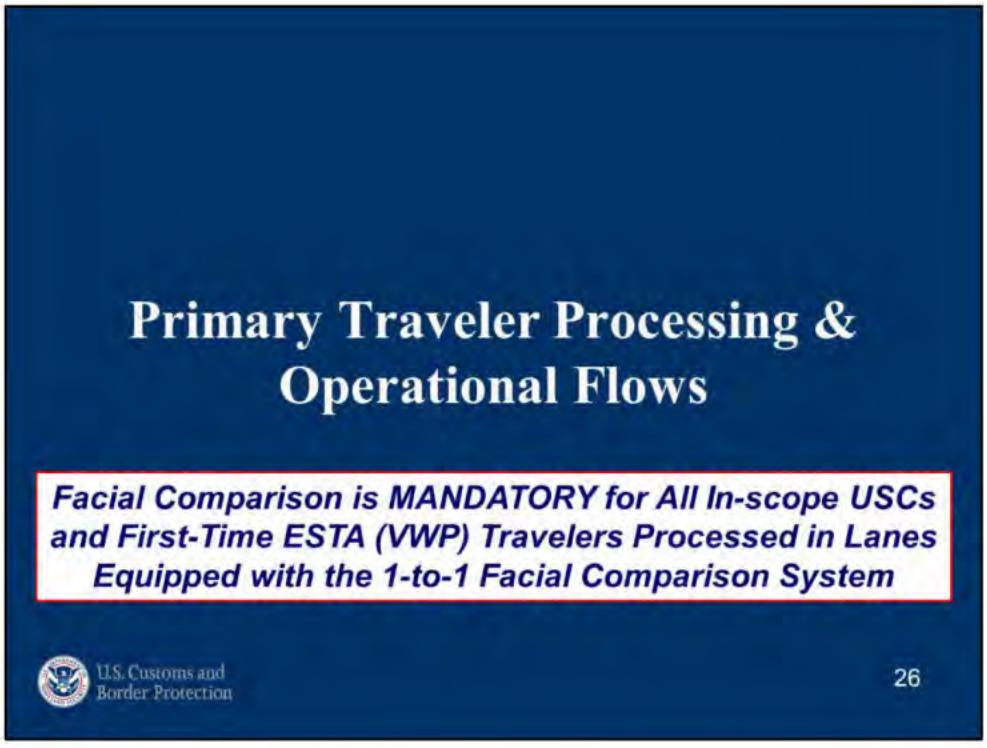
(b)(7)(E)

- (b)(7)(E)
- (b)(7)(E)

(b)(7)(E)

(b)(7)(E)

(b)(7)(E)

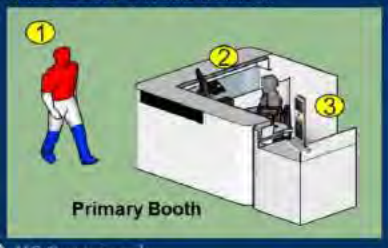


Instructor Note: *This section covers Primary traveler processing.*

Operational Flow - Primary Booth (USC)

Facial Comparison is MANDATORY for All In-scope USCs and First-Time ESTA (VWP) Travelers Processed in Lanes Equipped with the 1-to-1 Facial Comparison System

1. U.S. citizen approaches Primary Booth for processing.
2. Scans traveler's ePassport, using ePassport reader, (b)(7)(E) (b)(7)(E).
   - (b)(7)(E)
   - (b)(7)(E)
3. Press **Take Photo** button.



(b)(7)(E)

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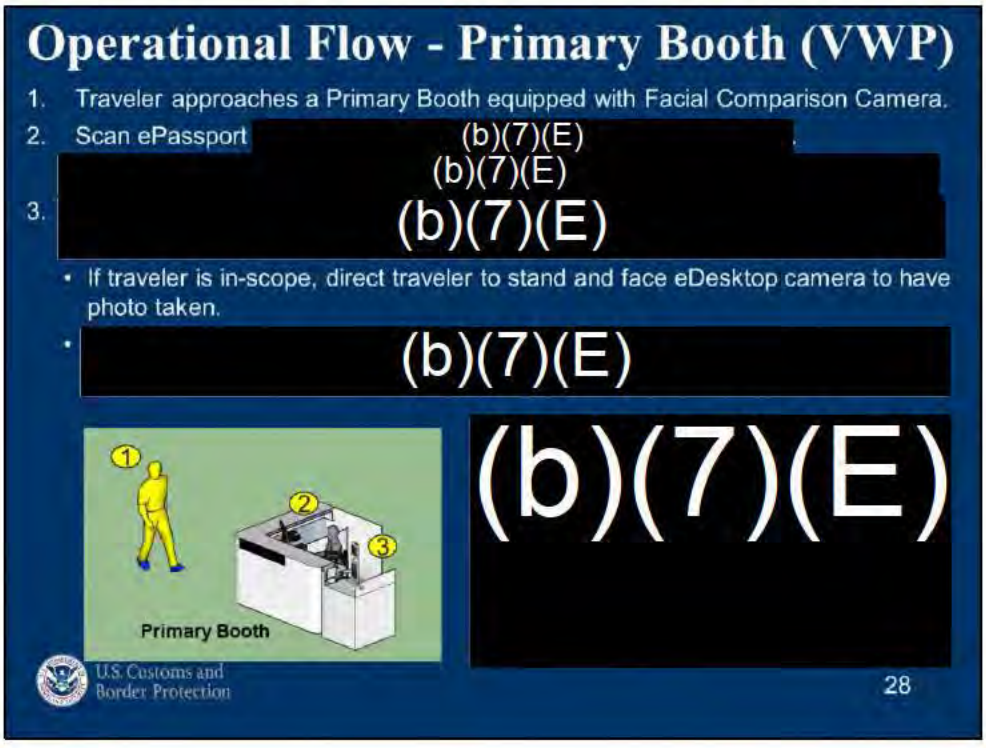
Instructor Note: *Majority of U.S. citizens entering country use Automated Passport Control (APC) Kiosks, with a small number of travelers going directly to Officer-manned Primary Booths.*

(b)(7)(E)

Note: An in-scope traveler is USC, age 18 or older

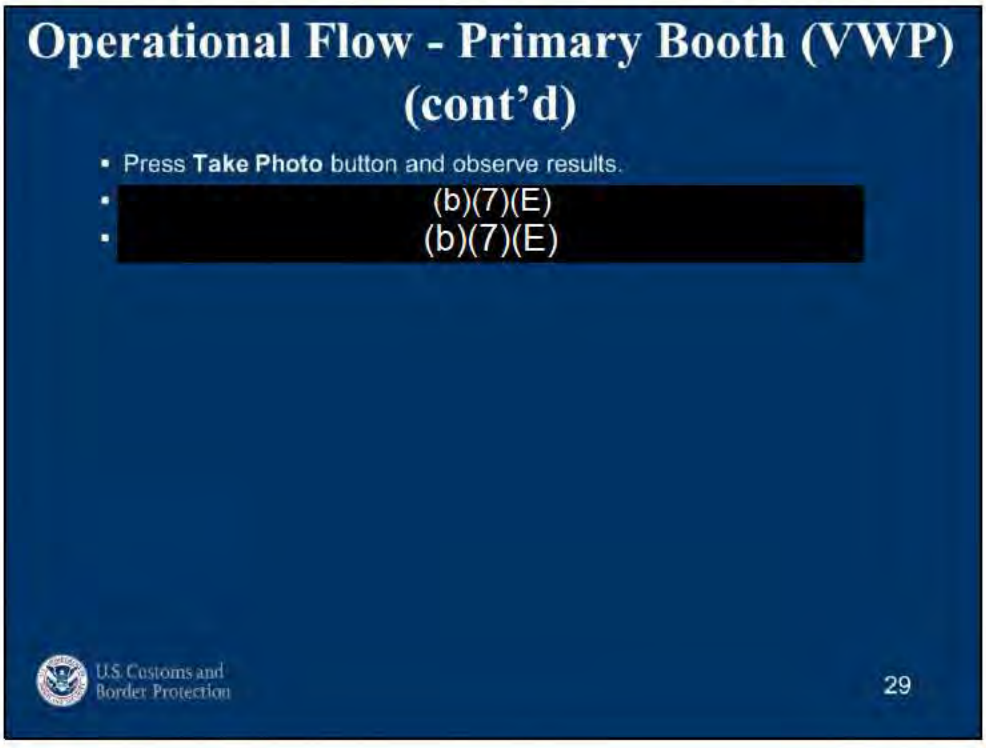
(b)(7)(E)

1. Call traveler to the Primary Booth (b)(7)(E) (b)(7)(E)
2. Scan ePassport with document reader.
   - (b)(7)(E)
   - (b)(7)(E)
   - (b)(7)(E)
   - (b)(7)(E)
   - (b)(7)(E)
3. If traveler is in-scope, direct traveler to stand in front of eDesktop camera and press **Take Photo** button on screen.
   - (b)(7)(E)
   - (b)(7)(E)

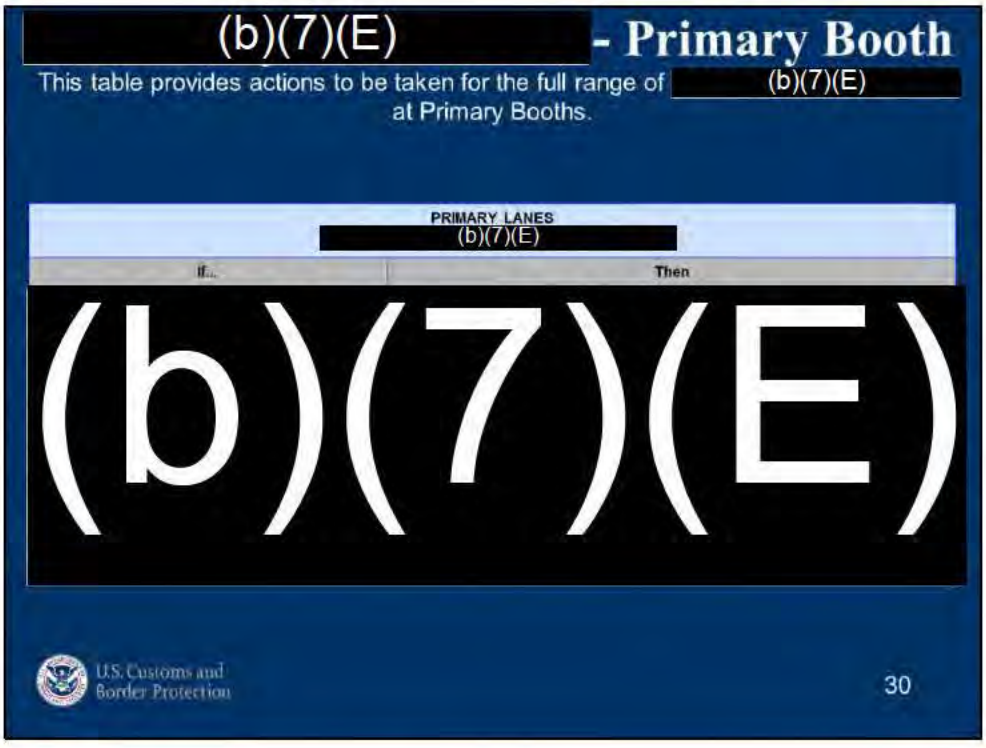


Note: An in-scope traveler is a first-time, International VWP traveler, age 18 or older

1. Call traveler to the Primary Booth (b)(7)(E)
(b)(7)(E)
2. Scan ePassport with document reader.
   - (b)(7)(E)
   - (b)(7)(E)
   - (b)(7)(E)
   - (b)(7)(E)
   - (b)(7)(E)
3. If traveler is in-scope, direct traveler to stand in front of eDesktop camera and press **Take Photo** button on screen.
   - (b)(7)(E)
   - (b)(7)(E)



- Press **Take Photo** button and observe results.
- (b)(7)(E)
- (b)(7)(E)
- (b)(7)(E)


(b)(7)(E)
- Primary Booth
This table provides actions to be taken for the full range of (b)(7)(E)
at Primary Booths.
PRIMARY LANES
(b)(7)(E)
If...
Then
(b)(7)(E)
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(b)(7)(E)

Primary Booth Troubleshooting

This table provides troubleshooting recommendations for the Primary Booth inspection site.

TROUBLESHOOTING RECOMMENDATIONS	
If...	Then
(b)(7)(E)	

Demo Secondary
&
Photo Manipulation

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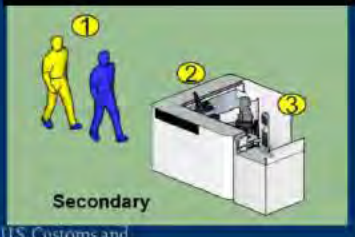
Operational Flow - Secondary

1. (b)(7)(E)
   - (b)(7)(E)
2. (b)(7)(E)
   - (b)(7)(E)
3. Direct traveler to stand or sit and face eDesktop camera.
   - Press **Take Photo button**.
   - (b)(7)(E)
   - (b)(7)(E)



(b)(7)(E)

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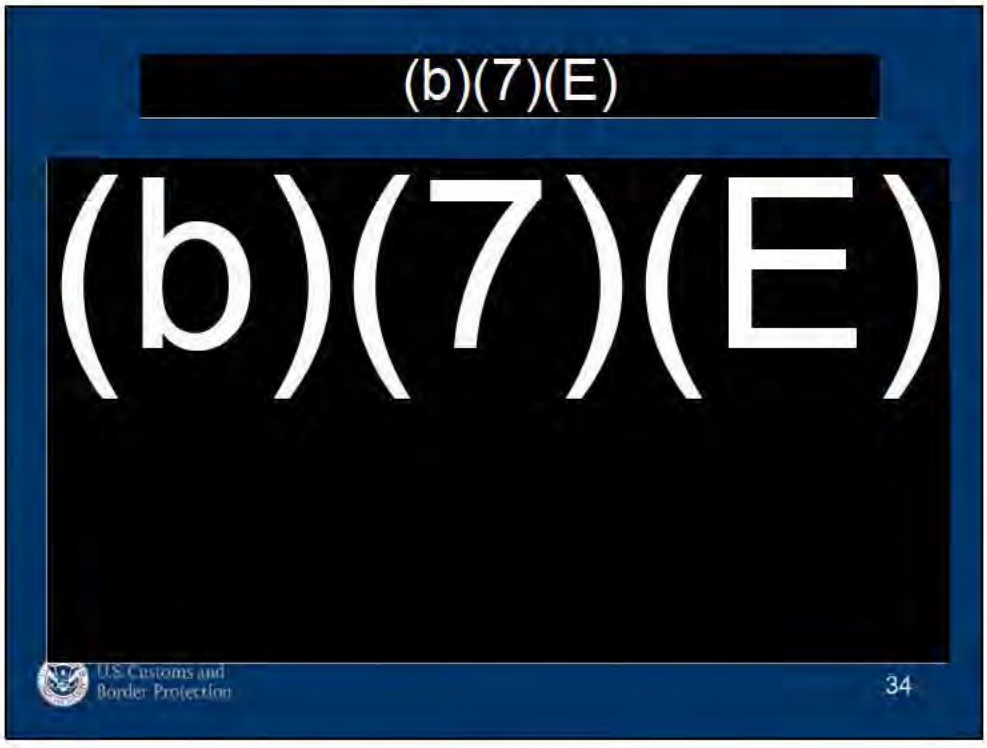
(b)(7)(E)

(b)(7)(E)

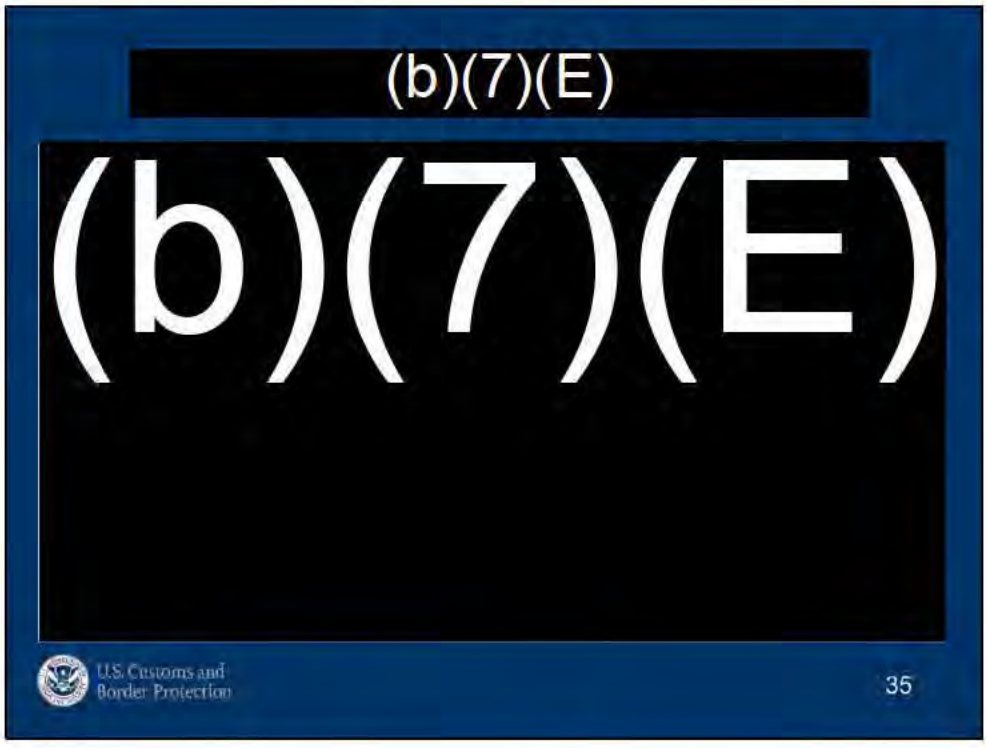
1. (b)(7)(E)
2. (b)(7)(E)
   - (b)(7)(E)
3. Direct traveler to stand or sit and face eDesktop camera.
   - Press **Take Photo** button.
   - (b)(7)(E)
   - (b)(7)(E)



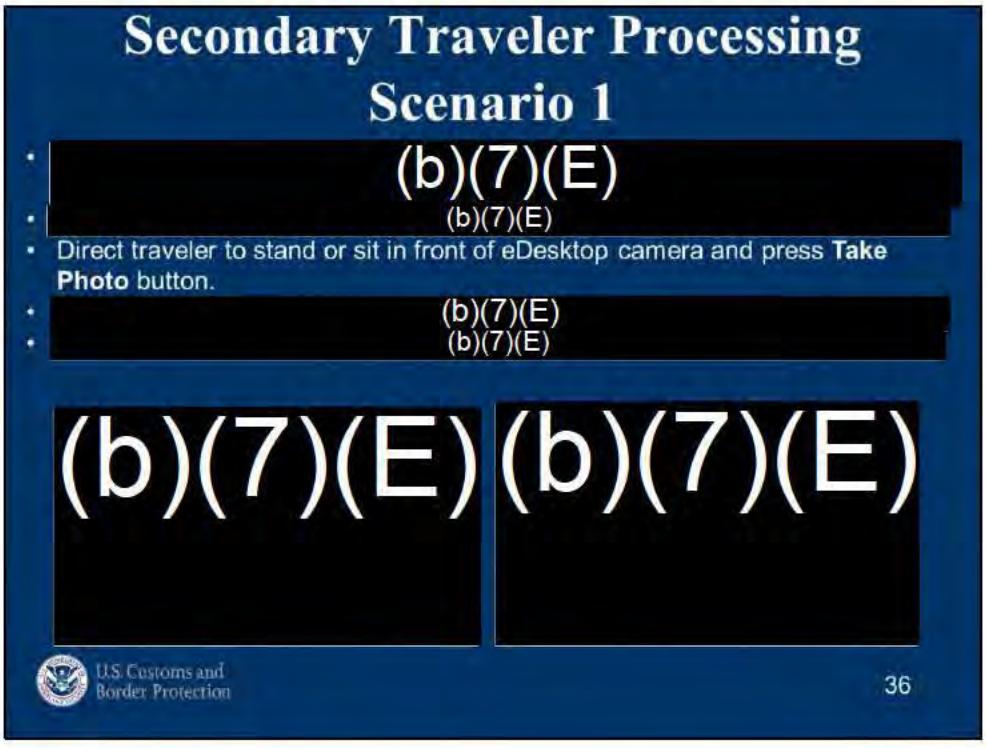
(b)(7)(E)

- (b)(7)(E)
- (b)(7)(E)

(b)(7)(E)

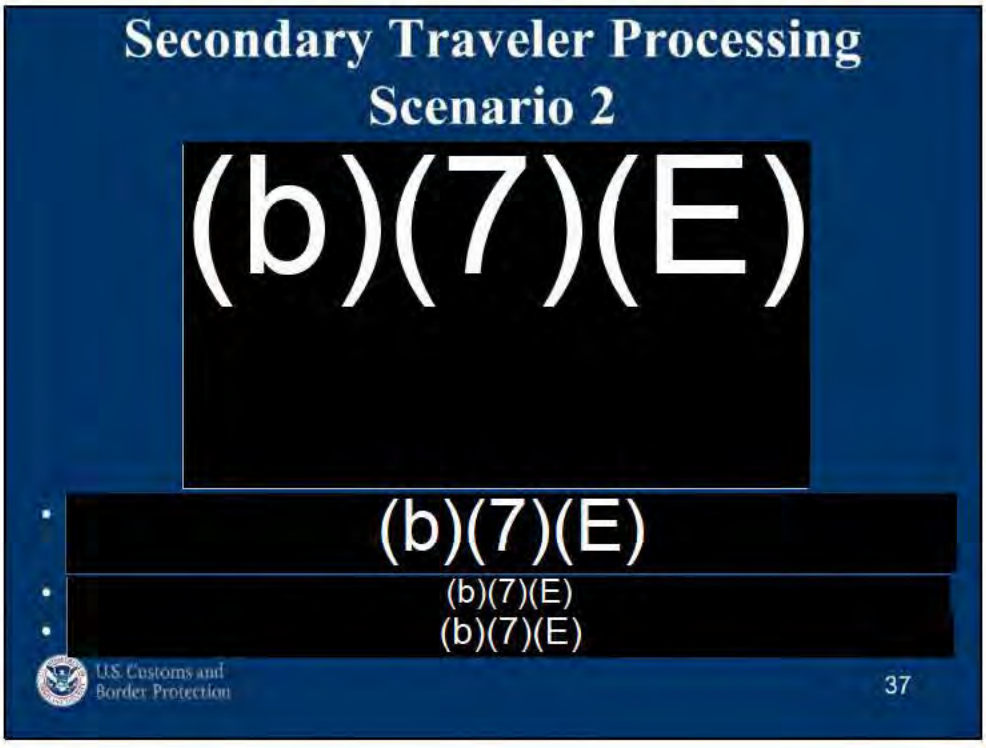


- (b)(7)(E)



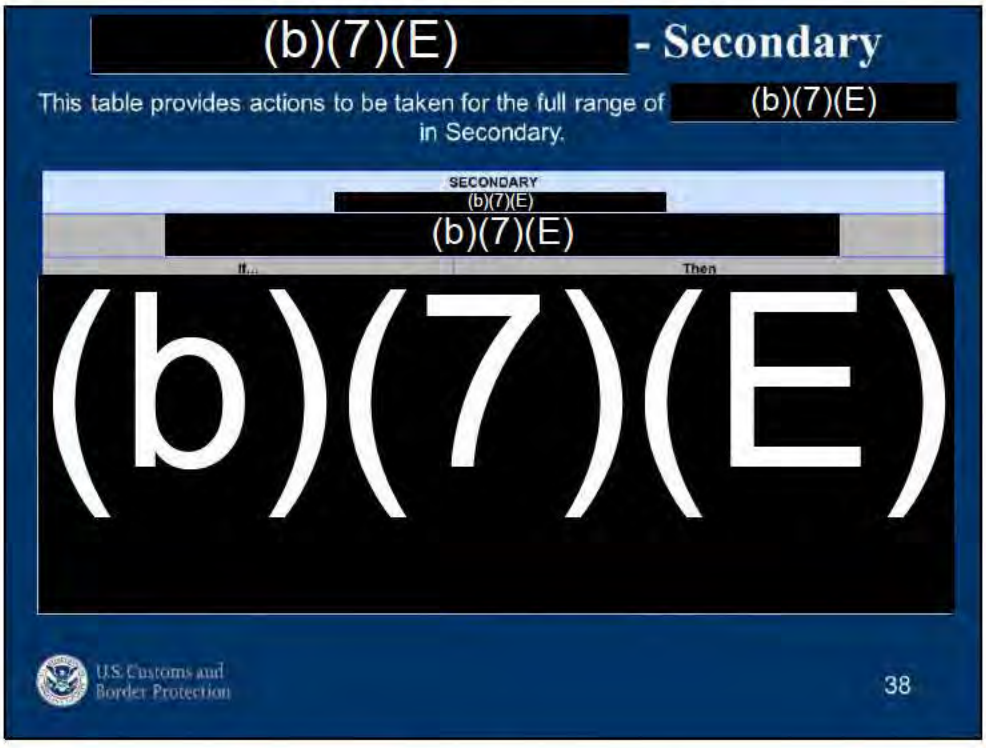
Secondary Traveler Processing – Scenario 1

- (b)(7)(E)
- (b)(7)(E)
- Direct traveler to stand in front of eDesktop camera and press **Take Photo** button.
- (b)(7)(E)
- (b)(7)(E)
- (b)(7)(E)
- (b)(7)(E)
- (b)(7)(E)
- (b)(7)(E)
- (b)(7)(E)



Secondary Traveler Processing – Scenario 2

- (b)(7)(E)


(b)(7)(E) - Secondary
This table provides actions to be taken for the full range of (b)(7)(E) in Secondary.
SECONDARY
(b)(7)(E)
(b)(7)(E)
If...
Then
(b)(7)(E)
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(b)(7)(E)

Secondary Troubleshooting

This table provides troubleshooting recommendations for the Secondary inspection site.

TROUBLESHOOTING RECOMMENDATIONS	
If...	Then
(b)(7)(E)	

Questions or Comments?

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Our Mission

We are the guardians of our Nation's borders.
We are America's frontline.
We safeguard the American homeland at and beyond our borders.
We protect the American public against terrorists and the instruments of terror.
We steadfastly enforce the laws of the United States while fostering our nation's economic security through lawful international trade and travel.
We serve the American public with vigilance, integrity and professionalism.

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Homeland Security
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2	**Learning Objectives**	

	Key Themes:
	• Learning Objectives
		Welcome everyone!
		By now you've heard that CBP is rolling out Simplified Arrival (SA), a new facial comparison technology, and I am sure there are a lot of questions: What is the new software going to do? How does it work? And why should I care? So, I hope today not only to answer those questions, but also to get through a number of objectives with you:
		• **How we got here**
		  ○ This moment has been more than 20 years in the making. And while the Biometric Entry/Exit mission hasn't always been ours, CBP is dedicated to this mission and has taken an active approach with top-notch technology.
		• **How facial comparison and SA work and perform**
		  ○ How does facial comparison technology work? Why is it so good? What are the pitfalls? What are its vulnerabilities?
		• **How facial comparison technology is being implemented at your port**
		  ○ What will the rollout schedule of SA look like at your port?
		• **How to use SA to process travelers**
		  ○ You'll see how to operate SA and recognize that this is a fantastic tool that is not replacing you. Officers will now be able to focus on intent and not administrative tasks.
		• **How SA enables** (b)(7)(E)
		  ○ This is the first of a series of trainings to refresh and reaffirm the skills you already have to identify threats, conduct interviews, and frankly have a conversation.
		  ○ Our hope is that this technology will be a good tool, will speed up the process and get rid of a lot of administrative work.
		  ○ (b)(7)(E)
		Without further ado, any comments, questions or concerns before we delve into the training?

3	**Field Transformation: How Will Technology Change My Role?**	
	Key Themes: • Threat Awareness • Technology as a Tool	• Officers working Primary are an indispensable resource to CBP, and they always will be. • Facial comparison technology increases our enforcement posture at Primary. (b)(7)(E) (b)(7)(E) • Technology will never replace the human skills needed to find threats.

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4	**Targeting Results**	
	Key Themes: • Example Scenario	• On 9/17/16 pipe bombs exploded along route of marathon in Seaside Heights NJ. • Later that day pressure cooker bomb exploded in the Chelsea neighborhood of Manhattan resulting in multiple injuries. That evening another pressure cooker bomb was reported to NYPD and deactivated. • Investigation connected all three bombs possibly to the same subject. Surveillance cameras in the Chelsea area showed a subject of interest later identified as Ahmad Khan Rahimi, (b)(6) (b)(7)(C) (b)(6) (b)(7)(C) living in NJ. (b)(7)(E) • (b)(7)(E) • (b)(7)(E)
5	**How Did We Get Here?**	

	Key Themes:
	• History Behind Biometric Entry/Exit
		Before we dive in, a brief history lesson.
		• Biographic information has been shared with airlines since the Illegal Immigration Reform and Immigrant Responsibility Act was passed in 1996.
		• 9/11 was a tragic time in our country but a pivotal moment in terms of how we approach border security.
		  ○ This tragedy resulted in legislation that formed CBP, as well as the requirement of using biometrics for international travel.
		  ○ In January 2004, US-VISIT rolled out with great fanfare. It was a fantastic law enforcement tool, but it added some administrative work to our job.
		• In 2013, Congress transferred the biometric entry and exit mission to CBP, and OFO initiated the development of a biometric capability for entry and exit in conjunction with other partners.
		• Since then, we have conducted several pilots utilizing facial comparison technology.
		• In 2017, President Trump issued an Executive Order which called upon CBP to "expedite the completion of a biometric entry-exit tracking system," making it a priority across the Agency.
		• Today, we have partnered with airlines and airports to roll out biometric initiatives across air, land, and sea, with much more to come.

6	**Strength of Facial Comparison Technology**	

	Key Themes:
	• Benefits of Facial Comparison
	• Justification for Using SA
		• So why are we using facial comparison? (b)(7)(E) (b)(7)(E)
		  ○ (b)(7)(E)
		• (b)(7)(E)
		  ○ We also already have biographic information, which has been the law since 1996 (and earlier on a volunteer basis). The photo will be compared to the flight gallery, or manifest. Combined with biographic information from a traveler's passport, the process will be more secure.

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		• [2] This will eliminate the need to re-collect the fingerprints of the same person who has entered the United States before. Why is that important?
		  ○ First of all, it makes the transaction more precise so the officer can focus on the interview.
		  ○ Second, (b)(7)(E)
		  ○ (b)(7)(E)
		  ▪ We will always collect foreign nationals' first encounter prints (b)(7)(E) (b)(7)(E)
		• [3] Facial comparison on Entry allows officers to focus on the traveler interview and threat detection (b)(7)(E)
		• [4] How many of you believe in the accuracy of biometrics? How many of you doubt it? We'll try to make it easy to believe in: The system that we developed since 2016 has drastically increased CBP's ability to detect imposters when compared to human detection.
		  ○ Another question: How many of us think that with nearly perfect accuracy, we could actually identify an imposter? Again, this isn't a question of whether or not you have the skills to do so. The point is that the system can help augment your skills (b)(7)(E) (b)(7)(E)
		  ○ (b)(7)(E)
		  ○ CBP is using industry-leading facial comparison algorithms as tested by the National Institute of Standards and Technology (NIST). In addition, CBP, along with its DHS S&T partners, has established a rigorous algorithm performance monitoring and reporting capability.
		• [5] Biometrics has led to great enforcement actions.
		  ○ We aren't just doing this in air, at the land border we have caught 250+ imposters to date.
		• (b)(7)(E)

7	**Understanding the Process** Key Themes: • Traveler Journey • Applied Technology	• This graphic outline illustrates how Simplified Arrival fits in to the overall traveler journey. • The Traveler Verification Service (TVS), developed by CBP's Office of Information and Technology (OIT), is the backend system that performs the facial comparison function.

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		○ TVS takes flight manifest data from APIS to create a gallery of traveler images collected from passports, visas, and other DHS encounters. • The biometric gallery is stored in a private cloud, which has several benefits: ○ It is the new way of doing business. ○ Cloud can scale easily, is faster, and is much more resilient. A cloud platform is much less vulnerable to outages. • Simplified Arrival comes into play when the traveler reaches the officer, and the interaction is initiated with a photo capture instead of a fingerprint capture. The biometric facial match then confirm the information we already know about that traveler. ○ It gives you a facial "match" or "no match," (b)(7)(E) (b)(7)(E) ▪ (b)(7)(E) • We will monitor the system, (b)(7)(E) (b)(7)(E) ○ The matching algorithm has been tested and monitored and validated on an ongoing basis to ensure reliability. • (b)(7)(E) (b)(7)(E) • Vigilance is still needed. (b)(7)(E) (b)(7)(E) (b)(7)(E)
8	**Conducting the Inspection** Key Themes: • Guidelines for Taking Photos	• At this point in time, it is not mandatory to capture a U.S. citizen's photo. A U.S. citizen can opt-out of this process. ○ If the camera has automatically taken a photo, you must delete the photo. • Foreign nationals are typically required to provide biometrics as they enter the United States. If they say they don't want to start the transaction that way, until the regulations have gone into place, just open the document and match 1:1 and take their prints. ○ Dealing with diplomats is like dealing with U.S. citizens. If they opt-out, then read the passport and capture fingerprints if required. ○ All travelers out of scope—non U.S. citizens or not—may also opt-out, (b)(7)(E) (b)(7)(E) • (b)(7)(E) • Materials will be provided for officers to help share privacy information with travelers including tear sheets, signage, and online resources.
9	**Simplified Arrival Policy** Key Themes:	• **1:n matching**

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	• SA Matching Process • Guidelines for Processing Travelers According to Age	○ As the traveler or family approaches, Simplified Arrival will take pictures. This is for 1:n matching, when the live photo is compared to the photos in the gallery for those flights. Simplified Arrival will return all matches on one screen. • **1:1 matching** ○ (b)(7)(E) ○ (b)(7)(E) • The traveler interview begins after the matching process.
10	**All Biometrics Have** (b)(7)(E) Key Themes: • (b)(7)(E) • (b)(7)(E)	• (b)(7)(E) ○ (b)(7)(E) • (b)(7)(E) ○ (b)(7)(E) ○ (b)(7)(E) ▪ (b)(7)(E) ○ (b)(7)(E) ○ (b)(7)(E) ▪ (b)(7)(E) • (b)(7)(E) • At the end of the day, only an officer can determine a traveler's identity and admit someone to the United States. (b)(7)(E) (b)(7)(E)
11	(b)(7)(E) Key Themes: Current vs. Future on fingerprinting	• Fingerprints have been used to check against (b)(7)(E) and we will still be using (b)(7)(E) to verify individuals.

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		• Now, however, with SA, the technology verifies a traveler's identity by comparing facial biometrics in their encounter photo with the pre-populated gallery photo. The back-end vetting process remains the same.
		• (b)(7)(E)
		  ○ (b)(7)(E)
		  ○ (b)(7)(E)
		• (b)(7)(E)
		  ○ (b)(7)(E)
		• (b)(7)(E)

12	**Imposter at San Diego Airport (SAN)** Key Themes: • Example Scenario	• An imposter was detected at San Diego airport (b)(7)(E) (b)(7)(E)
13	**Imposter at Washington Dulles International Airport (IAD)** Key Themes: • Example Scenario	• A similar case as San Diego, this time at Dulles (b)(7)(E) (b)(7)(E)
14	**Imposter at Nogales, AZ** Key Themes: • Example Scenario	• This is a case of two imposters at Nogales, AZ (b)(7)(E) (b)(7)(E)

15	**Handling a 1:1 Mismatch**
	Key Themes:
	• Mismatch Guidelines
		• It's important to reiterate CBP's national policy regarding a 1:1 mismatch.
		  ○ For someone 13 years and younger, (b)(7)(E)
		  ○ For someone 14 years and older, (b)(7)(E)

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		○ Remember that Simplified Arrival has drastically increased CBP's ability to detect imposters when compared to human detection. (b)(7)(E) • **Best Practices for Secondary Referrals** ○ (b)(7)(E) ▪ Ask travelers for additional forms of identification. ▪ (b)(7)(E) ▪ (b)(7)(E) ▪ (b)(7)(E) ▪ (b)(7)(E)
16	**Simplified Arrival Application**	
	Key Themes: Familiarization of SA	• We will now walk through screenshots of SA to begin to familiarize yourselves with the application prior to trying it out at the podiums/booths.
25	**Classes of Admission**	
	Key Themes: Classes of Admission	• Here is what Classes of Admission (COAs) will look like in SA; the options should look familiar.
35	(b)(7)(E)	
	Key Themes: (b)(7)(E)	• (b)(7)(E)
37	**Screen Features**	
	Key Themes: Familiarization of SA	• Let's dig deeper within SA and walk through some features that you won't see on the main screen.
61	**Opt Outs**	
	Key Themes: Opt-Out Procedures	• U.S. citizens can opt-out of facial comparison technology. • Additionally, non-U.S. citizens who are not in scope can also opt-out. • If this is the case, then you can revert back to the way you have always processed travelers prior to the implementation of SA.
64	**Outage Mitigation**	
	Key Themes: Outage Mitigation Procedures	• (b)(7)(E)

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	More Info	
72	Key Themes: • Applied Technology	• For more information, visit (b)(7)(E) to submit any questions or concerns. • By visiting (b)(7)(E), officers can provide suggestions, comments, or questions related to facial comparison technology (b)(7)(E).

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2	**Learning Objectives**	

	Key Themes:
	• Learning Objectives
		Welcome everyone!
		By now you've heard that CBP is rolling out Simplified Arrival (SA), a new facial comparison technology, and I am sure there are a lot of questions: What is the new software going to do? How does it work? And why should I care? So, I hope today not only to answer those questions, but also to get through a number of objectives with you:
		• **How we got here**
		  ○ This moment has been more than 20 years in the making. And while the Biometric Entry/Exit mission hasn't always been ours, CBP is dedicated to this mission and has taken an active approach with top-notch technology.
		• **How facial comparison and SA work and perform**
		  ○ How does facial comparison technology work? Why is it so good? What are the pitfalls? What are its vulnerabilities?
		• **How facial comparison technology is being implemented at your port**
		  ○ What will the rollout schedule of SA look like at your port?
		• **How to use SA to process travelers**
		  ○ You'll see how to operate SA and recognize that this is a fantastic tool that is not replacing you. Officers will now be able to focus on intent and not administrative tasks.
		• **How SA enables** (b)(7)(E)
		  ○ This is the first of a series of trainings to refresh and reaffirm the skills you already have to identify threats, conduct interviews, and frankly have a conversation.
		  ○ Our hope is that this technology will be a good tool, will speed up the process and get rid of a lot of administrative work.
		  ○ (b)(7)(E)
		Without further ado, any comments, questions or concerns before we delve into the training?

3	**Field Transformation: How Will Technology Change My Role?**	
	Key Themes: • Threat Awareness • Technology as a Tool	• Officers working Primary are an indispensable resource to CBP, and they always will be. • Facial comparison technology increases our enforcement posture at Primary. (b)(7)(E) (b)(7)(E) • Technology will never replace the human skills needed to find threats.

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4	**Targeting Results**	
	Key Themes: • Example Scenario	• On 9/17/16 pipe bombs exploded along route of marathon in Seaside Heights NJ. • Later that day pressure cooker bomb exploded in the Chelsea neighborhood of Manhattan resulting in multiple injuries. That evening another pressure cooker bomb was reported to NYPD and deactivated. • Investigation connected all three bombs possibly to the same subject. Surveillance cameras in the Chelsea area showed a subject of interest later identified as Ahmad Khan Rahimi, (b)(6) (b)(7)(C) (b)(6) (b)(7)(C) living in NJ. (b)(7)(E) • (b)(7)(E) • (b)(7)(E)
5	**How Did We Get Here?**	

	Key Themes:
	• History Behind Biometric Entry/Exit
		Before we dive in, a brief history lesson.
		• Biographic information has been shared with airlines since the Illegal Immigration Reform and Immigrant Responsibility Act was passed in 1996.
		• 9/11 was a tragic time in our country but a pivotal moment in terms of how we approach border security.
		  ○ This tragedy resulted in legislation that formed CBP, as well as the requirement of using biometrics for international travel.
		  ○ In January 2004, US-VISIT rolled out with great fanfare. It was a fantastic law enforcement tool, but it added some administrative work to our job.
		• In 2013, Congress transferred the biometric entry and exit mission to CBP, and OFO initiated the development of a biometric capability for entry and exit in conjunction with other partners.
		• Since then, we have conducted several pilots utilizing facial comparison technology.
		• In 2017, President Trump issued an Executive Order which called upon CBP to "expedite the completion of a biometric entry-exit tracking system," making it a priority across the Agency.
		• Today, we have partnered with airlines and airports to roll out biometric initiatives across air, land, and sea, with much more to come.

6	**Strength of Facial Comparison Technology**	
	Key Themes: • Benefits of Facial Comparison • Justification for Using SA	• So why are we using facial comparison? (b)(7)(E) (b)(7)(E) ○ (b)(7)(E) • (b)(7)(E)

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		○ We also already have biographic information, which has been the law since 1996 (and earlier on a volunteer basis). The photo will be compared to the flight gallery, or manifest. Combined with biographic information from a traveler's passport, the process will be more secure. • [2] This will eliminate the need to re-collect the fingerprints of the same person who has entered the United States before. Why is that important? ○ First of all, it makes the transaction more precise so the officer can focus on the interview. ○ Second, (b)(7)(E) ○ (b)(7)(E) ▪ We will always collect foreign nationals' first encounter prints (b)(7)(E) (b)(7)(E) • [3] Facial comparison on Entry allows officers to focus on the traveler interview and threat detection (b)(7)(E) • [4] How many of you believe in the accuracy of biometrics? How many of you doubt it? We'll try to make it easy to believe in: The system that we developed since 2016 has drastically increased CBP's ability to detect imposters (b)(7)(E) ○ Another question: How many of us think that with nearly perfect accuracy, we could actually identify an imposter? Again, this isn't a question of whether or not you have the skills to do so. The point is that the system can help augment your skills (b)(7)(E) (b)(7)(E) ○ (b)(7)(E) ○ CBP is using industry-leading facial comparison algorithms as tested by the National Institute of Standards and Technology (NIST). In addition, CBP, along with its DHS S&T partners, has established a rigorous algorithm performance monitoring and reporting capability. • [5] Biometrics has led to great enforcement actions. ○ We aren't just doing this in air, at the land border we have caught 250+ imposters to date. • (b)(7)(E)
7	**Understanding the Process**	
	Key Themes:	• This graphic outline illustrates how Simplified Arrival fits in to the overall traveler journey.

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	• Traveler Journey
	• Applied Technology
		• The Traveler Verification Service (TVS), developed by CBP's Office of Information and Technology (OIT), is the backend system that performs the facial comparison function.
		  ○ TVS takes flight manifest data from APIS to create a gallery of traveler images collected from passports, visas, and other DHS encounters.
		• The biometric gallery is stored in a private cloud, which has several benefits:
		  ○ It is the new way of doing business.
		  ○ Cloud can scale easily, is faster, and is much more resilient. A cloud platform is much less vulnerable to outages.
		• Simplified Arrival comes into play when the traveler reaches the officer, and the interaction is initiated with a photo capture instead of a fingerprint capture. The biometric facial match then confirm the information we already know about that traveler.
		  ○ It gives you a facial "match" or "no match," (b)(7)(E) (b)(7)(E).
		  ▪ NTC vetting occurs all the time. Travelers with fingerprints on file are continuously checked against relevant watchlists for new derogatory information.
		• We will monitor the system, (b)(7)(E) (b)(7)(E).
		  ○ The matching algorithm has been tested and monitored and validated on an ongoing basis to ensure reliability.
		• (b)(7)(E) (b)(7)(E)
		• Vigilance is still needed. (b)(7)(E) (b)(7)(E) (b)(7)(E)

8	**Conducting the Inspection**
	Key Themes:
	• Guidelines for Taking Photos
		• At this point in time, it is not mandatory to capture a U.S. citizen's photo. A U.S. citizen can opt-out of this process.
		  ○ If the camera has automatically taken a photo, you must delete the photo.
		• Foreign nationals are typically required to provide biometrics as they enter the United States. If they say they don't want to start the transaction that way, until the regulations have gone into place, just open the document and match 1:1 and take their prints.
		  ○ Dealing with diplomats is like dealing with U.S. citizens. If they opt-out, then read the passport and capture fingerprints if required.
		  ○ All travelers out of scope—non U.S. citizens or not—may also opt-out, (b)(7)(E) (b)(7)(E)
		• (b)(7)(E)
		• Materials will be provided for officers to help share privacy information with travelers including tear sheets, signage, and online resources.

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9	**Simplified Arrival Policy**	

	Key Themes:
	• SA Matching Process
	• Guidelines for Processing Travelers According to Age
		• **1:n matching**
		  ○ As the traveler or family approaches, Simplified Arrival will take pictures. This is for 1:n matching, when the live photo is compared to the photos in the gallery for those flights. Simplified Arrival will return all matches on one screen.
		• **1:1 matching**
		  ○ (b)(7)(E)
		  ○ (b)(7)(E)
		• The traveler interview begins after the matching process.

10	**All Biometrics Have** (b)(7)(E)	

	Key Themes:
	• (b)(7)(E)
	• (b)(7)(E)
		• (b)(7)(E)
		  ○ (b)(7)(E)
		• (b)(7)(E)
		  ○ (b)(7)(E)
		  ○ (b)(7)(E)
		  ▪ (b)(7)(E)
		  ○ (b)(7)(E)
		  ○ (b)(7)(E)
		  ▪ (b)(7)(E)
		• (b)(7)(E)
		• At the end of the day, only an officer can determine a traveler's identity and admit someone to the United States. (b)(7)(E) (b)(7)(E)

11	(b)(7)(E)	
	Key Themes:	• Fingerprints have been used to check against (b)(7)(E) and we will still be using (b)(7)(E) to verify individuals.

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	Current vs. Future on fingerprinting	• Now, however, with SA, the technology verifies a traveler's identity by comparing facial biometrics in their encounter photo with the pre-populated gallery photo. The back-end vetting process remains the same.
		• (b)(7)(E)
		  ○ (b)(7)(E)
		  ○ (b)(7)(E)
		• (b)(7)(E)
		  ○ (b)(7)(E)
		• (b)(7)(E)

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	Key Themes:
	• Mismatch Guidelines
		• It's important to reiterate CBP's national policy regarding a 1:1 mismatch.
		  ○ For someone 13 years and younger, (b)(7)(E)
		  ○ For someone 14 years and older, (b)(7)(E)

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		○ Remember that Simplified Arrival has drastically increased CBP's ability to detect imposters when compared to human detection. (b)(7)(E) • **Best Practices for Secondary Referrals** ○ (b)(7)(E) ▪ Ask travelers for additional forms of identification. ▪ (b)(7)(E) ▪ (b)(7)(E) ▪ (b)(7)(E) ▪ (b)(7)(E)
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	Key Themes: Familiarization of SA	• We will now walk through screenshots of SA to begin to familiarize yourselves with the application prior to trying it out at the podiums/booths.
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	Key Themes: Classes of Admission	• Here is what Classes of Admission (COAs) will look like in SA; the options should look familiar.
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59	**Opt Outs**	
	Key Themes: Opt-Out Procedures	• U.S. citizens can opt-out of facial comparison technology. • Additionally, non-U.S. citizens who are not in scope can also opt-out. • If this is the case, then you can revert back to the way you have always processed travelers prior to the implementation of SA.
62	**Outage Mitigation**	
	Key Themes: Outage Mitigation Procedures	• When there is a technological or other outage, we will walk through exactly what you should do to process travelers.
70	**More Info**	
	Key Themes: • Applied Technology	• For more information, visit (b)(7)(E) to submit any questions or concerns.

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		• By visiting (b)(7)(E), officers can provide suggestions, comments, or questions related to facial comparison technology (b)(7)(E)

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U.S. Customs and Border Protection

CBP/LBI

Pedestrian Reengineering Kiosk Solution Training

(b)(7)(E)

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Course Purpose

This training serves as an addendum to the standard Pedestrian Reengineering Kiosk Solution training. This training reviews the biometric kiosk system's components, and explains basic troubleshooting activities.

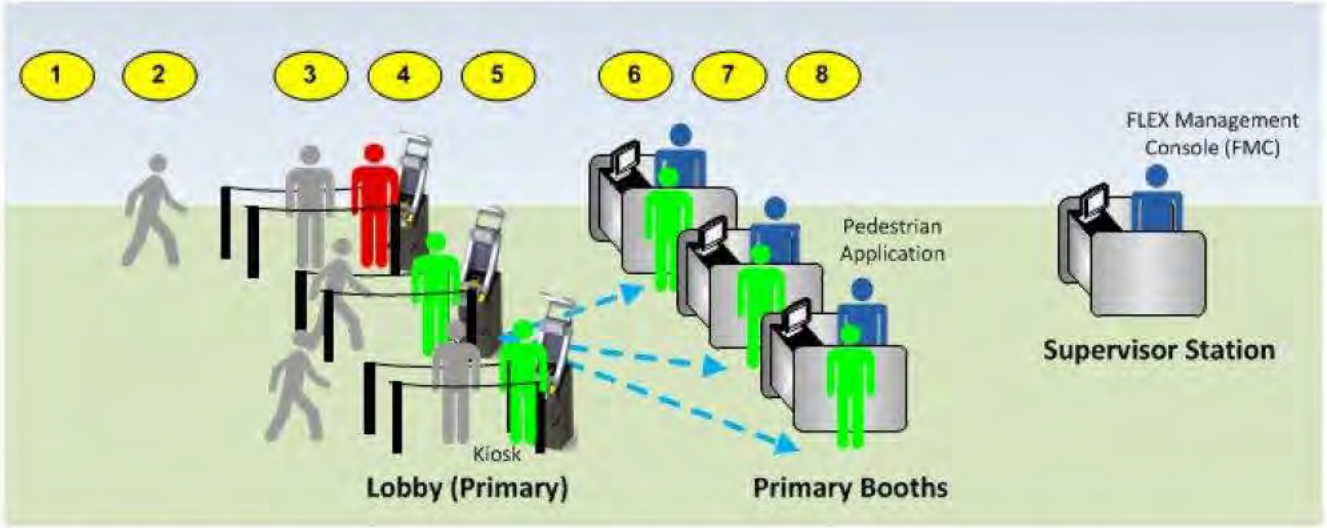
Course Map

- Introductions
- Training Materials:
  - Participant Guide
  - Quick Reference Pocket Guide
  - Operations and Maintenance Manual
  - Video of Best Practices for Kiosk Document Reading
- Kiosk Operations Demonstration

Pedestrian Entry/Exit Overview

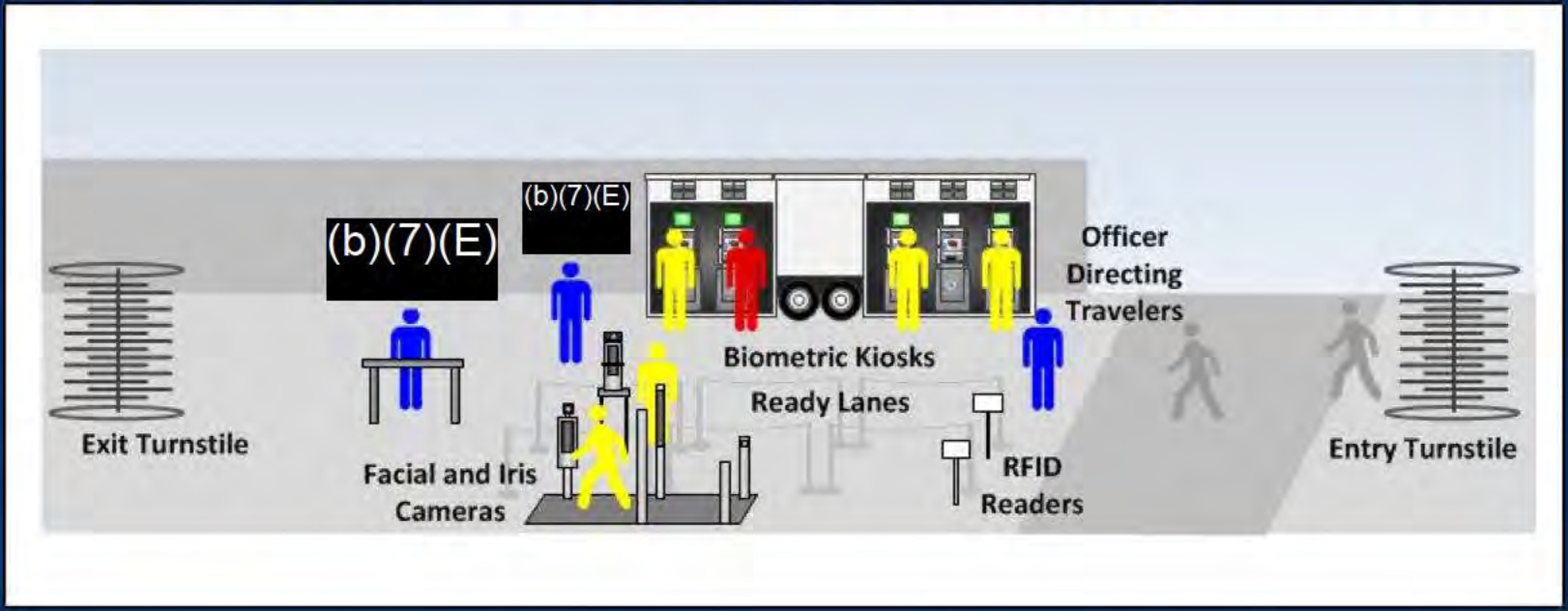
- The Pedestrian Entry/Exit system is composed of two distinct solutions and associated processes
  - Inbound
    - All travelers with WHTI-compliant machine readable document
    - Non-exempt travelers are biometrically enrolled as part of standard inbound process
    - Face and iris biometrics
  - Outbound
    - All travelers with WHTI-compliant machine readable document
    - Non-exempt travelers submit live biometrics (b)(7)(E) (b)(7)(E)
    - Face and iris biometrics

Pedestrian Entry Solution Overview



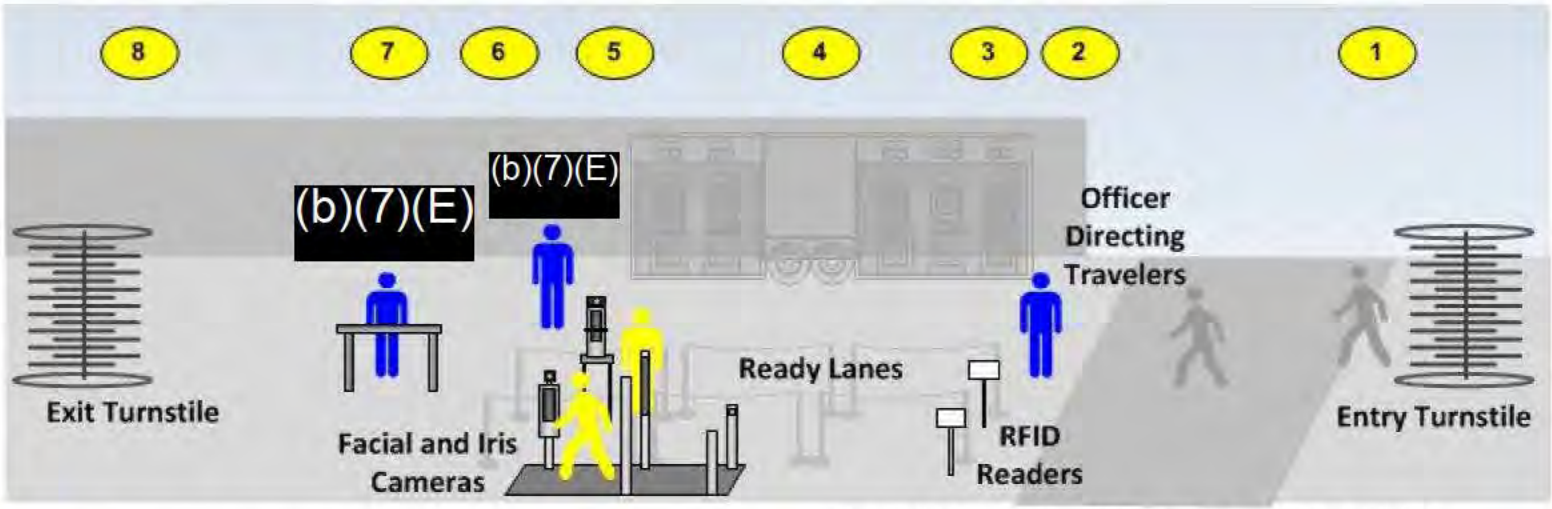
1. Traveler reads signage to determine which line to enter for processing
2. Traveler waits for next available kiosk
3. Traveler waves/places WHTI compliant document on reader
4. If applicable, traveler provides face and iris biometric by looking at camera
5. (b)(7)(E)
6. Officer (b)(7)(E) (b)(7)(E) waves traveler forward. Traveler may be called by Officer directly in front of kiosk or by adjacent Officers.
7. Officer finalizes admissibility processing (b)(7)(E) (b)(7)(E)
8. Traveler is admitted or referred and enters post-primary zone

Pedestrian Exit Area Components



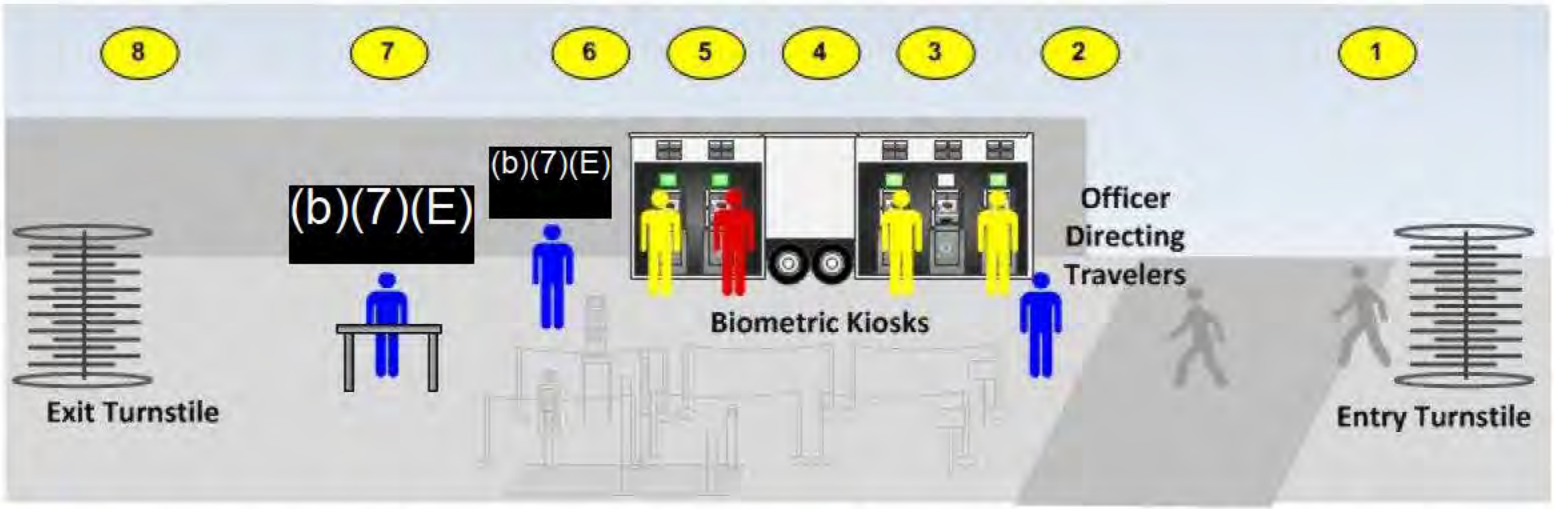
- Multiple lanes
- Multiple methods of processing
- (b)(7)(E)

Pedestrian Exit Solution Overview (Ready Lane)



1. Traveler enters Exit Processing Area via the entry turnstile
2. Officer directs traveler to Ready Lane
3. Traveler waves WHTI compliant RFID document at RFID Reader
4. (b)(7)(E)
5. If applicable, traveler provides face and iris biometric by looking at cameras (b)(7)(E) (b)(7)(E)
6. (b)(7)(E)
7. If applicable, Officer finalizes exit processing.
8. Traveler exits the country via the Exit Turnstile

Pedestrian Exit Solution Overview
(WHTI-Compliant – Trailer)



1. Traveler enters Exit Processing Area via the entry turnstile
2. Officer directs traveler to available kiosk
3. Traveler waves/places WHTI compliant document on kiosk reader
4. If applicable, traveler provides face and iris biometric by looking at camera
5. (b)(7)(E)
6. Kiosk informs traveler of next steps. (b)(7)(E) (b)(7)(E)
7. If applicable, Officer finalizes exit processing.
8. Traveler exits the country via the Exit Turnstile

Pedestrian Biometric Kiosk Solution Hardware

Pedestrian Biometric Kiosk Hardware

- Biometric Kiosk System
  - Larger than existing kiosk
  - Dynamic height and lighting adjustments
  - RFID Reader
  - MRZ Document Reader
  - LCD Screen

Biometric Kiosk Components

Pedestrian Exit Trailer

(b)(7)(E)

(b)(7)(E)

(b)(7)(E)

(b)(7)(E)

(b)(7)(E)

U.S. Customs and Border Protection

Kiosk Maintenance and Troubleshooting

Maintenance of Kiosk - Officer

- Kiosk
  - (b)(7)(E)
  - (b)(7)(E)
- RFID and MRZ reader
  - (b)(7)(E)
  - (b)(7)(E)
  - (b)(7)(E)
  - (b)(7)(E)
  - (b)(7)(E)
- LCD and Biometric Cameras
  - (b)(7)(E)

Maintenance Responsibilities – CBP Supervisor

- Train your staff on the proper methods of maintaining the kiosk
- Coordinate with local cleaning personnel for best cleaning practices
- Follow standard operating procedures for submitting CBP Help desk tickets to resolve issues that cannot be resolved locally

Maintenance Responsibilities – FTO

CBP FTOs and senior management will have the following responsibilities in maintaining the pedestrian system equipment:

- Act as onsite point of contact (POC) for (b)(7)(E) personnel
- Ensure the network is up and running properly
- Ensure Kiosk is receiving power
- Follow standard operating procedures for submitting CBP Help desk tickets to resolve issues that cannot be resolved locally

Maintenance Responsibilities – (b)(7)(E)

- (b)(7)(E) is responsible for the following maintenance activities for the kiosk system equipment:
  - (b)(7)(E)
  - (b)(7)(E)
  - (b)(7)(E)

Kiosk Troubleshooting

(b)(7)(E)

- (b)(7)(E)
  - (b)(7)(E)
- (b)(7)(E)
  - (b)(7)(E)
- (b)(7)(E)
  - (b)(7)(E)
  - (b)(7)(E)
- (b)(7)(E)

Creation of Help Desk Ticket

CBP personnel are responsible for initiating a help desk ticket to resolve issues that cannot be resolved locally.

(b)(7)(E)

Questions or Comments?

U.S. Customs and Border Protection

Our Mission

We are the guardians of our Nation's borders.
We are America's frontline.
We safeguard the American homeland at and beyond our borders.
We protect the American public against terrorists and the instruments of terror.
We steadfastly enforce the laws of the United States while fostering our nation's economic security through lawful international trade and travel.
We serve the American public with vigilance, integrity and professionalism.

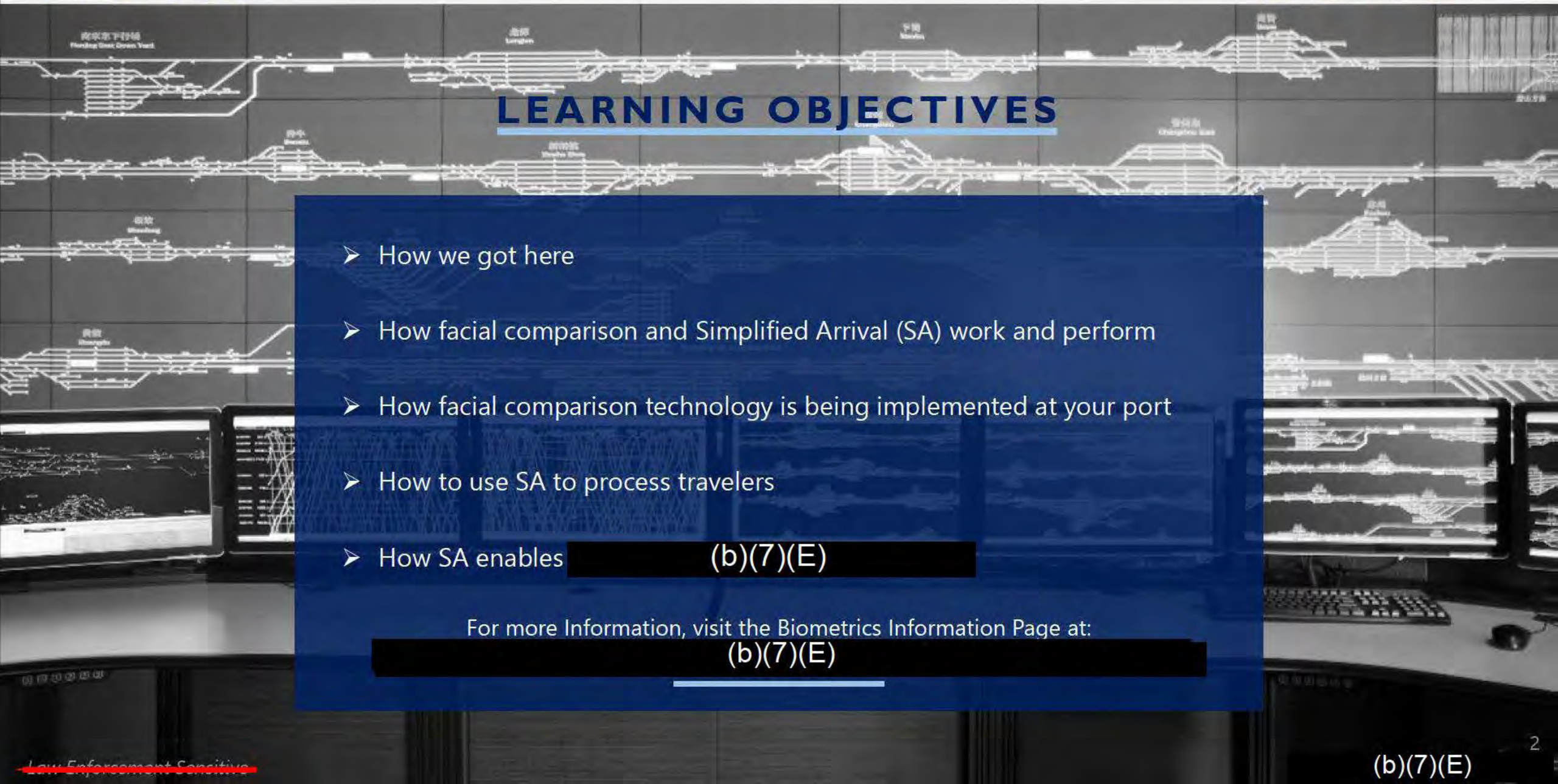
SIMPLIFIED ARRIVAL MANAGER TRAINING

OFFICE OF FIELD OPERATIONS
CBP | 2020

Law Enforcement Sensitive

(b)(7)(E)

Learning Objectives



LEARNING OBJECTIVES

- How we got here
- How facial comparison and Simplified Arrival (SA) work and perform
- How facial comparison technology is being implemented at your port
- How to use SA to process travelers
- How SA enables (b)(7)(E)

For more Information, visit the Biometrics Information Page at:
(b)(7)(E)

Field Transformation: How Will Technology Change My Role?

Primary is **the most important job** in CBP. Officers working Primary are **the first line of defense** for the safety and security of the United States.

(b)(7)(E)

Technology will never replace the human skills needed to find threats to our nation

(b)(7)(E)

Simplified Arrival is a ***tool*** that enables officers to focus on ***enforcement*** and ***threat detection***

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Targeting Results

On 9/17/16, pipe bombs exploded along a marathon route in Seaside Heights, NJ, a pressure cooker bomb exploded later that day in Manhattan, and another pressure cooker bomb was deactivated that evening. All three bombs were determined to be possibly connected to the same subject: Ahmad Khan Rahimi, an (b)(6) (b)(7)(C) living in NJ. (b) (7)(E)

Key Points

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Action Taken

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How Did We Get Here?

TIMELINE: HOW CBP HAS CHANGED THE FACE OF TRAVEL

1996: Illegal Immigration Reform and Immigrant Responsibility Act
Congress directs the implementation of a Biographic Entry and Exit System

2000

2002: Border Security Act
Act requires all ports of entry to have equipment that allows biometric comparison and travel document authentication

2004: Intelligence Reform and Terrorism Prevention Act
The 9/11 Committee advises Congress to direct DHS to accelerate the implementation of an automated biometric entry/exit data system

2004: U.S. Visit Begins to Collect Biometrics
In January 2004, U.S. Visit begins to capture a photograph and fingerprints of foreign travelers

2010

2013: Congress Transfers the Biometric Exit Mission to CBP

2015: Biometric Exit (BE) Mobile
At top 10 airports, tested viability of implementing BE in conjunction with outbound anti-terrorism and contraband enforcement operations

2016: Pedestrian Biometric Field Test
Pilot at Otay Mesa, California demonstrates that travelers preferred ease of use of facial technology

2016: Departure Information System Test
First facial comparison exit pilot at ATL

2017: Executive Order (E.O.) 13780
EO calls for expedited completion of the Biometric Entry-Exit Tracking System

2017: Using the Cloud
Set up commercial cloud matching environment for Sprint

2017: Vehicle Test at Anzalduas
Test a front-end system to identify a vendor to conduct future biometric capture capabilities

2018: Cruise Facial Debarkation
Facial pilot for cruise line passengers during debarkation

2020: More to Come!

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Strength of Facial Comparison Technology

WHY FACIAL COMPARISON?

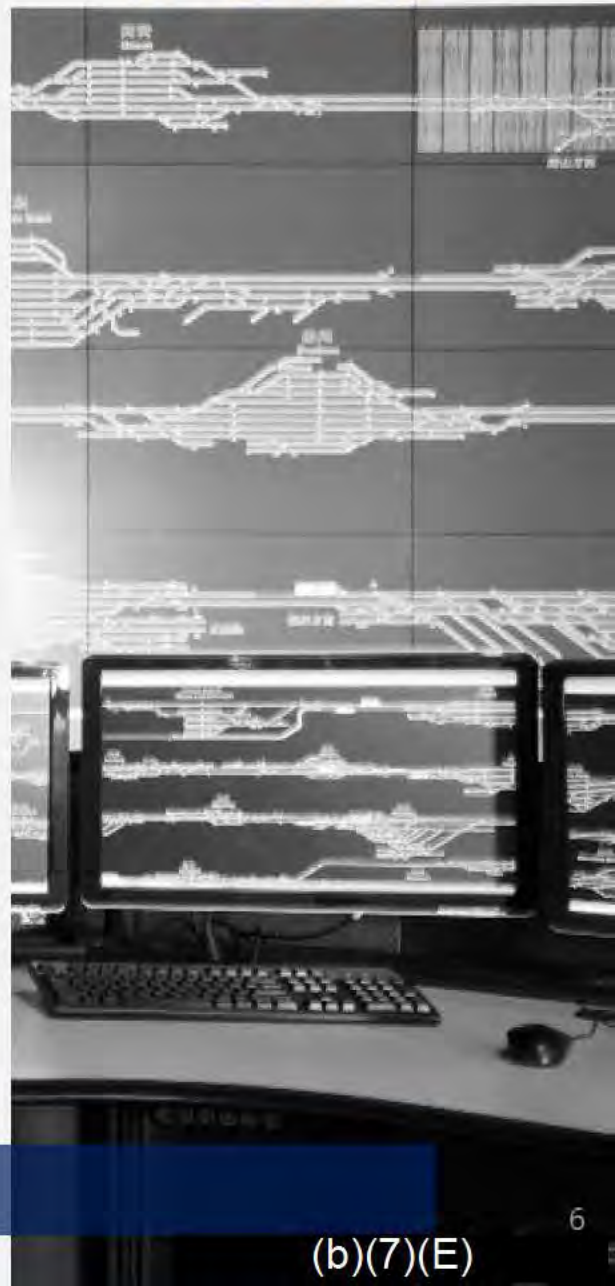
1. CBP is using **already existing traveler biometric (facial) and biographic information** including visa photos, Primary encounters, certain enforcement data, U.S. Passports, and LPR card photos.

2. Facial comparison **eliminates the need to take fingerprints** each time a foreign national returns to the United States, only requiring on first encounters (b)(7)(E) (b)(7)(E)

3. Facial comparison on Entry allows officers to **focus on the traveler interview and threat detection** (b)(7)(E) (b)(7)(E)

4. Facial comparison technology is **very accurate** and has **drastically increased CBP's ability to detect imposters** when compared to human detection.

5. The use of facial comparison technology has led to **positive tangible results**. To date, 250+ imposters have been caught at the land border.



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Simplified Arrival is a ***tool*** that enables officers to focus on ***enforcement*** and ***threat detection***

Understanding the Process

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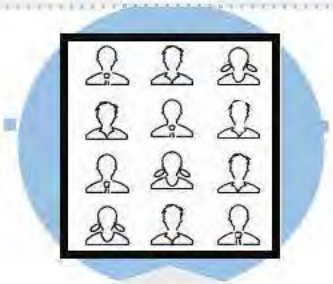
APIS Transmission | *TVS Builds Gallery* | *Travelers Queue* | *Take Photo and Match* | *Determine Purpose and Intent*



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

WHAT IS THE TRAVELER VERIFICATION SERVICE?

The Traveler Verification Service (TVS) is the backend system that performs the facial comparison function.

1

Gallery Creation

Using flight manifest data collected from APIS, TVS builds a port-specific gallery of traveler images collected from passports, visas, and other DHS encounters.

2

Using Cloud

The biometric templates of the collected images are stored in an encrypted Virtual Private Cloud (VPC).

3

Take Photo

After the traveler photo is taken, it is compared to the gallery of collected templates.

4

Match Response

A "match" or "no-match" is returned and the officer can continue with the entry process.

(b)(7)(E)

- ***1:n Matching*** *occurs when the live photo will be matched against a gallery of photos.*
- ***1:1 Matching*** *occurs when a 1:n match fails. The live photo will be matched to the document photo.*

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Conducting the Inspection

PROCESS

- *With the transition to Simplified Arrival comes an opportunity to reinvent the way you have traditionally processed travelers.*
- *Every officer should feel empowered to make the inspection process their own.*

GUIDELINES FOR TAKING PHOTOS

	Can I photograph the traveler in primary?	Notes
In-Scope Non-U.S. Citizen	✓ Always	Photos are stored in IDENT for 75 years for future identity verification.
Out-of-Scope Non-U.S. Citizen	✓ Can opt out	This group includes travelers under the age of 14 and over the age of 79, diplomats, Canadians, and otherwise exempt aliens. Photos are deleted within 14 days.
U.S Citizen	✓ Can opt out	Photos of U.S. Citizens are deleted immediately from the system upon matching. U.S. Citizens can opt out if requested. If the camera has automatically captured a photo, you must delete it.

Remember that current law enforcement policies still apply. Therefore, nothing else in your day-to-day should change unless directed by your supervisor.

Simplified Arrival is a ***tool*** that enables officers to focus on ***enforcement*** and ***threat detection***

Simplified Arrival Policy

The matrix below provides guidance regarding the Simplified Arrival process after a picture has been taken, depending on a traveler's age.

	0-5 Years Old	6-13 Years Old	14+ Years Old
1:n	No Match – (b)(7)(E) (b)(7)(E)	No Match – (b)(7)(E) (b)(7)(E)	No Match – (b)(7)(E) (b)(7)(E)
1:1	Mismatch – (b)(7)(E) (b)(7)(E)	Mismatch – (b)(7)(E) (b)(7)(E)	Mismatch – (b)(7)(E) (b)(7)(E)

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All Biometrics Have (b)(7)(E)

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FACIAL COMPARISON (b)(7)(E)

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Imposter at San Diego Airport (SAN)

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(b)(7)(E)

Captured Photo

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

Valid Travel Document

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

Travel Document Photo

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

Simplified Arrival is a ***tool*** that enables officers to focus on ***enforcement*** and ***threat detection***

Imposter at Washington Dulles International Airport (IAD)

(b)(7)(E)

Captured Photo

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

Valid Travel Document

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

Travel Document Photo

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

Simplified Arrival is a ***tool*** that enables officers to focus on ***enforcement*** and ***threat detection***

Imposter at Nogales, AZ

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Captured Photo

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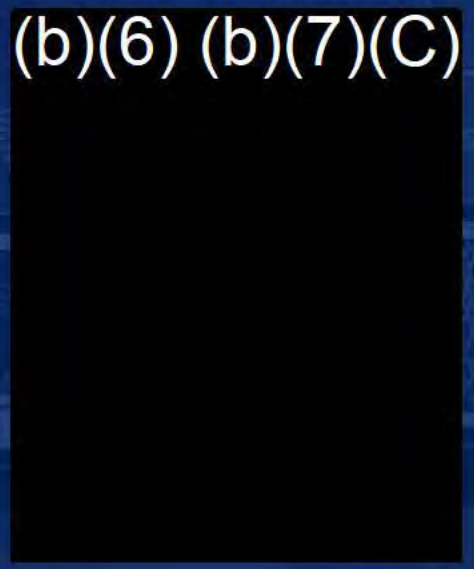

Travel Document Photo

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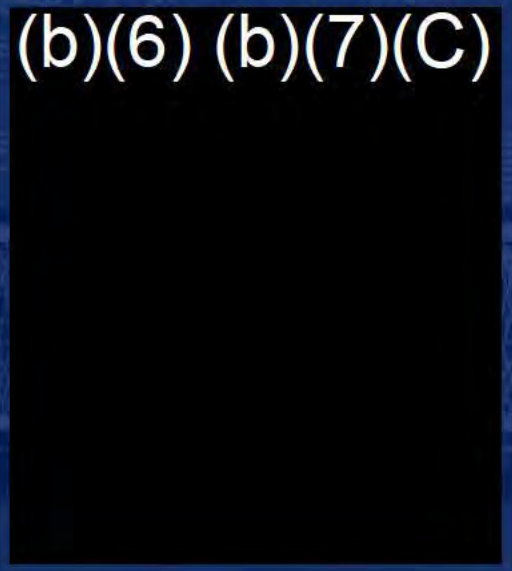

Captured Photo

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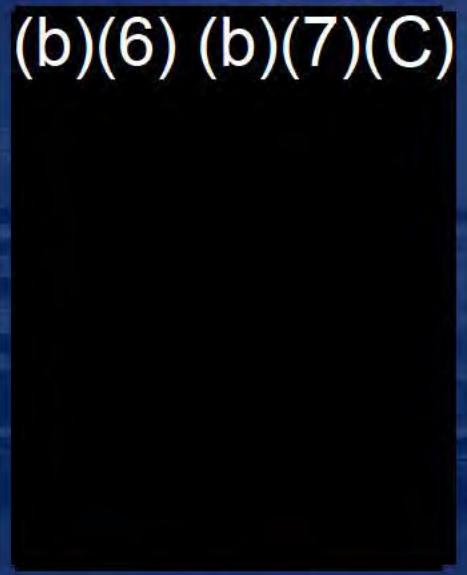

Travel Document Photo

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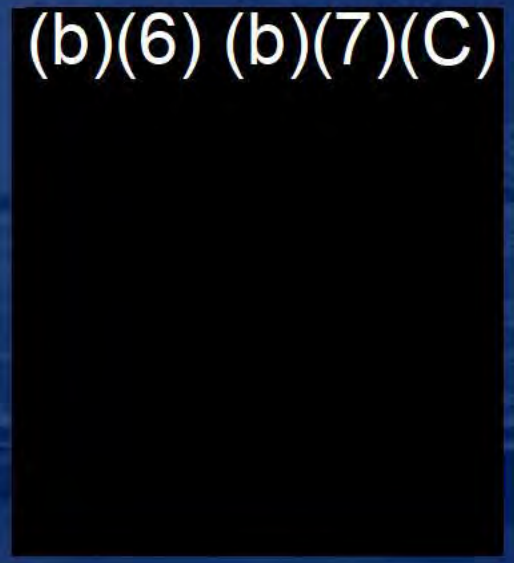

Simplified Arrival is a ***tool*** that enables officers to focus on ***enforcement*** and ***threat detection***

Handling a 1:1 Mismatch

NEXT STEPS FOR 1:1 MISMATCHES

- There are two options for handling a 1:1 mismatch:
  - 13 Years & Younger: (b)(7)(E) (b)(7)(E)
  - 14 Years & Older: (b)(7)(E) (b)(7)(E)

*Simplified Arrival has **drastically increased CBP's ability to detect imposters** when compared to human detection*

BEST PRACTICES FOR SECONDARY PROCESSING MISMATCH REFERRALS

- Ask travelers for additional forms of identification during Secondary processing to facilitate identity confirmation
- (b)(7)(E)
  - (b)(7)(E)
  - (b)(7)(E)
  - (b)(7)(E)
  - (b)(7)(E)
- (b)(7)(E)

(b)(7)(E)

Simplified Arrival is a ***tool*** that enables officers to focus on ***enforcement*** and ***threat detection***

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SIMPLIFIED ARRIVAL APPLICATION

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(b)(7)(E)

Launching (b)(7)(E)

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Log In Screen

(b)(7)(E)

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Law Enforcement Sensitive – For Official Use Only

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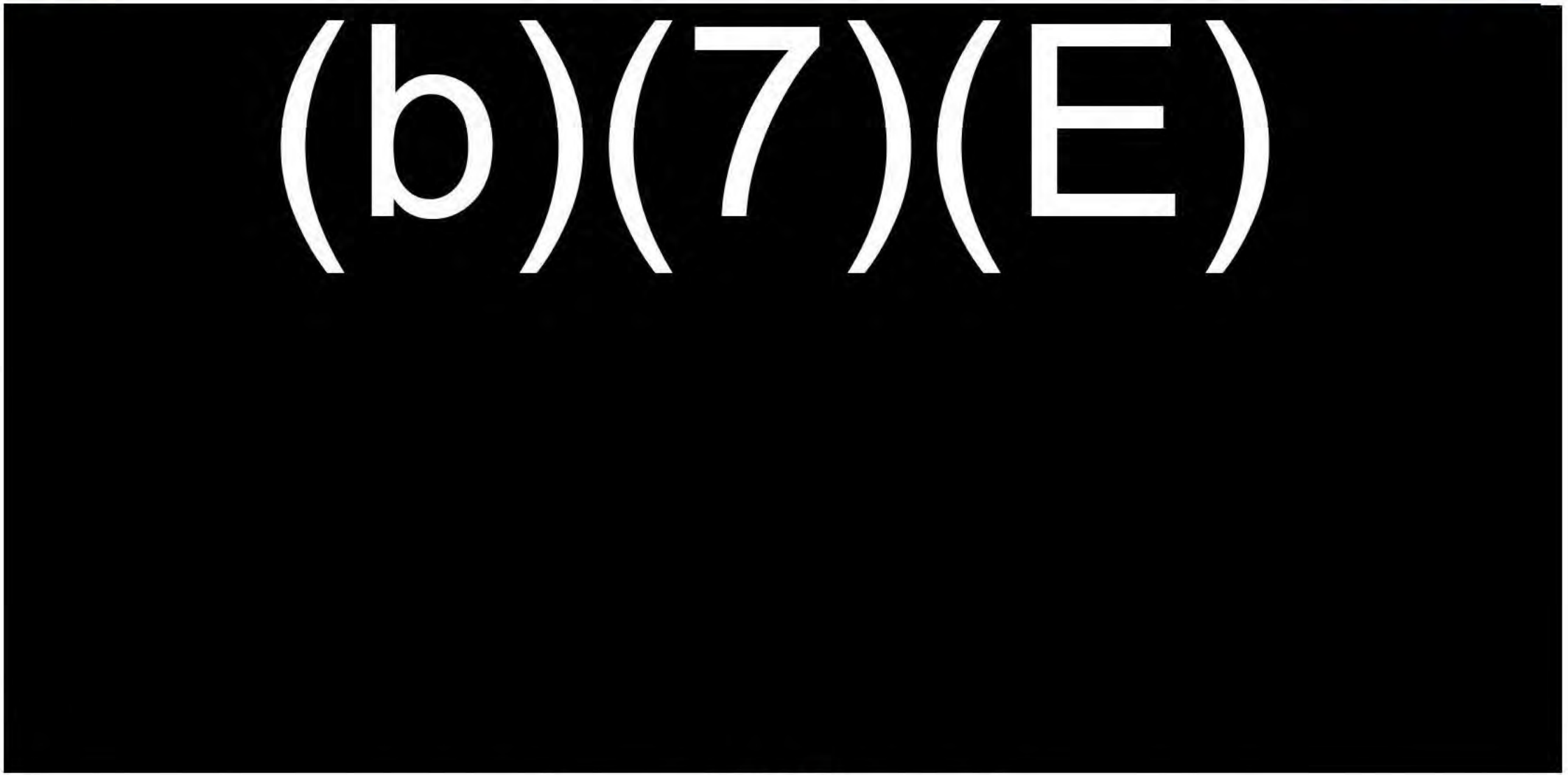
Landing Page



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Processing Travelers – (b)(7)(E)

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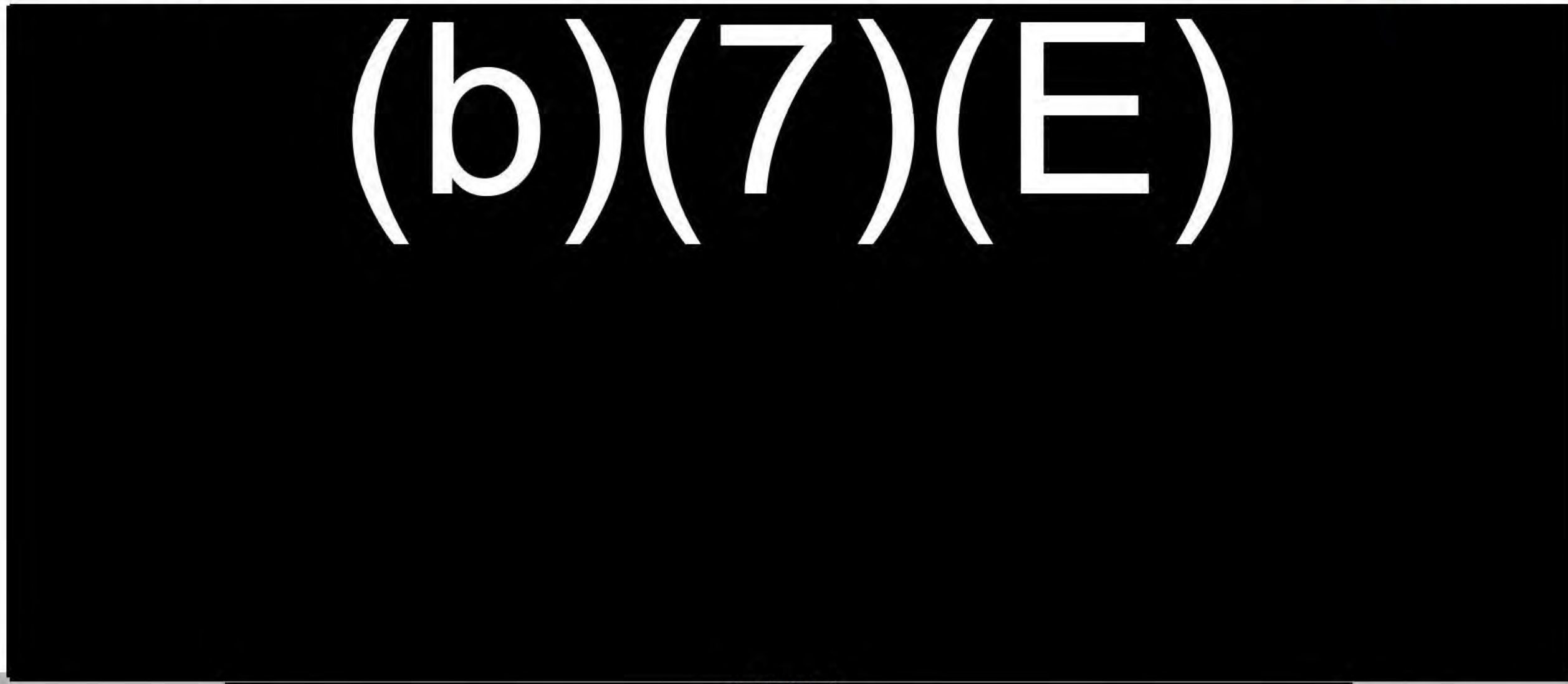

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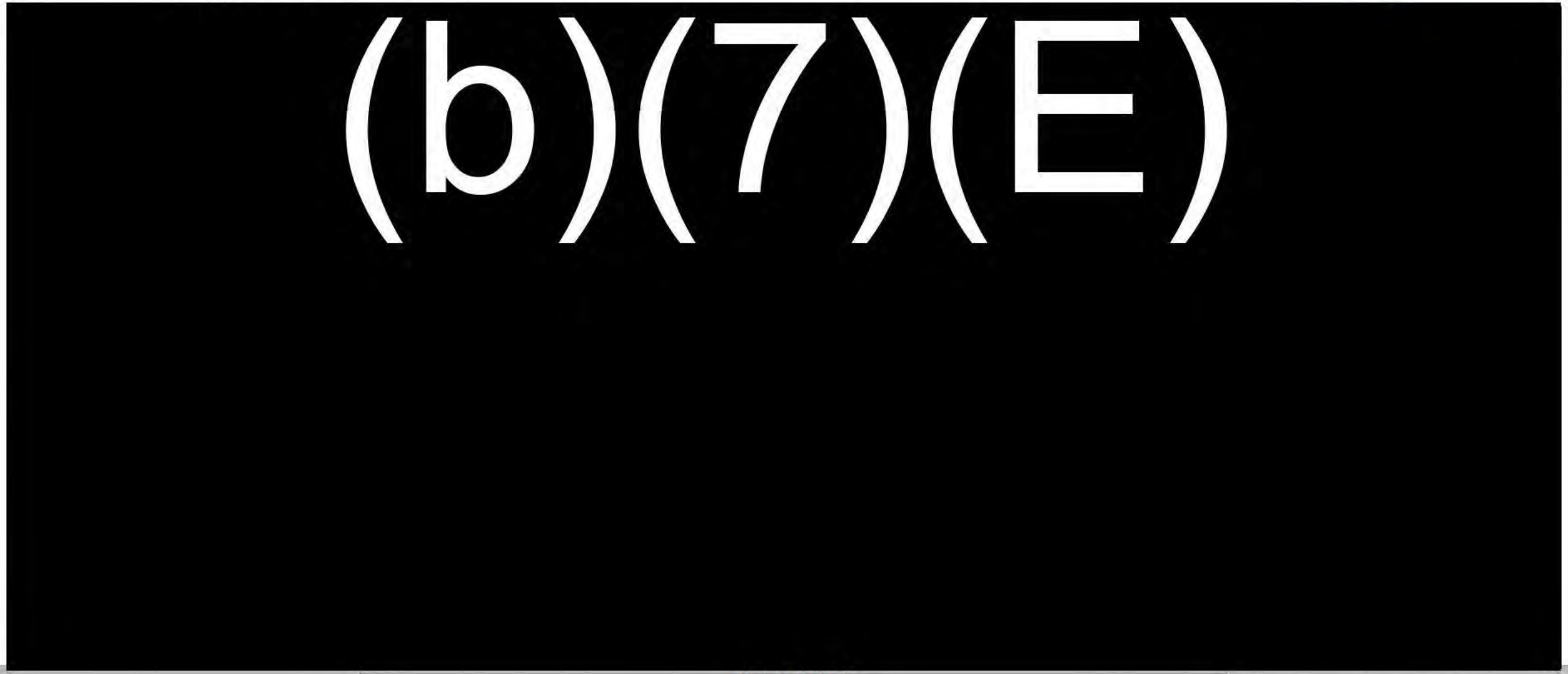

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Processing Travelers

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CLASSES OF ADMISSION

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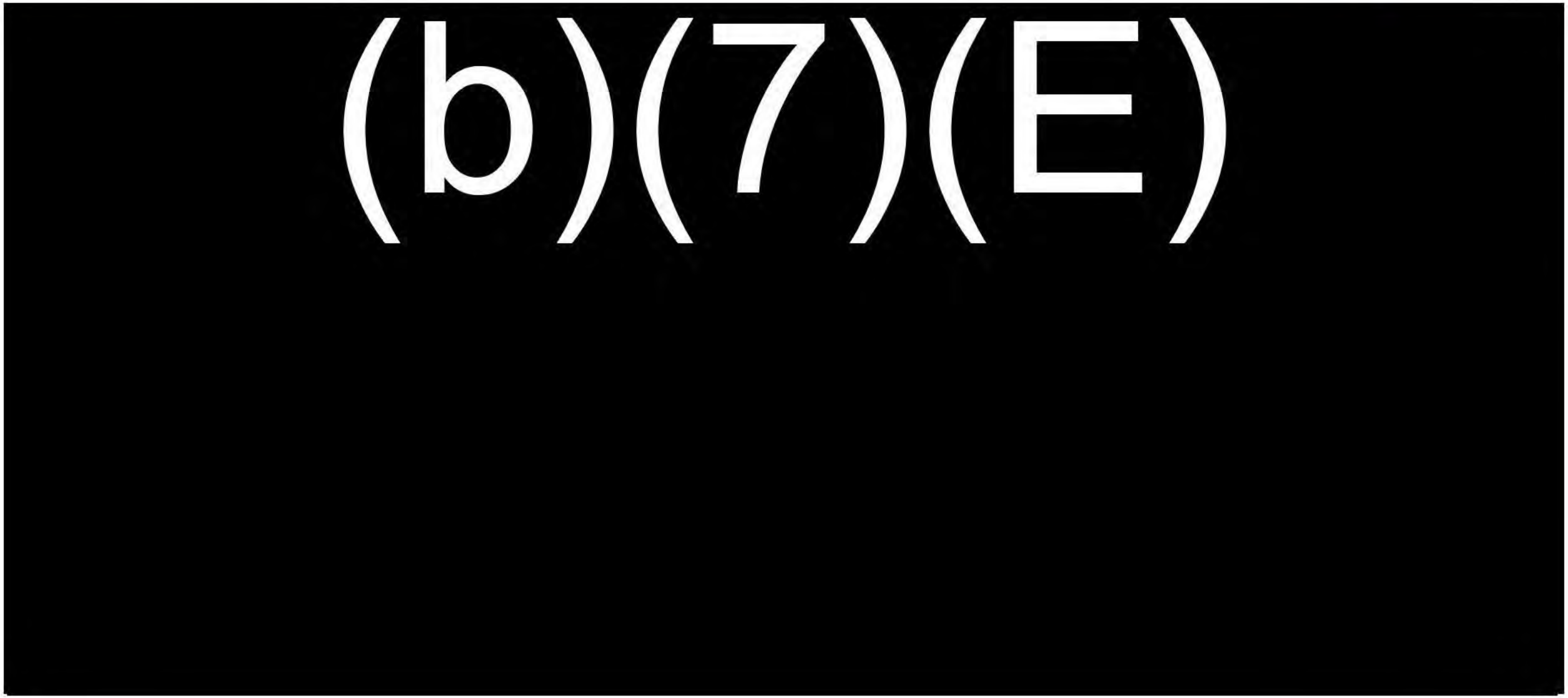
United States Citizens (USC) (b)(7)(E)



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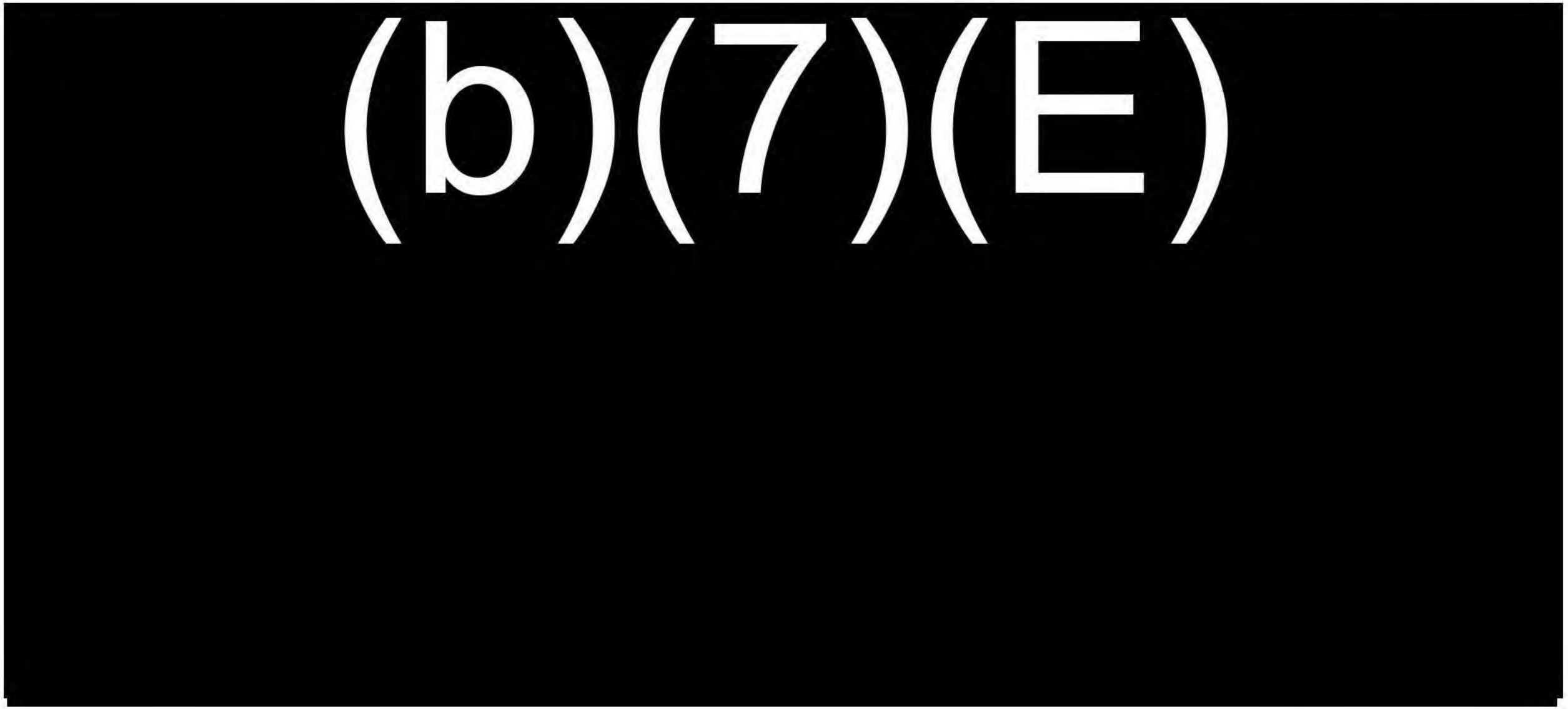
B1 or B2



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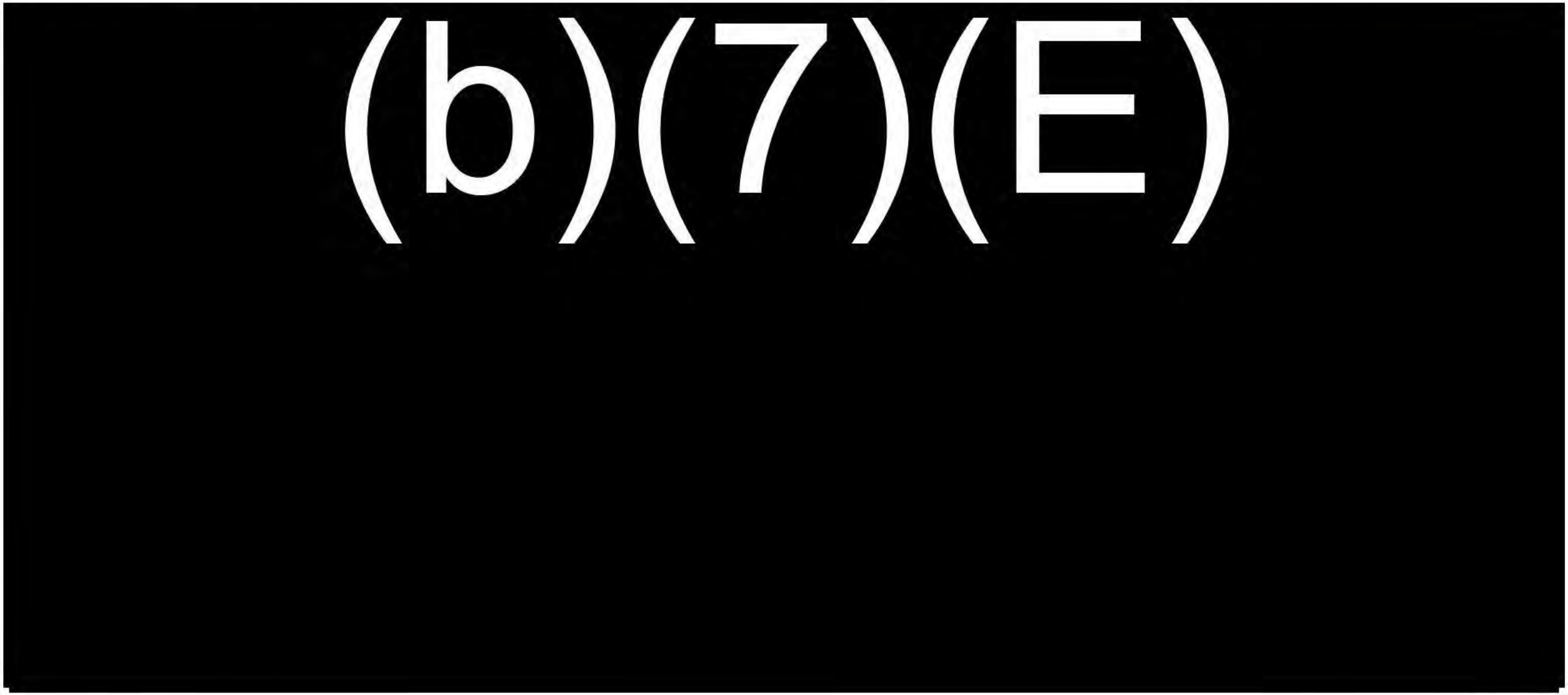

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F1

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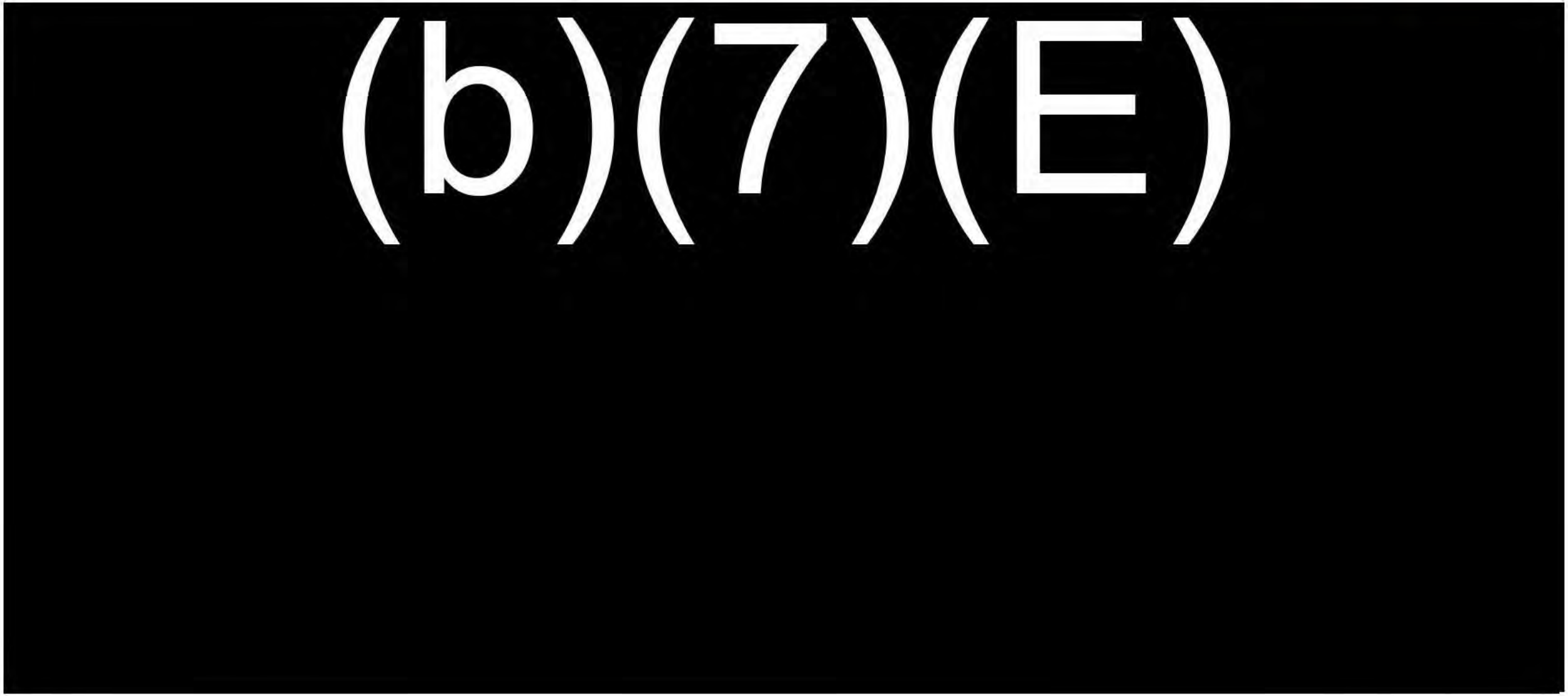

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(b)(7)(E)

First Time Visa Waiver Program (VWP)

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First Time Visa Waiver Program (VWP) (cont'd)

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H1B – (b)(7)(E)

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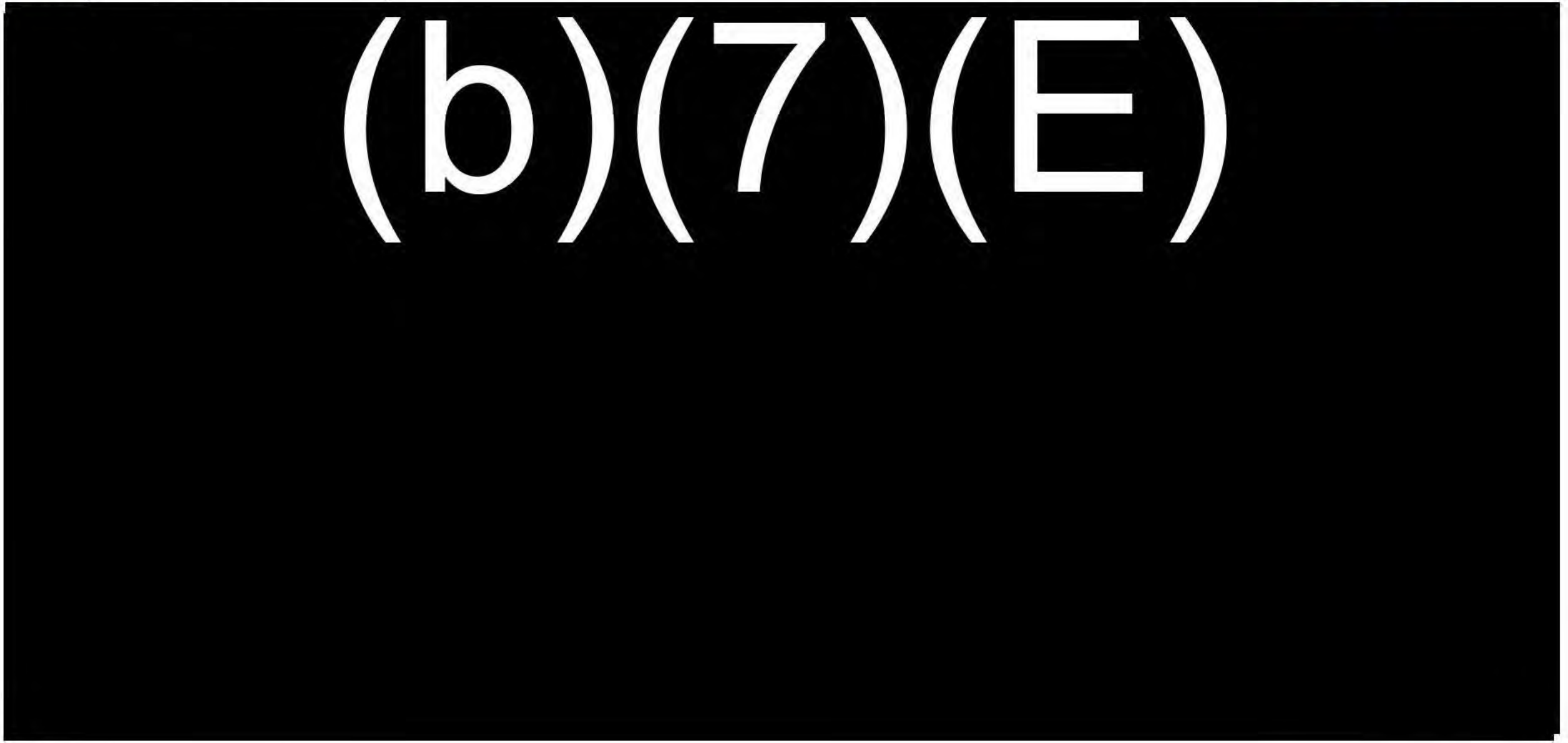

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L1 – (b)(7)(E)

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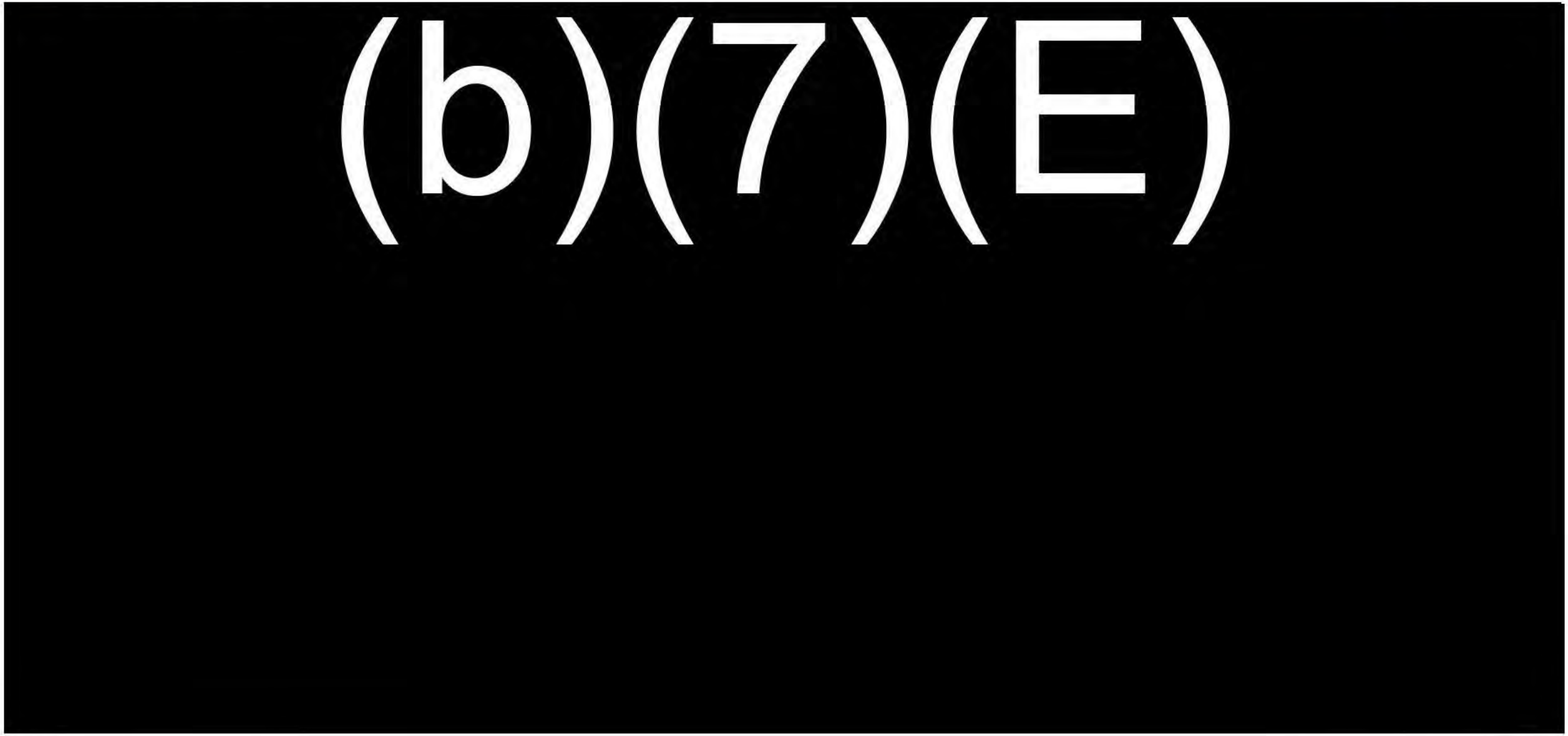

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Returning Visa Waiver Program (VWP)

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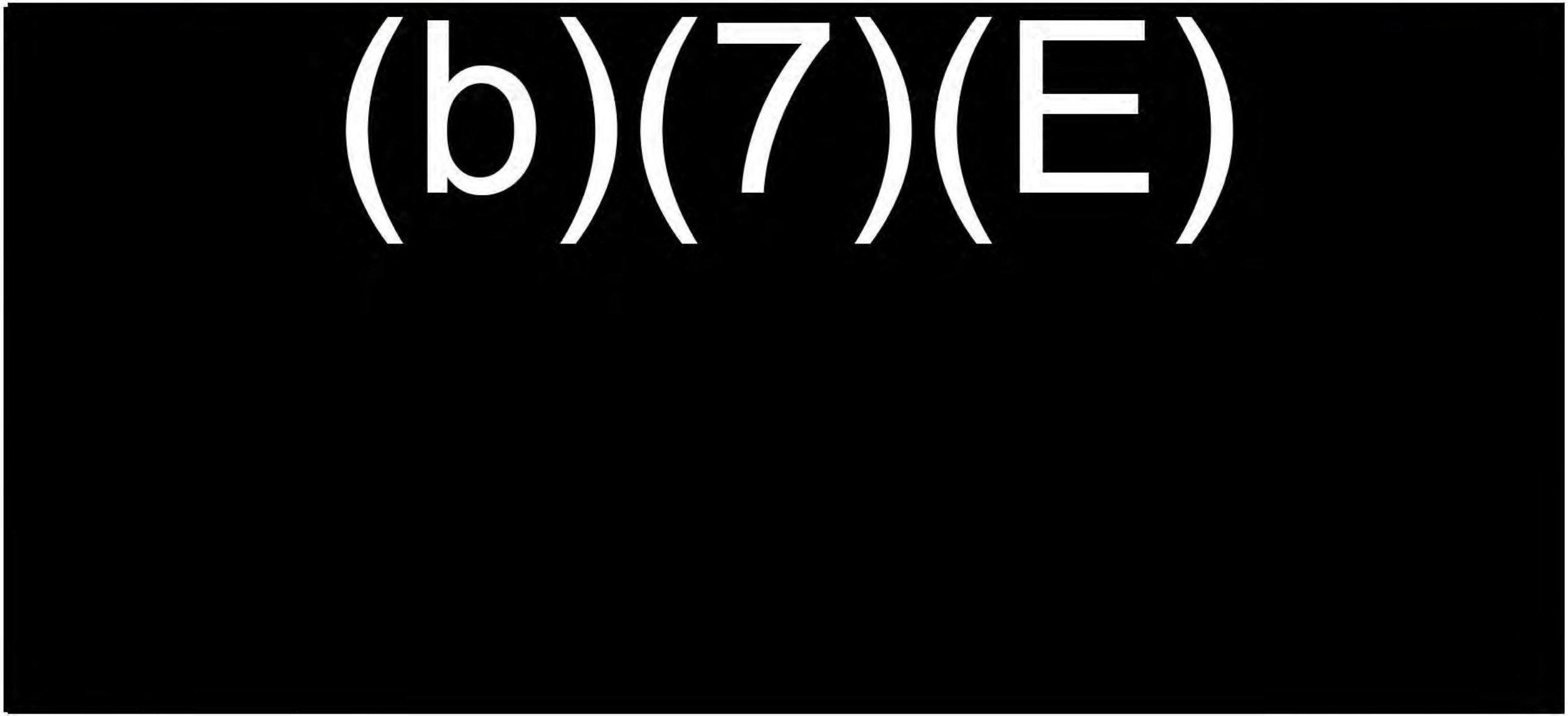

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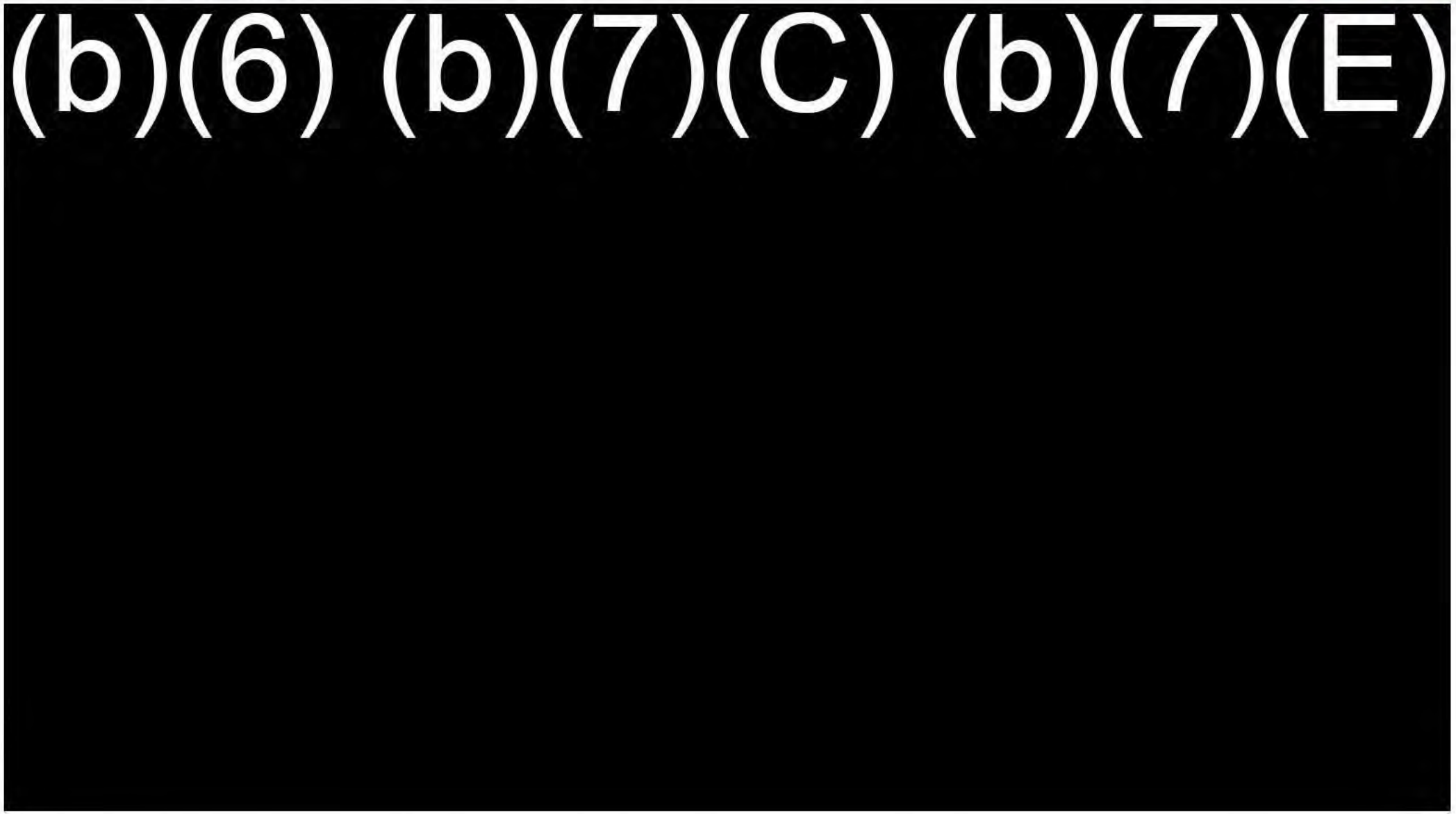

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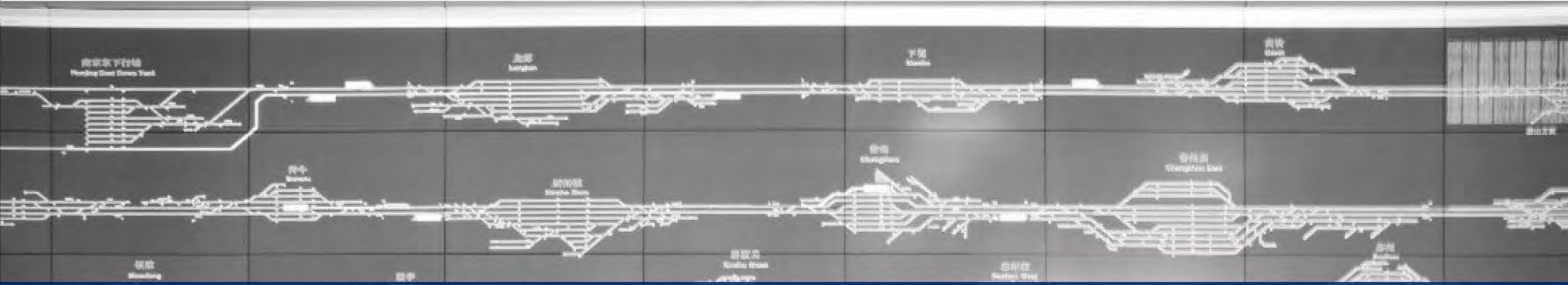

SCREEN FEATURES

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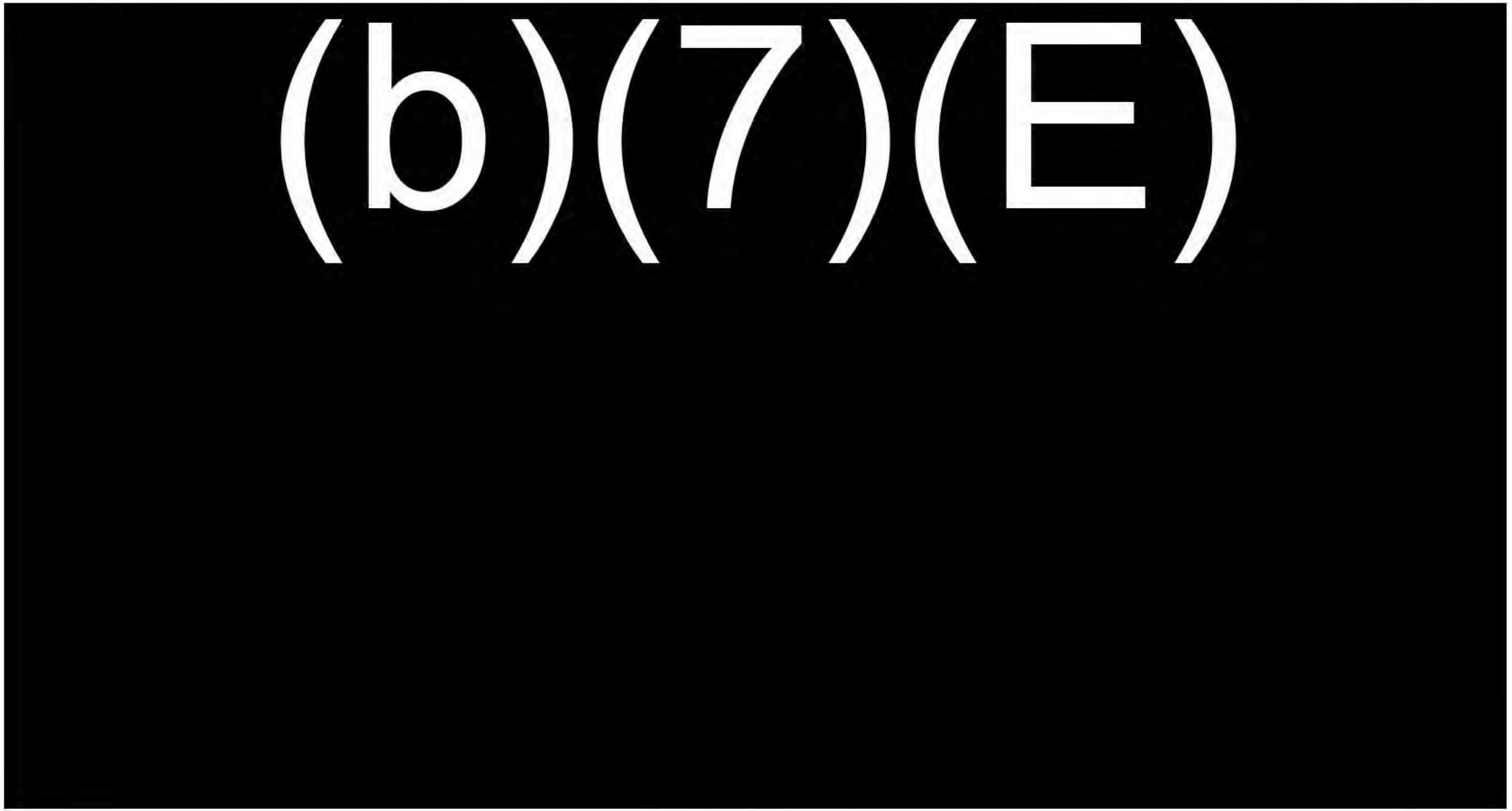

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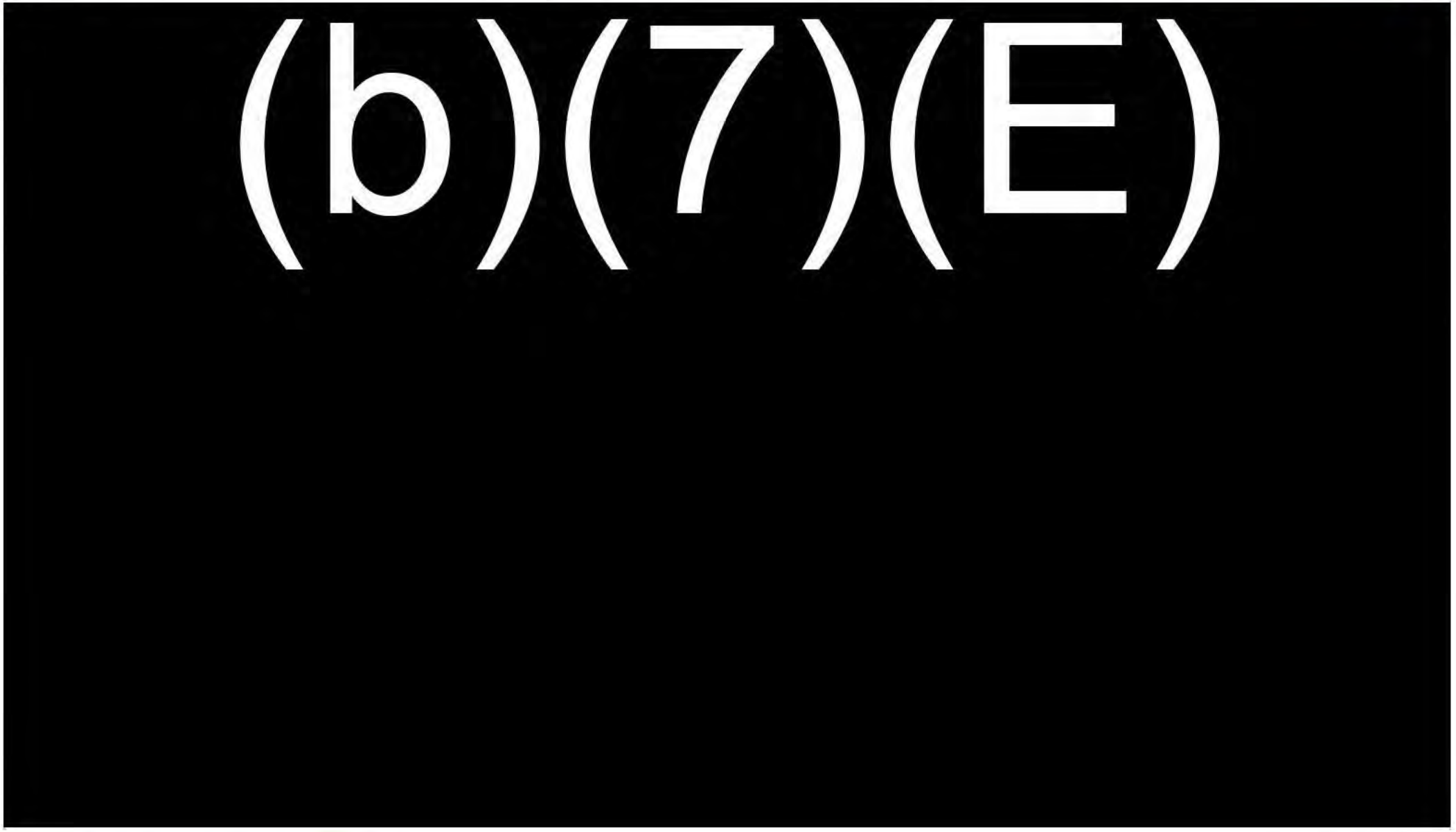

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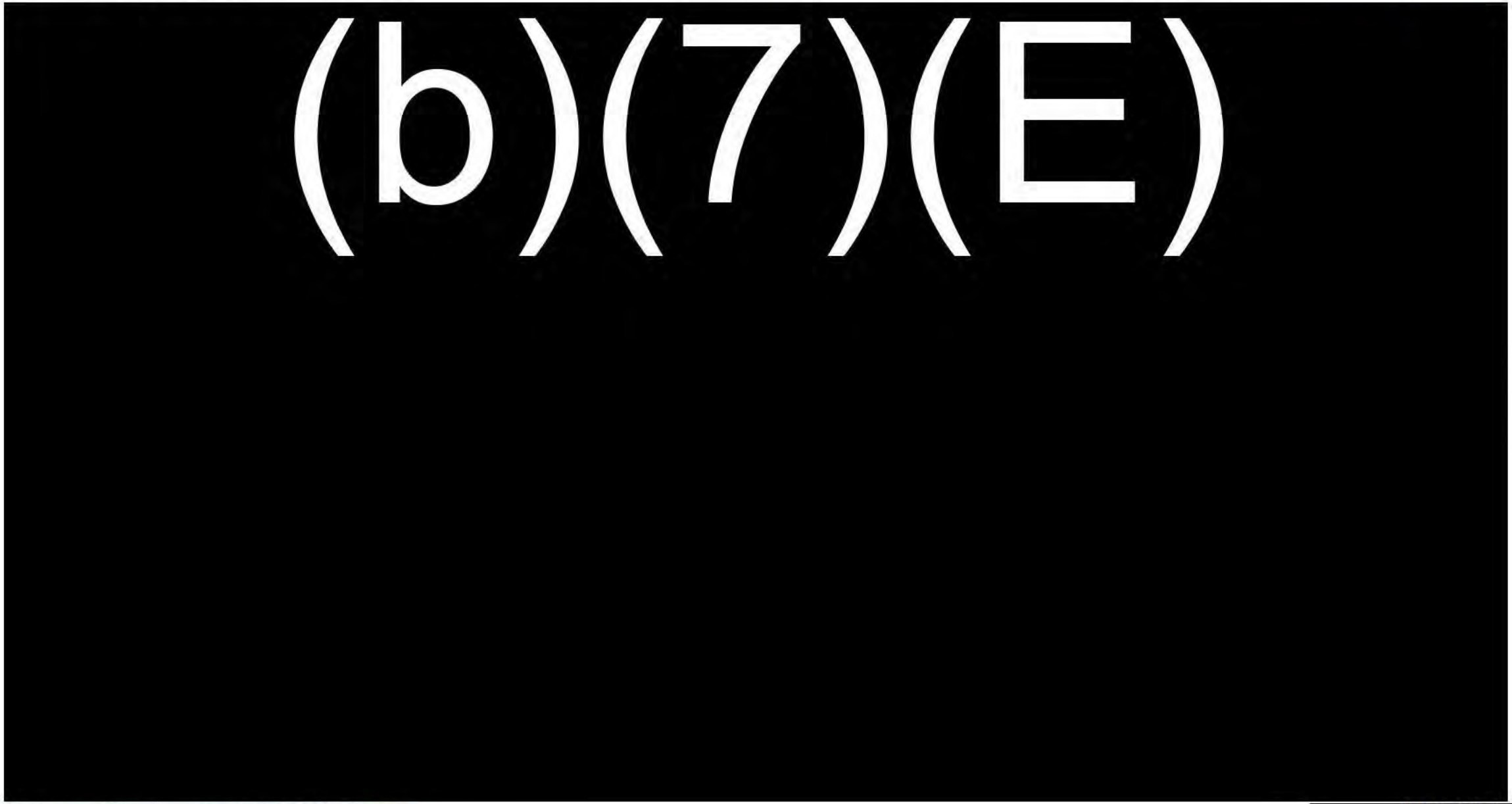

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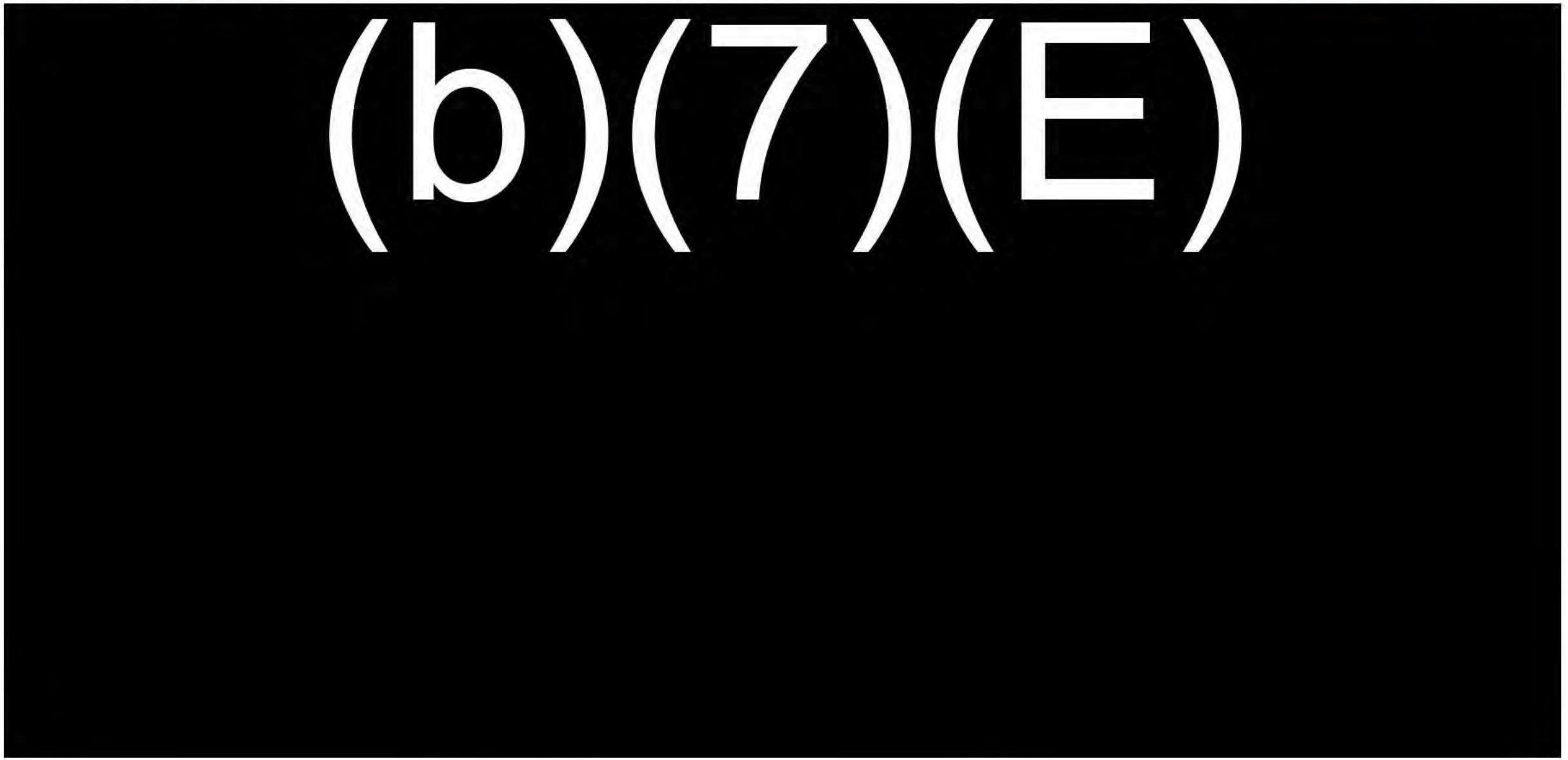

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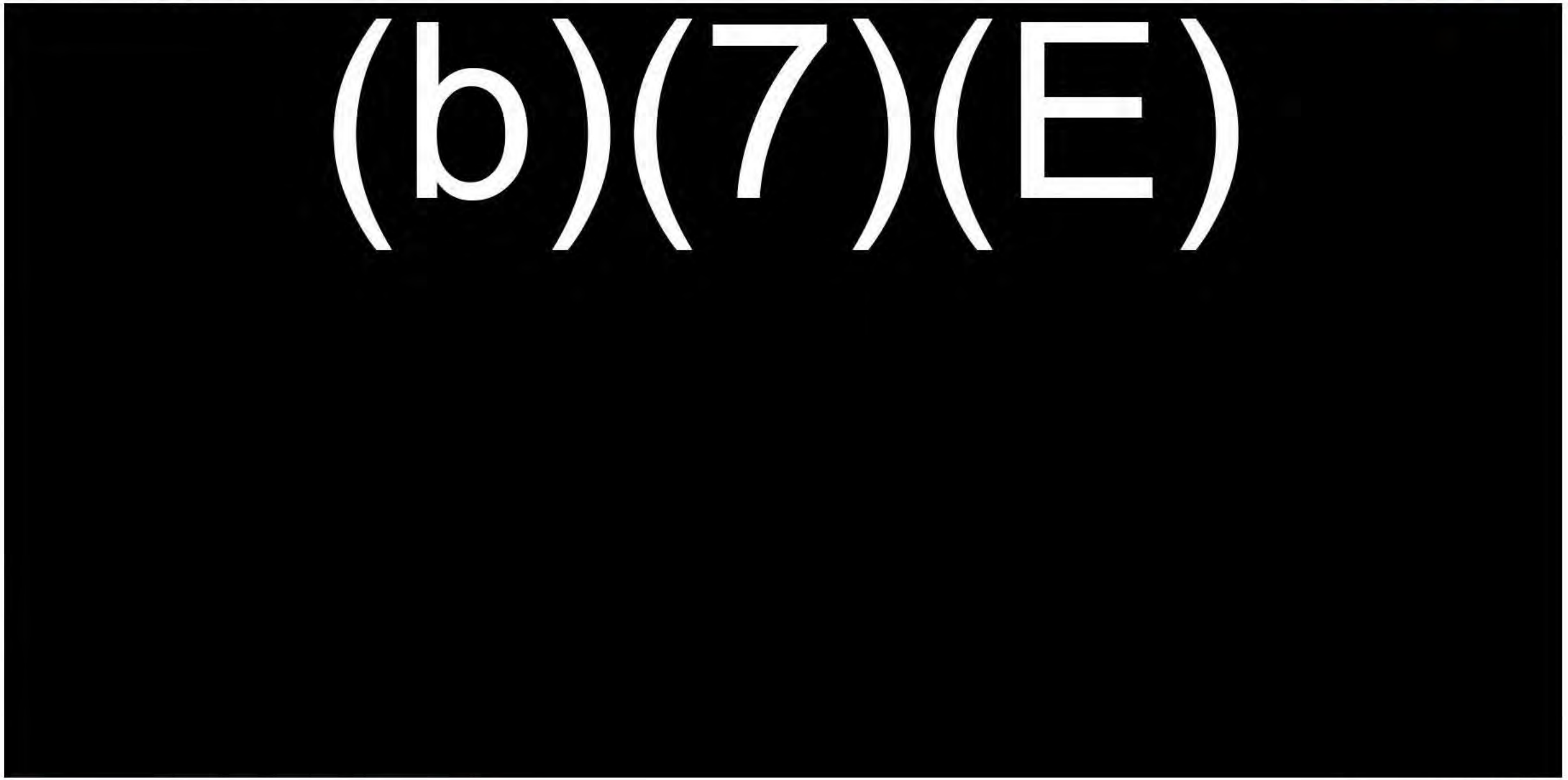

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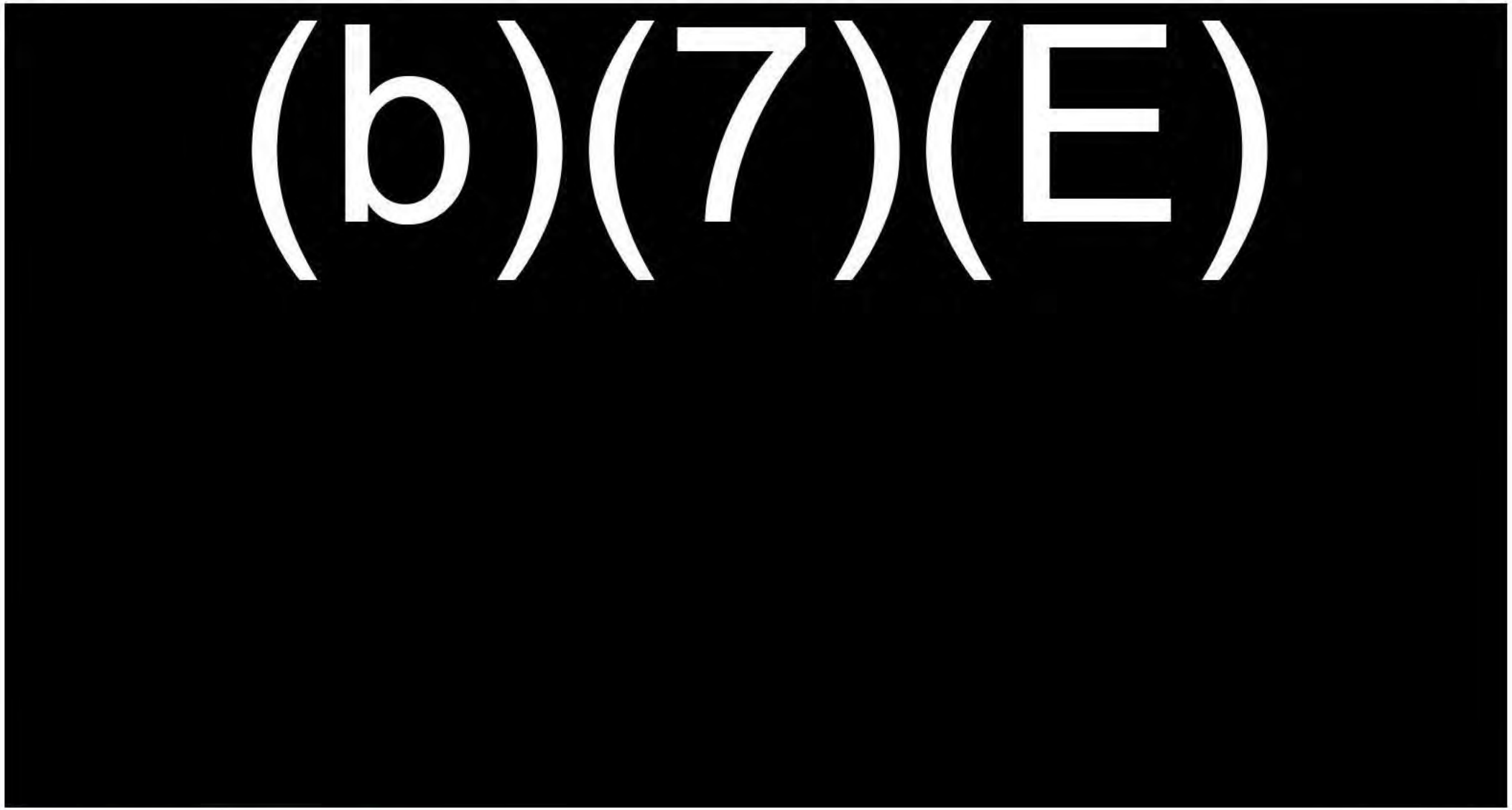

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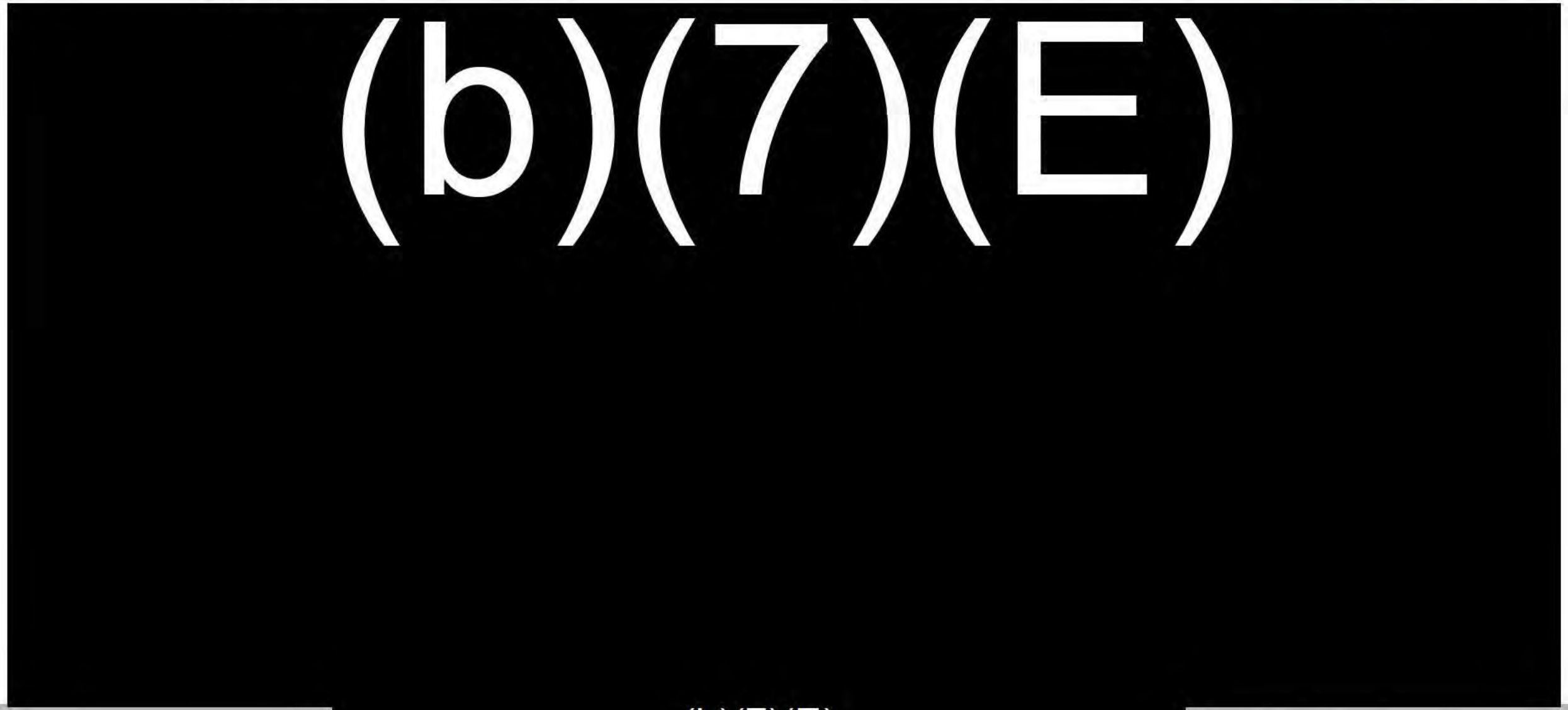

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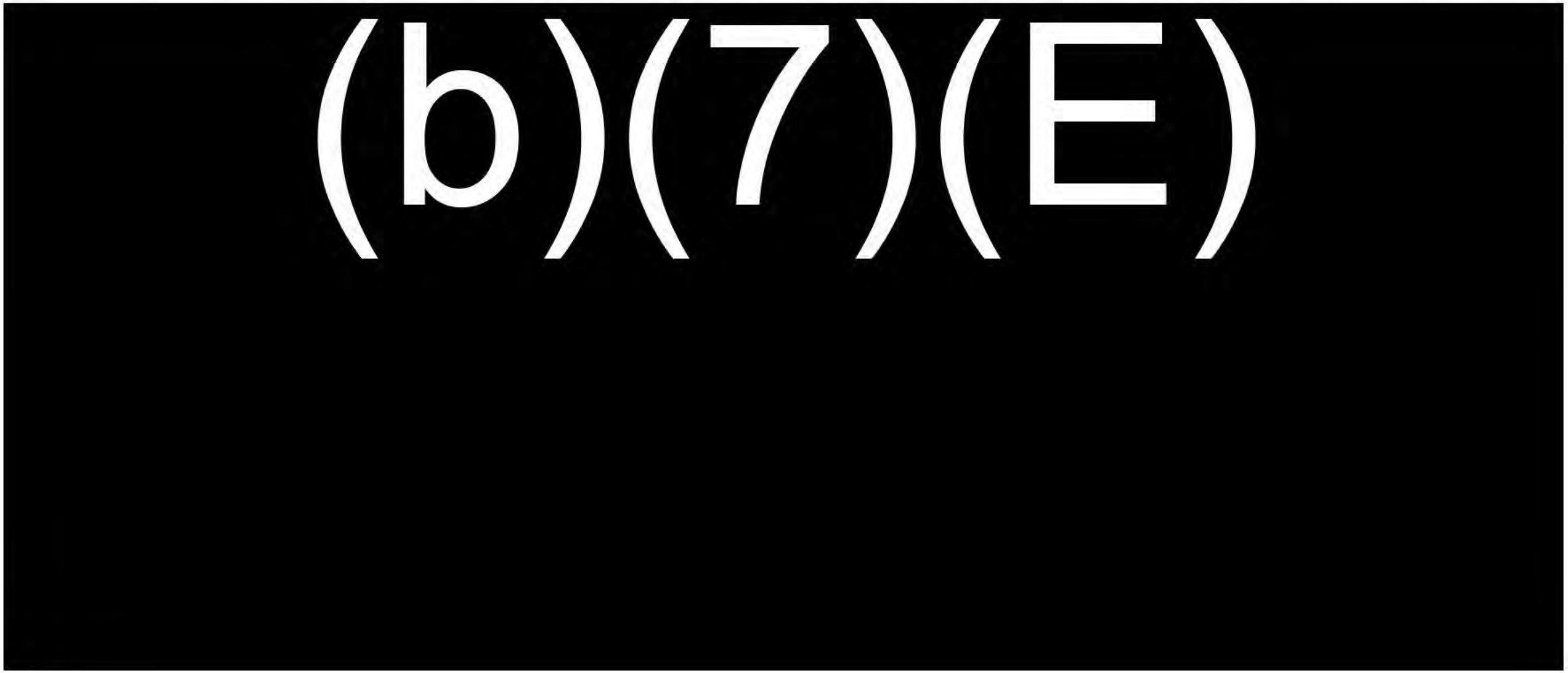
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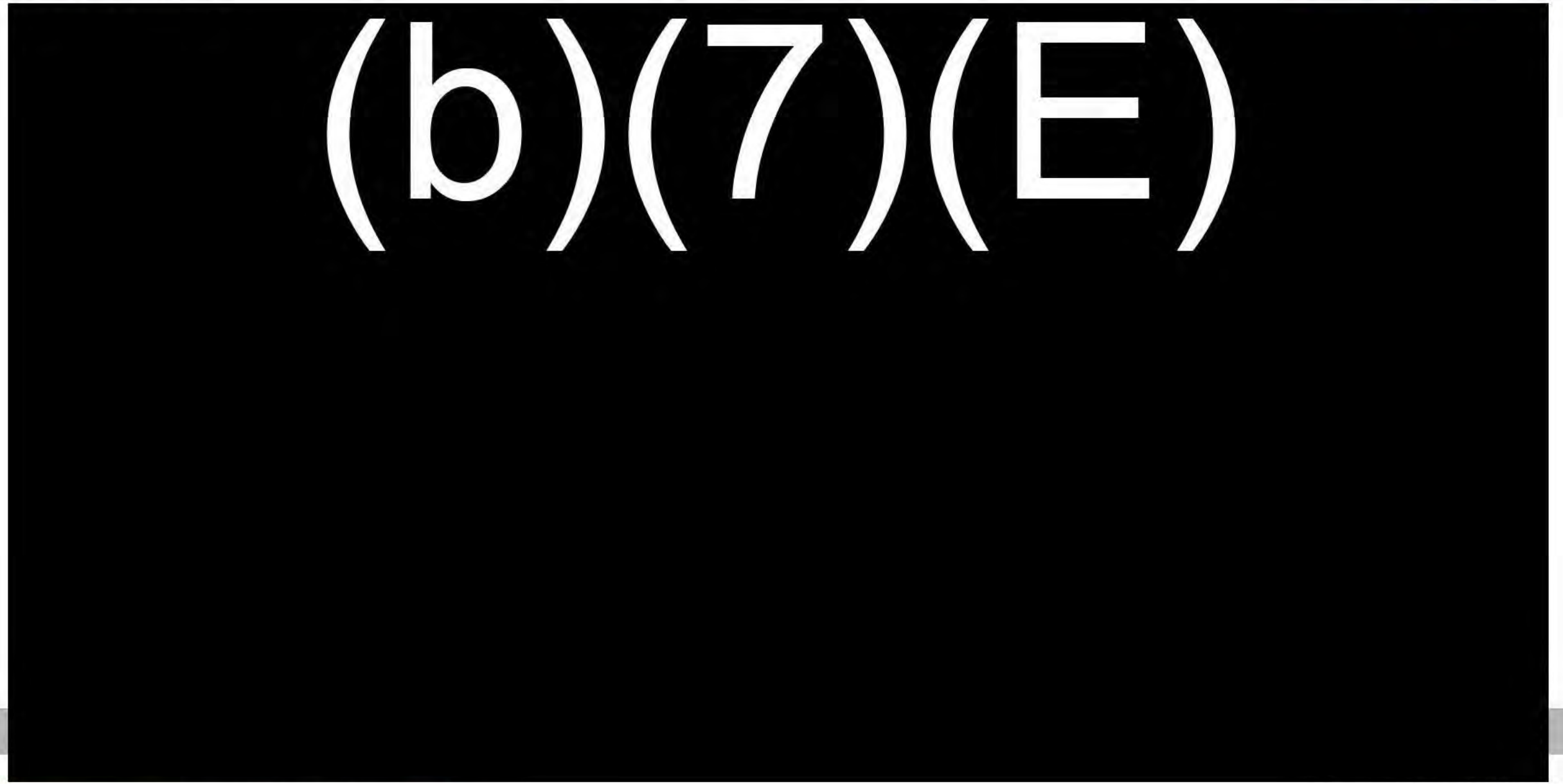

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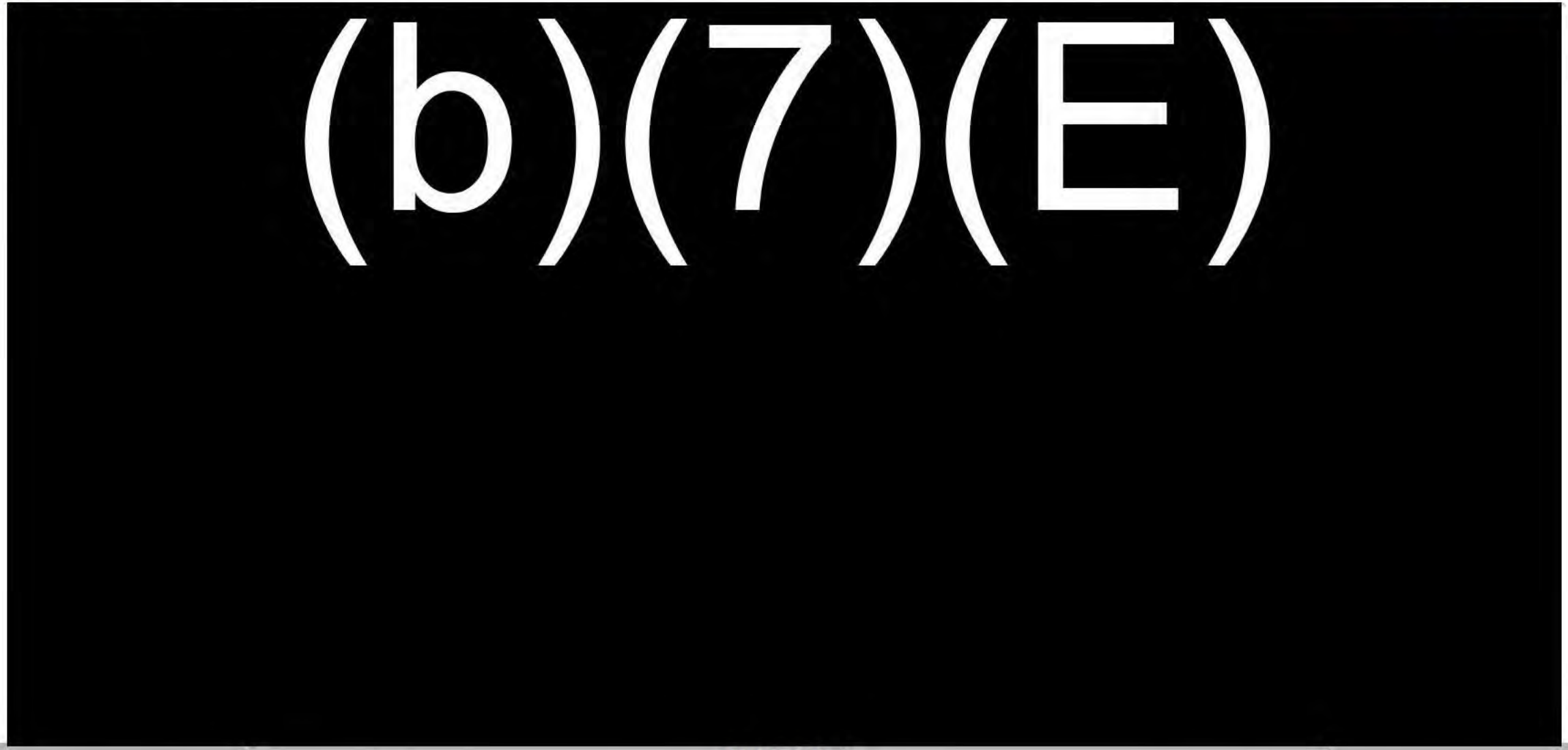

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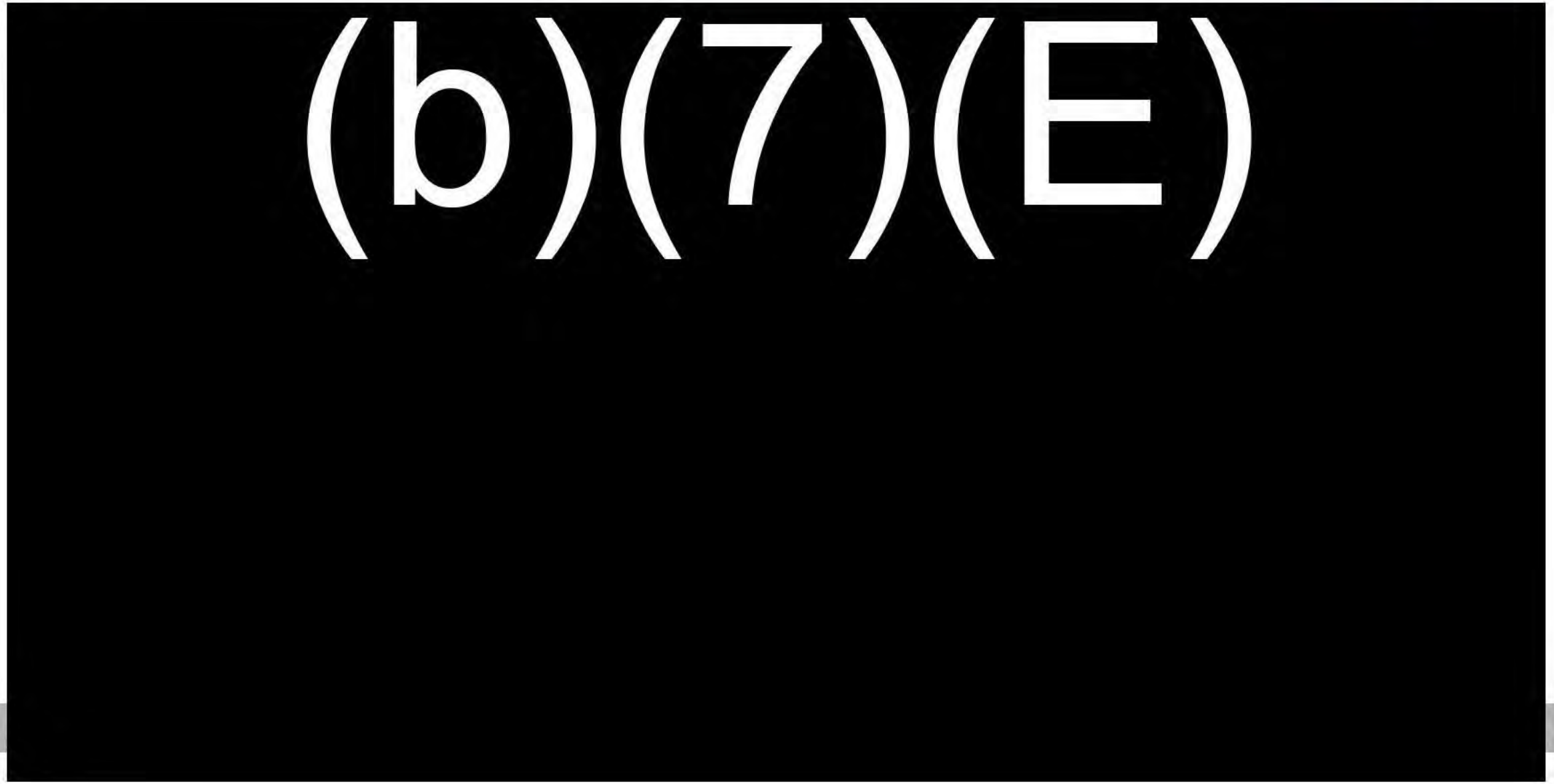

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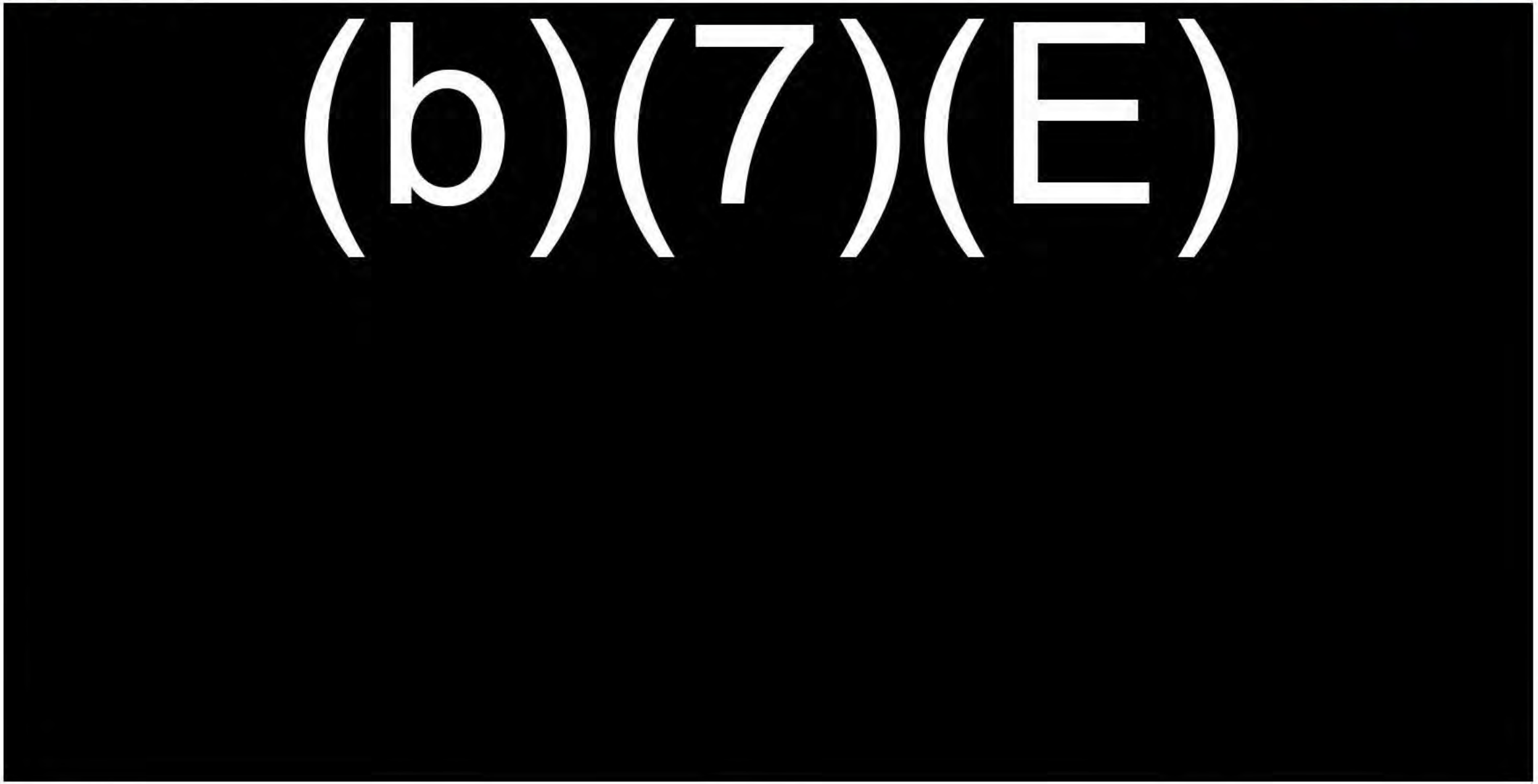

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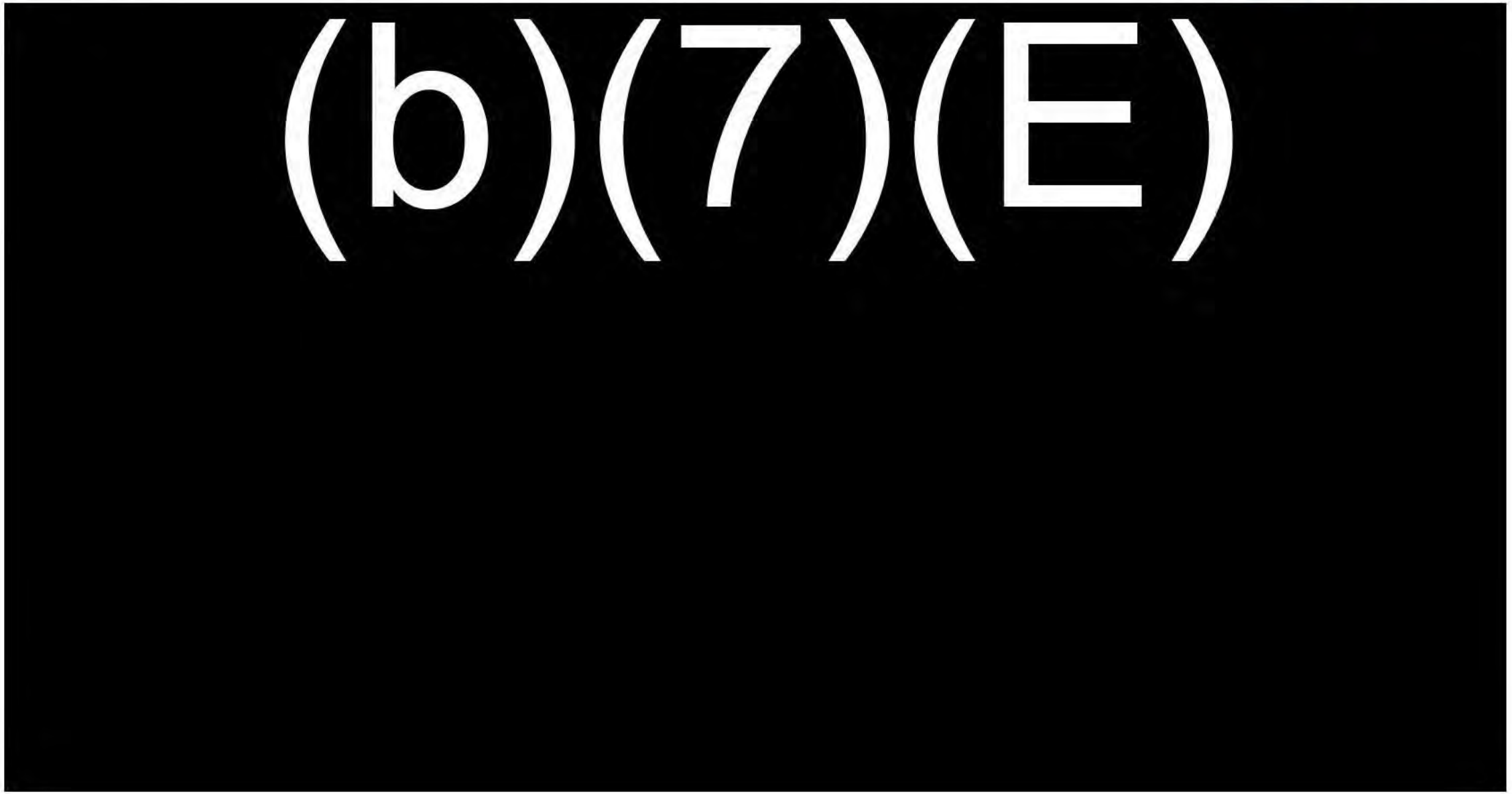

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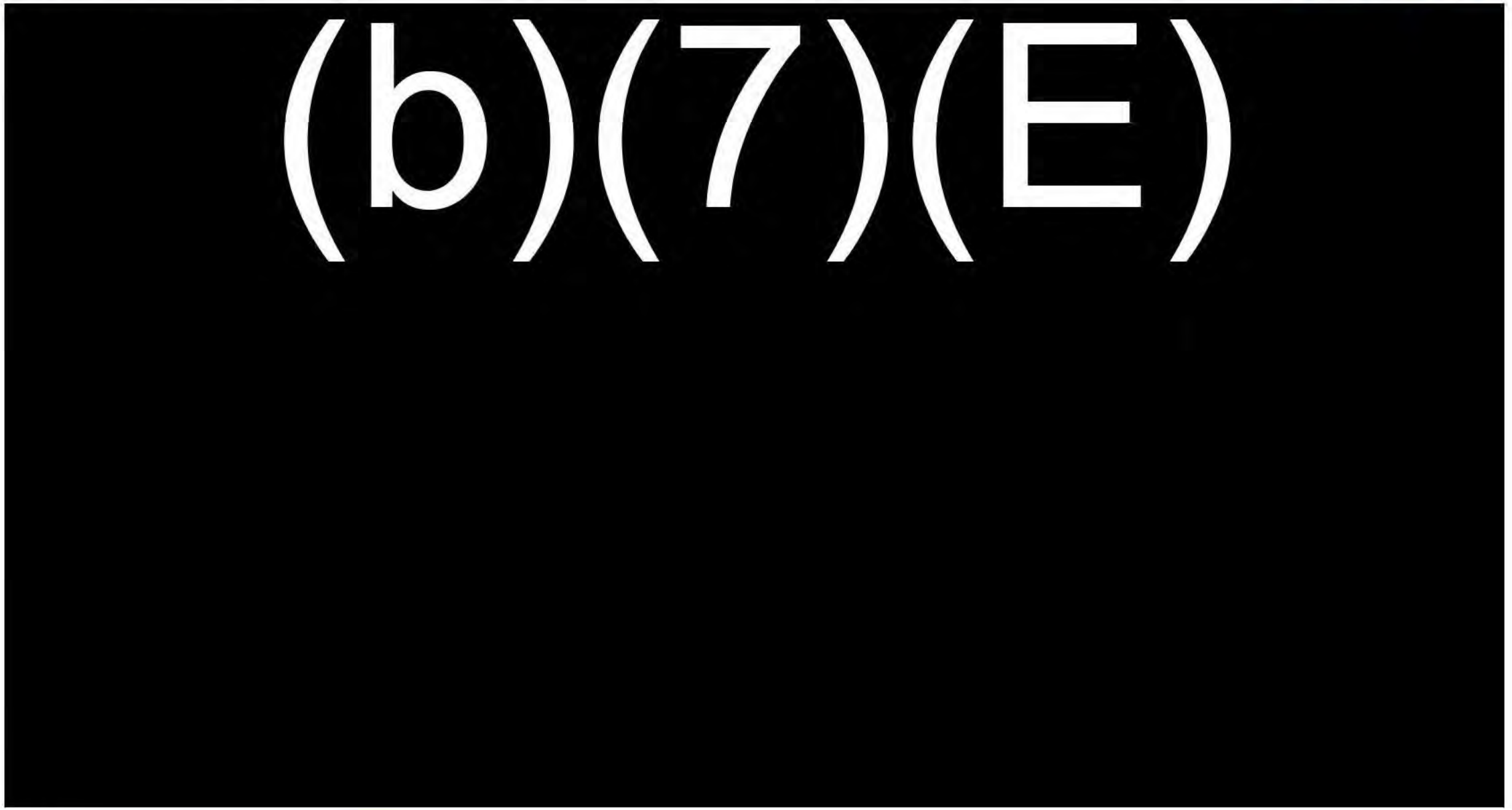

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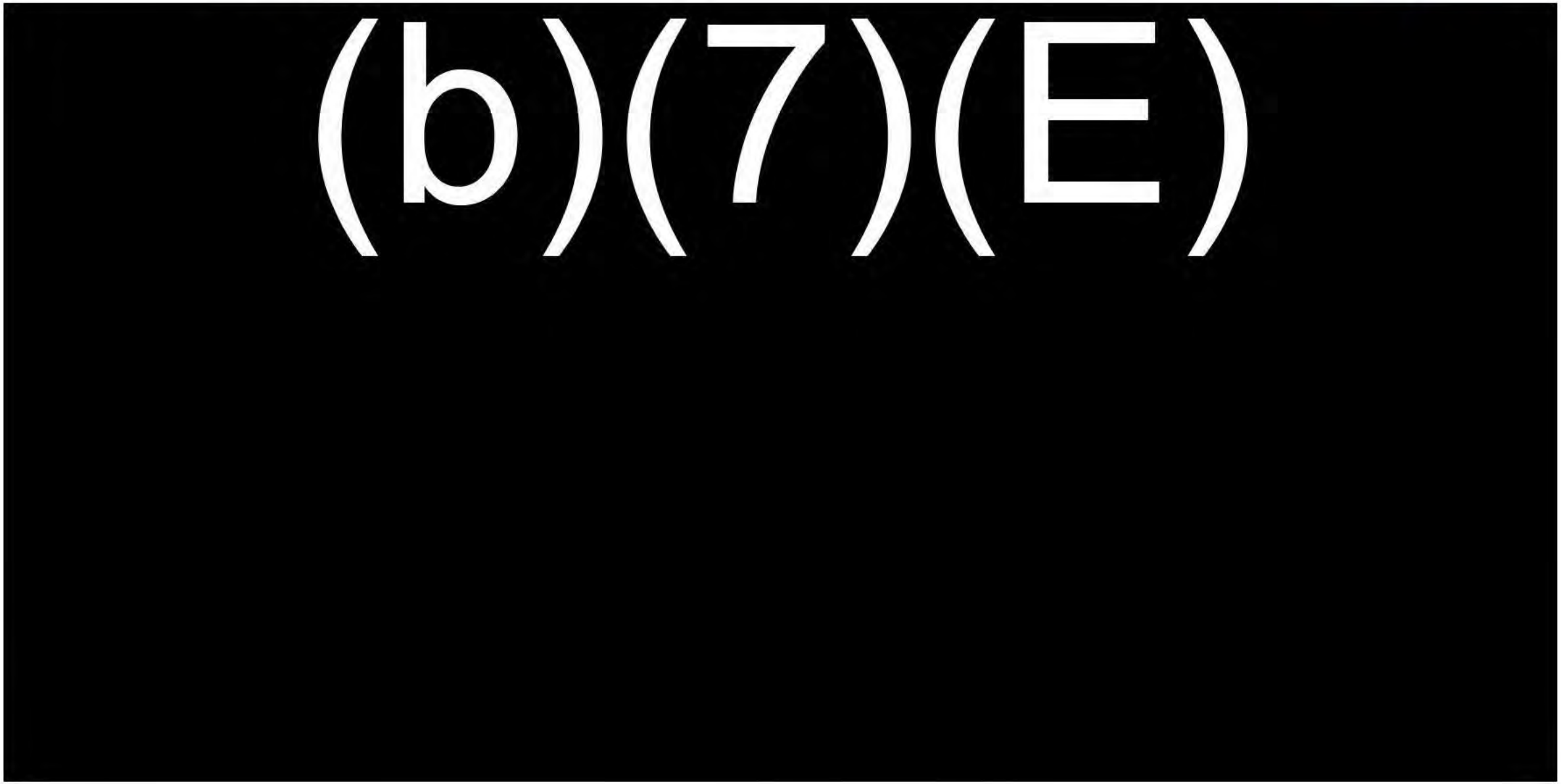

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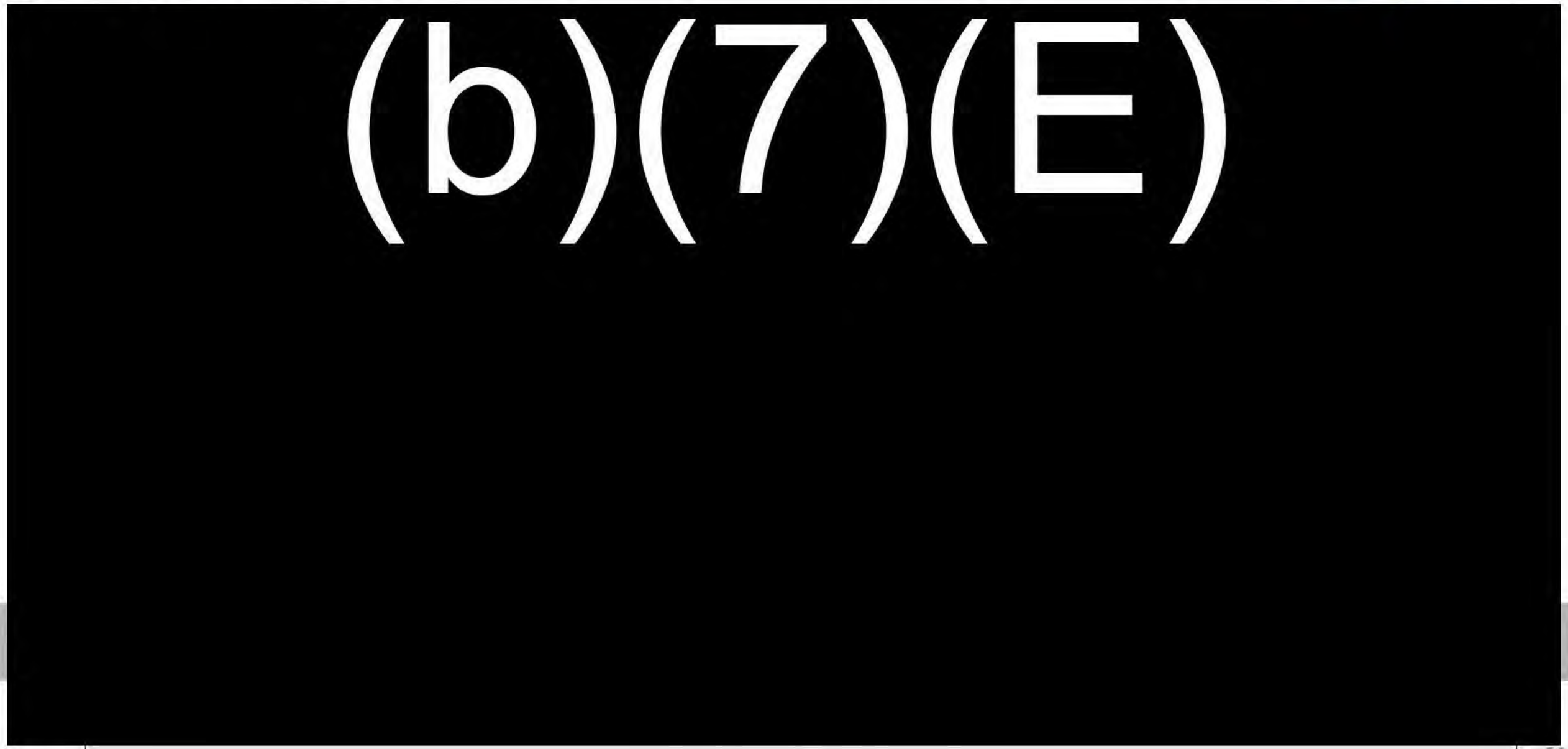

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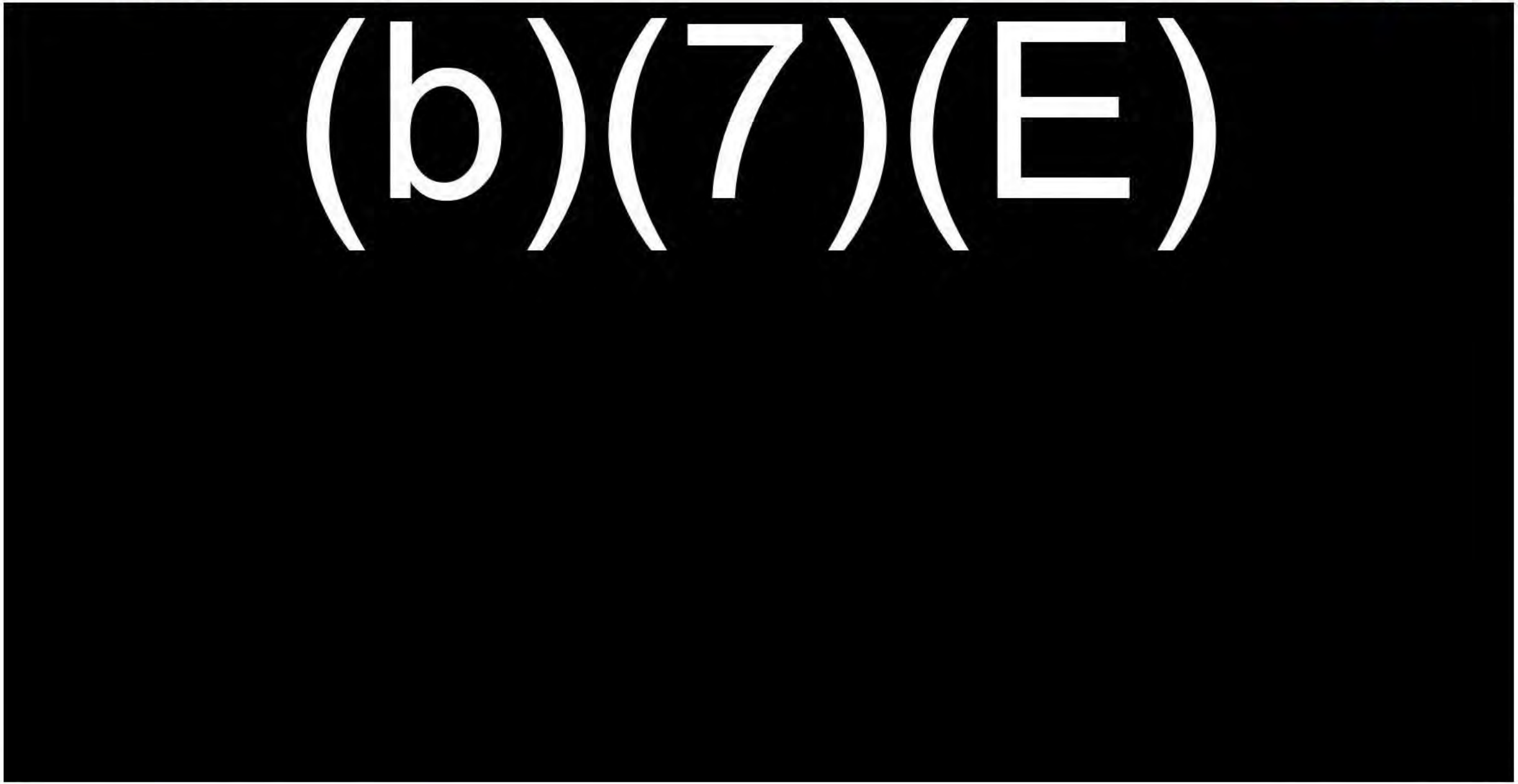

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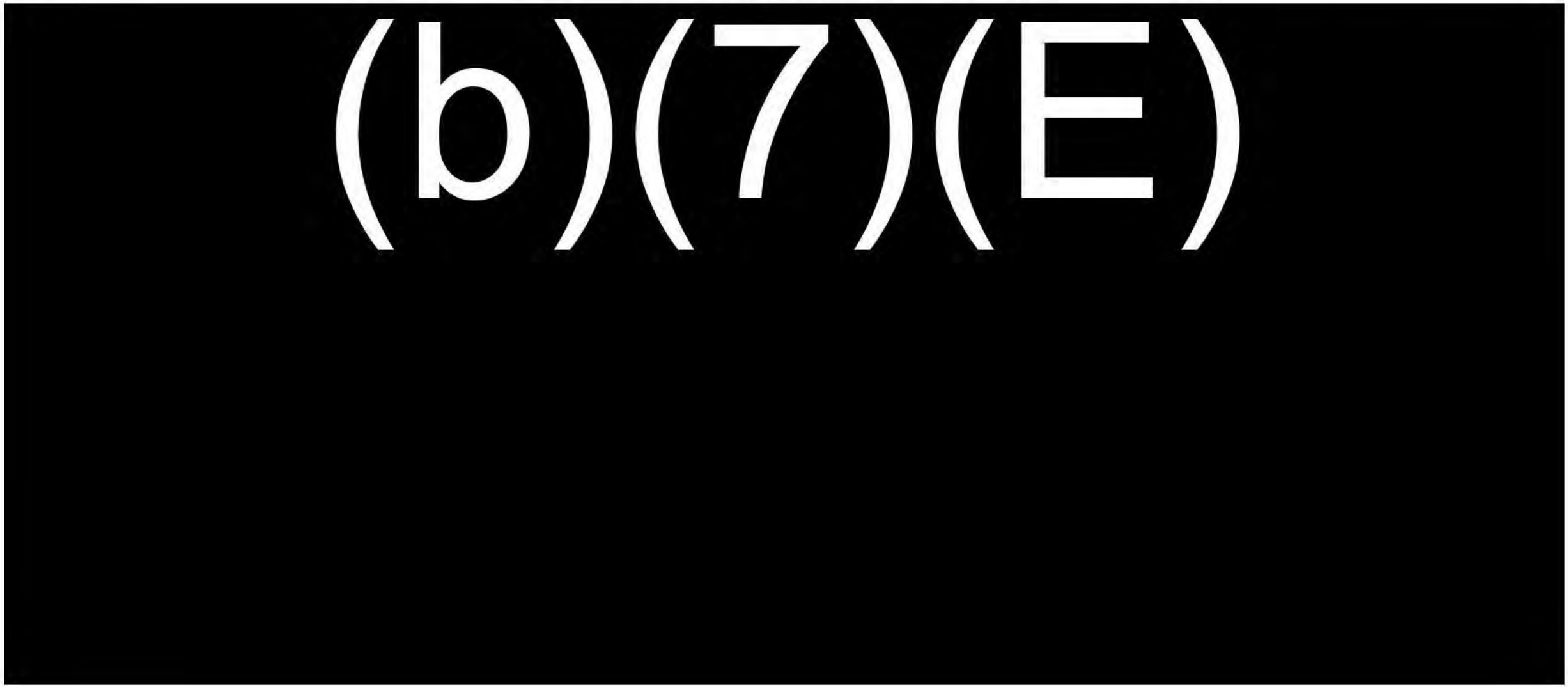

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OPT OUTS

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(b)(7)(E)

Photo Opt Out

U.S. Citizens can opt out of facial biometrics.

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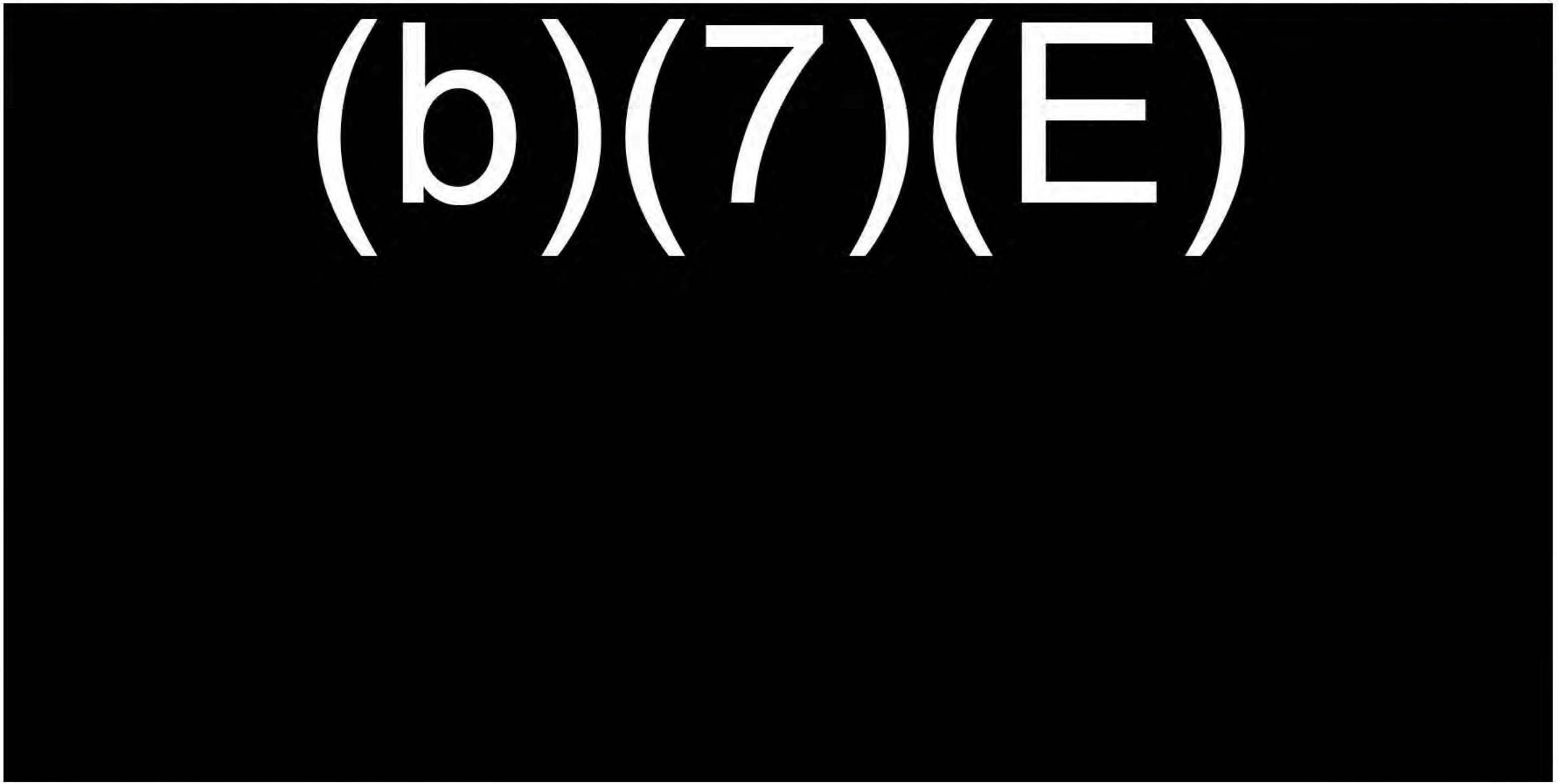
Photo Opt Out (cont'd)



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OUTAGE MITIGATION

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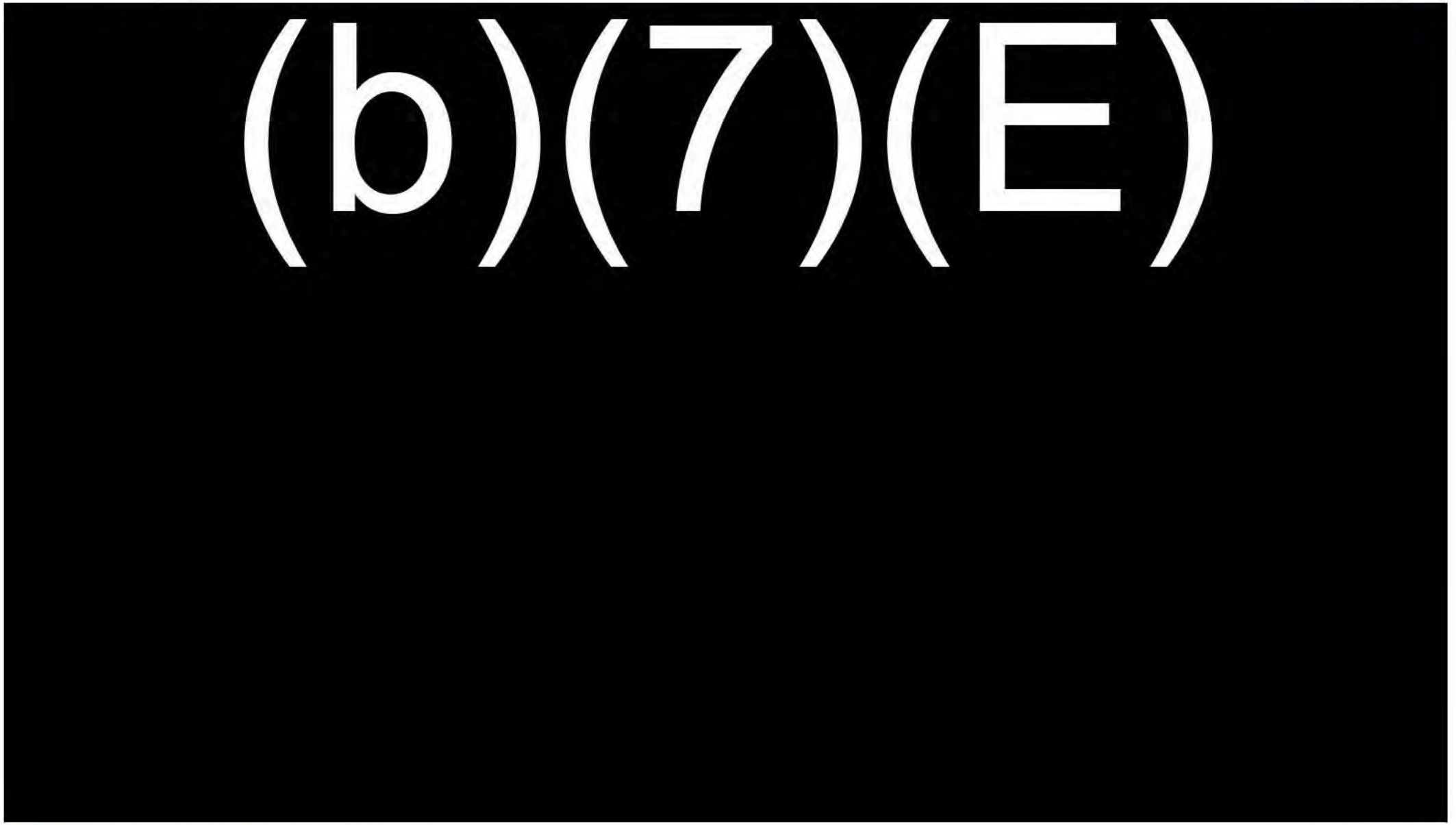

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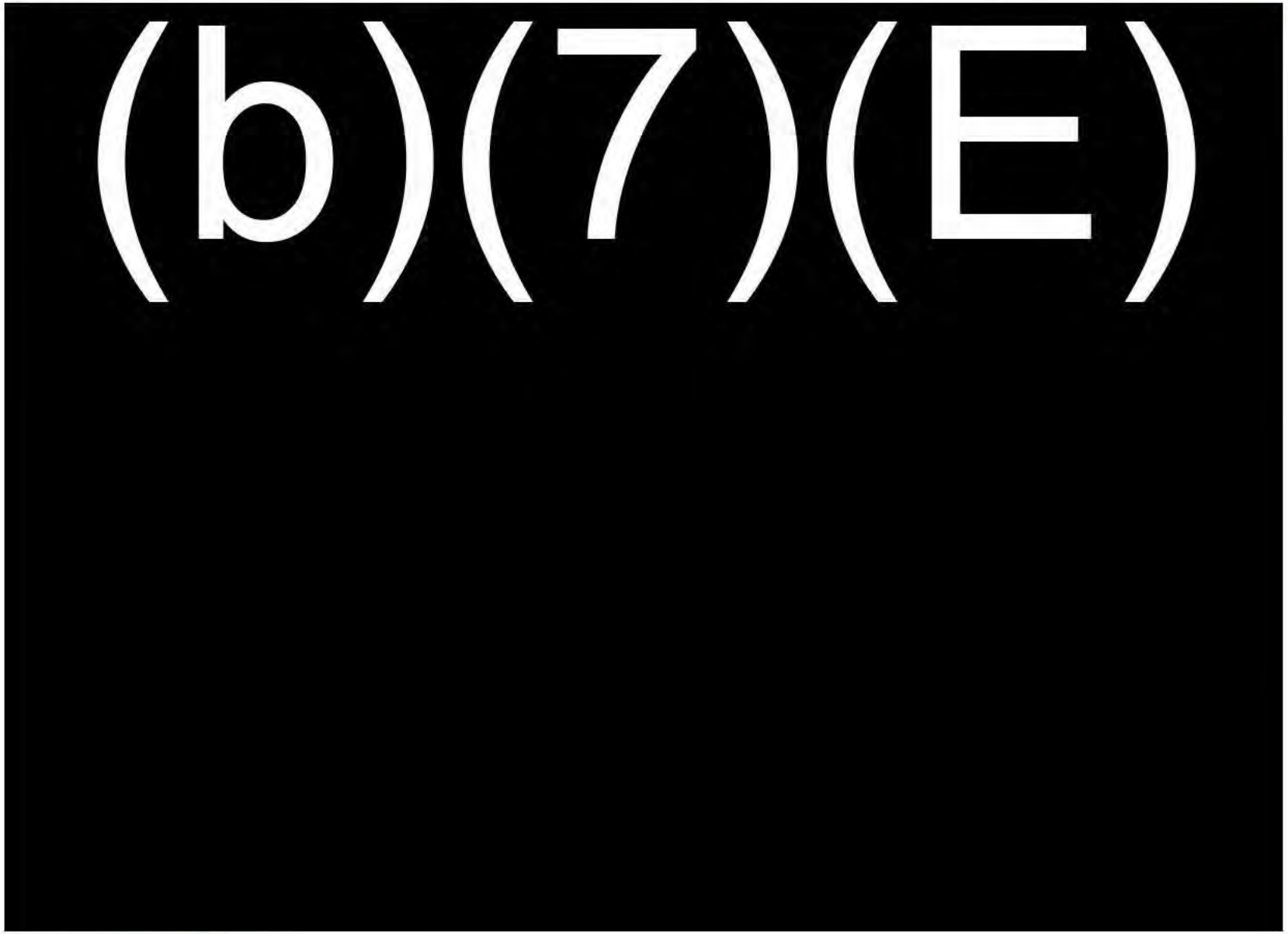

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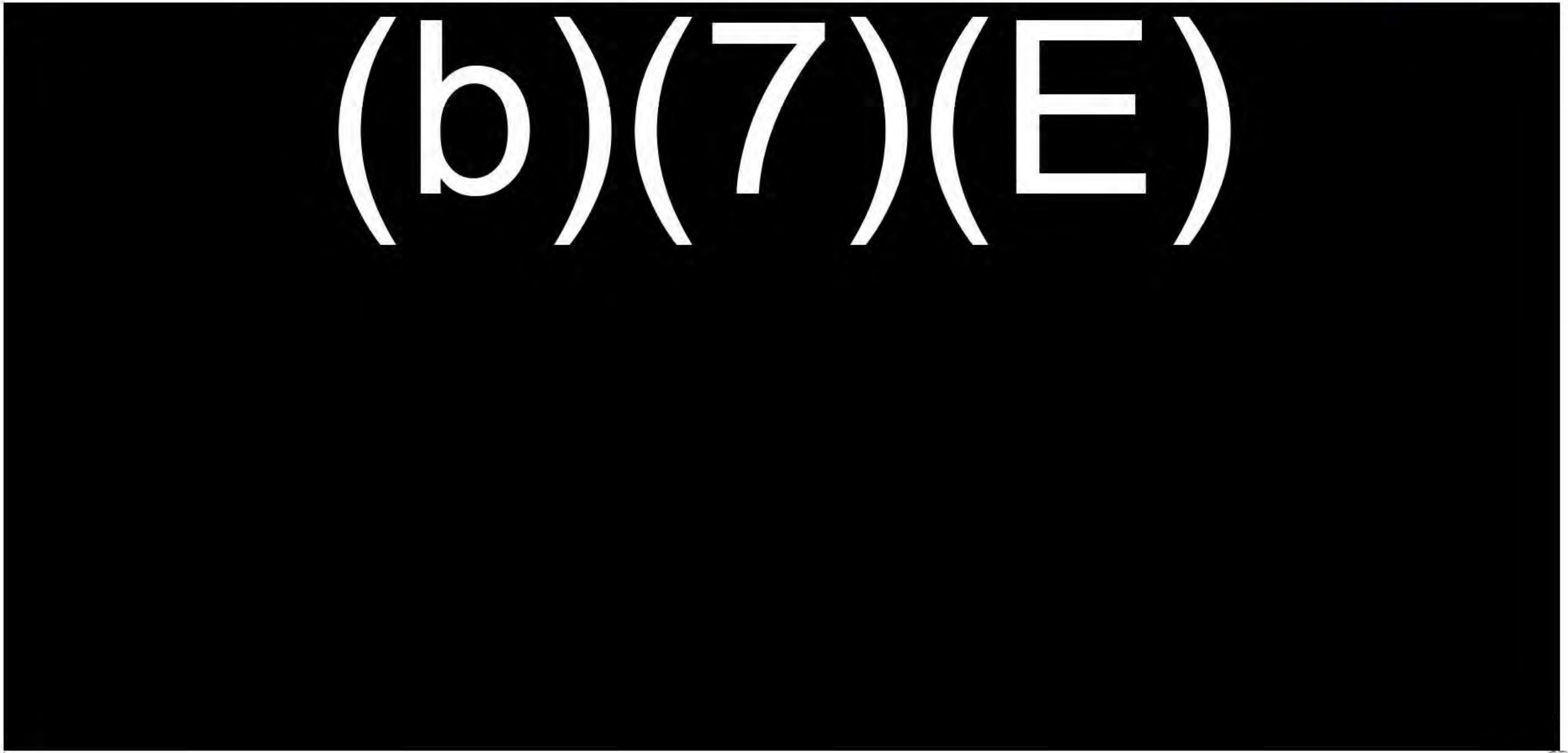

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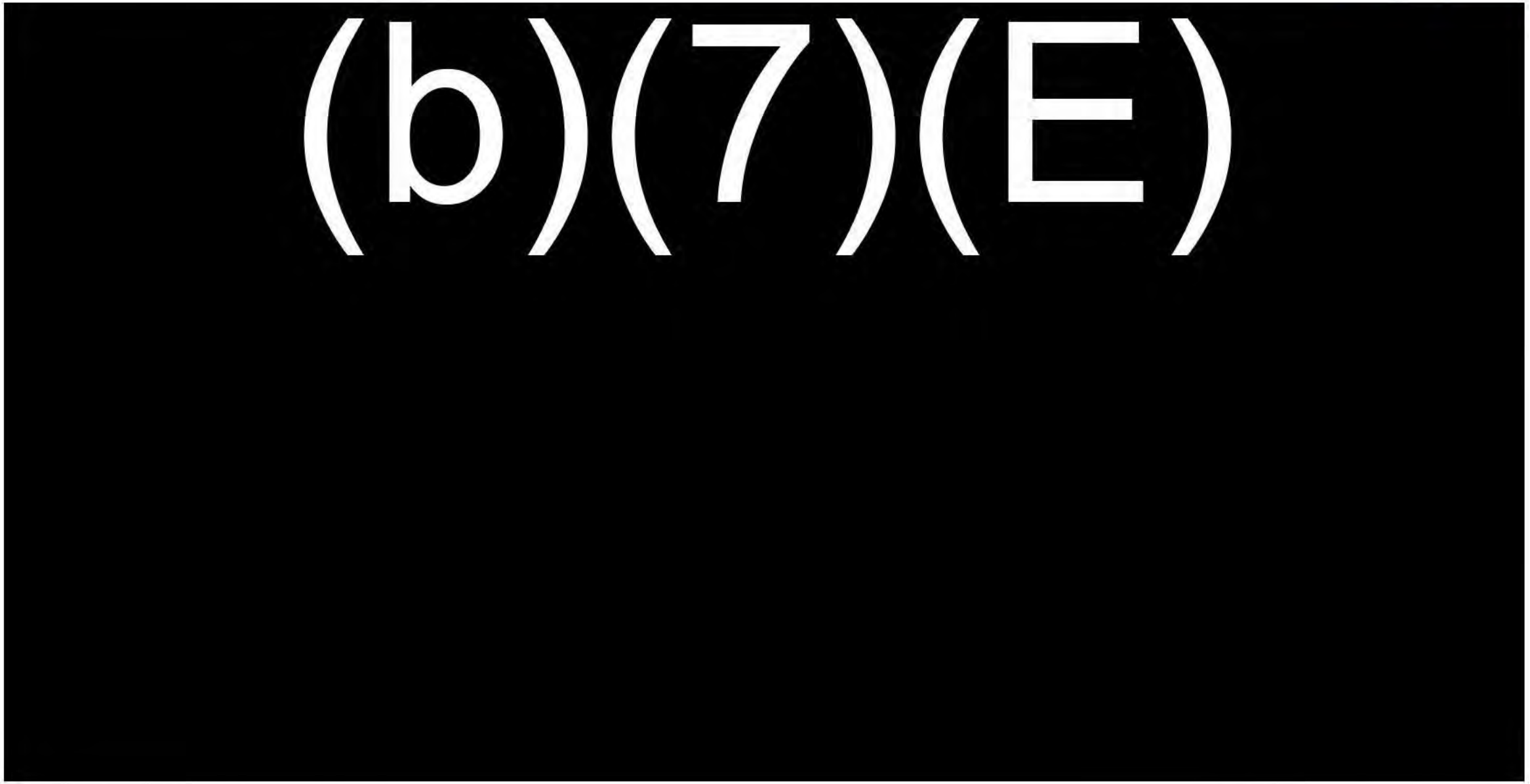

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Report a Problem

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Help

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Visit

(b)(7)(E)

to view additional resources for Simplified Arrival.

Resource Materials include an Interactive Tutorial, User Guide, and Presentation.

***Note**: Use Google Chrome to visit the webpage.*

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(b)(7)(E)

More Info

Visit

(b)(7)(E)

to submit any questions or concerns.

By visiting (b)(7)(E) officers can provide suggestions, comments, or questions related to facial comparison technology and can expect to receive a response within 48 business hours.

Simplified Arrival is a ***tool*** that enables officers to focus on ***enforcement*** and ***threat detection***

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SIMPLIFIED ARRIVAL OFFICER TRAINING

OFFICE OF FIELD OPERATIONS
CBP | 2020

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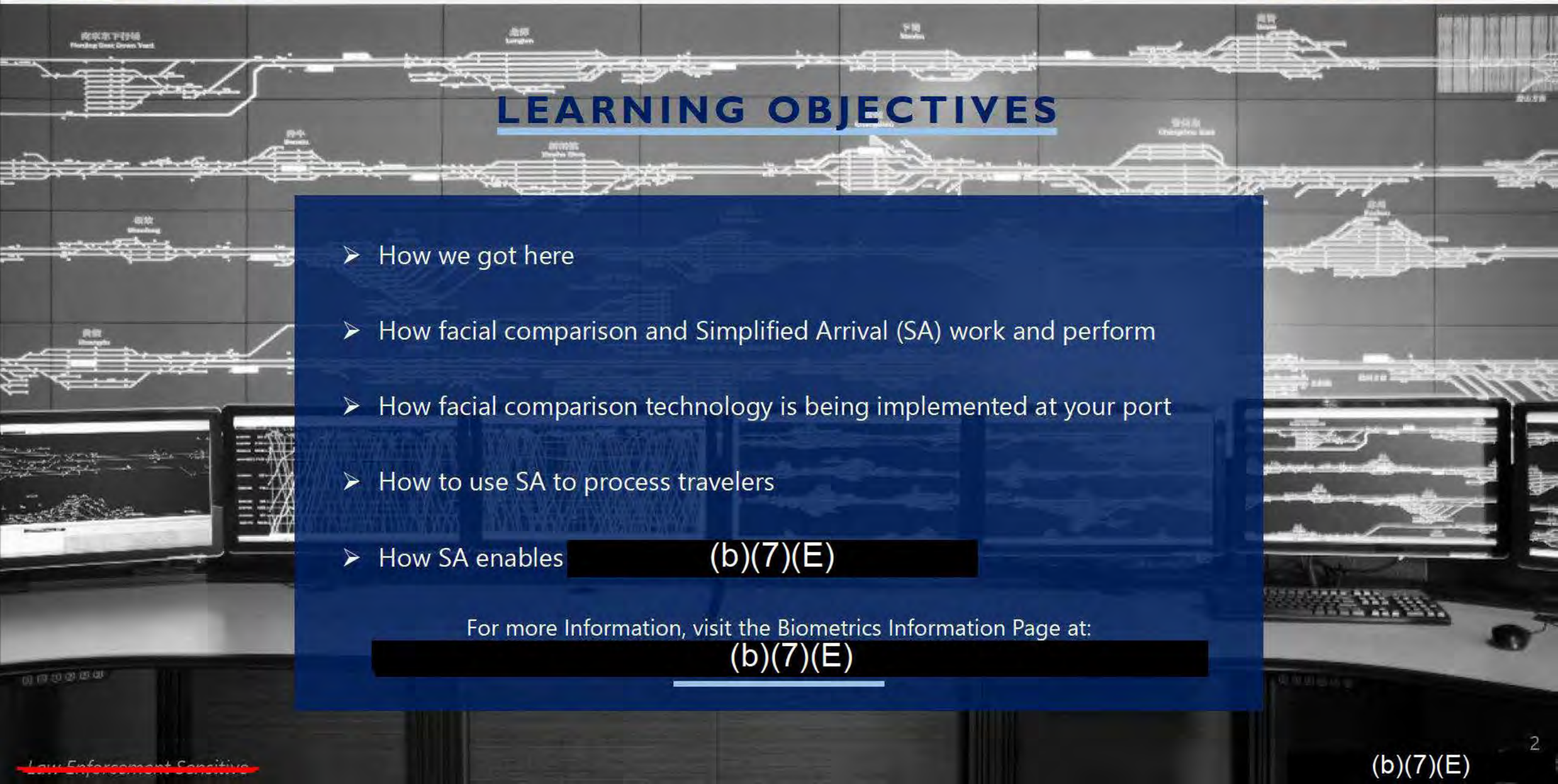
Learning Objectives



LEARNING OBJECTIVES

- How we got here
- How facial comparison and Simplified Arrival (SA) work and perform
- How facial comparison technology is being implemented at your port
- How to use SA to process travelers
- How SA enables (b)(7)(E)

For more Information, visit the Biometrics Information Page at:

(b)(7)(E)

Field Transformation: How Will Technology Change My Role?

Primary is **the most important job** in CBP. Officers working Primary are **the first line of defense** for the safety and security of the United States.

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Technology will never replace the human skills needed to find threats to our nation

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Targeting Results

On 9/17/16, pipe bombs exploded along a marathon route in Seaside Heights, NJ, a pressure cooker bomb exploded later that day in Manhattan, and another pressure cooker bomb was deactivated that evening. All three bombs were determined to be possibly connected to the same subject: Ahmad Khan Rahimi, an (b)(6) (b)(7)(C) living in NJ. (b) (7)(E)

Key Points

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Action Taken

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How Did We Get Here?

1 2 3 4

TIMELINE: HOW CBP HAS CHANGED THE FACE OF TRAVEL

1996: Illegal Immigration Reform and Immigrant Responsibility Act
Congress directs the implementation of a Biographic Entry and Exit System

2000

2002: Border Security Act
Act requires all ports of entry to have equipment that allows biometric comparison and travel document authentication

2004: Intelligence Reform and Terrorism Prevention Act
The 9/11 Committee advises Congress to direct DHS to accelerate the implementation of an automated biometric entry/exit data system

2004: U.S. Visit Begins to Collect Biometrics
In January 2004, U.S. Visit begins to capture a photograph and fingerprints of foreign travelers

2010

2013: Congress Transfers the Biometric Exit Mission to CBP

2015: Biometric Exit (BE) Mobile
At top 10 airports, tested viability of implementing BE in conjunction with outbound anti-terrorism and contraband enforcement operations

2016: Departure Information System Test
First facial comparison exit pilot at ATL

2016: Pedestrian Biometric Field Test
Pilot at Otay Mesa, California demonstrates that travelers preferred ease of use of facial technology

2017: Executive Order (E.O.) 13780
EO calls for expedited completion of the Biometric Entry-Exit Tracking System

2017: Using the Cloud
Set up commercial cloud matching environment for Sprint

2017: Vehicle Test at Anzalduas
Test a front-end system to identify a vendor to conduct future biometric capture capabilities

2018: Cruise Facial Debarkation
Facial pilot for cruise line passengers during debarkation

2020: More to Come!

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Strength of Facial Comparison Technology

WHY FACIAL COMPARISON?

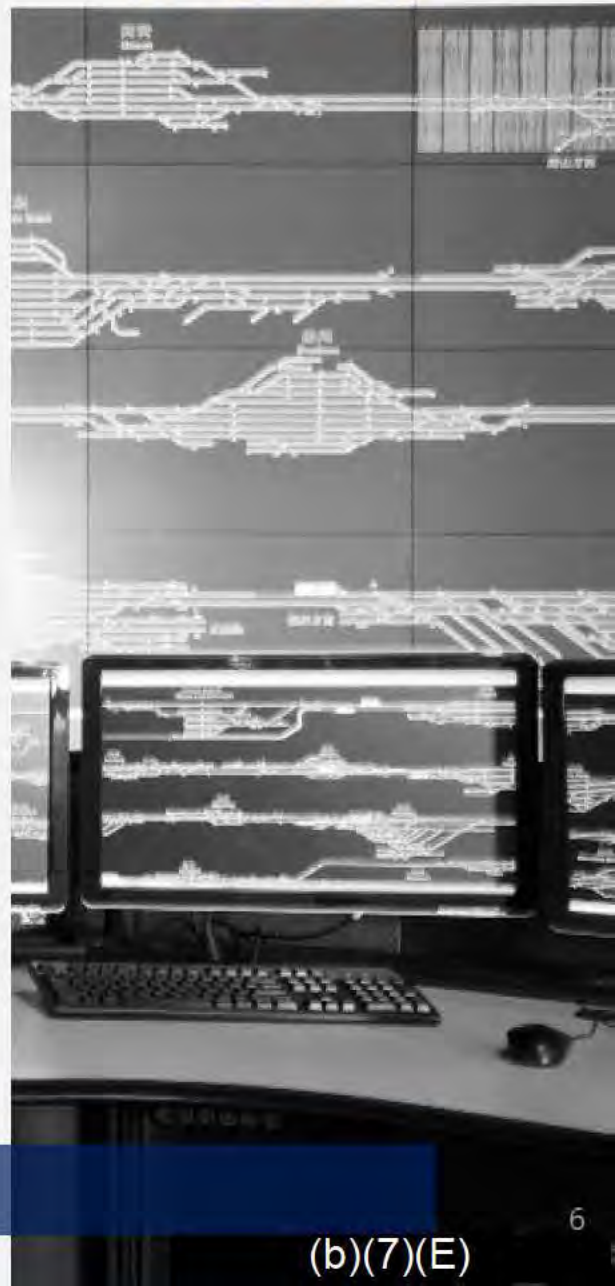
1. CBP is using **already existing traveler biometric (facial) and biographic information** including visa photos, Primary encounters, certain enforcement data, U.S. Passports, and LPR card photos.

2. Facial comparison **eliminates the need to take fingerprints** each time a foreign national returns to the United States, only requiring on first encounters (b)(7)(E) (b)(7)(E)

3. Facial comparison on Entry allows officers to **focus on the traveler interview and threat detection** (b)(7)(E) (b)(7)(E)

4. Facial comparison technology is **very accurate** and has **drastically increased CBP's ability to detect imposters** when compared to human detection.

5. The use of facial comparison technology has led to **positive tangible results**. To date, 250+ imposters have been caught at the land border.



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Understanding the Process

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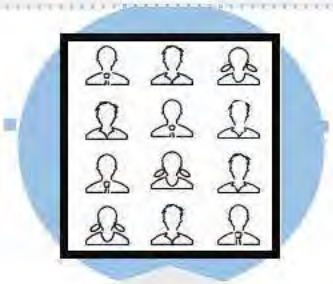
APIS Transmission | *TVS Builds Gallery* | *Travelers Queue* | *Take Photo and Match* | *Determine Purpose and Intent*



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

WHAT IS THE TRAVELER VERIFICATION SERVICE?

The Traveler Verification Service (TVS) is the backend system that performs the facial comparison function.

1

Gallery Creation

Using flight manifest data collected from APIS, TVS builds a port-specific gallery of traveler images collected from passports, visas, and other DHS encounters.

2

Using Cloud

The biometric templates of the collected images are stored in an encrypted Virtual Private Cloud (VPC).

3

Take Photo

After the traveler photo is taken, it is compared to the gallery of collected templates.

4

Match Response

A "match" or "no-match" is returned and the officer can continue with the entry process.

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- ***1:n Matching*** *occurs when the live photo will be matched against a gallery of photos.*
- ***1:1 Matching*** *occurs when a 1:n match fails. The live photo will be matched to the document photo.*

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Conducting the Inspection

PROCESS

- *With the transition to Simplified Arrival comes an opportunity to reinvent the way you have traditionally processed travelers.*
- *Every officer should feel empowered to make the inspection process their own.*

GUIDELINES FOR TAKING PHOTOS

	Can I photograph the traveler in primary?	Notes
In-Scope Non-U.S. Citizen	✓ Always	Photos are stored in IDENT for 75 years for future identity verification.
Out-of-Scope Non-U.S. Citizen	✓ Can opt out	This group includes travelers under the age of 14 and over the age of 79, diplomats, Canadians, and otherwise exempt aliens. Photos are deleted within 14 days.
U.S Citizen	✓ Can opt out	Photos of U.S. Citizens are deleted immediately from the system upon matching. U.S. Citizens can opt out if requested. If the camera has automatically captured a photo, you must delete it.

Remember that current law enforcement policies still apply. Therefore, nothing else in your day-to-day should change unless directed by your supervisor.

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Simplified Arrival Policy

The matrix below provides guidance regarding the Simplified Arrival process after a picture has been taken, depending on a traveler's age.

	0-5 Years Old	6-13 Years Old	14+ Years Old
1:n	No Match – (b)(7)(E) (b)(7)(E)	No Match – (b)(7)(E) (b)(7)(E)	No Match – (b)(7)(E) (b)(7)(E)
1:1	Mismatch – (b)(7)(E) (b)(7)(E)	Mismatch – (b)(7)(E) (b)(7)(E)	Mismatch – (b)(7)(E) (b)(7)(E)

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All Biometrics Have (b)(7)(E)

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FACIAL COMPARISON (b)(7)(E)

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Imposter at San Diego Airport (SAN)

(b)(7)(E)

Captured Photo

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

Valid Travel Document

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

Travel Document Photo

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

Simplified Arrival is a ***tool*** that enables officers to focus on ***enforcement*** and ***threat detection***

Imposter at Washington Dulles International Airport (IAD)

(b)(7)(E)

Captured Photo

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

Valid Travel Document

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

Travel Document Photo

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

Simplified Arrival is a ***tool*** that enables officers to focus on ***enforcement*** and ***threat detection***

Imposter at Nogales, AZ

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Captured Photo

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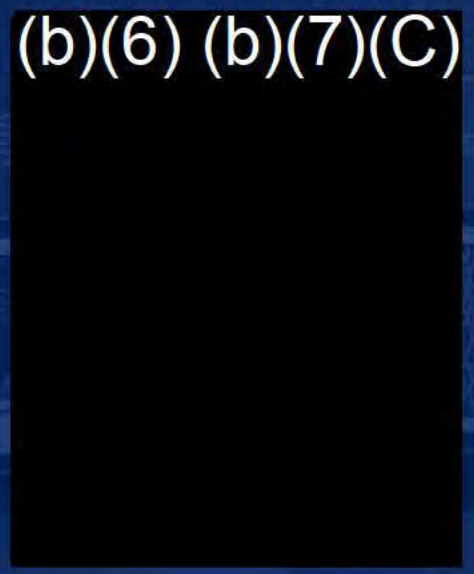

Travel Document Photo

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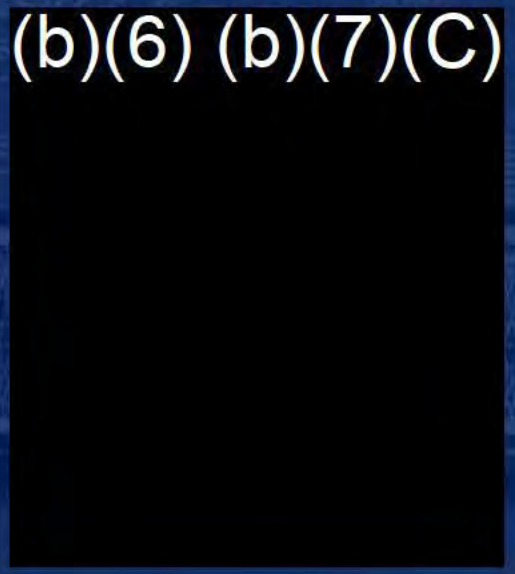

Captured Photo

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Travel Document Photo

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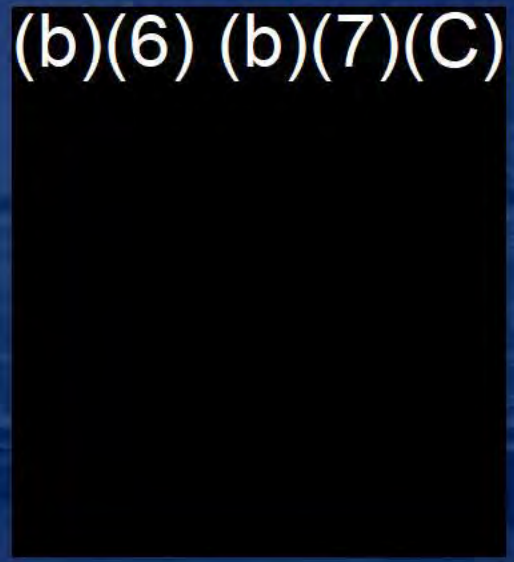

Simplified Arrival is a ***tool*** that enables officers to focus on ***enforcement*** and ***threat detection***

Handling a 1:1 Mismatch

NEXT STEPS FOR 1:1 MISMATCHES

- There are two options for handling a 1:1 mismatch:
  - 13 Years & Younger: (b)(7)(E) (b)(7)(E)
  - 14 Years & Older: (b)(7)(E) (b)(7)(E)

*Simplified Arrival has **drastically increased CBP's ability to detect imposters** when compared to human detection*

BEST PRACTICES FOR SECONDARY PROCESSING MISMATCH REFERRALS

- Ask travelers for additional forms of identification during Secondary processing to facilitate identity confirmation
- (b)(7)(E)
  - (b)(7)(E)
  - (b)(7)(E)
  - (b)(7)(E)
  - (b)(7)(E)
- (b)(7)(E)

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Simplified Arrival is a ***tool*** that enables officers to focus on ***enforcement*** and ***threat detection***

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SIMPLIFIED ARRIVAL APPLICATION

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Launching (b)(7)(E)

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Log In Screen

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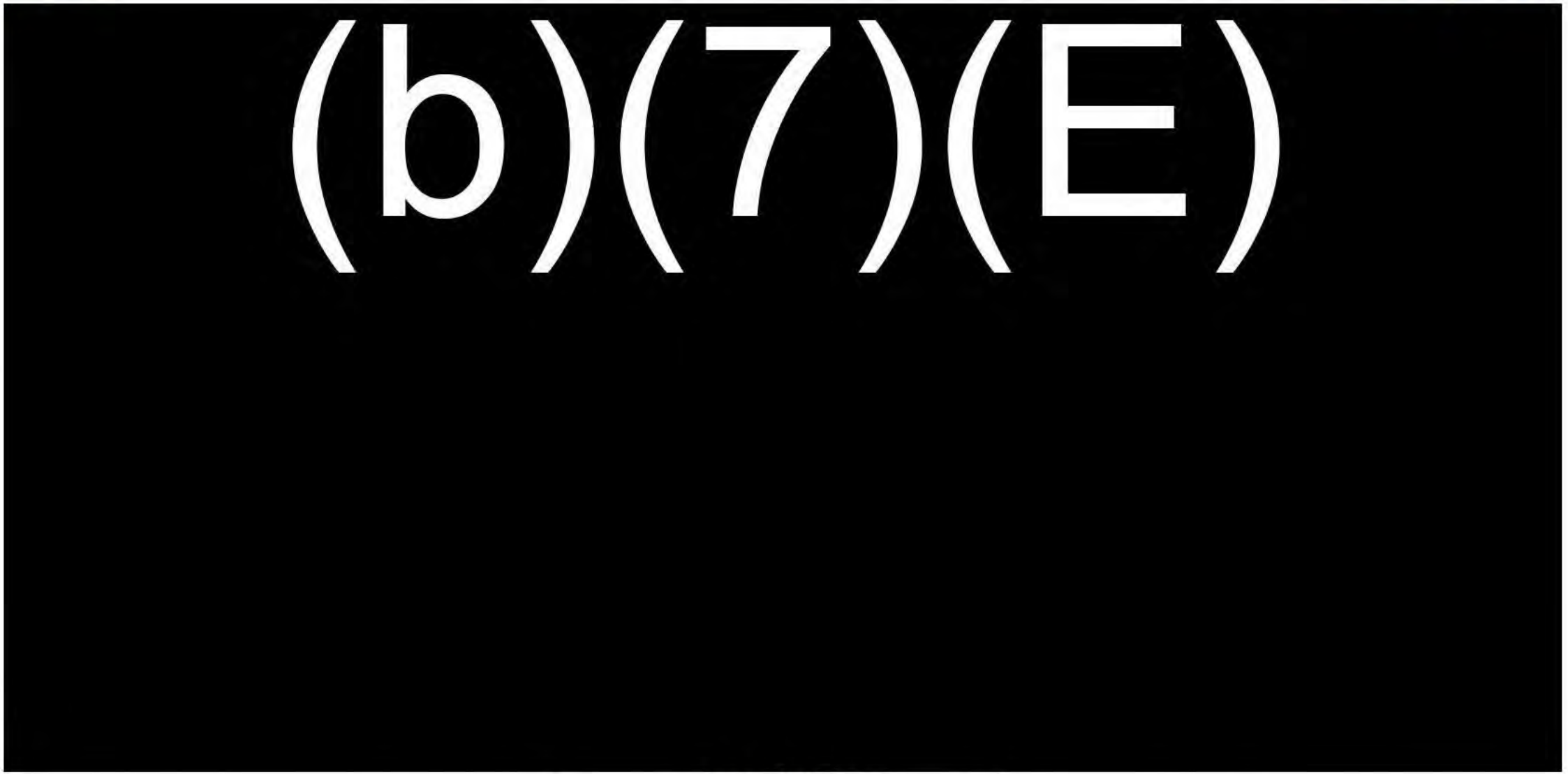
Landing Page



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Processing Travelers – (b)(7)(E)

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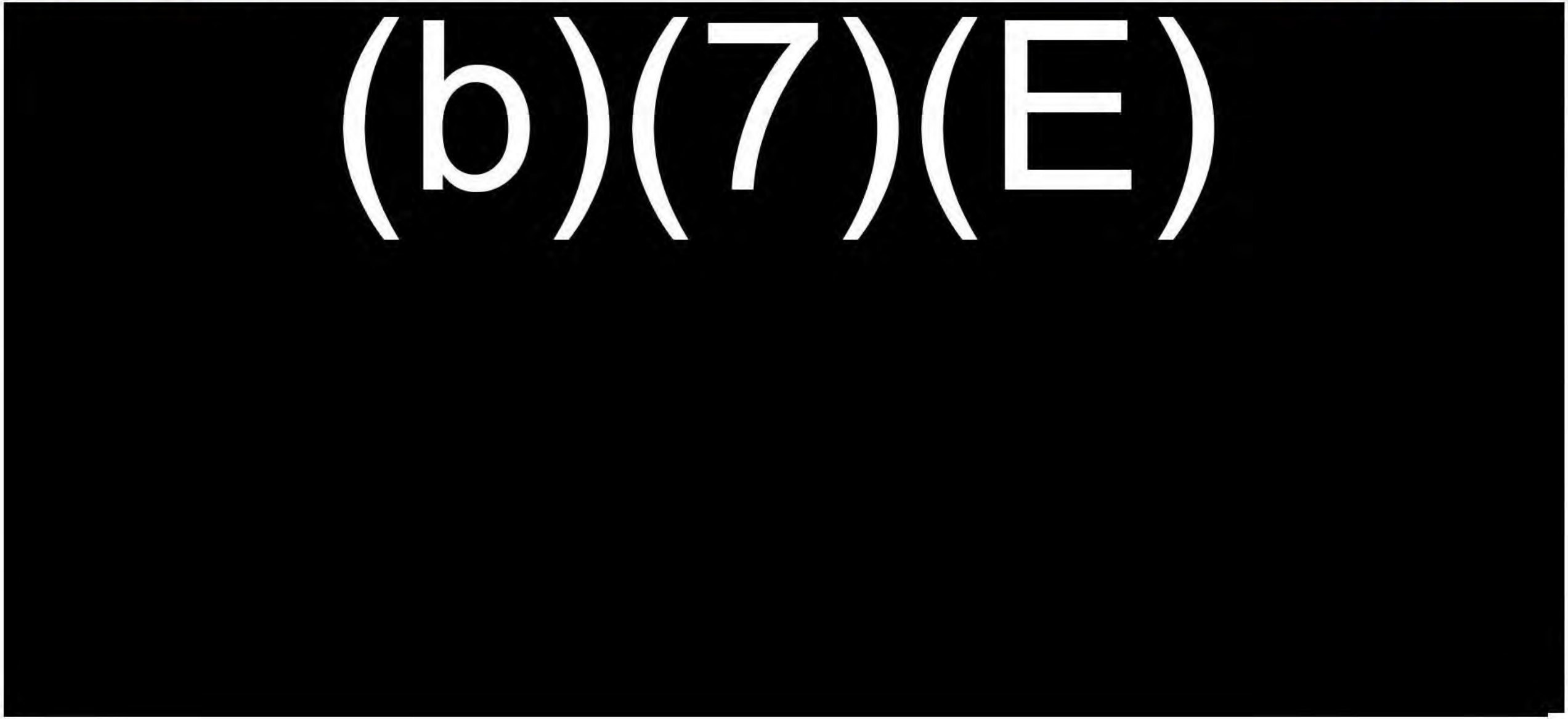

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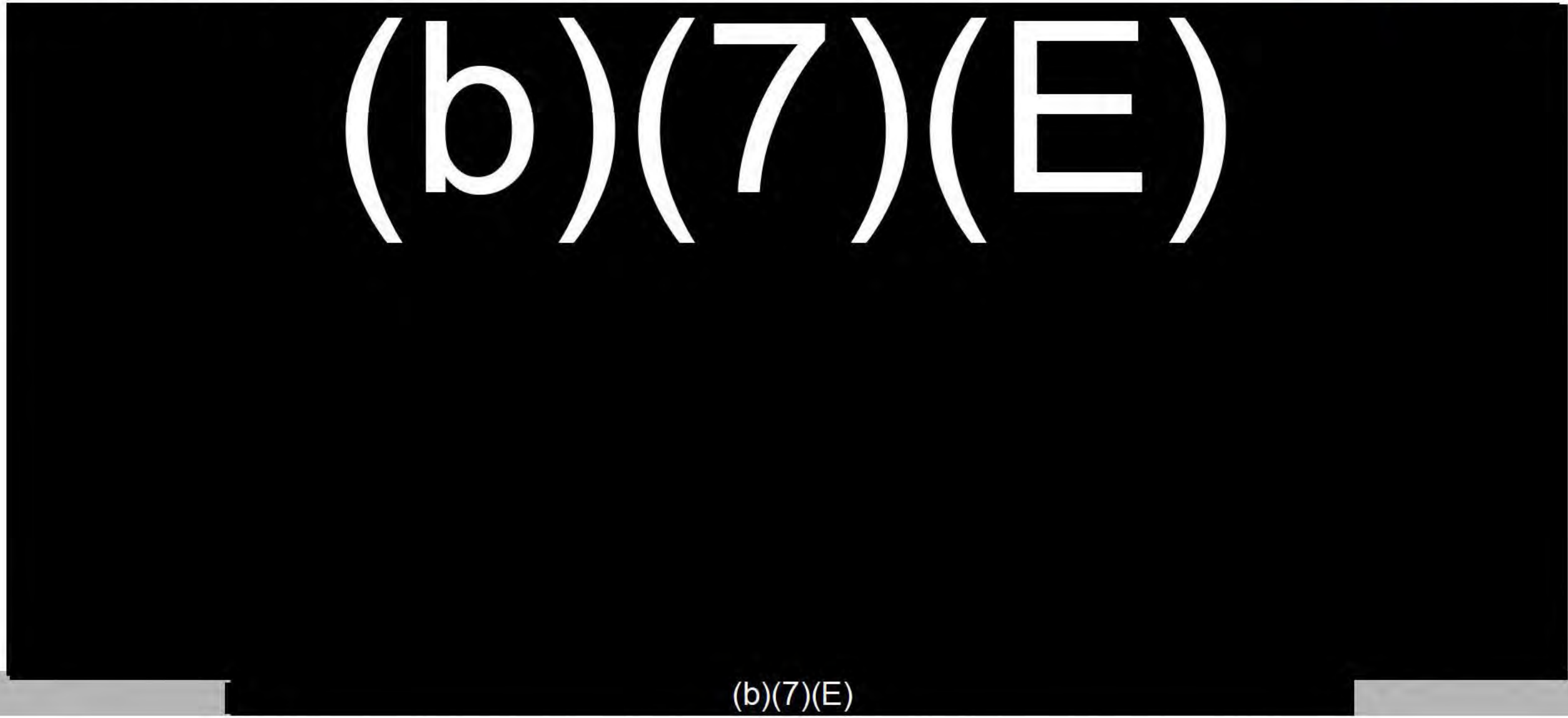

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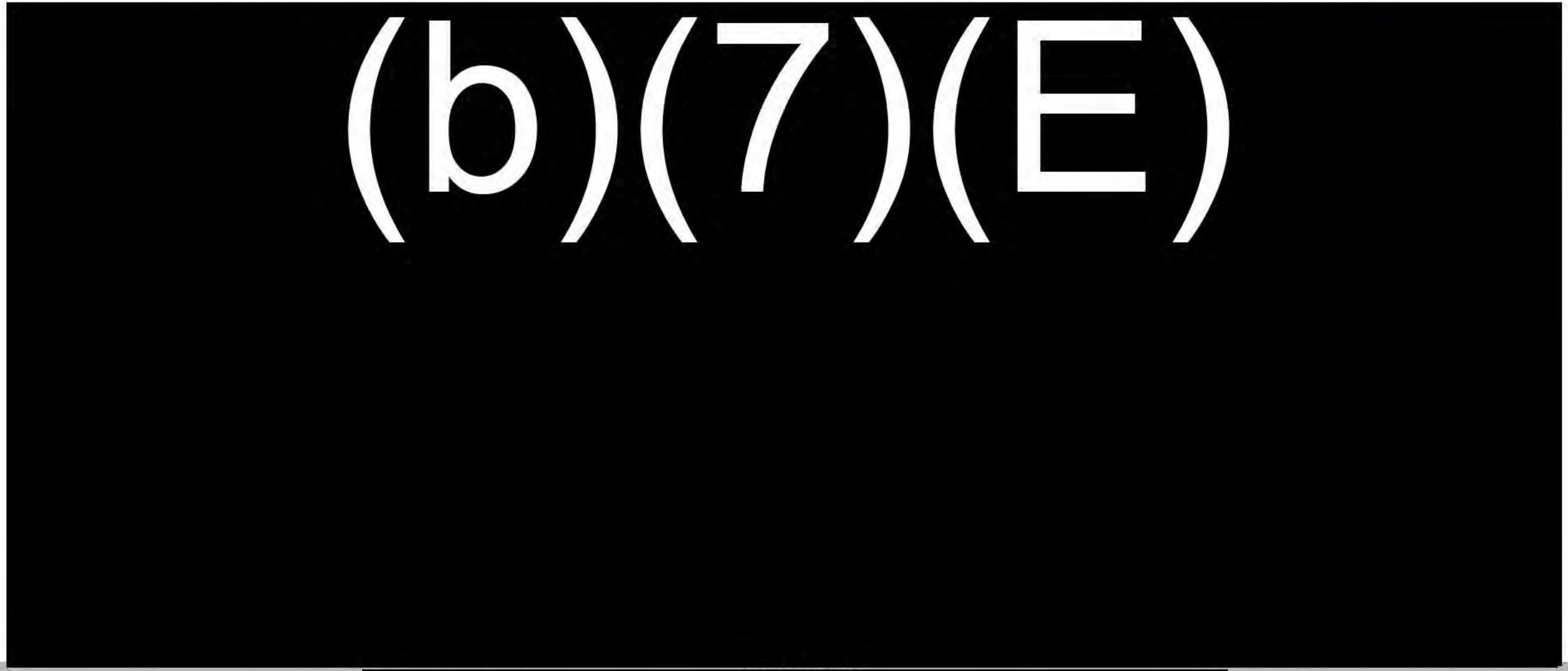

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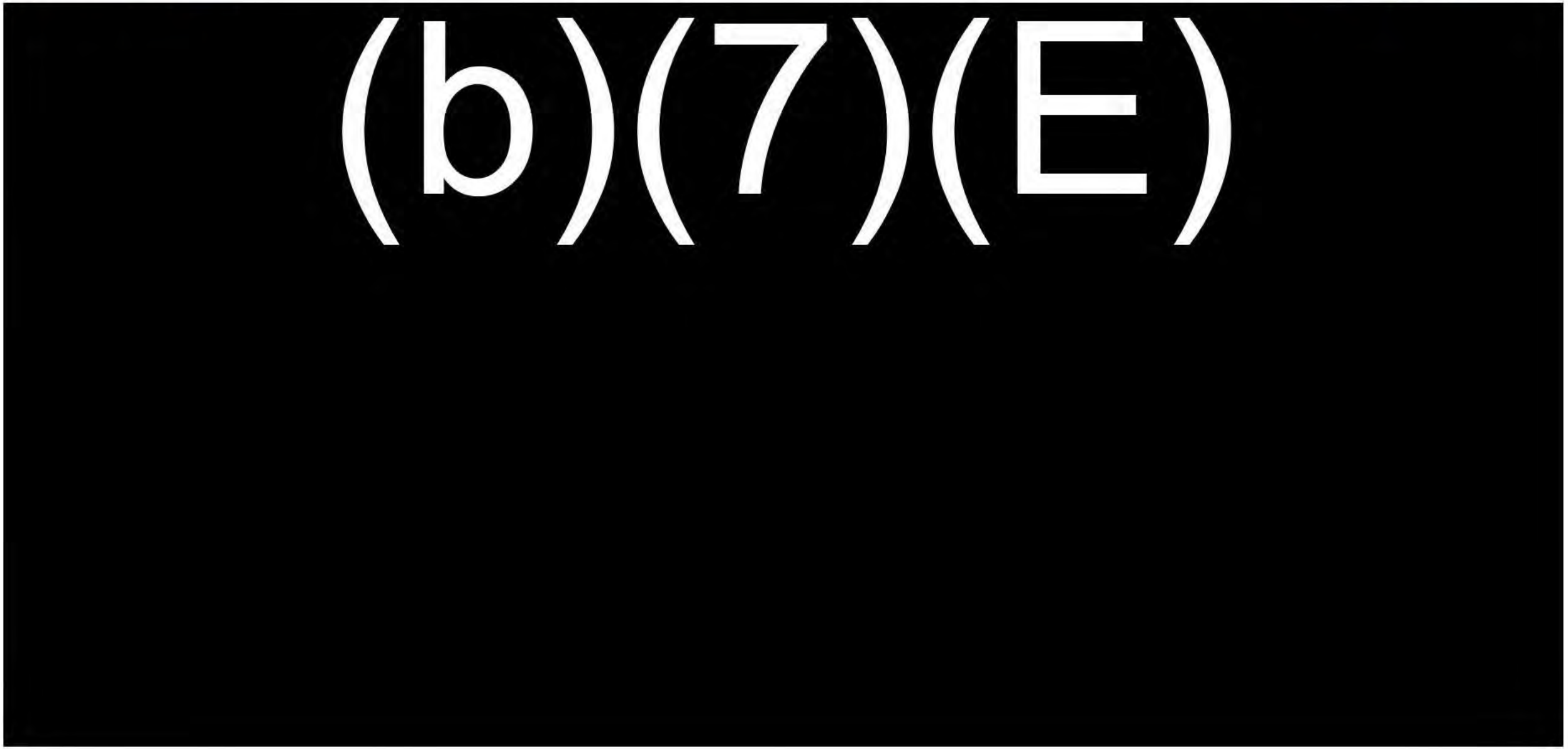
Processing Travelers



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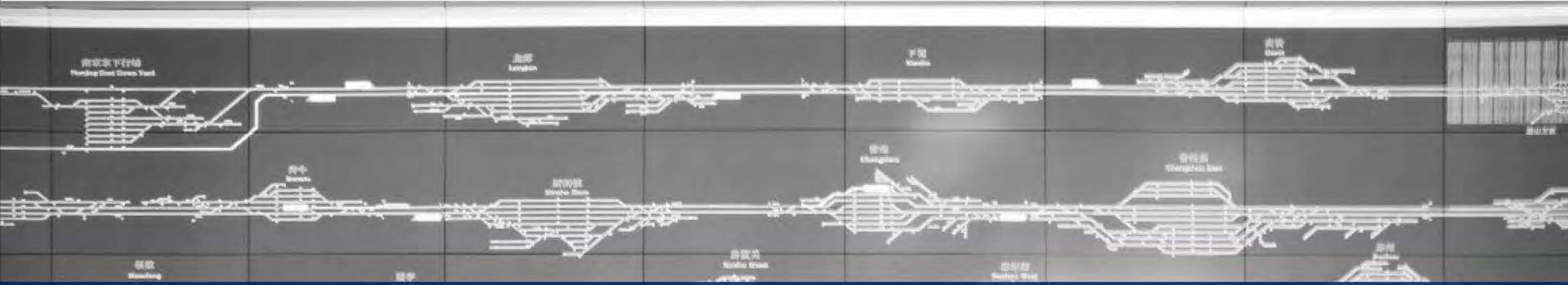

CLASSES OF ADMISSION

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United States Citizens (USC) (b)(7)(E)

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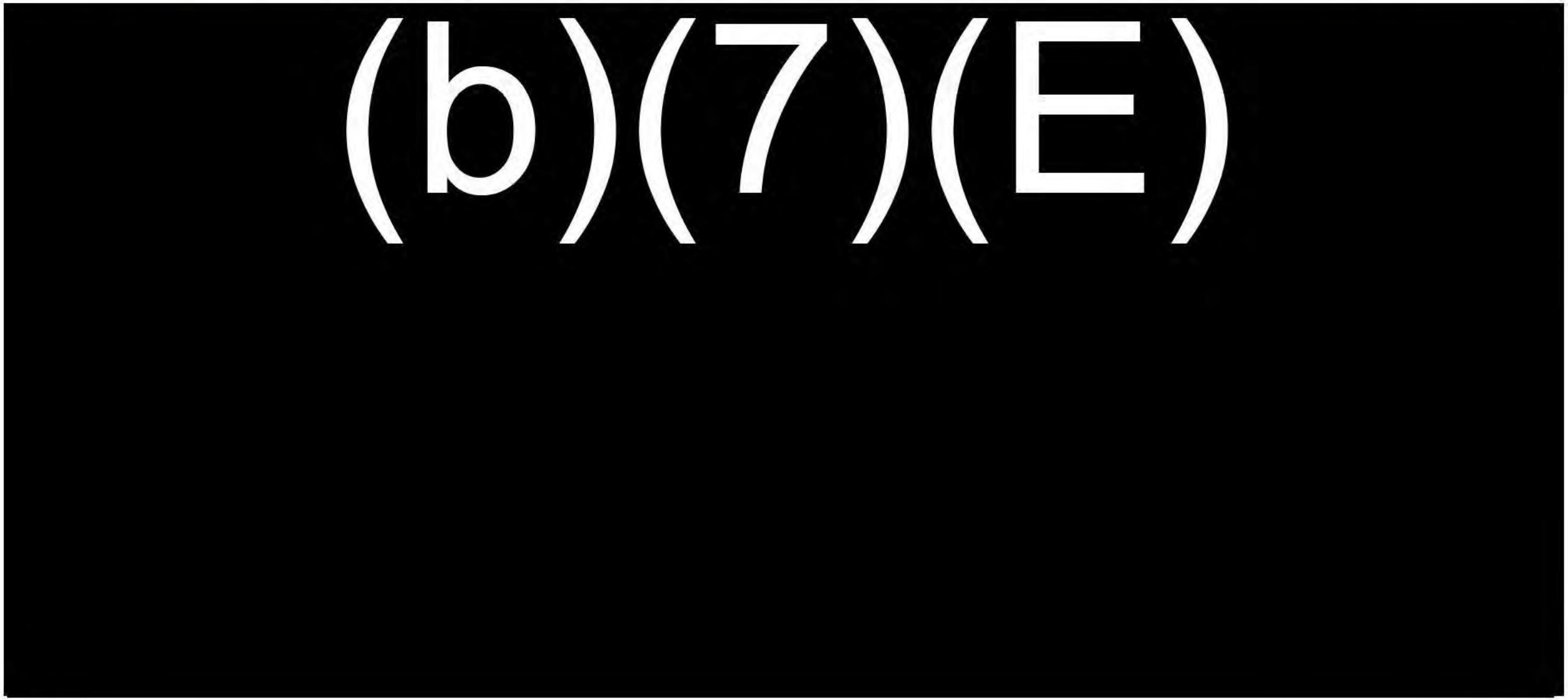

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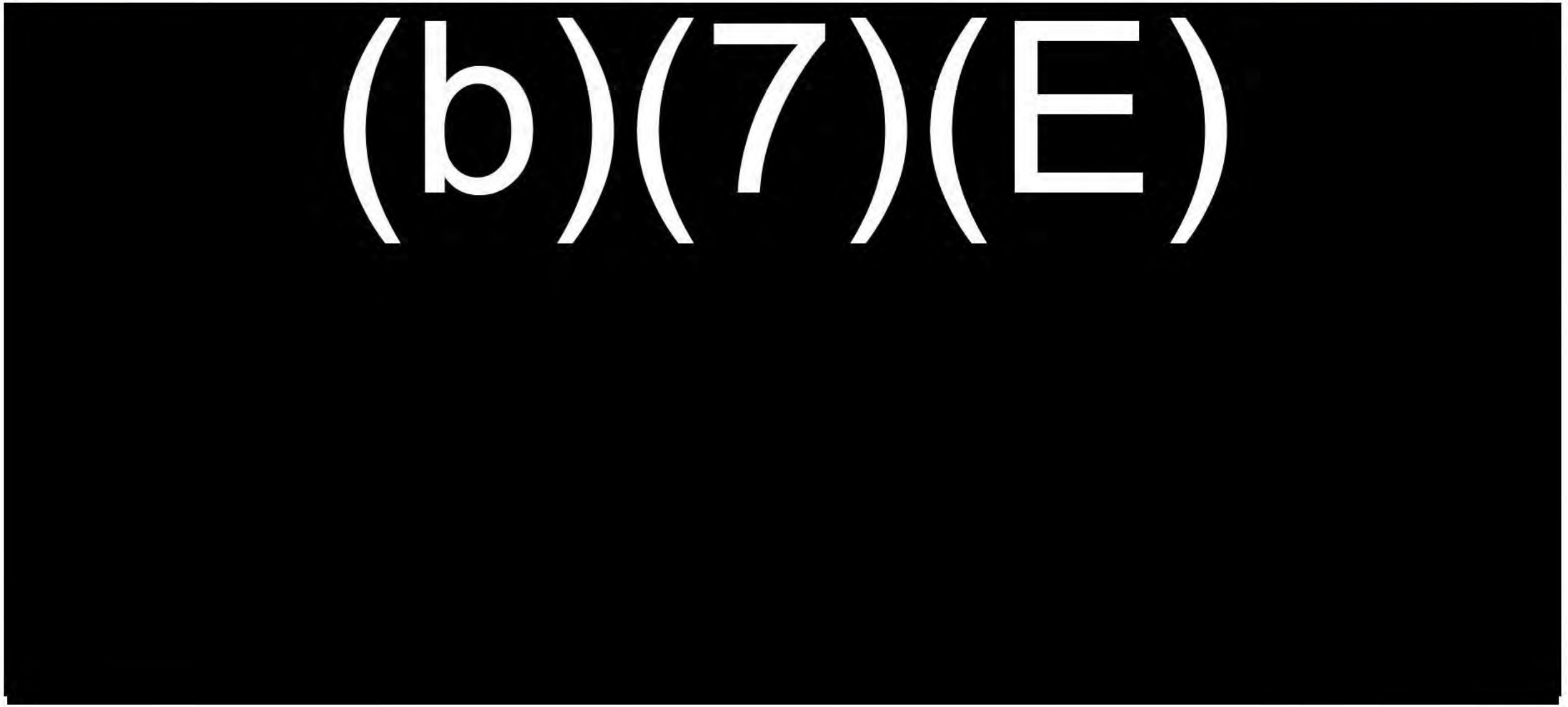
B1 or B2



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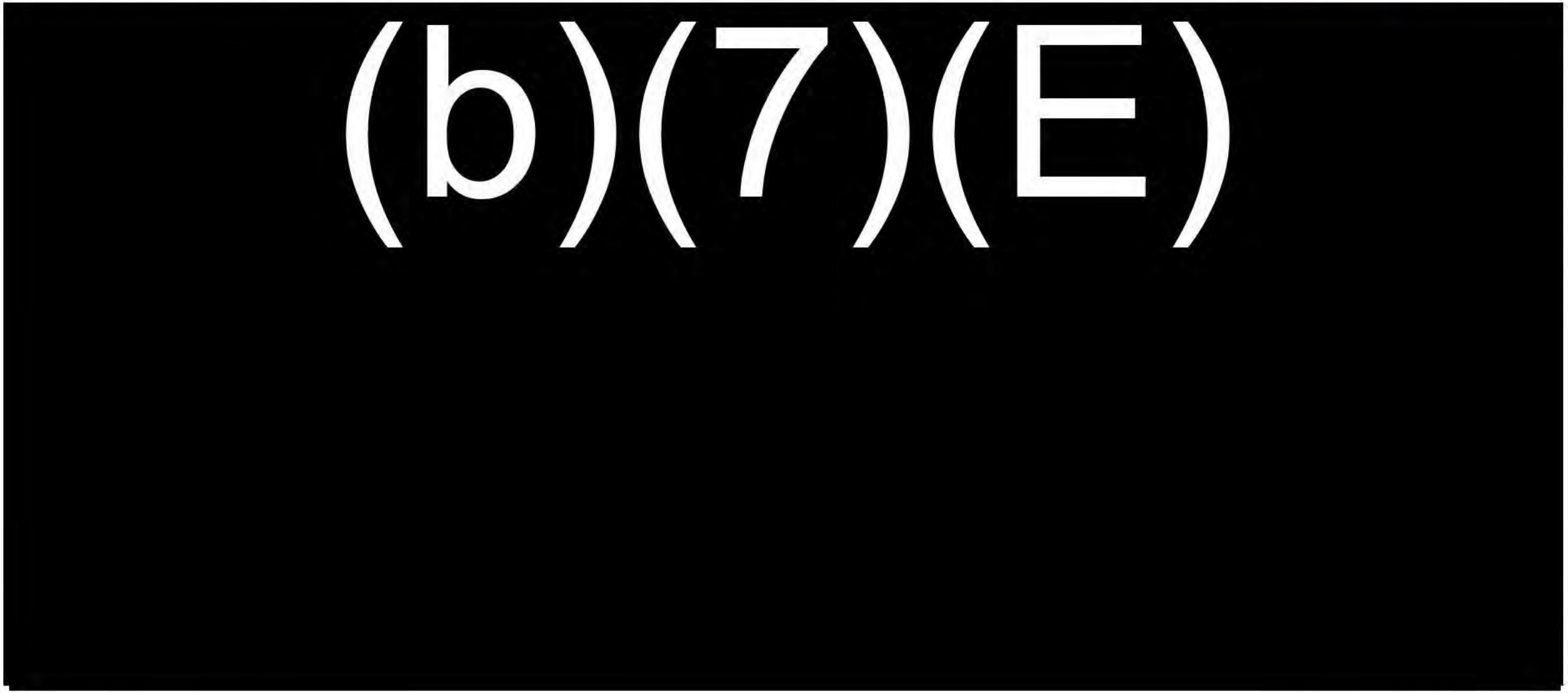

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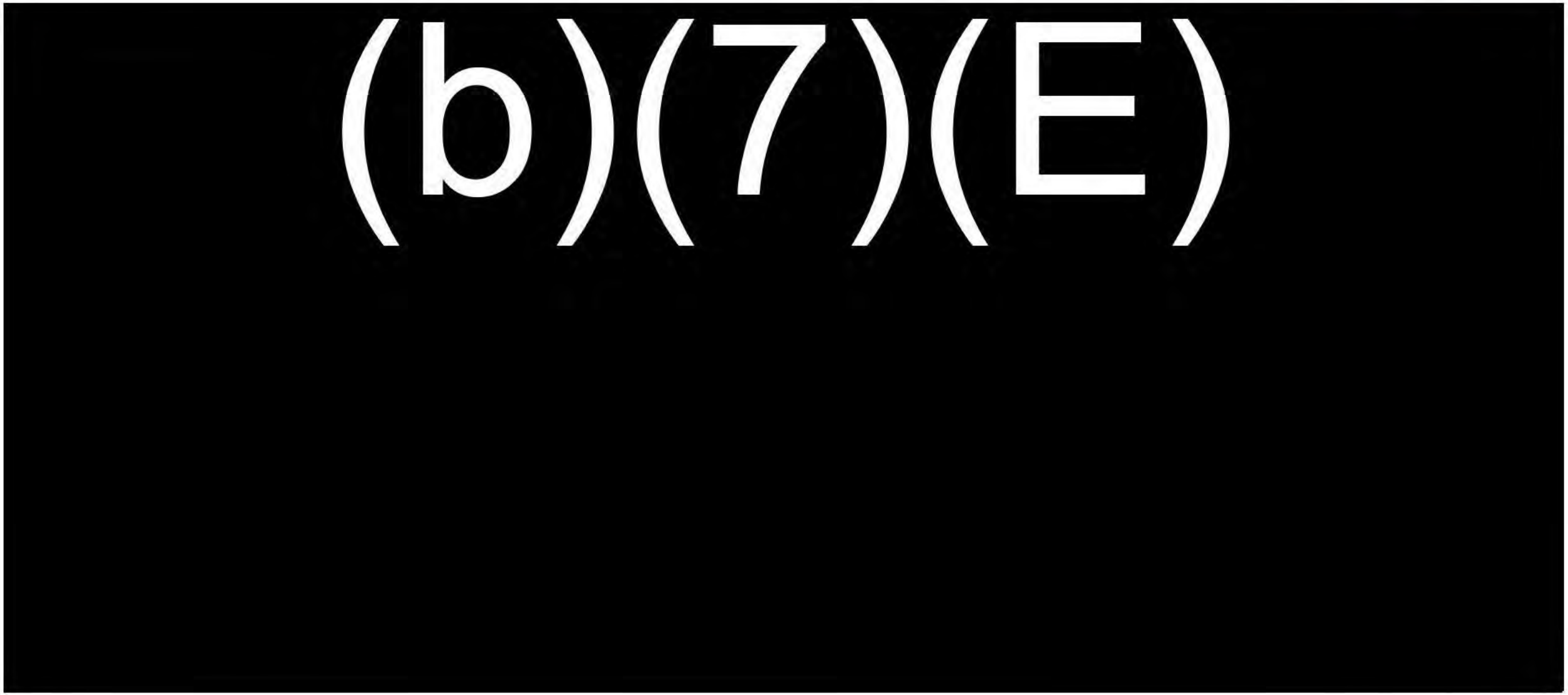

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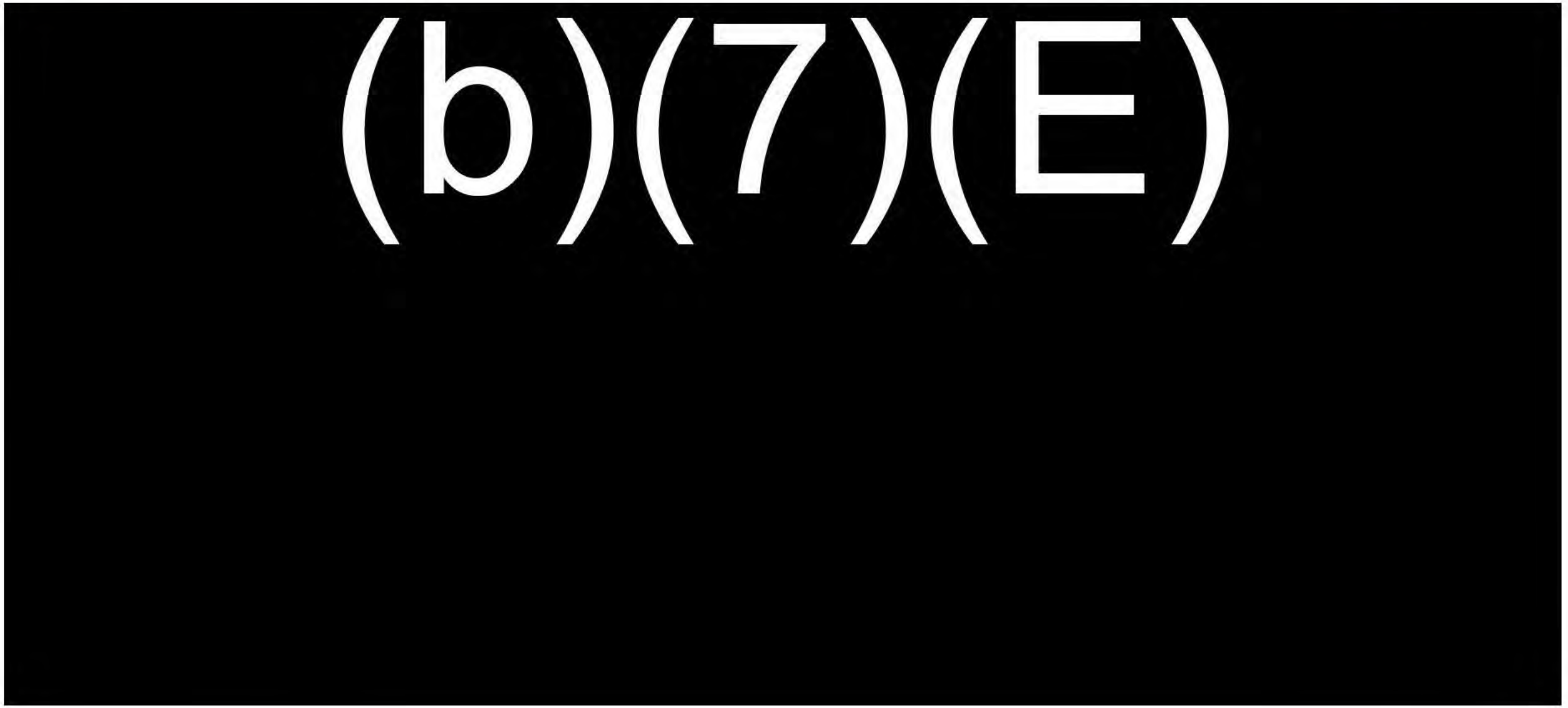
First Time Visa Waiver Program (VWP)



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First Time Visa Waiver Program (VWP) (cont'd)

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H1B – (b)(7)(E)

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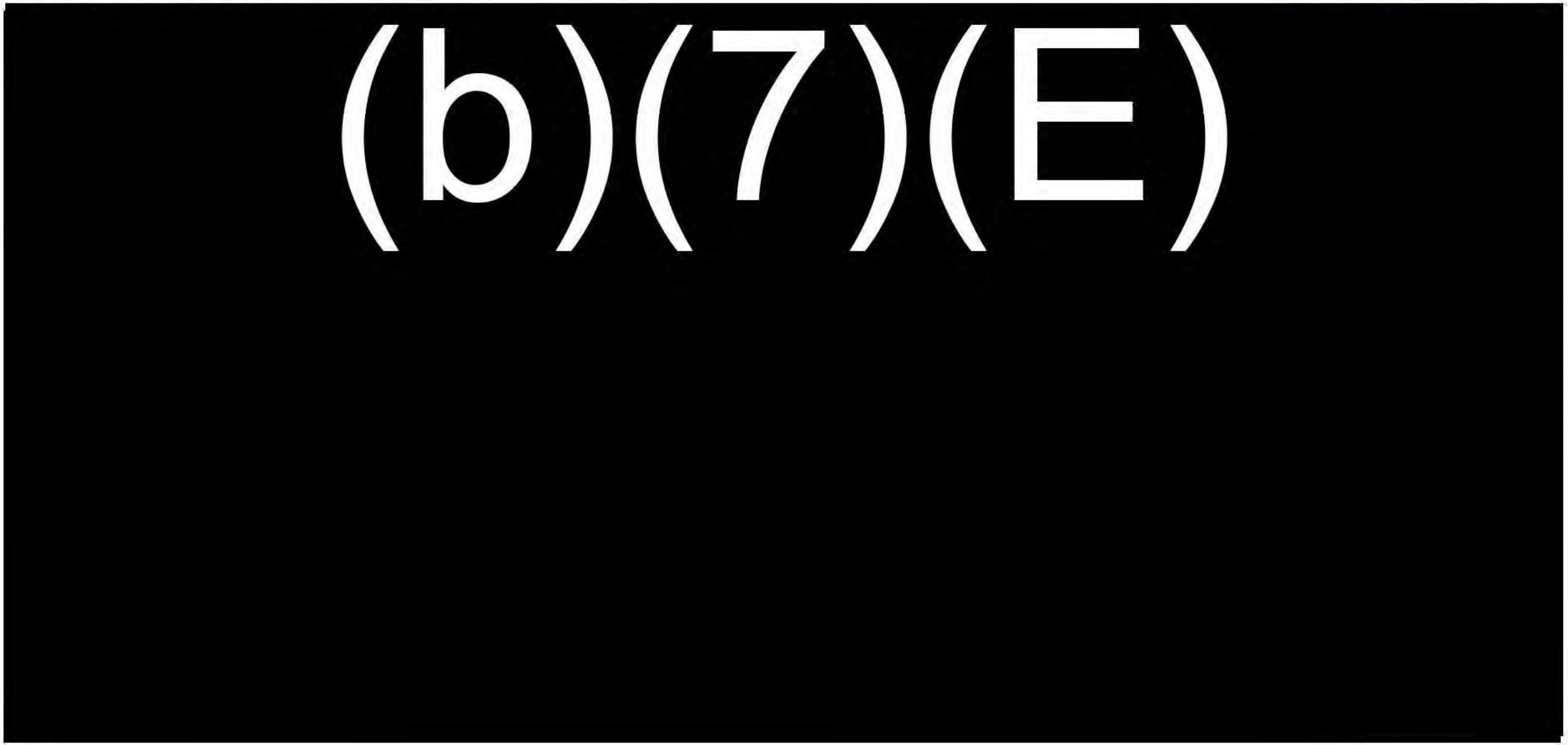

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L1 – (b)(7)(E)

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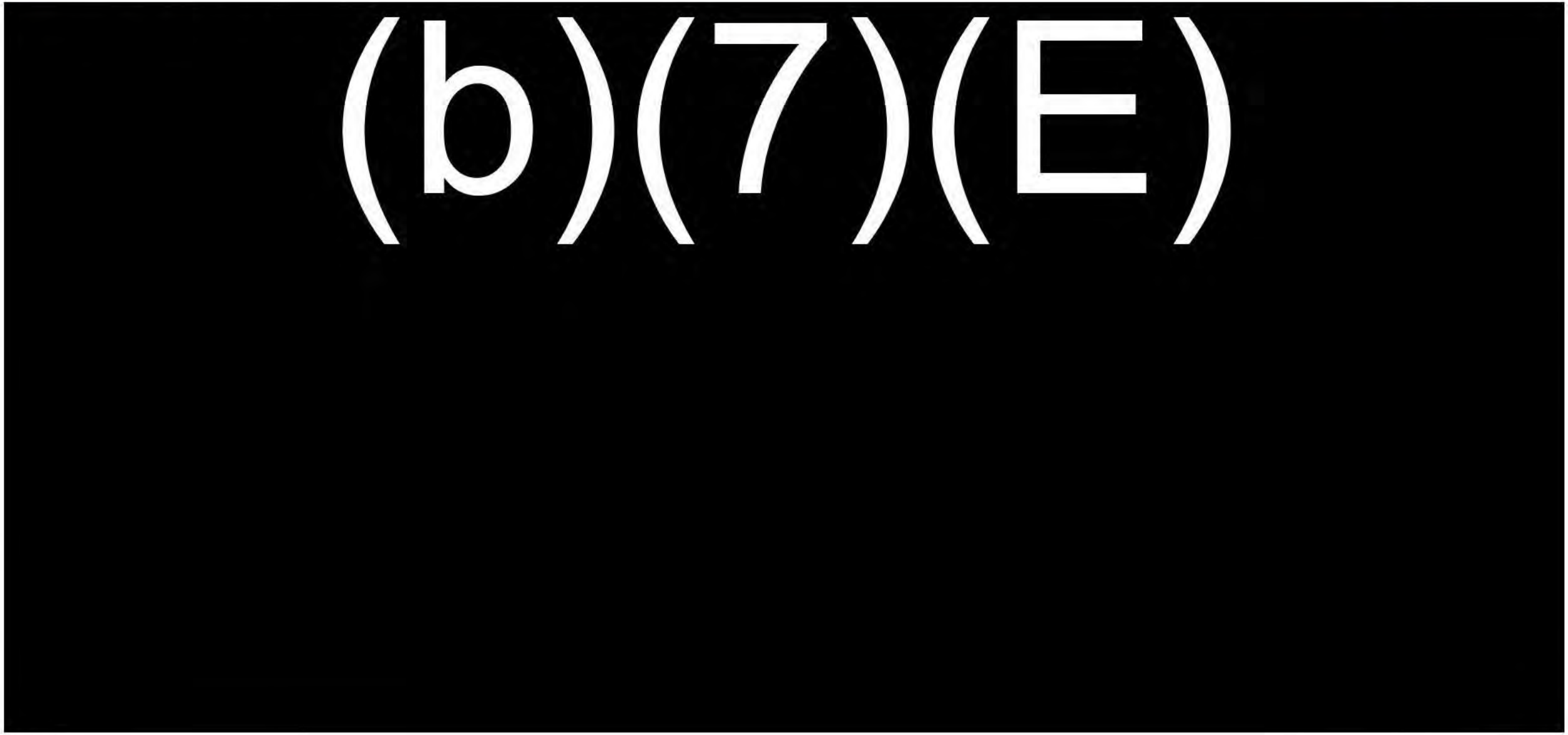

Law Enforcement Sensitive – For Official Use Only

Returning Visa Waiver Program (VWP)

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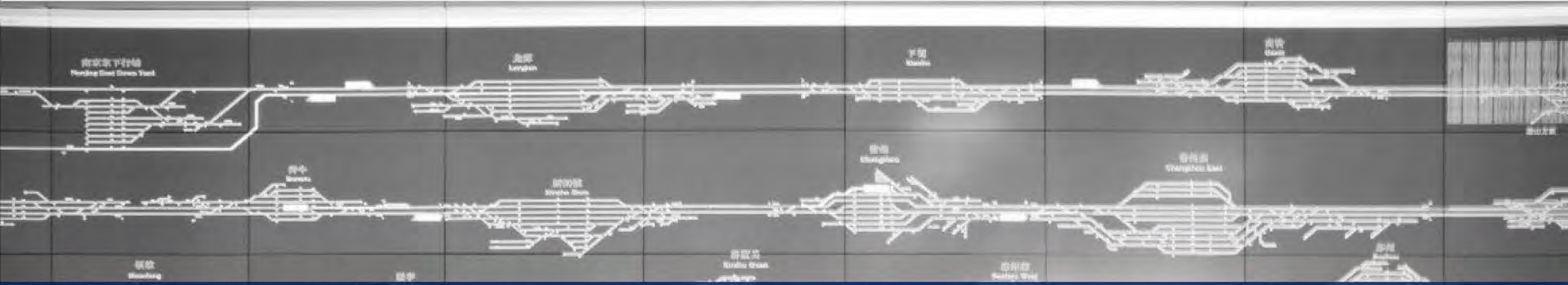
~~Law Enforcement Sensitive – For Official Use Only~~

(b)(7)(E)



SCREEN FEATURES

Law Enforcement Sensitive

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(b)(7)(E)

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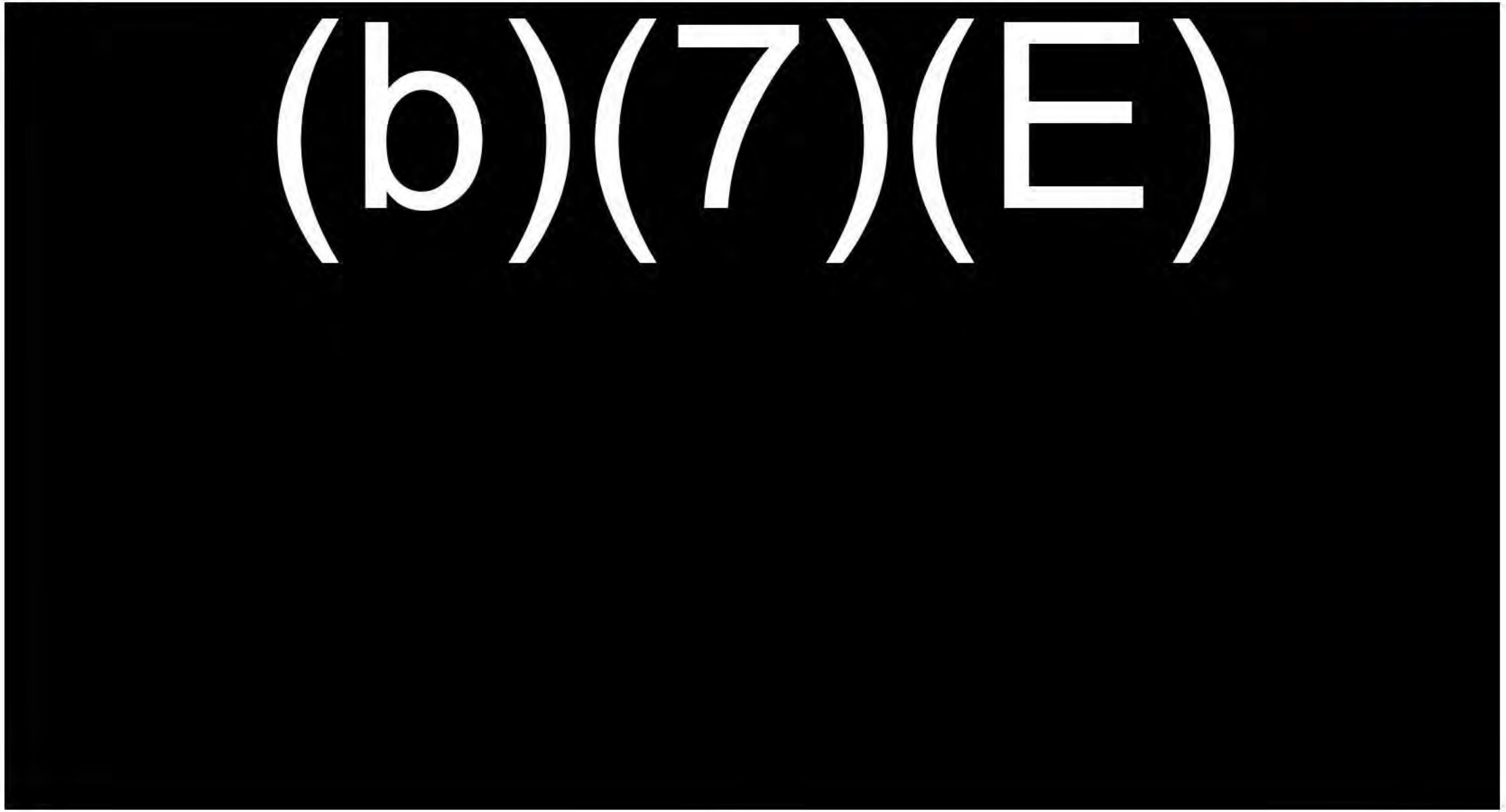

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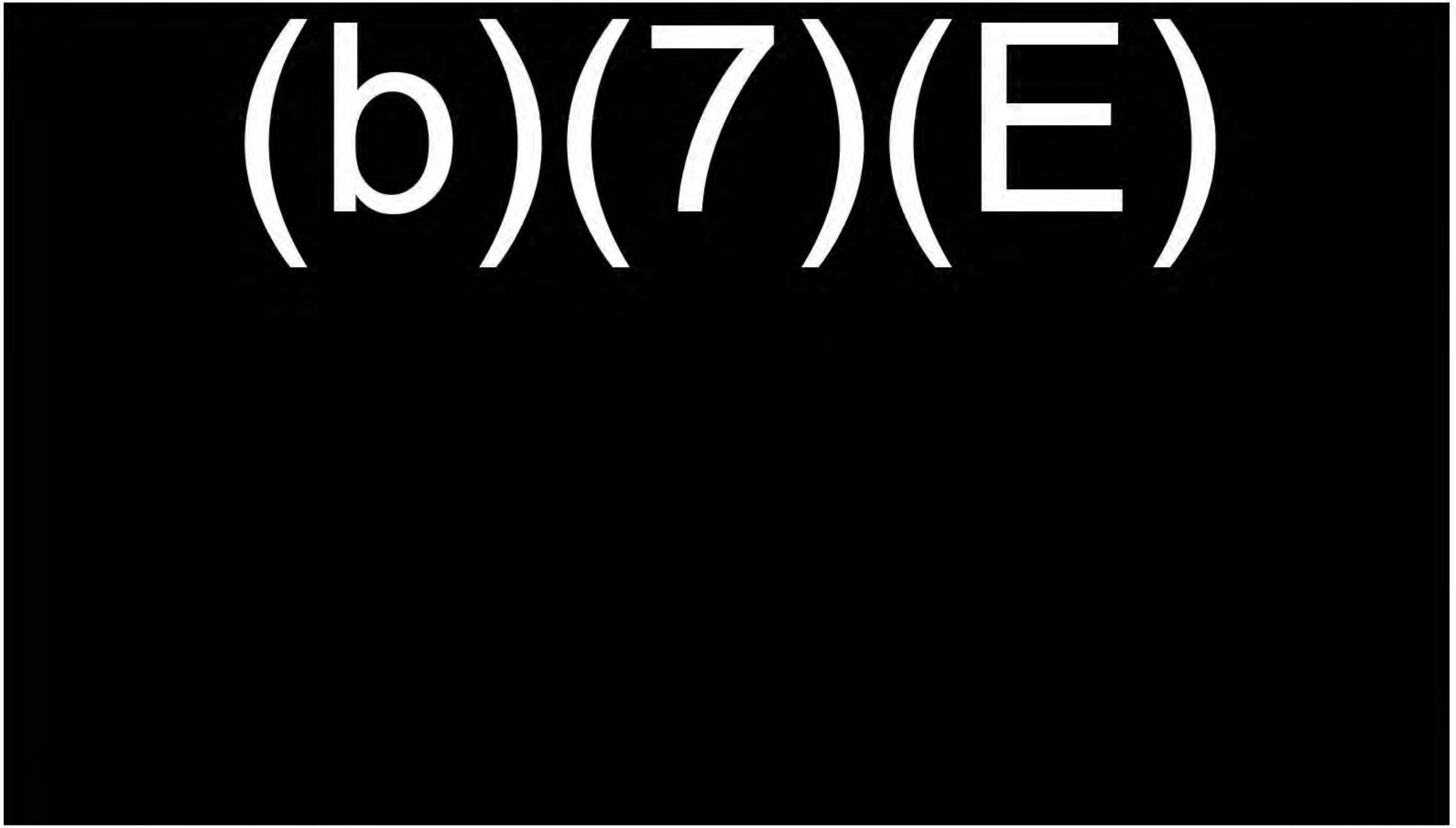

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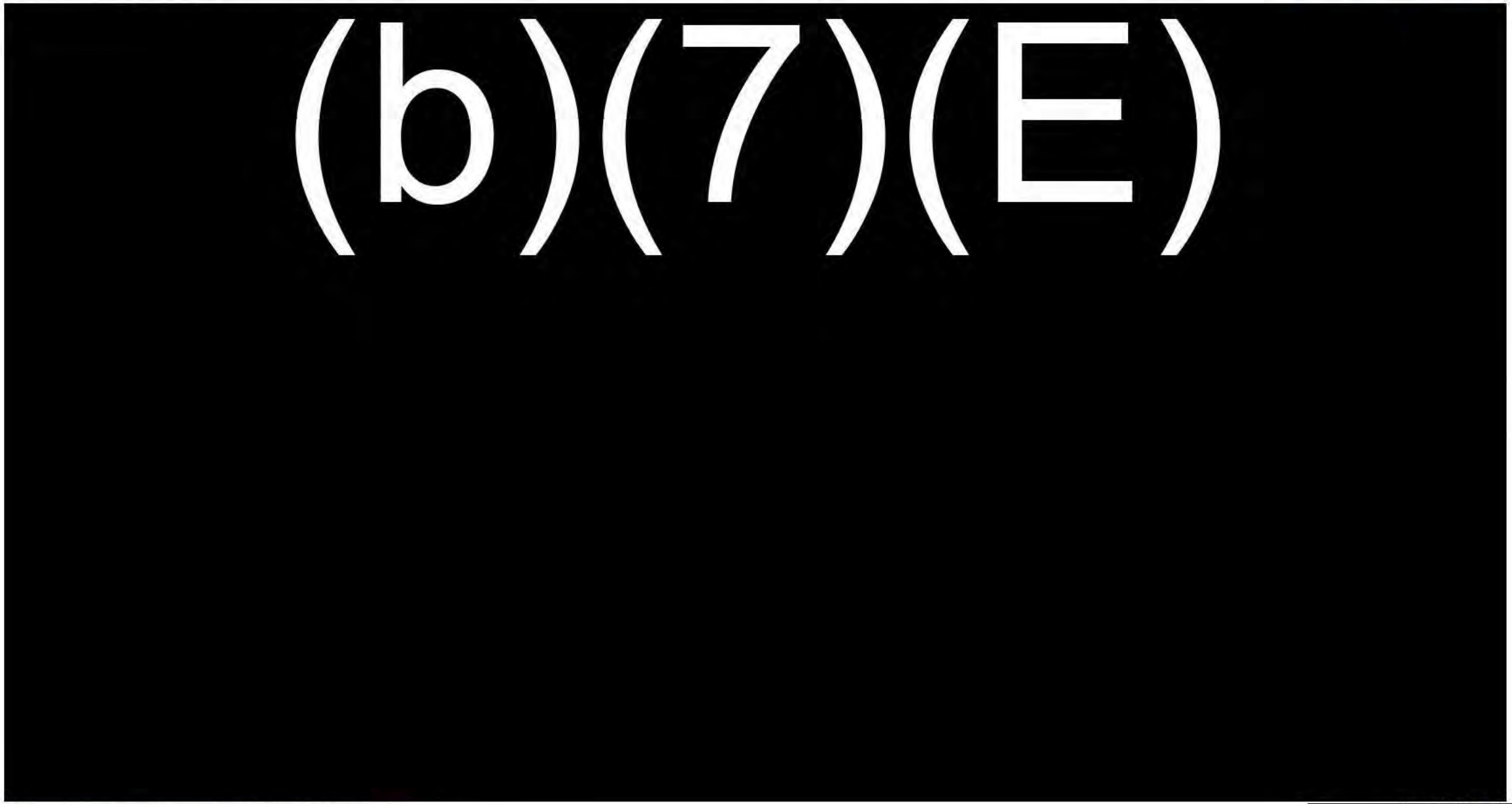

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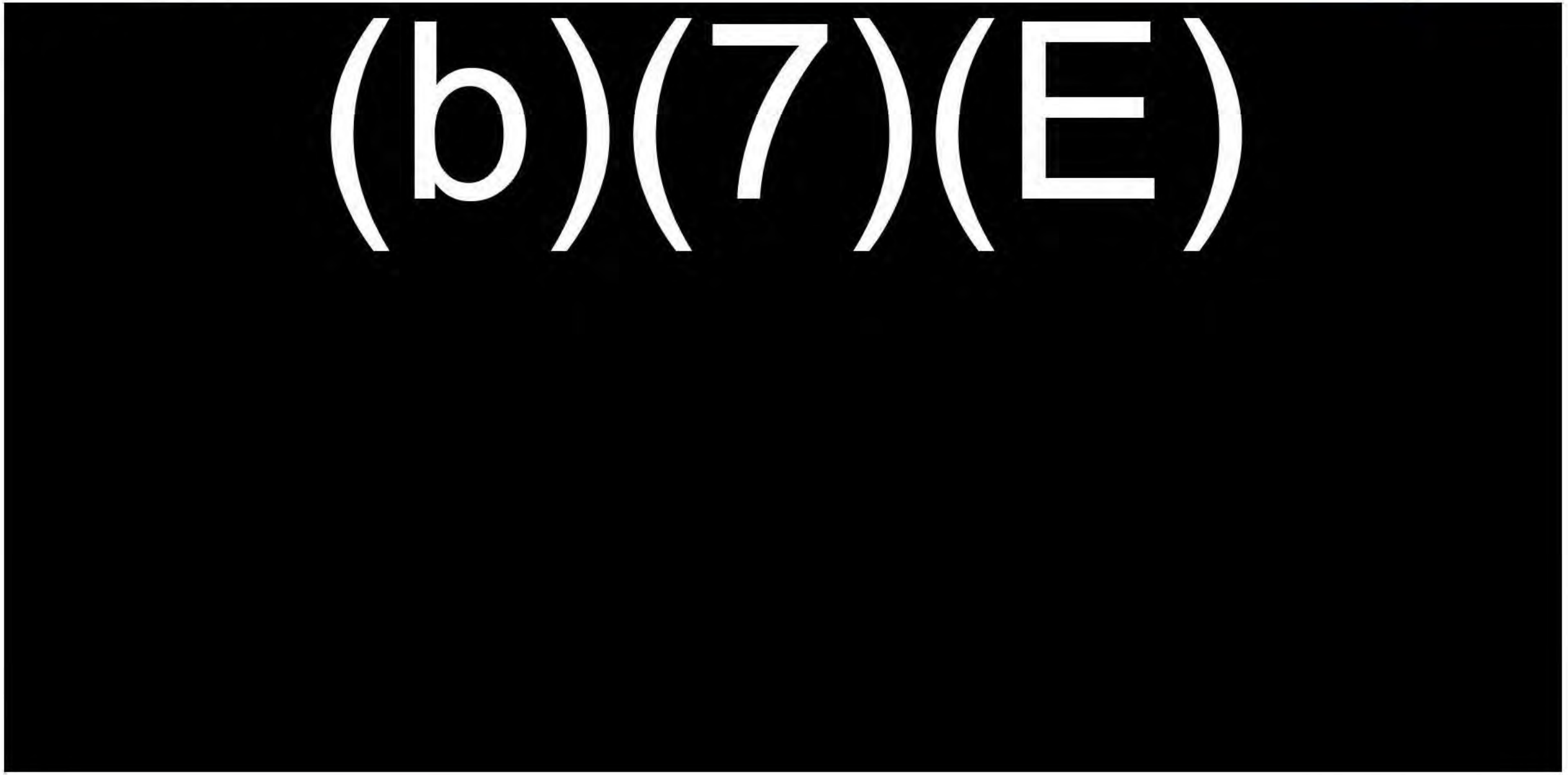

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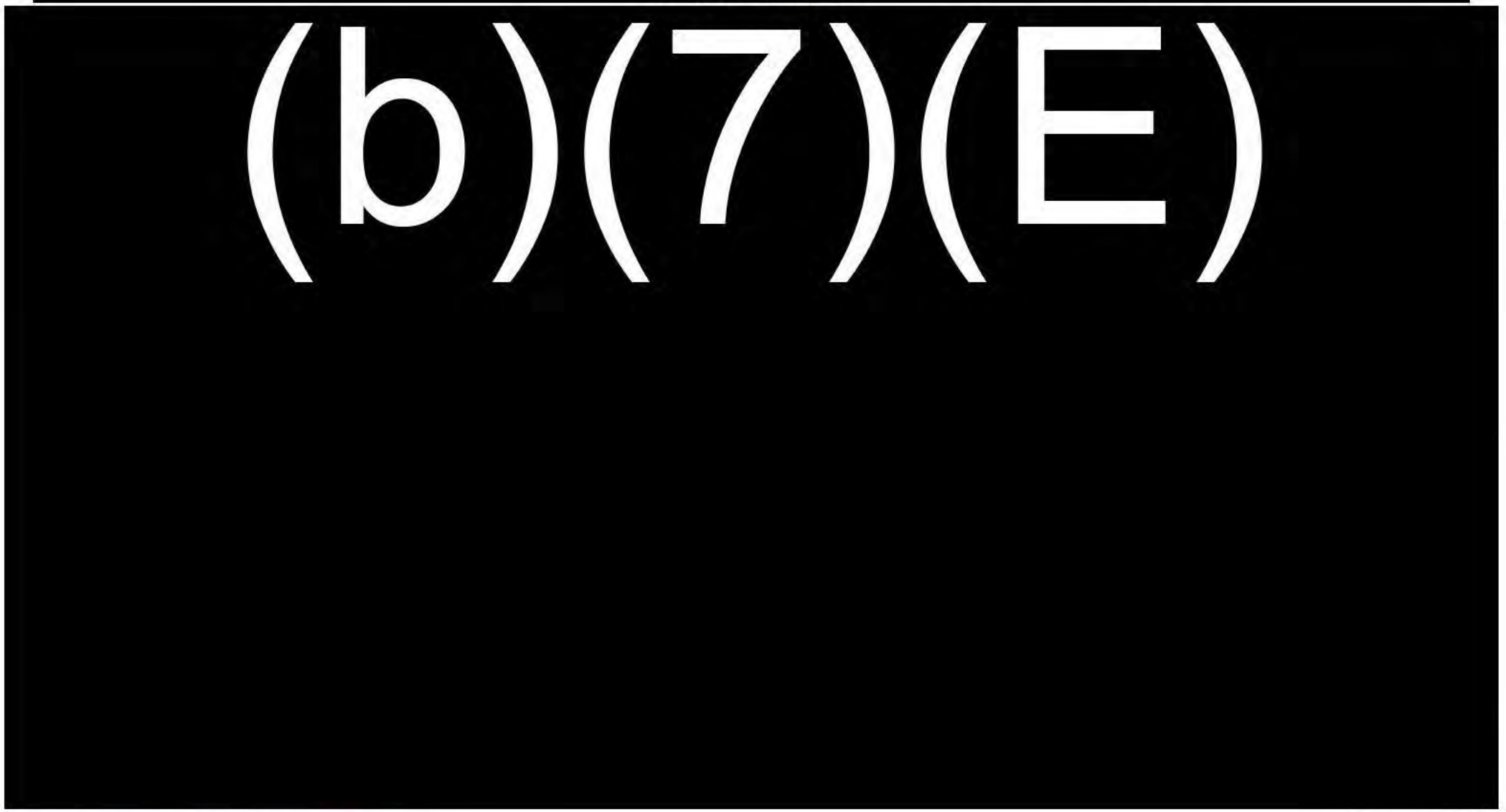

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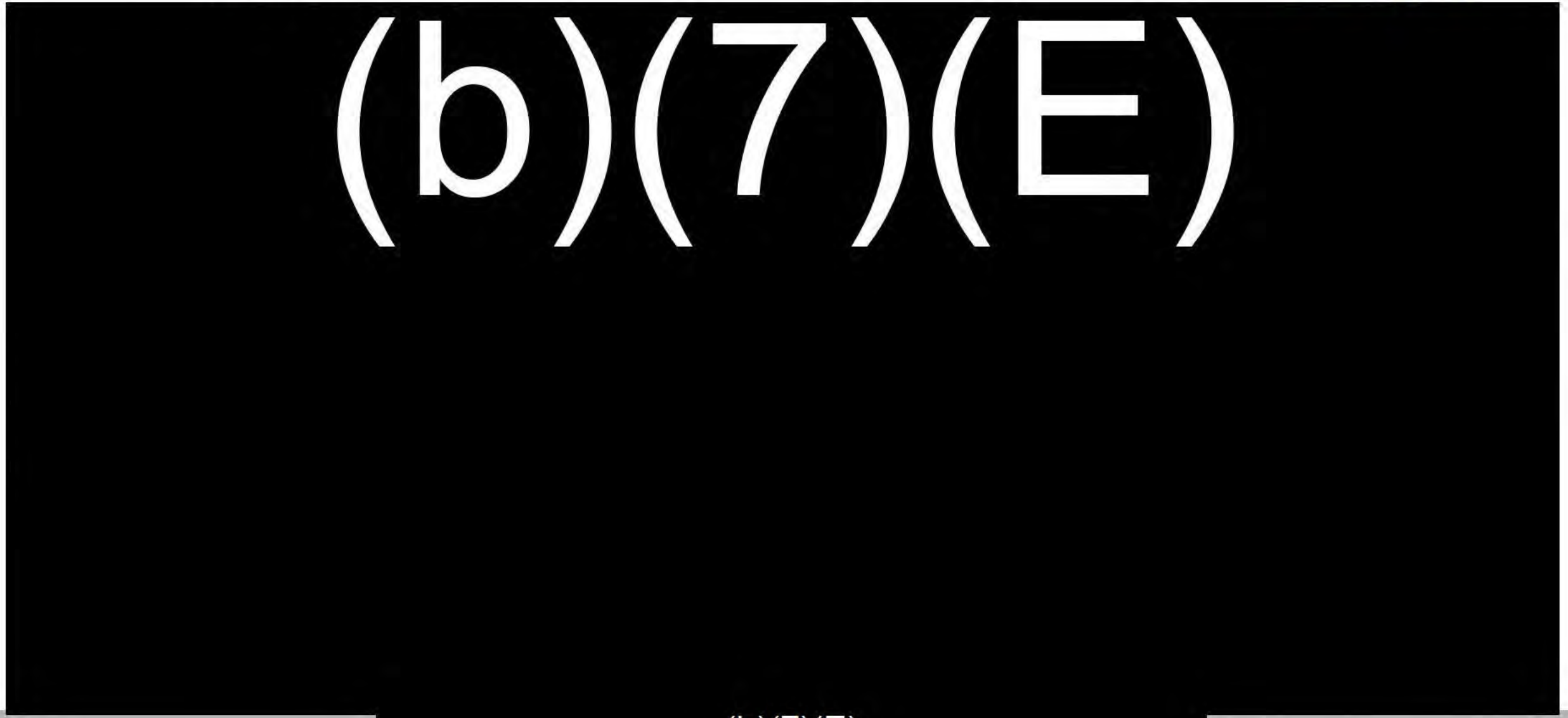

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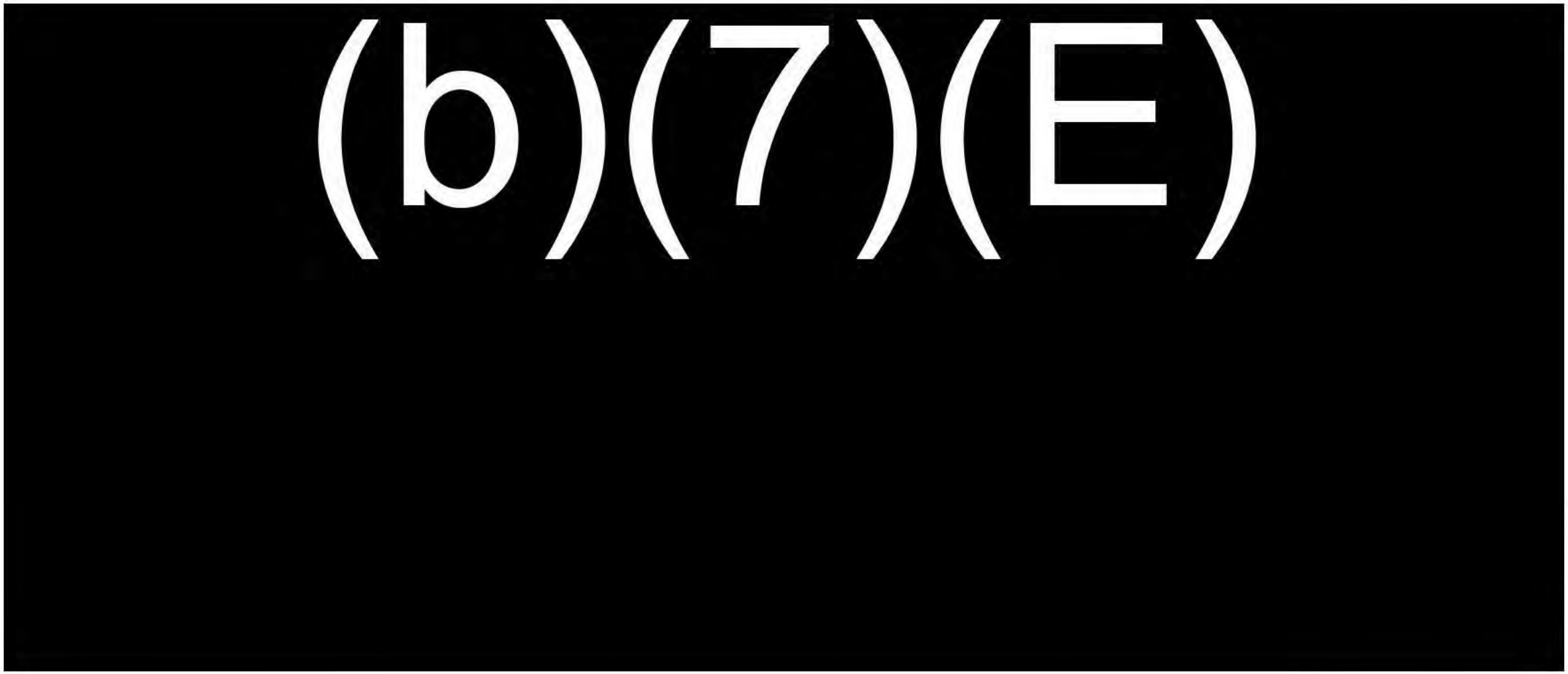
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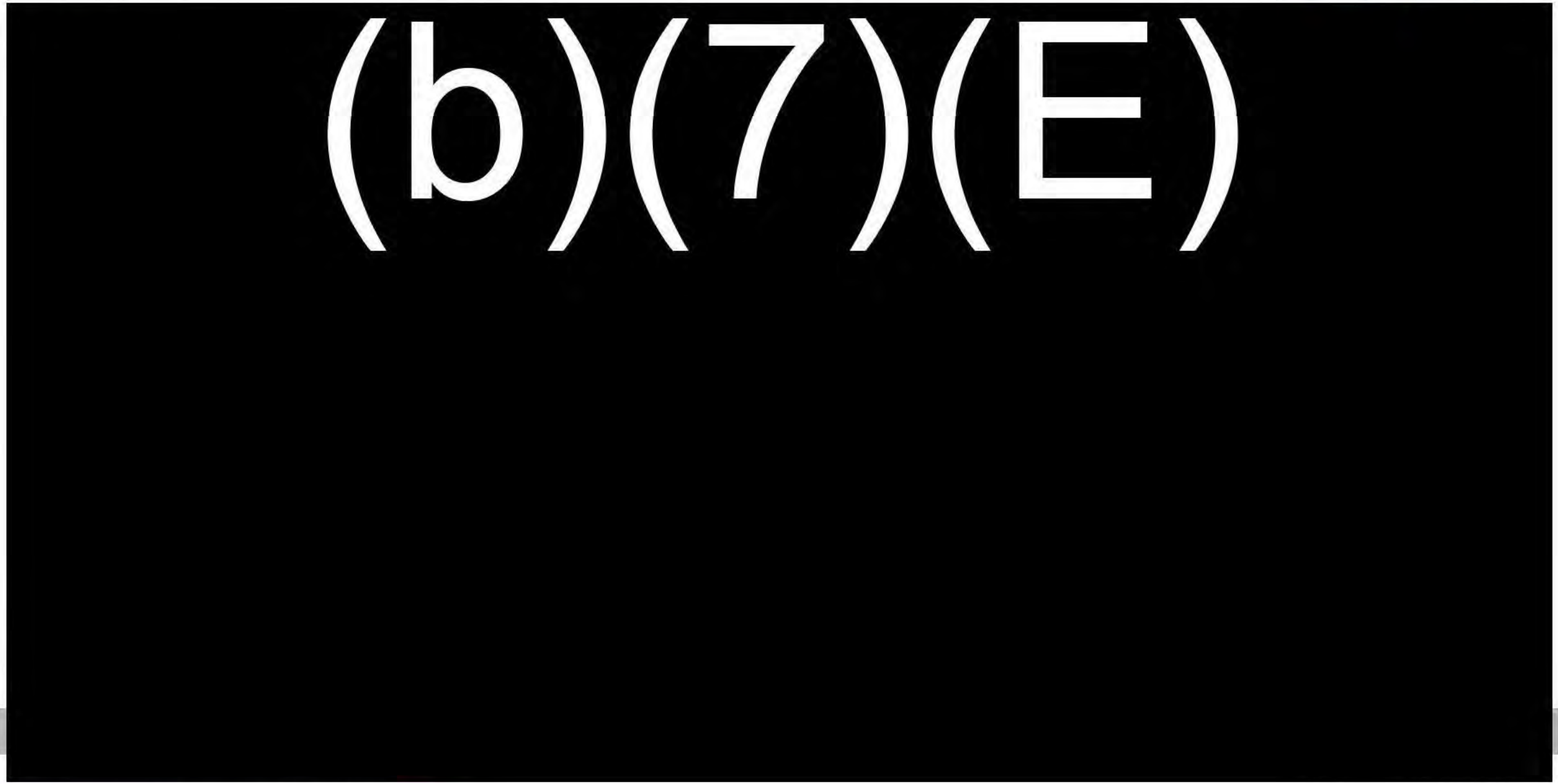

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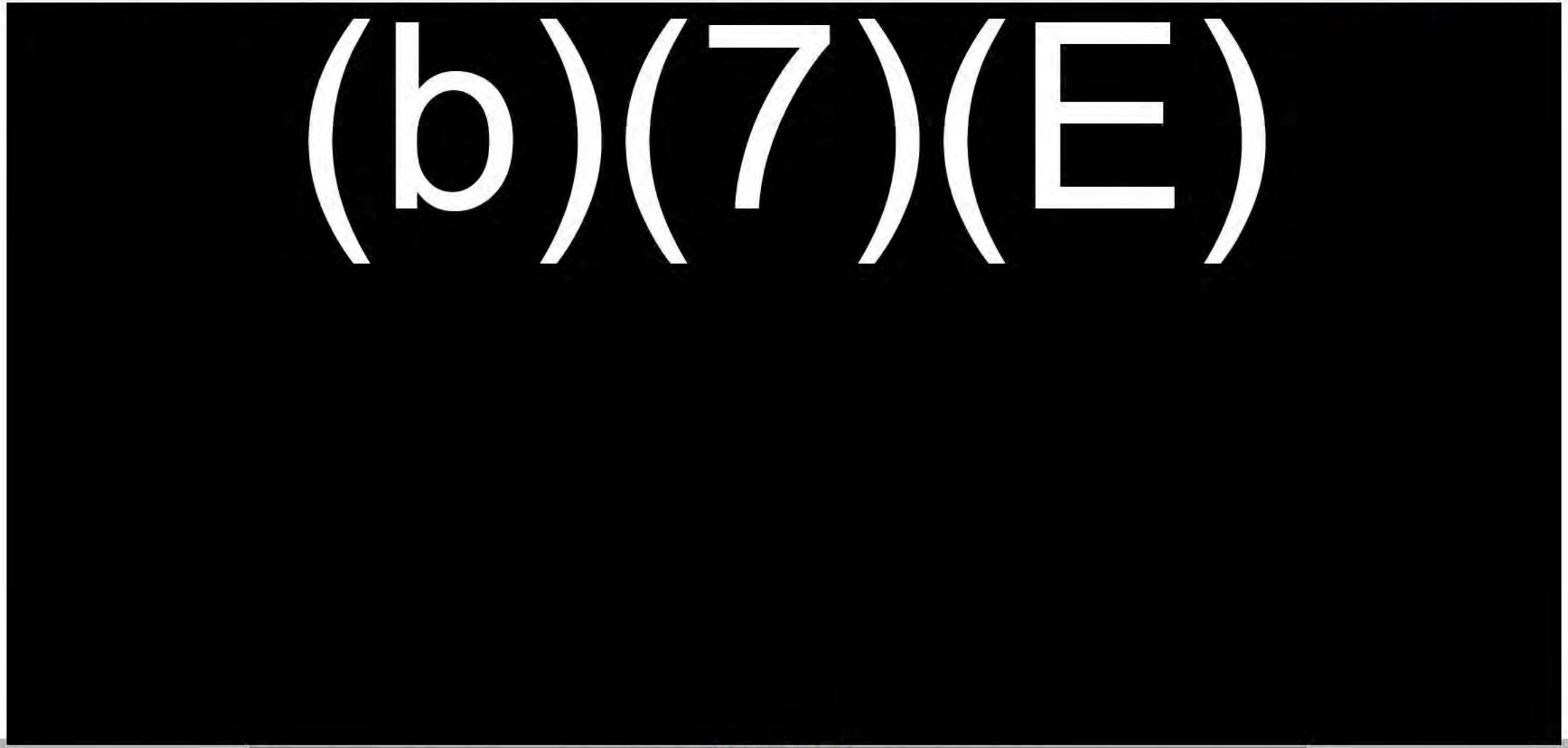

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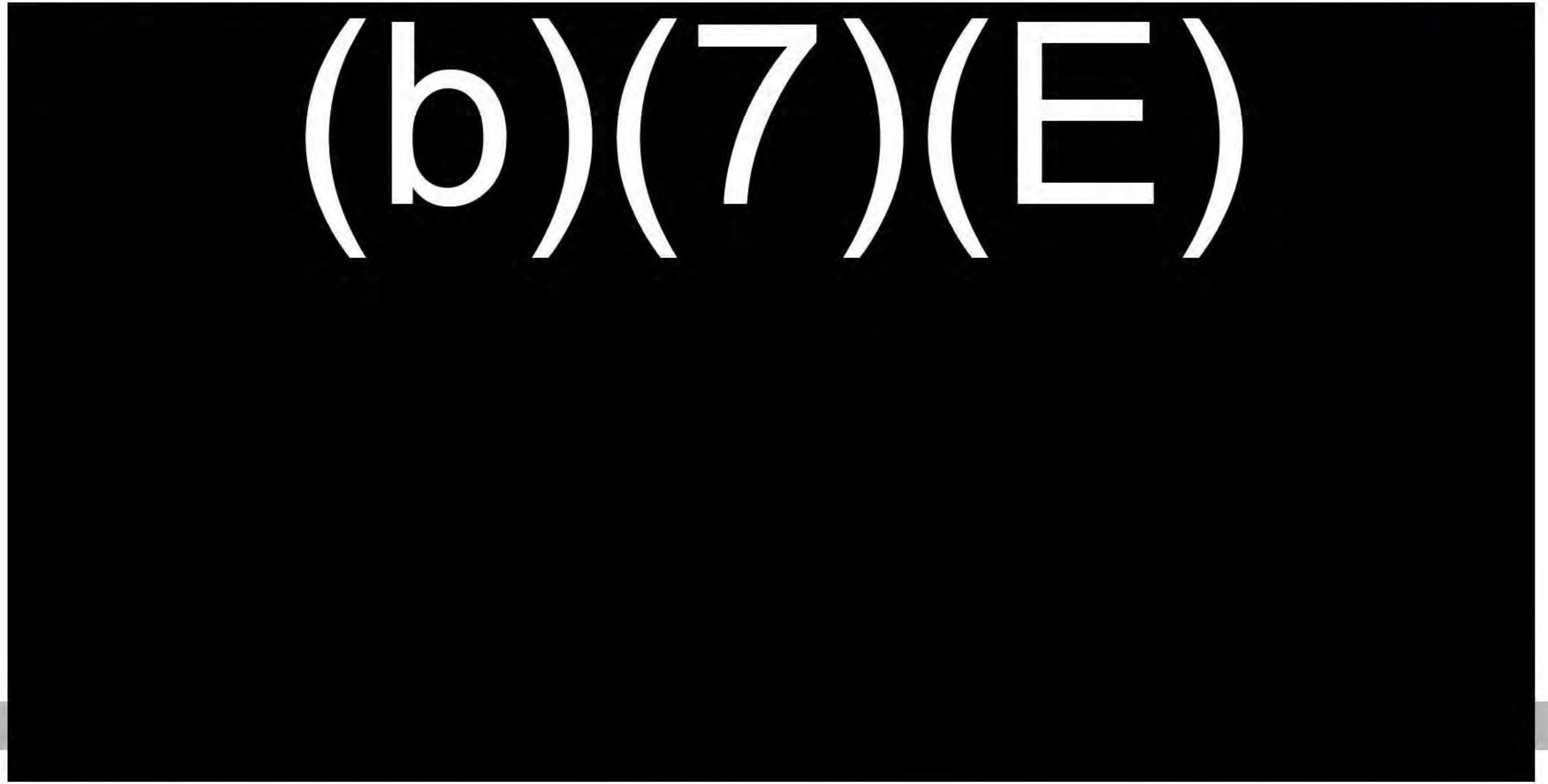

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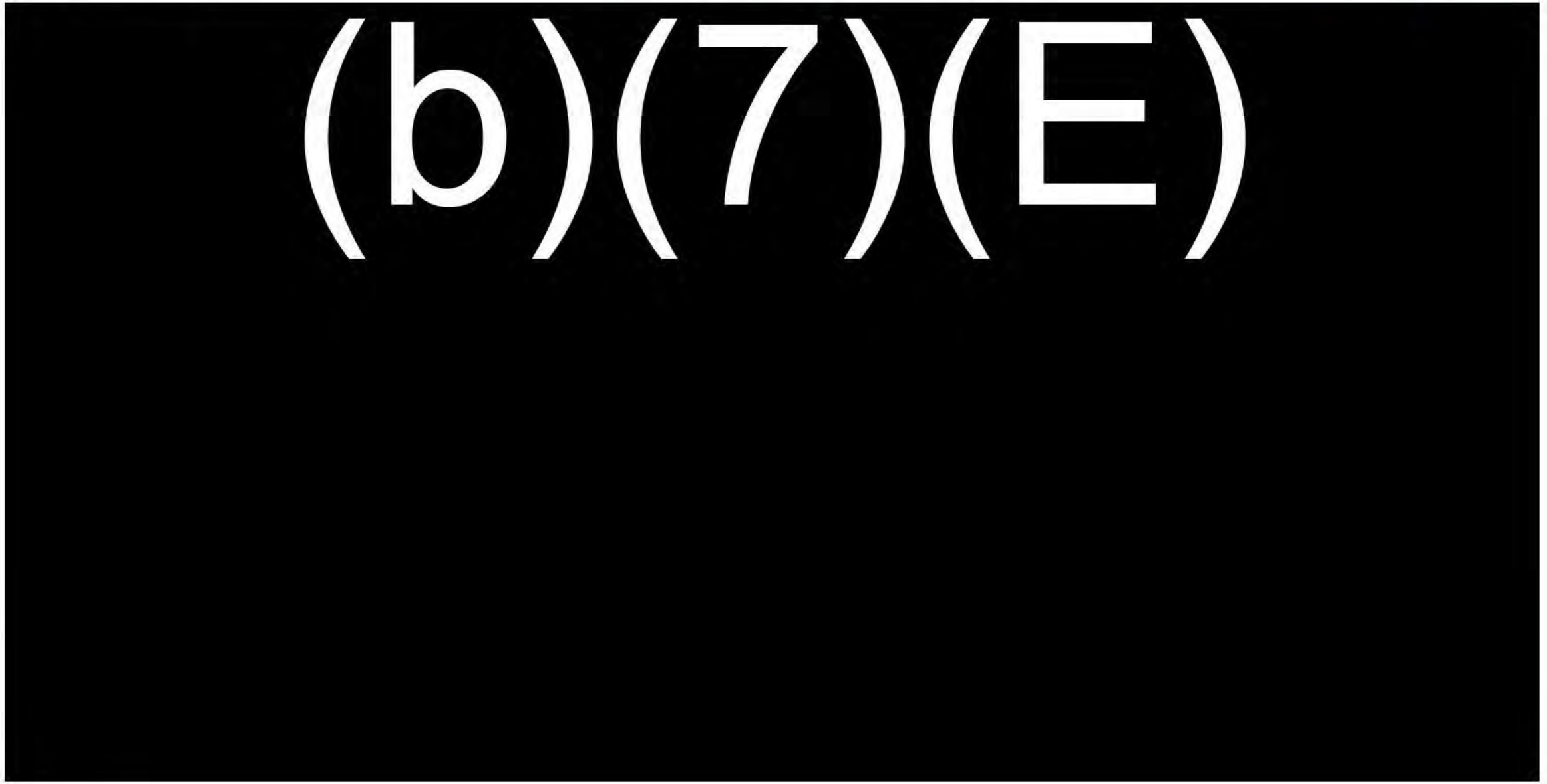

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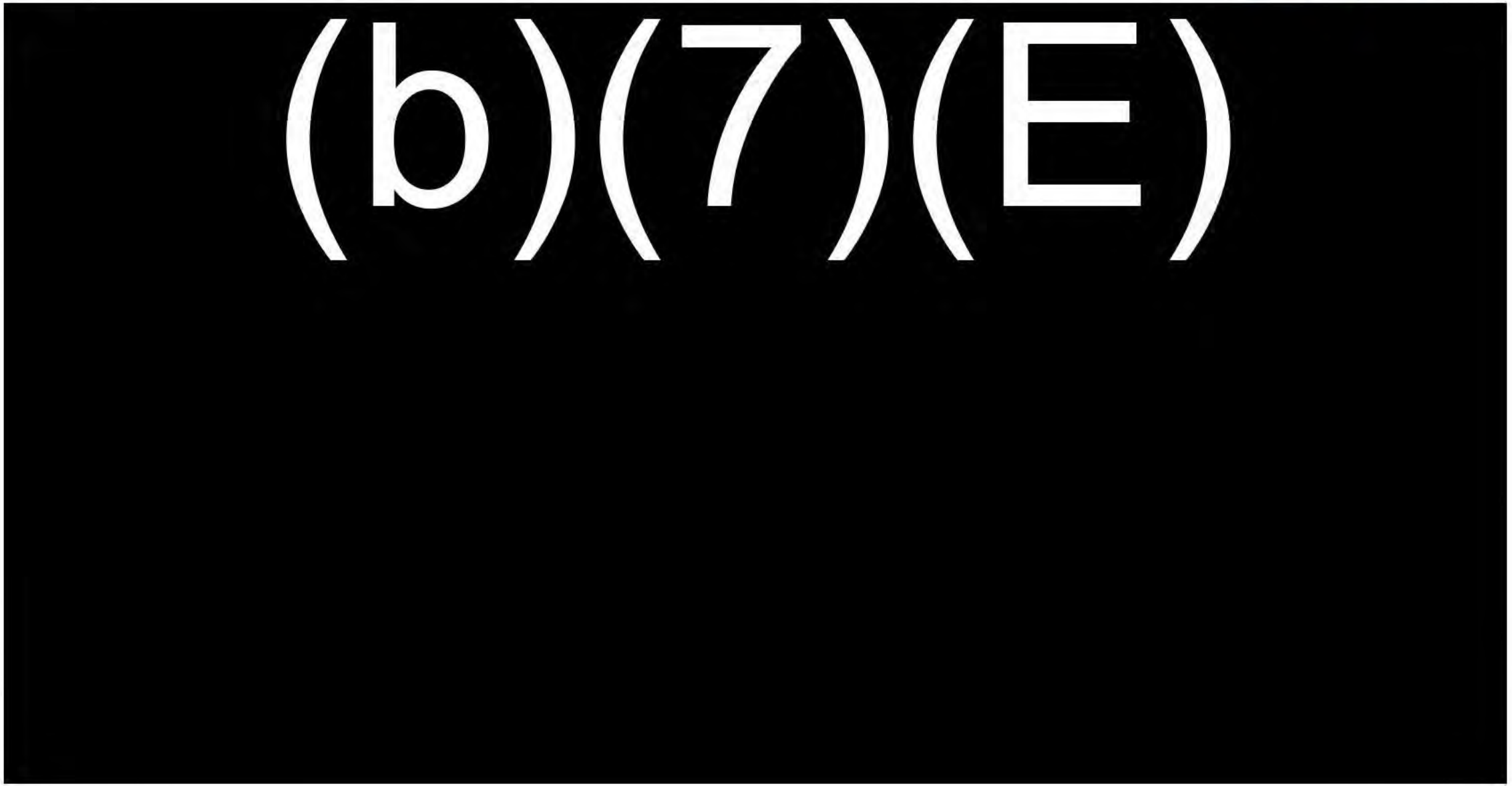

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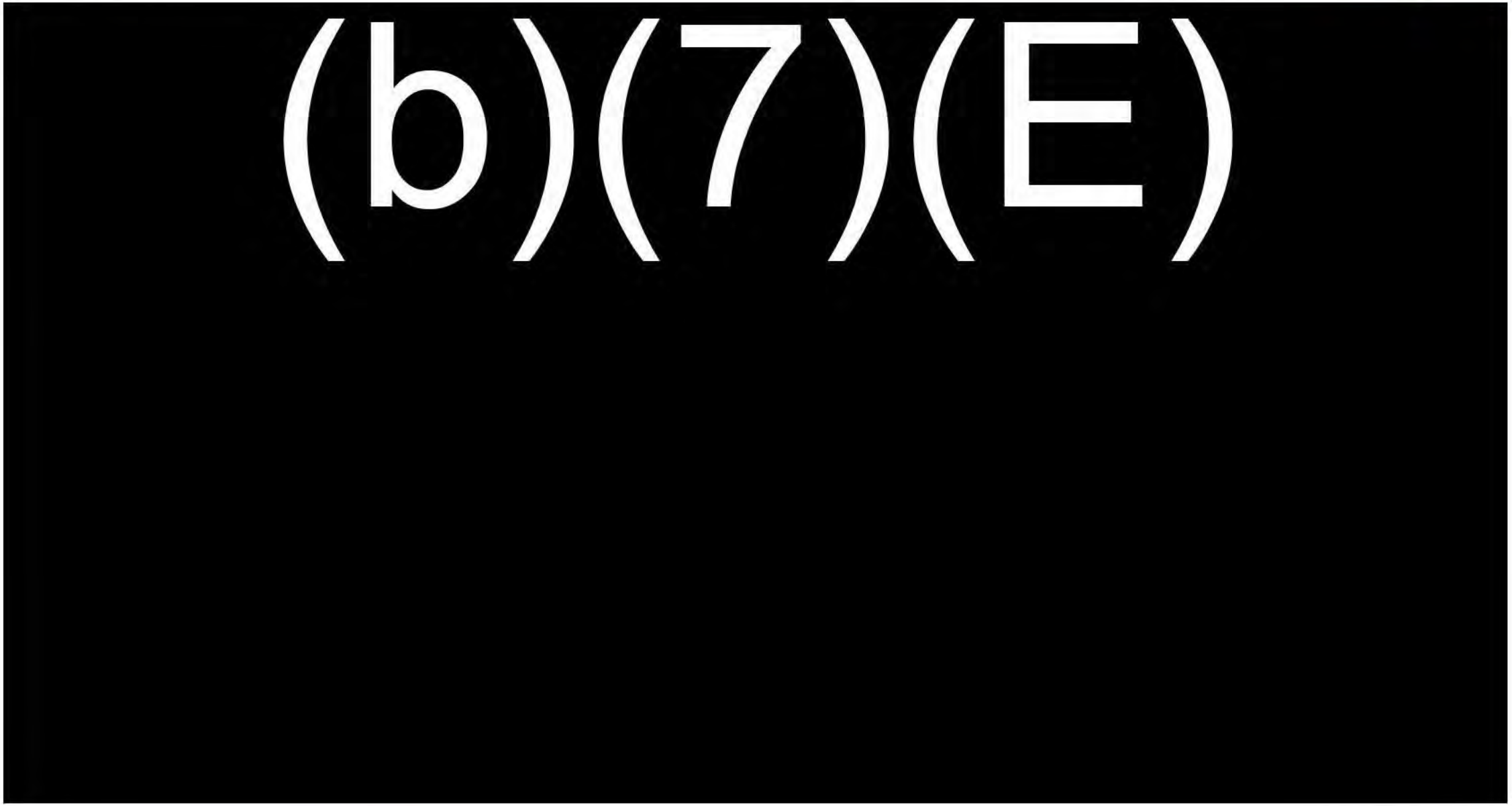

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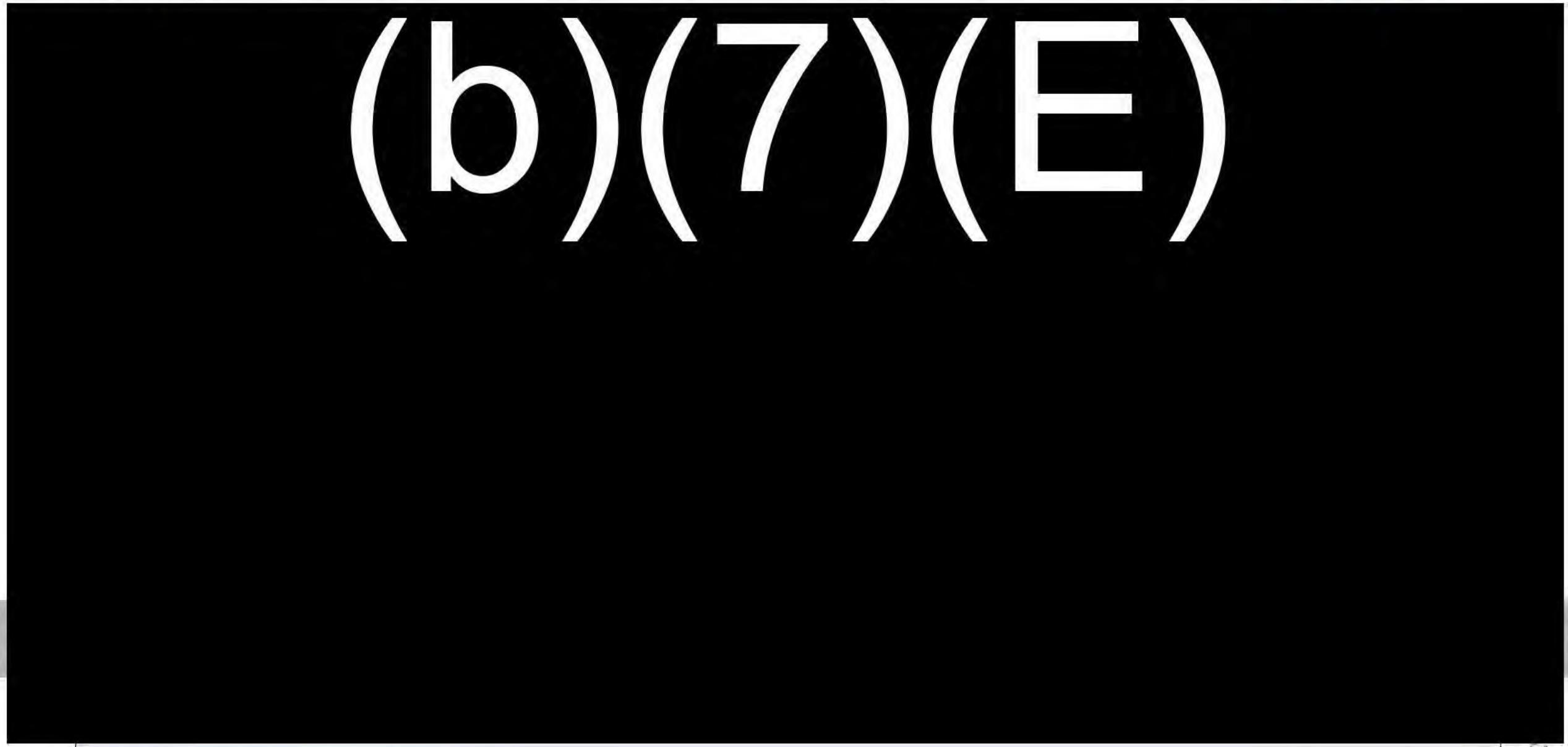

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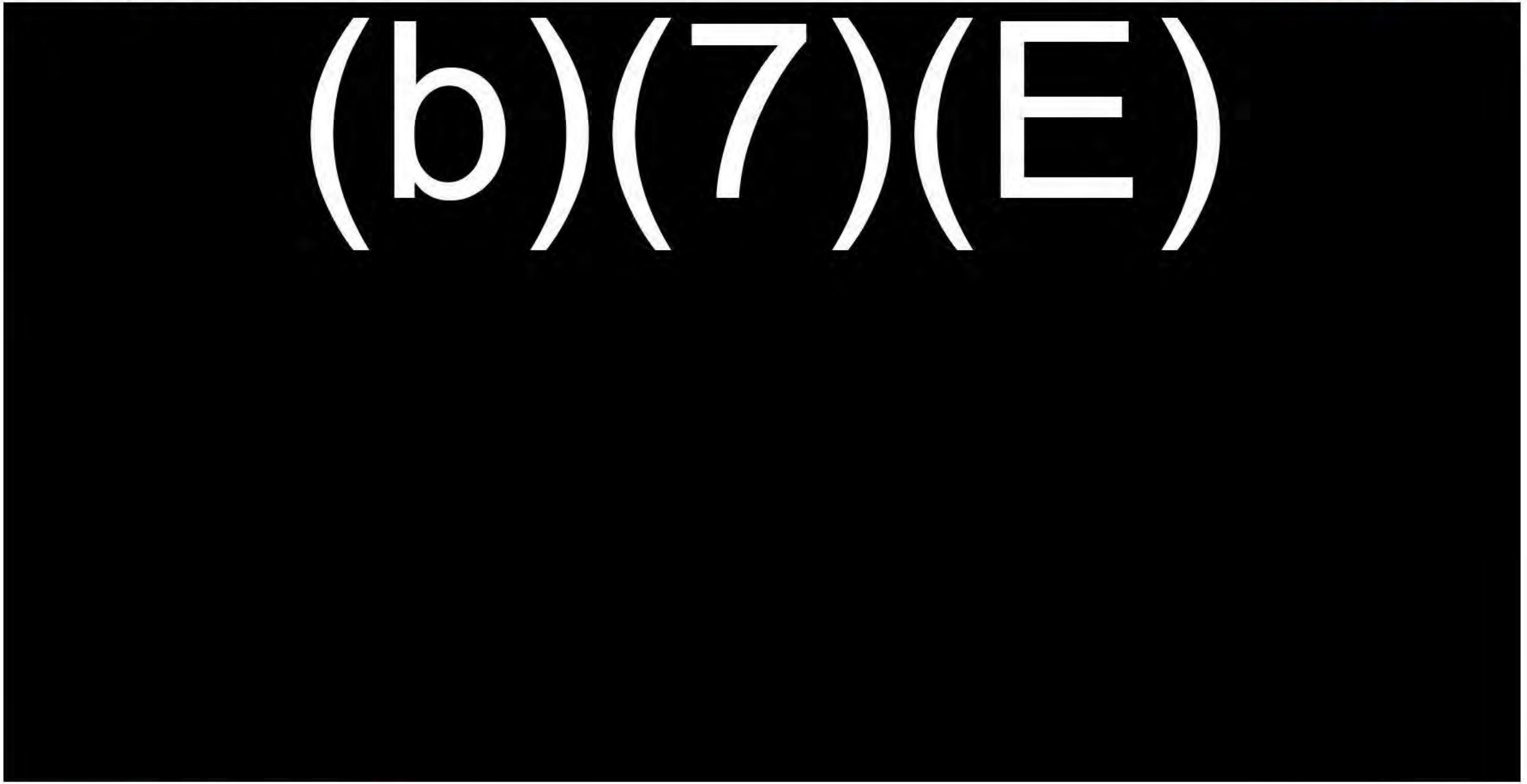

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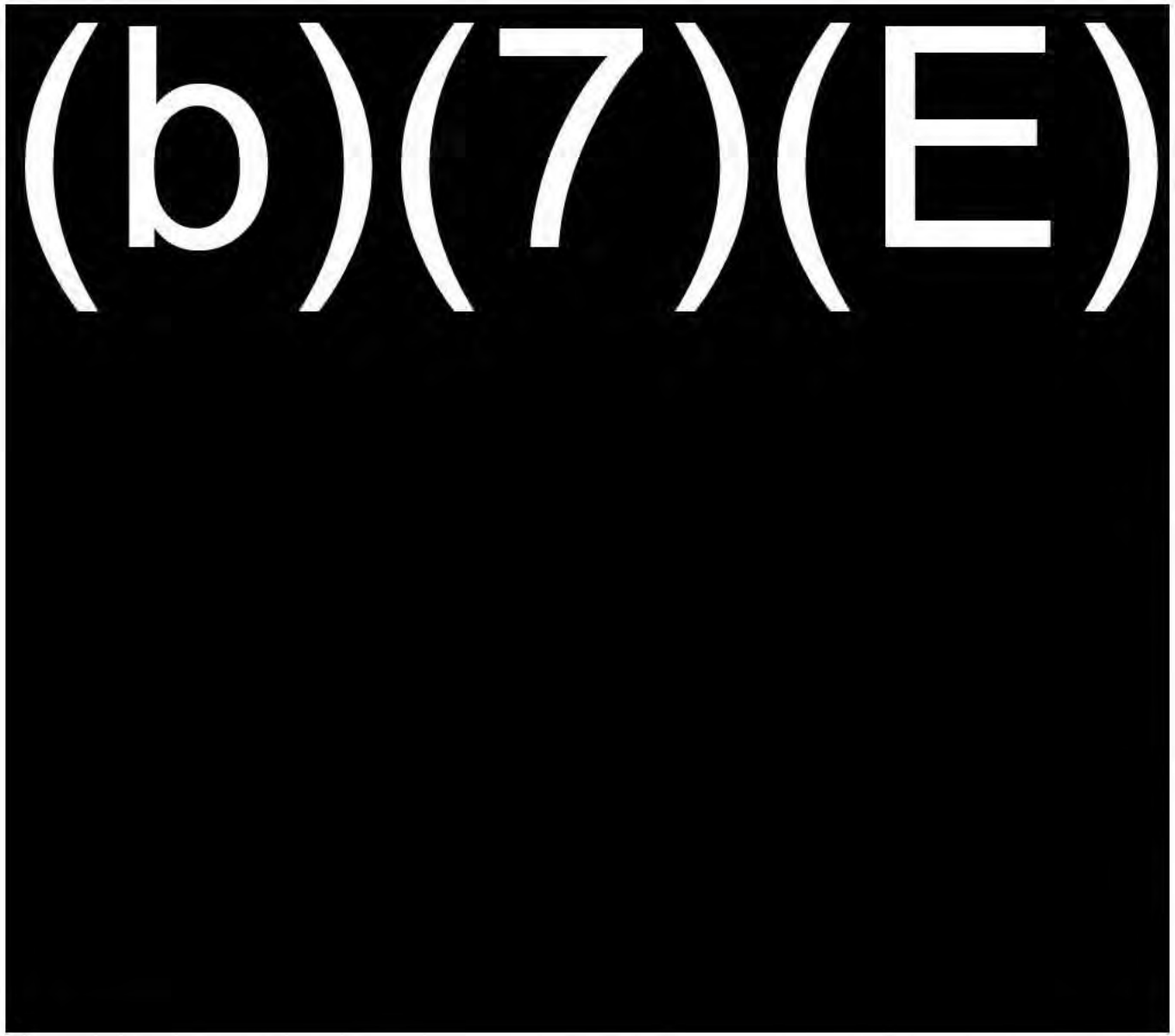

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OPT OUTS

Law Enforcement Sensitive

(b)(7)(E)

Photo Opt Out

U.S. Citizens can opt out of facial biometrics.

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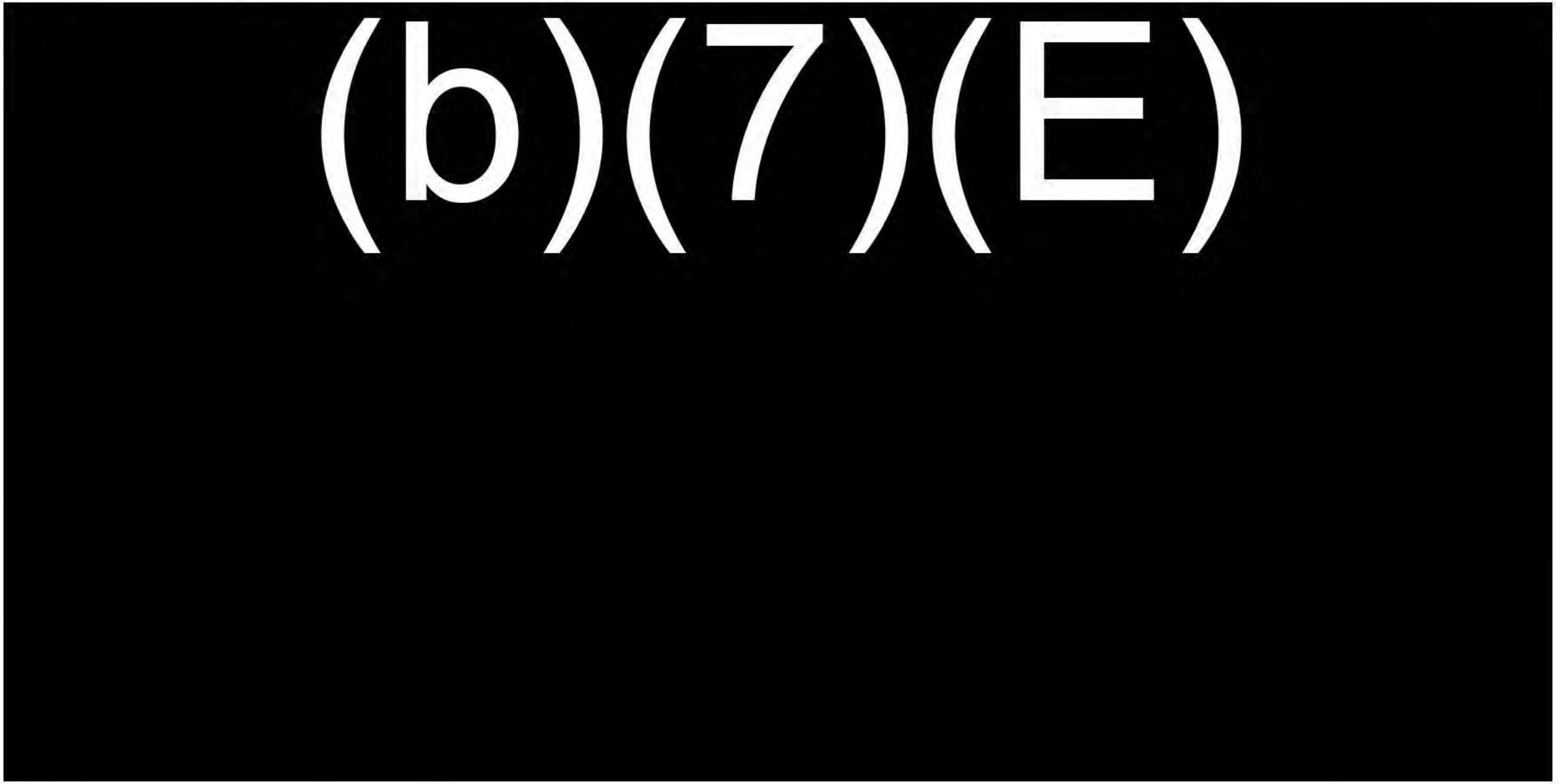
(b)(7)(E)

Photo Opt Out (cont'd)



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OUTAGE MITIGATION

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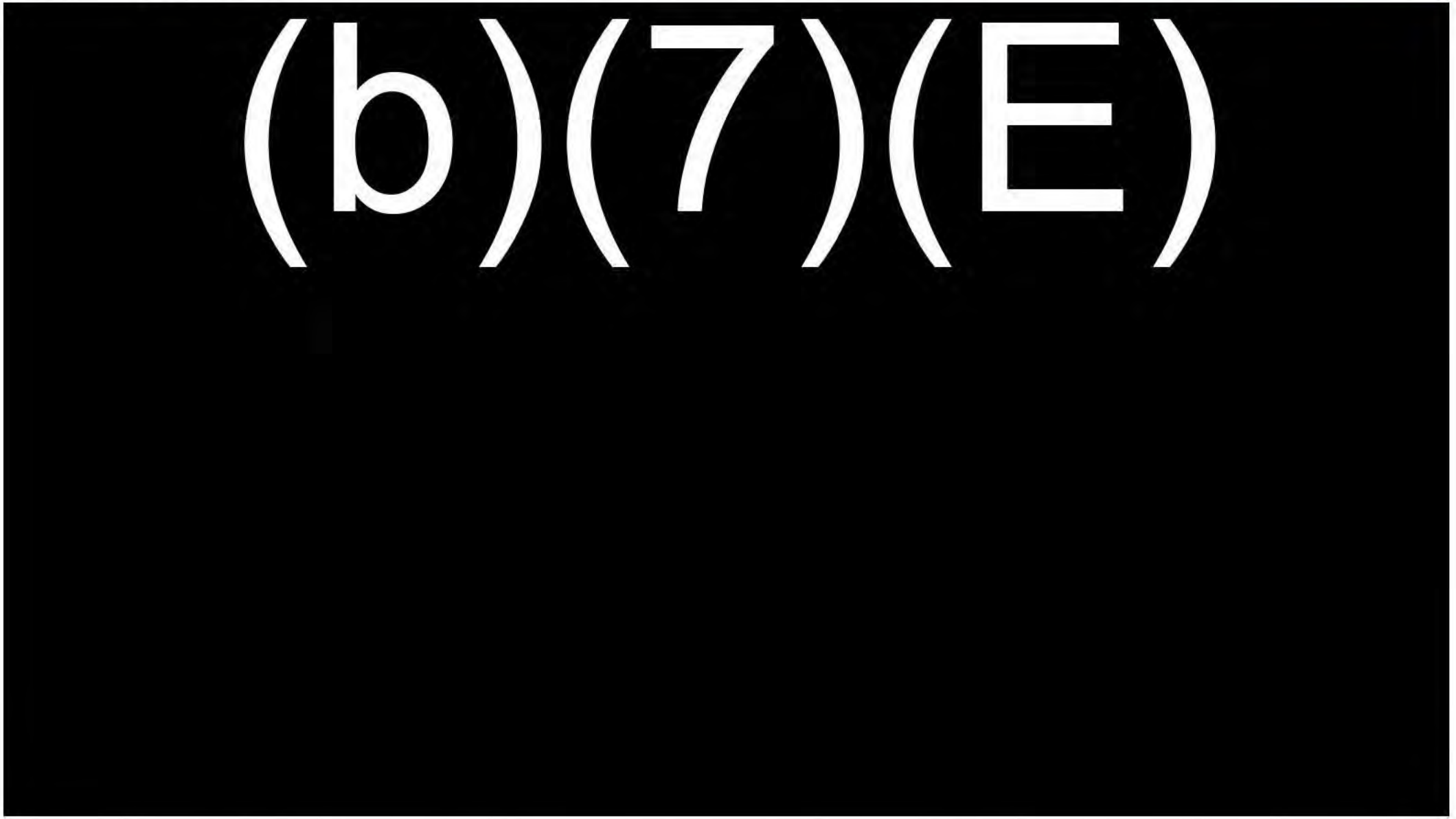

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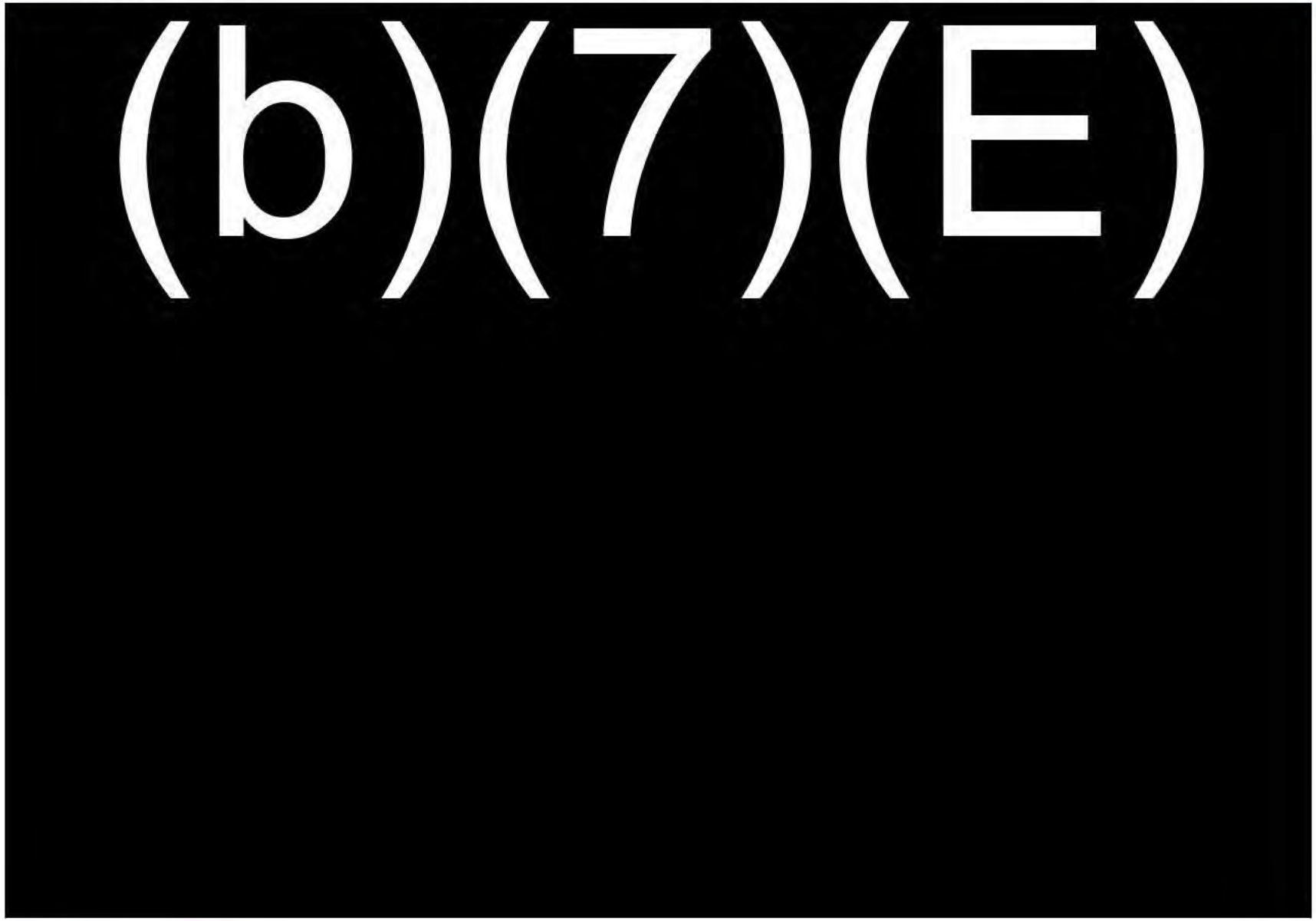

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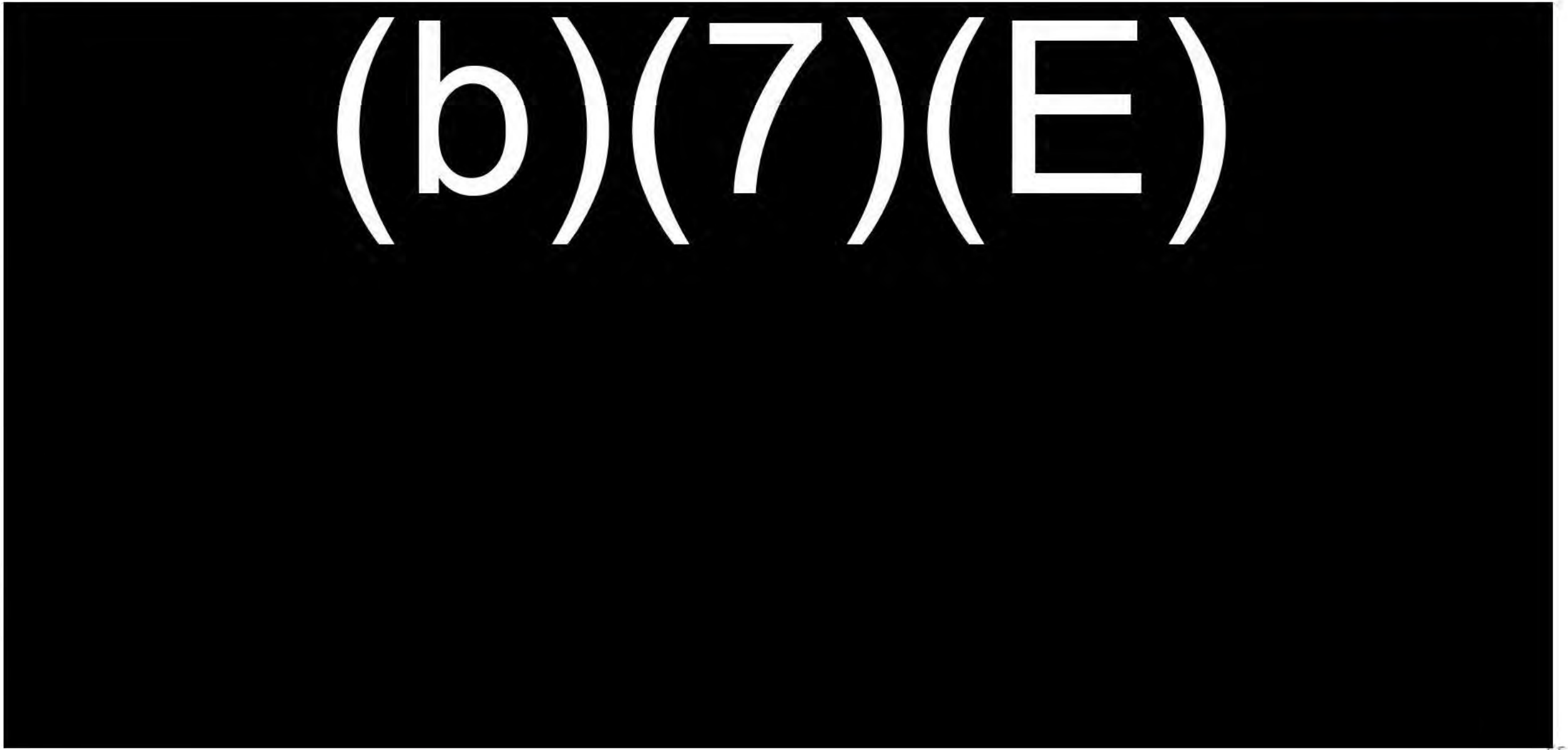

Law Enforcement Sensitive – For Official Use Only

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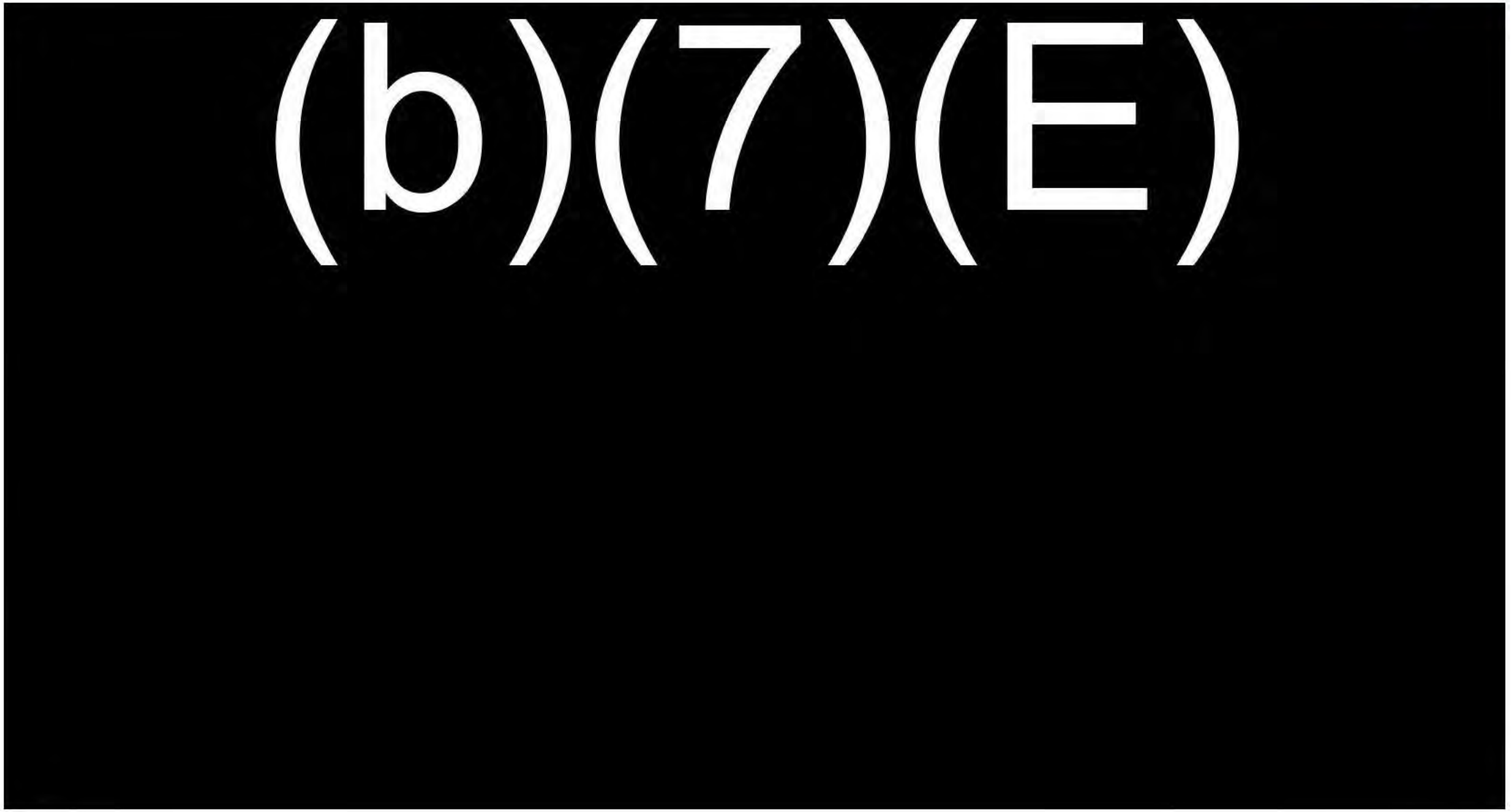

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Report a Problem

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(b)(7)(E)

(b)(7)(E)

(b)(7)(E)

Law Enforcement Sensitive – For Official Use Only

Help

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(b)(7)(E)

Law Enforcement Sensitive – For Official Use Only

Visit

(b)(7)(E)

to view additional resources for Simplified Arrival.

Resource Materials include an Interactive Tutorial, User Guide, and Presentation.

***Note**: Use Google Chrome to visit the webpage.*

~~Law Enforcement Sensitive – For Official Use Only~~

(b)(7)(E)

More Info

Visit

(b)(7)(E)

to submit any questions or concerns.

By visiting (b)(7)(E) officers can provide suggestions, comments, or questions related to facial comparison technology and can expect to receive a response within 48 business hours.

Simplified Arrival is a ***tool*** that enables officers to focus on ***enforcement*** and ***threat detection***

Law Enforcement Sensitive

(b)(7)(E)

U.S. Customs and Border Protection

Functional Requirements Document:

Vehicle Primary Client 2.0

Final

March 27, 2019

FRD

Functional Requirements Document (FRD)

Vehicle Primary Client 2.0

Submitted by: (b)(6) (b)(7)(C) 3/27/19

(b)(6) (b)(7)(C) **Program Manager, Planning, Program Analysis and Evaluation Office of Field Operations** **Date**

Endorsed by: (b)(6) (b)(7)(C) 3/27/19

(b)(6) (b)(7)(C) **Director, Innovative Program Acquisitions, Planning, Program Analysis and Evaluation, Office of Field Operations** **Date**

Endorsed by: (b)(6) (b)(7)(C) 3/28/19

(b)(6) (b)(7)(C) **Director, Traveler Compliance Division, Planning, Program Analysis and Evaluation, Office of Field Operations** **Date**

Endorsed by: (b)(6) (b)(7)(C) 3/28/19

(b)(6) (b)(7)(C) **Director, Traveler Entry Programs, Admissibility and Passenger Programs, Office of Field Operations** **Date**

Endorsed by: (b)(6) (b)(7)(C) 3-28-19

(b)(6) (b)(7)(C) **Associate Chief, Strategic Planning and Analysis Directorate United States Border Patrol** **Date**

Approved by: (b)(6) (b)(7)(C) 4/8/19

(b)(6) (b)(7)(C) **Deputy Executive Director, Planning, Program Analysis and Evaluation, Office of Field Operations** **Date**

Change Control Log

Version	Date	Comments	Modified By
1.0	12/7/2017	(b)(5)	OIT-PSPD
1.1	1/19/2018		OIT-PSPD
1.2	03/22/2018		OIT-PSPD
1.3	05/22/2018		OIT-PSPD
1.4	09/25/2018		OIT-PSPD
1.5	11/14/2018		OIT-PSPD
1.6	11/29/2018		OIT-PSPD
1.7	02/20/2019		OIT-PSPD
1.8	2/26/2019		OIT-PSPD
1.9	03/08/2019		OIT-PSPD

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2. Roles 6
3. Functional Requirements 6
3.1 GENERAL REQUIREMENTS 6
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Vehicle Primary Client 2.0 Functional Requirements

1. Background

Vehicle Primary Client (VPC), a TECS Subsystem is used by CBP officers (CBPOs) at land ports of entry (POE) to inspect passenger vehicles and occupants entering the United States.

Vehicles are presented to CBP at the vehicle primary border crossing lanes upon arrival at a land POE. At vehicle primary, the CBPO using a desktop version of the VPC obtains information from the driver and any passengers within the vehicle via license plate, RFID enabled travel documents, a manual swipe of the Machine-Readable Zone (MRZ) of their passports, or manual entry of traveler's biographic information.

(b)(7)(E)

The objective of the VPC 2.0 project is to provide an updated VPC system for CBPOs during Privately Operated Vehicle (POV) inspections (b)(7)(E)

(b)(7)(E)

1.1 Technology Concept

- Create an updated VPC user interface (i.e., VPC 2.0) that is **configurable** with streamlined information presented on a **workstation, tablet, mobile device or wearable** to provide additional flexibility when inspecting a package (vehicle, traveler and cargo).
- Since the **VPC 2.0 solution will be piloted at a land POE –** (b)(5) (b)(7)(E) (b)(5) (b)(7)(E) – It is important to note that the existing VPC system will continue to be accessible to all land POEs that currently use VPC for daily operations.
- (b)(7)(E)
- (b)(7)(E)
- (b)(7)(E)
- (b)(7)(E)
- (b)(5) (b)(7)(E)

2. Roles

Role	Description
CBPO	Customs and Border Protection Officer
SCBPO	Supervisory Customs and Border Protection Officer
Analyst	An analyst provides the project manager with selected metrics, reports, comparisons, etc. to provide end-users with tangible measures of performance.
Executive	Executive and final decision maker for the project.
Facility	Where processing lanes will be dedicated for arrival and departure and will provide CBP Officers support for the demonstration
Program Manager	Defines the purpose of the program and outlines the functions and responsibilities. Also works with executives to ensure the successful outcome of the project.
Project Manager	Designated to ensure customer satisfaction and direct the project to a successful conclusion
System	A system is any combination of discrete parts that function as a whole. Any combination of IT components that function together to meet a business need. In this case the system refers to hardware, software, or a combination of both. This system will organize and collect information resources for processing, maintenance, use, sharing, dissemination, or disposition of information.
Passenger	A person traveling who will be crossing through a POE checkpoint from one country to another in a vehicle.
BPA	Border Patrol Agent
SBPA	Supervisory Border Patrol Agent

3. Functional Requirements

3.1 General Requirements

The Vehicle Primary Client 2.0 requirements are uniquely identified in Table 2.

Table 1: Description of each phase for delivery

Phase	Description
1	(b)(7)(E)
2	(b)(7)(E)
Future	(b)(5)

Table 2: Functional Requirements

Identifier	Vehicle Primary Client 2.0 User Stories	Mobile/ Tablet	Desktop	Phase
System Functionality Requirements				
1.	(b)(7)(E)	(b)(7)(E)	(b)(7)(E)	(b)(7)(E)
2.				
3.				
4.				
5.				
6.				
7.				
8.				
9.				
10.				
11.				
12.				

13.	(b)(7)(E)	(b)(7)(E)	(b)(7)(E)	(b)(7)(E)
14.				
15.				
16.				
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33.				

34.	(b)(7)(E)	(b)(7)(E)	(b)(7)(E)	(b)(7)(E)
35.				
36.				
37.				
38.				
39.				
Future Capability Requirements				
40.	(b)(5) (b)(7)(E)	(b)(5) (b)(7)(E)	(b)(5) (b)(7)(E)	(b)(5) (b)(7)(E)
41.				
42.				
43.				
44.				
45.				
46.				
47.				
48.				
49.				
50.				
Infrastructure Requirements				
51.	(b)(5) (b)(7)(E)	(b)(5) (b)(7)(E)	(b)(5) (b)(7)(E)	(b)(5) (b)(7)(E)
52.				
53.				
54.				
Anzalduas Vehicle Biometrics Requirements				
55.	The system shall receive biometric match results for front seat and back seat vehicle occupants (comparing probe images captured by			(b)(7)(E)

	the vehicle biometric system with travel document images processed via RFID/MRZ/manual).			(b)(7)(E)
56.	The user (CBPO) shall have the ability to take or retake a photo of each vehicle occupant without leaving the booth.			
57.	(b)(7)(E)			
58.	(b)(7)(E)			
59.	The system shall discard probe facial images of US Citizens after performing a successful facial match query, per existing guidelines for handling photos of US Citizens.			
60.	(b)(7)(E)			
61.	The system shall be able to submit a facial probe image to the matching service provider for a 1:1 match.			
62.	The system shall capture the 1:1 match results and store as part of the encounter record.			
63.	The system shall require the officer to (b)(7)(E) (b)(7)(E)			
64.	The system shall send the new probe photo to the facial matching service for matching when the officer elects to take or retake a probe photo of a traveler			
65.	(b)(7)(E)			
66.	(b)(7)(E)			
67.	The system shall display to the CBPO the probe and document images based on biometric match results.			
68.	The system shall display a photo preview to the CBPO when taking photos at the booth			
69.	The system shall send the facial biometric indicator to the Arrival and Departure System (ADIS).			
70.	The system shall display a message to the CBPO when the (b)(7)(E)			
71.	(b)(7)(E)			
72.	The system shall receive a biometric match decision (b)(7)(E) (b)(7)(E)			
Future Anzalduas Vehicle Biometrics Requirements				
73.	(b)(5) (b)(7)(E)	(b)(5) (b)(7)(E)	(b)(5) (b)(7)(E)	(b)(5) (b)(7)(E)

74.	(b)(5) (b)(7)(E)			(b)(5) (b)(7)(E)
75.				
76.				
77.				
78.				

4. Appendix

This section describes the high-level functionality of the legacy Vehicle Primary Client (VPC) application. These features will be incorporating into the VPC 2.0 solution and will ultimately be delivered according to the phase that is associated with this requirement.

Feature	Description
Login	(b)(7)(E)
Logout	(b)(7)(E)
Dynamically Initiate Land Primary Queries	(b)(5) (b)(7)(E)
Manually Initiate Land Primary Queries	(b)(5) (b)(7)(E)
Display Travel Documents	(b)(5) (b)(7)(E)
Display (b)(7)(E)	(b)(5) (b)(7)(E)
Display Person I-94 List	(b)(5) (b)(7)(E)

	(b)(5) (b)(7)(E)
Display Crossing History	(b)(5) (b)(7)(E)
Pre-Primary Zone Processing (PPZ)	(b)(5) (b)(7)(E)
Stacked/Staggered Processing	(b)(5) (b)(7)(E)
Package Adjudication	(b)(5) (b)(7)(E)
(b)(7)(E)	(b)(5) (b)(7)(E)

	(b)(5) (b)(7)(E)
Broadcast	(b)(5) (b)(7)(E)
(b)(5) (b)(7)(E)	(b)(5) (b)(7)(E)
(b)(5) (b)(7)(E)	(b)(5) (b)(7)(E)
(b)(5) (b)(7)(E)	(b)(5) (b)(7)(E)
(b)(5)	(b)(5) (b)(7)(E)

U.S. Customs and Border Protection

Public Affairs Guidance

PROPOSED RULE ON BIOMETRIC ENTRY-EXIT

Updated: December 5, 2019

Background

Numerous media outlets are speculating that DHS plans to require U.S. citizens to be photographed when entering and exiting the United States. The speculation was prompted by the appearance of a planned proposed rule in the Unified Agenda that states: "DHS is proposing to amend the regulations to provide that all travelers, including U.S. citizens, may be required to be photographed upon entry and/or departure." U.S. Customs and Border Protection (CBP), which oversees the entry and exit process, intends to have this item removed from the Unified Agenda the next time it is published. CBP does not have plans to require U.S. citizens to submit photographs when entering or departing the United States.

Guidance

The CBP OPA point of contact for media inquiries related to this issue is:

- (b)(6) (b)(7)(C) Public Affairs Officer, Office: (b)(6) (b)(7)(C) Mobile: (b)(6) (b)(7)(C), (b)(6) (b)(7)(C)

The subject matter expert for this issue is:

- (b)(6) (b)(7)(C) Director, Entry/Exit Policy and Planning, CBP Office of Field Operations, Office: (b)(6) (b)(7)(C) Mobile: (b)(6) (b)(7)(C) (b)(6) (b)(7)(C)

Key Messages

- U.S. citizens are out of scope of the biometric entry-exit mandate. That means they are not required to provide photographs to CBP when entering or exiting the United States.

- Although the Unified Agenda indicates a planned regulatory action with respect to U.S. citizens, there are no current plans to mandate U.S. citizens to provide photographs when entering or exiting the United States.

- CBP is currently in the rulemaking process and will ensure that the public has the opportunity to comment prior to the implementation of any regulation.

- CBP is committed to its privacy obligations and has taken steps to safeguard the privacy of all travelers.

Supporting Messages

- As is currently the case under CBP's biometric entry-exit programs, participation in the biometric facial comparison process by U.S. citizens is voluntary.

- However, U.S. citizens are still required to establish identity and citizenship to CBP and to present a valid U.S. passport for international travel.

Questions and Answers

Q: Why is CBP proposing a regulation requiring U.S. citizens to provide a photograph when they enter or exit the United States?

A: Although the Unified Agenda indicates a planned regulatory action with respect to U.S. citizens, there are no plans to mandate U.S. citizens to provide photographs when entering or exiting the United States. CBP intends to have this item removed from the Unified Agenda the next time it is published.

Q: Will U.S. citizens have the ability to opt out of providing photographs?

A: U.S. citizens may already opt out of the process by notifying a CBP officer or airline representative. Citizens who opt out will be required to present their passport for manual inspection, as is standard practice at U.S. ports of entry.

Q: When will the new regulation be published and implemented?

A: The new regulation, which will impact only foreign nationals, will be published soon and will go through the full rulemaking process, which includes a public comment period.

Q: You said that CBP is already collecting photographs of travelers upon entry and exit. How does that process work?

A: Before a flight or ship arrives to or departs from a U.S. port of entry with biometric facial comparison technology, CBP uses passenger manifest information to create a gallery of existing images of each traveler from passports and visas. When those travelers depart the United States, they simply pause for a photo at the departure gate. Upon entry into the United States, travelers pause at the primary inspection booth. The new photo of the traveler will be compared to the passport and visa photos in the pre-compiled gallery.

U.S. citizens may opt out of the biometric facial comparison process by notifying a CBP officer or airline representative. However, U.S. citizens will continue to be required to establish identity and citizenship to CBP and present a valid U.S. passport for international travel.