

May 11, 2011

MEMORANDUM FOR: Directors, Field Operations
Office of Field Operations

Director, Preclearance
Operations

Director, Field Operations Academy
Office of Training and Development

FROM: Executive Director /s/
Admissibility and Passenger Programs

SUBJECT: Virtual Learning Center (VLC) Course, e-Passport Processing

To support the national deployment of the new e-Passport readers, a VLC Course, *e-Passport Processing* (b) (7)(E) has been developed for CBP officers. The course provides direction on the use of the new e-Passport reader with (b) (7)(E) and US Arrival applications to process e-Passports and other travel documents. The course is designed for CBP officers at air, sea and land ports of entry. The one hour course is currently available on the VLC webpage. It is highly recommended that CBP officers take this course.

The e-Passport reader can be used to scan all travel documents at the workstation at which it is installed. The CBP Office of Information and Technology (OIT) Passenger Systems Program Office (PSPO) has provided a quick reference card for CBP officers at air and sea ports of entry and a quick reference card for CBP officers at land ports of entry. These quick reference cards are available online on the CBP Systems Training website at (b) (7)(E)

If you have any further questions regarding this memo or muster, please contact (b) (6), (b) (7)(C) (b) (6), (b) (7)(C) Program Manager, Fraudulent Document Analysis Unit, at (b) (6), (b) (7)(C) or (b) (6), (b) (7)(C)

Attachment

Weekly Muster

Week of Muster: Upon Receipt

Topic: Virtual Learning Center (VLC) Course, e-Passport Processing

HQ POC/Office: (b) (6), (b) (7)(C) Fraudulent Document Analysis Unit

Message:

A VLC Course titled *e-Passport Processing* (b) (7)(E) has been developed for CBP officers. The course provides direction on the use of the new e-Passport reader with (b) (7)(E) and US Arrival applications to process e-Passports and other travel documents.

Here are a few tips CBP officers should keep in mind when using the e-Passport readers:

- The e-Passport reader can process various types of travel documents to include e-Passports, regular passports, U.S. visas, border crossing cards and permanent resident cards.
- Verify that the “Document Reader Ready” message is displayed in the progress bar before inserting a document into the e-Passport reader.
- If a passport is oversized and cannot fit under the hood of the reader, remove the hood. This is the only situation in which the hood should be removed to scan a passport. Replace the hood immediately after scanning the document. Instructions for removing the hood can be found via:
(b) (7)(E)
- The cleaning of the glass is the only routine maintenance required.
- The e-Passport reader is designed for hands free operation.
- Please refer to the following Quick Reference Cards for more information and tips:
 - For officers at air and sea ports of entry, access e-Passport Processing with (b) (7)(E) via:
(b) (7)(E)
 - For officers at land ports of entry, access e-Passport Processing with (b) (7)(E) via:
(b) (7)(E)

~~FOR OFFICIAL USE ONLY // LAW ENFORCEMENT SENSITIVE~~