

Automated Passport Control Standard Operating Procedures (SOP)

March 2014

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**Appendix A AUTOMATED PASSPORT CONTROL: STANDARD OPERATING
PROCEDURES TRAINING 7**

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Originating Office:
TTP

Distribution:
ALL CBP Managers, Supervisors, Officers

Customs and Border Protection
Office of Field Operations
Admissibility and Passenger Programs

SUBJECT: Automated Passport Control

1. PURPOSE:

This Standard Operating Procedure (SOP) is intended to establish high level standard operating procedures for ports of entry, including preclearance locations, which utilize Automated Passport Control (APC). Any specific duties and procedures, rotation and/or assignment of CBP Officers (CBPO) will be determined at the local port level.

2. BACKGROUND:

CBP has developed a data entry interface service to facilitate the inspection process referred to as APC. The data entry service allows for interested airport authorities to provide data entry points (e.g. kiosks) through which travelers voluntarily transmit their travel information to CBP prior to the CBPO's inspection. The goal of APC is to shift (b) (7)(E)

(b) (7)(E)
(b) (7)(E) APC is NOT a Trusted Traveler Program. Travelers utilizing APC are not pre-vetted prior to Advanced Passenger Information System (APIS) transmissions. Each passenger requires a CBP inspection.

3. DEFINITIONS:

3.1 APC: Automated Passport Control

3.2 APC Services: Interface requirements between CBP and Airport Authorities to include a process flow description, process flow diagram, service processing concept, inputs and outputs, data elements, and reporting elements.

3.3 Data Entry Point (DEP): physical equipment used to facilitate CBP Kiosk Services to include, but not limited to kiosks.

3.4 Triage Booth: Dedicated booth(s) used to support the APC Officer in processing travelers referred through the vetting process or the APC Officer, as well as travelers beginning the APC process but unable to complete the transaction.

3.5 APC Officer (APCO): The CBP Officer(s) assigned to process travelers who use APC. This officer is not assigned to a primary booth and should be free standing.

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3.6 APC User or User Group: the population eligible to use self-service kiosks.

4. PROCEDURES:

Each port of entry will assign (b) (7)(E)
 This number is an approximation based on the first APC implementation sites (Vancouver and Chicago) and the actual ratio of officers per DEP can be determined at the port level. APC usage, passenger counts and FIS design will factor into this determination. (b) (7)(E)

(b) (7)(E) The administrative portion of an inspection is completed by the APC DEP, so the APCO does not require a computer terminal. The focus of the APCO shifts from (b) (7)(E)

(b) (7)(E)

The APCO will be free standing, but can be provided a work station (e.g. podium). The APCO position will not be provided with a stool or chair. Assignment and rotation to APC will be determined at the port level.

In addition to the APCO(s), each port of entry will assign an APC triage booth(s) to support the APCO in referring the passengers or reviewing (b) (7)(E)

(b) (7)(E) The amount of triage booths will depend on APC usage, as well as port demographics, and can be determined at the port level. The triage booth will process system or APCO referrals, as well as incomplete APC transactions. When not processing APC travelers, the CBPO assigned to the triage booth can process travelers from the regular primary line.

5. RESPONSIBILITIES:

5.1 APC Officer-

The APCO has the following responsibilities:

- a. (b) (7)(E)
- b. The APCO will not be required to assist passengers with the APC system. This responsibility falls to the terminal operator or airport authority.
- c. Upon completion of the automated portion of an inspection, the traveler or family unit will present their/themselves for inspection.
- d. The APCO will collect the passports and receipts provided by the DEP for each passenger. An individual receipt will be provided to each traveler in a group.
- e. The APCO will check the APC receipt for any (b) (7)(E)
 (b) (7)(E)
- f. The APCO will conduct a primary inspection in accordance with total inspectional awareness principles, which include, but are not limited to:

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(b) (7)(E)

- g. The APCO will take an oral declaration from the traveler or identified head of household regarding goods acquired outside of the United States.
- h. The APCO will decide whether to grant passage, make a discretionary referral to passport control, baggage control or agriculture secondary.
- i. The APCO maintains the ability to discretionarily refer any traveler or family unit using APC. Communication and transportation of this referral type will be determined at the port level (i. e. passenger escorts, referral slips, APC Officer escort etc.).
- j. In pre-clearance locations where the (b) (7)(E) is used, the APCO will refer or release the traveler(s) luggage in accordance with (b) (7)(E) SOP. The APCO will be provided with a mobile device furnished by the airport authority to complete the (b) (7)(E)

5.2 Triage Booth-

The APC triage booth works in conjunction with the APCO and should be located in proximity to the APC DEPs, but location is dependent on port layout and capabilities. The CBPO(s) assigned to the triage booth will process passengers referred to the triage booth by APC system or by the APCO.

If the triage booth officer is not processing passengers from APC, then he/she can process travelers from the regular primary line. The APC triage booth does not serve as an additional egress check for Global Entry (GE) passengers. GE members will be separated from APC users. GE travelers should not have an additional egress check.

The CBPO assigned to the APC booth has the following responsibilities:

- a. The CBPO will process all of the following APC referrals: (b) (7)(E)
(b) (7)(E)
- b. When a traveler or family unit is referred to the APC booth, the CBPO will process in accordance with regular primary processing procedures and total inspectional awareness principals.
- c. Upon swiping a traveler's passport at the primary lane (b) (7)(E)
(b) (7)(E)
- d. (b) (7)(E)
- e. The CBPO will be required to acknowledge a referral record, but the system does not force action on the referral.

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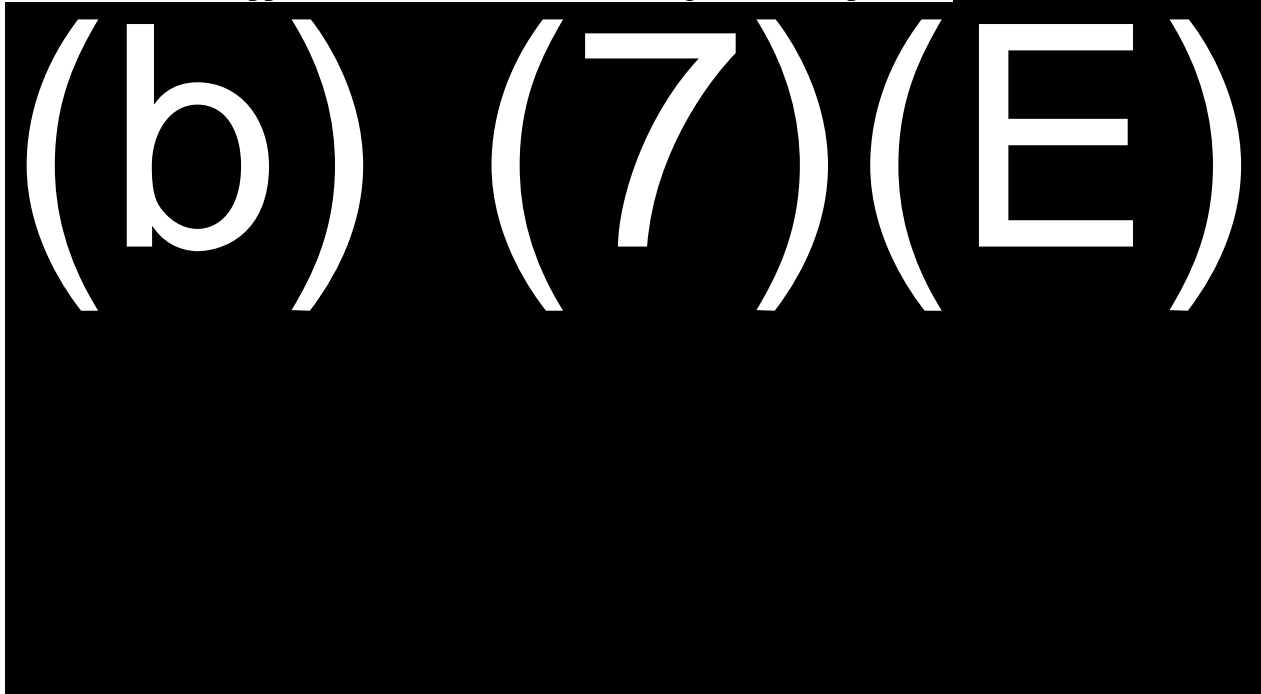
- f. After the CBPO in the APC booth acknowledges the referral, the officers will process the traveler in accordance with policy.
- g. A referral made from the APC kiosk (b) (7)(E) to the APC triage officer is not a mandatory referral to a secondary inspection area. The triage officer should process the traveler(s) at the triage booth in accordance with CBP policy. If a referral can be admitted or cleared through normal primary processing at the APC triage booth, the APC Officer can do so, but must enter comments into (b) (7)(E)
- h. (b) (7)(E) (b) (7)(E) (b) (7)(E) The CBPO will have the ability to modify the referral comments before referring to secondary.
- i. A traveler referred for a secondary inspection, will be transported to the appropriate area in accordance with existing policy.

5.3 APC Phase 3 Processing

An APC vendor may opt to incorporate Phase 3 into the APC process. Phase 3 allows Visa Waiver Program (VWP) travelers who have entered the United States previously to utilize APC. In order for VWP travelers to use APC, they must have:

- 1. A valid ESTA on file
- 2. Fingerprints on file

First time VWP applicants for admission are not eligible for the process. (b) (7)(E)



When processing a VWP applicant using APC, the APCO will (b) (7)(E) (b) (7)(E) determine admissibility as outlined in Section 5.1. The triage officer will conduct a

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regular primary inspection as outlined in Section 5.2. The CBPO will ensure that the passport is stamped with a properly annotated admission stamp to document a lawful entry.

The airport authority/terminal operator is responsible for filtering the appropriate VWP travelers into the APC kiosk area. This can be accomplished by signage, messaging and on ground personnel. Local CBP can work with airport authority/terminal operators on queue management pre-kiosk usage. Local CBP can determine queue management post kiosk, which includes where to process VWP travelers ineligible to use the kiosk.

5.4 Secondary Processing-

All APC system or triage referrals to passport control, baggage control or agriculture will be processed in accordance with existing policy. (b) (7)(E)

(b) (7)(E)

5.5 Exit Control-

Each port of entry should develop a standard procedure for processing and accepting the APC receipt at exit control. This procedure should include:

- Where passport control primary should stamp the receipt.
- How passport control primary annotates referrals, code of the day etc.
- How multiple receipts for groups should be handled (e. g. staple all receipts together, stamp each receipt, annotate held of household only).
- What the egress point can expect with the APC receipts.

While creating an exit control procedure, ports should keep in mind that (b) (7)(E) Any true referrals should follow port policy and be documented on the receipt and/or system.

6. APC Functionality:

APC services will vet each traveler who uses APC by way of a (b) (7)(E)

(b) (7)(E)

APC utilizes the passport services provided by Department of State (DOS) to identify if each traveler has a valid U. S. passport or non-immigrant visa.

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APC is also designed to communicate primary notifications such as (b) (7)(E) to the CBP work station nearest the APC DEP area. Notifications will be determined by local port management during the implementation phase of APC.

7. APC Referral Codes in TPAC:

(b) (7) (E)

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