

Global Entry

Standard Operating Procedure

June 2014

LAW ENFORCEMENT SENSITIVE

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FOREWORD

U.S. Customs and Border Protection's (CBP) Global Entry program provides expedited processing for pre-approved, low-risk travelers upon arrival in the United States by utilizing kiosks for CBP processing.

Through this program, CBP is making great strides in facilitating the movement of people in a more efficient manner. Global Entry helps to advance the CBP strategic goal of balancing legitimate trade and travel with security. Additionally, Global Entry is part of CBP's effort to address the 9/11 Commission Report's recommendation that, *"[t]he Department of Homeland Security, properly supported by the Congress, should complete, as quickly as possible, a biometric entry-exit screening system, including a single system for speeding qualified travelers. It should be integrated with the system that provides benefits to foreigners seeking to stay in the United States."*

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1 CRITERIA FOR ELIGIBILITY

1.1 General

Participation in Global Entry is voluntary. The program is available to U.S. Citizens (USCs), Lawful Permanent Residents (LPRs), and citizens of certain other countries, if the country has an arrangement with CBP. Prospective members must possess machine readable passports or, if applicable, lawful permanent resident cards. Additional details for individual countries are provided in the appendices of this document.

Applicants may not qualify for participation if:

Un-redacted bullets are available on the GOES website

- The applicant provides false or incomplete information on the application;
- The applicant has been arrested for, or convicted of, any criminal offense or has pending criminal charges or outstanding warrants in any country (b)(7)(E)
- The applicant has been found in violation of any customs, immigration, or agriculture regulations, procedures, or laws in any country;
- The applicant is the subject of an investigation by any federal, state, or local law enforcement agency in any country;
- The applicant is inadmissible to the United States under applicable immigration laws or has, at any time, been granted a waiver of inadmissibility or parole;
- (b)(7)(E)
- The applicant cannot satisfy CBP of his or her low-risk status or meet other program requirements.

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1.4 Commercial Airline Pilots

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2 APPLICATION PROCESS

2.1 Submission of Applications

In order to participate in the Global Entry program, an applicant must submit a completed application form. All applicants, regardless of age, must submit an individual application. Applicants apply online through the Global Online Enrollment System (GOES). GOES is a fully automated application submission web site available at <https://goes-app.cbp.dhs.gov>. (b)(7)(E)

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2.2 Online Fee Collection

All applicants to Global Entry will pay the applicable fee through GOES. Fees can be paid either by credit card or through the Automated Clearing House option (payment via an applicant's checking account). The Global Entry application fee is currently \$100.

2.3 Scheduling Interviews

If an applicant is conditionally approved, then he or she will receive weekly email reminders to schedule an interview via their GOES account. The responsibility of scheduling the interview lies with the applicant, and the conditionally approved applicant must schedule the interview within 120 days of the conditional approval notification. The interview date does not have to be within 120 days of conditional approval. If an applicant has not scheduled the interview within 120 days of the conditional approval notification, then the application is deemed abandoned and is automatically cancelled by the Global Enrollment System (GES).

2.4 Rescheduling Interviews

An applicant may use GOES to reschedule an interview up to 24 hours prior to the scheduled interview time. However, when an applicant cancels his/her interview and it is outside of the 120-day window, he/she will be automatically cancelled by GES if the interview is not rescheduled the same day.

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4 ENROLLMENT CENTER RESPONSIBILITIES

4.1 Enrollment Center Schedules

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4.4 Fingerprints

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4.4.2 Fingerprinting of Young Children

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4.5 Swiping the Applicant's Travel Document

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4.7 Completing the Application Process

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4.8 Briefing of Members

CBP officers will briefly explain the reporting requirements and personal exemption allowances when entering the United States to all new members. Members will be furnished with a copy of the Global Entry information brochure and "Know Before You Go," when available. CBP officers will also explain the current guidelines for the importation of agricultural products. (b)(7)(E)

Finally, the following program rules and requirements should be explained to the member, time permitting.

- Any violation of the program may result in the revocation of membership, as well as prosecution and/or civil penalties
- Members must keep their personal information up-to-date.
- Through GOES, members can update their document information, such as passports. All other information changes need to be performed at an EC.
- A member whose imports exceed the applicable personal exemption amount may use a Global Entry kiosk. However, the Global Entry kiosk will provide the member a receipt instructing him/her to proceed to Baggage Control.

- If a member is transporting more than \$10,000 in currency or other monetary instruments (checks, money orders, etc.) into the United States, the member may use a Global Entry kiosk. However, the Global Entry kiosk will provide the member a receipt instructing him/her to proceed to Baggage Control. The member must declare the monetary instruments to a CBP officer and complete a Report of Transportation of Currency or Monetary Instruments (FinCen Form 105).
- After successful processing, a receipt will print from the Global Entry kiosk. The member will take the printed receipt and proceed to Passport Control Primary, Baggage Control, or surrender it to CBP personnel assigned to the egress control point.
- If the Global Entry kiosk is “out of service,” members should proceed to the nearest staffed Passport Control Primary lane for inspection and will receive “head of the line” privileges.

4.9 Member Files

Global Entry applications are electronically filed. (b)(7)(E)

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Denied applicants may also write to the CBP Trusted Traveler Ombudsman if they feel that the denial was based on inaccurate or incorrect information at:

U.S. Customs and Border Protection
P.O. Box 946
Williston, VT 05495
Attention: CBP Ombudsman

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6 GLOBAL ENTRY KIOSK

6.1 Arrival

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6.2 Membership Validation

Upon arrival into the United States, a member will scan his/her machine-readable travel document at the Global Entry kiosk.

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The Global Entry kiosk will prompt members to answer yes (“Y”) or no (“N”) to the CBP Declaration questions found on the Form 6059B. (b)(7)(E)

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6.8 Equipment Failure

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6.9 Equipment Maintenance

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6.10 Airports without Global Entry Kiosks

At airports without Global Entry kiosks, a dedicated lane or “head of the line” procedure must be in place for all CBP Trusted Travelers to use.

7 EXITING THE FEDERAL INSPECTION SERVICES AREA

7.1 Required Documentation

Global Entry members who have completed processing and are ready to exit the FIS must present their travel document and their Global Entry kiosk receipt to designated CBP personnel at the egress point. (b)(7)(E)

7.2 Exiting Courtesies

All ports of entry with Global Entry kiosks will provide expedited processing to Global Entry members through a dedicated Global Entry lane or through any designated lane with “head of the line” privileges.

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8 Global Entry Cards

On July 12, 2011, CBP began issuing Global Entry cards to U.S. citizens, lawful permanent residents, and Mexican nationals enrolled in the program. The Global Entry cards are Western Hemisphere Travel Initiative compliant documents for land and sea travel, that are radio frequency identification (RFID) chip enabled. These cards will be valid for use at the SENTRI and NEXUS lanes coming into the United States. However, Global Entry cards will not be valid for entry into Canada via the NEXUS lanes and kiosks, and members must use a passport or U.S. LPR card at the Global Entry kiosks. (b)(7)(E)

When using the SENTRI lanes, Global Entry members must comply with SENTRI vehicle requirements.

Global Entry members who were approved for the program prior to July 12, 2011 who were never issued a card, and wish to obtain an RFID card, may request one via their GOES account for a \$15 fee.

9 Nexus and SENTRI members and Global Entry Benefits

All NEXUS members automatically receive Global Entry benefits upon approval in NEXUS. SENTRI members who are U.S. citizens or LPRs automatically receive Global Entry benefits,

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In the case of non-LPR Mexican national SENTRI members, the member must submit a Global Entry application via GOES.

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The FLUX Alliance

1 ELIGIBILITY

Citizens of the Netherlands who are members of FLUX, the trusted traveler program operated by the Netherlands, may apply for Global Entry. U.S. citizens enrolled in the Global Entry program may apply for FLUX. Applicants must maintain membership in good standing in his/her home country's program at all times. (b)(7)(E)

2 FEES

Applicants are required to pay separate fees to join Global Entry and Privium.

3 APPLICATION PROCESSING

Qualified applicants of each country will use an online application form. This application will include all necessary information fields that the United States and the Netherlands require (b)(7)(E)

. U.S. citizens may apply for FLUX through GOES.

Dutch citizens may apply for FLUX and Global Entry through the Dutch web portal. (b)(7)(E)

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the applicant will be conditionally approved;

Once an applicant is conditionally approved, he/she must schedule separate interviews with CBP and the Royal Marechaussee. The member may interview with CBP and the Royal Marechaussee in any order. Global Entry appointments can be made online through GOES or by calling the appropriate Enrollment Center. (b)(7)(E)

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Global Entry interview may occur before the Dutch interview, provided that the application is conditionally approved. (b)(7)(E)

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7 ENROLLMENT CENTER RESPONSIBILITES

A split enrollment procedure has been developed for the joint program. Applicants are expected to meet with both CBP in the United States for Global Entry and with the Royal Marechaussee in Schiphol Airport, Amsterdam for FLUX.

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Processing Applications from Mexican Nationals

1 ELIGIBILITY

Mexican national applicants (b)(7)(E) are eligible to participate in the CBP Global Entry program. U.S. citizens enrolled in Global Entry may participate in Viajero Confiable, Mexico's trusted traveler program. (b)(7)(E)

2 APPLICATION

Mexican nationals submit Global Entry applications online via CBP's Global Online Enrollment System (GOES). This application is to include all necessary information fields that the United States and Mexico require (b)(7)(E). (b)(7)(E) U.S. citizens may apply for Viajero Confiable via Mexico's online web portal.

3 FEES

Prior to submitting the application through GOES, Mexican applicants are expected to pay the appropriate Global Entry fee.

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The applicant will be instructed to schedule an interview at an enrollment center. The enrollment center will process Mexican applicants in accordance with the Global Entry Standard Operating Procedures.

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Processing Applications from Citizens of the United Kingdom

1 ELIGIBILITY

Invited citizens of the United Kingdom (UK) may apply for Global Entry. Applicants must maintain membership in good standing at all times. UK applicants will apply for Global Entry via GOES.

2 FEES

Prior to submitting the application through GOES, UK applicants are expected to pay the appropriate Global Entry fee.

3 APPLICATION

(b)(7)(E)
The online application includes all necessary information fields that the United States and UK require (b)(7)(E)
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the application will be conditionally approved and the applicant will be instructed to schedule an interview to complete enrollment.

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UK applicants should be processed in accordance with the Global Entry Standard Operating Procedure. Additionally, prior to applying for Global Entry, invited UK applicants are required to obtain an ACRO Disclosure Certificate (a police certificate). UK applicants will enter the ACRO Disclosure Certificate number in their GOES application. UK applicants will also be required to present the police certificate at the enrollment interview to demonstrate that they have no criminality.

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Processing Applications from Citizens of Germany

1 ELIGIBILITY

German citizens who are interested in participating in Global Entry must first enroll in the Automatisierte Grenzkontrolle (ABG) Plus program. ABG Plus is a trusted traveler program operated by the German Government, specifically, the German Federal Police. (b)(7)(E)

2 FEES

Prior to submitting the application through GOES, German applicants are expected to pay the appropriate Global Entry fee.

3 APPLICATION

(b)(7)(E)
German citizens submit applications through GOES. (b)(7)(E)
the application will be conditionally approved and the applicant will be instructed to schedule an interview to complete enrollment.

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5 ENROLLMENT CENTER RESPONSIBILITIES

After an applicant is conditionally approved, he/she must schedule an interview appointment at an EC. German applicants should be processed in accordance with the Global Entry Standard Operating Procedure.

Processing Applications from Citizens of the Republic of Korea

1 ELIGIBILITY

Citizens of the Republic of Korea (RoK) who are members of the Smart Entry Service (SES) program, the trusted traveler program operated by the RoK, may apply for Global Entry. U.S. citizens enrolled in the Global Entry program may apply for SES. Applicants must maintain membership in good standing in his/her home country's program at all times. (b)(7)(E)

2 FEES

Applicants are required to pay separate fees to join Global Entry and SES.

3 APPLICATION PROCESSING

Qualified applicants of each country will use an online application form. This application will include all necessary information fields that the United States and the RoK require (b)(7)(E). U.S. citizen applicants may apply for SES through GOES. Korean citizens may apply for SES and Global Entry through the Korean web portal. (b)(7)(E)

Once an applicant is conditionally approved, he/she must schedule an interview with CBP. A citizen of the RoK must first enroll in the SES program. Once approved in SES, citizens of the RoK may apply for Global Entry. (b)(7)(E) During the Global Entry interview, RoK applicants will be processed in accordance with the Global Entry Standard Operating Procedures.

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Processing Applications from Citizens of Qatar

1 ELIGIBILITY

Invited citizens of Qatar may apply for Global Entry. For the pilot program, the Qatari Government will invite Qatari citizens to apply for Global Entry. Applicants must maintain membership in good standing at all times. Qatari applicants will apply for Global Entry via GOES.

2 FEES

Prior to submitting the application through GOES, Qatari applicants are expected to pay the appropriate Global Entry fee.

3 APPLICATION

The online application includes all necessary information fields that the United States and Qatar require (b)(7)(E) (b)(7)(E) [REDACTED], the application will be conditionally approved and the applicant will be instructed to schedule an interview to complete enrollment.

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[REDACTED] (b)(7)(E) [REDACTED]

5 ENROLLMENT CENTER RESPONSIBILITIES

(b)(7)(E) he/she must schedule an interview appointment at an EC. Qatari applicants should be processed in accordance with the Global Entry Standard Operating Procedure.

[REDACTED] (b)(7)(E) [REDACTED]

Processing Applications from Citizens of Panama

1 ELIGIBILITY

Citizens of Panama may apply for Global Entry. U.S. citizens enrolled in the Global Entry program may apply for Panama Global Pass, the government of Panama's Trusted Traveler Program.

2 FEES

Prior to submitting the application through GOES, Panamanian applicants are expected to pay the appropriate Global Entry fee.

3 APPLICATION PROCESSING

Qualified applicants of each country will use an online application form. This application will include all necessary information fields that the United States and Panama require (b)(7)(E)

[REDACTED]

Once an applicant is conditionally approved, he/she must schedule an interview with CBP. During the Global Entry interview, Panamanian applicants will be processed in accordance with the Global Entry Standard Operating Procedures.

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5 (b)(7)(E)

[REDACTED] (b)(7)(E)

[REDACTED] (b)(7)(E)