

August 13, 2010

MEMORANDUM FOR: Directors, Field Operations
Office of Field Operations

Director, Preclearance
Operations

FROM: Acting Executive Director (b) (6), (b) (7)(C)
Admissibility and Passenger Programs

SUBJECT: Global Entry Enrollment Center Interviews

Global Entry applicants who are conditionally approved in the program are generally instructed to schedule their enrollment center interviews via the Global Online Enrollment System (GOES). Please be advised that there may be instances when an applicant calls an enrollment center to schedule an interview. This frequently happens with Dutch applicants. In such instances, the enrollment center officers should schedule the applicants' appointments over the phone using GOES. If an applicant calls an enrollment center to schedule an interview, enrollment center officers should not refer the applicant to the GOES site, but rather schedule the interview for the applicant.

Furthermore, enrollment centers should make every effort to accommodate walk-ins. Provided that an applicant is in a conditionally approved status, and interview slots are available, then the enrollment center should accommodate the interview request.

If you have any questions concerning this matter, please contact Mr. (b) (6), (b) (7)(C) Director, Trusted Traveler Programs, at (b) (6), (b) (7)(C) or have a member of your staff contact Mr. (b) (6), (b) (7)(C) Global Entry Program Manager, at (b) (6), (b) (7)(C) to further discuss this issue.

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