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U.S. Customs and Border Protection

MEMORANDUM FOR: Directors, Field Operations
                             Director, Preclearance
                             Office of Field Operations

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

FROM: Todd A. Hoffman
                             Executive Director
                             Admissibility and Passenger Programs
                             Office of Field Operations

SUBJECT: Trusted Traveler Systems Training Guides

The Trusted Traveler Programs (TTP) utilize several systems. These systems include the Global Online Enrollment System (GOES), the Global Enrollment System (GES), and the GOES Scheduling System. With the Bid and Rotation cycle comes transition in staff in the Trusted Traveler Enrollment Centers (EC). To assist with this transition and the training of new and existing staff, updated training guides are being provided. These guides have been developed by the Office of Information Technology (OIT) training staff, in conjunction with the Trusted Traveler Program office.

Enrollment Center staff can access the September 2015 version of the GES User Guide, GOES Scheduling Guide, and a (b) (7)(E) at the link below. These guides should be utilized for training new EC officers and providing refresher training to the existing staff.

(b) (7)(E)

If you have any questions concerning this matter, please contact (b) (6), (b) (7)(C) Director, Trusted Traveler Programs, at (b) (6), (b) (7)(C) or have a member of your staff contact (b) (6), (b) (7)(C) S/GES Program Manager, at (b) (6), (b) (7)(C) or