

January 12, 2010

MEMORANDUM FOR: Directors, Field Operations  
Office of Field Operations

FROM: Executive Director  
Admissibility and Passenger Programs

SUBJECT: Verifying Document Information in the Global Enrollment System

In order to ensure accurate data is captured in the Global Enrollment System (GES) during Trusted Traveler Program interviews, U.S. Customs and Border Protection (CBP) officers must click on the (b) (7)(E) button after using the machine readable zone (MRZ) reader to scan in document data with an MRZ (passport, visa, or lawful permanent resident card). Additionally, CBP officers must verify that all applicant information in GES is correct. This is particularly important after a document is scanned using the MRZ reader and CBP officers subsequently click on the (b) (7)(E) button.

Officers must verify that all information, including the last name, first name, date of birth, expiration date and document number have been correctly transferred into GES by the MRZ reader. If the MRZ reader did not transfer the information correctly from the document that was scanned into GES, CBP officers must correct the information in GES prior to finalizing the application. Failure to do so may lead to unnecessary delays in Trusted Traveler members' processing.

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