

Customer Service Contacts

1. Department of Homeland Security Traveler Redress Inquiry Program (DHS TRIP)

DHS TRIP provides a single point of contact for individuals who experience repeated referrals for security screenings or who believe that they have been denied boarding or entry into the U.S. because of inaccurate information in law enforcement databases. For more information on DHS TRIP or to submit an inquiry, please visit the DHS TRIP website at www.dhs.gov/trip.

If you are uncertain as to the source of the information or the agency responsible for travel concerns, begin your inquiry at DHS TRIP.

2. CBP INFO Center

You may contact the CBP INFO Center if you have concerns about how you were treated by CBP officers, or if you have a general or specific question(s) about your CBP inspection.

Contact us:

- 1) **Telephone:** (877) CBP-5511 (227-5511) for U.S. callers or (202) 325-8000 for international callers
- 2) **Online:** at www.cbp.gov through the “Have a Questions? Comment? Complaints?” tab or
- 3) **Mail:**
U.S. Customs and Border Protection
CBP INFO Center - MS: 1345
1300 Pennsylvania Avenue, NW
Washington, DC 20229

When requesting information, please provide your full name and a detailed description of the incident. Include the date, time and location of where your CBP inspection occurred.

If you think you experienced a delay clearing CBP because of a previous infraction of a CBP regulation and you would like CBP to review your record, please provide your full name, address, date of

birth, and a copy of the photo page of your passport (or other photo identification, if you do not have a passport). Include a detailed explanation of the incident and why you think it should no longer be a factor in future CBP inspections.

3. Freedom of Information Act (FOIA)

To request a copy of records from U.S. Customs and Border Protection (CBP), go to the following link: <https://foiaonline.regulations.gov/foia/action/public/account/> and create a FOIAonline account. After you create a FOIAonline account you will be able to submit a FOIA request directly to CBP. When submitting a FOIA request on records that pertain to you, please provide your full name, address, and date of birth. If you are requesting records on behalf of someone else, you need a signed G-28 form (Notice of Entry of Appearance as Attorney or Accredited Representative), or some other form of signed consent that will allow CBP to release the records to a 3rd party. Once your request is submitted you will receive an acknowledgment and a FOIA tracking number. After your FOIA request is acknowledged you can track the status of your request at any time. Please note that the FOIA process is not intended to be a mechanism for asking questions of CBP. FOIA requests are intended to provide access to CBP records.

For more information, visit the CBP FOIA website at <http://www.cbp.gov/foia>

U.S. Customs and Border Protection

www.cbp.gov

CBP Publication No. 0214-0115



Securing America's Borders

The CBP Screening Process



U.S. Customs and
Border Protection

Authority to Search

The U.S. Congress has authorized U.S. Customs and Border Protection (CBP) to enforce all homeland security-related laws and laws of other federal agencies at ports of entry. CBP's authority allows us to conduct searches of people and their baggage, cargo, and vehicles.

Some of the laws and regulations we enforce include:

- Admissibility of aliens
- Importation of agriculture, plant, and animal products
- Importation of goods, animals and produce
- Transportation and reporting of currency and other monetary instruments
- Preventing the entry of illegal drugs and other contraband
- Exportation of weapons and items subject to defense trade controls

Why You May Be Selected for a CBP Inspection

You may be selected for inspection for a variety of reasons including:

- Your travel documents are incomplete or you do not have the proper documents or visa
- You have previously violated one of the U.S. laws that CBP enforces
- Your name matches a person of interest in a government database
- You have been selected for a random search. No search will be made on the basis of race, gender, religion or ethnicity

What to Expect During a CBP Inspection

The CBP officer may request detailed information about your travel, inspect your baggage, and conduct a personal search.

While being inspected, you should be treated in a courteous, dignified, and professional manner. However, please keep in mind that this is a law enforcement environment and travelers who are intent on breaking the law will attempt to find out what the officer is doing in order to avoid detection. For this reason, our CBP officers may not answer specific questions when an inspection is underway. You may always ask to speak with a CBP supervisor.

Collection of Personal Information

CBP collects information about people traveling into and out of the U.S. This includes biographic information, travel documents and where the traveler plans to stay while in the U.S., and the purpose of the traveler's visit. This information may be collected at a port of entry or, before a traveler's arrival or departure from the U.S. This information is used to determine the admissibility of aliens and to enforce U.S. laws at the ports of entry. CBP also collects data about businesses, vehicles, aircraft, and vessels related to the laws we enforce.

CBP receives and shares information with other federal, state, and local agencies. CBP may use its enforcement databases to ensure compliance with U.S. laws. Our border enforcement systems provide officers with access to information on outstanding warrants; stolen vehicles, vessels or firearms; license information; criminal histories; and previous federal inspections.

CBP Pledge to Travelers

- We pledge to cordially greet and welcome you to the United States
- We pledge to treat you with courtesy, dignity, and respect
- We pledge to explain the CBP process to you
- We pledge to have a supervisor listen to your comments
- We pledge to accept and respond to your comments in written, verbal, or electronic form
- We pledge to provide reasonable assistance due to delay or disability

Privacy Protection

CBP stores all data we collect in computer systems on a secure network. We are committed to protecting travelers' personal data consistent with U.S. laws. We have policies in place to prevent misuse of data. The policies are regularly evaluated and updated to ensure security and protection.

