U.S. Customs and Border Protection (CBP)

CBP is one of the Department of Homeland Security's largest and most complex components, with a priority mission of keeping terrorists and their weapons out of the U.S. It also has a responsibility for securing and facilitating trade and travel while enforcing hundreds of U.S. regulations, including immigration and drug laws. www.cbp.gov

CBP Publications and Guidance

AIRBUST program provides the general public and aviation community with a forum to share information on suspicious small aircraft. An AIRBUST poster and pocket-sized laminated card display the phone number for reporting suspicious activity or low-flying aircraft, 1-866-AIRBUST (1-866-247-2878). This number rings directly to the CBP Air and Marine Operations Center (AMOC) operations floor. The two-sided laminated card displays drawings of single-and twin-engine aircraft often used to transport contraband and lists helpful information to include when calling. The AIRBUST poster, CBP Publication 0000-0716, is an 8.5x11 poster with the 1-866-AIRBUST (1-866-247-2878) phone number. It also lists four general items of interest that can tip off a general aviation airport employee or law enforcement official that a particular aircraft or pilot may be involved in illicit activity. For more information, or to order these publications, call 951-656-8000.

CBP Directives Pertaining to Intellectual Property Rights are policy guidance documents that explain CBP's legal authority and policies implementing certain laws and regulations. They are distributed to CBP personnel to clarify implementation procedures and are made available to the public to explain CBP's policies. To access these directives, please visit http://www.cbp.gov/xp/cgov/ trade/legal/directives/. For additional information, e-mail CBP IPR Policy and Programs at iprpolicyprograms@dhs.gov.

Entry Level Test Study Guides for CBP Job Applicants CBP provides study guides and test preparation materials for applicants to several core occupations. Applicants for Border Patrol Agent, Customs and Border Protection Officer & Agriculture Specialist, and Intelligence Research Specialist positions will find these resources beneficial during their application process. These resources provide test taking hints, helpful information on how to prepare for a test, and practice tests. For more information, please visit: http://cbp.gov/xp/cgov/careers/study_guides/.

Intellectual Property Rights (IPR) Seizure Statistics CBP maintains statistics on IPR seizures made by the Department of Homeland Security (CBP and ICE) at: http://www.cbp.gov/xp/cgov/trade/priority_trade/ipr/pubs/seizure/. For any specific questions or concerns, please contact CBP by e-mail at: iprpolicyprograms@dhs.gov or ipr.helpdesk@dhs.gov.

U.S. Border Patrol Checkpoints Brochure provides information for the public about Border Patrol checkpoints available at: http://www.cbp.gov/linkhandler/cgov/ newsroom/fact_sheets/border/border_patrol/bp_checkpoints.ctt/bp_checkpoints.pdf.

CBP Alerts and Newsletters

Informed Compliance Publications are available on a specific trade issue, which summarizes practical information for the trade community to better understand their obligations under Customs and related laws. These publications are available at: http://www.cbp.gov/xp/cgov/trade/legal/.

U.S. Border Patrol Blotter, Newsletter, and Alerts compiles the latest information on noteworthy occurrences documenting apprehensions of criminals, seizures of illegal drugs, rescue missions, and many other Border Patrol success stories from around the country. These highlights can be found at: http://cbp.gov/ xp/cgov/border_security/border_patrol/weekly_blotter/. The border patrol also publishes a newsletter: http://www.cbp.gov/xp/cgov/newsroom/publications/frontline_magazine/ and alerts: http://www.cbp.gov/xp/cgov/newsroom/advisories/

CBP Technical Assistance

1-800 BE ALERT The public is welcome to actively participate in helping to secure our nation's borders by reporting suspicious activity to the U.S. Border Patrol via a toll free telephone reporting system: "BE ALERT". To report suspicious activity: Call (800) BE ALERT or (800) 232-5378. For more information on U.S. Border Patrol Checkpoints: Call (877) 227-5511. International Callers Call +1 (703) 526-4200.

Automated Commercial Environment (ACE) National Help Desk provides customer technical support services 24 hours a day, seven days a week, including information about ACE Secure Data Portal account access, account management, and report generation. The ACE Help Desk is the first point of contact for all ACE users experiencing system difficulties. To reach the ACE Help Desk, please call: (800) 927-8729.

Cargo Systems Messaging Service (CSMS) is an active, live, searchable database of messages that are of interest to Automatic Broker Interface (ABI) filers, Automated Commercial Environment (ACE) event participants, ACE Portal Accounts users, ACE reports users, air carriers, ocean carriers, Periodic Monthly Statement participants, and rail and truck carriers. CSMS is augmented by an e-mail subscription service, which is available at: https://service.govdelivery.com/service/multi_subscribe.html?code=USDHSCBP&custom_id=938&origin=https://apps.cbp.gov/csms.

CBP Client Representatives are the first points of contact for importers, exporters, transportation providers, and brokers wishing to automate any of their Customs processes. Client Representatives are the contact point for all system-related problems and questions from trade partners. For more information about client reps and the services offered to members of the trade, please visit:

http://www.cbp.gov/xp/cgov/trade/automated/automated_systems/client_reps.xml or contact the CBP Client Representative Office at: (571) 468-5000.

CBP INFO Center Self Service Q&A Database is a searchable database with over 600 answers to commonly (and not so commonly) asked questions about CBP programs, requirements, and procedures. If visitors to the site are unable to find an answer to their question, they may also submit an inquiry or complaint for personal assistance. To use the searchable database, please visit https://help.cbp.gov/cgi-bin/customs.cfg/php/enduser/home.php?p_sid=YeyXThOj. Or call the CBP INFO Center at (877) CBP-5511 or (703) 526-4200.

Entry Process into United States CBP welcomes more than 1.1 million international travelers into the United States at land, air, and seaports on an average day. U.S. citizens and international visitors should consult the following publications and factsheets for information to simplify their entry into the United States. For information about international travel, visit http://www.cbp.gov/xp/cgov/travel/. For more information, please contact the CBP Information Center at (877) 227-5511.

Importing into the United States CBP will facilitate about $2 trillion in legitimate trade this year while enforcing U.S. trade laws that protect the economy and the health and safety of the American people. We accomplish this through close partnerships with the trade community, other government agencies, and foreign governments. See http://www.cbp.gov/linkhandler/cgov/newsroom/publications/trade/iius.ctt/iius.pdf. For information about CBP Trade programs, visit http://www.cbp.gov/xp/cgov/trade/.

CBP Programs and services

Automated Commercial Environment (ACE) is the United States' commercial trade processing system designed to automate border processing, to enhance border security, and to foster our Nation's economic security through lawful international trade and travel. ACE will eventually replace the current import processing system for CBP, the Automated Commercial System (ACS). ACE is part of a

multi-year CBP modernization effort and is being deployed in phases. For more information about ACE, please visit http://www.cbp.gov/xp/cgov/trade/automated/modernization/.

Automated Commercial System (ACS) is a data information system used by CBP to track, control, and process commercial goods imported into the United States. Through the use of Electronic Data Interchange (EDI), ACS facilitates merchandise processing for CBP and the private sector. ACS is accessed through the CBP Automated Broker Interface (ABI) and permits qualified participants to electronically file required import data with CBP. ABI is a voluntary program available to brokers, importers, carriers, port authorities, and independent service centers. For more information about ACS, please visit http://www.cbp.gov/xp/cgov/trade/automated/automated_systems/acs/. For additional information specific to ABI, please contact the CBP Client Representative Office at (571) 468-5000.

Automated Export System (AES) is the electronic way to file export declarations and ocean manifest information with CBP. For more information about AES, including technical documentation, software vendors, and other items of interest, please visit http://www.cbp.gov/xp/cgov/trade/automated/aes/.

Automated Manifest System (AMS) is a multi-modular cargo inventory control and release notification system. AMS facilitates the movement and delivery of cargo by multiple modes of transportation. Carriers, port authorities, service bureaus, freight forwarders, and container freight stations can participate in AMS. Sea AMS allows participants to transmit manifest data electronically prior to vessel arrival.   CBP can then determine in advance whether the merchandise merits examination or immediate release. Air AMS allows carriers to obtain notifications of releases, in-bond authorizations, general order, permit to proceed, and local transfer authorization upon flight departure or arrival from the last foreign port. Rail AMS allows rail carriers to electronically transmit information to CBP. When all bills on a train are assigned, the rail carrier transmits a list of the bills and containers in standing car order. For more information about AMS, please visit

http://www.cbp.gov/xp/cgov/trade/automated/automated_systems/acs/acs_ams.xmlACS.

Carrier Liaison Program (CLP) This program provides standardized training and assistance to international air carriers related to admissibility and fraudulent document detection in order to encourage carrier compliance with U.S. Immigration Laws. For more information about CLP, please visit http://www.cbp.gov/xp/cgov/travel/inspections_carriers_facilities/clp/, e-mail CLP@dhs.gov, or call (703) 621-7817.

Customs-Trade Partnership Against Terrorism (C-TPAT) is a voluntary government-business initiative to strengthen and improve the overall international supply chain and U.S. border security. C-TPAT recognizes that CBP can provide the highest level of cargo security only through close cooperation with the ultimate owners of the international supply chain such as importers, carriers, consolidators, licensed customs brokers, and manufacturers. Through this initiative, CBP is asking businesses to ensure the integrity of their security practices, communicate, and verify the security guidelines of their business partners within the supply chain. For more information, or to apply online, please visit http://www.cbp.gov/xp/cgov/trade/cargo_security/ctpat/. For questions or concerns, please contact the CBP Industry Partnership Program at (202) 344-1180, or by fax (202) 344-2626 or e-mail, industry.partnership@dhs.gov.

eAllegations provides concerned members of the public a means to confidentially report suspected trade violations to CBP. For more information, or to initiate an investigation, please visit https://apps.cbp.gov/eallegations/, or contact the Commercial Targeting and Enforcement, Office of International Trade at: (800) BE-ALERT.

Electronic System for Travel Authorization (ESTA) is an automated system that determines the eligibility of visitors to travel to the U.S. under the Visa Waiver Program. The ESTA application collects the same information collected on Form I-94W. ESTA applications may be submitted at any time prior to travel, though it is recommended travelers apply when they begin preparing travel plans. Beginning September 8, 2010 a $14.00 travel

fee is added to all ESTA applications. To apply online, please visit: https://esta.cbp.dhs.gov/. For additional information, please call: (202) 344-3710.

Global Entry is a program managed by CBP, which allows pre-approved, low-risk travelers, expedited clearance upon arrival into the United States. Although this program is intended for "frequent travelers" who make several international trips per year, there is no minimum number of trips an applicant must make in order to qualify. For more information about Global Entry, please visit: www.globalentry.gov or apply online at: https://goes-app.cbp.dhs.gov/. For additional questions or concerns, please contact CBP by e-mail, cbp.goes.support@dhs.gov, or by phone, (866) 530-4172.

Importer Self-Assessment Program (ISA) is a voluntary approach to trade compliance. The program provides the opportunity for importers to assume responsibility for monitoring their own compliance in exchange for benefits. Public information regarding this program, including frequently asked questions, policy information, best practices, and requirements can be found at http://www.cbp.gov/xp/cgov/trade/trade_programs/importer_self_assessment/.

Importer Self Assessment – Product Safety Pilot (ISA-PS) CBP and the Consumer Product Safety Commission (CPSC) have a strong history of partnership in combating unsafe imports and have worked together on significant product recalls. CBP announces a new partnership with CPSC and importers to prevent unsafe imports from entering the United States. For more information, please visit http://www.cbp.gov/xp/cgov/trade/trade_programs/importer_self_assessment/isa_safety_pilot.xml.

Intellectual Property Rights (IPR) Enforcement: A Priority Trade Issue The trade in counterfeit and pirated goods threatens America's innovation economy, the competitiveness of our businesses, the livelihoods of U.S. workers, national security, and the health and safety of consumers. The trade in these illegitimate goods is associated with smuggling and other criminal activities, and often funds criminal enterprises. For more information, please visit http://www.cbp.gov/xp/cgov/trade/priority_trade/ipr/.

Intellectual Property Rights (IPR) e-Recordation and IPR Search The first step in obtaining IPR protection by CBP is to record validly registered trademarks and copyrights with CBP through the Intellectual Property Rights e-Recordation (IPRR) online system. CBP's on-line recordation allows intellectual property owners to electronically record their trademarks and copyrights with CBP, and makes IPR recordation information readily available to CBP personnel, facilitating IPR seizures by CBP. CBP uses recordation information to actively monitor shipments and prevent the importation or exportation of infringing goods. For more information please visit: http://iprs.cbp.gov/. For additional information, please e-mail at hqiprbranch@dhs.gov or call (202) 325-0020.

Intellectual Property Rights (IPR) Continuous Sample Bond CBP established a new continuous bond option for Intellectual Property Rights (IPR) sample bonds. Under CBP regulations, CBP may provide samples of certain merchandise suspected of bearing infringing trademarks, trade names, or copyrights of imports seized for such violations, to trademark, trade name, and copyright owners. A sample bond template can be downloaded at: http://www.cbp.gov/xp/cgov/trade/trade_programs/bonds/ipr_bonds_samples/. For additional information, please contact CBP's Revenue Division, Office of Finance by e-mail at: cbp.bondquestions@dhs.gov, or by phone at (317) 614-4880 or by fax at (317) 614-4517.

Intellectual Property Rights (IPR) Help Desk can provide information and assistance for a range of IPR related issues including: IPR border enforcement procedures, reporting allegations of IPR infringement, assistance for owners of recorded IPRs to develop product identification training materials, and to assist officers at ports of entry in identifying IPR infringing goods. To reach the CBP IPR Help Desk, please call at (562) 980-3119 ext. 252, or e-mail at ipr.helpdesk@dhs.gov.

Intellectual Property Rights (IPR) and Restricted Merchandise Branch oversees the IPR recordation program and provides IPR infringement determinations and rulings. For legal questions about CBP's IPR recordation program, please e-mail at: hqiprbranch@dhs.gov, or call (202) 325-0020.

Intellectual Property Rights (IPR) U.S. – EU Joint Brochure and Web Toolkit for Trademark, Copyright Owners To promote strong and effective border enforcement of Intellectual Property Rights, CBP and Customs Officials in the European Union have jointly developed a brochure and Web toolkit to assist intellectual property owners in working with Customs to enforce their rights and to prepare information to help U.S. and E.U. Customs Agencies determine whether goods are counterfeit or pirated. To access the Protecting Intellectual Property Rights at Our Borders brochure, please visit: http://www.cbp.gov/linkhandler/cgov/trade/priority_trade/ipr/pubs/cpg_final_090306.ctt/cpg_final_090306.pdf. To access the Toolkit, please visit: http://www.cbp.gov/linkhandler/cgov/trade/priority_trade/ipr/pubs/cpg_final_090306.ctt/cpg_final_090306.pdf For additional questions or concerns, please contact the IPR Help Desk by e-mail, ipr.helpdesk@dhs.gov or phone, (562) 980-3119 ext. 252.

CBP Laboratories and Scientific Services coordinates technical and scientific support to all CBP trade and border protection activities. For more information, please visit http://www.cbp.gov/xp/cgov/trade/automated/labs_scientific_svcs/.

National Gang Intelligence Center is a multi-agency effort that integrates the gang intelligence assets of Federal, State, and local law enforcement entities to serve as a centralized intelligence resource for gang information and analytical support. The mission of the NGIC is to support law enforcement agencies through timely and accurate information sharing and strategic/tactical analysis of Federal, State, and Local law enforcement intelligence focusing on the growth, migration, criminal activity, and association of gangs that pose a significant threat to communities throughout the United States. The NGIC concentrates on gangs operating on a national level that demonstrate criminal connectivity between sets and common identifiers and goals. Because many violent gangs do not operate on a national level, the NGIC will also focus on regional-level gangs. The NGIC produces intelligence assessments, intelligence bulletins, joint agency intelligence products, and other non-standard

intelligence products for our customers. For more information, please contact the NGIC, (703) 414-8600.

Private Aircraft Travel Entry Programs The *Advance Information on Private Aircraft Arriving and Departing the United States* final rule requires that pilots of private aircraft submit advance notice and manifest data on all persons traveling on board.   Required information must be submitted to CBP via an approved electronic data interchange system no later than 60 minutes prior to departure. The CBP.gov web site offers information about current CBP policies, regulations, documentary requirements, and ports of entry. For more information, please visit http://www.cbp.gov/xp/cgov/travel/. For additional questions or concerns, please contact CBP via e-mail at Private.Aircraft.Support@dhs.gov.

Secure Freight Initiative (SFI) and Importer Security Filing and additional carrier requirements (10+2) The Secure Freight Initiative (SFI), through partnerships with foreign governments, terminal operators, and carriers enhances DHS's capability to better assess the security of U.S.-bound maritime containers by scanning them for nuclear and other radioactive materials before they are laden on vessels bound for the United States. For the domestic CBP officers, SFI provides additional data points that are used in conjunction with advanced data, such as 24-hour rule information, 10+2, Customs-Trade Partnership Against Terrorism information, and the Automated Targeting System to assess the risk of each container coming to the United States. For more information, please visit http://www.cbp.gov/xp/cgov/trade/cargo_security/secure _freight_initiative/, or e-mail questions to securefreightinitiative@dhs.gov.

CBP Trade Outreach The Office of Trade Relations supports communications between CBP and the private sector, and provides information for new importers, exporters and small businesses. For more information, please visit http://www.cbp.gov/xp/cgov/trade/ trade_outreach/.

Trade Trends The U.S. Customs and Border Protection (CBP) "Trade Trends" report is produced biannually and features graphical analysis and trade highlights. While U.S. Census Bureau has been producing monthly trade

statements at the aggregate level, this report is designed to trace major trade patterns and their impact on CBP workload and initiatives, as defined in the "CBP Trade Strategy". For more information please visit http://www.cbp.gov/xp/cgov/trade/trade_outreach/trade _strategy/.

Trusted Traveler Programs (TTP) include FAST-Driver, NEXUS, SENTRI, and Global Entry. TTP provide expedited travel for pre-approved, low risk travelers through dedicated lanes and kiosks (NEXUS at Canadian Pre-Clearance ports). Program members received RFID embedded cards that facilitate border processing by confirming membership, identity, and running law enforcement checks.   For more information about a CBP's trusted traveler programs, please visit http://www.cbp.gov/xp/cgov/travel/trusted_traveler/.

Visa Waiver Program (VWP) enables citizens and nationals from 36 countries to travel to and enter the United States for business or visitor purposes for up to 90 days without obtaining a visa. For more information about the Visa Waiver Program, please visit http://www.cbp.gov/ xp/cgov/travel/id_visa/business_pleasure/vwp/.

Western Hemisphere Travel Initiative (WHTI) requires all travelers, U.S. citizens and foreign nationals, to present a passport or other acceptable documents that denote identity and citizenship when entering the United States. For more information about WHTI, please visit: http://www.getyouhome.gov/, or contact CBP Customer Service at (877)227-5511 or (703) 526-4200, TDD: (866) 880-6582.