

Securing and Managing Our Borders

A safe and secure homeland requires that we maintain effective control of our air, land, and sea borders. Secure, well-managed borders must not only protect the United States against threats from abroad; they must also expedite the safe flow of lawful travel and commerce. We must achieve effective control of the physical borders and approaches to the United States, we must work together to look beyond our borders to identify and disrupt threats before they reach our shores, and we must disrupt and dismantle transnational criminal and terrorist organizations that smuggle or traffic people, illicit goods, or the proceeds of crime across the U.S. border, and commit violent acts.

Border Security

1-800 BE ALERT The public can report suspicious activity to the U.S. Customs and Border Protection 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.

CBP Newsroom, News Magazine and Alerts compiles the latest information on noteworthy occurrences documenting apprehensions of criminals, seizures of illegal drugs, rescues missions, and many other agency success stories from around the country. These highlights can be found at <http://www.cbp.gov/xp/cgov/newsroom/>. CBP also publishes a news magazine: http://www.cbp.gov/xp/cgov/newsroom/publications/frontline_magazine/ and advisories/alerts for travelers and the trade community: <http://www.cbp.gov/xp/cgov/newsroom/advisories/>.

DHS Center of Excellence: National Center for Border Security and Immigration (NCBSI), co-led by the University of Arizona at Tucson and the University of Texas El Paso, conducts research and develops educational activities through the development of technologies, tools and advanced methods to balance immigration and trade with effective border security, as well as assessing threats and vulnerabilities, improving surveillance and screening, analyzing immigration trends, and enhancing policy and law enforcement efforts. For more information, see <http://www.borders.arizona.edu/> and

<http://uids.utep.edu/> or contact universityprograms@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, visit <https://apps.cbp.gov/eallegations/>, or contact the Commercial Targeting and Enforcement, Office of International Trade at: (800) BE-ALERT (800-232-5378).

Highway and Motor Carrier First Observer™ Call-Center "First Observer" trained specialists serve as the first line of communication for all matters related to this anti-terrorism and security awareness program. Well trained responders provide nationwide first responder and law enforcement contact numbers and electronic linkage to registered participants. Reported caller information is entered into a secure reporting system that allows for an electronic transfer to the Information Sharing and Analysis Center (ISAC) for further investigation by industry analysts. The call center may also be utilized during an incident of national significance. Call the center 24 x 7 (888) 217-5902. For more information, see www.firstobserver.com.

Homeland Security Investigations (HSI) Tip-line is a 24x7 centralized intake center established to receive tips from the public and law enforcement. The Tip-line receives, analyzes, documents, and disseminates tip information regarding more than 400 laws enforced by the Department of Homeland Security (DHS). Highly trained intelligence research specialists have the knowledge and experience to quickly disseminate actionable leads to the responsible DHS

field office, both in the United States and to HSI Attaché offices around the world. With broad access to law enforcement and commercial computer databases, Tip-line specialists can enhance tip information prior to forwarding to the responsible field office. With real-time access to interpreter services, information can be collected using more than 300 languages. The Tip-line also has the ability to quickly connect federal, state, local, and tribal law enforcement officers with their local HSI duty agent. To contact the HSI Tip-line, call toll free (866) 347-2423 or use the internet-based HSI Tip Form at www.ice.gov/tips. Also available is a "widget" that can be placed on the websites of partner organizations and companies to allow for one-click access to the HSI Tip Form.

ICE National Border Enforcement Security Task Force (BEST) Unit (NBU) ICE Homeland Security Investigations (HSI) in partnership with CBP, federal, international, state, and local law enforcement agencies, expanded its ongoing Border Crimes Initiative by creating a multi-agency initiative called the BEST. The program is designed to identify, disrupt, and dismantle organizations that seek to exploit vulnerabilities along the U.S. borders and threaten the overall safety and security of the American public. The BESTs are designed to increase information sharing and collaboration among the participating agencies, focusing toward the identification, prioritization, and investigation of emerging or existing threats. For more information, see <http://www.ice.gov/best/>.

Project Shield America (PSA) is the first line of defense against those who compromise U.S. national security by violating export laws, sanctions and

embargoes. Specifically, the ICE Counter-Proliferation Investigations Unit reaches out to applicable high-tech industries to monitor weapons of mass destruction and their components that are potential targets for illegal trafficking. Through PSA, ICE works in partnership with U.S. Customs and Border Protection and U.S. companies that manufacture, sell or export strategic technology and munitions. For more information, see <http://www.ice.gov/project-shield/> or contact ICE Headquarters, PSA Program Manager at (202) 732-3765 or (202) 732-3764.

Trade Facilitation

Anti-dumping Countervailing Duties Search

(ADD/CVD) is a searchable database of antidumping and countervailing duty messages that can be retrieved based on simple or complex search characteristics using keywords and Boolean operators. For more information, see <http://addcvd.cbp.gov/index.asp?ac=home>

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, 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. For more information about AMS, visit http://www.cbp.gov/xp/cgov/trade/automated/automated_systems/ams/.

Automated Commercial Environment (ACE) is the U.S. 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 is part of a multi-year CBP modernization effort and is being deployed in phases, and will eventually replace the Automated Commercial System (ACS), the current import processing system. For more information about ACE, visit <http://www.cbp.gov/xp/cgov/trade/automated/modernization/>.

Automated Commercial Environment (ACE)

National Help Desk provides customer technical support services 24 hours a day, 7 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, call (800) 927-8729.

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, see http://www.cbp.gov/xp/cgov/trade/automated/automated_systems/acs/ or contact (571) 468-5000.

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, see http://www.cbp.gov/xp/cgov/trade/automated/automated_systems/client_reps.xml or (571) 468-5000.

CBP INFO Center Self Service Q&A Database is a searchable database with over 600 answers to 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, 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.

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, visit http://www.cbp.gov/xp/cgov/trade/trade_outreach/.

Customs Rulings Online Search System (CROSS) is a searchable database of CBP rulings that can be retrieved based on simple or complex search characteristics using keywords and Boolean operators. CROSS has the added functionality of CROSS referencing rulings from the initial search result set with their modified, revoked or referenced counterparts. Rulings collections are separated into Headquarters and New York and span the years 1989

to present. Collections can be searched individually or collectively. For more information, see <http://rulings.cbp.gov/index.asp?ac=about>

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. Through this initiative, businesses 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, visit http://www.cbp.gov/xp/cgov/trade/cargo_security/ctpat/. For questions or concerns, contact the CBP Industry Partnership Program at (202) 344-1180 or industry.partnership@dhs.gov.

Importer Self Assessment – Product Safety Pilot (ISA-PS) CBP and the Consumer Product Safety Commission (CPSC) developed this self-assessment for importers to prevent unsafe imports from entering the U.S. For more information, visit http://www.cbp.gov/xp/cgov/trade/trade_programs/importer_self_assessment/isa_safety_pilot.xml.

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. 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/.

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. For more information, see http://www.cbp.gov/xp/cgov/trade/legal/informed_compliance_pubs/.

Trade Trends 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, visit http://www.cbp.gov/xp/cgov/trade/trade_outreach/trade_strategy/.

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

Travel Facilitation

Border Entry Wait Times Customs and Border Protection’s (CBP) RSS feeds of border wait times make it easier to view air and land border wait times through a desktop RSS reader as well as on electronic devices, such as smart phones. For more information, visit <http://apps.cbp.gov/bwt/>.

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

Global Entry, one of the CBP trusted traveler programs, allows pre-approved, low-risk travelers expedited clearance upon arrival into the U.S. 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, visit

www.globalentry.gov, apply online at <https://goes-app.cbp.dhs.gov/>, or contact cbp.goes.support@dhs.gov (866) 530-4172.

Traveler Redress Inquiry Program (DHS TRIP) provides a single point of contact for individuals who have inquiries or seek resolution regarding difficulties they experienced during their travel screening at airports, at train stations, or crossing U.S. borders. To initiate an inquiry, log onto the DHS TRIP website, www.dhs.gov/trip. For more information, contact the TSA Contact Center, (866) 289-9673.

Trusted Traveler Programs (TTP) provide expedited travel for pre-approved, low risk travelers through dedicated lanes and kiosks upon arrival in the U.S. These programs include NEXUS, SENTRI, FAST (for commercial drivers), and Global Entry. NEXUS, SENTRI, and FAST program members receive technology-enabled credentials while Global Entry members use their passport. All of the programs facilitate border processing by confirming membership, identity, and running law enforcement checks. For more information about trusted traveler programs, visit http://www.cbp.gov/xp/cgov/travel/trusted_traveler/.

Western Hemisphere Travel Initiative (WHTI) requires citizens of the U.S., Canada, and Bermuda to present a passport or other acceptable document that denotes identity and citizenship when entering the U.S. For more information about WHTI, visit <http://www.getyouhome.gov/>, or contact CBP INFO Center at (877) 227-5511 or (703) 526-4200, TDD: (866) 880-6582.