

# **TRAVELER VERIFICATION SERVICE**

## **STANDARD OPERATING PROCEDURE**



**U.S. Customs and Border Protection**

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(b) (7)(E)



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## 1 Purpose

The Traveler Verification Service (TVS) Standard Operating Procedure (SOP) provides operational and enforcement guidance to U.S. Customs and Border Protection (CBP) Officers working outbound passenger enforcement and inspection operations. The policies and procedures outlined in this document relate specifically to operations during an outbound flight in which the TVS is deployed.

## 2 Background

This document supersedes the Departure Verification System (DVS) SOP. DVS was the operationalization of the Departure Information Systems Test (DIST), which tested the ability of CBP systems to compare images of travelers departing the U.S. against images within government holdings. Government holdings, such as U.S. passports and visa photos, are pulled to create a manifest gallery of photos, which are then used to match against passengers traveling outbound to biometrically confirm departure. DVS had two significant enhancements over DIST; the confirmation of travelers' outbound crossings and real time matching responses by the camera.

TVS will include two additional enhancements over DVS. The first enhancement is the creation of an (b) (7)(E) of travelers (b) (7)(E). The second enhancement is the capability of the camera (b) (7)(E) (b) (7)(E).

TVS technology includes the biometric exit application on the (b) (7)(E) platform. The deployed biometric capture device (the camera) and the Biometric Exit Mobile Application (BEMA) together are capable of the following:

- Provides (b) (7)(E)
- Provides (b) (7)(E)
- Provides the capability to capture a traveler's fingerprints for identity verification;
- Provides the capability to biographically or biometrically query a traveler's record; and
- Provides the capability to biographically or biometrically confirm the departure of a traveler from the United States.

## 3 Policy

Prior to boarding, the Passenger Analytical Unit (PAU) or other designated team will review the port of entry (b) (7)(E). Any traveler whose record is promoted to the (b) (7)(E) (b) (7)(E) either systematically or by the National Targeting Center (NTC), will be reviewed by the PAU to determine what action, if any, is appropriate. This document will identify which enforcement scenarios will require an exit enforcement action and under which circumstances.

If during TVS operations the identity of a traveler cannot be determined, the CBP Officer will use alternative methods to verify that traveler's identity. Once the identity of the traveler is verified and there are no enforcement concerns, the CBP Officer may allow the traveler to board the flight.

If the identity of the traveler cannot be verified, if the traveler is found to have Entered Without Inspection (EWI), or if the traveler is found to be presenting a fraudulent document, the CBP Officer will perform enforcement actions as outlined in this document.

## 4 Authorities and References

The 1996 Illegal Immigration Reform and Immigrant Responsibility Act (IIRIRA, Public Law No. 104-208) called for the creation of an automated system to record arrivals and departures of non-citizens at all air, sea, and land ports of entry. The 2002 Enhanced Border Security and Visa Entry Reform Act (EBSVERA, Public Law No. 107-173), the Intelligence Reform and Terrorism Prevention Act of 2004 (IRTPA, Public Law No. 108-458), and the Implementing Recommendations of the 9/11 Commission Act of 2007 (Public Law No. 110-53) all called for the creation of a nationwide, biometric entry/exit system.

## 5 Responsibilities

### 5.1 Port Director

The Port Director or designee is responsible for the following:

- Assign appropriate staff to facilitate and ensure enforcement per this SOP of TVS operations;
- Ensure anyone assigned to TVS operations receive appropriate training; and
- Ensure that technical devices and communication materials related to the operation are properly secured.

The Port Director or designee will have the discretion to waive TVS operations in instances where operations will delay flight departure.

### 5.2 Passenger Analytical Unit

The PAU (unless another unit is designated) will review the (b) (7)(E) of each TVS flight. If research confirms (b) (7)(E) If research confirms that the record was promoted to the (b) (7)(E) in error, the (b) (7)(E) event should be closed out. Other biographic alerts (b) (7)(E) (b) (7)(E) should be researched as per port policy.

## 6 Procedures

### 6.1 Prior to Boarding - Passenger Analytical Unit

Prior to boarding, the PAU or other designated team should analyze the flight manifest to identify biographic alerts and suspected EWIs. Biographic alerts on travelers for (b) (7)(E) (b) (7)(E) are currently placed on the (b) (7)(E) and may require an enforcement examination. (b) (7)(E) PAU will research the traveler's crossing history to make a determination (b) (7)(E) (b) (7)(E) (b) (7)(E) If the PAU pushes the record to the BEMA, the officer will (b) (7)(E) (b) (7)(E) when the traveler's photo is captured.

## 6.2 At the Departure Gate

Prior to boarding, the TVS will be set up at the gate. This includes:

- Set up of the stanchions and communication material;
- Set up of equipment; and
- Logging into the system.

The CBP Officer will review (b) (7)(E)

(b) (7)(E)

(b) (7)(E) In some cases, an EWI will not have a photo with an alert. When this occurs the traveler's photo will not match when captured. Refer to Section 6.4 for EWI processing. Refer to Section 7 for exception processing.

## 6.3 Boarding

- As boarding begins, the traveler presents his/her boarding pass to a document reader.
- The boarding pass is read, and the traveler's photo is captured. If necessary, assistance should be provided to the traveler.
- Once a suitable image is captured and matched, a (b) (7)(E) will flash on the camera. This is the indication that the traveler may proceed to the aircraft.
- If the camera is unable to capture a satisfactory image within a configurable amount of time, (b) (7)(E) will flash. A second attempt should then be made to capture the image. If (b) (7)(E) is received again, the BEMA device should be used to biographically confirm non-U.S. citizen travelers' departure from the United States by querying the traveler's passport. Refer to Section 7 for Exception Processing.
- If the camera is unable to verify the identity of a traveler for any reason, to include not being able to match to a photo in the gallery or (b) (7)(E) (b) (7)(E) In this instance, the CBP Officer will escort the traveler to a designated area for processing.

## 6.4 EWI Processing

For travelers suspected of having entered without inspection:

- Review the traveler's passport for entry stamps and/or visa
- Ask if the traveler is an LPR or has another reason for not having proof of an entry
- Swipe passport using the BEMA device
- Review (b) (7)(E) information
  - Ensure biographic information (Name, DOB, etc.) displays correctly
  - Review last entry (if any)
  - Review (b) (7)(E) (if any)
- Click (b) (7)(E)
  - Collect Right Index print
  - Collect Left Index print
  - Submit prints by (b) (7)(E)
- Review (b) (7)(E) results on (b) (7)(E) screen
  - If a first encounter EWI, (b) (7)(E) message will display
  - Review (b) (7)(E) if any
- Question the traveler

- Use the (b) (7)(E) feature in BEMA to take a photograph of the traveler.
  - Click on (b) (7)(E) and review results
  - Select (b) (7)(E)
    - Select (b) (7)(E) if there is no information that warrants further inspection or removal from the flight.
    - Select (b) (7)(E) if the traveler should be removed from the flight because there is information that warrants further inspection at the FIS.
      - This option should only be used if there is a reason why the traveler should not be allowed to self deport.
  - Follow the prompts to select the appropriate disposition, i.e. (b) (7)(E)
    - Select additional disposition(s), if applicable, e.g. (b) (7)(E) etc.
  - Follow the prompts to enter the responses to the interview questions in the (b) (7)(E)
  - Tap (b) (7)(E) to complete the transaction.
- After the (b) (7)(E) displays, the CBPO is ready to process the next traveler.

## 6.5 Post Boarding

After each flight, the equipment and the communication materials will be stored.

## 7 Exception Processing

### 7.1 Alternate process for identity verification

Alternate processing may require the use of the BEMA device, as discussed below. Use of the BEMA device requires training, either from the BE-Mobile Project Team or from a local user of the BEMA device who is skilled in the use and operation of the technology as well as provisioning for the BEMA application. For additional guidance on use and special encounters, such as travelers who overstayed the duration of their visa or who entered the country without an inspection, see the *Biometric Exit-Mobile Standard Operating Procedure*.

#### 7.1.1 United States Citizens or Travelers Exempt<sup>1</sup> from Biometric Collection

If the TVS is unable to verify the identity of a traveler for any reason, an attempt should be made to verify the traveler's identity using alternate methods, such as reviewing the travel documents. If the CBP Officer is satisfied that the U.S. citizen traveler is the true bearer of the presented documents, he/she will allow the traveler to board; no BEMA confirmation is required.

#### 7.1.2 Non-U.S. Citizens

If the TVS is unable to verify the identity of a non-U.S. citizen traveler, the CBP Officer will use the BEMA device to determine the reason for the (b) (7)(E) and, if allowed to board, both biographically and biometrically confirm the traveler's departure from the United States. The CBP Officer will begin the alternate processing by (b) (7)(E)

(b) (7)(E) The CBP Officer will then follow the normal BEMA process flow to collect and query the traveler's fingerprints. Once results are returned, the CBP Officer can review those results while interviewing the passenger to determine their immigration status in the United States. If

<sup>1</sup> In-scope status is defined under 8 CFR 235.1(f)(1)(ii) to (iv) for entry and 8 CFR 215.8(a)(2)(i) to (iv) for exit.

the traveler has any derogatory records, (b) (7)(E)

(b) (7)(E) The CBP Officer should also run the (b) (7)(E) to determine if there are any additional derogatory records associated with the traveler's biographic or biometric information.

If the CBP Officer is satisfied that there is no reason to withhold boarding from the traveler, he or she will conclude the examination, select the (b) (7)(E) option, and allow the traveler to board the plane. Upon closing the inspection, the BEMA device will automatically confirm the traveler's departure on the manifest in APIS, create a TECS encounter record and an IDENT biometric exit record, and enroll the fingerprints in IDENT if the traveler's fingerprints have not previously been encountered.

If there are derogatory hits, the CBP Officer must adjudicate them, as follows:

- If it is determined that a traveler has entered the country without inspection and there are no additional enforcement concerns, the CBP Officer will, allow the traveler to board the flight. After the CBP Officer returns to their work station, the CBP Officer will (b) (7)(E) (b) (7)(E)
- If the traveler is determined to be in possession of a fraudulent travel document or has derogatory records that would prohibit departure, the traveler will not be permitted to board and the CBP Officer will conclude the examination with BEMA by selecting the (b) (7)(E) option. The CBP Officer will then escort the traveler to the secondary area of the Federal Inspection System for adjudication per existing policy, and notify the airline to offload and retrieve the traveler's baggage. When the (b) (7)(E) option is selected, a (b) (7)(E) (b) (7)(E)

## 7.2 Travelers with Disabilities

Some travelers with disabilities are escorted and assisted by airline personnel, wheelchair service providers, and/or family members. Others may be traveling without escort or assistance.

- For travelers using a wheelchair, the traveler should be instructed to present themselves to the TVS technology for photo capture; the traveler is not required to stand.
- Some travelers with vision, hearing, or other disabilities may need instructions from a CBP Officer. If, in the opinion of the CBP Officer the traveler is unable to complete the tasks necessary to present his or herself to the TVS technology the CBP Officer may excuse the traveler from participation. In this case refer to section 7.1 of this document for procedures.

## 7.3 Travelers with Limited English Proficiency

Some travelers may not be proficient enough in English to understand directions and questions. In these cases, the CBP Officer should attempt to assist the traveler. If the CBP Officer is not able to direct the traveler to the TVS technology, the CBP Officer may use the BEMA device or excuse the traveler from participation. In this case refer to section 7.1 of this document for procedures.

## 7.4 Travelers with Religious Head Wear

For travelers with religious headwear with their face visible, no action on the part of the CBP Officer is required as the TVS technology will adjust. For travelers with religious headwear that



covers their face, officer discretion may be used consistent with CBP Policy. If the TVS technology is unable to capture an image of the traveler's face the CBP Officer may excuse the traveler from participation, or manually verify the travel document. In this case refer to section 7.1 of this document for procedures.

### 7.5 Age Restrictions

If a traveler appears to be too young or old to have biometrics captured (younger than 14 or older than 79), the CBP Officer may ask the traveler's age. If the officer is satisfied that the traveler does not meet the listed criteria, they may allow the traveler to proceed at their discretion without providing biometrics. In this case refer to section 7.1 of this document for procedures.

### 7.6 U.S. Uniformed Military Personnel

If a member of the U.S. military requests to be excluded, the CBP Officer may excuse the traveler from participation, provided they are traveling on orders and produce valid military ID. In this case refer to section 7.1 of this document for procedures.

### 7.7 Surgical/Medical Masks

For travelers wearing surgical/medical masks, no action on the part of the CBP Officer is required. If the TVS technology is unable to capture an image of the traveler's face and the traveler refuses to remove the surgical mask, the CBP Officer may excuse the traveler from participation. In this case refer to section 7.1 of this document for procedures.

### 7.8 Travelers Who Refuse To Participate

If the traveler is a U.S. citizen and refuses to participate, the CBP Officer will conduct a cursory review of the U.S. passport to ensure that the traveler is in possession of valid travel documents. If the CBP Officer is satisfied that the traveler is the true bearer of valid travel documents, the traveler should be allowed to board the flight.

If a non-U.S. citizen traveler refuses to participate for any reason, inform the traveler that participation is mandatory. Provide the traveler with a tear sheet, which explains the operation, and refer the traveler to a CBP officer for manual processing.

If there is a concern regarding the authenticity of the travel document, the CBP Officer should analyze the documents utilizing all available tools.

### 7.9 Equipment Failure

If equipment does not work, the CBP Officer should notify his or her supervisor immediately and suspend operations until the problem is resolved. The Supervisory CBP Officer should contact the port Field Technology Officer (FTO) immediately.