



**U. S. Customs and Border Protection**  
**Biometric Air Exit**  
**Business Requirements**

Version 1.1

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**Approvals**

(b) (6)

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Approved by:

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Date

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Planning, Program Analysis and Evaluation  
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U.S. Customs and Border Protection

**Revision Summary**

| Version | Date               | Remarks                 |
|---------|--------------------|-------------------------|
| 1.0     | September 19, 2018 | Initial draft developed |
| 1.1     | November 1, 2018   | Updated                 |
|         |                    |                         |

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## **1. Introduction**

### *1.1 Background*

U.S. Customs and Border Protection's (CBP) "Traveler Verification Service" (TVS) offers a process for compliance with the pre-departure clearance of passengers under the Intelligence Reform and Terrorism Prevention Act. The TVS uses facial recognition software in a cloud environment to match traveler photos taken at the airport with facial photos maintained in U.S. Government holdings. Business sponsor participation in TVS is voluntary and is not mandated by CBP. Furthermore, TVS is designed to facilitate business sponsor procured and maintained infrastructure to efficiently and effectively fulfill the biometric exit requirement for in-scope passengers. It shall not be the sole method of complying with this requirement. Through partnerships with various business sponsors, CBP is facilitating a large-scale transformation that will facilitate air travel, while making it more secure in fulfillment of DHS mission responsibilities.

### *1.2 Purpose*

The purpose of this document is to identify the business requirements for airlines and airport authorities to participate in Biometric Air Exit.

## **2. Definitions**

| <b>Term</b>                   | <b>Definition</b>                                     |
|-------------------------------|---|
| Declared Outage               | There is a known outage to biometric matching systems |
| Failure to Capture            | Image capture was unsuccessful                        |
| Match                         | Passenger photo successfully matched to gallery       |
| Non-match                     | Passenger photo did not successfully match to gallery |
| Exception Processing Required | Passenger requires additional verification            |

## **3. Business Requirements**

This section describes the business requirements for Biometric Air Exit. The term 'system' in Section 3 refers to any physical equipment and/or any interface associated to the Biometric Air Exit process.

| # | Requirement   | Comments   |
|---|---|--|
| 1 | The business sponsor and its systems integrator must adhere to the requirements and timelines outlined in this document and the on-boarding guide below.  | A business sponsor is an airline and/or airport authority that facilitates the use of the Traveler Verification Service (TVS) to implement Biometric Exit.   |
| 2 | The business sponsor must return a signed copy of this document's acknowledgement page. The acknowledgment confirms receipt of the program's business requirements and records the business sponsor's agreement to comply with the requirements.  | Any TVS-related contract between a business sponsor and another organization (e.g., a systems integrator, vendor, or other third party) must contain flow down language that ensures compliance with all relevant business requirements and technical reference guides.  |
| 3 | The business sponsor and its systems integrator must submit and receive approval for a proposal, which incorporates the use of TVS. For approval, the business sponsor is required to submit information including schedules for development, network engineering, testing, and deployment plans. In addition, the business sponsor must provide CBP with the camera's manufacturer information to include name, model, serial number, and firmware versioning. | The TVS Technical Reference Guide contains specific requirements. Any required infrastructure and equipment must be procured and maintained by the business sponsor and/or its vendor.   |
| 4 | The business sponsor must provide the required power for use of TVS, as well as reliable and secure network access (e.g., high-speed internet and/or cellular).   | The TVS Technical Reference Guide contains specific internet requirements. Cellular networks are also required to support CBP Officer mobile devices that will be used to perform exception processing of travelers.   |
| 5 | The business sponsor and all relevant third parties (e.g., airlines and port authorities) must comply with applicable DHS/CBP privacy policies and compliance documentation. Business sponsors and participating organizations should ensure their own privacy policies and notices are updated.  | The TVS Privacy Impact Assessment contains a complete list of applicable privacy policies (e.g., posting DHS-branded signs, distribution of tear sheets, and facilitation of exemption processing for opt-out and out-of-scope travelers). This information can be found at: <a href="https://www.dhs.gov/publication/department-information-systems-test">https://www.dhs.gov/publication/department-information-systems-test</a> |
| 6 | Any photos taken to facilitate TVS matching in any environment must not be stored and/or retained by the business sponsor or its systems integrator/vendor. All photos must be immediately purged following transmission to CBP's TVS. The business sponsor's system (including its systems integrator) must provide a mutually agreeable method by which CBP is able to audit compliance with this requirement.  | CBP will consider requests by the business sponsor to retain the Advanced Passenger Information System Unique Identification Number and matching result (assuming compliance with DHS/CBP privacy requirements).   |

| #       | Requirement  | Comments   |        |         |      |            |  |        |       |      |         |     |     |  |     |     |  |
|---------|--|--|--------|---------|------|------------|--|--------|-------|------|---------|-----|-----|--|-----|-----|--|
| 7       | Any public communications regarding TVS performance or CBP's Biometric Exit program must be coordinated with CBP prior to release to the public or media. Any marketing campaigns and multimedia content related to CBP, TVS, or the Biometric Exit Program must be approved in advance and in writing by CBP.   | Public releases that do not reference CBP or any of its programs and systems (such as TVS) do not require CBP coordination or approval.  |        |         |      |            |  |        |       |      |         |     |     |  |     |     |  |
| 8       | To provide a consistent passenger experience, all TVS-enabled equipment throughout the traveler continuum must apply a set of consistent traveler-facing indicators. The following indicators must be used and visible to both travelers and airline/CBP staff:  | CBP will consider requests by the business sponsor to alter the defined list of indicators.  |        |         |      |            |  |        |       |      |         |     |     |  |     |     |  |
|         | <table border="1"> <thead> <tr> <th>Color</th> <th>Symbol</th> <th>Meaning</th> </tr> </thead> <tbody> <tr> <td>Blue</td> <td rowspan="5" style="text-align: center; vertical-align: middle;">(b) (7)(E)</td> <td></td> </tr> <tr> <td>Yellow</td> </tr> <tr> <td>Green</td> </tr> <tr> <td>Pink</td> </tr> <tr> <td>(b) (5)</td> <td>TBD</td> <td>TBD</td> </tr> <tr> <td></td> <td>TBD</td> <td>TBD</td> </tr> </tbody> </table>   | Color  | Symbol | Meaning | Blue | (b) (7)(E) |  | Yellow | Green | Pink | (b) (5) | TBD | TBD |  | TBD | TBD |  |
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| Blue    | (b) (7)(E)   |  |        |         |      |            |  |        |       |      |         |     |     |  |     |     |  |
| Yellow  |  |  |        |         |      |            |  |        |       |      |         |     |     |  |     |     |  |
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|         | TBD  | TBD  |        |         |      |            |  |        |       |      |         |     |     |  |     |     |  |
| 9       | Any system log files associated with a TVS-enabled biometric exit solution must be approved by CBP to ensure compliance with DHS and CBP privacy and security policy.  | The log files may be subject to select privacy and security policies depending on their content, retention period, and purpose.  |        |         |      |            |  |        |       |      |         |     |     |  |     |     |  |
| 10      | In the event that a U.S. citizen does not match through TVS, the airline personnel (or its designee) at the boarding gate should verify the traveler's identity against his/her U.S. passport, before permitting the traveler to board the aircraft. If there is any concern about the authenticity of the U.S. passport, or any concerns that the traveler presenting the U.S. passport is not the true bearer of the document, CBP can be contacted to adjudicate the matter. For non-U.S. citizens who do not match through TVS, CBP should be contacted for adjudication. CBP will respond as soon as operationally possible. Operating under its own authorities and business processes, the airline can choose to not board the traveler if the traveler's identity is not adjudicated by CBP in time to allow for a timely departure. | The business sponsor and all relevant airlines must ensure all boarding gate personnel operating international departure boarding gates are trained on alternative manual processing for persons who do not match through TVS. |        |         |      |            |  |        |       |      |         |     |     |  |     |     |  |

| #  | Requirement  | Comments   |
|----|--|--|
| 11 | Pursuant to their contractual or other business relationship with travelers, airline business sponsors may mandate that in-scope travelers provide a photo for TVS matching as part of their international departure boarding process. The business sponsor must comply with the biometric exit requirement for in-scope travelers. Airline personnel boarding travelers should assist travelers in complying with the biometric exit requirements. Any attempts to deceive the system (e.g., spoofing and intentional failure) should immediately be reported to CBP. | As it pertains to the biometric exit requirement, U.S. citizens, Canadian citizens, children, and the elderly are currently out-of-scope. In the event that any of these categories of travelers decline to be photographed (i.e., opt out from using TVS), the airline may execute alternative manual processing. All other foreign nationals are required to submit their biometrics to the U.S. Government. Business sponsors are not mandated to collect biometrics if an in-scope traveler declines to participate in the biometric process. The airline should advise the traveler of repercussions of not complying with biometric requirements (i.e., visa/ESTA revocation, etc.). In the event that an in-scope traveler elects to not participate in a TVS enabled boarding process, the airline must notify CBP. CBP will respond as soon as operationally possible. The airline may choose to not board the traveler if CBP does not arrive in time to allow for a timely departure. |
| 12 | Airlines must ensure all flight schedules and departure times are updated within the relevant systems as soon as possible.   | TVS is designed to ensure galleries are staged and removed "just in time." Therefore, if a flight is significantly delayed without a corresponding update with a new departure time, biometric exit processing/boarding may not be available.  |
| 13 | For TVS performance standards, the TVS Technical Reference Guide contains requirements for system scalability, availability, and maintainability.  | The TVS Technical Reference Guide states "Reliable, high-speed internet access is required. A hard-wired connection is preferred, but high speed wireless will be adequate if the connection can be made reliable."  |
| 14 | CBP must be allowed to review and/or audit any code, encryptions, network connections and any other TVS related technical specifications.  |  |
| 15 | The business sponsor must post CBP approved signage at locations proximal to collection of biometrics in order to provide travelers notice that their photographs are being taken and for what purposes.   |  |

| #  | Requirement  | Comments  |
|----|--|---|
| 16 | CBP will distribute TVS performance data to the business sponsor (and relevant Biometric Exit Program stakeholders) on an agreed upon frequency that is operationally sustainable.   |   |
| 17 | CBP must be notified of any cybersecurity related incidents that occur on networks and hardware maintained by airport authorities and airlines which are integrated with CBP's TVS. All known or suspected incidents shall be promptly reported to the CBP Biometric Exit Program Office and CBP Security Operations Center (b) (7)(E)   | This requirement commences immediately once TVS integration is operational.   |
| 18 | Business sponsors are responsible for ensuring their participation in any TVS-related program is done in compliance with applicable laws and its relevant contracts. This includes any decision to integrate an e-gate into the biometric exit solution (e.g., the business sponsor must confirm such equipment is compliant with applicable fire code, the Americans with Disabilities Act, etc.).  |   |
| 19 | All maintenance of the equipment provided by the Business Sponsor or relevant stakeholder in support of the TVS-related program is the responsibility of that business sponsor and/or the relevant participating stakeholders. All maintenance personnel are required to meet all airport security screening requirements which include criminal history, background, and fingerprint check. Personnel are required to obtain, possess, and display a Secure Identification Display Area (SIDA) badge. |   |
| 20 | The Business Sponsor and its Systems Integrator may not use any equipment, to collect and send data to TVS, that has been manufactured by, or has parts that have been manufactured by, any company that is banned by statute from being purchased by a Federal Government agency for national security purposes, in particular Section 889 of the John S. McCain National Defense Authorization Act for Fiscal Year 2019.   | This covers video surveillance and telecommunications equipment produced by Hytera Communications Corporation, Hangzhou Hikvision Digital Technology Company, or Dahua Technology Company (or any subsidiary or affiliate of such entities), who the Federal Government is banned from using for national security reasons. |



## **Acknowledgment Declaration**

I, \_\_\_\_\_, acknowledge that I have received the Biometric Exit Business Requirements Document (BRD) and Technical Reference Guide (TRG) on behalf of \_\_\_\_\_, and will comply with the contents.

**Signature:** \_\_\_\_\_

**Name:** \_\_\_\_\_

**Title:** \_\_\_\_\_

**Date:** \_\_\_\_\_