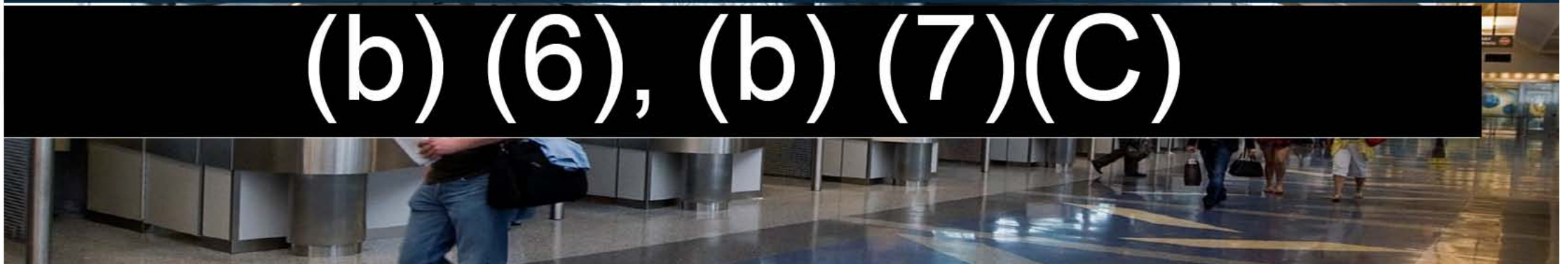# Traveler Verification Services

Field Support Standard Operating Procedure (SOP)
TSA Version

(b) (6), (b) (7)(C)

Field Support SOP: Purpose of This Document

Objective:
- U.S. Customs and Border Protection (CBP) and the Transportation Security Administration (TSA) partnered to evaluate identity verification utilizing facial recognition at the TSA checkpoint. Utilizing biometrics for the purpose of identity verification has the potential to increase security by using technology to ensure a traveler matches their claimed identity, improve screening processes by reducing the time taken to verify identity, and enhance the traveler experience by creating a tokenless process.

Intent:
- CBP TVS supports operations at airports for both CBP owned devices as well as airport/airline owned devices.
- TVS supports 3 primarily services: gallery generation, match services, and return match response.
- The intent of this SOP is to provide "just in time" guidance needed to verify the critical components of daily operations, services, and equipment to proactively minimize impediments and or prevent service interruptions.

Scope:
- CBP strongly recommends a series of steps that can be taken to proactively monitor and resolve any potential issues prior to processing traveler(s) at TDCs checkpoint
- The scope of this SOP includes steps that can be taken to:
    - Monitor and report potential issues with the gallery generation process prior to processing travelers
    - Verify and report potential issues with CBP owned equipment prior to processing travelers
    - Verify and report potential issues with the match response service prior to processing travelers

Task:
- <u>Prior to processing</u> each session that requires TVS services, use the check list provided in this SOP to verify each critical component to identify and report any issues or potential issues discovered during the verification process.
- Work with TVS team to assure issues are resolved immediately prior to processing the session if possible.
- Report issues that impede operations as soon as possible to the **EOC :** ▮ (b) (7)(E)
- Report issues that do not impede but can improve operations to the **TVS Support Email:** ▮ (b) (7)(E)

(b) (7)(E)
▮

U.S. Customs and Border Protection

Device Setup

(b) (7)(E), (b) (3)

ng Process

Step 1

Position the passenger 12-18 inches from the camera device and have the passenger look at the screen.

(b)(7)(E)

Step 1

Hold the QR bar code against the scanner, bar code side down to initiate the photo capture

NOTE: When "Please Wait" is displayed, the scan is in progress. When "Thank you, enjoy your flight" is displayed, the scan is successfully complete.

(b)(7)(E)

Light?
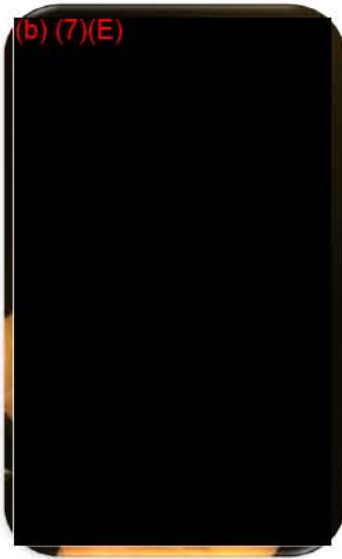
Step 2A

(b) (7)(E)

(b) (7)(E)

Passenger Processed
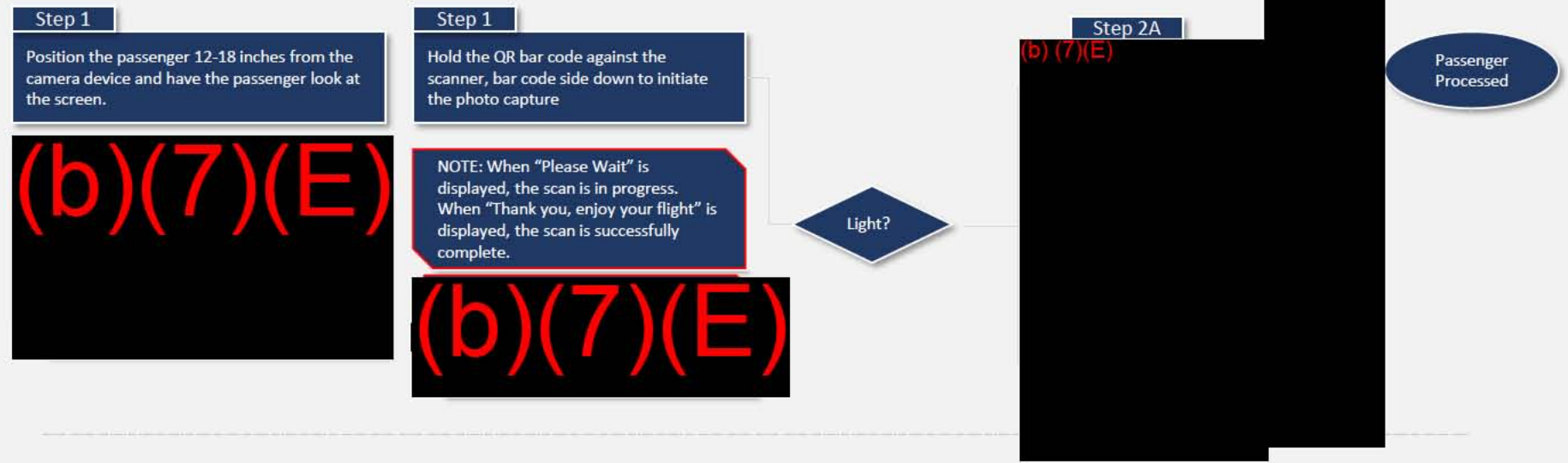
Device Shut Down

(b)(7)(E)

Biometric Exit Mobile Application (BEMA) Overview

- BEMA is a mobile (b) (7)(E) .

- BEMA provides real-time query results to CBP Officers in a mobile setting (b) (7)(E) .
  - Ability to (b) (7)(E)
  - Ability to query and enroll in IDENT fingerprint query to identify biometric watch list hits and (b) (7)(E)

- BEMA transactions are recorded in TECS (b) (7)(E) and IDENT (b) (7)(E)

- BEMA (b) (7)(E) TVS is unable to match a traveler to photos in the gallery.

- With BEMA, a CBPO can confirm the departure of travelers by scanning their passports and capturing fingerprints.

Homeland Security

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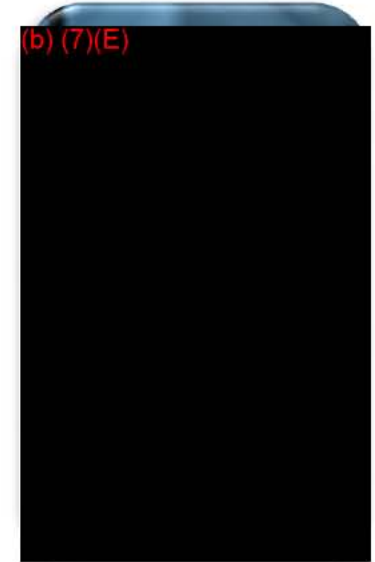
BEMA (b) (7)(E) for no-match passengers

(b) (7)(E)

Homeland Security

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Checklist: Daily Operation Readiness Checklist

Camera Readiness

- ☐ Verify the camera is set up appropriately
- ☐ Verify the camera is configured with (b) (7)(E)
- ☐ Verify the camera has a (b) (7)(E)
- ☐ Verify the camera is positioned in a direction that does not obstruct the photo captures, negatively impact the photo quality, and does not impose excessively busy background that can affect the quality of the photo
- ☐ Verify the camera is paired with proper foot mats and signage for additional awareness.

Camera Connectivity Readiness

- ☐ On the camera, verify the (b) (7)(E)
- ☐ For CBP owned equipment (b) (7)(E)
- ☐ For CBP owned equipment (b) (7)(E) .
- ☐ For CBP owned equipment: (b) (7)(E)
- ☐ Process initial photo and take necessary action.

Camera Response

- ☐ Using QR code, take 2-3 photos of non-travelers and monitor the results.
- ☐ For CBP owned equipment: a (b) (7)(E) hould be returned in about 2 seconds and where (b) (7)(E) should be received in under 15 seconds after the (b) (7)(E)

NOTE: for CBP owned equipment: (b) (7)(E)

(b) (7)(E)
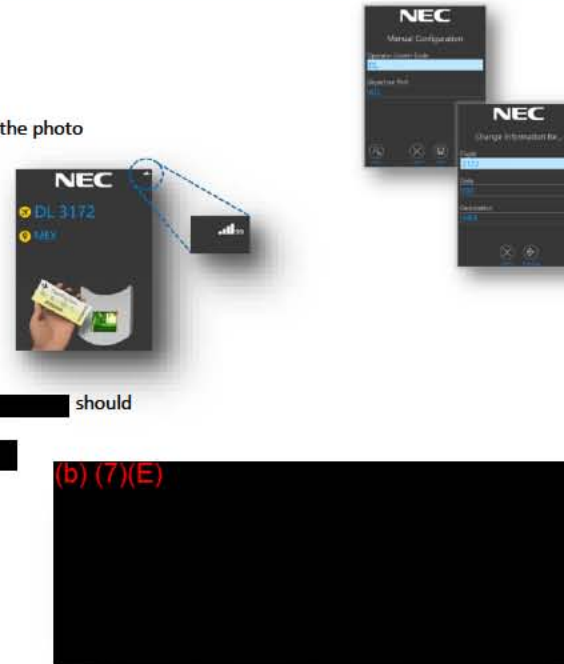
Help Desk Support Contact Information:

(b) (7)(E)