

TRAVELER VERIFICATION SERVICE

STANDARD OPERATING PROCEDURE



U.S. Customs and Border Protection

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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 suspected of entering the country without an inspection. The second enhancement is the capability of the camera (b) (7)(E)

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

-
-
-
-
-

(b) (7)(E)

3 Policy

(b) (7)(E)

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 (b) (7)(E)
 (b) (7)(E)



6 Procedures

6.1 Prior to Boarding - (b) (7)(E)
 (b) (7)(E)



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)

[Redacted]

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, a (b) (7)(E) will flash. A second attempt should then be made to capture the image. If a (b) (7)(E) is received again, the (b) (7)(E) 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). In this instance, the CBP Officer will escort the traveler to a designated area for processing.

6.4 EWI Processing

(b) (7)(E)
[Redacted]



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 (b) (7)(E) as discussed below. Use of the (b) (7)(E) requires training, either from the (b) (7)(E) or from a local user of the (b) (7)(E) 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 Exempt¹ 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

(b) (7)(E) [Redacted content]

¹ 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.

(b) (7)(E) [Redacted]

If the CBP Officer is satisfied that there is no reason to withhold boarding from the traveler, he or she will conclude the examination, (b) (7)(E) and allow the traveler to board the plane. (b) (7)(E)

[Redacted]

(b) (7)(E) [Redacted]

- (b) (7)(E) [Redacted]

7.2 (b) (7)(E) [Redacted]

7.3 (b) (7)(E) [Redacted]

7.4 (b) (7)(E) [Redacted]

(b) (7)(E) [Redacted]

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 (b) (7)(E) [Redacted]

7.7 (b) (7)(E) [Redacted]

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.