

BIOMETRIC AIR EXIT

Standard Operating Procedure



U.S. Customs and Border Protection

March 2019

- If a satisfactory image is still not obtained or the camera displays a no match indicator, the air carrier will follow the procedures outlined in section 8.1, Air Carrier Exception Procedures, of this policy.

8.1 Air Carrier Exception Procedures

As it pertains to CBP's biometric exit requirement, U.S. citizens, Canadian citizens, and travelers under 14 or over 79 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) or do not match via TVS, the air carrier may execute alternative manual processing. All other foreign nationals are required to submit their biometrics to the U.S. Government.

In the event that a U.S. citizen does not match through TVS or opts out at the departure gate, air carrier personnel should verify the traveler's identity against his or her U.S. passport before permitting the travel to board the aircraft. Once identity is verified, the air carrier personnel can revert to a manual boarding process. If the air carrier has any concern about the authenticity of the U.S. passport, or any concerns that the traveler is not the true bearer of the document, CBP may be contacted to adjudicate the matter.

CBP does not mandate an air carrier collect biometrics if an in-scope traveler declines to participate in the biometric process, (b)(7)(E)

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In regards to non-U.S. travelers, the air carrier, operating under its own authorities and business processes, can choose not to board the traveler if the traveler's identity is not adjudicated by CBP in time to allow for a timely departure. Air carrier personnel are not expected to detain or restrain passengers at the gate.

8.2 CBP Response

In all instances when contacted by a carrier, CBP will respond as soon as operationally feasible. CBP will inform the carrier as to an estimated time of arrival. (b)(7)(E)

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