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U.S. Customs and
Border Protection

(/)

CBP to Begin Reopening Trusted Traveler Programs Enrollment Centers July 6

Release Date: June 26, 2020

WASHINGTON — U.S. Customs and Border Protection announced today plans to reopen Trusted Traveler Programs enrollment centers in early July. The reopening plans were developed in consultation with CBP health and safety experts to include measures that minimize the risk of exposing travelers and CBP personnel to the novel coronavirus.

Beginning July 6, conditionally approved **Global Entry** (</global-entry/enrollment-centers>), **SENTRI** (</travel/trusted-traveler-programs/sentri/enrollment-centers>) and U.S.-Mexico **FAST** (</travel/trusted-traveler-programs/fast/enrollment-centers>) applicants will be able to complete in-person interviews at most Trusted Traveler Programs enrollment centers in the United States. Applicants must schedule enrollment center interviews in advance by logging into their accounts on the Trusted Traveler Programs **website** (<https://ttp.dhs.gov/>). Interview availability will vary by location. **NEXUS** (</travel/trusted-traveler-programs/nexus/enrollment-centers>) and U.S.-Canada FAST interviews at U.S. and Canadian enrollment centers will remain suspended until at least August 10.

CBP is introducing new measures to promote social distancing and protect the health and safety of travelers as enrollment centers reopen. CBP personnel at enrollment centers are now required to wear agency-approved masks when interacting with the public. All applicants and visitors at enrollment centers are required to wear face coverings consistent with **CDC recommendations** (<https://www.cdc.gov/coronavirus/2019-ncov/prevent-getting-sick/diy-cloth-face-coverings.html>) and state and local mandates.

In addition to the new face covering requirements, applicants and visitors at enrollment centers may observe:

- Staggered or reduced appointment availability;
- The elimination of sign-in sheets and certain other touch points;
- Reduced seating in waiting areas;

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- Plexiglass barriers at service counters; and
- Other measures to promote social distancing.

Specific health and safety measures may vary among enrollment centers based upon the physical layout of the facility and other considerations.

CBP will continue to require that all Trusted Traveler Programs applicants submit fingerprints during their interview to complete the enrollment process. CBP is coordinating with its partners to increase the cleaning frequency of surfaces in enrollment centers.

CBP temporarily suspended operations at Trusted Traveler Programs enrollment centers on March 19 to minimize the risk of exposing travelers and CBP personnel to the novel coronavirus. **Enrollment on Arrival** (</travel/trusted-traveler-programs/global-entry/enrollment-arrival>) has remained operational and that program is the best option for conditionally approved Global Entry applicants to complete the enrollment process without pre-scheduling an interview.

Trusted Traveler Programs (</travel/trusted-traveler-programs>) support CBP's mission of securing U.S. borders while facilitating lawful travel and trade. These innovative programs allow more than nine million pre-approved, low-risk travelers to bypass traditional CBP inspection lines and receive expedited processing when entering the United States.

U.S. Customs and Border Protection is the unified border agency within the Department of Homeland Security charged with the management, control and protection of our nation's borders at and between official ports of entry. CBP is charged with securing the borders of the United States while enforcing hundreds of laws and facilitating lawful trade and travel.

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Tags: Trusted Traveler, Global Entry, NEXUS, SENTRI, Travel, COVID-19



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