



**U.S. Customs and
Border Protection**

February 18, 2009

Marcia Hoffman
Staff Attorney
Electronic Frontier Foundation
454 Shotwell Street
San Francisco, CA 94110

Re: FOIA 2009F6359

Dear Ms. Hoffman:

This letter is the final response to your December 17, 2008, Freedom of Information Act (FOIA) letter of request to U.S. Customs and Border Protection (CBP) regarding complaints from travelers concerning searches, seizures and duplication of files from laptops, cell phones, digital cameras, MP3 players, and other electronic devices at U.S. Borders. A search for records produced 108 pages of information.

CBP has determined that the 108 pages are partially releasable pursuant to Title 5 U.S.C. § 552. Enclosed is the one page with certain information withheld as described below.

FOIA Exemption 2(low) protects information applicable to internal administrative personnel matters to the extent that the information is of a relatively trivial nature and there is no public interest in the document.

FOIA Exemption 2(high) protects information applicable to internal administrative and personnel matters, such as operating rules, guidelines, and manual of procedures of examiners or adjudicators, to the extent that disclosure would risk circumvention of an agency regulation or statute, impede the effectiveness of an agency's activities, or reveal sensitive information that may put the security and safety of an agency activity or employee at risk. Whether there is any public interest in disclosure is legally irrelevant. Rather, the concern under high 2 is that a FOIA disclosure should not benefit those attempting to violate the law and avoid detection.

FOIA Exemption 6 exempts from disclosure personnel or medical files and similar files the release of which would cause a clearly unwarranted invasion of personal privacy. This requires a balancing of the public's right to disclosure against the individual's right privacy.

FOIA Exemption 7(C) protects records or information compiled for law enforcement purposes that could reasonably be expected to constitute an unwarranted invasion of personal privacy. This exemption takes particular note of the strong interests of individuals, whether they are suspects, witnesses, or investigators, in not being

unwarrantably associated with alleged criminal activity. That interest extends to persons who are not only the subjects of the investigation, but those who may have their privacy invaded by having their identities and information about them revealed in connection with an investigation. Based upon the traditional recognition of strong privacy interest in law enforcement records, categorical withholding of information that identifies third parties in law enforcement records is ordinarily appropriate. As such, it was determined that the privacy interest in the identities of individuals in the records requested clearly outweigh any minimal public interest in disclosure of the information. Please note that any private interest the requestor may have in that information does not factor into this determination.


FOIA Exemption 7(E) protects records compiled for law enforcement purposes, the release of which would disclose techniques and/or procedures for law enforcement investigations or prosecutions, or would disclose guidelines for law enforcement investigations or prosecutions if such disclosure could reasonably be expected to risk circumvention of the law.

You have a right to appeal the above withholding determination. Should you wish to do so, you must send your appeal and a copy of this letter, within 60 days of the date of this letter, to: FOIA Appeals, Policy and Litigation Branch, U.S. Customs and Border Protection, 799 Ninth St. NW, Washington, D.C. 20229, following the procedures outlined in the DHS regulations under 6 C.F.R. § 5.9. Your envelope and letter should be marked "FOIA Appeal." Copies of the FOIA and DHS regulations are available at www.dhs.gov/foia.

Provisions of the FOIA used to recover part of the cost of complying with your request are under 6 CFR § 5.11(d)(4). In this instance, there is no charge.

If you need to contact our office again about this matter, please refer to **2009F6359**. This office can be reached at (202) 352-0150.

Sincerely,


for Mark Hanson
Director
FOIA Division
Office of International Trade

Enclosures



U.S. Customs and
Border Protection

SEP 30 2008

The Honorable Richard G. Lugar
United States Senate
Washington, DC 20510

Dear Senator Lugar:

Thank you for your August 13, 2008, correspondence on behalf of your constituent, (b)(6),(b)(7)(C) who expressed concern about U.S. Customs and Border Protection's (CBP) authority to conduct searches of information at United States ports of entry.

All persons, baggage, and merchandise arriving in, or departing from, the United States are subject to inspection and search by CBP officers. Various laws enforced by CBP authorize such searches (see, for example, 8 United States Code (U.S.C.) § 1357 and 19 U.S.C. §§ 482, 1581, 1582). As part of the inspection process, CBP officers must verify the identity of persons seeking entry into the United States and determine the admissibility of aliens, as well as look for possible terrorists, terrorist weapons, controlled substances, and a wide variety of other prohibited and restricted items.

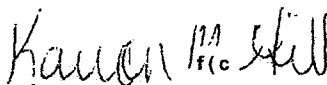
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To enforce laws, including those mentioned above, CBP officers may perform a border search that includes inspecting material in paper form, laptops, or other electronic devices that persons attempt to bring into the United States. In conducting such border searches, CBP officers strictly adhere to all constitutional and statutory requirements, including those that are applicable to privileged, personal, or business confidential information. For example, the Trade Secrets Act (18 U.S.C. § 1905) prohibits Federal employees from disclosing, without lawful authority, business confidential information to which they obtain access as part of their official duties. Moreover, CBP has strict policies and procedures that implement these constitutional and statutory safeguards.

Additional information on CBP's search authority, including a copy of CBP's policy on the border search of information, can be found at www.cbp.gov/xp/cgov/travel/admissability.

I appreciate your interest in U.S. Customs and Border Protection. If we may offer further assistance, please contact me at (202) 344-1760.

Sincerely,


L. Seth Statler
Acting Assistant Commissioner
Office of Congressional Affairs



U.S. Customs and
Border Protection

NOV 19 2008

The Honorable Richard G. Lugar
United States Senate
Washington, DC 20510

Dear Senator Lugar:

Thank you for your October 14, 2008, correspondence on behalf of your constituent, (b)(6),(b)(7)(C) regarding U.S. Customs and Border Protection's (CBP) practice of conducting a border search of information at U.S. ports of entry.

All persons, baggage, and merchandise arriving in, or departing from, the United States are subject to inspection and search by CBP officers. Various laws enforced by CBP authorize such searches (see, for example, 8 United States Code (U.S.C.) § 1357 and 19 U.S.C. §§ 482, 1581, 1582). As part of the inspection process, CBP officers must verify the identity of persons seeking entry into the United States and determine the admissibility of aliens as well as look for possible terrorists, terrorist weapons, controlled substances, and a wide variety of other prohibited and restricted items.

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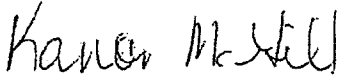
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Additional information on CBP's search authority, including a copy of CBP's policy on the border search of information, can be found at <http://www.cbp.gov/xp/cRov/travel/admissibility>.

The Honorable Richard G. Lugar
Page 2

I appreciate your interest in U.S. Customs and Border Protection. If we may offer further assistance, please contact me at (202) 344-1760.

Sincerely,



for L. Seth Statler
Acting Assistant Commissioner
Office of Congressional Affairs



U.S. Customs and
Border Protection

AUG 15 2008

Mr. Seta Low
President, American Anthropological Association
2200 Wilson Boulevard, Suite 600
Arlington, Virginia 22201-3357

Dear Mr. Low:

Thank you for your July 25, 2008, correspondence regarding U.S. Customs and Border Protection's (CBP) inspection of electronic devices at U.S. ports of entry.

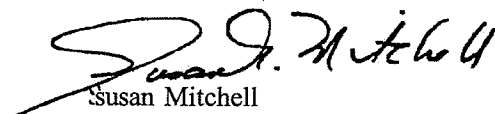
All persons, baggage, and other merchandise arriving in or leaving the United States are liable to inspection and search by CBP officers. Various laws enforced by CBP authorize such searches (see, for example, 19 United States Code (U.S.C.) 482, 1581, 1582). As part of the inspection process, CBP officers must verify the identity of persons, determine the admissibility of aliens, and look for possible terrorists, terrorist weapons, controlled substances, and a wide variety of other prohibited and restricted items.

It is important to understand that CBP enforces numerous laws that concern material that may be in paper or electronic form. For example, 19 U.S.C. 1305 prohibits, among other things, the importation of material that is obscene, or that contains any threat to take the life of or inflict bodily harm upon any person in the United States, or that is treasonous or seditious. CBP also enforces trademark and copyright laws that are directed at written material, among other things.

To enforce the above laws, CBP officers sometimes inspect hardcopy material and also laptops and other electronic devices that persons are attempting to bring into the United States. In conducting such border searches, CBP officers strictly adhere to all constitutional and statutory requirements, including those that are applicable to privileged, personal, and business confidential information. For example, the Trade Secrets Act (18 U.S.C. 1905) prohibits Federal employees from disclosing, without lawful authority, business confidential information that they obtain access to as part of their official duties. Moreover, CBP has strict policies and procedures that implement these constitutional and statutory safeguards.

Thank you for your letter and for providing us an opportunity to comment upon the issues of concern to you. If we may offer further assistance, please contact (b)(6),(b)(7)(C) Director, Tactical Operations, at (202) 344-3783.

Sincerely,


Susan Mitchell
Executive Director, Operations
Office of Field Operations



U.S. Customs and
Border Protection

ALJG 0 8 2008

The Honorable Mazie K. Hirono
U.S. House of Representatives
5-104 Prince Kuhio Federal Building
Honolulu, Hawaii 96850

Dear Representative Hirono:

Thank you for your July 16, 2008, correspondence on behalf of your constituent, regarding U.S. Customs and Border Protection's (CBP) inspection of electronic devices at U.S. ports of entry.

All persons, baggage, and other merchandise arriving in or leaving the United States are liable to inspection and search by CBP officers. Various laws enforced by CBP authorize such searches (see, for example, 19 United States Code (U.S.C.) 482, 1581, 1582). As part of the inspection process, CBP officers must verify the identity of persons, determine the admissibility of aliens, and look for possible terrorists, terrorist weapons, controlled substances, and a wide variety of other prohibited and restricted items.


It is important to understand that CBP enforces numerous laws that concern material that may be in paper or electronic form. For example, 19 U.S.C. 1305 prohibits, among other things, the importation of material that is obscene, or that contains any threat to take the life of or inflict bodily harm upon any person in the United States, or that is treasonous or seditious. CBP also enforces trademark and copyright laws that are directed at written material, among other things.

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The Honorable Mazie K. Hirono
Page 2

I appreciate your interest in U.S. Customs and Border Protection. If we may offer further assistance, please contact me at (202) 344-1760.

Sincerely,

A handwritten signature in black ink, appearing to read "L. Seth Statler", with a long horizontal flourish extending to the right.

fn: L. Seth Statler
Acting Assistant Commissioner
Office of Congressional Affairs



U.S. Customs and
Border Protection

SEP 09 2008

The Honorable Ron Wyden
United States Senate
Washington, DC 20510

Dear Senator Wyden:

Thank you for your August 7, 2008, letter on behalf of your constituent, (b)(6),(b)(7)(C) who raised concerns about U.S. Customs and Border Protection's (CBP) inspection of electronic devices at United States ports of entry.

All persons, baggage, and merchandise arriving in or leaving the United States are subject to inspection and search by CBP officers. Various laws enforced by CBP authorize such searches (see, for example, 8 United States Code (U.S.C.), Section 1357 and 19 U.S.C., Sections 482, 1581, and 1582). As part of the inspection process, CBP officers must verify the identity of persons seeking entry into the United States, determine the admissibility of aliens as well as look for possible terrorists, terrorist weapons, controlled substances, and a wide variety of other prohibited and restricted items.

It is important to understand that CBP enforces numerous laws that concern material that may be in paper or electronic form. For example, 19 U.S.C., Section 1305, prohibits (among other things) the importation of material that is obscene, that contains any threat to take the life of or inflict bodily harm upon any person in the United States, or that is treasonous or seditious. CBP also enforces trademark and copyright laws that are directed at protecting written material.

To enforce laws including those mentioned above, CBP officers may perform a border search that includes inspecting material in paper form, laptops, or other electronic devices that persons attempt to bring into the United States. In conducting such border searches, CBP officers strictly adhere to all constitutional and statutory requirements, including those that are applicable to privileged, personal, or business confidential information. For example, the Trade Secrets Act (18 U.S.C., Section 1905) prohibits Federal employees from disclosing, without lawful authority, business confidential information to which they obtain access as part of their official duties. Moreover, CBP has strict policies and procedures that implement these constitutional and statutory safeguards.

I appreciate your interest in U.S. Customs and Border Protection. If we may offer further assistance, please feel free to contact me at (202) 344-1760.

Sincerely,

A handwritten signature in cursive script that reads "L. Seth Statler".

L. Seth Statler
Acting Assistant Commissioner
Office of Congressional Affairs



U.S. Customs and
Border Protection

SEP 15 2008

The Honorable Donald A. Manzullo
U.S. House of Representatives
Washington, DC 20515

Dear Representative Manzullo:

Thank you for your August 15, 2008, correspondence on behalf of your constituent, (b)(6),(b)(7)(C) regarding U.S. Customs and Border Protection's (CBP) practice of conducting a border search of information at U.S. ports of entry.

All persons, baggage, and merchandise arriving in, or departing from, the United States are subject to inspection and search by CBP officers. Various laws enforced by CBP authorize such searches (see, for example, 8 United States Code (U.S.C.) § 1357 and 19 U.S.C. §§ 482, 1581, 1582). As part of the inspection process, CBP officers must verify the identity of persons seeking entry into the United States, determine the admissibility of aliens as well as look for possible terrorists, terrorist weapons, controlled substances, and a wide variety of other prohibited and restricted items.

It is important to understand that CBP enforces numerous laws that concern material that may be in paper or electronic form. For example, 19 U.S.C. § 1305 prohibits, among other things, the importation of material that is obscene, that contains any threat to take the life of or inflict bodily harm upon any person in the United States, or that is treasonous or seditious. CBP also enforces trademark and copyright laws that are directed at protecting written material, among other things.

To enforce laws including those mentioned above, CBP officers may perform a border search that includes inspecting material in paper form, laptops, or other electronic devices that persons attempt to bring into the United States. In conducting such border searches, CBP officers strictly adhere to all constitutional and statutory requirements, including those that are applicable to privileged, personal, or business confidential information. For example, the Trade Secrets Act (18 U.S.C. § 1905) prohibits federal employees from disclosing, without lawful authority, business confidential information to which they obtain access as part of their official duties. Moreover, CBP has strict policies and procedures that implement these constitutional and statutory safeguards.

Additional information on CBP's search authority, including a copy of CBP's policy on the border search of information, can be found at <http://www.cbp.gov/xp/cgov/travel/admissibility>.

The Honorable Donald A. Manzullo
Page 2

I appreciate your interest in U.S. Customs and Border Protection. If we may offer further assistance, please contact me at (202) 344-1760.

Sincerely,



for.

L. Seth Statler
Acting Assistant Commissioner
Office of Congressional Affairs



U.S. Customs and
Border Protection

Commissioner

September 12, 2008

The Honorable Bennie G. Thompson
Chairman
Committee on Homeland Security
U.S. House of Representatives
Washington, DC 20515

Dear Chairman Thompson:

Thank you for your July 1, 2008, correspondence pertaining to your request for information regarding U.S. Customs and Border Protection (CBP) completing a border search of information at U.S. ports of entry, which may include an examination of electronic or digital storage devices. I apologize for the delay in responding formally to your letter, but we have been working closely with your staff on briefings and tours on this topic and I wanted to respond after those had been completed.

All persons, baggage, and merchandise arriving in, or departing from, the United States are subject to inspection and search by CBP officers. Various laws enforced by CBP authorize such searches (see, for example, 8 United States Code (U.S.C.) § 1357 and 19 U.S.C. §§ 482, 1581, 1582). As part of the inspection process, CBP officers must verify the identity of persons seeking entry into the United States, determine the admissibility of aliens as well as look for possible terrorists, terrorist weapons, controlled substances, and a wide variety of other prohibited and restricted items.

In determining who is selected for examination, CBP does not treat any group of people differently based on their racial, ethnic or religious background. In addition, it is important to understand that CBP enforces numerous laws that concern material that may be in paper or electronic form. For example, 19 U.S.C. § 1305 prohibits, among other things, the importation of material that is obscene, that contains any threat to take the life of or inflict bodily harm upon any person in the United States, or that is treasonous or seditious. CBP also enforces trademark and intellectual property laws that are directed at protecting copyrights material.

To enforce laws, including those mentioned above, CBP officers may perform a border search that includes inspecting material in paper form, laptops, or other electronic devices that persons attempt to bring into the United States. In conducting such border searches, CBP officers strictly adhere to all constitutional and statutory requirements, including those that are applicable to privileged, personal, or business confidential information. For example, the Trade Secrets Act (18 U.S.C. § 1905) prohibits federal employees from disclosing, without lawful authority, business confidential information to which they obtain access as part of their official duties.

The Honorable Bennie G. Thompson

Page 2

Moreover, CBP has strict policies and procedures in place that ensure the integrity of these constitutional and statutory safeguards.

On July 24, 2008, CBP and U.S. Immigration and Customs Enforcement (ICE) briefed your Committee's staff and staff from the House Permanent Select Committee on Intelligence regarding the search and seizure of electronic media. Additionally, on August 29, 2008, members of your Committee's staff had an opportunity to tour CBP and ICE operations at Dulles International Airport.

Additional information on CBP's search authority, including a copy of CBP's policy on the border search of information, can be found at <http://www.cbp.gov/xp/cgov/travel/admissibility>. we have attached a copy to this letter and have provided it previously to your staff.

I appreciate your interest in U.S. Customs and Border Protection. If we may offer further assistance, please contact me at (202) 344-1760.

Sincerely,



W. Ralph Basham
Commissioner



U.S. Customs and
Border Protection

SEP 24 2008

The Honorable Richard G. Lugar
United States Senate
Washington, DC 20510

Dear Senator Lugar:

Thank you for your September 8, 2008, correspondence on behalf of your constituent, (b)(6),(b)(7)(C) who expressed concern about U.S. Customs and Border Protection's (CBP) authority to conduct searches of information at United States ports of entry.

All persons, baggage, and merchandise arriving in, or departing from, the United States are subject to inspection and search by CBP officers. Various laws enforced by CBP authorize such searches (see, for example, 8 United States Code (U.S.C.) § 1357 and 19 U.S.C. §§ 482, 1581, 1582). As part of the inspection process, CBP officers must verify the identity of persons seeking entry into the United States and determine the admissibility of aliens, as well as look for possible terrorists, terrorist weapons, controlled substances, and a wide variety of other prohibited and restricted items.

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Additional information on CBP's search authority, including a copy of CBP's policy on the border search of information, can be found at www.cbp.gov/xp/cgov/travel/admissibility.

I appreciate your interest in U.S. Customs and Border Protection. If we may offer further assistance, please contact me at (202) 344-1760.

Sincerely,

A handwritten signature in black ink that reads "L. Seth Statler".

L. Seth Statler
Acting Assistant Commissioner
Office of Congressional Affairs



U.S. Customs and
Border Protection

SEP 23 2008

The Honorable Ron Wyden
United States Senate
Washington, DC 20510

Dear Senator Wyden:

Thank you for your August 21, 2008, correspondence on behalf of your constituents, (b)(6), (b)(7)(C) regarding U.S. Customs and Border Protection's (CBP) authority to conduct searches of information at U.S. ports of entry.

All persons, baggage, and merchandise arriving in, or departing from, the United States are subject to inspection and search by CBP officers. Various laws enforced by CBP authorize such searches (see, for example, 8 United States Code (U.S.C.) § 1357 and 19 U.S.C. §§ 482, 1581, 1582). As part of the inspection process, CBP officers must verify the identity of persons seeking entry into the United States and determine the admissibility of aliens, as well as look for possible terrorists, terrorist weapons, controlled substances, and a wide variety of other prohibited and restricted items.

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Sincerely,

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L. Seth Statler
Acting Assistant Commissioner
Office of Congressional Affairs



U.S. Customs and
Border Protection

SEP 23 2008

The Honorable David R. Obey
U.S. House of Representatives
Washington, DC 20515

Dear Representative Obey:

Thank you for your August 27, 2008, correspondence on behalf of a constituent regarding U.S. Customs and Border Protection's (CBP) authority to conduct searches of information at U.S. ports of entry.

All persons, baggage, and merchandise arriving in, or departing from, the United States are subject to inspection and search by CBP officers. Various laws enforced by CBP authorize such searches (see, for example, 8 United States Code (U.S.C.) § 1357 and 19 U.S.C. §§ 482, 1581, 1582). As part of the inspection process, CBP officers must verify the identity of persons seeking entry into the United States and determine the admissibility of aliens, as well as look for possible terrorists, terrorist weapons, controlled substances, and a wide variety of other prohibited and restricted items.

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L. Seth Statler
Acting Assistant Commissioner
Office of Congressional Affairs



U.S. Customs and
Border Protection

DEC 3

The Honorable Frank R. Wolf
U.S. House of Representatives
Washington, DC 20515

Dear Representative Wolf:

Thank you for your letter of October 10, 2008, on behalf of your constituent, (b)(6),(b)(7)(C) who has concerns regarding U.S. Customs and Border Protection's (CBP) practice of conducting a border search of information at U.S. ports of entry.

All persons, baggage, and merchandise arriving in, or departing from, the United States are subject to inspection and search by CBP officers. Various laws enforced by CBP authorize such searches (see, for example, 8 United States Code (U.S.C.) § 1357 and 19 U.S.C. §§ 482, 1581, 1582). As part of the inspection process, CBP officers must verify the identity of persons seeking entry into the United States, determine the admissibility of aliens, as well as look for possible terrorists, terrorist weapons, controlled substances, and a wide variety of other prohibited and restricted items.

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The Honorable Frank R. Wolf
Page 2

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Sincerely,

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L. Seth Statler
Acting Assistant Commissioner
Office of Congressional Affairs

Reference #	081230-000062
Status	Solved
Assigned To	General Inquiries (b)(6),(b)(7)(C)
Type of Problem	CBP Information is unclear or misleading Created Problem
Ports of Entry, Pre-Clearance or Border Patrol Sectors	Washington Blaine
Disposition	With External Action
SLA	Not specified
Queue	Complaints
Date Created	12/30/2008 05:22 PM
Initial Response	01/02/2009 03:34 PM
Last Updated	01/02/2009 03:49 PM
Date Closed	01/02/2009 03:34 PM
Customer SmartSense	0 (on -3 to +3 scale)
Staff SmartSense	+2 (on -3 to +3 scale)
Response Needed	Yes
Language	English
Country Code Number	Not specified
Dist Field Office	Seattle
PLOR	- - Not Warranted
Quality Assurance	Not specified

Photography Prohibited

Discussion Thread

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

01/02/2009 03:34 PM

Hello,

Thanks for contacting CBP. As a law enforcement operation with national security implications, it is fairly routine to have a "photography prohibited" policy at CBP border crossings. It has nothing to do with "hiding" things. It is a matter of maintaining the integrity of investigative procedures as well protecting the privacy of travelers being processed.

Best wishes,
Frederick

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

12/30/2008 05:22 PM

This incident happened a few years ago, so you don't need to investigate the particular personnel involved (they might not even be working for you anymore). Mostly, I just wanted to ask about your general policies, since this has really been bugging me ever since it happened.

What is your policy regarding photography inside a US Customs building?

This particular incident occurred at the US/Canadian border near Bellingham, WA. My family (all US citizens) were re-entering the country after a short trip to Canada parents were filing paperwork with Customs--I forgot the reason. Anyway, I noticed the interior ceiling architecture of the building was interesting, so I raised my camera to take a picture. One of your officers then started screeching "NO PICTURES!" from across the room. Actually, I could barely understand her since she seemed more intent at displaying her anger than actually communicating anything. I also thought it was odd that you would have such a silly rule and, further, that you would at least have signs indicating the rule if it were indeed so important (just as you had signs indicating the types of food allowed into the country, etc.)

I immediately lowered my camera and asked her if there was a sign which addressed the supposed photography rule. After all, if there had been a sign present, I certainly would not have tried taking the picture in the first place. And if I had missed such a sign, it would be my chagrin. For some reason, however, she responded to my question with another shrill "NO PICTURES!". Thinking perhaps she did not hear me, I repeated my question slowly and carefully, to which she responded by yelling "NO PICTURES!" loudly and slowly. I am not making this up.

A male officer then approached me and asked to review my pictures, though he was courteous about it. Luckily, my camera was digital so I was able to show him that I wasn't able to take any pictures and that the only photos I had were taken in Canada. I tried asking him about signs and he responded that it was "common sense" that photographs weren't allowed because Customs was "part of law enforcement". This is certainly not common sense to me. Rather, I would think that common sense dictates that the law enforcement of this country should have nothing to hide. I had always thought that useless restrictions on information were reserved for authoritarian bureaucracies like communist Russia. Further, I was disappointed that I could not enjoy the aesthetic qualities of architecture that my tax money had contributed to.

I have not visited that building since the incident. If you have added a "No photography" sign, then I thank you for making things clearer to visitors. I would still like to know the reasoning behind the rule, however.

Thank you for reading this.

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

Auto-Response

12/30/2008 05:22 PM

Title: I am always being stopped for questioning and inspection when clearing immigration and customs. What can I do about that?

Link: http://help.cbp.gov/cgi-bin/customs.cfg/php/enduser/popup_adp.php?p_faqid=11&p_created=1043364935

Title: Report possible child abduction
Link: http://help.cbp.gov/cgi-bin/customs.cfg/php/enduser/popup_adp.php?p_faqid=827&p_created=1091823623

Title: Career as an Import Specialist
Link: http://help.cbp.gov/cgi-bin/customs.cfg/php/enduser/popup_adp.php?p_faqid=1014&p_created=1206047633

Title: Email Fraud from "U.S. Customs"
Link: http://help.cbp.gov/cgi-bin/customs.cfg/php/enduser/popup_adp.php?p_faqid=1075&p_created=1216932245

Title: Career as a CBP Officer
Link: http://help.cbp.gov/cgi-bin/customs.cfg/php/enduser/popup_adp.php?p_faqid=1012&p_created=1206046504

Primary Contact

First Name: (b)(6),(b)(7)(C)
Last Name: (b)(6)
Organization:
Login: (b)(6),(b)(7)(C)
Password:
Title:
Contact Type:
Email: (b)(6),(b)(7)(C)
Email-Alternate #1:
Email-Alternate#2:
Office Phone:
Mobile Phone:
Fax:
Assistant Phone:
Home Phone:
Street
City
State/Province
Postal Code
Country

Details

Issuing Country: United States

Reference #	081102-000065
Status	Solved
Assigned To	General Inquiries (b)(6),(b)(7)(C)
Type of Problem	Detentions/Seizures/Penalties No explanation for action
Ports of Entry, Pre-Clearance or Border Patrol Sectors	Colorado Denver
Disposition	With External Action
SLA	Wof specified
Queue	Complaints
Date Created	11/02/2008 09:33 PM
Initial Response	12/03/2008 11:29 AM
Last Updated	12/11/2008 03:41 PM
Date Closed	12/11/2008 03:41 PM
Customer SmartSense	-1 (on -3 to +3 scale)
Staff SmartSense	-1 (on -3 to +3 scale)
Response Needed	Yes
Language	English
Country Code Number	Wof specified
First Name	Ryan
DOB	08/05/1982
Dist Field Office	Portland
Incident Date	10/17/2008 11:26 AM
PLOR	Not Warranted
Quality Assurance	Not specified

(b)(6),(b)(7)(C) - Seized Laptop

Discussion Thread

Response (b)(6),(b)(7)(C) 12/11/2008 03:41

Okay, Customs and Border Protection pays for damages when the damage w; caused by the wrongful or negligent act of any employee while acting within th scope of employment. This provision is outlined in the Small Claims Act (SCA); We can provide you with form, SF 95, "Claim for Damage, Injury or Death," foi your use in requesting compensation for damages. Please forward the comple form, along with documentation to support the claim of a wrongful or negligent act on the part of a Customs and Border Protection employee to (port director address, and phone number).

[http://contacts.gsa.gov/webforms.nsf/0/635588D718E338F385256B1B007FBI\\$file/sf95.pdf](http://contacts.gsa.gov/webforms.nsf/0/635588D718E338F385256B1B007FBI$file/sf95.pdf)

Service Port-Denver
Port Information
Port Code: 3307
Location Address: 24735 E 75th Ave.
Suite 100
Denver, CO 80249
Mailing Address: Same As Above
General Phone: (303) 342-8400 Ext: 0
General Fax: (303) 342-8440

Customer (b)(6),(b)(7)(C) 12/11/2008 03:33

yes reimburse me for the \$1000 I had to spend on a new laptop, and maybe tl price to change my air ticket, and the lost work etc etc.... I'm going to make a media circus out of the joke that is US customs

Response (b)(6),(b)(7)(C) 12/11/2008 12:23

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

I am glad to hear that you received your laptop back. If there is anything else v can help you with, let us know.

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

Auto-Response 12/11/2008 07:57

Title: Complaint - Importers' container was examined by CBP and they are bei charged a fee by the Centralized Examination Station (CES). Shouldn't CBP p for these charges since they ordered the examination?

Link: https://cbpcomplaints.cbp.gov/cgi-bin/cbpcomplaints.cfg/php/enduser/popup_adp.php?p_faqid=396-&p_created=1043364939

Customer (b)(6),(b)(7)(C) 12/10/2008 10:16

(b)(6),(b)(7)(C) 5 August 1982... The seized laptop was finally returned to my fam in United States over one month later. I had to spend over \$1000 on a new laptop because of your officers actions... I do plan to take this to the media (Ai believe me, I have a lot of contacts worldwide) This will make the stupid American image even stronger.

Auto-Response 12/10/2008 10:16

Title: I am with the foreign media or press, do I need a visa to enter the U.S.?
Link: http://help.cbp.gov/cgi-bin/customs.cfg/php/enduser/popup_adp.php?p_faqid=785&p_created=1085072030

Title: Will travelers from U.S. territories need to present a passport to enter the United States?
Link: http://help.cbp.gov/cgi-bin/customs.cfg/php/enduser/popup_adp.php?p_faqid=980&p_created=1170365270

Title: If my visa is in an expired passport, what should I do?
Link: http://help.cbp.gov/cgi-bin/customs.cfg/php/enduser/popup_adp.php?p_faqid=826&p_created=1091819820

Title: How do I obtain a passport?
Link: http://help.cbp.gov/cgi-bin/customs.cfg/php/enduser/popup_adp.php?p_faqid=68&p_created=1043364936

Title: Electronic System for Travel Authorization (ESTA)
Link: http://help.cbp.gov/cgi-bin/customs.cfg/php/enduser/popup_adp.php?p_faqid=1072&p_created=1216825455

Auto-Response 12/05/2008 01:08

Title: Passport Requirements
Link: http://help.cbp.gov/cgi-bin/customs.cfg/php/enduser/popup_adp.php?p_faqid=905&p_created=1105727944

Title: Documents required by Canadian Citizens/Residents/Landed Immigrant enter the U.S. and how long can they stay?
Link: http://help.cbp.gov/cgi-bin/customs.cfg/php/enduser/popup_adp.php?p_faqid=619&p_created=1056630853

Title: What documents does a foreign national or green card holder need to enter the U.S.?
Link: http://help.cbp.gov/cgi-bin/customs.cfg/php/enduser/popup_adp.php?p_faqid=572&p_created=1048279878

Title: Will travelers from U.S. territories need to present a passport to enter the United States?
Link: http://help.cbp.gov/cgi-bin/customs.cfg/php/enduser/popup_adp.php?p_faqid=980&p_created=1170365270

Title: What documents/paperwork does a U.S. citizen or permanent resident (adult/child) need for International travel?
Link: http://help.cbp.gov/cgi-bin/customs.cfg/php/enduser/popup_adp.php?p_faqid=74&p_created=1043364936

Response (b)(6),(b)(7)(C) 12/03/2008 11:29

Hello,

Thanks for contacting CBP. I apologize for the delay in responding. In order to research your situation, could you please give me your full name and date of birth?

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

Auto-Response 11/20/2008 11:14

Title: Passport Requirements
Link: http://help.cbp.gov/cgi-bin/customs.cfg/php/enduser/popup_adp.php?p_faqid=905&p_created=1105727944

Title: Documents required by Canadian Citizens/Residents/Landed Immigrant enter the U.S. and how long can they stay?
Link: http://help.cbp.gov/cgi-bin/customs.cfg/php/enduser/popup_adp.php?p_faqid=619&p_created=1056630853

Title: What documents does a foreign national or green card holder need to enter the U.S.?
Link: http://help.cbp.gov/cgi-bin/customs.cfg/php/enduser/popup_adp.php?p_faqid=572&p_created=1048279878

Title: Will travelers from U.S. territories need to present a passport to enter the United States?
Link: http://help.cbp.gov/cgi-bin/customs.cfg/php/enduser/popup_adp.php?p_faqid=980&p_created=1170365270

Title: What documents/paperwork does a U.S. citizen or permanent resident (adult/child) need for International travel?
Link: http://help.cbp.gov/cgi-bin/customs.cfg/php/enduser/popup_adp.php?p_faqid=74&p_created=1043364936

Auto-Response 11/20/2008 10:50

Title: Passport Requirements
Link: http://help.cbp.gov/cgi-bin/customs.cfg/php/enduser/popup_adp.php?p_faqid=905&p_created=1105727944

Title: Documents required by Canadian Citizens/Residents/Landed Immigrant enter the U.S. and how long can they stay?
Link: http://help.cbp.gov/cgi-bin/customs.cfg/php/enduser/popup_adp.php?p_faqid=619&p_created=1056630853

Title: What documents does a foreign national or green card holder need to enter the U.S.?

Link: http://help.cbp.gov/cgi-bin/customs.cfg/php/enduser/popup_adp.php?p_faqid=572&p_created=1048279878

Title: Will travelers from U.S. territories need to present a passport to enter the United States?

Link: http://help.cbp.gov/cgi-bin/customs.cfg/php/enduser/popup_adp.php?p_faqid=980&p_created=1170365270

Title: What documents/paperwork does a U.S. citizen or permanent resident (adult/child) need for International travel?

Link: http://help.cbp.gov/cgi-bin/customs.cfg/php/enduser/popup_adp.php?p_faqid=74&p_created=1043364936

Customer: (b)(6).(b)(7)(C)

11/02/2008 09:33

I travel a constantly, and a lot of it is international. On 17 October I flew on a routine flight from London to Denver. I was instructed to secondary inspection. First of all there was a total of six agents for this inspection, mind you two flight attendants from London just came in. And six inspectors were used just for me. Problem number one. I had an emergency passport, and the rude agents alleged that I tampered with it etc and destroyed it. Which made for problems for my future travel plans. I asked for the agents to give me some sort of confirmation of the actions, and they flat out denied me this. Well when I went to the passport office I was told that since I had no proof of Customs agents actions that I would have to pay for a passport etc. This wasted my whole day, and the agents in Denver didn't seem to care when I called them seeking assistance. Big problem number two my laptop was seized for no reason.. They easily could have checked it at the airport. They told me they had no man power and needed to keep it six days. No man power? SIX AGENTS were hanging around my inspection. Well I have called everyday, and get the run around, it has been two weeks. I waited in line several days and put off my international travel/work waiting for this. The inspector basically told me he had the power to never give me my computer because so I should stop calling. Since then, I missed work, and ended up having to buy a new computer. I have called for the agent several times, and he will not return my calls. All this has cost me thousands of dollars in travel/accommodation and lost work. This is unacceptable. I will be taking action with local/international media; and hire an attorney if the US government doesn't address these issues. SIX AGENTS for a well traveled 26 year old American when well over 400 passengers were crossing into the United States. Taxpayers are not going to like this, and the media will love it. Your agents in Denver, are rude and badge happy. They are one of the reasons, I choose to spend most my life outside the United States, need someone to contact me ASAP, and I need my laptop FedExed to me in Phuket along with a case, and charger. I can be reached on +66 8966 59806

Auto-Response

11/02/2008 09:33

Title: Will travelers from U.S. territories need to present a passport to enter the United States?

Link: http://help.cbp.gov/cgi-bin/customs.cfg/php/enduser/popup_adp.php?p_faqid=980&p_created=1170365270

Title: Traveling with children

Link: http://help.cbp.gov/cgi-bin/customs.cfg/php/enduser/popup_adp.php?p_faqid=268&p_created=1043364937

Title: Victims of Telephone, Credit Card Scams or Identity Theft

Link: http://help.cbp.gov/cgi-bin/customs.cfg/php/enduser/popup_adp.php?p_faqid=605&p_created=1053113232

Title: What is NEXUS?

Link: http://help.cbp.gov/cgi-bin/customs.cfg/php/enduser/popup_adp.php?p_faqid=227&p_created=1043364937

Title: Does CBP accept cash, checks or credit cards for duty payment?

Link: http://help.cbp.gov/cgi-bin/customs.cfg/php/enduser/popup_adp.php?p_faqid=238&p_created=1043364937

Primary Contact

First Name: (b)(6).(b)(7)(C)

Last Name: (b)(6).(b)(7)(C)

Organization:

Login: (b)(6).(b)(7)(C)

Password:
Title:
Contact Type:
Email: (b)(6).(b)(7)(C)
Email -Alternate#1:
Email -Alternate#2:
Office Phone:
Mobile Phone:
Fax:
Assistant Phone:
Home Phone:
Street
City
State/Province
Postal Code
Country

Details

Last Name: (b)(6).(b)(7)(C)
Issuing Country: United States

Reference # 081030-000241
Status Solved
Assigned To General Inquiries (b)(6),(b)(7)(C)
Type of Problem Frequent Exams Traveler
Ports of Entry, Pre-Clearance or Border Patrol Sectors New York
Disposition With External Action
SLA Not specified
Queue Complaints
Date Created 10/30/2008 03:08 PM
Initial Response None
Last Updated 10/30/2008 03:55 PM
Date Closed 10/30/2008 03:55 PM
Customer SmartSense (on -3 to +3 scale)
Staff SmartSense (on -3 to +3 scale)
Response Needed Yes
Language English
Country Code Number Not specified
First Name Michael
Middle Name J
State/Province NY
Country US
Postal Code 11375
Dist Field Office New York
Incident Date 09/26/2008 03:06 PM
PLOR Not Warranted
Quality Assurance Not specified

(b)(6),(b)(7)(C) - Frequent Exams

Discussion Thread

Note (b)(6),(b)(7)(C) 10/30/2008 03:55 PM
Requests answers to two questions - was it proper for his brother's electronics to be searched and is he on a search list. Responded as follows:

RNW 081030-000241

October 30, 2008

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

Dear Msgr (b)(6),(b)(7)(C)

We have received your letter, dated 03 October 2008, detailing your concerns about your experience on 26 September 2008 while traveling aboard a cruise ship.

Regarding inspections in general, it is not the intent of CBP to subject travelers to unwarranted scrutiny. However, unless exempt, all travelers, including U.S. citizens, entering the United States are required to participate in CBP processing. As part of the process, CBP Officers are verifying admissibility and looking for possible terrorists, terrorist weapons or narcotics. Laptop computers may be subject to detention for violation of criminal law such as when the laptop contains information with possible ties to terrorism, narcotics smuggling, child pornography or other criminal activity.

To answer your questions - your brother's laptop and camera were subject to search whether or not you or he was searched. Searches of property routinely occur without the owner present and the consent is implied when the border is crossed. For information on what CBP might have on record concerning you, you will need to do a FOIA request. I am enclosing instructions on how to do that.

Sincerely,

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

Office of Public Affairs
U.S. Customs and Border Protection
1300 Pennsylvania Avenue, N.W.
Washington, D.C. 20229

Primary Contact

First Name: (b)(6),(b)(7)(C)
Last Name: (b)(6),(b)(7)(C)
Organization:
Login:
Password:
Title:
Contact Type:
Email:
Email-Alternate #1:
Email-Alternate #2:
Office Phone:
Mobile Phone:
Fax:
Assistant Phone:
Home Phone:
Street: (b)(6),(b)(7)(C)
City: (b)(6),(b)(7)(C)
State/Province: (b)(6)
Postal Code: (b)(6),(b)(7)(C)
Country: US

Details

Last Name: (b)(6), (b)(7)(C)

Address: (b)(6), (b)(7)(C)

City: Forest Hills

Issuing Country: United States

File Attachments

Name	Size	Content Type
• (b)(6), (b)(7)(C).pdf	906.12k	application/pdf

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

October 3, 2008

Customer Service Center
OPA - CSC - Rosslyn
U.S. Customs and Border Protection
1300 Pennsylvania Avenue, N.W.
Washington, DC 20229

Gentlemen:

On 9/26/08, during a cruise to Halifax from New York aboard the Norwegian Dawn, the cabin shared by myself and my brother was subject to a 45 minute search by four US Customs agents. The agents said my name was selected for search randomly. I was in the room during the search at the agents' request; my brother was kept outside the cabin.

During the search, the agents turned on my brother's camera and viewed the photos on the camera. They also turned on his computer and viewed, as best they could without his password, all his files. I had made clear to them that both items were not mine, but belonged to him. They did not seek his permission to view the photos, nor did they ask for his password. Indeed the supervisor, Officer Morales I believe, when asked by one of the agents whether he should speak to my brother (who was kept outside the room) about the password, was told by the supervisor not to ask.

While the agents were courteous, that search seemed overly long (45 minutes) and frankly was humiliating to me. It also seemed improper in its checking on my brother's camera and computer; he was not the subject of the search according to the supervisor. Apparently nothing wrong was found. Finally since this is the second time I have been 'detained' for a special customs check (something similar happened at Kennedy Airport some years back), I am wondering if I am on some kind of list. The agents assured me their search was entirely random, but I cannot help wondering.

So, I have two questions:

1. Was it proper for the agents to check my brother's camera and computer without his knowledge or permission?
2. Am I on some list of persons to be checked by US Customs.

Thank you for your attention to this matter.

Sincerely,

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

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

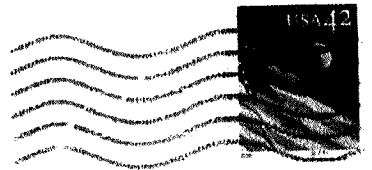
1

OUR

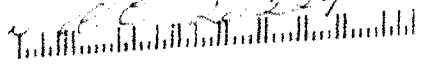
(b)(6), (b)(7)(C)

FOREST

Qg OCT 3LOO8 PH 3T



Customer Service Center
114^ac
U.S. Customs & Border Protection
1300 Pennsylvania Ave NW
Washington, DC 20527

20229+00005 

Reference #	080707-000253
Status	Solved
Assigned To	General Inquiries (b)(6),(b)(7)(C)
Type of Problem	Rude/Insulting Treatment Humiliation Exam/Question too intrusive uncalled for
Ports of Entry, Pre-Clearance or Border Patrol Sectors	Michigan Detroit Metro Airport
Disposition	With External Action
SLA	Not specified
Queue	Complaints
Date Created	07/07/2008 12:50 PM
Initial Response	07/08/2008 10:14 AM
Last Updated	07/08/2008 10:14 AM
Date Closed	07/08/2008 10:14 AM
Customer SmartSense	+1 (on -3 to +3 scale)
Staff SmartSense	0 (on -3 to +3 scale)
Response Needed	Yes
Language	English
Country Code Number	Not specified
Dist Field Office	Detroit
PLOR	Not Warranted
Quality Assurance	Not specified

I am quite angry with my treatment by US Customs. First, my rights were viola...

Discussion Thread

Response (b)(6),(b)(7)(C) 07/08/2008 10:14 AM
(b)(6),(b)(7)(C)

Thank you for contacting CBP. We appreciate you taking the time to pass along your comments to us. I was not able to locate any prior correspondence from you, it may have been addressed to a different office that also handles complaints. I apologize if they did not respond to you.

I am sorry to read about your negative experience at the Detroit airport. We apologize if you were left with a bad impression by a detailed inspection. If you encounter a similar problem in the future - please feel free to ask to speak to a supervisor who can answer your questions about the process or the treatment you receive.

It is not the intent of CBP to subject travelers to unwarranted scrutiny. However, unless exempt, all travelers entering the United States, including U.S. citizens, are required to participate in CBP processing. As part of the process, CBP Officers are verifying admissibility and looking for possible terrorists, terrorist weapons or narcotics. Laptop computers and other electronic media may be subject to detention for violation of criminal law such as if the laptop contains information with possible ties to terrorism, narcotics smuggling, child pornography or other criminal activity. CBP Officers adhere to all requirements to protect privileged, personal and business confidential information.

If you would like to follow up with the local management at Detroit, you may write directly to the Customs and Border Protection Port Director there. The Port Director will investigate the complaint and respond to you. Contact information can be found here: [http://www.cbp.gov/xp/cgov/toolbox/ports/Port Of Entry-Detroit Metropolitan Airport](http://www.cbp.gov/xp/cgov/toolbox/ports/Port%20Of%20Entry-Detroit%20Metropolitan%20Airport)

Port Information
Port Code: 3807
Location Address: (b)(6),(b)(7)(C)

Mailing Address: Same As Above
(b)(6),(b)(7)(C)

Operational Hours: 8:00 AM-4:30 PM(Eastern)
Weekdays (Monday-Friday)

Meanwhile, we have made a record of your complaint and will use it in our reports on the performance of CBP officers to our local and national-level managers.

Customer (b)(6),(b)(7)(C) 07/07/2008 12:50 PM

I am quite angry with my treatment by US Customs. First, my rights were violated. Second, I sent a complaint letter eight months ago, and even though I am guaranteed a response, I have never received one.

In August, 2007, I was returning to Detroit Metro Airport from Paris. I was stopped by customs because I declared a bottle of Absinthe. I complied when they told me that it was illegal (showing me in the customs book). However, they were extremely unprofessional and violated my rights (BY THE SAME CUSTOMS BOOK) by looking at the pictures on my camera!

They also picked apart my medications and asked me what they were for.

I want an immediate response since my letter was ignored. Here is the text of my original letter.

To whom it may concern:
On the evening of August 20, 2007 after arriving in Detroit on Air France, flight 0374 from Paris, Customs officials invaded my privacy by demanding to look at the photos on my digital camera.
I had spent two weeks visiting my mom in southern France. In my suitcase, I was carrying, among other things I had purchased, a bottle of legally-purchased absinthe. When I was asked if I had any alcohol at Customs, I openly admitted that I was carrying the absinthe. Of course, I unknowingly

was violating the policy that explicitly forbids bringing in absinthe to the United States. The customs officers noted this to me on page 27 of the border regulations booklet. They emphasized that if I "had a good attitude" and was compliant, then they would just discard the absinthe and have me sign a document demonstrating that I had witnessed this. I complied and thanked them for their understanding. I understand that I was mistaken. After confiscating the absinthe, the rest of my belongings were examined. This is where, I feel, the customs officials overstepped their authority and invaded my privacy. First, while going through my toiletries, they asked me to tell them what condition I was treating with my medication. I found this humiliating to do in front of several people and I did not, and still do not see the reason for doing this. My name was clearly printed on the bottle, and I would be very surprised if they did not have lists of medications and their uses. I read in the booklet that because of narcotic concerns, that medicine should be declared. Still the way in which this was handled violated the pledge of "courtesy, dignity, and respect". However, it was the when they demanded that I turn on my digital camera and allow them to view my photos that I feel safe in saying my privacy was violated. Several customs officials freely examined my photos, demanding to know who the people were in the photos (my mom, my stepfather, my girlfriend). Interestingly enough, they didn't resort to the Customs booklet this time—was it because on page 43, the booklet states that Customs will not examine film unless the officer has reason to believe it contains prohibited material? This was demeaning and unnecessary. I clearly was not trying to smuggle in absinthe, as evidenced by my open acknowledgment of it on my customs form, yet my privacy rights were invaded under the guise of "compliance". I would like an apology for this affront on my privacy and dignity and a description of whom I should request assistance from in case this were ever to happen again. I appreciate that I have the right to expect a response, as stated on page 44.
Sincerely,

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

Auto-Response

07/07/2008 12:50 PM

Title: I am always being stopped for questioning and inspection when clearing immigration and customs. What can I do about that?

Link: http://help.cbp.gov/cgi-bin/customs.cfg/php/enduser/popup_adp.php?p_faqid=11&p_created=1043364935

Title: What are the dangers of being exposed to radiation or gamma rays by CBP detection equipment?

Link: http://help.cbp.gov/cgi-bin/customs.cfg/php/enduser/popup_adp.php?p_faqid=699&p_created=1063053338

Title: Complaint of rude and unprofessional treatment

Link: http://help.cbp.gov/cgi-bin/customs.cfg/php/enduser/popup_adp.php?p_faqid=175&p_created=1043364937

Title: How do carriers register with CBP to submit passenger data via APIS?

Link: http://help.cbp.gov/cgi-bin/customs.cfg/php/enduser/popup_adp.php?p_faqid=753&p_created=1077648936

Title: Does CBP fine cruise ships that allow passengers to disembark before the end of the cruise's itinerary?

Link: http://help.cbp.gov/cgi-bin/customs.cfg/php/enduser/popup_adp.php?p_faqid=709&p_created=1067531154

Primary Contact

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

Organization:

Login: (b)(6),(b)(7)(C)

Password:

Title:

Contact Type:

Email: (b)(6),(b)(7)(C)

Email - Alternate #2:

Office Phone:

Mobile Phone:

Fax:

Reference # 080528-000470
Status Solved
Assigned To General Inquiries (b)(6),(b)(7)(C)
Type of Problem Rude/Insulting Treatment Objects to being selected for inspection
Ports of Entry, Pre-Clearance or Border Patrol Sectors Not Specified
Disposition With External Action
SLA Not specified
Queue Complaints
Date Created 05/28/2008 09:02 PM
Initial Response 05/29/2008 11:38 AM
Last Updated 05/29/2008 02:01 PM
Date Closed 05/29/2008 02:01 PM
Customer SmartSense +1 (on -3 to +3 scale)
Staff SmartSense 0 (on -3 to +3 scale)
Response Needed Yes
Language English
Country Code Number Not specified
FLOR Not Warranted
Quality Assurance Not specified

What are my rights as a US citizen when re-entering the US? I am frequently r...

Discussion Thread

Response (b)(6),(b)(7)(C) 05/29/2008 02:01 PM

CBP routinely inspects items that are being shipped or transported without the owner present. An inspection could include opening sealed items, removing locks, turning on equipment, etc. That would seem to equate to your situation.

Also, CBP is a law enforcement agency and therefore conducts its business within the law. If you wish to challenge a law on which CBP operates, that is something you probably should seek legal counsel about.

Customer 05/29/2008 01:26 PM

Thank you for your prompt response. And thank you for the information on TRIP, which I shall use.

However, you did not respond to my specific question: if my computer is "off", can CBP compel me to reveal passwords and/or biometric data in order to turn it on? And, should the inspection of my computer take place in front of me?

Thank you for your response to these questions.

Response (b)(6),(b)(7)(C) 05/29/2008 11:38 AM

Thank you for contacting CBP. Here is our policy on laptop computers and similar electronic storage devices:

- CBP is charged with facilitating legitimate trade and travel while at the same time enforcing hundreds of U.S. laws. All persons, baggage and merchandise arriving in the United States are required to participate in CBP processing. As part of the process, CBP strives to facilitate the routine processing of all travelers while determining admissibility.

- It is not the intent of CBP to subject travelers to unwarranted scrutiny. However, unless exempt, all travelers entering the United States, including U.S. citizens, are required to participate in CBP processing. As part of the process, CBP Officers are verifying admissibility and looking for possible terrorists, terrorist weapons or narcotics.

- Laptop computers may be subject to detention for violation of criminal law such as if the laptop contains information with possible ties to terrorism, narcotics smuggling, child pornography or other criminal activity.

- CBP Officers adhere to all requirements to protect privileged, personal and business confidential information.

If you are experiencing frequent searches, may I suggest you apply to the DHS-TRIP program. The Department of Homeland Security, to which CBP is subordinate, now has a Traveler Redress Inquiry Program at www.dhs.gov/trip for investigating and resolving cases such as yours. I ask that you please follow the instructions on their website for submitting your request.

Customer 05/28/2008 09:02 PM

What are my rights as a US citizen when re-entering the US? I am frequently referred to secondary screening. Last time, my laptop computer was turned on (it happened happened to be on "sleep" mode). The agents saw the word "bombing" in an email (I was deploring a recent bomb attack in Sri Lanka) and called the FBI; I was detained for 3+ hours while they read all of my emails. My questions:

1. If my computer is turned off (not just "sleep"), can CBP agents require that I turn it on?
2. If my computer is password protected, can they demand the password from me? What happens if I refuse?
3. If my computer is biometrically protected (fingerprints), can they demand that I scan my fingerprints? What happens if I refuse?

4. My emails and many documents are web-based (Google). Can they require my usernames and passwords to turn on these applications to review the contents?

5. At one point, agents took my computer into a back room for an hour. I protested, saying that I had a right to watch their inspection of my property. Do I have a right for inspections of my computer to take place in front of me?

While CBP has a right to inspect my property, and even conduct secondary screenings, I do not believe that the CBP has a right to violate my First Amendment protection against unreasonable searches and seizures. I believe demanding confidential passwords and biometric information constitutes an unreasonable search and seizure.

Please provide answers to my five questions. Thank you.

Auto-Response 05/28/2008 09:02 PM

Title: IPR - Reporting intellectual property rights violations.
Link: http://help.cbp.gov/cgi-bin/customs.cfg/php/enduser/popup_adp.php?p_faaid=108&p_created=1043364936

Title: Intellectual Property Rights - IPR owner aware of/or suspects infringers of their trademark or copyright
Link: http://help.cbp.gov/cgi-bin/customs.cfg/php/enduser/popup_adp.php?p_faaid=272&p_created=1043364937

Title: IPR - How CBP protects property rights.
Link: http://help.cbp.gov/cgi-bin/customs.cfg/php/enduser/popup_adp.php?p_faaid=104&p_created=1043364936

Title: IPR - Protecting your Intellectual Property Rights
Link: http://help.cbp.gov/cgi-bin/customs.cfg/php/enduser/popup_adp.php?p_faaid=109&p_created=1043364936

Title: Reemployed Annuitant
Link: http://help.cbp.gov/cgi-bin/customs.cfg/php/enduser/popup_adp.php?p_faaid=1028&p_created=1208460450

Primary Contact

First Name:
Last Name:
Organization:
Login: (b)(6),(b)(7)(C)
Password:
Title:
Contact Type:
Email: (b)(6),(b)(7)(C)
Email-Alternate #1:
Email-Alternate#2:
Office Phone:
Mobile Phone:
Fax:
Assistant Phone:
Home Phone:
Street
City
State/Province
Postal Code
Country

Details

Issuing Country: United States

Reference #	080517-000016
Status	Solved
Assigned To	General Inquiries (b)(6),(b)(7)(C)
Type of Problem	Abuse/Excessive Use of Authority Unwarranted Search/Chase
Ports of Entry, Pre-Clearance or Border Patrol Sectors HQ	
Disposition	With External Action
SLA	Not specified
Queue	Complaints
Date Created	05/17/2008 10:44 AM
Initial Response	05/19/2008 11:31 AM
Last Updated	05/19/2008 11:31 AM
Date Closed	05/19/2008 11:31 AM
Customer SmartSense	0 (on -3 to +3 scale)
Staff SmartSense	0 (on -3 to +3 scale)
Response Needed	Yes
Language	English
Country Code Number	Not specified
PLOR	Not Warranted
Quality Assurance	Not specified

Why are you searching laptops and other data storage devices and media at the...

Discussion Thread

Response (b)(6),(b)(7)(C) 05/19/2008 11:31 AM

Thank you for contacting CBP. We appreciate your comments on the issue of laptops.

CBP is charged with facilitating legitimate trade and travel while at the same time enforcing hundreds of U.S. laws. All persons, baggage and merchandise arriving in the United States are required to participate in CBP processing. As part of the process, CBP strives to facilitate the routine processing of all travelers while determining admissibility.

It is not the intent of CBP to subject travelers to unwarranted scrutiny. However, unless exempt, all travelers entering the United States, including U.S. citizens, are required to participate in CBP processing. As part of the process, CBP Officers are verifying admissibility and looking for possible terrorists, terrorist weapons or narcotics.

Laptop computers may be subject to detention for violation of criminal law such as if the laptop contains information with possible ties to terrorism, narcotics smuggling, child pornography or other criminal activity.

CBP Officers adhere to all requirements to protect privileged, personal and business confidential information.

Customer 05/17/2008 10:44 AM

Why are you searching laptops and other data storage devices and media at the borders? It has no efficacy, balanced against violating the rights of citizens, for discovering miscreants, either terrorists or other criminals. It is a behavior, I believe, more suited and practiced by the like of Nazi Germany, the old Soviet state, and other police states.

Your behavior and the courts decision, the reversal of a lower court's decision, have finally convinced me to buy strong encryption to protect my information. I have also joined a group, quickly growing in number, to voluntarily grow a fund to retain lawyers to fight in court, all the way to the Supreme Court, if necessary, any confuscation of any of our information carrying devices. Your behavior has increased the bottom line of the PGP Corporation, and more people are considering using encryption.

I do not like the expense of encryption to protect my family photos, personal information, and sensitive data, like Social Security Number, banking information, emails, and other personal documents which are none of your dang business. So if my devices are confiscated and accessed at any border all you can expect is encrypted data that would take even the N.S.A., using all the computing in the world, until the sun goes nova to decrypt. PGP Corporation should thank you for your action. No one else, no American who regards the Constitution and liberty should.

I ask myself: Why is my government behaving like fascists? Why is it behaving like fascists that America fought in World War Two and Korea to defeat? I will fight in the courts and politically to restrain such fascist impulses and behaviours. It is the American's duty to resist tyranny, to defeat enemies foreign and DOMESTIC. I want the officials in the U.S. Customs and Border Protection Agency who conceived this policy fired. We may have to fire some politicians first.

Auto-Response 05/17/2008 10:44 AM

Title: How do officers decide which passengers to examine or search?
Link: http://help.cbp.gov/cgi-bin/customs.cfg/php/enduser/popup_adp.php?p_faqid=27&p_created=1043364935

Title: Why did a CBP officer search me?
Link: http://help.cbp.gov/cgi-bin/customs.cfg/php/enduser/popup_adp.php?p_faqid=26&p_created=1043364935

Title: Authority, right to search
Link: http://help.cbp.gov/cgi-bin/customs.cfg/php/enduser/popup_adp.php?p_faqid=176&p_created=1043364937

Title: Transgender Personal Search Procedures
Link: http://help.cbp.gov/cgi-bin/customs.cfg/php/enduser/popup_adp.php?p_faqid=290&p_created=1043364937

Title: FACT SHEET - Air and Marine
Link: http://help.cbp.gov/cgi-bin/customs.cfg/php/enduser/popup_adp.php?p_faqid=1020&p_created=1206120973

Primary Contact

First Name:
Last Name:
Organization:
Login: (b)(6),(b)(7)(C)
Password:
Title:
Contact Type:
Email: (b)(6),(b)(7)(C)
Email-Alternate#1:
Email-Alternate#2:
Office Phone:
Mobile Phone:
Fax:
Assistant Phone:
Home Phone:
Street
City
State/Province
Postal Code
Country

Details

Issuing Country: United States

Reference #
080422-000459

Status
Solved

Assigned To
General Inquiries
(b)(6),(b)(7)(C)

Type of Problem
Complaints/Comments

Disposition
With No Action

SLA
Not specified

Queue
Complaints

Date Created
04/22/2008 09:26 PM

Initial Response
04/23/2008 08:53 AM

Last Updated
05/07/2008 12:18 PM

Date Closed
04/23/2008 08:53 AM

Customer SmartSense
+1 (on -3 to +3 scale)

Staff SmartSense
0 (on -3 to +3 scale)

Response Needed
Yes

Language
English

Country Code Number
Aof specified

PLOR
Not Warranted

Quality Assurance
Not specified

I have a question regarding the recent issue of leaving and entering the Unit...

Discussion Thread

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

04/23/2008 08:53 AM

Thanks for contacting CBP. Concerning the issue of laptops, we can give you the following guidelines:

CBP is charged with facilitating legitimate trade and travel while at the same time enforcing hundreds of U.S. laws. All persons, baggage and merchandise arriving in the United States are required to participate in CBP processing. As part of the process, CBP strives to facilitate the routine processing of all travelers while determining admissibility.

It is not the intent of CBP to subject travelers to unwarranted scrutiny. However, unless exempt, all travelers entering the United States, including U.S. citizens, are required to participate in CBP processing. As part of the process, CBP Officers are verifying admissibility and looking for possible terrorists, terrorist weapons or narcotics.

Laptop computers may be subject to detention for violation of criminal law such as if the laptop contains information with possible ties to terrorism, narcotics smuggling, child pornography or other criminal activity.

Customer

04/22/2008 09:26 PM

I have a question regarding the recent issue of leaving and entering the United States with a laptop. In many recent cases, people have been ordered by border security to provide password information to there laptops so the border agents can search through there personal and private files. I keep many private and personal files encrypted on my laptop computer. If I was to travel out of the United States and back in, what would happen if I refused to give passwords to my encrypted files on my laptop to a border agent? The reason I am asking is because I am planning to go to Canada in the future, and I plan to bring my laptop with me. And I will not under any circumstances allow anyone to access my private encrypted files. In that case, what would happen? Would I be detained for refusing to give border agents access to my laptop files? What is the policy of US border Security? Thank you!

Auto-Response

04/22/2008 09:26 PM

Title: What gives CBP the right to search me? (Search Authority)

Link: http://help.cbp.gov/cgi-bin/customs.cfg/php/enduser/popup_adp.php?p_faaid=25-&p_created=1043364935

Title: Global Entry Program™

Link: http://help.cbp.gov/cgi-bin/customs.cfg/php/enduser/popup_adp.php?p_faaid=1035-&p_created=1208793527

Title: Why did a CBP officer search me?

Link: http://help.cbp.gov/cgi-bin/customs.cfg/php/enduser/popup_adp.php?p_faaid=26-&p_created=1043364935

Title: Authority, right to search

Link: http://help.cbp.gov/cgi-bin/customs.cfg/php/enduser/popup_adp.php?p_faaid=176-&p_created=1043364937

Title: How do officers decide which passengers to examine or search?

Link: http://help.cbp.gov/cgi-bin/customs.cfg/php/enduser/popup_adp.php?p_faaid=27-&p_created=1043364935

Primary Contact

First Name:

Last Name:

Organization:

Login: (b)(6),(b)(7)(C)

Password:

Title:

Contact Type:

Email: (b)(6),(b)(7)(C)

Email-Alternate #1:

Email - Alternate #2:

Office Phone:

Mobile Phone:

Fax:

Assistant Phone:

Home Phone:

Street

City

State/Province
Postal Code
Country

Details

Issuing Country: United States

Reference #	071118-000020
Status	Solved
Assigned To	General Inquiries (b)(6), (b)(7)(C)
Type of Problem	Detentions/Seizures/Penalties Won't release non-offending goods
Ports of Entry, Pre-Clearance or Border Patrol Sectors	Georgia Atlanta
Disposition	With No Action
SLA	Not specified
Queue	Complaints
Date Created	11/18/2007 08:44 AM
Initial Response	12/12/2007 04:32 PM
Last Updated	03/04/2008 10:18 AM
Date Closed	12/12/2007 04:32 PM
Customer SmartSense	+1 (on -3 to +3 scale)
Staff SmartSense	+1 (on -3 to +3 scale)
Response Needed	Yes
Language	English
Country Code Number	Not specified
Dist Field Office	Atlanta
PLOR	Not Warranted
Quality Assurance	Not specified

What laws apply to the taking of a laptop (used for personal communication an...

Discussion Thread

Response (b)(6), (b)(7)(C) 12/12/2007 04:32 PM

Thank you for contacting CBP. Customs and Border Protection supervisors are responsible for ensuring that officers behave in a professional manner and treat all persons with dignity. Many facilities have CBP Passenger Service Representatives (PSR) who are available to help resolve complaints when they arise. If you encounter a similar problem in the future - please feel free to ask to speak to either a supervisor or a PSR.

I encourage you to write directly to the Customs and Border Protection Port Director where it occurred. The Port Director will investigate the complaint and respond to you. Contact information can be found here: <http://www.cbp.gov/xp/cgov/toolbox/ports/>

Meanwhile, we have made a record of your complaint and will use it with others to monitor the performance of our CBP officers.

Contact Info for CBP in Atlanta:

Service Port-Atlanta
Port Information
Port Code: 1704
Location Address: 4341 International Parkway
Suite 600
Atlanta, GA 30354
Mailing Address: Same As Above
Port Director: Michele James
General Phone: (404) 675-1300
General Fax: (404) 675-1237
Operational Hours: 8:00 AM-5:00 PM(Eastern)
Seven Days A Week (7)

Customer 11/27/2007 03:58 PM

Subsequent investigation on my part has revealed that there is no reference in the computers within ICE or Customs relative to my son's personal computer. It has been detained without due process by the whim of one or two persons in the Atlanta Customs office. Nothing was given him which would give a single clue how he might recover his property.

Customer 11/18/2007 08:44 AM

What laws apply to the taking of a laptop (used for personal communication and his business) from my son upon re-entry to the USA. He works overseas for an international company and lives part time in the middle east.

Auto-Response 11/18/2007 08:44 AM

Title: What are customs and immigration regulations for Canadians and travelers from Visa Waiver Program - eligible countries?
Link: http://help.cbp.gov/cgi-bin/customs.cfg/php/enduser/popup_adp.php?p_faaid=194&p_created=1043364937

Title: How long can I stay in the U.S., and can I go to other countries while I'm in the U.S. on a B1 or B2 visa?
Link: http://help.cbp.gov/cgi-bin/customs.cfg/php/enduser/popup_adp.php?p_faaid=751&p_created=1077545436

Title: Lebanese Citizens holding U.S. Visas
Link: http://help.cbp.gov/cgi-bin/customs.cfg/php/enduser/popup_adp.php?p_faaid=965&p_created=1153519916

Title: When is Advance Parole Required For Travel
Link: http://help.cbp.gov/cgi-bin/customs.cfg/php/enduser/popup_adp.php?p_faaid=991&p_created=1187985888

Title: One of my travel documents (ticket, advance parole authorization, drivers license) has a misspelling of my name or other small error.
Link: http://help.cbp.gov/cgi-bin/customs.cfg/php/enduser/popup_adp.php?p_faaid=898&p_created=1105030114

Primary Contact

First Name:
Last Name:
Organization:
Login: (b)(6),(b)(7)(C)
Password:
Title:
Contact Type:
Email: (b)(6),(b)(7)(C)
Email-Alternate #1:
Email -Alternate#2:
Office Phone:
Mobile Phone:
Fax:
Assistant Phone:
Home Phone:
Street
City
State/Province
Postal Code
Country

Details

Issuing Country: United States

Reference # 071007-000030
Status Solved
Assigned To General Inquiries (b)(6), (b)(7)(C)
Type of Problem Complaints/Comments
Disposition With No Action
SLA Not specified
Queue Complaints
Date Created 10/07/2007 01:12 PM
Initial Response 10/29/2007 05:09 PM
Last Updated 03/04/2008 10:18 AM
Date Closed 10/29/2007 05:09 PM
Customer SmartSense +1 (on -3 to +3 scale)
Staff SmartSense +1 (on -3 to +3 scale)
Response Needed Yes
Language English
Country Code Number Not specified
First Name Lary
Passport # 300529867
Incident Date 10/03/2007 05:05 PM
PLOR Not Warranted
Quality Assurance Not specified

I have quetions of the number of times that I am checked when reentering the...

Discussion Thread

Response (b)(6), (b)(7)(C) 10/29/2007 05:09 PM

Thank you for contacting CBP. The Department of Homeland Security, to which CBP is subordinate, now has a Traveler Redress Inquiry Program at www.dhs.gov/trip for investigating cases of multiple searches such as yours. I ask that you please follow the instructions on their website for submitting your request.

I am sorry to read about your negative experience involving the camera, however we thank you for your honesty in returning it. Customs and Border Protection supervisors are responsible for ensuring that officers behave in a professional manner and treat all persons with dignity. Many facilities have CBP Passenger Service Representatives (PSR) who are available to help resolve complaints when they arise. If you encounter a similar problem in the future - please feel free to ask to speak to either a supervisor or a PSR.

I encourage you to write directly to the Customs and Border Protection Port Director where it occurred. The Port Director will investigate the complaint and respond to you. Contact information can be found here: <http://www.cbp.gov/xp/cgov/toolbox/ports/>

Meanwhile, we have made a record of your complaint and will use it with others to monitor the performance of our CBP officers.

Customer (b)(6), (b)(7)(C) 10/07/2007 01:12 PM

I have quetions of the number of times that I am checked when reentering the US. The first few years I was never stopped for questions, but now it happens almost every time I return home. This past trip (October 3, 2007) when I handed my passport to the immigration officer a Custom agent was called to the booth. He took me off to a area away from the luggage belts. He was joined by a second officer who asked me several questions about my trip. In the past when I stopped and questioned and my luggage check was when I was leaving the customs area.

In the past when this has happened all my luggage has been checked as well as my laptop and camera media and I have been sent on my way. One time this caused me to miss my connecting flight. This time I was detained before getting my 'checked' luggage which was never checked. After my carry-on bag (camera media) and computer bag (laptop) was checked, I was brought in and asked more quetions. I was also told that I wasn't being truthful with my answers, which I was trying to answer to the best of my ability. After being told if next time I did the same thing I would be in a lot of trouble, was permitted to leave.

After leaving the custom area and going through security check I went to the gate to discover that I had a camera that didn't belong to me. Some of the questions that were asked of me were about a wedding that I attended while I was in Thailand. I didn't attend a wedding. I check the extra media chip and the one in the camera to make sure they didn't belong to me and they didn't. On the one chip in the camera were alot of photos of a wedding. Also the photos weren't taken where I was on vacation. Somehow the camera was put in my bag by your custom officer and mixed in my stuff. Before boarding my flight I took the camera and extra chip to customs and turned it in and told them it didn't belong to me. The camera didn't belong to me and I didn't want it. I am sure the owner would like to have it back as it looked expensive and had alot of photos I am sure they would like to have back.

I understand that I am allowed by law to have any information that customs and immigrations has on file about me. If there is something that happened on a previous return into the US that is causing me to be stopped more than I feel to be too often, I would like to know.

I would also like to know why I am not allowed to be present when my personal items as well as laptop and cameras are being checked.

Thank you very much for looking into this for me and giving me the infomation on how to receive my personal information you have on file for me.

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

Auto-Response 10/07/2007 01:12 PM

Title: How to record departure from the United States after the fact.
Link: http://help.cbp.gov/cgi-bin/customs.cfg/php/enduser/popup_adp.php?p_faqid=752-&p_created=1077641280

Title: Documents required by Canadian Citizens/Residents/Landed Immigrant to enter the U.S. and how long can they stay?
Link: http://help.cbp.gov/cgi-bin/customs.cfg/php/enduser/popup_adp.php?p_faqid=619-&p_created=1056630853

Title: Can a U.S. lawful permanent residents of the U.S. leave multiple times and return?
Link: http://help.cbp.gov/cgi-bin/customs.cfg/php/enduser/popup_adp.php?p_faqid=820-&p_created=1091203751

Title: What documents does a foreign national or green card holder need to enter the U.S.?
Link: http://help.cbp.gov/cgi-bin/customs.cfg/php/enduser/popup_adp.php?p_faqid=572-&p_created=1048279878

Title: Extension of Stay Denied
Link: http://help.cbp.gov/cgi-bin/customs.cfg/php/enduser/popup_adp.php?p_faqid=962-&p_created=1143210299

Primary Contact

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

Organization:

Login: (b)(6),(b)(7)(C)

Password:

Title:

Contact Type:

Email: (b)(6),(b)(7)(C)

Email-Alternate#1:

Email-Alternate#2:

Office Phone: (b)(6),(b)(7)(C)

Mobile Phone:

Fax:

Assistant Phone:

Home Phone:

Street

City

State/Province

Postal Code

Country

Details

Last Name: Olbekson

Issuing Country: United States

Reference #
070813-000384

Status
Solved

Assigned To
General Inquiries
(b)(6), (b)(7)(C)

Type of Problem
Complaints/Comments

Disposition
With No Action

SLA
Not specified

Queue
Complaints

Date Created
08/13/2007 11:38 PM

Initial Response
08/17/2007 02:21 PM

Last Updated
08/20/2007 08:42 AM

Date Closed
08/20/2007 08:42 AM

Customer SmartSense
+1 (on -3 to +3 scale)

Staff SmartSense
-1 (on -3 to +3 scale)

Response Needed
Yes

Language
English

Country Code Number
Not specified

First Name
Eugen

Dist Field Office
San Francisco

Incident Date
06/29/2007 08:13 AM

PLOR
Not Warranted

Quality Assurance
Not specified

I would like to file a claim about a missing laptop and accessories. They wer...

Discussion Thread

Response (b)(6), (b)(7)(C) 08/20/2007 08:42 AM

For CBP claims, follow these inductions:
We can provide you with form, SF 95, "Claim for Damage, Injury or Death," for your use in requesting compensation for damages. Please forward the completed form, along with documentation to support the claim of a wrongful or negligent act on the part of a Customs and Border Protection employee to (port director, address, and phone number).

Here is the form you need to use:
[http://contacts.gsa.gov/webforms.nsf/0/635588D718E338F385256B1B007FBE64/\\$file/sf95.pdf](http://contacts.gsa.gov/webforms.nsf/0/635588D718E338F385256B1B007FBE64/$file/sf95.pdf)

Additional info can be attached on separate pieces of paper, but make sure your name and contact info is on each paper.

Here is the contact info for San Francisco:
Port Of Entry-San Francisco International Airport
Port Information
Port Code: 2801
Location Address: San Francisco International Airport
San Francisco, CA 94125-1867
Mailing Address: Same As Above
General Phone: (650) 624-7200
General Fax: (650) 624-7280
Operational Hours: 8:00 AM-4:00 PM(Pacific)

Customer (b)(6), (b)(7)(C) 08/20/2007 01:26 AM
08/19/2007

Additional Information:
We had 2 pieces of baggage that were checked in. As I mentioned, they were delayed by Air France and arrived in San Francisco 2 days after our flight. Both suitcases had little locks. The suitcase containing the laptop had its lock cut open. The other suitcase was untouched. We found a note inside the open suitcase - CBP Form 850 (01/03) - that had "Port of SFO and the date 6/29 written by someone. No other information.

Since I was not familiar with the procedures, I assumed that TSA inspected the baggage (the CBP Form contains a header of US Department of Homeland Security). I filed claims both with Air France and TSA, and both declined liability and responsibility. Later, someone indicated to me that the form belongs to US CBP.

The fact is that the laptop and accessories are missing, and it seems to me that the baggage was opened by CBP, probably in the presence of a carrier representative. I would like to know how to claim the loss and what is the process of reaching the responsible body/organization.

Thank you.

Response (b)(6), (b)(7)(C) 08/17/2007 02:21 PM

Thank you for contacting CBP. Given the brief information you have provided, it is unclear whether your items may have gone missing while in the possession of CBP, TSA, or the airline. If the bag was opened during inspection by CBP or TSA, there should have been a printed note placed inside the bag by the agency inspecting it. That note would have contact information for making a claim.

For CBP, follow these instructions:
Unfortunately, goods are sometimes damaged in the course of an inspection. Sometimes it is necessary to damage an item in order to ascertain if it is being used to smuggle goods or to determine if it meets various safety or other requirements for imported goods. The Customs and Border Protection pays for damage to property when the damage was caused by the wrongful or negligent act of any employee while acting within the scope of employment. This provision is outlined in the Small Claims Act (SCA). We can provide you with form, SF 95, "Claim for Damage, Injury or Death," for your use in requesting compensation for damages. Please forward the completed form, along with documentation to support the claim of a wrongful or negligent act on the part of a Customs and Border Protection employee to (port director name, address, and phone number).

For TSA:
The Transportation Security Administration is responsible for overseeing the security screening process. If you experienced problems while you or your luggage were being examined, please let them know by calling them on their toll-free number: 866-289-9673. Alternatively, you can email them from their web site at www.tsa.gov.

Auto-Response 08/15/2007 12:08 PM

Title: Complaint - Importers' container was examined by CBP and they are being charged a fee by the

Centralized Examination Station (CES). Shouldn't CBP pay for these charges since they ordered the examination?

Link: https://cbpcomplaints.cbp.gov/cgi-bin/cbpcomplaints.cfg/php/enduser/popup_adp.php?p_faqid=396-&p_created=1043364939

Title: One of my travel documents (ticket, advance parole authorization, drivers license) has a misspelling of my name or other small error.

Link: https://cbpcomplaints.cbp.gov/cgi-bin/cbpcomplaints.cfg/php/enduser/popup_adp.php?p_faqid=898-&p_created=1105030114

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

08/13/2007 11:38 PM

I would like to file a claim about a missing laptop and accessories. They were missing after the CBP inspection at SFO airport on 6/29/2007. The baggage came in late with Air France 2 days after my arrival.

1. What form do I use? and
2. Where do I mail/fax it?

Thank you,

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

Auto-Response

08/13/2007 11:38 PM

Title: Mail - How to protest duty

Link: http://help.cbp.gov/cgi-bin/customs.cfg/php/enduser/popup_adp.php?p_faqid=128-&p_created=1043364936

Title: Mail -failure to claim a parcel

Link: http://help.cbp.gov/cgi-bin/customs.cfg/php/enduser/popup_adp.php?p_faqid=123-&p_created=1043364936

Title: Mail - missing / lost package

Link: http://help.cbp.gov/cgi-bin/customs.cfg/php/enduser/popup_adp.php?p_faqid=122-&p_created=1043364936

Title: Can CBP track or find a lost package imported / exported via mail?

Link: http://help.cbp.gov/cgi-bin/customs.cfg/php/enduser/popup_adp.php?p_faqid=301-&p_created=1043364938

Title: Mail -Fees when mailing

Link: http://help.cbp.gov/cgi-bin/customs.cfg/php/enduser/popup_adp.php?p_faqid=117-&p_created=1043364936

Primary Contact

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

Organization:

Login: (b)(6),(b)(7)(C)

Password:

Title:

Contact Type:

Email: (b)(6),(b)(7)(C)

Email-Alternate#1:

Email-Alternate#2:

Office Phone:

Mobile Phone:

Fax:

Assistant Phone:

Home Phone:

Street

City

State/Province

Postal Code

Country

Details

Last Name: (b)(6),(b)(7)(C)

Issuing Country: United States

Carrier/Vessel Name: Air France

Reference #
080731-000450

Status
Solved

Assigned To
General Inquiries
(b)(6),(b)(7)(C)

Topic
Requirements for International Travelers
Travel Papers/Identification

Who You Are
Travelers
Personal Use

SLA
Not specified

Queue
Not specified

Date Created
07/31/2008 04:39 PM

Initial Response
None

Last Updated
07/31/2008 04:39 PM

Date Closed
07/31/2008 04:39 PM

Customer SmartSense
0 (on -3 to +3 scale)

Staff SmartSense
0 (on -3 to +3 scale)

Language
English

Quality Assurance
Not specified

laptop

Discussion Thread

Customer (b)(6),(b)(7)(C)
laptop.adv ok bring

07/31/2008 04:39 PM

Primary Contact

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

Organization:

Login:

Password:

Title:

Contact Type:

Email: (b)(6),(b)(7)(C)

Email-Alternate #1:

Email-Alternate#2:

Office Phone:

Mobile Phone:

Fax:

Assistant Phone:

Home Phone: (b)(6),(b)(7)(C)

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

City London

State/Province

Postal Code (b)(6),(b)(7)(C)

Country United Kingdom

Additional Information

Reference #
080801-000107

Status
Solved

Assigned To
General Inquiries
(b)(6),(b)(7)(C)

Topic
Requirements for International Travelers
What can I bring into the U.S?

Who You Are ~
Travelers
Personal Use

SLA
Not specified

Queue
Not specified

Date Created
08/01/2008 09:54 AM

Initial Response
None

Last Updated
08/01/2008 09:54 AM

Date Closed
08/01/2008 09:54 AM

Customer SmartSense
0 (on -3 to +3 scale)

Staff SmartSense
0 (on -3 to +3 scale)

Language
English

Quality Assurance
Not specified

Cell phones and laptops on travel?

Discussion Thread

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

08/01/2008 09:54 AM

Provided info.

Primary Contact

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

Organization:

Login:

Password:

Title:

Contact Type:

Email: (b)(6),(b)(7)(C)

Email-Alternate #1:

Email-Alternate#2:

Office Phone:

Mobile Phone:

Fax:

Assistant Phone:

Home Phone: (b)(6),(b)(7)(C)

Street: (b)(6),(b)(7)(C)

City: London

State/Province:

Postal Code: (b)(6),(b)(7)(C)

Country: United Kingdom

Additional Information

Reference # 080801-000331
Status Solved
Assigned To General Inquiries (b)(6), (b)(7)(C)
Topic Requirements for International Travelers Traveling to/through Canada
Who You Are General Public
SLA Not specified
Queue General Queue
Date Created 08/01/2008 04:01 PM
Initial Response 08/04/2008 05:25 PM
Last Updated 08/04/2008 05:25 PM
Date Closed 08/04/2008 05:25 PM
Customer SmartSense 0 (on -3 to +3 scale)
Staff SmartSense -1 (on -3 to +3 scale)
Language English
Quality Assurance Not specified

I am a U.S. citizen and I am going on a fishing trip in Canada north of Int'l...

Discussion Thread

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

08/04/2008 05:25 PM

Suggestion

Summary:

Do I have to register my firearms, laptop computer, camera equipment etc. in person, or can someone do it on my behalf?

Question:

<as-html>Do I have to register my firearms, lap top computer, camera equipment etc. in person, or can someone do it on my behalf?
</as-html>

Answer:

<as-html><p>In order to register your goods, you must do it in person because the form normally used to register goods for travel abroad requires the owner to sign the form in the CBP officer's presence.</p><p>If you are unable to do this in advance of your travel, you should make arrangements to register your goods at the port of exit. Call ahead to make sure someone will be available to register your goods. Phone numbers are in the Ports section of our web site.</p><p>if it is impossible for you to take your goods in person to the port, you may call the port, explain the circumstance preventing you from coming in person, and ask if they will allow you to fill out a CBP Form 4455 and write a letter authorizing someone else to register the item on your behalf, but please be aware that CBP officers have the right to require the owner of an item to personally bring it in for registration.</p><p>CBP Form 4457 can be obtained at the port of entry where you register your goods or the form can be printed online from our web site. You still must present yourself and your goods to a CBP officer before leaving the United States.</p></as-html>

</as-html>

Suggestion

Summary:

Examining electronic devices

Question:

<as-html><p>Examining electronic devices helps us catch terrorists, pornographers.</p><p>By: Michael Chertoff - Secretary of Homeland Security</p><p>Posted in the USA Today</p></as-html>

</as-html>

Answer:

<as-html>Since the founding of the republic, the federal government has held broad authority to conduct searches at the border to prevent the entry of dangerous people and goods. In the 21 st century, the most dangerous contraband is often contained in laptop computers or other electronic devices, not on paper. This includes terrorist materials and despicable images of child pornography.

</as-html>

Laptop searches have proven essential to detecting people and materials that should be blocked from entering the United States. Officers have discovered video clips of improvised explosive devices being detonated, a martyrdom video and other violent jihadist materials. In addition, these searches have uncovered scores of instances of child pornography, including a home movie of children being sexually assaulted.

How often do we search laptops? Of the approximately 400 million travelers who entered the country last year, only a tiny percentage were referred to secondary baggage inspection for a more thorough examination. Of those, only a fraction had electronic devices that may have been checked.

As a practical matter, travelers only go to secondary when there is some level of suspicion. Yet legislation locking in a particular standard for searches would have a dangerous, chilling effect as officers' often split-second assessments are second-guessed.

Are these searches legal? The U.S. Supreme Court has recognized the "right of the sovereign to protect itself by stopping and examining persons and property crossing into this country." And every federal appellate court in the country to address the laptop issue -

including the 9th Circuit - has concluded that, at the border, there is no constitutional basis for treating laptops differently than hard copy documents.

We are, of course, mindful of travelers' privacy. No devices are kept permanently unless there is probable cause. Likewise, any U.S. citizen's information that is copied to facilitate a search is retained only if relevant to a lawful purpose such as a criminal or national security investigation, and otherwise is erased. Special privacy procedures govern the handling of commercial and attorney-client information.

<=br/>

We cannot abandon our responsibility to inspect what enters the U.S. just because the information is on an electronic device. To do so would open a dangerous window for terrorists and criminals to exploit our borders in new and unacceptable ways<=font>
</as-html>

Customer

08/01/2008 04:01 PM

I am a U.S. citizen and I am going on a fishing trip in Canada north of Int'l Falls. I would like to bring my laptop (not new) with me but I just heard the BP can/may confiscate it upon re-entering the U.S. What should I be aware of regarding my laptop?

Auto-Response

08/01/2008 04:01 PM

Title: Can I take part in a fishing tournament in Cuba / Cuban waters; I am an U.S. citizen?
Link: http://help.cbp.gov/cgi-bin/customs.cfg/php/enduser/popup_adp.php?p_faaid=410-&p_created=1043364939

Title: Pets and wildlife, general information
Link: http://help.cbp.gov/cgi-bin/customs.cfg/php/enduser/popup_adp.php?p_faaid=66-&p_created=1043364936

Title: Game birds,
Link: http://help.cbp.gov/cgi-bin/customs.cfg/php/enduser/popup_adp.php?p_faaid=62-&p_created=1043364936

Title: Wildlife, fish, amphibians (lizards, snakes, etc.) and animal parts
Link: http://help.cbp.gov/cgi-bin/customs.cfg/php/enduser/popup_adp.php?p_faaid=61-&p_created=1043364936

Title: Can I bring fresh caviar from Russia back for personal use?
Link: http://help.cbp.gov/cgi-bin/customs.cfg/php/enduser/popup_adp.php?p_faaid=242-&p_created=1043364937

Primary Contact

First Name:

Last Name:

Organization:

Login: (b)(6),(b)(7)(C)

Password:

Title:

Contact Type:

Email: (b)(6),(b)(7)(C)

Email - Alternate #1: (b)(6),(b)(7)(C)

Email -Alternate#2:

Office Phone:

Mobile Phone:

Fax:

Assistant Phone:

Home Phone:

Street

City

State/Province

Postal Code

Country

Additional Information

Reference #
080802-000025

Status
Solved

Assigned To
General Inquiries
(b)(6), (b)(7)(C)

Topic
Requirements for International Travelers
What can I bring into the U.S?

Who You Are
Travelers
Personal Use

SLA
Not specified

Queue
General Queue

Date Created
08/02/2008 11:16 AM

Initial Response
08/14/2008 07:35 PM

Last Updated
08/14/2008 07:35 PM

Date Closed
08/14/2008 07:35 PM

Customer SmartSense
+1 (on -3 to +3 scale)

Staff SmartSense
-1 (on -3 to +3 scale)

Language
English

Quality Assurance
Not specified

Hello, I am planning to go to ogunquit, MAINE by the road from Canada. Can I...

Discussion Thread

Response (b)(6), (b)(7)(C) **08/14/2008 07:35 PM**
That is not true; laptops are subject to search, if warranted by the CBP officer.

Customer **08/02/2008 11:16 AM**
Hello, I am planning to go to ogunquit, MAINE by the road from Canada. Can I take with me my portable computer? I heard that it could be seized by US officers, is that true?

Auto-Response **08/02/2008 11:16 AM**
Title: What are customs and immigration regulations for Canadians and travelers from Visa Waiver Program - eligible countries?
Link: http://help.cbp.gov/cgi-bin/customs.cfg/php/enduser/popup_adp.php?p_faqid=194-&p_created=1043364937

Title: I have a DUI, can I enter Canada and the U.S.?
Link: http://help.cbp.gov/cgi-bin/customs.cfg/php/enduser/popup_adp.php?p_faqid=402-&p_created=1043364939

Title: How to record departure from the United States after the fact.
Link: http://help.cbp.gov/cgi-bin/customs.cfg/php/enduser/popup_adp.php?p_faqid=752-&p_created=1077641280

Title: What countries are safe to travel to?
Link: http://help.cbp.gov/cgi-bin/customs.cfg/php/enduser/popup_adp.php?p_faqid=50-&p_created=1043364936

Title: How long can I stay in the U.S., and can I go to other countries while I'm in the U.S. on a B1 or B2 visa?
Link: http://help.cbp.gov/cgi-bin/customs.cfg/php/enduser/popup_adp.php?p_faqid=751-&p_created=1077545436

Primary Contact

First Name:
Last Name:
Organization:
Login: (b)(6), (b)(7)(C)
Password:
Title:
Contact Type:
Email: (b)(6), (b)(7)(C)
Email - Alternate #1:
Email - Alternate #2:
Office Phone:
Mobile Phone:
Fax:
Assistant Phone:
Home Phone:
Street
City
State/Province
Postal Code
Country

Additional Information

Reference #
080802-000034

Status
Solved

Assigned To
General Inquiries
(b)(6),(b)(7)(C)

Topic
Moving Household & Personal Goods to US
General

Who You Are
Travelers
Personal Use

SLA
Not specified

Queue
General Queue

Date Created
08/02/2008 02:23 PM

Initial Response
08/07/2008 08:09 PM

Last Updated
08/07/2008 08:09 PM

Date Closed
08/07/2008 08:09 PM

Customer SmartSense
+1 (on -3 to +3 scale)

Staff SmartSense
0 (on -3 to +3 scale)

Language
English

Quality Assurance
Not specified

I want to bring my laptop into the US. I read in the paper today that I might...

Discussion Thread

Response (b)(6),(b)(7)(C) 08/07/2008 08:09 PM
That is incorrect.

Customer 08/02/2008 02:23 PM
I want to bring my laptop into the US. I read in the paper today that I might not be able to. Is that correct? Thanks for your answer.
Marie

Auto-Response 08/02/2008 02:23 PM
Title: What is my exemption? Do I have to claim gifts?
Link: http://help.cbp.gov/cgi-bin/customs.cfg/php/enduser/popup_adp.php?p_faaid=454-&p_created=1043364940

Title: What food can I bring into the U.S. (fruit, cheese, meat, etc)?
Link: http://help.cbp.gov/cgi-bin/customs.cfg/php/enduser/popup_adp.php?p_faaid=82-&p_created=1043364936

Title: Can I bring back alcohol for my personal use?
Link: http://help.cbp.gov/cgi-bin/customs.cfg/php/enduser/popup_adp.php?p_faaid=190-&p_created=1043364937

Title: Can I bring any meat, poultry or pork products into the U.S.?
Link: http://help.cbp.gov/cgi-bin/customs.cfg/php/enduser/popup_adp.php?p_faaid=944-&p_created=1127854030

Title: Can I bring bear spray into the U.S.?
Link: http://help.cbp.gov/cgi-bin/customs.cfg/php/enduser/popup_adp.php?p_faaid=878-&p_created=1095972015

Primary Contact

First Name:
Last Name:
Organization:

Login: (b)(6),(b)(7)(C)
Password:
Title:
Contact Type:

Email: (b)(6),(b)(7)(C)
Email-Alternate #1:
Email-Alternate#2:

Office Phone:
Mobile Phone:
Fax:
Assistant Phone:
Home Phone:

Street
City
State/Province
Postal Code
Country

Additional Information

Reference #
080804-000176

Status
Solved

Assigned To
General Inquiries
(b)(6),(b)(7)(C)

Topic
Requirements for International Travelers
What can I bring into the U.S?

Who You Are
Travelers
Personal Use

SLA
Wat specified

Queue
General Queue

Date Created
08/04/2008 11:47 AM

Initial Response
08/08/2008 08:04 PM

Last Updated
08/08/2008 08:04 PM

Date Closed
08/08/2008 08:04 PM

Customer SmartSense
+1 (on -3 to +3 scale)

Staff SmartSense
0(on -3 to +3 scale)

Language
English

Quality Assurance
Not specified

hi im currently in Vietnam ive been here since June and am about to return bu...

Discussion Thread

Response (b)(6),(b)(7)(C) **08/08/2008 08:04 PM**

This is not correct reporting. Laptops have always been subject to examination. If you do not have government information on your laptop or child pornography, you have nothing to worry about.

Customer **08/04/2008 11:47 AM**

hi im currently in Vietnam ive been here since June and am about to return but the news papers over here state that laptops phone etc will be taken upon reentry and i was wondering if this is true because i brought a laptop and a phone with me for personal use over here and was not aware of this during the time please contact me back asap

Auto-Response **08/04/2008 11:47 AM**

Title: Moving to U.S. - Returning Resident Exemptions & how to clear your goods;
Link: http://help.cbp.gov/cgi-bin/customs.cfg/php/enduser/popup_adp.php?p_faqid=351-&p_created=1043364938

Title: Moving to U.S. returning resident with professional equipment & tools of trade;
Link: http://help.cbp.gov/cgi-bin/customs.cfg/php/enduser/popup_adp.php?p_faqid=348-&p_created=1043364938

Title: Duty on returned belongings of someone who died abroad.
Link: http://help.cbp.gov/cgi-bin/customs.cfg/php/enduser/popup_adp.php?p_faqid=40-&p_created=1043364936

Title: Moving to the U.S.: New Resident - free entry of unaccompanied goods, firearms, gift exemption, tools;
Link: http://help.cbp.gov/cgi-bin/customs.cfg/php/enduser/popup_adp.php?p_faqid=354-&p_created=1043364938

Title: Moving - What are personal effects?
Link: http://help.cbp.gov/cgi-bin/customs.cfg/php/enduser/popup_adp.php?p_faqid=135-&p_created=1043364936

Primary Contact

First Name:
Last Name:
Organization:
Login: (b)(6),(b)(7)(C)
Password:
Title:
Contact Type:
Email: (b)(6),(b)(7)(C)
Email-Alternate #1:
Email-Alternate#2:
Office Phone:
Mobile Phone:
Fax:
Assistant Phone:
Home Phone:
Street
City
State/Province
Postal Code
Country

Additional Information

Reference # 080804-000365
Status Solved
Assigned To General Inquiries (b)(6), (b)(7)(C)
Topic Requirements for International Travelers CBP Search Authority
Who You Are General Public
SLA Not specified
Queue General Queue
Date Created 08/04/2008 06:34 PM
Initial Response 08/06/2008 10:18 AM
Last Updated 08/06/2008 10:18 AM
Date Closed 08/06/2008 10:18AM
Customer SmartSense +1 (on -3 to +3 scale)
Staff SmartSense -1 (on -3 to +3 scale)
Language English
Quality Assurance Not specified

I have read recently that they may take your laptops at the Mexican border cr...

Discussion Thread

Response (b)(6), (b)(7)(C)
Suggestion
Summary:
Examining electronic devices

08/06/2008 10:18 AM

Question:
<as-html><p>Examining electronic devices helps us catch terrorists, pornographers.</p>
<p>By: Michael Chertoff - Secretary of Homeland Security</p>
<p>Posted in the USA Today</p>
</as-html>

Answer:
<as-html>Since the founding of the republic, the federal government has held broad authority to conduct searches at the border to prevent the entry of dangerous people and goods. In the 21st century, the most dangerous contraband is often contained in laptop computers or other electronic devices, not on paper. This includes terrorist materials and despicable images of child pornography.

Laptop searches have proven essential to detecting people and materials that should be blocked from entering the United States. Officers have discovered video clips of improvised explosive devices being detonated, a martyrdom video and other violent jihadist materials. In addition, these searches have uncovered scores of instances of child pornography, including a home movie of children being sexually assaulted.

How often do we search laptops? Of the approximately 400 million travelers who entered the country last year, only a tiny percentage were referred to secondary baggage inspection for a more thorough examination. Of those, only a fraction had electronic devices that may have been checked.

As a practical matter, travelers only go to secondary when there is some level of suspicion. Yet legislation locking in a particular standard for searches would have a dangerous, chilling effect as officers' often split-second assessments are second-guessed.

Are these searches legal? The U.S. Supreme Court has recognized the "right of the sovereign to protect itself by stopping and examining persons and property crossing into this country." And every federal appellate court in the country to address the laptop issue - including the 9th Circuit - has concluded that, at the border, there is no constitutional basis for treating laptops differently than hard copy documents.

We are, of course, mindful of travelers' privacy. No devices are kept permanently unless there is probable cause. Likewise, any U.S. citizen's information that is copied to facilitate a search is retained only if relevant to a lawful purpose such as a criminal or national security investigation, and otherwise is erased. Special privacy procedures govern the handling of commercial and attorney-client information.

We cannot abandon our responsibility to inspect what enters the U.S. just because the information is on an electronic device. To do so would open a dangerous window for terrorists and criminals to exploit our borders in new and unacceptable ways
</as-html>

Customer 08/04/2008 06:34 PM
I have read recently that they may take your laptops at the Mexican border crossings to check them out. Is this true?

Auto-Response 08/04/2008 06:34 PM

Title: Shipping or mailing currency or other monetary instruments to the U.S. or to a foreign country
Link: http://help.cbp.gov/cgi-bin/customs.cfg/php/enduser/popup_adp.php?p_faqid=641-&p_created=1061324997

Title: Why did I (importer) get a refund check from Customs and Border Protection?

Link: http://help.cbp.gov/cgi-bin/customs.cfg/php/enduser/popup_adp.php?p_faqid=34-&p_created=1043364936

Title: Does CBP accept cash, checks or credit cards for duty payment?

Link: http://help.cbp.gov/cgi-bin/customs.cfg/php/enduser/popup_adp.php?p_faqid=238-&p_created=1043364937

Title: What name should be used when writing checks payable to Customs for payment, duty etc.?

Link: http://help.cbp.gov/cgi-bin/customs.cfg/php/enduser/popup_adp.php?p_faqid=604-&p_created=1053031156

Title: Traveling with money, checks, etc., do I have to pay duty?

Link: http://help.cbp.gov/cgi-bin/customs.cfg/php/enduser/popup_adp.php?p_faqid=447-&p_created=1043364939

Primary Contact

First Name:

Last Name:

Organization:

Login: (b)(6).(b)(7)(C)

Password:

Title:

Contact Type:

Email: (b)(6).(b)(7)(C)

Email-Alternate #1:

Email-Alternate#2:

Office Phone:

Mobile Phone:

Fax:

Assistant Phone:

Home Phone:

Street

City

State/Province

Postal Code

Country

Additional Information

Reference # 080809-000045
Status Solved
Assigned To General Inquiries (b)(6),(b)(7)(C)
Topic Requirements for International Travelers What can I bring into the US?
Who You Are Travelers Personal Use
SLA Not specified
Queue General Queue
Date Created 08/09/2008 04:25 PM
Initial Response 08/10/2008 04:47 PM
Last Updated 08/10/2008 04:47 PM
Date Closed 08/10/2008 04:47 PM
Customer SmartSense +1 (on -3 to +3 scale)
Staff SmartSense 0 (on -3 to +3 scale)
Language English
Quality Assurance Not specified

I have a question about laptop. I just heard from my sister-in-law that US cu...

Discussion Thread

Response (b)(6),(b)(7)(C) **08/10/2008 04:47 PM**

This is an issue that has been blown out of proportion by the news media. Laptops have always been subject to inspection as is anything that a traveler enters the U.S. with. If it is suspected that a traveler is carrying child pornography or top secret government information that they are not authorized to have, then U.S. CBP will confiscate the laptop for further examination. It is advised that the traveler have a backup of everything stored on their laptop prior to travel.

Customer **08/09/2008 04:25 PM**

I have a question about laptop. I just heard from my sister-in-law that US customs is confiscating laptops at the border. I live in Memphis and I am having trouble believing that. I went on the website to check it out and I agree with the need to be checking computers. If my brother and his wife want to come and see me (they live in Canada) and they want to bring their laptop - what is the procedure? Will they have to register their computer? At the same time - when I travel to Canada, I travel with my computer what should I expect?

Auto-Response **08/09/2008 04:25 PM**

Title: U.S. residents or citizens moving or transporting personal belongings through Canada to another state in the U.S.?

Link: http://help.cbp.gov/cgi-bin/customs.cfg/php/enduser/popup_adp.php?p_faqid=737-&p_created=1076516615

Title: What food can I bring into the U.S. (fruit, cheese, meat, etc)?

Link: http://help.cbp.gov/cgi-bin/customs.cfg/php/enduser/popup_adp.php?p_faqid=82-&p_created=1043364936

Title: Can I bring any meat, poultry or pork products into the U.S.?

Link: http://help.cbp.gov/cgi-bin/customs.cfg/php/enduser/popup_adp.php?p_faqid=944-&p_created=1127854030

Title: Can I import lumber from Canada to build my house?

Link: http://help.cbp.gov/cgi-bin/customs.cfg/php/enduser/popup_adp.php?p_faqid=813-&p_created=1090418251

Title: Pet food from Canada

Link: http://help.cbp.gov/cgi-bin/customs.cfg/php/enduser/popup_adp.php?p_faqid=637-&p_created=1060268293

Primary Contact

First Name:
Last Name:
Organization:
Login: (b)(6),(b)(7)(C)
Password:
Title:
Contact Type:
Email: (b)(6),(b)(7)(C)
Email -Alternate#1:
Email -Alternate#2:
Office Phone:
Mobile Phone:
Fax:
Assistant Phone:
Home Phone:
Street
City
State/Province
Postal Code
Country

Additional Information

Reference #
080811-000094

Status
Solved

Assigned To
General Inquiries
(b)(6),(b)(7)(C)

Topic
Mailed Packages
Late or Missing Packages

Who You Are
Mail Recipient
General

SLA
Not specified

Queue
Not specified

Date Created
08/11/2008 09:52 AM

Initial Response
None

Last Updated
08/11/2008 09:52 AM

Date Closed
08/11/2008 09:52 AM

Customer SmartSense
0 (on -3 to +3 scale)

Staff SmartSense
0 (on -3 to +3 scale)

Language
English

Quality Assurance
Not specified

Package held by CBP on its way out - laptop and wrist watch

Discussion Thread

Customer (b)(6),(b)(7)(C)
Solved

08/11/2008 09:52 AM

Primary Contact

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

Organization:

Login:

Password:

Title:

Contact Type:

Email: (b)(6),(b)(7)(C)

Email-Alternate#1:

Email-Alternate#2:

Office Phone:

Mobile Phone:

Fax:

Assistant Phone:

Home Phone: (b)(6),(b)(7)(C)

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

City London

State/Province

Postal Code (b)(6),(b)(7)(C)

Country United Kingdom

Additional Information

Reference # 080812-000001
Status Solved
Assigned To General Inquiries (b)(6),(b)(7)(C)
Topic Requirements for International Travelers What can I bring into the U.S?
Who You Are Travelers Personal Use
SLA Not specified
Queue General Queue
Date Created 08/12/2008 12:22 AM
Initial Response 08/16/2008 10:24 AM
Last Updated 08/16/2008 10:24 AM
Date Closed 08/16/2008 10:24 AM
Customer SmartSense 0 (on -3 to +3 scale)
Staff SmartSense -1 (on -3 to +3 scale)
Language English
Quality Assurance Not specified

Hello, I am planning a trip to the US from Canada with three other friends. T...

Discussion Thread

Response (b)(6),(b)(7)(C) 08/16/2008 10:24 AM

1. Top secret government/military information or terrorist plans, or child pornography, or other criminal data.
2. Same as No. 1.
3. We do not duplicate data.
4. Don't have anything illegal on your laptops and carry backup data on a zip or other item.

Customer 08/12/2008 12:22 AM

Hello,
I am planning a trip to the US from Canada with three other friends. The reason for this trip is a graduation road trip. All four of us will be bringing desktop computers. These computers are fairly expensive and are used for recreational purposes. We will be entered in a LAN PC gaming tournament and we want to know how our computers will be handled. Making it across the border with our data is of key importance because they have the games that the tournament will be hosting and without the installed game we will be unable to participate. The event is called Showdown LAN 2008 and the venue we are attending is in Worcester Massachusetts (Sorry for incorrect spelling).
The questions I would like to know about are the following:
1. If seized, what would be a reason for them to be detained?
2. What would be a reason for them to be wiped of data?
3. Will we be subject to having our data duplicated and if so can we keep our data if a duplication is taken?
4. Finally, is there anything we do to assure our data is safe from these consequences?
Thank you in advance.
Shane Patterson

Auto-Response 08/12/2008 12:22 AM

Title: I am always being stopped for questioning and inspection when clearing immigration and customs. What can I do about that?
Link: http://help.cbp.gov/cgi-bin/customs.cfg/php/enduser/popup_adp.php?p_faqid=11-&p_created=1043364935

Title: What is NEXUS?
Link: http://help.cbp.gov/cgi-bin/customs.cfg/php/enduser/popup_adp.php?p_faqid=227-&p_created=1043364937

Title: Are boaters required to apply for the Canadian Border Boat Landing Program (I-68 Permit Program)? How do boaters apply?
Link: http://help.cbp.gov/cgi-bin/customs.cfg/php/enduser/popup_adp.php?p_faqid=581-&p_created=1050934003

Title: Global Entry Program™
Link: http://help.cbp.gov/cgi-bin/customs.cfg/php/enduser/popup_adp.php?p_faqid=1035-&p_created=1208793527

Title: SENTRI eligibility requirements
Link: http://help.cbp.gov/cgi-bin/customs.cfg/php/enduser/popup_adp.php?p_faqid=969-&p_created=1156956191

Primary Contact

First Name:
Last Name:
Organization:
Login: (b)(6),(b)(7)(C)
Password:
Title:
Contact Type:
Email: (b)(6),(b)(7)(C)
Email-Alternate #1:
Email -Alternate#2:
Office Phone:
Mobile Phone:
Fax:
Assistant Phone:

Home Phone:

Street

City

State/Province

Postal Code

Country

Additional Information

Reference # 080813-000187
Status Solved
Assigned To General Inquiries (b)(6), (b)(7)(C)
Topic Miscellaneous Sanctions
Who You Are Travelers Tourism/Residency
SLA Not specified
Queue General Queue
Date Created 08/13/2008 12:30 PM
Initial Response 08/13/2008 02:52 PM
Last Updated 08/13/2008 02:52 PM
Date Closed 08/13/2008 02:52 PM
Customer SmartSense 0 (on -3 to +3 scale)
Staff SmartSense -1 (on -3 to +3 scale)
Language English
Quality Assurance Not specified

Is it true that when you leave the US that Customs can confiscate your laptop...

Discussion Thread

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

08/13/2008 02:52 PM

Since the founding of the republic, the federal government has held broad authority to conduct searches at the border to prevent the entry of dangerous people and goods. In the 21st century, the most dangerous contraband is often contained in laptop computers or other electronic devices, not on paper. This includes terrorist materials and despicable images of child pornography.

Laptop searches have proven essential to detecting people and materials that should be blocked from entering the United States. Officers have discovered video clips of improvised explosive devices being detonated, a martyrdom video and other violent jihadist materials. In addition, these searches have uncovered scores of instances of child pornography, including a home movie of children being sexually assaulted.

How often do we search laptops? Of the approximately 400 million travelers who entered the country last year, only a tiny percentage were referred to secondary baggage inspection for a more thorough examination. Of those, only a fraction had electronic devices that may have been checked.

As a practical matter, travelers only go to secondary when there is some level of suspicion. Yet legislation locking in a particular standard for searches would have a dangerous, chilling effect as officers' often split-second assessments are second-guessed.

Are these searches legal? The U.S. Supreme Court has recognized the "right of the sovereign to protect itself by stopping and examining persons and property crossing into this country." And every federal appellate court in the country to address the laptop issue - including the 9th Circuit - has concluded that, at the border, there is no constitutional basis for treating laptops differently than hard copy documents.

We are, of course, mindful of travelers' privacy. No devices are kept permanently unless there is probable cause. Likewise, any U.S. citizen's information that is copied to facilitate a search is retained only if relevant to a lawful purpose such as a criminal or national security investigation, and otherwise is erased. Special privacy procedures govern the handling of commercial and attorney-client information.

We cannot abandon our responsibility to inspect what enters the U.S. just because the information is on an electronic device. To do so would open a dangerous window for terrorists and criminals to exploit our borders in new and unacceptable ways

Customer

08/13/2008 12:30 PM

Is it true that when you leave the US that Customs can confiscate your laptop, camera etc. without any reasons?

Me and my wife are going to NYC in September and we are afraid that customs will hould our electronics?

Regards

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

Auto-Response

08/13/2008 12:30 PM

Title: I'm a Canadian and was told I am ineligible to enter the United States because of a previous violation of law. Is there a way to set aside such an obstacle to my entry?

Link: http://help.cbp.gov/cgi-bin/customs.cfg/php/enduser/popup_adp.php?p_faqid=760-&p_created=1078950609

Title: Why was I (or my friend, relative, etc.) denied entry to the U.S.?

Link: http://help.cbp.gov/cgi-bin/customs.cfg/php/enduser/popup_adp.php?p_faqid=757-&p_created=1077812586

Title: How to record departure from the United States after the fact.

Link: http://help.cbp.gov/cgi-bin/customs.cfg/php/enduser/popup_adp.php?p_faqid=752-&p_created=1077641280

Title: I am with the foreign media or press, do I need a visa to enter the U.S.?

Link: http://help.cbp.gov/cgi-bin/customs.cfg/php/enduser/popup_adp.php?p_faqid=785-&p_created=1085072030

Title: Extension of Stay Denied

Link: http://help.cbp.gov/cgi-bin/customs.cfg/php/enduser/popup_adp.php?p_faqid=962-&p_created=1143210299

Primary Contact

First Name:
Last Name:
Organization:

Login: (b)(6),(b)(7)(C)
Password:
Title:
Contact Type:
Email: (b)(6),(b)(7)(C)
Email-Alternate #1:
Email-Alternate#2:
Office Phone:
Mobile Phone:
Fax:
Assistant Phone:
Home Phone:
Street
City
State/Province
Postal Code
Country

Additional Information

Reference #
080813-000198

Status
Solved

Assigned To
General Inquiries
(b)(6),(b)(7)(C)

Topic
Requirements for International Travelers
Traveling w/business equipment/samples

Who You Are
Travelers
Personal Use

SLA
Not specified

Queue
Not specified

Date Created
08/13/2008 02:20 PM

Initial Response
None

Last Updated
08/13/2008 02:20 PM

Date Closed
08/13/2008 02:20 PM

Customer SmartSense
0 (on -3 to +3 scale)

Staff SmartSense
0 (on -3 to +3 scale)

Language
English

Quality Assurance
Not specified

Traveling w/ personal laptop - will my computer be seized upon entering the US?

Discussion Thread

Customer (Angel Diaz)
Solved

08/13/2008 02:20 PM

Primary Contact

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

Organization:

Login:

Password:

Title:

Contact Type:

Email: (b)(6),(b)(7)(C)

Email-Alternate #1:

Email -Alternate#2:

Office Phone:

Mobile Phone:

Fax:

Assistant Phone:

Home Phone: (b)(6),(b)(7)(C)

Street: (b)(6),(b)(7)(C)

City: London

State/Province:

Postal Code: (b)(6),(b)(7)(C)

Country: United Kingdom

Additional Information

Reference #
080818-000166

Status
Solved

Assigned To
General Inquiries
(b)(6),(b)(7)(C)

Topic
Mailed Packages
Late or Missing Packages

Who You Are
Mail Recipient
General

SLA
Not specified

Queue
General Queue

Date Created
08/18/2008 11:51 AM

Initial Response
08/21/2008 03:28 PM

Last Updated
08/21/2008 03:28 PM

Date Closed
08/21/2008 03:28 PM

Customer SmartSense
0 (on -3 to +3 scale)

Staff SmartSense
+1 (on -3 to +3 scale)

Language
English

Quality Assurance
Not specified

is U.S. Custom allowed to take laptops out of moving boxes without sending a n...

Discussion Thread

Response (b)(6),(b)(7)(C) 08/21/2008 03:28 PM

No. U.S. CBP must by law enclose an official notice of what is confiscated from any packages being sent into the U.S. Your box should have been also resealed with a special identifying tape. Can you tell me a little about how the box was resealed, please. It may be possible that your laptop was pilfered in transit.

Customer 08/18/2008 11:51 AM

is U.S. Custom allowed to take laptops out of moving boxes without sending a note or a letter to the owner ???

Auto-Response 08/18/2008 11:51 AM

Title: U.S. residents or citizens moving or transporting personal belongings through Canada to another state in the U.S.?

Link: http://help.cbp.gov/cgi-bin/customs.cfg/php/enduser/popup_adp.php?p_faqid=737-&p_created=1076516615

Title: Moving to the U.S. - how long do I have to move all of my household and personal effects to the U.S.?

Link: http://helpcbp.gov/cgi-bin/customs.cfg/php/enduser/popup_adp.php?p_faqid=421-&p_created=1043364939

Title: Moving to U.S.- Government / Military Personnel Duty Exemptions, who is and is not eligible for these exemptions;

Link: http://help.cbp.gov/cgi-bin/customs.cfg/php/enduser/popup_adp.php?p_faqid=111-&p_created=1043364936

Title: Moving to U.S. - Definition of Government / Military Employees;

Link: http://help.cbp.gov/cgi-bin/customs.cfg/php/enduser/popup_adp.php?p_faqid=100-&p_created=1043364936

Title: Moving to the U.S.: New Resident - free entry of unaccompanied goods, firearms, gift exemption, tools;

Link: http://help.cbp.gov/cgi-bin/customs.cfg/php/enduser/popup_adp.php?p_faqid=354-&p_created=1043364938

Primary Contact

First Name:

Last Name:

Organization:

Login: (b)(6),(b)(7)(C)

Password:

Title:

Contact Type:

Email: (b)(6),(b)(7)(C)

Email - Alternate #1: (b)(6),(b)(7)(C)

Email-Alternate#2:

Office Phone:

Mobile Phone:

Fax:

Assistant Phone:

Home Phone:

Street

City

State/Province

Postal Code

Country

Additional Information

Reference #
080821-000159

Status
Solved

Assigned To
General Inquiries
(b)(6),(b)(7)(C)

Topic
Complaints/Comments
About CBP Search Authority

Who You Are
Government/Charitable Agencies
General

SLA
Not specified

Queue
Not specified

Date Created
08/21/2008 12:48 PM

Initial Response
None

Last Updated
08/21/2008 12:48 PM

Date Closed
08/21/2008 12:48 PM

Customer SmartSense
0 (on -3 to +3 scale)

Staff SmartSense
0 (on -3 to +3 scale)

Language
English

Quality Assurance
Not specified

Treasury Dept/Security Officer called for procedures in the examination of laptops

Discussion Thread

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

08/21/2008 12:48 PM

Explained procedures plus read Mr. Ahems document pertaining to laptops dated 081108.

Primary Contact

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

Organization:

Login:

Password:

Title:

Contact Type:

Email: (b)(6),(b)(7)(C)

Email -Alternate #1:

Email -Alternate#2:

Office Phone:

Mobile Phone:

Fax:

Assistant Phone:

Home Phone: (b)(6),(b)(7)(C)

Street: (b)(6),(b)(7)(C)

City: London

State/Province:

Postal Code: (b)(6),(b)(7)(C)

Country: United Kingdom

Additional Information

Reference #
080825-000157

Status
Solved

Assigned To
General Inquiries
(b)(6),(b)(7)(C)

Topic
Requirements for International Travelers
Other

Who You Are
HQ

SLA
Not specified

Queue
General Queue

Date Created
08/25/2008 01:45 PM

Initial Response
08/25/2008 03:19 PM

Last Updated
08/25/2008 03:19 PM

Date Closed
08/25/2008 03:19 PM

Customer SmartSense
+1 (on -3 to +3 scale)

Staff SmartSense
0 (on -3 to +3 scale)

Language
English

Quality Assurance
Not specified

i read an article that said laptops, cellphones and other electronic devices ...

Discussion Thread

Response (b)(6),(b)(7)(C) **08/25/2008 03:19 PM**
Yes, those devices can be examined - you can read more info here:
<http://www.cbp.gov/xp/cgov/travel/admissability/labtopjnspect.xml>

Customer **08/25/2008 01:45 PM**
i read an article that said laptops, cellphones and other electronic devices are being detained, is this true?
http://www.washingtonpost.com/wp-srv/content/article/2008/08/01/la_ptops.html?hpid=%20topnews

Auto-Response **08/25/2008 01:45 PM**
Title: I am traveling or living temporarily in the U.S. and need to have my prescription medicine sent to me. What should I do?
Link: http://help.cbp.gov/cgi-bin/customs.cfg/php/enduser/popup_adp.php?p_faqid=777-&p_created=1081372180

Title: Mail - missing / lost package
Link: http://help.cbp.gov/cgi-bin/customs.cfg/php/enduser/popup_adp.php?p_faqid=122-&p_created=1043364936

Title: Internet Purchases - Importer ordered goods from overseas and I have not received the goods. The seller will not refund me my money, what recourse do I have? Can CBP assist me?
Link: http://help.cbp.gov/cgi-bin/customs.cfg/php/enduser/popup_adp.php?p_faqid=429-&p_created=1043364939

Title: Can Customs and Border Protection (CBP) track or find a lost package imported / exported via mail?
Link: http://help.cbp.gov/cgi-bin/customs.cfg/php/enduser/popup_adp.php?p_faqid=301-&p_created=1043364938

Title: I've received an Email about UPS uniforms being stolen
Link: http://help.cbp.gov/cgi-bin/customs.cfg/php/enduser/popup_adp.php?p_faqid=732-&p_created=1076347099

Primary Contact

First Name:
Last Name:
Organization:
Login: (b)(6),(b)(7)(C)
Password:
Title:
Contact Type:
Email: (b)(6),(b)(7)(C)
Email-Alternate #1:
Email-Alternate#2:
Office Phone:
Mobile Phone:
Fax:
Assistant Phone:
Home Phone:
Street
City
State/Province
Postal Code
Country

Additional Information

Reference #
080905-000078

Status
Solved

Assigned To
General Inquiries
(b)(6),(b)(7)(C)

Topic
Requirements for Importing Certain Goods
Other

Who You Are
Travelers
Tourism/Residency

SLA
Not specified

Queue
Not specified

Date Created
09/05/2008 01:39 PM

Initial Response
09/05/2008 01:39 PM

Last Updated
09/05/2008 01:39 PM

Date Closed
09/05/2008 01:39 PM

Customer SmartSense
0 (on -3 to +3 scale)

Staff SmartSense
-1 (on -3 to +3 scale)

Language
English

Quality Assurance
Not specified

UK-can he bring encryzed laptop computer

Discussion Thread

Response (b)(6),(b)(7)(C)
Examining electronic devices

09/05/2008 01:39 PM

<as-html><p>Examining electronic devices helps us catch terrorists, pornographers.</p>
<p>By: Michael Chertoff - Secretary of Homeland Security</p>
<p>Posted in the USA Today</p>

</as-html>

Answer:

<as-html>Since the founding of the republic, the federal government has held broad authority to conduct searches at the border to prevent the entry of dangerous people and goods. In the 21st century, the most dangerous contraband is often contained in laptop computers or other electronic devices, not on paper. This includes terrorist materials and despicable images of child pornography.

Laptop searches have proven essential to detecting people and materials that should be blocked from entering the United States. Officers have discovered video clips of improvised explosive devices being detonated, a martyrdom video and other violent jihadist materials. In addition, these searches have uncovered scores of instances of child pornography, including a home movie of children being sexually assaulted.

How often do we search laptops? Of the approximately 400 million travelers who entered the country last year, only a tiny percentage were referred to secondary baggage inspection for a more thorough examination. Of those, only a fraction had electronic devices that may have been checked.

As a practical matter, travelers only go to secondary when there is some level of suspicion. Yet legislation locking in a particular standard for searches would have a dangerous, chilling effect as officers' often split-second assessments are second-guessed.

Are these searches legal? The U.S. Supreme Court has recognized the "right of the sovereign to protect itself by stopping and examining persons and property crossing into this country." And every federal appellate court in the country to address the laptop issue - including the 9th Circuit - has concluded that, at the border, there is no constitutional basis for treating laptops differently than hard copy documents.

We are, of course, mindful of travelers' privacy. No devices are kept permanently unless there is probable cause. Likewise, any U.S. citizen's information that is copied to facilitate a search is retained only if relevant to a lawful purpose such as a criminal or national security investigation, and otherwise is erased. Special privacy procedures govern the handling of commercial and attorney-client information.

We cannot abandon our responsibility to inspect what enters the U.S. just because the information is on an electronic device. To do so would open a dangerous window for terrorists and criminals to exploit our borders in new and unacceptable ways
</as-html>

Primary Contact

First Name:**Last Name:****Organization:****Login:****Password:****Title:****Contact Type:****Email:****Email - Alternate #1:****Email - Alternate#2:****Office Phone:****Mobile Phone:****Fax:**

Assistant Phone:
Home Phone:
Street
City
State/Province
Postal Code
Country US

Additional Information

Reference #
080911-000094

Status
Solved

Assigned To
General Inquiries
(b)(6),(b)(7)(C)

Topic
Requirements for International Travelers
Traveling w/business equipment/samples

Who You Are
Travelers
Business

SLA
Not specified

Queue
General Queue

Date Created
09/11/2008 11:14AM

Initial Response
10/21/2008 01:31 PM

Last Updated
10/23/2008 10:30 AM

Date Closed
10/23/2008 10:30 AM

Customer SmartSense
0 (on -3 to +3 scale)

Staff SmartSense
0 (on -3 to +3 scale)

Language
English

Quality Assurance
Not specified

Hello! I work for Monsanto Company here in Mexico city and I'm responsible of...

Discussion Thread

Customer 10/21/2008 01:46 PM

Thank you!

Regards.

From: Customer Service Center <customs@customs-mail.custhelp.com>
[mailto:customs@customs-mail.custhelp.com]
SENT: Martes, 21 de Octubre de 2008 12:32 p.m.
TO: ISLAS, ISIDRO [AG/7879]; isidro.islas@gmail.com
SUBJECT: Hello! I work for Monsanto Company here in Mexico city and I'm responsible of... [Incident: 080911-000094]

Recently you requested personal assistance from our on-line support center. Below is a summary of your request and our response.

If this issue is not resolved to your satisfaction, you may reopen it within the next 7 days.

Thank you for allowing us to be of service to you.

To update your question from our support site, click here, (http://help.cbp.gov/cgi-bin/customs.cfg/php/enduser/acct_login.php?p_userid=isidro.islas@monsanto.com&p_next_page=myq_upd.php&p_id=398974&p_created=1221146063)

SUBJECT

Hello! I work for Monsanto Company here in Mexico city and I'm responsible of...

DISCUSSION THREAD

RESPONSE (SAMANTHA) 10/21/2008 01:31 PM
CBP officers do have the right to review and retain your laptop computer at their discretion. Therefore, the below response is correct.

CUSTOMER 09/11/2008 11:14AM

Hello!

I work for Monsanto Company here in Mexico city and I'm responsible of information security for laptops in the IT area.

I received the below information about a "new" CBP policy (dated on July 16th) which permits officers review & retain laptops in the border to any traveler. I already reviewed July's CBP bulletin, but I did not find any information about this point.

Is this a correct information?

Reviewing & retention of the laptop could be done to any person, without any suspicious of crime?

"According to U.S. Homeland Security, Customs and Border Protection officers (CBP) may search, review, retain, and share information contained in documents and electronic devices in possession of travelers at border areas. According to CBP's Policy Regarding Border Search of Information dated July 16, 2008, officers may examine documents, books, pamphlets, and other printed material, as well as computers, disks, hard drives, and other electronic or digital storage devices"

AUTO-RESPONSE 09/11/2008 11:14 AM

Title: Examining electronic devices

Link: http://help.cbp.gov/cgi-bin/customs.cfg/php/enduser/popup_adp.php?p_faaid=1071-&p_created=1216327692 (http://help.cbp.gov/cgi-bin/customs.cfg/php/enduser/popup_adp.php?p_faaid=1071-&p_created=1216327692)

Title: Transgender Personal Search Procedures

Link: http://help.cbp.gov/cgi-bin/customs.cfg/php/enduser/popup_adp.php?p_faaid=290-&p_created=1043364937 (http://help.cbp.gov/cgi-bin/customs.cfg/php/enduser/popup_adp.php?p_faaid=290&p_created=1043364937)

Title: How do officers decide which passengers to examine or search?
Link: http://help.cbp.gov/cgi-bin/customs.cfg/php/enduser/popup_adp.php?p_faqid=27-&p_created=1043364935 (http://help.cbp.gov/cgi-bin/customs.cfg/php/enduser/popup_adp.php?p_faqid=27&p_created=1043364935)

Title: Authority, right to search
Link: http://help.cbp.gov/cgi-bin/customs.cfg/php/enduser/popup_adp.php?p_faqid=176-&p_created=1043364937 (http://help.cbp.gov/cgi-bin/customs.cfg/php/enduser/popup_adp.php?p_faqid=176&p_created=1043364937)

Title: What gives CBP the right to search me? (Search Authority)
Link: http://help.cbp.gov/cgi-bin/customs.cfg/php/enduser/popup_adp.php?p_faqid=25-&p_created=1043364935 (http://help.cbp.gov/cgi-bin/customs.cfg/php/enduser/popup_adp.php?p_faqid=25&p_created=1043364935)

QUESTION REFERENCE #080911-000094
TOPIC LEVEL 1: Requirements for International Travelers
TOPIC LEVEL 2: Traveling w/business equipment/samples
CATEGORY LEVEL 1: Travelers
CATEGORY LEVEL 2: Business
DATE CREATED: 09/11/2008 11:14 AM
LAST UPDATED: 10/21/2008 01:31 PM
STATUS: Solved
LANGUAGE: English
AGENTS KNOWLEDGE:
REACHING AGENT:
ISSUES RESOLVED:
AGENTS COURTESY:

"This e-mail message may contain privileged and/or confidential information, and is intended to be received only by persons entitled to receive such information. If you have received this e-mail in error, please notify the sender immediately. Please delete it and all attachments from any servers, hard drives or any other media. Other use of this e-mail by you is strictly prohibited."

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=====
Attachment 1 .txt, 14784 bytes, discarded

Response (b)(6),(b)(7)(C) 10/21/2008 01:31 PM
CBP officers do have the right to review and retain your laptop computer at their discretion. Therefore, the below response is correct.

Customer 09/11/2008 11:14 AM
Hello!
I work for Monsanto Company here in Mexico city and I'm responsible of information security for laptops in the IT area.

I received the below information about a "new" CBP policy (dated on July 16th) which permits officers review & retain laptops in the border to any traveler. I already reviewed July's CBP bulletin, but I did not find any information about this point.

Is this a correct information?
Reviewing & retention of the laptop could be done to any person, without any suspicious of crime?

"According to U.S. Homeland Security, Customs and Border Protection officers (CBP) may search, review, retain, and share information contained in documents and electronic devices in possession of travelers at border areas. According to CBP's Policy Regarding Border Search of Information dated July 16, 2008, officers may examine documents, books, pamphlets, and other printed material, as well as computers, disks, hard drives, and other electronic or digital storage devices"

Auto-Response 09/11/2008 11:14 AM
Title: Examining electronic devices
Link: http://help.cbp.gov/cgi-bin/customs.cfg/php/enduser/popup_adp.php?p_faqid=1071 -

&p_created=1216327692

Title: Transgender Personal Search Procedures

Link: http://help.cbp.gov/cgi-bin/customs.cfg/php/enduser/popup_adp.php?p_faqid=290-&p_created=1043364937

Title: How do officers decide which passengers to examine or search?

Link: http://help.cbp.gov/cgi-bin/customs.cfg/php/enduser/popup_adp.php?p_faqid=27-&p_created=1043364935

Title: Authority, right to search

Link: http://help.cbp.gov/cgi-bin/customs.cfg/php/enduser/popup_adp.php?p_faqid=176-&p_created=1043364937

Title: What gives CBP the right to search me? (Search Authority)

Link: http://help.cbp.gov/cgi-bin/customs.cfg/php/enduser/popup_adp.php?p_faqid=25-&p_created=1043364935

Primary Contact

First Name:

Last Name:

Organization:

Login: (b)(6),(b)(7)(C)

Password:

Title:

Contact Type:

Email: (b)(6),(b)(7)(C)

Email - Alternate #1: (b)(6),(b)(7)(C)

Email - Alternate #2:

Office Phone:

Mobile Phone:

Fax:

Assistant Phone:

Home Phone:

Street

City

State/Province

Postal Code

Country

Additional Information

Reference #
081003-000161

Status
Solved

Assigned To
General Inquiries
(b)(6), (b)(7)(C)

Topic
Complaints/Comments
About CBP Search Authority

Who You Are
Travelers
Tourism/Residency

SLA
Not specified

Queue
Not specified

Date Created
10/03/2008 01:40 PM

Initial Response
10/03/2008 01:40 PM

Last Updated
10/03/2008 01:40 PM

Date Closed
10/03/2008 01:40 PM

Customer SmartSense
0 (on -3 to +3 scale)

Staff SmartSense
+1 (on -3 to +3 scale)

Language
English

Quality Assurance
Not specified

Complaint-profiled-often times his laptop is searched-would like to recommend we provide storage so that he does not need to carry into the US and be inspected by us

Discussion Thread

Response (b)(6), (b)(7)(C)
record comment

10/03/2008 01:40 PM

Primary Contact

First Name:
Last Name:
Organization:
Login:
Password:
Title:
Contact Type:
Email:
Email-Alternate #1:
Email-Alternate#2:
Office Phone:
Mobile Phone:
Fax:
Assistant Phone:
Home Phone:
Street
City
State/Province
Postal Code
Country US

Additional Information

Reference # 081014-000067
Status Solved
Assigned To General Inquiries (b)(6),(b)(7)(C)
Topic Requirements for International Travelers CBP Search Authority
Who You Are General Public
SLA Not specified
Queue General Queue
Date Created 10/14/2008 10:08 AM
Initial Response 10/14/2008 11:39 AM
Last Updated 10/14/2008 11:39 AM
Date Closed 10/14/2008 11:39 AM
Customer SmartSense -1 (on -3 to +3 scale)
Staff SmartSense 0 (on -3 to +3 scale)
Language English
Quality Assurance Not specified

Laptop Search

Discussion Thread

Response (b)(6),(b)(7)(C)
Hello,

10/14/2008 11:39 AM

Thanks for contacting CBP. Laptop computers may be subject to detention for violation of criminal law such as if the laptop contains information with possible ties to terrorism, narcotics smuggling, child pornography or other criminal activity. Other than that, there is no general requirement for copying your hard drive.

Customer

10/14/2008 10:08 AM

I am traveling with a laptop for four days to Europe/1 am a U.S. citizen. WWhen I return to the US, is it a requirement to copy my hard drive? I have heard that that is a requirement now.

Auto-Response

10/14/2008 10:08 AM

Title: Documents required by Canadian Citizens/Residents/Landed Immigrant to enter the U.S. and how long can they stay?

Link: http://help.cbp.gov/cgi-bin/customs.cfg/php/enduser/popup_adp.php?p_faqid=619-&p_created=1056630853

Title: Can a U.S. lawful permanent residents of the U.S. leave multiple times and return?

Link: http://help.cbp.gov/cgi-bin/customs.cfg/php/enduser/popup_adp.php?p_faqid=820-&p_created=1091203751

Title: What documents/paperwork does a U.S. citizen or permanent resident (adult/child) need for International travel?

Link: http://help.cbp.gov/cgi-bin/customs.cfg/php/enduser/popup_adp.php?p_faqid=74-&p_created=1043364936

Title: What documents does a foreign national or green card holder need to enter the U.S.?

Link: http://help.cbp.gov/cgi-bin/customs.cfg/php/enduser/popup_adp.php?p_faqid=572-&p_created=1048279878

Title: Lebanese Citizens holding U.S. Visas

Link: http://help.cbp.gov/cgi-bin/customs.cfg/php/enduser/popup_adp.php?p_faqid=965-&p_created=1153519916

Primary Contact

First Name:
Last Name:
Organization:

Login: (b)(6),(b)(7)(C)
Password:
Title:
Contact Type:

Email: (b)(6),(b)(7)(C)
Email -Alternate#1:
Email -Alternate#2:

Office Phone:
Mobile Phone:
Fax:
Assistant Phone:
Home Phone:

Street
City
State/Province
Postal Code
Country

Additional Information

Reference #
081104-000190

Status
Solved

Assigned To
General Inquiries
(b)(6),(b)(7)(C)

Topic
Requirements for International Travelers
What can I bring into the U.S.?

Who You Are
Travelers

SLA
Not specified

Queue
Not specified

Date Created
11/04/2008 11:48 AM

Initial Response
None

Last Updated
11/04/2008 11:48 AM

Date Closed
11/04/2008 11:48 AM

Customer SmartSense
0 (on -3 to +3 scale)

Staff SmartSense
0 (on -3 to +3 scale)

Language
English

Quality Assurance
Not specified

Canadian citizen-can he bring a laptop to U.S. while on visit

Discussion Thread

Note (b)(6),(b)(7)(C) 11/04/2008 11:48 AM

Suggestion
Summary:
Examining electronic devices

Question:
 <as-html><p>Examining electronic devices helps us catch terrorists, pornographers.</p>
 <p>By: Michael Chertoff - Secretary of Homeland Security</p>
 <p>Posted in the USA Today</p>
 </as-html>

Answer:
 <as-html>Since the founding of the republic, the federal government has held broad authority to conduct searches at the border to prevent the entry of dangerous people and goods. In the 21 st century, the most dangerous contraband is often contained in laptop computers or other electronic devices, not on paper. This includes terrorist materials and despicable images of child pornography.

Laptop searches have proven essential to detecting people and materials that should be blocked from entering the United States. Officers have discovered video clips of improvised explosive devices being detonated, a martyrdom video and other violent jihadist materials. In addition, these searches have uncovered scores of instances of child pornography, including a home movie of children being sexually assaulted.

How often do we search laptops? Of the approximately 400 million travelers who entered the country last year, only a tiny percentage were referred to secondary baggage inspection for a more thorough examination. Of those, only a fraction had electronic devices that may have been checked.

As a practical matter, travelers only go to secondary when there is some level of suspicion. Yet legislation locking in a particular standard for searches would have a dangerous, chilling effect as officers' often split-second assessments are second-guessed.

Are these searches legal? The U.S. Supreme Court has recognized the "right of the sovereign to protect itself by stopping and examining persons and property crossing into this country." And every federal appellate court in the country to address the laptop issue - including the 9th Circuit - has concluded that, at the border, there is no constitutional basis for treating laptops differently than hard copy documents.

We are, of course, mindful of travelers' privacy. No devices are kept permanently unless there is probable cause. Likewise, any U.S. citizen's information that is copied to facilitate a search is retained only if relevant to a lawful purpose such as a criminal or national security investigation, and otherwise is erased. Special privacy procedures govern the handling of commercial and attorney-client information.

We cannot abandon our responsibility to inspect what enters the U.S. just because the information is on an electronic device. To do so would open a dangerous window for terrorists and criminals to exploit our borders in new and unacceptable ways
 </as-htm>

Primary Contact

First Name:
Last Name:
Organization:
Login:
Password:
Title:
Contact Type:
Email:
Email-Alternate #1:

Email - Alternate #2:

Office Phone:

Mobile Phone:

Fax:

Assistant Phone:

Home Phone:

Street

City

State/Province

Postal Code

Country US

Additional Information

Reference #
090205-000329

Status
New

Assigned To
General Inquiries
(b)(6), (b)(7)(C)

Topic
Mailed Packages
Other

Who You Are
Other

SLA
Not specified

Queue
General Queue

Date Created
02/05/2009 11:23 PM

Initial Response
None

Last Updated
02/05/2009 11:23 PM

Customer SmartSense
-1 (on -3 to +3 scale)

Staff SmartSense
0 (on -3 to +3 scale)

Language
English

Quality Assurance
Not specified

I am military and was deployed to Afghanistan. I was wounded and shipped back...

Discussion Thread

Customer 02/05/2009 11:23 PM
I am military and was deployed to Afghanistan. I was wounded and shipped back to the states. My unit shipped my gear, via FedEx and a bag with my laptop is being held by customs in Memphis TN. This is my personal laptop that I took with me when I deployed. Why is it being held up and what can I do to get customs to release the bag for shipment?

Auto-Response 02/05/2009 11:23 PM
Title: I am in the military, what can I bring back from Iraq?
Link: http://help.cbp.gov/cgi-bin/customs.cfg/php/enduser/popup_adp.php?p_faaid=740-&p_created=1076523791

Title: How can I become a Military Customs Inspector?
Link: http://help.cbp.gov/cgi-bin/customs.cfg/php/enduser/popup_adp.php?p_faaid=910-&p_created=1109265282

Title: U.S. Military and NATO Personnel entering the U.S. on U.S. military or NATO orders
Link: http://help.cbp.gov/cgi-bin/customs.cfg/php/enduser/popup_adp.php?p_faaid=1036-&p_created=1208883725

Title: How long are military personnel certified to pre-inspect goods returning from overseas military personnel and posts and are they eligible for employment with CBP?
Link: http://help.cbp.gov/cgi-bin/customs.cfg/php/enduser/popup_adp.php?p_faaid=393-&p_created=1043364939

Title: What are you allowed to send to members of the military serving overseas?
Link: http://help.cbp.gov/cgi-bin/customs.cfg/php/enduser/popup_adp.php?p_faaid=556-&p_created=1047565188

Primary Contact

First Name:
Last Name:
Organization:
Login: (b)(6), (b)(7)(C)
Password:
Title:
Contact Type:
Email: (b)(6), (b)(7)(C)
Email-Alternate #1:
Email-Alternate#2:
Office Phone:
Mobile Phone:
Fax:
Assistant Phone:
Home Phone:
Street
City
State/Province
Postal Code
Country

Additional Information

Reference #
080827-000169

Status
Solved

Assigned To
General Inquiries
(b)(6), (b)(7)(C)

Topic
Emerging Issues
General

Who You Are
Travelers
Personal Use

SLA
Not specified

Queue
Not specified

Date Created
08/27/2008 12:12 PM

Initial Response
None

Last Updated
08/27/2008 12:12PM

Date Closed
08/27/2008 12:12PM

Customer SmartSense
0 (on -3 to +3 scale)

Staff SmartSense
-1 (on -3 to +3 scale)

Language
English

Quality Assurance
Not specified

Any problems with laptop seized at the border?

Discussion Thread

Customer (b)(6), (b)(7)(C)
Solved

08/27/2008 12:12 PM

Primary Contact

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

Organization:

Login:

Password:

Title:

Contact Type:

Email: (b)(6), (b)(7)(C)

Email - Alternate #1:

Email - Alternate #2:

Office Phone:

Mobile Phone:

Fax:

Assistant Phone:

Home Phone: (b)(6), (b)(7)(C)

Street: (b)(6), (b)(7)(C)

City: London

State/Province:

Postal Code: W24BQ

Country: United Kingdom

Additional Information

Reference #
080517-000016

Status
Solved

Assigned To
General Inquiries
(b)(6),(b)(7)(C)

Topic
Abuse/Excessive Use of Authority
Unwarranted Search/Chase

Who You Are
HQ

SLA
Not specified

Queue
Complaints

Date Created
05/17/2008 10:44 AM

Initial Response
05/19/2008 11:31 AM

Last Updated
05/19/2008 11:31 AM

Date Closed
05/19/2008 11:31 AM

Customer SmartSense
0 (on -3 to +3 scale)

Staff SmartSense
0 (on -3 to +3 scale)

Language
English

Quality Assurance
Not specified

Why are you searching laptops and other data storage devices and media at the...

Discussion Thread

Response (b)(6),(b)(7)(C) 05/19/2008 11:31 AM
Thank you for contacting CBP. We appreciate your comments on the issue of laptops.

CBP is charged with facilitating legitimate trade and travel while at the same time enforcing hundreds of U.S. laws. All persons, baggage and merchandise arriving in the United States are required to participate in CBP processing. As part of the process, CBP strives to facilitate the routine processing of all travelers while determining admissibility.

It is not the intent of CBP to subject travelers to unwarranted scrutiny. However, unless exempt, all travelers entering the United States, including U.S. citizens, are required to participate in CBP processing. As part of the process, CBP Officers are verifying admissibility and looking for possible terrorists, terrorist weapons or narcotics.

Laptop computers may be subject to detention for violation of criminal law such as if the laptop contains information with possible ties to terrorism, narcotics smuggling, child pornography or other criminal activity.

CBP Officers adhere to all requirements to protect privileged, personal and business confidential information.

Customer 05/17/2008 10:44 AM

Why are you searching laptops and other data storage devices and media at the borders? It has no efficacy, balanced against violating the rights of citizens, for discovering miscreants, either terrorists or other criminals. It is a behavior, I believe, more suited and practiced by the like of Nazi Germany, the old Soviet state, and other police states.

Your behavior and the courts decision, the reversal of a lower court's decision, have finally convinced me to buy strong encryption to protect my information. I have also joined a group, quickly growing in number, to voluntarily grow a fund to retain lawyers to fight in court, all the way to the Supreme Court, if necessary, any confiscation of any of our information carrying devices. Your behavior has increased the bottom line of the PGP Corporation, and more people are considering using encryption.

I do not like the expense of encryption to protect my family photos, personal information, and sensitive data, like Social Security Number, banking information, emails, and other personal documents which are none of your dang business. So if my devices are confiscated and accessed at any border all you can expect is encrypted data that would take even the N.S.A., using all the computing in the world, until the sun goes nova to decrypt. PGP Corporation should thank you for your action. No one else, no American who regards the Constitution and liberty should.

I ask myself: Why is my government behaving like fascists? Why is it behaving like fascists that America fought in World War Two and Korea to defeat? I will fight in the courts and politically to restrain such fascist impulses and behaviours. It is the American's duty to resist tyranny, to defeat enemies foreign and DOMESTIC. I want the officials in the U.S. Customs and Border Protection Agency who conceived this policy fired. We may have to fire some politicians first.

Auto-Response 05/17/2008 10:44 AM

Title: How do officers decide which passengers to examine or search?
Link: http://help.cbp.gov/cgi-bin/customs.cfg/php/enduser/popup_adp.php?p_faqid=27-&p_created=1043364935

Title: Why did a CBP officer search me?
Link: http://help.cbp.gov/cgi-bin/customs.cfg/php/enduser/popup_adp.php?p_faqid=26-&p_created=1043364935

Title: Authority, right to search
Link: http://help.cbp.gov/cgi-bin/customs.cfg/php/enduser/popup_adp.php?p_faqid=176-&p_created=1043364937

Title: Transgender Personal Search Procedures
Link: http://help.cbp.gov/cgi-bin/customs.cfg/php/enduser/popup_adp.php?p_faqid=290-&p_created=1043364937

Title: FACT SHEET - Air and Marine
Link: http://help.cbp.gov/cgi-bin/customs.cfg/php/enduser/popup_adp.php?p_faqid=1020-&p_created=1206120973

Primary Contact

First Name:
Last Name:
Organization:
Login: (b)(6),(b)(7)(C)
Password:
Title:
Contact Type:
Email: (b)(6),(b)(7)(C)
Email-Alternate#1:
Email -Alternate#2:
Office Phone:
Mobile Phone:
Fax:
Assistant Phone:
Home Phone:
Street
City
State/Province
Postal Code
Country

Additional Information

Reference #
080801-000240

Status
Solved

Assigned To
General Inquiries
(b)(6),(b)(7)(C)

Topic
Requirements for International Travelers
Traveling w/business equipment/samples

Who You Are
Travelers
Business

SLA
Not specified

Queue
General Queue

Date Created
08/01/2008 01:38 PM

Initial Response
08/09/2008 05:25 PM

Last Updated
08/09/2008 05:25 PM

Date Closed
08/09/2008 05:25 PM

Customer SmartSense
-1 (on -3 to +3 scale)

Staff SmartSense
0 (on -3 to +3 scale)

Language
English

Quality Assurance
Not specified

Quite a few of our HCJB Global mission members travel with laptops. We have i...

Discussion Thread

Response (b)(6),(b)(7)(C) **08/09/2008 05:25 PM**

This is not an issue to be concerned about. Unfortunately, the media have blown the issue of traveling with laptops out of proportion.

Customer **08/01/2008 01:38 PM**

Quite a few of our HCJB Global mission members travel with laptops. We have installed SecureDoc hard drive encryption on many of those laptops. It requires a USB token inserted before starting up. One of our members says that the Customs officials might get nervous if you pulled out your token to start up the laptop. What procedural advice can I give them?

Auto-Response **08/01/2008 01:38 PM**

Title: FACT SHEET - Operation Jump Start

Link: http://help.cbp.gov/customs.cfg/php/enduser/popup_adp.php?p_faaid=1021-&p_created=1206121296

Title: Does CBP use profiles to identify smugglers?

Link: http://help.cbp.gov/cgi-bin/customs.cfg/php/enduser/popup_adp.php?p_faaid=28-&p_created=1043364935

Title: Career as a CBP Officer

Link: http://help.cbp.gov/cgi-bin/customs.cfg/php/enduser/popup_adp.php?p_faaid=1012-&p_created=1206046504

Title: Career as an Agriculture Specialist

Link: http://help.cbp.gov/cgi-bin/customs.cfg/php/enduser/popup_adp.php?p_faaid=1013-&p_created=1206047233

Title: Career as an Import Specialist

Link: http://help.cbp.gov/cgi-bin/customs.cfg/php/enduser/popup_adp.php?p_faaid=1014-&p_created=1206047633

Primary Contact

First Name:

Last Name:

Organization:

Login: (b)(6),(b)(7)(C)

Password:

Title:

Contact Type:

Email: (b)(6),(b)(7)(C)

Email - Alternate #1: (b)(6),(b)(7)(C)

Email-Alternate#2:

Office Phone:

Mobile Phone:

Fax:

Assistant Phone:

Home Phone:

Street

City

State/Province

Postal Code

Country

Additional Information

Reference # 080714-000352
Status Solved
Assigned To General Inquiries (b)(6), (b)(7)(C)
Topic Importing Procedures & Requirements General Importing Procedures
Who You Are Travelers Personal Use
SLA Not specified
Queue Not specified
Date Created 07/14/2008 03:24 PM
Initial Response None
Last Updated 07/14/2008 03:24 PM
Date Closed 07/14/2008 03:24 PM
Customer SmartSense 0 (on -3 to +3 scale)
Staff SmartSense 0 (on -3 to +3 scale)
Language English
Quality Assurance Not specified

laptop

Discussion Thread

Customer (b)(6), (b)(7)(C)
laptop, advised inspection

07/14/2008 03:24 PM

Primary Contact

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

Organization:
Login:
Password:
Title:
Contact Type:

Email: (b)(6), (b)(7)(C)
Email -Alternate #1:
Email -Alternate #2:

Office Phone:
Mobile Phone:
Fax:
Assistant Phone:
Home Phone: (b)(6), (b)(7)(C)
Street: (b)(6), (b)(7)(C)
City: London
State/Province:
Postal Code: W24BQ
Country: United Kingdom

Additional Information

Reference # 080709-000214
Status Solved
Assigned To General Inquiries (b)(6), (b)(7)(C)
Topic Complaints/Comments Goods are Seized or Damaged
Who You Are General Public
SLA Not specified
Queue Not specified
Date Created 07/09/2008 12:27 PM
Initial Response None
Last Updated 07/09/2008 12:27 PM
Date Closed 07/09/2008 12:27 PM
Customer SmartSense 0 (on -3 to +3 scale)
Staff SmartSense +2 (on -3 to +3 scale)
Language English
Quality Assurance Not specified

laptop seizure Pastors for Peace

Discussion Thread

Customer (b)(6), (b)(7)(C) 07/09/2008 12:27 PM
 wanted to comment on this - and that it's wrong.

Auto-Response 07/09/2008 12:27 PM

Title: How do I ask a question or make a comment?...
 Link: http://help.cbp.gov/cgi-bin/customs.cfg/php/enduser/popup_adp.php?p_faqid=722-&p_created=1072819931

Title: What is the best way for me to share a compliment with you?
 Link: http://help.cbp.gov/cgi-bin/customs.cfg/php/enduser/popup_adp.php?p_faqid=1025-&p_created=1206987304

Title: I am always being stopped for questioning and inspection when clearing immigration and customs. What can I do about that?
 Link: http://help.cbp.gov/cgi-bin/customs.cfg/php/enduser/popup_adp.php?p_faqid=11-&p_created=1043364935

Title: I was examined by an Officer and the inspection was not conducted in a professional manner.
 Link: http://help.cbp.gov/cgi-bin/customs.cfg/php/enduser/popup_adp.php?p_faqid=29-&p_created=1043364935

Title: Complaint of rude and unprofessional treatment
 Link: http://help.cbp.gov/cgi-bin/customs.cfg/php/enduser/popup_adp.php?p_faqid=175-&p_created=1043364937

Primary Contact

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

Organization:

Login:

Password:

Title:

Contact Type:

Email: (b)(6), (b)(7)(C)

Email-Alternate #1:

Email-Alternate#2:

Office Phone:

Mobile Phone:

Fax:

Assistant Phone:

Home Phone: (b)(6), (b)(7)(C)

Street: (b)(6), (b)(7)(C)

City: London

State/Province:

Postal Code: (b)(6), (b)(7)(C)

Country: United Kingdom

Additional Information

Reference #
080707-000465

Status
Solved

Assigned To
General Inquiries
(b)(6),(b)(7)(C)

Topic
Miscellaneous
General

Who You Are
Travelers
Personal Use

SLA
Not specified

Queue
General Queue

Date Created
07/07/2008 05:59 PM

Initial Response
07/07/2008 09:39 PM

Last Updated
07/07/2008 09:39 PM

Date Closed
07/07/2008 09:39 PM

Customer SmartSense
0 (on -3 to +3 scale)

Staff SmartSense
0 (on -3 to +3 scale)

Language
English

Quality Assurance
Not specified

I am a Canadian planning on obtaining a laptop in the next few months. As a C...

Discussion Thread

Response (b)(6),(b)(7)(C) 07/07/2008 09:39 PM
Just bring recite with you when you going to travel to USA.

Customer 07/07/2008 05:59 PM
I am a Canadian planning on obtaining a laptop in the next few months. As a Canadian resident what do I need to know/or do to enter the US with it at some point in the future on holidays. I would use it for genaioy research, email, banking, and storing travel photos. Can you answer for both air and ground travel from Canada into the US. What if anything may cause the laptop to be confiscated. Thank-you.

Auto-Response 07/07/2008 06:59 PM
Title: I'm a Canadian and was told I am ineligible to enter the United States because of a previous violation of law. Is there a way to set aside such an obstacle to my entry?
Link: http://help.cbp.gov/cgi-bin/customs.cfg/php/enduser/popup_adp.php?p_faqid=760-&p_created=1078950609

Title: I have a DUI, can I enter Canada and the U.S.?
Link: http://help.cbp.gov/cgi-bin/customs.cfg/php/enduser/popup_adp.php?p_faqid=402-&p_created=1043364939

Title: Does a foreign visitor have to carry a certain amount of money to enter the U.S.?
Link: http://help.cbp.gov/cgi-bin/customs.cfg/php/enduser/popup_adp.php?p_faqid=796-&p_created=1087328795

Title: Why was I (or my friend, relative, etc.) denied entry to the U.S.?
Link: http://help.cbp.gov/cgi-bin/customs.cfg/php/enduser/popup_adp.php?p_faqid=757-&p_created=1077812586

Title: Game birds,
Link: http://help.cbp.gov/cgi-bin/customs.cfg/php/enduser/popup_adp.php?p_faqid=62-&p_created=1043364936

Primary Contact

First Name:
Last Name:
Organization:
Login: (b)(6),(b)(7)(C)
Password:
Title:
Contact Type:
Email: (b)(6),(b)(7)(C)
Email-Alternate#1:
Email-Alternate#2:
Office Phone:
Mobile Phone:
Fax:
Assistant Phone:
Home Phone:
Street
City
State/Province
Postal Code
Country

Additional Information

Reference #
080630-000363

Status
Solved

Assigned To
General Inquiries
(b)(6), (b)(7)(C)

Topic
Requirements for International Travelers
CBP Search Authority

Who You Are
Travelers
Personal Use

SLA
Not specified

Queue
General Queue

Date Created
06/30/2008 06:20 PM

Initial Response
08/06/2008 09:01 PM

Last Updated
08/06/2008 09:01 PM

Date Closed
08/06/2008 09:01 PM

Customer SmartSense
+1 (on -3 to +3 scale)

Staff SmartSense
0 (on -3 to +3 scale)

Language
English

Quality Assurance
Not specified

I've seen numerous news items, and a couple of news releases, about USCBP dem...

Discussion Thread

Response (b)(6), (b)(7)(C) **08/06/2008 09:01 PM**
They are not. However, the Privacy Act prohibits U.S. CBP from releasing said confidential information.

Customer **06/30/2008 06:20 PM**
I've seen numerous news items, and a couple of news releases, about USCBP demanding to search the content of personal laptop computers and hard drives being brought back into the United States. There has even been talk of the 'right' of CBP to copy the contents and retain them.

My question is solely about privileged communications between myself and my attorneys that resides on my laptop, and in it's backup hard drive: Are those privileged communications still protected from discovery and perusal as they should be, and if so, how does one indicate this to CBP folks wanting access to them?

Thanks!
Tom

Auto-Response **06/30/2008 06:20 PM**

Title: I am always being stopped for questioning and inspection when clearing immigration and customs. What can I do about that?

Link: http://help.cbp.gov/cgi-bin/customs.cfg/php/enduser/popup_adp.php?p_faaid=11-&p_created=1043364935

Title: I am in the military, what can I bring back from Iraq?

Link: http://help.cbp.gov/cgi-bin/customs.cfg/php/enduser/popup_adp.php?p_faaid=740-&p_created=1076523791

Title: Authority, right to search

Link: http://help.cbp.gov/cgi-bin/customs.cfg/php/enduser/popup_adp.php?p_faaid=176-&p_created=1043364937

Title: Transgender Personal Search Procedures

Link: http://help.cbp.gov/cgi-bin/customs.cfg/php/enduser/popup_adp.php?p_faaid=290-&p_created=1043364937

Title: What gives CBP the right to search me? (Search Authority)

Link: http://help.cbp.gov/cgi-bin/customs.cfg/php/enduser/popup_adp.php?p_faaid=25-&p_created=1043364935

Primary Contact

First Name:

Last Name:

Organization:

Login: (b)(6), (b)(7)(C)

Password:

Title:

Contact Type:

Email: (b)(6), (b)(7)(C)

Email - Alternate #1: (b)(6), (b)(7)(C)

Email-Alternate#2:

Office Phone:

Mobile Phone:

Fax:

Assistant Phone:

Home Phone:

Street

City

State/Province

Postal Code

Country

Additional Information

Reference #
080627-000213

Status
Solved

Assigned To
General Inquiries
(b)(6), (b)(7)(C)

Topic
Requirements for International Travelers
Registering Goods w/CBP

Who You Are
Travelers
Personal Use

SLA
Not specified

Queue
General Queue

Date Created
06/27/2008 01:28 PM

Initial Response
06/29/2008 04:42 PM

Last Updated
07/11/2008 10:22 AM

Date Closed
07/11/2008 10:22 AM

Customer SmartSense
+1 (on -3 to +3 scale)

Staff SmartSense
+1 (on -3 to +3 scale)

Language
English

Quality Assurance
Not specified

I am traveling to Switzerland and Italy on Vacation in August and September....

Discussion Thread

Response (b)(6), (b)(7)(C) 07/11/2008 10:22 AM
Call this number (310) 215-2618 and ask for the Passenger Processing Office.

Please note that in our online tracking software, a "Solved" status simply means that we have provided you with the best information we have to your question. There may still be steps you need to complete before your situation is resolved to your satisfaction. Those steps are explained in our response. If you need further clarification on those steps, please feel free to contact us back.

Thank you for contacting Customs and Border Protection's Customer Service Center. If you have any other questions or would like clarification on this response, please feel free to contact us either by calling our toll free number 877 CBP-5511 (227-5511) or if calling from outside the United States our toll number 703-526-4200 and speak with a Public Information Officer. Our hours of operation are Monday thru Friday from 8:30am-5:00pm Eastern Time.

Customer 07/02/2008 04:42 PM

Thank you for the reply. You advise I register my laptop computer with a CBP officer before leaving. I am leaving 8-27-08 from LAX on Swiss Air and returning on the same airline to LAX on 9-11-08. Could you give me a location and phone number for me to make the registration?

Thanks

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

Response 06/29/2008 04:42 PM

U.S. CBP has broad authority to confiscate personal laptops if there is reasonable suspicion that the laptop contains contraband or other illegal information on it. It is advised that you make a backup of all information on your laptop before taking it on international travel. It is also advised that you register your laptop according to the following information prior to your day of travel:

Question:

<as-html>Do I have to register my firearms, lap top computer, camera equipment etc. in person, or can someone do it on my behalf?
</as-html>

Answer:

<as-html><p>In order to register your goods, you must do it in person because the form normally used to register goods for travel abroad requires the owner to sign the form in the CBP officer's presence.</p>
<p>If you are unable to do this in advance of your travel, you should make arrangements to register your goods at the port of exit. Call ahead to make sure someone will be available to register your goods. Phone numbers are in the Ports section of our web site.</p>
<p>If it is impossible for you to take your goods in person to the port, you may call the port, explain the circumstance preventing you from coming in person, and ask if they will allow you to fill out a CBP Form 4455 and write a letter authorizing someone else to register the item on your behalf, but please be aware that CBP officers have the right to require the owner of an item to personally bring it in for registration.</p>
<p>CBP Form 4457 can be obtained at the port of entry where you register your goods or the form can be printed online from our web site. You still must present yourself and your goods to a CBP officer before leaving the United States.</p>

</as-html>

Customer 06/27/2008 01:28 PM

I am traveling to Switzerland and Italy on Vacation in August and September. I had planed on bringing my laptop computer to help with travel information. I read in the newspaper recently that people were having their laptop computer taken from them upon re-entry into the country. Is this true? Is there a way I can take my personal computer with me without losing it? I have all my personal and financial information on my laptop.

Auto-Response 06/27/2008 01:28 PM

Title: Can I bring any meat, poultry or pork products into the U.S.?
Link: http://help.cbp.gov/cgi-bin/customs.cfg/php/enduser/popup_adp.php?p_faqid=944-&p_created=1127854030

Title: What food can I bring into the U.S. (fruit, cheese, meat, etc)?

Link: http://help.cbp.gov/cgi-bin/customs.cfg/php/enduser/popup_adp.php?p_faqid=82-&p_created=1043364936

Title: How do I import livestock?

Link: http://help.cbp.gov/cgi-bin/customs.cfg/php/enduser/popup_adp.php?p_faqid=13-&p_created=1043364935

Title: Is there a weight limit on the amount of food I can bring back or import?

Link: http://help.cbp.gov/cgi-bin/customs.cfg/php/enduser/popup_adp.php?p_faqid=364-&p_created=1043364939

Title: What do travelers and importers need to know with regards to the Foot and Mouth Disease (FMD) outbreak in the United Kingdom?

Link: http://help.cbp.gov/cgi-bin/customs.cfg/php/enduser/popup_adp.php?p_faqid=987-&p_created=1186585923

Primary Contact

First Name:

Last Name:

Organization:

Login: (b)(6).(b)(7)(C)

Password:

Title:

Contact Type:

Email: (b)(6).(b)(7)(C)

Email-Alternate #1:

Email-Alternate#2:

Office Phone:

Mobile Phone:

Fax:

Assistant Phone:

Home Phone:

Street

City

State/Province

Postal Code

Country

Additional Information

Reference #
080618-000353

Status
Solved

Assigned To
General Inquiries
(b)(6),(b)(7)(C)

Topic
Requirements for International Travelers
CBP Search Authority

Who You Are
Travelers
Tourism/Residency

SLA
Not specified

Queue
General Queue

Date Created
06/18/2008 08:43 PM

Initial Response
07/22/2008 09:43 AM

Last Updated
07/22/2008 09:43 AM

Date Closed
07/22/2008 09:43 AM

Customer SmartSense
+1 (on -3 to +3 scale)

Staff SmartSense
+1 (on -3 to +3 scale)

Language
English

Quality Assurance
Not specified

Message: I'll be traveling soon to the US and I will be carrying with me my l...

Discussion Thread

Response (b)(6),(b)(7)(C) 07/22/2008 09:43 AM
Here is CBP's Border Search Authority policy:

A U.S. Customs and Border Protection (CBP) officer's border search authority is derived through 19 U.S.C. 1467 and 19 C.F.R. 162.6, which states that, "All persons, baggage and merchandise arriving in the Customs territory of the United States from places outside thereof are liable to inspection by a CBP officer." Unless exempt by diplomatic status, all travelers entering the United States, including U.S. citizens, are required to participate in CBP processing.

Customer 06/18/2008 08:43 PM

Message:
I'll be traveling soon to the US and I will be carrying with me my laptop. I've heard something about random screenings of the actual equipment. That is, that they make you turn it on and check the computer for any illegal material (mp3s, child pornography, etc.) I'd like to know if every single passenger carrying a laptop could be subject of such screening, or only certain passengers or only people coming from certain locations. Since I'll be traveling with my family, I don't want them to go through the inconvenience of having to wait for my laptop to be checked at every checkpoint. If such thing can happen, then I'll just leave my laptop at home, even though I don't have anything that can be considered illegal.

Thanks.

Auto-Response 06/18/2008 08:43 PM

Title: Documents required by Canadian Citizens/Residents/Landed Immigrant to enter the U.S. and how long can they stay?
Link: http://help.cbp.gov/cgi-bin/customs.cfg/php/enduser/popup_adp.php?p_faqid=619-&p_created=1056630853

Title: Passenger, Importer etc. Fees - User Fee Chart
Link: http://help.cbp.gov/cgi-bin/customs.cfg/php/enduser/popup_adp.php?p_faqid=628-&p_created=1058887674

Title: Traveling with children
Link: http://help.cbp.gov/cgi-bin/customs.cfg/php/enduser/popup_adp.php?p_faqid=268-&p_created=1043364937

Title: Does a foreign visitor have to carry a certain amount of money to enter the U.S.?
Link: http://help.cbp.gov/cgi-bin/customs.cfg/php/enduser/popup_adp.php?p_faqid=796-&p_created=1087328795

Title: Passport Requirements
Link: http://help.cbp.gov/cgi-bin/customs.cfg/php/enduser/popup_adp.php?p_faqid=905-&p_created=1105727944

Primary Contact

First Name:
Last Name:
Organization:
Login: (b)(6),(b)(7)(C)
Password:
Title:
Contact Type:
Email: (b)(6),(b)(7)(C)
Email -Alternate#1: (b)(6),(b)(7)(C)
Email -Alternate#2:
Office Phone:
Mobile Phone:
Fax:
Assistant Phone:
Home Phone:
Street
City
State/Province
Postal Code
Country

Additional Information

Reference #
080616-000437

Status
Solved

Assigned To
General Inquiries
(b)(6),(b)(7)(C)

Topic
Requirements for International Travelers
Traveling w/business equipment/samples

Who You Are
Government/Charitable Agencies
General

SLA
Not specified

Queue
General Queue

Date Created
06/16/2008 05:59 PM

Initial Response
07/02/2008 07:45 PM

Last Updated
07/02/2008 07:45 PM

Date Closed
07/02/2008 07:45 PM

Customer SmartSense
+1 (on -3 to +3 scale)

Staff SmartSense
+1 (on -3 to +3 scale)

Language
English

Quality Assurance
Not specified

I am a federal employee with the Department of Defense. Recently, I read an a...

Discussion Thread

Response (b)(6),(b)(7)(C) 07/02/2008 07:45 PM
 In the case of DOD personnel traveling with official laptops containing encryption programs due to military related business would be for the traveler to show official military identification and work/travel orders. If there are any questions during CBP clearance, please request to speak to the duty supervisor for assistance and/or clarification.

Customer 06/16/2008 06:59 PM
 I am a federal employee with the Department of Defense. Recently, I read an article stating the Customs was demanding that people returning from abroad turn on, log in and show the Customs agent the contents of a laptop. It further stated that encryption programs, such as the PGP system we use, would 'raise red flags'. What is the policy concerning federal employees and laptops when returning from overseas? Do we produce our DoD ID cards and travel orders? In many cases, we are prohibited by federal statute to 'show' the contents of a laptop if the agent is not cleared for such access. Thanks

Auto-Response 06/16/2008 05:59 PM
 Title: What documents does a foreign national or green card holder need to enter the U.S.?
 Link: http://help.cbp.gov/cgi-bin/customs.cfg/php/enduser/popup_adp.php?p_faqid=572-&p_created=1048279878

Title: Documents required by Canadian Citizens/Residents/Landed Immigrant to enter the U.S. and how long can they stay?
 Link: http://help.cbp.gov/cgi-bin/customs.cfg/php/enduser/popup_adp.php?p_faqid=619-&p_created=1056630853

Title: Can a U.S. lawful permanent residents of the U.S. leave multiple times and return?
 Link: http://help.cbp.gov/cgi-bin/customs.cfg/php/enduser/popup_adp.php?p_faqid=820-&p_created=1091203751

Title: What documents/paperwork does a U.S. citizen or permanent resident (adult/child) need for International travel?
 Link: http://help.cbp.gov/cgi-bin/customs.cfg/php/enduser/popup_adp.php?p_faqid=74-&p_created=1043364936

Title: Passport Requirements
 Link: http://help.cbp.gov/cgi-bin/customs.cfg/php/enduser/popup_adp.php?p_faqid=905-&p_created=1105727944

Primary Contact

First Name:
Last Name:
Organization:
Login: (b)(6),(b)(7)(C)
Password:
Title:
Contact Type:
Email: (b)(6),(b)(7)(C)
Email-Alternate #1:
Email -Alternate#2:
Office Phone:
Mobile Phone:
Fax:
Assistant Phone:
Home Phone:
Street
City
State/Province
Postal Code
Country

Additional Information

Reference #
080602-000056

Status
Solved

Assigned To
General Inquiries
(b)(6),(b)(7)(C)

Topic
Statistics/Research
Other

Who You Are
Travelers
Personal Use

SLA
Not specified

Queue
General Queue

Date Created
06/02/2008 09:28 AM

Initial Response
07/22/2008 11:25 PM

Last Updated
08/12/2008 09:14 AM

Date Closed
08/12/2008 07:53 AM

Customer SmartSense
+1 (on -3 to +3 scale)

Staff SmartSense
0 (on -3 to +3 scale)

Language
English

Quality Assurance
Not specified

Dear Sir, I seek informations about the ability of US Border to open, check a...

Discussion Thread

Customer 08/12/2008 09:14 AM
Ok Angel. Thank you for all this informations and taking time to explain, il hope I will not be in your black list when I will come ;)

Until there, have a good day.

Nicolas

Response (b)(6),(b)(7)(C) 08/12/2008 07:53 AM
You could be charged by the FBI with obstruction of justice, but that would be done by them, not us, after being detained by CBP for questioning.

Customer 08/11/2008 08:27 AM
Ok I understand. So it is the only way to be arrested ? If people don't give password they will not have any problem for that ? Only if information is founded ?

I ask that because in France it is not the same thing. If you don't allow policeman to access in your information you can be sentenced to the maximum penalty for the offence that you are suspected or participated. Even if no information at all is founded on the computer that you have keep the password.

Response (b)(6),(b)(7)(C) 08/11/2008 08:05 AM
It all depends. If derogatory information is found, you may be arrested and turned over to FBI for federal prosecution, depending on the severity of the offense.

Customer 08/01/2008 02:06 PM
Ok, thanks you for this informations. And about the owner of the devices ? What happend to him ? Will be detained during this period too ?

Response (b)(6),(b)(7)(C) 07/28/2008 07:51 AM
The equipment can be detained for FBI to analyze, for up to 30 days. That time can also be extended, depending on how long it takes for FBI to analyze it.

Customer 07/23/2008 04:17 AM
Thank you for all these interesting informations. Nevertheless, whats up for a foreign person if it refuses or can to give :
- Access to its equipment;
- His password ;
- Access to encrypted files ;

Response (b)(6),(b)(7)(C) 07/22/2008 11:25 PM
CBP officers' border search authority is derived through 19 U.S.C. 1467 and 19C.F.R. 162.6, which states that all persons, baggage and merchandise arriving in the CBP territory of the United States from places outside thereof are liable to inspection, Unless exempt by diplomatic status.

Examining electronic devices helps us catch terrorists, pornographers
By: Michael Chertoff - Secretary of Homeland Security
Posted in the USA Today

Since the founding of the republic, the federal government has held broad authority to conduct searches at the border to prevent the entry of dangerous people and goods. In the 21st century, the most dangerous contraband is often contained in laptop computers or other electronic devices, not on paper. This includes terrorist materials and despicable images of child pornography.

Laptop searches have proven essential to detecting people and materials that should be blocked from entering the United States. Officers have discovered video clips of improvised explosive devices being detonated, a martyrdom video and other violent jihadist materials. In addition, these searches have uncovered scores of instances of child pornography, including a home movie of children being sexually assaulted.

How often do we search laptops? Of the approximately 400 million travelers who entered the country last year, only a tiny percentage were referred to secondary baggage inspection for a more thorough examination. Of those, only a fraction had electronic devices that may have been checked.

As a practical matter, travelers only go to secondary when there is some level of suspicion. Yet legislation locking in a particular standard for searches would have a dangerous, chilling effect as officers' often split-second assessments are second-guessed.

Are these searches legal? The U.S. Supreme Court has recognized the "right of the sovereign to protect itself

by stopping and examining persons and property crossing into this country." And every federal appellate court in the country to address the laptop issue - including the 9th Circuit - has concluded that, at the border, there is no constitutional basis for treating laptops differently than hard copy documents.

We are, of course, mindful of travelers' privacy. No devices are kept permanently unless there is probable cause. Likewise, any U.S. citizen's information that is copied to facilitate a search is retained only if relevant to a lawful purpose such as a criminal or national security investigation, and otherwise is erased. Special privacy procedures govern the handling of commercial and attorney-client information.

We cannot abandon our responsibility to inspect what enters the U.S. just because the information is on an electronic device. To do so would open a dangerous window for terrorists and criminals to exploit our borders in new and unacceptable ways.

Customer

06/02/2008 09:28 AM

Dear Sir,

I seek informations about the ability of US Border to open, check and copy files from computers or hard disk drives from people who are in US.

Can you give me the law which allow that and some details about this operation ? Like if agents must have suspicions to do that, what kind, what do you really do, do you check email, what happend if the data are encrypted and if people don't want to give password, etc

A lot of French and European compagnies want to have more informations about that. Can you give them ?

Yours faithfully

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

P.S : I am sorry for my bad English, I hope you will understand me anyway.

Auto-Response

06/02/2008 09:28 AM

Title: CBP Border Patrol Academy

Link: http://help.cbp.gov/cgi-bin/customs.cfg/php/enduser/popup_adp.php?p_faaid=1017-&p_created=1206119817

Title: Career as a CBP Officer

Link: http://help.cbp.gov/cgi-bin/customs.cfg/php/enduser/popup_adp.php?p_faaid=1012-&p_created=1206046504

Title: Career as an Import Specialist

Link: http://help.cbp.gov/cgi-bin/customs.cfg/php/enduser/popup_adp.php?p_faaid=1014-&p_created=1206047633

Title: Career as a Border Patrol Agent

Link: http://help.cbp.gov/cgi-bin/customs.cfg/php/enduser/popup_adp.php?p_faaid=1011-&p_created=1206044706

Title: Facts about CBP Explorer Program

Link: http://help.cbp.gov/cgi-bin/customs.cfg/php/enduser/popup_adp.php?p_faaid=1002-&p_created=1206034024

Primary Contact

First Name:

Last Name:

Organization:

Login: (b)(6),(b)(7)(C)

Password:

Title:

Contact Type:

Email: (b)(6),(b)(7)(C)

Email - Alternate #1: (b)(6),(b)(7)(C)

Email -Alternate#2:

Office Phone:

Mobile Phone:

Fax:

Assistant Phone:

Home Phone:

Street
City
State/Province
Postal Code
Country

Additional Information

Reference #
080529-000018

Status
Solved

Assigned To
General Inquiries
(b)(6), (b)(7)(C)

Topic
Requirements for International Travelers
What can I bring into the U.S?

Who You Are
Travelers
Tourism/Residency

SLA
Not specified

Queue
General Queue

Date Created
05/29/2008 05:21 AM

Initial Response
07/22/2008 11:11 AM

Last Updated
07/22/2008 11:11 AM

Date Closed
07/22/2008 11:11 AM

Customer SmartSense
+1 (on -3 to +3 scale)

Staff SmartSense
+1 (on -3 to +3 scale)

Language
English

Quality Assurance
Not specified

i am going on holiday to florida in July and was planning on bringing my lapt...

Discussion Thread

Response (b)(6), (b)(7)(C) **07/22/2008 11:11AM**

No. The laptop is subject to inspection, and may be confiscated if any prohibited material is found, i.e. child pornography, pirated music and movies, etc.

A U.S. Customs and Border Protection (CBP) officer's border search authority is derived through 19 U.S.C. 1467 and 19 C.F.R. 162.6, which states that, "All persons, baggage and merchandise arriving in the Customs territory of the United States from places outside thereof are liable to inspection by a CBP officer." Unless exempt by diplomatic status, all travelers entering the United States, including U.S. citizens, are required to participate in CBP processing.

Customer **05/29/2008 05:21 AM**

i am going on holiday to florida in July and was planning on bringing my laptop, could you tell me whther this would be confiscated at customs upon entry to the USA?
thank you

Auto-Response **05/29/2008 05:21 AM**

Title: CBP sent me a Courtesy Notice (4333A). Entry Scheduled to Liquidate
Link: http://help.cbp.gov/cgi-bin/customs.cfg/php/enduser/popup_adp.php?p_faqid=357-&p_created=1043364938

Title: How do I file an Informal entry (for goods valued at less than \$2000)?
Link: http://help.cbp.gov/cgi-bin/customs.cfg/php/enduser/popup_adp.php?p_faqid=215-&p_created=1043364937

Title: DCASR Entry / Government Agency / Department of Defense - Importing goods for military purposes- Entry Process and Duty;
Link: http://help.cbp.gov/cgi-bin/customs.cfg/php/enduser/popup_adp.php?p_faqid=382-&p_created=1043364939

Title: If an importer wants to make changes to or correct an entry that has liquidated, is a supplemental informational letter (SIL) or Post Entry Amendment (PEA) appropriate?
Link: http://help.cbp.gov/cgi-bin/customs.cfg/php/enduser/popup_adp.php?p_faqid=412-&p_created=1043364939

Title: Government contractor importing goods for military purposes - Entry Process & Duty;
Link: http://help.cbp.gov/cgi-bin/customs.cfg/php/enduser/popup_adp.php?p_faqid=381-&p_created=1043364939

Primary Contact

First Name:
Last Name:
Organization:

Login: (b)(6), (b)(7)(C)
Password:
Title:
Contact Type:

Email: (b)(6), (b)(7)(C)
Email-Alternate#1:
Email-Alternate#2:

Office Phone:
Mobile Phone:
Fax:
Assistant Phone:
Home Phone:

Street
City
State/Province
Postal Code
Country

Additional Information

Reference #
080516-000088

Status
Solved

Assigned To
General Inquiries
(b)(6), (b)(7)(C)

Topic
Miscellaneous
General

Who You Are
Other

SLA
Not specified

Queue
General Queue

Date Created
05/16/2008 10:34 AM

Initial Response
06/25/2008 12:28 PM

Last Updated
06/25/2008 12:28 PM

Date Closed
06/25/2008 12:28 PM

Customer SmartSense
0 (on -3 to +3 scale)

Staff SmartSense
0 (on -3 to +3 scale)

Language
English

Quality Assurance
Not specified

Can laptop PC's hard-drives be copied as one enters the US....

Discussion Thread

Response (b)(6), (b)(7)(C) 06/25/2008 12:28 PM
No, they can not
Regards

Customer (b)(6), (b)(7)(C) 06/25/2008 12:28 PM
No they can not
Regards

Customer 05/16/2008 10:34 AM
Can laptop PC's hard-drives be copied as one enters the US.

Auto-Response 05/16/2008 10:34 AM
Title: Requirements for importing a vehicle or vehicle parts
Link: http://help.cbp.gov/cgi-bin/customs.cfg/php/enduser/popup_adp.php?p_faqid=218- &p_created=1043364937

Title: What do I have to do to register my foreign registered vehicle, car or motorcycle in the U.S. with the DMV?
Link: http://help.cbp.gov/cgi-bin/customs.cfg/php/enduser/popup_adp.php?p_faqid=425- &p_created=1043364937

Title: Taking /bringing a car/vehicle into or out of the U.S. that belongs to a friend, relative, rental company etc.);
Link: http://help.cbp.gov/cgi-bin/customs.cfg/php/enduser/popup_adp.php?p_faqid=248- &p_created=1043364937

Title: Can a rental truck enter the U.S. from Canada or Mexico to pick up personal property/furniture, etc?
Link: http://help.cbp.gov/cgi-bin/customs.cfg/php/enduser/popup_adp.php?p_faqid=223- &p_created=1043364937

Title: Can I cross the border via foot, vehicle, or air without visiting an official port of entry?
Link: http://help.cbp.gov/cgi-bin/customs.cfg/php/enduser/popup_adp.php?p_faqid=782- &p_created=1083165025

Primary Contact

First Name:
Last Name:
Organization:

Login: (b)(6), (b)(7)(C)
Password:
Title:
Contact Type:

Email: (b)(6), (b)(7)(C)
Email -Alternate #1: (b)(6), (b)(7)(C)
Email -Alternate#2:

Office Phone:
Mobile Phone:
Fax:
Assistant Phone:
Home Phone:

Street
City
State/Province
Postal Code
Country

Additional Information

Reference #
080406-000031

Status
Solved

Assigned To
General Inquiries
(b)(6).(b)(7)(C)

Topic
Importing Procedures & Requirements
General Importing Procedures

Who You Are
Attorney/Consultant

SLA
Not specified

Queue
General Queue

Date Created
04/06/2008 04:11 PM

Initial Response
04/07/2008 10:13AM

Last Updated
04/07/2008 10:13 AM

Date Closed
04/07/2008 10:13 AM

Customer SmartSense
+1 (on -3 to +3 scale)

Staff SmartSense
0 (on -3 to +3 scale)

Language
English

Quality Assurance
Not specified.

In light of court cases such as United States v. Arnold, has the USCBP publis...

Discussion Thread

Response (b)(6).(b)(7)(C) **04/07/2008 10:13 AM**

The Congress of the United States has given U.S. Customs and Border Protection broad authority to conduct searches of persons and their baggage, cargo, and means of transportation entering the United States. This authority is contained in Title 19 of the United States Code, Sections 482, 1467, 1496, 1581, and 1582. For further information please visit the Inspections Section(<http://www.cbp.gov/xp/cgov/travel/admissability/>) on the Customs and Border Protection website.

Customer **04/06/2008 04:11 PM**

In light of court cases such as United States v. Arnold, has the USCBP published any policies concerning the search of electronics (more specifically, of laptops) at airports? If so, is there some way I could read this policy?

Thank you,
Ben Forquer

Auto-Response **04/06/2008 04:11 PM**

Title: Report possible child abduction
Link: http://help.cbp.gov/cgi-bin/customs.cfg/php/enduser/popup_adp.php?p_faqid=827-&p_created=1091823623

Title: Career as an Import Specialist
Link: http://help.cbp.gov/cgi-bin/customs.cfg7php/enduser/popup_adp.php?p_faqid=1014-&p_created=1206047633

Title: What gives CBP the right to search me? (Search Authority)
Link: http://help.cbp.gov/cgi-bin/customs.cfg/php/enduser/popup_adp.php?p_faqid=25-&p_created=1043364935

Title: Why did a CBP officer search me?
Link: http://help.cbp.gov/cgi-bin/customs.cfg/php/enduser/popup_adp.php?p_faqid=26-&p_created=1043364935

Title: I am aware of illegal activity or a web site that exploits children, how do I report child pornography?
Link: http://help.cbp.gov/cgi-bin/customs.cfg/php/enduser/popup_adp.php?p_faqid=384-&p_created=1043364939

Primary Contact

First Name:
Last Name:
Organization:

Login: (b)(6).(b)(7)(C)
Password:
Title:
Contact Type:

Email: (b)(6).(b)(7)(C)
Email -Alternate #1:
Email-Alternate#2:

Office Phone:
Mobile Phone:
Fax:
Assistant Phone:
Home Phone:

Street
City
State/Province
Postal Code
Country

Additional Information

Reference #
080328-000313

Status
Solved

Assigned To
General Inquiries
(b)(6),(b)(7)(C)

Topic
Requirements for International Travelers
Travel Papers/Identification

Who You Are
Travelers
Personal Use

SLA
Not specified

Queue
Not specified

Date Created
03/28/2008 04:15 PM

Initial Response
None

Last Updated
03/28/2008 04:15 PM

Date Closed
03/28/2008 04:15 PM

Customer SmartSense
0 (on -3 to +3 scale)

Staff SmartSense
0 (on -3 to +3 scale)

Language
English

Quality Assurance
Not specified

laptop

Discussion Thread

Customer (b)(6),(b)(7)(C)
brings laptop,advised ok.subject to inspection

03/28/2008 04:15 PM

Primary Contact

First Name: (b)(6),(b)(7)(C)
Last Name: (b)(6),(b)(7)(C)
Organization:
Login: (b)(6),(b)(7)(C)
Password:
Title: Priest
Contact Type:
Email: (b)(6),(b)(7)(C)
Email-Alternate #1:
Email-Alternate#2:
Office Phone: (b)(6),(b)(7)(C)
Mobile Phone:
Fax:
Assistant Phone:
Home Phone:
Street: (b)(6),(b)(7)(C)
City: albany
State/Province: CA
Postal Code: (b)(6),(b)(7)(C)
Country: US

Additional Information

Reference #
080325-000194

Status
Solved

Assigned To
General Inquiries
(b)(6),(b)(7)(C)

Topic
Requirements for International Travelers
Traveling w/business equipment/samples

Who You Are
Travelers
Personal Use

SLA
Not specified

Queue
Not specified

Date Created
03/25/2008 01:03 PM

Initial Response
03/25/2008 01:03 PM

Last Updated
03/25/2008 01:03 PM

Date Closed
03/25/2008 01:03 PM

Customer SmartSense
0 (on -3 to +3 scale)

Staff SmartSense
0 (on -3 to +3 scale)

Language
English

Quality Assurance
Not specified

Laptop examination

Discussion Thread

Response (b)(6),(b)(7)(C) 03/25/2008 01:03 PM
Explained all items subject to exam during CBP clearance-including laptops

Customer (b)(6),(b)(7)(C) 03/25/2008 01:03 PM
Taking my laptop to MX for business trip; heard stories about laptops being confiscated from travelers

Primary Contact

First Name: caller
Last Name:
Organization:
Login:
Password:
Title:
Contact Type:
Email:
Email- Alternate #1:
Email-Alternate#2:
Office Phone:
Mobile Phone:
Fax:
Assistant Phone:
Home Phone:
Street
City
State/Province
Postal Code
Country US

Additional Information

Reference #
080321-000086

Status
Solved

Assigned To
General Inquiries
(b)(6).(b)(7)(C)

Topic
Miscellaneous
General

Who You Are
Travelers

SLA
Not specified

Queue
General Queue

Date Created
03/21/2008 11:08 AM

Initial Response
04/22/2008 08:28 AM

Last Updated
04/22/2008 08:28 AM

Date Closed
04/22/2008 08:28 AM

Customer SmartSense
0 (on -3 to +3 scale)

Staff SmartSense
+1 (on -3 to +3 scale)

Language
English

Quality Assurance
Not specified

Hello, I will be traveling from Vancouver, BC, Canada (YVR) to the US to atte...

Discussion Thread

Response (b)(6).(b)(7)(C) **04/22/2008 08:28 AM**
I am sorry for the late response. Your concern would be best answered by contacting the Transportation Security Agency (TSA) at 1 866 289-9673.

Customer **03/21/2008 11:08 AM**
Hello,

I will be traveling from Vancouver, BC, Canada (YVR) to the US to attend a nursing conference on March 27th. I would like to take my laptop with me, as I am working on my Master in Nursing degree and need to do some work on papers while away. I will take the laptop to Canada Customs to be registered before leaving.

I've never traveled with a laptop before and I would like to ask if there anything I need to do or know before traveling? For example, can the laptop be put through screening without damage or do I ask to have it checked manually? Will I lose any data from the computer? What about data transfer devises like a memory sticks, can they be put through screening? Any information regarding what I need to do would be much appreciated. Thank you, Susan Martel.

Auto-Response **03/21/2008 11:08 AM**

Title: Is there a government requirement for a U.S. citizen to give their Social Security Number to an airline, cruise ship, etc.?
Link: http://help.cbp.gov/cgi-bin/customs.cfg/php/enduser/popup_adp.php?p_faqid=730-&p_created=1075757067

Title: What name should be used when writing checks payable to Customs for payment, duty etc.?
Link: http://help.cbp.gov/cgi-bin/customs.cfg/php/enduser/popup_adp.php?p_faqid=604-&p_created=1053031156

Title: Checking baggage through to your connecting flight via airlines
Link: http://help.cbp.gov/cgi-bin/customs.cfg/php/enduser/popup_adp.php?p_jaqid=992-&p_created=1189875664

Title: Complaint, damaged luggage, rude behavior, etc. experienced while going through the security screening process:
Link: http://help.cbp.gov/cgi-bin/customs.cfg/php/enduser/popup_adp.php?p_faqid=339-&p_created=1043364938

Title: What can I travel with, take on the plane or put in my carry on luggage?
Link: http://help.cbp.gov/cgi-bin/customs.cfg/php/enduser/popup_adp.php?p_faqid=330-&p_created=1043364938

Primary Contact

First Name:
Last Name:
Organization:
Login: (b)(6).(b)(7)(C)
Password:
Title:
Contact Type:
Email: (b)(6).(b)(7)(C)
Email-Alternate #1:
Email -Alternate#2:
Office Phone:
Mobile Phone:
Fax:
Assistant Phone:
Home Phone:
Street
City
State/Province
Postal Code
Country

Additional Information

Reference #
080317-000214

Status
Solved

Assigned To
General Inquiries
(b)(6),(b)(7)(C)

Topic
Miscellaneous
General

Who You Are
Vendor

SLA
Not specified

Queue
General Queue

Date Created
03/17/2008 02:03 PM

Initial Response
05/19/2008 05:41 PM

Last Updated
05/19/2008 05:41 PM

Date Closed
05/19/2008 05:41 PM

Customer SmartSense
+1 (on -3 to +3 scale)

Staff SmartSense
+1 (on -3 to +3 scale)

Language
English

Quality Assurance
Not specified

Dear Sir or Ma'am: I just wanted to point out that laptop (or other electroni...

Discussion Thread

Response (b)(6),(b)(7)(C) 05/19/2008 05:41 PM
 We apologize for the delay in responding to your inquiry. If you still require an answer to your question, please let us know.

Please note that in our online tracking software, a "Solved" status simply means that we have provided you with the best information we have to your question. There may still be steps you need to complete before your situation is resolved to your satisfaction. Those steps are explained in our response. If you need further clarification on those steps, please feel free to contact us back.

Thank you for contacting Customs and Border Protection's Customer Service Center. If you have any other questions or would like clarification on this response, please feel free to contact us either by calling our toll free number 877 CBP-5511 (227-5511) or if calling from outside the United States our toll number 703-526-4200 and speak with a Public Information Officer. Our hours of operation are Monday thru Friday from 8:30am-5:00pm Eastern Time.

Customer 03/17/2008 02:03 PM
 Dear Sir or Ma'am:

I just wanted to point out that laptop (or other electronic media) searches at the border may be not be finding very important information because it may have been hidden with digital steganography.

Reference this article just published on CNET ... http://www.news.com/8301-13578_3-9892897-38.html.

If you would like information about state-of-the-art steganalysis tools as a countermeasure to defeat CBP inspections by using steganography, please visit our web site ... www.sarc-wv.com.

Very respectfully,

//Jim//

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

[Redacted signature block]

Auto-Response 03/17/2008 02:03 PM

Title: I am aware of illegal activity or a web site that exploits children, how do I report child pornography?
 Link: http://help.cbp.gov/cgi-bin/customs.cfg/php/enduser/popup_adp.php?p_faqid=384-&p_created=1043364939

Title: Why did a CBP officer search me?
 Link: http://help.cbp.gov/cgi-bin/customs.cfg/php/enduser/popup_adp.php?p_faqid=26-&p_created=1043364935

Title: What gives CBP the right to search me? (Search Authority)
 Link: http://help.cbp.gov/cgi-bin/customs.cfg/php/enduser/popup_adp.php?p_faqid=25-&p_created=1043364935

Title: How do I begin an export business?
 Link: http://help.cbp.gov/cgi-bin/customs.cfg/php/enduser/popup_adp.php?p_faqid=81-&p_created=1043364936

Title: IPR - Reporting intellectual property rights violations.
 Link: http://help.cbp.gov/cgi-bin/customs.cfg/php/enduser/popup_adp.php?p_faqid=108-&p_created=1043364936

Primary Contact

First Name:
Last Name:
Organization:

Login: (b)(6),(b)(7)(C)

Password:
Title:
Contact Type:

Email: (b)(6),(b)(7)(C)
Email-Alternate #1:
Email - Alternate #2:

Office Phone:
Mobile Phone:
Fax:
Assistant Phone:
Home Phone:

Street
City
State/Province
Postal Code
Country

Additional Information

Reference # 080225-000155
Status Solved
Assigned To General Inquiries (b)(6),(b)(7)(C)
Topic Requirements for International Travelers Other
Who You Are Travelers Business
SLA Not specified
Queue General Queue
Date Created 02/25/2008 01:20 PM
Initial Response 04/17/2008 11:57 AM
Last Updated 04/17/2008 11:57 AM
Date Closed 04/17/2008 11:57 AM
Customer SmartSense -1 (on -3 to +3 scale)
Staff SmartSense 0 (on -3 to +3 scale)
Language English
Quality Assurance Not specified

I'm traveling to Europe in May and I need to take my laptop and BlackBerry PD...

Discussion Thread

Response (b)(6),(b)(7)(C) 04/17/2008 11:57 AM

The Congress of the United States has given U.S. Customs and Border Protection broad authority to conduct searches of persons and their baggage, cargo, and means of transportation entering the United States. This authority is contained in Title 19 of the United States Code, Sections 482, 1467, 1496, 1581, and 1582. For further information please visit the Inspections Section <http://www.cbp.gov/xp/cgov/travel/admissability/> on the Customs and Border Protection website.

Customer 02/25/2008 01:20 PM

I'm traveling to Europe in May and I need to take my laptop and BlackBerry PDA with me, because I head up my own business and need to be in touch with clients. I read a disturbing article in the Washington Post recently about how laptops and PDAs are being confiscated by travelers leaving the US. Apparently some people were given the choice of getting on the plane or leaving their laptop/PDA behind.

I really cannot take that risk. It would be enormously costly to my business if EITHER my laptop or PDA was confiscated. On the other hand I HAVE TO BE IN CONTACT WITH MY CLIENTS AT ALL TIMES. What do you suggest I do?

Auto-Response 02/25/2008 01:20 PM

Title: Requirements to bring or import used or worn clothing into the U.S.?
Link: http://help.cbp.gov/cgi-bin/customs.cfg/php/enduser/popup_adp.php?p_faaid=762-&p_created=1079370297

Title: Is duty required when U.S. components, materials, assists etc. are sent overseas for assembly or processing, then returned back to the U.S.? For instance, gold or stone to be used in jewelry?

Link: http://help.cbp.gov/cgi-bin/customs.cfg/php/enduser/popup_adp.php?p_faaid=444-&p_created=1043364939

Title: Personal imports of textiles, apparel, clothing, fabric from European countries
Link: http://help.cbp.gov/cgi-bin/customs.cfg/php/enduser/popup_adp.php?p_faaid=363-&p_created=1043364939

Title: What was the volume and value of people and cargo processed by Customs last year?
Link: http://help.cbp.gov/cgi-bin/customs.cfg/php/enduser/popup_adp.php?p_faaid=200-&p_created=1043364937

Title: Goods imported with duty paid being exported / returned to overseas supplier for repairs, alteration, processing, replacement, exchange, upgrade, and use abroad. Will the importer have to pay duty when the goods return?

Link: http://help.cbp.gov/cgi-bin/customs.cfg/php/enduser/popup_adp.php?p_faaid=377-&p_created=1043364939

Primary Contact

First Name:
Last Name:
Organization:

Login: (b)(6),(b)(7)(C)
Password:
Title:
Contact Type:

Email: (b)(6),(b)(7)(C)
Email-Alternate #1:
Email-Alternate#2:

Office Phone:
Mobile Phone:
Fax:
Assistant Phone:
Home Phone:

Street
City
State/Province
Postal Code
Country

Additional Information

Reference #
080221-000085

Status
Solved

Assigned To
General Inquiries
(b)(6),(b)(7)(C)

Topic
Requirements for International Travelers
Frequent Traveler Programs

Who You Are
Travelers
Business

SLA
Not specified

Queue
Not specified

Date Created
02/21/2008 11:00 AM

Initial Response
None

Last Updated
02/21/2008 11:00 AM

Date Closed
02/21/2008 11:00 AM

Customer SmartSense
0 (on -3 to +3 scale)

Staff SmartSense
0 (on -3 to +3 scale)

Language
English

Quality Assurance
Not specified

Needs info, on trusted traveler programs and laptop issue

Discussion Thread

Note (b)(6),(b)(7)(C)
Provided info

02/21/2008 11:00 AM

Primary Contact

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

Organization:

Login: (b)(6),(b)(7)(C)

Password:

Title: (b)(6),(b)(7)(C)

Contact Type:

Email: (b)(6),(b)(7)(C)

Email-Alternate #1:

Email -Alternate#2:

Office Phone: (b)(6),(b)(7)(C)

Mobile Phone:

Fax:

Assistant Phone:

Home Phone:

Street: (b)(6),(b)(7)(C)

City: albany

State/Province: CA

Postal Code: (b)(6),(b)(7)(C)

Country: US

Additional Information

Reference #
080219-000267

Status
Solved

Assigned To
General Inquiries
(b)(6).(b)(7)(C)

Topic
Requirements for International Travelers
CBP Search Authority

Who You Are
General Public

SLA
Not specified

Queue
General Queue

Date Created
02/19/2008 08:22 PM

Initial Response
06/03/2008 09:59 AM

Last Updated
06/03/2008 09:59 AM

Date Closed
06/03/2008 09:59 AM

Customer SmartSense
+1 (on -3 to +3 scale)

Staff SmartSense
+1 (on -3 to +3 scale)

Language
English

Quality Assurance
Not specified

I am the Director of Corporate Security for Juniper Networks. Recently the As...

Discussion Thread

Response (b)(6).(b)(7)(C) **06/03/2008 09:59 AM**

The exact legal citation for our search authority can be found in Title 19 of the United States Code, Sections 482, 1467, 1496, 1581 and 1582. Further information can be found on our web site in the Traveler Section <http://www.cbp.gov/xp/cgov/travel/admissability/>.

Customer **02/19/2008 08:22 PM**

I am the Director of Corporate Security for Juniper Networks. Recently the Association of Corporate Travel Executives reported that laptops and other electronic devices (such as Blackberries, iPhones, iPods, flash drives and cameras) can be seized and their information downloaded at the U.S. border without explanation, provocation, and/or even likely cause. This affects both U.S. and non-U.S. citizens alike."

I would like to understand your policy or the regulation around this if you would be so kind as to share it with me, so the Corporation (U.S. based) can take the appropriate action to educate our travelers and protect our sensitive information in the possession of our international business travelers.

Auto-Response **02/19/2008 08:22 PM**

Title: I am always being stopped for questioning and inspection when clearing immigration and customs. What can I do about that?
Link: http://help.cbp.gov/cgi-bin/customs.cfg/php/enduser/popup_adp.php?p_faqid=11-&p_created=1043364935

Title: Is there a government requirement for a U.S. citizen to give their Social Security Number to an airline, cruise ship, etc.?
Link: http://help.cbp.gov/cgi-bin/customs.cfg/php/enduser/popup_adp.php?p_faqid=730-&p_created=1075757067

Title: Do I need a Customs broker to clear my goods through CBP or can I do it myself?
Link: http://help.cbp.gov/cgi-bin/customs.cfg/php/enduser/popup_adp.php?p_faqid=418-&p_created=1043364939

Title: At what point during a traveler's trip to the U.S. does a traveler clear U.S. Customs and Border Protection?
Link: http://help.cbp.gov/cgi-bin/customs.cfg/php/enduser/popup_adp.php?p_faqid=458-&p_created=1043364940

Title: Can I get a cruising license after my old one has expired?
Link: http://help.cbp.gov/cgi-bin/customs.cfg/php/enduser/popup_adp.php?p_faqid=608-&p_created=1054328709

Primary Contact

First Name:
Last Name:
Organization:

Login: (b)(6).(b)(7)(C)

Password:
Title:

Contact Type:

Email: (b)(6).(b)(7)(C)

Email-Alternate #1:

Email-Alternate#2:

Office Phone:
Mobile Phone:
Fax:
Assistant Phone:
Home Phone:

Street
City
State/Province
Postal Code
Country

Additional Information

Reference #
080218-000035

Status
Solved

Assigned To
General Inquiries
(b)(6), (b)(7)(C)

Topic
Requirements for International Travelers
Other

Who You Are
Travelers
Business

SLA
~
Not specified

Queue
General Queue

Date Created
02/18/2008 10:47 AM

Initial Response
05/06/2008 07:32 AM

Last Updated
05/07/2008 10:33 PM

Date Closed
05/07/2008 10:33 PM

Customer SmartSense
+1 (on -3 to +3 scale)

Staff SmartSense
+1 (on -3 to +3 scale)

Language
English

Quality Assurance
Not specified

I recently heard about a new change in customs searches. "U.S. Citizens leavi...

Discussion Thread

Response (b)(6), (b)(7)(C) 05/07/2008 10:33 PM
CBP officers have the option if they think there might be questionable data.

Please note that in our online tracking software, a "Solved" status simply means that we have provided you with the best information we have to your question. There may still be steps you need to complete before your situation is resolved to your satisfaction. Those steps are explained in our response. If you need further clarification on those steps, please feel free to contact us back.

Thank you for contacting Customs and Border Protection's Customer Service Center. If you have any other questions or would like clarification on this response, please feel free to contact us either by calling our toll free number 877 CBP-5511 (227-5511) or if calling from outside the United States our toll number 703-526-4200 and speak with a Public Information Officer. Our hours of operation are Monday thru Friday from 8:30am-5:00pm Eastern Time.

Customer 05/06/2008 09:43 AM
I did not receive an answer to my question. Do you make copies of data on laptops and if so what happens to the data and what would my expectations be.

Response (b)(6), (b)(7)(C) 05/06/2008 07:32 AM
We apologize for the delay in responding to your inquiry. If you still require an answer to your question, please let us know.

Customer 02/18/2008 10:47 AM
I recently heard about a new change in customs searches.

"U.S. Citizens leaving the country with electronics (laptops, blackberrys, ipod, etc..) may experience additional searches from U.S. Customs upon return. This can include reviewing and making copies of the data on your laptop's, blackberrys and ipods."

Is this true that you would make copies of all the data or has this always been in place and it just came to light.

Auto-Response 02/18/2008 10:47 AM
Title: Moving to U.S. - Definition of a part time resident / exemptions;
Link: http://help.cbp.gov/cgi-bin/customs.cfg/php/enduser/popup_adp.php?p_faaid=103-&p_created=1043364936

Title: I am in the military, what can I bring back from Iraq?
Link: http://help.cbp.gov/cgi-bin/customs.cfg/php/enduser/popup_adp.php?p_faaid=740-&p_created=1076523791

Title: Moving to U.S. - Definition of a Returning Resident
Link: http://help.cbp.gov/cgi-bin/customs.cfg/php/enduser/popup_adp.php?p_faaid=352-&p_created=1043364936

Title: How do officers decide which passengers to examine or search?
Link: http://help.cbp.gov/cgi-bin/customs.cfg/php/enduser/popup_adp.php?p_faaid=27-&p_created=1043364936

Title: Moving to U.S. - Emergency Evacuees
Link: http://help.cbp.gov/cgi-bin/customs.cfg/php/enduser/popup_adp.php?p_faaid=102-&p_created=1043364936

Primary Contact

First Name:
Last Name:
Organization:
Login: (b)(6), (b)(7)(C)
Password:
Title:
Contact Type:
Email: (b)(6), (b)(7)(C)
Email-Alternate#1:
Email-Alternate#2:
Office Phone:

Mobile Phone:
Fax:
Assistant Phone:
Home Phone:

Street
City
State/Province
Postal Code
Country

Additional Information

Reference #
080215-000111

Status
Solved

Assigned To
General Inquiries
(b)(6). (b)(7)(C)

Topic
Emerging Issues
General

Who You Are
Attorney/Consultant

SLA
Not specified

Queue
Not specified

Date Created
02/15/2008 11:46 AM

Initial Response
None

Last Updated
02/15/2008 11:46 AM

Date Closed
02/15/2008 11:46 AM

Customer SmartSense
0 (on -3 to +3 scale)

Staff SmartSense
0 (on -3 to +3 scale)

Language
English

Quality Assurance
Not specified

How to advise foreign national about the possible laptop inspection security? Is there a Standard Operation Procedure on how the inspection is conducted at POE?

Discussion Thread

Note (b)(6). (b)(7)(C)

02/15/2008 11:46 AM

• CBP does not engage in racial profiling.

• CBP is charged with facilitating legitimate trade and travel while at the same time enforcing hundreds of U.S. laws. All persons, baggage and merchandise arriving in the United States are required to participate in CBP processing. As part of the process, CBP strives to facilitate the routine processing of all travelers while determining admissibility.

• It is not the intent of CBP to subject travelers to unwarranted scrutiny. However, unless exempt, all travelers entering the United States, including U.S. citizens, are required to participate in CBP processing. As part of the process, CBP Officers are verifying admissibility and looking for possible terrorists, terrorist weapons or narcotics.

• Laptop computers may be subject to detention for violation of criminal law such as if the laptop contains information with possible ties to terrorism, narcotics smuggling, child pornography or other criminal activity.

• CBP Officers adhere to all requirements to protect privileged, personal and business confidential information.

Primary Contact

First Name:
Last Name:
Organization:
Login:
Password:
Title:
Contact Type:
Email:
Email-Alternate #1:
Email - Alternate #2:
Office Phone:
Mobile Phone:
Fax:
Assistant Phone:
Home Phone:
Street
City
State/Province
Postal Code
Country US

Additional Information

Reference #
080213-000069

Status
Solved

Assigned To
General Inquiries
(b)(6),(b)(7)(C)

Topic
Miscellaneous
Legal

Who You Are
Attorney/Consultant

SLA
Not specified

Queue
General Queue

Date Created
02/13/2008 11:19AM

Initial Response
01/29/2009 10:23 AM

Last Updated
01/29/2009 10:23 AM

Date Closed
01/29/2009 10:23 AM

Customer SmartSense
+1 (on -3 to +3 scale)

Staff SmartSense
+1 (on -3 to +3 scale)

Language
English

Quality Assurance
Not specified

I understand that the CBP may conduct searches of computers and other electro...

Discussion Thread

Response (b)(6),(b)(7)(C) 01/29/2009 10:23 AM

We appologize for the delay in response. If you still require assistance please contact us through our toll free number 877 CBP-5511 (227-5511) or if calling from outside the United States our toll number 703-526-4200 and speak with a Public Information Officer. Our hours of operation are Monday thru Friday from 8:30am-5:00pm Eastern Time.

Thank You

Customer 02/13/2008 11:19 AM

I understand that the CBP may conduct searches of computers and other electronic devices. As you can expect, employees of companies may be carrying confidential business information on their company-provided laptops on overseas trip. Can the government provide any assurance that any information it copies from one of our company's laptops carried by such employees would be treated confidentially and not disclosed to third parties?

Auto-Response 02/13/2008 11:19 AM

Title: I am in the military, what can I bring back from Iraq?
Link: http://help.cbp.gov/cgi-bin/customs.cfg/php/enduser/popup_adp.php?p_faqid=740-&p_created=1076523791

Title: Does CBP conduct training for military personnel assigned to pre-inspection duty for goods being returned to the U.S. by overseas military personnel and posts?
Link: http://help.cbp.gov/cgi-bin/customs.cfg/php/enduser/popup_adp.php?p_faqid=369-&p_created=1043364939

Title: Moving to U.S. - Definition of Government / Military Employees;
Link: http://help.cbp.gov/cgi-bin/customs.cfg/php/enduser/popup_adp.php?p_faqid=100-&p_created=1043364936

Title: What gives CBP the right to search me? (Search Authority)
Link: http://help.cbp.gov/cgi-bin/customs.cfg/php/enduser/popup_adp.php?p_faqid=25-&p_created=1043364935

Title: Importing toxic or hazardous substances (i.e., chemicals, petroleum)
Link: http://help.cbp.gov/cgi-bin/customs.cfg/php/enduser/popup_adp.php?p_faqid=336-&p_created=1043364938

Primary Contact

First Name:
Last Name:
Organization:

Login: (b)(6),(b)(7)(C)
Password:
Title:
Contact Type:

Email: (b)(6),(b)(7)(C)
Email - Alternate #1:
Email-Alternate#2:

Office Phone:
Mobile Phone:
Fax:
Assistant Phone:
Home Phone:

Street
City
State/Province
Postal Code
Country

Additional Information

Reference #
080212-000000

Status
Solved

Assigned To
General Inquiries
(b)(6), (b)(7)(C)

Topic
Statistics/Research
IPR Seizures

Who You Are
Media
General

SLA
Not specified

Queue
General Queue

Date Created
02/12/2008 12:11 AM

Initial Response
03/20/2008 05:08 PM

Last Updated
03/20/2008 05:08 PM

Date Closed
03/20/2008 05:08 PM

Customer SmartSense
+1 (on -3 to +3 scale)

Staff SmartSense
0 (on -3 to +3 scale)

Language
English

Quality Assurance
Not specified

What U.S. Custom's policy on laptop examination? What determines whether an i...

Discussion Thread

Response (b)(6), (b)(7)(C) 03/20/2008 05:08 PM
Every item entering the U.S. is subject to inspection. Laptops may be inspected to verify there is nothing illegal or forbidden by law
Regards

Customer 02/12/2008 12:11 AM
What U.S. Custom's policy on laptop examination? What determines whether an individual's computer is seized and searched?

Auto-Response 02/12/2008 12:11 AM
Title: Do I need a Customs broker to clear my goods through CBP or can I do it myself?
Link: http://help.cbp.gov/cgi-bin/customs.cfg/php/enduser/popup_adp.php?p_faaid=418-&p_created=1043364939

Title: Complaint - Importers' container was examined by CBP and they are being charged a fee by the Centralized Examination Station (CES). Shouldn't CBP pay for these charges since they ordered the examination?
Link: http://help.cbp.gov/cgi-bin/customs.cfg/php/enduser/popup_adp.php?p_faaid=396-&p_created=1043364939

Title: What is the broker exam?
Link: http://help.cbp.gov/cgi-bin/customs.cfg/php/enduser/popup_adp.php?p_faaid=88-&p_created=1043364936

Title: How can I prepare or get training for the Customs brokers exam?
Link: http://help.cbp.gov/cgi-bin/customs.cfg/php/enduser/popup_adp.php?p_faaid=300-&p_created=1043364938

Title: How can I obtain a Customs broker?
Link: http://help.cbp.gov/cgi-bin/customs.cfg/php/enduser/popup_adp.php?p_faaid=52-&p_created=1043364936

Primary Contact

First Name:
Last Name:
Organization:

Login: (b)(6), (b)(7)(C)
Password:
Title:
Contact Type:

Email: (b)(6), (b)(7)(C)
Email - Alternate #1: (b)(6), (b)(7)(C)
Email-Alternate#2:

Office Phone:
Mobile Phone:
Fax:
Assistant Phone:
Home Phone:

Street
City
State/Province
Postal Code
Country

Additional Information

Reference #
080211-000211

Status
Solved

Assigned To
General Inquiries
Mark Smart

Topic
Complaints/Comments
Rants

Who You Are
General Public

SLA
Not specified

Queue
General Queue

Date Created
02/11/2008 02:32 PM

Initial Response
None

Last Updated
05/07/2008 10:03 AM

Date Closed
05/07/2008 10:03 AM

Customer SmartSense
0 (on -3 to +3 scale)

Staff SmartSense
0 (on -3 to +3 scale)

Language
English

Quality Assurance
Not specified

As a US citizen, the statement by Dept. Homeland Security that i lose the rig...

Discussion Thread

Customer 02/11/2008 02:32 PM

As a US citizen, the statement by Dept. Homeland Security that i lose the right to privacy and the protection of the data in my laptop computer just because i travel abroad doesn't hold water with me. The first time someone from the TSA attempted to access the internals of my laptop, i would treat them just as i would a common thief trying to enter my home. With extreme prejudice and force. Tell the current administration to get an F_____life and spend time repairing the things that they have done to screw up my country in the past eight years rather than focus on window dressings.

Signed,
a citizen that will take his own rights into hand rather than defer them to a bunch of wage earning morons within the beltway, including the reader of this email.

Auto-Response 02/11/2008 02:32 PM

Title: Security Container Initiative (CSI), Operation Safe Commerce Program (OSC);
Link: http://help.cbp.gov/cgi-bin/customs.cfg/php/enduser/popup_adp.php?p_faqid=450-&p_created=1043364939

Title: What assurances can be made that detection technologies and personal protection equipment are being developed to protect CBP employees from weapons of mass destruction? (2/3/03)
Link: http://help.cbp.gov/cgi-bin/customs.cfg/php/enduser/popup_adp.php?p_faqid=524-&p_created=1044388756

Title: What is CBP's mission?
Link: http://help.cbp.gov/cgi-bin/customs.cfg/php/enduser/popup_adp.php?p_faqid=30-&p_created=1043364935

Title: Buying golf clubs and bringing them back for personal use.
Link: http://help.cbp.gov/cgi-bin/customs.cfg/php/enduser/popup_adp.php?p_faqid=783-&p_created=1083254649

Title: Can I bring my own firewood with me for a camping trip?
Link: http://help.cbp.gov/cgi-bin/customs.cfg/php/enduser/popup_adp.php?p_faqid=799-&p_created=1087829109

Primary Contact

First Name:
Last Name:
Organization:

Login: (b)(6),(b)(7)(C)
Password:
Title:
Contact Type:

Email: (b)(6),(b)(7)(C)
Email-Alternate #1:
Email-Alternate#2:

Office Phone:
Mobile Phone:
Fax:
Assistant Phone:
Home Phone:

Street
City
State/Province
Postal Code
Country

Additional Information

Reference #
080208-000219

Status
Solved

Assigned To
General Inquiries
(b)(6),(b)(7)(C)

Topic
Requirements for International Travelers
What can I take to another country?

Who You Are
Travelers
Business

SLA
Not specified

Queue
General Queue

Date Created
02/08/2008 06:13 PM

Initial Response
04/08/2008 04:48 PM

Last Updated
04/08/2008 04:49 PM

Date Closed
04/08/2008 04:49 PM

Customer SmartSense
0 (on -3 to +3 scale)

Staff SmartSense
-1 (on -3 to +3 scale)

Language
English

Quality Assurance
Not specified

I realize Customs can inspect and seize laptops for inspections in the U.S. a...

Discussion Thread

Response (b)(6),(b)(7)(C) **04/08/2008 04:49 PM**
 CBP cannot provide you an answer concerning this issue, as we only enforce laws concerning the US and no other countries.

Customer **02/08/2008 06:13 PM**
 I realize Customs can inspect and seize laptops for inspections in the U.S. at airports when you are departing on an international flight.

Do other countries also seize and inspect laptops at their airports?

Thnak you.

Auto-Response **02/08/2008 06:13 PM**

Title: Can I be admitted into the U.S. if I have either a misdemeanor or criminal record?
 Link: http://help.cbp.gov/cgi-bin/customs.cfg/php/enduser/popup_adp.php?p_faaid=736-&p_created=1076513281

Title: I'm a Canadian and was told I am ineligible to enter the United States because of a previous violation of law. Is there a way to set aside such an obstacle to my entry?
 Link: http://help.cbp.gov/cgi-bin/customs.cfg/php/enduser/popup_adp.php?p_faaid=760-&p_created=1078950609

Title: Checking baggage through to your connecting flight via airlines
 Link: http://help.cbp.gov/cgi-bin/customs.cfg/php/enduser/popup_adp.php?p_faaid=992-&p_created=1189875664

Title: What name should be used when writing checks payable to Customs for payment, duty etc.?
 Link: http://help.cbp.gov/cgi-bin/customs.cfg/php/enduser/popup_adp.php?p_faaid=604-&p_created=1053031156

Title: I am always being stopped for questioning and inspection when clearing immigration and customs. What can I do about that?
 Link: http://help.cbp.gov/cgi-bin/customs.cfg/php/enduser/popup_adp.php?p_faaid=11-&p_created=1043364935

Primary Contact

First Name:
Last Name:
Organization:
Login: (b)(6),(b)(7)(C)
Password:
Title:
Contact Type:
Email: (b)(6),(b)(7)(C)
Email-Alternate #1:
Email-Alternate#2:
Office Phone:
Mobile Phone:
Fax:
Assistant Phone:
Home Phone:
Street
City
State/Province
Postal Code
Country

Additional Information

Reference #
071205-000057

Status
Solved

Assigned To
General Inquiries
(b)(6), (b)(7)(C)

Topic
Report Something/CBP Enforcement
Property Seized by CBP

Who You Are
Travelers
Personal Use

SLA
Not specified

Queue
Not specified

Date Created
12/05/2007 12:04 PM

Initial Response
12/05/2007 12:04 PM

Last Updated
12/05/2007 12:04 PM

Date Closed
12/05/2007 12:04 PM

Customer SmartSense
0 (on -3 to +3 scale)

Staff SmartSense
0 (on -3 to +3 scale)

Language
English

Quality Assurance
Not specified

Laptop confiscated

Discussion Thread

Response (b)(6), (b)(7)(C) 12/05/2007 12:04 PM
referred to FPF at Phil

Customer (b)(6), (b)(7)(C) 12/05/2007 12:04 PM
Traveler with attitude complaining about CBP detaining laptop; traveled to muslim countries and had several articles/pictures of anti American activity

Primary Contact

First Name: caller
Last Name:
Organization:
Login:
Password:
Title:
Contact Type:
Email:
Email -Alternate #1:
Email -Alternate#2:
Office Phone:
Mobile Phone:
Fax:
Assistant Phone:
Home Phone:
Street
City
State/Province
Postal Code
Country US

Additional Information

Reference #
071023-000223

Status
Solved

Assigned To
General Inquiries
(b)(6),(b)(7)(C)

Topic
Complaints/Comments
Goods are Seized or Damaged

Who You Are
Travelers
Personal Use _____

SLA
Not specified

Queue
Not specified

Date Created
10/23/2007 05:09 PM

Initial Response
None

Last Updated
10/23/2007 05:09 PM

Date Closed
10/23/2007 05:09 PM

Customer SmartSense
0 (on -3 to +3 scale)

Staff SmartSense
0 (on -3 to +3 scale)

Language
English _____

Quality Assurance
Not specified

Laptop seized

Discussion Thread

Note (b)(6),(b)(7)(C)
Referred to to Detroit FP&F

10/23/2007 05:09 PM

Auto-Response

10/23/2007 05:09 PM

Title: I received a notice from CBP saying that something I ordered through the mail had been seized. But I didn't order anything - or the item is not what I ordered. What should I do?
Link: http://help.cbp.gov/cgi-bin/customs.cfg/php/enduser/popup_adp.php?p_faqid=912-&p_created=1109800913

Primary Contact

First Name: (b)(6),(b)(7)(C)
Last Name: (b)(6),(b)(7)(C)
Organization:
Login:
Password:
Title: I
Contact Type:
Email:
Email-Alternate #1:
Email-Alternate#2:
Office Phone: (b)(6),(b)(7)(C)
Mobile Phone:
Fax:
Assistant Phone:
Home Phone:
Street
City
State/Province
Postal Code
Country US

Additional Information

Reference #
070221-000127

Status
Solved

Assigned To
General Inquiries
(b)(6).(b)(7)(C)

Topic
Miscellaneous
Legal

Who You Are
Attorney/Consultant

SLA
Not specified

Queue
Not specified

Date Created
02/21/2007 11:27 AM

Initial Response
None

Last Updated
02/21/2007 11:27 AM

Date Closed
02/21/2007 11:27 AM

Customer SmartSense
(on -3 to +3 scale)

Staff SmartSense
0 (on -3 to +3 scale)

Language
English

Quality Assurance
Not specified

What is the status for laptop seizures

Discussion Thread

Response (b)(6).(b)(7)(C)
REferred to HQ-OPA and ORR

02/21/2007 11:27 AM

Primary Contact

First Name: q
Last Name:
Organization:
Login:
Password:
Title:
Contact Type:
Email:
Email-Alternate #1:
Email -Alternate#2:
Office Phone:
Mobile Phone:
Fax:
Assistant Phone:
Home Phone:
Street
City
State/Province
Postal Code
Country US

Additional Information