

Safety alert - Customs and Border Protection (CBP) updated process at Preclearance locations

The following information applies to locations that offer pre-clearance of U.S. customs processing prior to arriving to the U.S. including the following locations:

- Canada: YEG, YHZ, YOW, YUL, YVR, YWG, YYC, YYZ
- Caribbean: AUA, BDA, NAS
- Ireland: DUB, SNN

U.S. citizens or lawful permanent residents who have been to China in the last 14 days **and** are traveling through one of the U.S. CBP Preclearance locations listed above are required to undergo a secondary health inspection on arrival into one of these approved landing locations:

- ATL, DFW, DTW, EWR, HNL, IAD, JFK, LAX, ORD, SEA, SFO

If the customer meets entry requirements for the U.S., CBP will create a Preclearance Alert in the Department of Homeland Security (DHS) system for the customer's arrival location. CBP at the departure location will escort the customer to the aircraft and provide his/her travel documents to the International Purser/Purser to hold onto during the flight so that the secondary inspection can be completed upon arrival.

Upon arrival into the U.S., one of two things will happen:

1. **A CBP officer will meet the flight** and escort the customer off the aircraft for a secondary inspection. The International Purser/Purser must identify the customer to the CBP officer meeting the flight and surrender the customer's passport to the CBP officer. The CBP officer may request to have the customer deplane first or allow the customer to deplane with the normal flow of traffic. If this doesn't happen right away, advise the customer to wait to deplane to give the CBP officer time to arrive.
2. **A CBP officer does not arrive** to meet the flight by the end of deplaning this may indicate that secondary screening was not required; in this case, you can return the customer's travel documents to them and advise them to follow up with CDC using the information provided to them during their CBP inspection.

Additional notes:

- It is important to remember that the customer is not being detained; we are just assisting CBP with getting the customer to a location where a secondary inspection can be performed, if needed.
- CBP will not clear a customer to travel who is sick or showing signs of illness; if you notice a customer is showing signs of illness, notify the captain and the CBP officer.
- Working and deadhead crew are exempt from routing through an approved landing location however are not exempt from screening.

Questions and answers

Q: What is CBP Preclearance?

A: U.S. Customs and Border Protection air Preclearance operations is the strategic stationing of CBP law enforcement personnel overseas to inspect travelers prior to boarding U.S.-bound flights. Through Preclearance, CBP officers conduct the same immigration, customs and

agriculture inspections of international air travelers typically performed upon arrival in the United States before departure from foreign airports.

Q: Are all customers coming from a pre-clearance location getting a secondary screening when they come from China within the last 14 days?

A: Yes. It is a requirement that all passengers arriving from China within the last 14 days receive inspection at one of the approved 11 U.S. airport locations. Passengers who clear immigration in a pre-clearance location will need additional screening upon arrival into the U.S.

Q: Are all customers in need of a secondary screening coming from China within the last 14 days?

A: No. This process is used for other customers who preclear and may need follow-up upon arrival into the U.S. Just because they require a secondary screening, does not necessarily mean they were in China.

Q: Why are we holding the customer's passport if they are not being detained or deported?

A: We are simply holding the customer's documents until the CBP officer arrives at the aircraft. This helps us remember and identify the customer during the deplaning process.

Q: Is the customer fit to fly?

A: Yes. If he/she were showing signs of illness during the initial pre-clearance screening, he/she would not be allowed to board the flight.

Q: Should I be concerned that the customer has not gone through a secondary screening prior to boarding our aircraft?

A: No. The customer is completely vetted and approved for travel to the U.S. prior to boarding the aircraft during the initial pre-clearance phase. This process is only applicable to flights that have been pre-cleared on foreign soil which then arrive at the domestic terminal in the U.S.

Q: Why is this process different than other international flights?

A: Flights that are not pre-cleared are cleared upon arrival into the U.S.; no matter what, all customers undergo screening with U.S. Customs.

We will continue to monitor the situation and provide you with the most recent information we have to keep you updated. Please be on the lookout for any InTheKnow communications and check [Flying Together](#) regularly.