



U.S. Customs and Border Protection

Carrier Liaison Program

July 20, 2020

CLP@dhs.gov

Novel Coronavirus 2019 Airline Referrals

- The President of the United States signed various Presidential Proclamations restricting travel and visa issuance in relation to the 2019 Novel Coronavirus. Carriers are advised to take measures to ensure compliance with the terms of the United States Presidential Proclamations that have been previously been issued.
- CBP has been made aware of carrier concerns and continues to work with our industry partners to find a resolution suitable to ensure the facilitation of travel is completed and all applicable immigration laws and executive orders are followed.
- We understand that recently carriers have seen an uptick in number of passengers requiring document checks and/or being denied boarding.
- After carefully reviewing the current process, we have noted that there has been an uptick in request to carriers, but noted that the reason for the uptick was two-fold; the number of travelers subject to Presidential Proclamations continues to remain high and the increase in the number of individuals granted a National Interest Exception and the facilitation of their travel.
- CBP continues to explore and improve the process with industry and understands that staffing is limited in most locations. CBP has recently made some changes to the process to alleviate many of your concerns and we will also continue to be open to new ideas and committed to working with you to ensure the process is the best it can be.
- Any questions concerning the scope or implementation of the proclamations and the Federal Register notices, including the authorization for any alien to board an aircraft or otherwise travel to the United States to seek admission, should be directed to the appropriate CBP official.

Regional Carrier Liaison Groups

Provides points of communication and coordination between carriers and CBP officers. Contact your assigned RCLG if you need immediate assistance to entry related matters and authenticity of travel documents at boarding. The RCLG may contact an airline for possible offloads or boarding of passengers with National Interest Exemptions.

RCLG	SERVICE AREA	PHONE NUMBER
Honolulu	Asia, Pacific Rim	808-237-4632
Miami	Latin America, Caribbean	305-874-5444
New York	Europe, Africa, Mid-East	718-553-1783

Immigration Advisory Program (IAP)/Joint Security Program (JSP)

IAP and JSP officers are positioned in country to assist airlines in admissibility and document requirements to enter the United States. **IAP officers have the final recommendation on boarding as they are present at the airport and may have additional information not available to the RCLG.**

Carrier Liaison Program (CLP)

The Carrier Liaison Program enhances border security by increasing commercial carrier effectiveness by identifying improperly documented passengers destined to the United States. Industry should contact the CLP if they have policy questions. Email CLP at CLP@dhs.gov.

For public questions, direct them to the following resources:

CBP Information Center (CIC)

The CIC is the agency's primary liaison with the public by providing accurate and timely information about CBP regulations, procedures, policies, programs, and interactions. CIC also receives and process compliments, complaints, and comments from the public with respect to CBP.

Email: <https://help.cbp.gov>

Phone: 1-877-227-5511 or 202-325-8000

Traveler Communication Center (TCC)

The TCC serves as a 24/7 point of contact for formal and informal public inquiries related to Electronic Visa Update System (EVUS), the Electronic System for Travel Authorization (ESTA), the Arrival and Departure Information System (ADIS), I-94, and the Trusted Traveler Program (TTP).

Email: help@cbp.dhs.gov

Phone: 1-877-227-5511

- Sections 271 and 273(b) of the Immigration and Nationality Act provide that it is unlawful for commercial carriers to transport improperly documented aliens to the United States. Carriers that transport aliens subject to the Presidential proclamation may be subject to a carrier fine for each alien brought to the United States.