GLOBAL ENTRY PROGRAM FAQS

Q: Who is eligible to participate in the Global Entry program?

A: Global Entry is open to U.S. citizens, lawful permanent residents, Dutch, South Korean, UK, German, Qatari citizens and Mexican nationals. Canadian citizens and residents who are members of the NEXUS program are automatically entitled to Global Entry program benefits. Complete information about eligibility requirements is available at http://www.globalentry.gov/eligibility.html

Q: What is the primary benefit of enrolling in the Global Entry program?

A: Program members can bypass regular Immigration and Customs lines after international flights into the USA, Australia, the United Kingdom, Germany, Qatar and Ireland (other countries coming soon) at most major international airports in the US, including SFO. Another top benefit of Global Entry is that it enrolls you nationwide in TSA Pre✓™, which has started at SFO and many other US airports, with pre-flight security privileges.

Q: Which airports have Global Entry kiosks for expedited international screening?

A: SFO and most major US international airports have Global Entry kiosks; all locations are listed at http://www.globalentry.gov/locations.html

Q: Does the Global Entry program cost anything?

A: Yes. There is an application fee of $100 USD per applicant. Membership is approved for a period of five years.

Q: Can my travel companions (family members, business colleagues) accompany me in the fast lines?

A: Every person must have their own Global Entry approval to bypass the Immigration line after international flights, but the TSA Pre✓™ (pre-flight inspection) allows those under 12 to accompany parents who are enrolled.

Q: Does membership in the Global Entry program automatically convey membership in TSA Pre✓™?

A: Yes. Individuals that apply and are cleared for enrollment in one of CBP’s eligible Trusted Traveler programs are automatically qualified to participate in TSA Pre✓™ when flying a participating airline at a participating airport.

Q: Where is the TSA Pre✓™ program operational?

A: This program is operational in several airports, such as SFO Terminals 2 and 3 (one at United’s premium or elite level member checkpoint in Terminal 3; the other at the joint
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American/Virgin America checkpoint at Terminal 2), IAD, LAX, O’Hare, parts of JFK. The list of locations accepting TSA Pre✓™, as well as complete program FAQs, are available at http://www.tsa.gov/tsa-pre%E2%9C%93%E2%84%A2

Q: What information will I need to supply as a part of my Global Entry application? Can my assistant or other person complete my application on my behalf?

A: As long as your designated representative can supply all of the required information, you may delegate the application to another person. Responses to the following will be necessary:

- Select 3 of these security questions and supply answers to them:
  - What was your childhood home address?
  - What is/was the name of your first pet?
  - What is/was your father’s profession?
  - What is your favorite vacation spot?
  - What is your favorite movie?
  - What is your favorite restaurant?
  - What was your favorite subject in school?
  - What is your place of birth (i.e. city, state)?
- Birth date, city and state
- US Passport #, issuance date, expiration date (note that the issuing authority is the US Department of State)
- Height
- Eye color
- (US) Driver’s license #, expiration date
- All addresses you have lived at for the past 5 years
- All places of employment for the last 5 years
- All countries you have visited within the last 5 years
- Have you ever been convicted of a criminal offense in the US or any other country?
- Have you ever received a waiver of inadmissibility to the US from a US government agency?
- Have you ever been found in violation of customs laws?
- Have you ever been found in violation of immigration laws?

Q: What can I expect after submitting my application online?

A. First, you will register as a User on the Global Online Enrollment System (GOES), creating a Username and Password. This will then allow you to login and start and/or complete your application. (You may save the application before completing, and go back to finish it.) Once you have completed and submitted your Global Entry application, you will receive an email confirmation. Approximately 2-3 weeks later, you will receive an email containing notification of the conditional approval of your application and instructions for scheduling an interview to complete the process.
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Q: My conditional approval indicates that I must take steps to schedule my interview within 30 days. Will my application be suspended or denied if I do not handle the scheduling within that timeframe?

A: Yes, therefore, you are encouraged to schedule your interview appointment as quickly as possible through GOES for an Enrollment Center, since they are significantly backlogged, even if you plan to attend a private event, see below.

Q: I am intending to complete my interview process at a private Global Entry event hosted by my employer or Pearl Law Group. How do I schedule that appointment?

A: You cannot schedule these appointments directly with US Customs and Border Protection because their system has no way of identifying these private events; if you have not already received instructions for scheduling your appointment from your employer or Pearl Law Group, please send an email to fast@pearllawgroup.com.

Please note, that you must also schedule an appointment at one of the Enrollment Centers, as a backup in case something prevents you from attending the private interview event. Once you complete the interview that we arrange, the other appointment will automatically be cancelled.

Q: What documents do I need to bring with me to my interview appointment?

A: The following documents are required for your interview:

- A copy of your Approval Notice (you should receive this via mail, but you can also access it by logging in to your GOES account)
- A valid U.S. passport or a foreign passport and U.S. permanent resident card. If you travel using more than one passport, please bring them all with you.
- Drivers’ license (if the license address is not current, please bring evidence of your residence, such as current utility bill)
- Rare cases: If you had to enter any other documents into the online application because of special circumstances, or court documentation for any arrests or convictions

If you have any questions about what documentation to bring, you may contact our office or the SFO Global Entry enrollment center at (650) 837-2809.

Q: When and how will I receive my Trusted Traveler card?

A: You will receive your card via regular mail approximately two weeks after your interview. You will be required to activate your card online within 30 days of receipt. YOU MUST ACTIVATE YOUR CARD IN ORDER TO ENJOY STREAMLINED APPROVAL AND EXPEDITED BORDER CROSSING.
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Q: How do I activate my Trusted Traveler card?

A: Go to the GOES website. BEFORE you log on there is an “Activate Membership Card” button that you must click that sends you to another page, follow the instructions on this page for activation.

Q: What must I do when booking future travel to utilize the TSA Pre✓™ program?

A: Once a passenger has signed up for a Trusted Traveler program, he/she must provide their PASS ID number, associated with the Trusted Traveler account in the “Known Traveler Number” field when booking travel. The passenger’s Trusted Traveler information will be submitted along with reservation information to TSA’s Secure Flight system. Trusted Traveler program members should also remember to enter their full name, date of birth, and PASS ID exactly as it appears on their membership card.

Q: How do I know what line to get into for TSA Pre✓™?

A: For domestic departures (pre-flight security), look for the TSA Pre✓™ line. If it’s not obvious, ask an airport worker. The TSA Pre✓™ line is typically near the premium services/frequent flier security area. For instance, at SFO, there are two, one at United’s premium or elite level member checkpoint in Terminal 3; the other at the joint American/Virgin America checkpoint at Terminal 2.

Q: Where do I go when I land at the airport to process my international arrival in the Global Entry program?

A: You would proceed to the “Global Entry Kiosks” which are typically in the area as you head towards Immigration.

Q: Where can I find more complete information about the Global Entry program?

A: General program information is available at http://www.globalentry.gov/index.html. Extensive FAQs can also be found at: http://www.globalentry.gov/faq.html.