



CBP ONE™

Starting May 10, 2023 A New Way to Schedule Appointments

Through the
CBP One™ Mobile Application

Get Ready for the New Process

✓ Make sure your registration is accurate and includes everyone traveling together. Everyone must be going to the same United States address and have the same prior foreign address.

✓ Use your complete and accurate registration when you “Ask for an Appointment.”

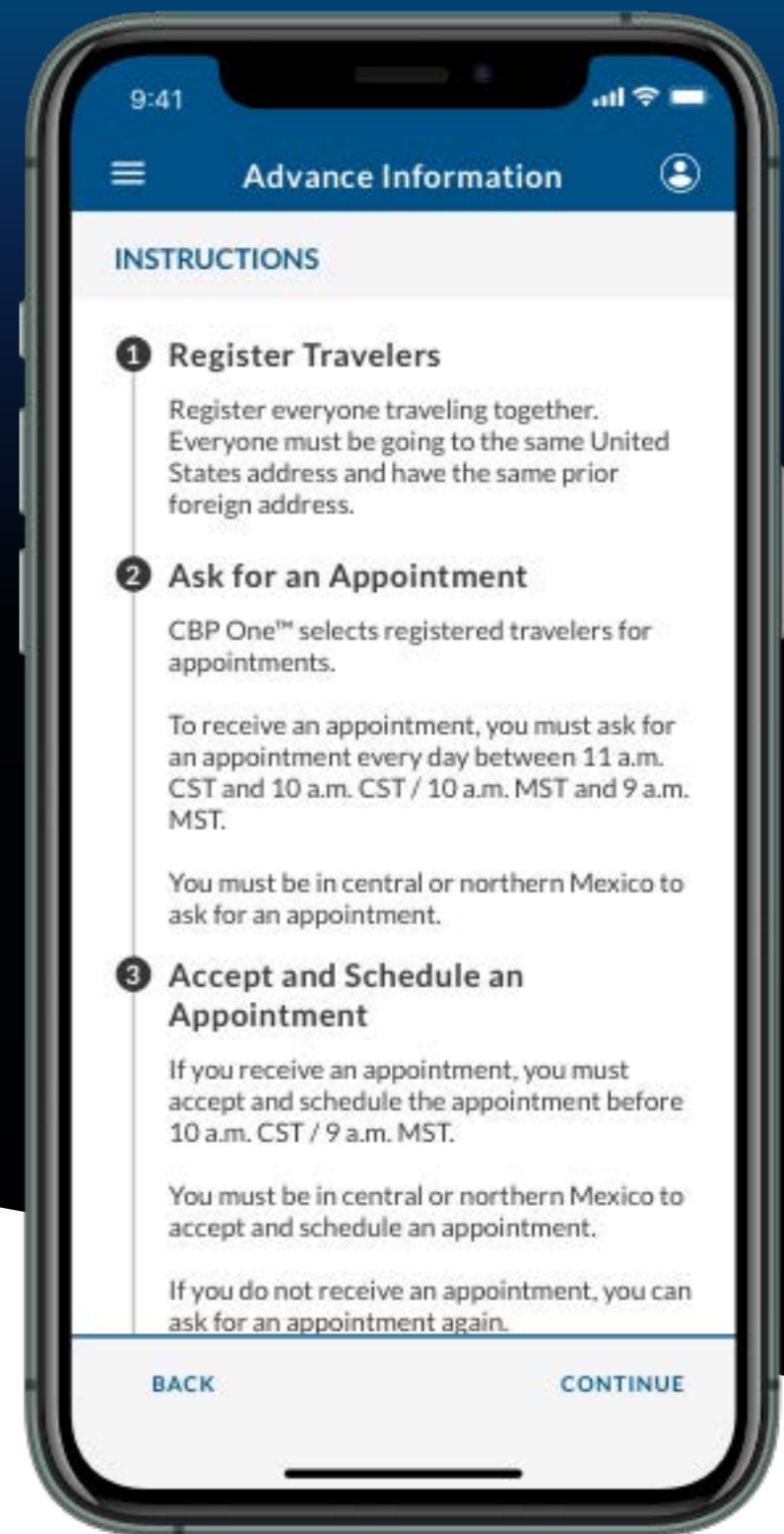
✓ You can only select 1 registration that includes you and your family members. To avoid duplicate errors: Coordinate removal from unrelated registrations.

✓ Delete any incomplete or inaccurate registrations that you no longer want to use.

✓ If you receive an appointment, you need to take a video selfie to accept and schedule the appointment.

DO NOT use third parties to get an appointment. There is no advantage provided by these individuals.

DO NOT get confused by fraudulent confirmations. Officers confirm appointments through internal systems.



How Is the New Process Different?

- You no longer need to access CBP One™ at 10 a.m. CST/9 a.m. MST to check for appointments.
- You now have up to 23 hours a day (11 a.m. CST - 10 a.m. CST)/(10 a.m. MST - 9 a.m. MST) to access CBP One™ and “Ask for an Appointment”.
- You still must be in central or northern Mexico (including Mexico City and Guadalajara).
- CBP One™ will allocate appointments to those who asked for them the previous day each day at 11 a.m. CST/10 a.m. MST.
- You now have up to 23 hours to accept and schedule an appointment by 11 a.m. CST/10 a.m. MST.
- New process is for appointments on May 24th or later.



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

Questions? Contact us at CBPOne@cbp.dhs.gov