

# CBP Officer Frequently Asked Questions (FAQ)

## How to Apply for a CBP Officer Position & Schedule for the CBP Officer Entrance Examination

Anyone interested in becoming a Customs and Border Protection (CBP) Officer will need to apply to an open vacancy announcement. All minimum qualifications must be met by the closing date of the announcement. All applicants who meet minimum qualifications must take and pass a CBP Officer Entrance Examination in order to be considered for a CBP Officer position.

### **THE APPLICATION PROCESS**

**Q: How do I apply to the CBP Officer position?**

**A:** Vacancy announcements are posted on the Office Personnel Management's website at <https://dhs.usajobs.gov/>. Applications are accepted electronically. Applicants will sign in to their USAJobs.gov account and locate the job announcement. To begin the online application applicants should click the "**Apply Online**" button and follow the prompts.

**Q: What does the application process involve?**

**A:** Applicants will be given a pre-test for the CBP Officer position. The pre-test provides insight into how well you might do on the actual Entrance Examination for the CBP Officer. Applicants who successfully complete the pre-test will be asked a series of questions regarding their name, address, background information, qualifications and experience. Applicants will be instructed to submit their application package electronically. Your application packet must include a completed assessment questionnaire, a resume, an OF-306, and any applicable and/or required supporting documentation listed in the announcement. Please see the "Required Documents" in each vacancy announcement for additional information. All application materials, including transcripts, must be in English.

### **REQUIRED DOCUMENTS**

**Q: What documents are required?**

**A:** All applicants must submit the following documents prior to the close of the announcement:

- **Resume:** A resume describing your job-related qualifications is required and must be in English. It must contain your full name, address, phone number, and a detailed description of your duties and the dates you performed them (MM/DD/YY), as well as your work schedule and salary. To ensure your resume demonstrates that you meet the minimum qualifications, please refer to the document: CBP Officer Reference Sheet and Resume Aids.
- **OF-306 "Declaration for Federal Employment":** This document requires a non-electronic signature and is used to determine your suitability for federal employment. The OF-306 can be found at: [http://www.opm.gov/forms/pdf\\_fill/of0306.pdf](http://www.opm.gov/forms/pdf_fill/of0306.pdf). If you are a male applicant born after December 31, 1959, you must certify that you have registered with the Selective Service System or are exempt from having to do so. You may confirm your selective service status at: <https://www.sss.gov/RegVer/wfVerification.aspx>.

**The following documents are required for some applicants based on eligibility:**

- **Transcripts:** Transcripts are required if basing any part of your qualifications on education (unofficial copies are acceptable but must be in English).
  - Education must be from an institution accredited by an agency recognized by the U.S. Department of Education. A list of accredited institutions can be found at: <http://ope.ed.gov/accreditation/Search.aspx>.

- Education obtained from a foreign university or college is not creditable unless it has been evaluated by an organization that specializes in interpretation of education credentials. For more information, please see <http://www2.ed.gov/about/offices/list/ous/international/usnei/us/edlite-visitus-forrecog.html>.
- **Federal Employees:** If you are current or former federal employee, please submit a copy of your SF-50B reflecting the highest grade held on a permanent basis.
- **CTAP/ICTAP:** If you are claiming Agency Career Transition Assistance Program (CTAP) or the Interagency Career Transition Assistance Program (ICTAP) eligibility you must also submit the following:
  - Separation notice
  - SF-50B
  - Current (or a last) performance rating with a rating of at least fully successful or equivalent
  - Agency certification that you cannot be placed after injury compensation has been terminated; an OPM notification that your disability annuity has been terminated; or a Military Department of National Guard Bureau notification that you are retired under 5 U.S.C. 8337(h) or 8456.
- **Veterans Preference:** If you are claiming Veterans Preference, you must submit the following proof of eligibility:
  - Five Point Preference: DD 214 (Member Copy 4)
  - Ten Point Preference: DD 214 (Member Copy 4) and supporting documentation as listed on the Standard Form 15, Application for 10-Point Veterans Preference. Click this link for a copy of the SF-15: [www.opm.gov/forms/pdf\\_fill/SF15.pdf](http://www.opm.gov/forms/pdf_fill/SF15.pdf). Veterans with a service-connected disability must also submit a VA Disability Award letter dated 1991 or later.
  - If you are currently serving on active duty: A statement of service from your unit identifying the branch of service, period(s) of service, campaign badges or expeditionary medals earned, and the date you will be separated or be on approved terminal leave. If you submit a statement of service at this stage, your preference will be verified by a DD 214 (Member Copy 4) upon separation from the military.
  - For more information on Veterans' Preference please visit: <http://www.fedshirevets.gov/job/vetpref/index.aspx>.
  - If you are not sure of your preference eligibility, visit the Department of Labor's Veterans' Preference Advisor at: <http://www.dol.gov/elaws/vets/vetpref/mserve.htm>.
- **Age Requirement Documentation:** In accordance with Public Law 110-161, this position is covered under special retirement provisions; therefore, candidates must be referred for appointment before reaching their 37th birthday except candidates eligible for Veterans' Preference, or unless they presently serve or have previously served in a Federal civilian law enforcement position with accelerated retirement deductions. There are no other exceptions to Public Law 110-161 allowed.
  - If you are over the age of 37 and entitled to Veterans' Preference eligibility, you must submit veteran' preference documentation (as listed above)
  - If you are over the age of 37, not eligible for Veterans' Preference AND have not previously served in a Federal civilian law enforcement position you cannot be considered for this position
  - If you are serving or have served in a federal civilian law enforcement position covered by Title 5 U.S.C. 8336(c) or Title 5 U.S.C. 8412(d) you may have sufficient service to meet the requirement.
    - Military, state, or local law enforcement work is not considered Federal civilian law enforcement.

- Please note that experience as a TSA screener is generally not covered under Federal civilian law enforcement coverage.
- If you are over the age of 37, not eligible for Veterans' Preference AND you are presently serving or have previously served in a Federal civilian law enforcement position, you must supply your First and last SF-50, Notification of Personnel Action, verifying work in Federal civilian law enforcement "covered" position. Block 30 of the SF-50 shows the retirement code. Code K "FERS" in block 30 of SF-50, does not meet the definition of "covered" retirement.

**Q: How do I upload my documents?**

**A:** Instructions on how to upload your documents can be found at:  
[http://help.applicationmanager.gov/ApplicantHelp/index.php/Application\\_Manager](http://help.applicationmanager.gov/ApplicantHelp/index.php/Application_Manager).

**Q: Can I use documents stored in USAJobs.gov?**

**A:** Documents stored in USAJobs.gov, including resumes, do not directly transfer to Application Manager. In order to use documents stored USAJobs.gov you must download the documents from USAJobs.gov and upload them to Application Manager. Please ensure your documents meet the minimum requirements for the announcement you are applying for. All documents should be complete and current prior to submission.

**Q: What if I can't upload my documents?**

**A: We strongly encourage you to upload your documents.** Applications and supporting documentation will not be accepted by mail or email. If you are unable to upload your documents you may fax documents by following the instructions at:  
[http://help.applicationmanager.gov/ApplicantHelp/index.php/Application\\_Manager](http://help.applicationmanager.gov/ApplicantHelp/index.php/Application_Manager).

**Q: How can I tell if my documents uploaded correctly?**

**A:** Application Manager will have a list of all the documents you submitted with an application. You will also have the ability to view individual documents online and download or print a copy for your records.

**Q: Can I reuse documents from a previous application?**

**A:** Please ensure your documents meet the minimum requirements for the announcement you are applying for. All documents should be complete and current prior to submission. Once you submit documents in Application Manager with one application, you may choose to re-use these documents on future applications without having to upload or fax them again.

**Q: Why can't I delete documents that I have uploaded?**

**A:** It is not possible in this version of Application Manager to delete documents; however, you can add new ones. If you submit multiple copies of a document type, the reviewers can tell from the upload date(s) and time(s) which document is the most recent. For instructions, see:  
[http://help.applicationmanager.gov/ApplicantHelp/index.php/Application\\_Manager](http://help.applicationmanager.gov/ApplicantHelp/index.php/Application_Manager).

**Q: Will I need to submit official documentation (i.e. transcripts, etc.)?**

**A:** You are not required to submit official documentation as part of your application package; an unofficial version will be accepted during the application process. However, if selected, you must provide the required official documentation prior to appointment. If any part of your application is not received, it will be evaluated solely on the information available.

**Q: What if I do not submit all of my documents?**

**A:** If you do not submit all of the required documents, your application will be incomplete and you will be ineligible for consideration for a CBP Officer position. You then must wait to reapply to the next open announcement.

## **CBP OFFICER ENTRANCE EXAMINATION SCHEDULING PROCESS**

### **Q: How do I schedule the CBP Officer Entrance Examination?**

**A:** Applicants who meet minimum qualifications and eligibility based on the assessment questionnaire and required documentation will receive an email inviting them to schedule the CBP Officer Entrance Examination. Please ensure your email account settings will allow an email from [USAHire\\_support@panpowered.com](mailto:USAHire_support@panpowered.com). If not, the email may appear in a "Spam" or "Junk" folder.

You must follow the link for "Login Page" provided in the email and go to the computer-based testing website to schedule yourself for testing. **If you do not schedule your test session before the end of the scheduling period, you will forfeit your opportunity to complete the examination.** We encourage you to schedule early so that you have the best chance of getting your first choice of date, time, and location.

NOTE: Applicants requesting a Reasonable Accommodation for the assessments will not receive an email message until after the request has been adjudicated. An Accommodation Coordinator will contact you with further details if you requested a Reasonable Accommodation for the assessments.

All applicants must take and pass the CBP Officer Entrance Examination for consideration as a CBP Officer.

### **Q: I don't think I received an email invitation to the schedule the CBP Officer Entrance Examination. Why not? What do I do?**

**A:** Email invitations for scheduling the examination are only sent to applicants who meet the minimum qualifications and provide the required supporting documentation by the closing date of the announcement. Applicants who receive a Notice of Results (NOR) indicating that they were found ineligible or did not submit a complete application package will not receive an invitation to schedule the CBP Officer Entrance Examination for the announcement.

If you did not receive notification that you were found ineligible and you did not receive an email invitation from USAHire, check the following:

- Be sure you are checking the appropriate email address. The email is sent to the email address in your USAJobs.gov/Application Manager account.
- Please ensure your email account settings will allow an email from a ".gov" email address. If not, the email may appear in a "Spam" or "Junk" folder.

### **Q: I received an invitation email to schedule the CBP Officer Entrance Examination but was unable to attend. What do I do?**

**A:** If you are unable to attend your scheduled examination date and you were unable to reschedule your examination with USAHire you will need to wait for the next CBP Officer open period to reapply.

### **Q: If I have already taken the CBP Officer Entrance Examination, do I have to take it again each time I reapply under a new open announcement?**

**A:** Applicants who have and passed the CBP Officer Entrance Examination on or after May 1, 2014 will have a valid examination score until the examination changes.

There is a 1-year examination restriction policy, so you must wait 1 year before you are eligible to retake the CBP Officer Entrance Examination. You can only retake the examination if you reapply during an open announcement.

If you decide to reapply for a future CBP Officer announcement and retake the examination once you are eligible to do so, your new examination score will be used, even if it is lower than your

previous examination score. The CBP Officer announcement uses the most recent examination score.

**Q: Where will I be able to take the CBP Officer Entrance Examination?**

**A:** The CBP Officer Entrance Examination is offered in all 50 states plus Guam, Puerto Rico, and the US Virgin Islands. When scheduling for the examination you will enter your zip code and available examination dates, times and locations in your area will be displayed for you to select. You will not be reimbursed for expenses incurred while traveling to your examination location.

**Q: What do I need to take to the CBP Officer Entrance Examination?**

**A:** Applicants will be required to present one official, valid piece of identification that meets the following requirements:

- Acceptable IDs are issued by the U.S. Federal or State Government and must be a U.S. Driver's License, U.S. State Issued ID Card, U.S. Passport, or U.S. Military ID,
- All IDs listed above must bear a PHOTO to be accepted.
- The ID must be original. No photocopies or faxes will be accepted.
- The ID must also be current and legible and is only valid through the expiration date printed on it.
- The name listed on the scheduling web site must be the same name appearing on your ID.

NOTE: It is important that you arrive on-time to your scheduled examination. Applicants arriving late will forfeit their scheduled examination time, and may not have the opportunity to reschedule.

**Q: How long does the examination take and what is in the examination?**

**A:** The examination time may take up to 5 hours. This is your total appointment time including check in, check-out and breaks. You may not need the entire time. The examination contains three (3) sections -- Reasoning Skills, Writing Skills, and the CBP Experience record.

**Q: Is there a study guide for the examination?**

**A:** Yes. We believe that proper examination preparation is essential for the successful candidate and suggest that you take the time to carefully read the study guide. You may download the guide from our website at: <http://www.cbp.gov/careers/join-cbp/which-career/apply/study-guides>.

**Q: How will applicants needing reasonable accommodations be assisted in order to complete the CBP Officer Entrance Examination?**

**A:** The vacancy announcement will provide applicants with information required to request a reasonable accommodation for the application. USA Hire will provide assistance to applicants who request a reasonable accommodation for the entrance examination during the scheduling process.

**Q: Who do I contact if I have questions about the application process and examination results?**

**A:** If you have additional questions in regards to the application process, please contact us via e-mail at: [CBPHiringDEUCBPO@cbp.dhs.gov](mailto:CBPHiringDEUCBPO@cbp.dhs.gov).