

CBP Officer Frequently Asked Questions (FAQ) What is the Status of My CBP Officer Application?

Once your complete application is received, an evaluation of your qualifications and application will be determined. Application status updates will be sent to individuals who provide a valid email address on the online questionnaire, or you may check your status by logging into your USA JOBS account.

Q: How do I check the status of my application?

A: You may check the status of your application using your USA Jobs account. Instructions on how to check the status of your application can be found at:

http://help.applicationmanager.gov/ApplicantHelp/index.php/Application_Manager.

Q: How do I know if I was found qualified and eligible to take 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. If not, the email may appear in a "Spam" or "Junk" folder.

Q: How do I know why I wasn't found qualified and eligible to take the CBP Officer Entrance Examination?

A: Applicants found ineligible will receive a Notice of Results (NOR) indicating the reason why they were not found eligible and they will not receive an invitation to schedule the CBP Officer Entrance Examination for the announcement.

Q: How do I know if I passed the examination?

A: If you received a numerical score of "70" or higher under "rating" on the bottom of the NOR you have passed CBP Officer Entrance Examination. Veteran preference points are only added to passing scores.

Q: How do I know if I failed the examination?

A: If you failed the examination, you will not have a numerical score on your NOR. You will have a rating of "IA – you did not pass the written test".

Q: Can I take the examination again?

A: 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.

To find out if the vacancy announcement is open, please check the USAJobs.gov website at www.usajobs.gov. You can create a "saved search" in your USAJobs.gov account to receive e-mail notification of job openings for positions that you are interested in.

If you have a valid passing examination result and 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: I have passed the Entrance Examination, what is next?

A: You are now eligible to be referred for selection to the pre-employment process for the geographic region that you requested.

Q: Does a passing score guarantee that I will be selected for a CBP Officer position?

A: Referral for selection is based on a review of your initial application to ensure you meet minimum qualifications, your examination score, the number of eligible applicants, and agency hiring needs. If you are referred for selection, you will be e-mailed a notice of tentative selection. There is no guarantee that everyone will be selected for a position.

If you have been selected for a CBP Officer position and you reapply under a new announcement and are re-selected for a different geographic region, your most recent selection will override any previous offer. If you decline an offer, you will have to wait until the next open announcement to reapply. To ensure the accomplishment of our mission, CBP requires that every employee be reliable, trustworthy and fit for duty. To meet these standards, applicants will be required to undergo, and successfully pass, a thorough background investigation (which will include a polygraph examination), a medical examination, two pre-employment fitness examinations, a drug test, and a structured interview in order to be placed in a CBP Officer position. Approximately one in ten applicants who receive a notice of selection will complete the pre-employment process and enter on duty as a CBP Officer.

Q: How do I check on my status after being placed in the pre-employment process?

A: You will not be contacted prior to your notice of selection. Prior to receiving a notice of selection e-mail you may check your status at www.usajobs.gov. Once you have received notice that you have been placed in the pre-employment process you may check your status using the Central Applicant Self-Service (CASS) system.