



# CBP Trade and Travel Report

Fiscal Year 2020

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U.S. Customs and  
Border Protection



# Trade and Travel Report

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# I. Introduction

U.S. Customs and Border Protection's mission of protecting the borders of the United States and facilitating legitimate trade and travel is not only a critical component of national security, it is a significant driving force of the country's economic prosperity. CBP is committed to publishing the results of its key trade and travel programs and operations. This report summarizes CBP's Fiscal Year 2020 trade and travel facilitation and enforcement efforts.

During FY2020, the U.S. faced serious hardships because of the coronavirus pandemic. The impacts on trade and travel were unprecedented and severe. After a decade in which travel increased in excess of **16 percent** and trade increased more than **34 percent**, the volume of international travelers and trade shipments decreased in FY2020, due to constraints caused by dangerously rising infection rates and other public health safety impediments.

CBP processed nearly **238 million** travelers at the ports of entry in fiscal year 2020, including more than **62.1 million** travelers at airports. Arriving air travelers decreased by more than half when compared to the previous fiscal year due to COVID-19 related international travel restrictions. Furthermore, passenger volumes for all modes of transportation combined decreased **42 percent**, and air travelers specifically decreased **54.2 percent**.

Despite the overall decrease in travel, biometric processing increased dramatically. CBP biometrically processed more than **23 million** travelers using biometric facial comparison technology at entry, exit, and Preclearance locations with a match rate of more than **97 percent** in fiscal year 2020. CBP sees biometric technology as the way of the future, a means of achieving faster processing times for travelers, and continuing the facilitation improvements that the agency has attained through other technologies and CBP's Trusted Traveler programs. Biometric technology has similarly been valuable in helping CBP accomplish its enforcement mission by confirming the identity of travelers exiting the country, proving that it is a vital element of national security and enforcing U.S. immigration laws.

Furthermore, CBP's biometric facial comparison technology has enabled the travel industry and traveling public to practice sound public health safety measures during the pandemic. The technology also will be a key component in restoring consumer confidence that travel is safe and will provide a solid infrastructure to build upon in the event of a future health crisis.

On the trade front, the COVID-19 pandemic caused major disruption in supply chains around the world. In many cases, the virus halted production altogether as businesses shut their doors, while others operated at partial capacity. Despite these disruptive effects, CBP furthered economic security by processing **32.8 million** entries valued at over **\$2.4 trillion** during FY2020. CBP also collected approximately **\$74.4 billion** in duties, a **3.5 percent** increase over FY2019.

In response to the extraordinary circumstances caused by COVID-19, CBP provided financial relief to the trade community through the deferral of more than **\$574 million** in import duties in March and April 2020.

While the pandemic had obvious ripple effects within the trade realm, it did not affect CBP's ability to conduct and oversee the historic transition from the North American Free Trade Agreement to the U.S.-Mexico-Canada Agreement (USMCA) that went into effect on July 1, facilitating the movement of more than **\$1.5 trillion** in North American trade.

CBP also had a record-breaking year in forced labor enforcement efforts, keeping goods suspected of being made with forced labor out of the country. During FY2020, CBP issued **13** new withhold release orders and its first civil penalty since enactment of the Trade Facilitation and Trade Enforcement Act of 2015 (TFTEA). Under U.S. law, it is illegal to import merchandise that has been mined, produced or manufactured, wholly or in part, by forced labor—including forced child labor.

In addition, CBP's Enforce and Protect Act (EAPA) program continued to remain strong. During FY2020, CBP officially received **72** new allegations under EAPA from interested parties and initiated **64** EAPA investigations, a **44 percent** increase from FY2019.

Finally, as a result of the pandemic, in early March 2020, the Customs Trade Partnership Against Terrorism (CTPAT) supply chain security program was forced to pause the validation of new and existing CTPAT members to maximize the health of CBP's employees and partners. CBP worked diligently to explore alternative approaches to the validation process and adopted a formal program to validate CTPAT members online. Virtual validations, which are now extended to select companies that demonstrate they adhere to the program's requirements, is an innovative solution that has enabled CBP to successfully confront the challenges of protecting America's borders while facilitating legitimate trade.

## II. Travel Facilitation

### Facilitating International Travel

CBP continues to transform the international arrivals process to attract and welcome visitors to the United States, while maintaining the highest standards of security.

During FY2020, CBP officers processed nearly **238 million** travelers at air, land, and sea ports of entry, including more than **62.1 million** travelers at air ports of entry. While these numbers are down dramatically from FY2019, they are not expected to persist once the pandemic crisis diminishes and the travel industry recovers. Prior to the coronavirus pandemic, international air travel to the United States steadily increased since FY2009.

### Responding to the COVID-19 Pandemic

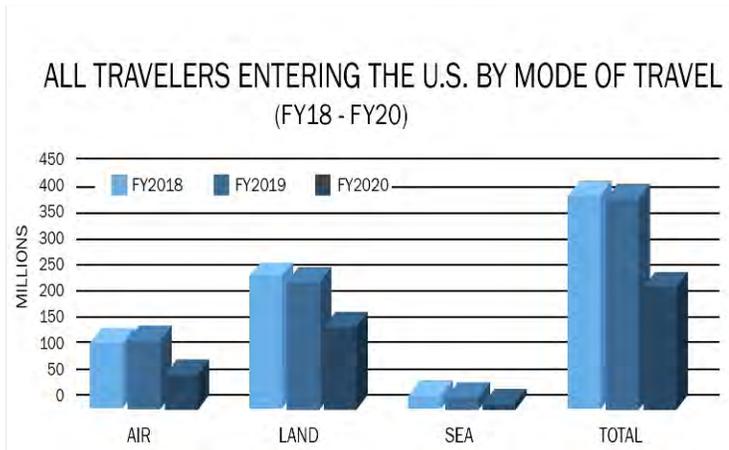
The impact of COVID-19 on travel to the United States is significant. Travel poses a danger to CBP officers, frontline personnel, and the American public as the number of coronavirus infections continues to rise. Against the backdrop of this unprecedented public health crisis, CBP saw a decrease in traveler volume of **42 percent** in FY2020 when compared to data from FY2019. The International Air Transport Association (IATA) has called COVID-19 "the biggest

shock to hit aviation since World War II,” with the air industry reverting to volumes not seen in over 20 years. CBP realized a decrease of over **54 percent** in international passenger volume in FY2020 as compared to FY2019. Despite this decline in volume, CBP officers’ inadmissible alien encounters declined just **20 percent**, while interception of dangerous drugs and illicit currency at our nation’s ports of entry rose in excess of **25 percent** over the prior fiscal year.

CBP has operationally implemented many effective containment and mitigation strategies to safeguard America’s borders and protect the public from dangerous people and materials. At the same time, the agency has enhanced the nation’s global economic competitiveness by enabling legitimate trade and travel. In response to this unprecedented global pandemic, CBP implemented Presidential Proclamations 9984, 9992, 9993, 9996, and 10042, which temporarily suspended the entry of certain individuals into the U.S., traveling from China, Iran, the Schengen Area, United Kingdom, Ireland, and Brazil to mitigate further international spread of the disease.

CBP’s Office of Field Operations also stood up an operational Coronavirus Coordination Cell to ensure clear and concise messaging to stakeholders and accurate, consistent, and timely guidance to the field in this constantly fluid situation. Additionally, CBP developed and executed targeting rules and procedures at all ports of entry to identify travelers present in the affected countries, deny entry of those prohibited, and refer those permitted to travel to government partners for enhanced entry screening. Moreover, CBP collaborated with partner government agencies and the aviation industry to obtain and provide contact-tracing information for arriving international passengers exposed to COVID-19, expedited medical personnel and equipment through the CBP clearance process, and tirelessly worked to facilitate repatriation flights of U.S. citizens and residents abroad.

Throughout the coronavirus pandemic, CBP has steadfastly supported America’s economic recovery by remaining focused on improving processes and working with our partners and stakeholders to make improvements across our border security, trade, and travel areas of responsibility. Additionally, CBP has taken every precaution to keep our workforce, their families, and the American public safe while still



accomplishing the CBP mission. To minimize exposure to COVID-19, the CBP workforce is using social distancing to the maximum extent possible, as well as appropriate personal protective equipment ranging from gloves to N95 respirators, eye protection, disposable outer garments, and other gear based on infectious disease risks, job functions, and job settings. CBP has worked with stakeholders to ensure there is appropriate signage for adequate social distancing, hand sanitizers, mask usage, and enhanced cleaning is provided. Plexiglas barriers also have been added at CBP inspection areas, where operationally feasible, to add an extra layer of protection and to make travel as safe as possible.

## Transforming and Innovating Travel

CBP has embarked on transformative initiatives to expand air and sea traveler technologies, grow trusted traveler programs, implement biometrics, automate forms collection, and eliminate duplicative processes. The goal of these initiatives is to create a traveler experience that is secure, straightforward, efficient, and best-in-class.

### *Technology Deployments*

Trusted Traveler Programs, Automated Passport Control (APC), Mobile Passport Control (MPC), and Radio Frequency Identification (RFID) Ready Lanes at ports of entry have provided travelers with user-friendly technology that enhances their inspection experience while expediting the entry process.

At air ports of entry, the share of arriving international travelers whose processing was assisted by automated means grew from 3.3 percent in FY2013 to nearly **53 percent** in FY2020.

In FY2020, CBP enrolled **376,000 new** members into one of the four Trusted Traveler programs: Global Entry, NEXUS, SENTRI or FAST. More than **9.6 million** members enjoyed the benefits of expedited processing as a Trusted Traveler in FY2020.

The majority of Trusted Travelers in FY2020, over **7.1 million**, are members of CBP's flagship program, Global Entry. Global Entry members have access to automated kiosks at **76 U.S.** airport and **15** Preclearance locations. During FY2020, Brazil was added as a partner country in the Global Entry program.

CBP's Enrollment on Arrival program enables conditionally-approved Global Entry applicants to complete their interview while clearing CBP processing at one of **60** participating airports, **6** of which were launched in FY2020. More than **426,000** Global Entry members have used the Enrollment on Arrival program to complete their membership enrollment.

To address the growing volume of Global Entry travelers, CBP launched a Global Entry facial comparison pilot program at Orlando International Airport on June 21, 2018. Facial comparison technology has reduced the processing time at Global Entry kiosks by almost **90 percent**, and was expanded to **19** additional airports during FY2020.

APC and MPC allow travelers to enter their biographic information and answer travel-related questions needed prior to inspection —eliminating paperwork for the traveler and an

TRUSTED TRAVELER PROGRAM MEMBERSHIP BY TYPE  
(FY18 - FY20)



administrative task for the CBP officer. APC kiosks are available for use at **53** locations, including all major U.S. international airports and **9** Preclearance locations. MPC expanded to **two** additional ports of entry (Oakland International Airport in Oakland, California, and Daniel K. Inouye International Airport in Honolulu, Hawaii) in FY2020, making the app available to U.S. citizens and Canadian visitors at **33** U.S. ports of entry (**29** airports and **four** seaports). In FY2020, more than **31.2 million** travelers used APC kiosks and approximately **1.8 million** trips were processed using MPC, accounting for almost **3.8 percent** of all air travelers entering the United States.

Historically, these initiatives have resulted in higher traffic volume, faster processing, and shorter wait times for arriving travelers at the top **25** international airports. While FY2020 remains an anomaly in terms of volume, down **54.2 percent**, and wait times, down **6.9 percent**, from FY2019, the fact remains that from fiscal years 2013-2019, passenger volume grew steadily, averaging annual increases of nearly **5.0 percent**, while wait times decreased **17.8 percent** overall.

At land border ports of entry, nearly **39.7 million** arriving travelers used ready lanes, dedicated primary vehicle lanes at land ports of entry for travelers with RFID documents, to expedite their entry into the United States in FY2020.

### *Biometric Update*

CBP furthered plans in FY2020 to implement an integrated biometric entry/exit process that provides significant benefits to travel industry partners, assists with pandemic recovery efforts, and meets the congressional mandate for a biometric exit system. CBP is leading efforts to streamline the travel process by providing industry stakeholders with a secure, automated platform for identifying and matching travelers to their identities. The technology allows CBP and its stakeholders to make quicker, more informed decisions.

CBP uses a traveler's face as the primary way of identifying the traveler to facilitate entry and exit from the United States. Simultaneously, fingerprint records are leveraged for most foreign visitors. This includes fingerprints collected during entry processing, which are used to check derogatory holdings and perform other law enforcement checks. This biometric technology transforms how travelers interact with airports, airlines, cruise lines, CBP, and other government agencies with security functions such as the Transportation Security Administration (TSA)—creating a seamless travel process that is both reliable and secure.

To ensure higher accuracy rates and efficient traveler processing, CBP compares traveler photos to a very small gallery of high-quality images that those travelers already provided to the U.S. government, such as passport and visa photos. CBP uses a facial comparison algorithm, which shows virtually no measurable differential performance in results based on demographic factors. CBP continually evaluates the performance of this algorithm and is partnering with the National Institute of Standards and Technology (NIST) to further enhance biometric facial comparison technology.

In FY2020, CBP and its partners operated biometric exit technical solutions at **20** airports. These include Hartsfield-Jackson Atlanta International Airport (ATL), Boston Logan International Airport (BOS), Dallas/Fort Worth International Airport (DFW), Detroit Metropolitan Wayne County Airport (DTW), Newark Liberty International Airport (EWR), Fort Lauderdale-Hollywood International Airport (FLL), William P. Hobby Airport (HOU), Washington Dulles International Airport (IAD), George Bush Intercontinental Airport (IAH), John F. Kennedy International Airport (JFK), McCarran International Airport (LAS), Los Angeles International Airport (LAX), Orlando International Airport (MCO), Miami International Airport (MIA), Minneapolis-St. Paul International Airport (MSP), Chicago O'Hare International Airport (ORD), Portland International Airport (PDX), San Antonio International Airport (SAT), San Francisco International Airport (SFO), and Salt Lake City International Airport (SLC).

Additionally, in FY2020, CBP expanded the use of Simplified Arrival, a process that quickly and reliably verifies a traveler's identity biometrically and retrieves traveler records from CBP systems using the traveler's face. This eliminates time-consuming steps for most travelers, such as document scans and fingerprint captures, and speeds up the inspection process. Simplified Arrival is the first step in re-envisioning how travelers arrive in the United States. With a faster clearance process, airlines, airports, and travelers benefit from shorter connection times and standardized arrival procedures as well as reduced risk of pathogen transmission. CBP has deployed Simplified Arrival to **18** airports, including **four** Preclearance locations.

CBP biometrically processed more than **23 million** travelers using biometric facial comparison technology across entry, exit, and Preclearance locations with a match rate of more than **97 percent** in FY2020. Biometrics have proven an effective tool to combat the use of stolen and fraudulent travel and identity documents. Since the program's inception, in 2018, CBP officers at U.S. airports have successfully intercepted **seven** impostors who were denied admission to the United States and identified **285** impostors on arrival in the land pedestrian environment.

Furthermore, CBP's biometric facial comparison technology can have a direct, positive impact on the travel industry's ability to resume operations following the pandemic, as a key component to recovery is restoring consumer confidence that travel is safe. Using biometric technology, air and sea partners can replace current check in, security, and boarding processes that involve long lines, heavy personal interaction, and the handling of travel documents. Facial biometric technology encourages contactless travel that involves minimal physical contact and promotes social distancing, which increases the safety of travelers, CBP officers, and port personnel.

In FY2020, CBP and TSA continued to evaluate the use of biometric facial comparison technology for identity verification at TSA checkpoints through a pilot at Hartsfield-Jackson Atlanta International Airport. The overall goal of the partnership is to enhance security and the use of resources while moving towards an end-to-end seamless travel experience. The pilot will assist in developing future plans for the use of biometric facial comparison technology at TSA checkpoints.

In addition to the air environment, CBP is piloting biometric capabilities at the land border in both the pedestrian and vehicle environments and in partnership with the cruise line industry in the sea environment. During FY2020, nearly **8 million** pedestrian travelers were processed at **seven** ports of entry. Similarly, in the sea environment, nearly **1 million** travelers were processed at **seven** seaports. In 2020, **seven** major cruise lines were engaged with CBP to develop facial biometric processing for closed-loop cruises.

### *Preclearance*

In FY2020, more than **9.4 million** air travelers, representing over **15 percent** of all commercial air travel to the United States, were precleared at one of CBP's **15** air Preclearance locations in Canada, Ireland, the Caribbean (Aruba, The Bahamas, Bermuda), and the United Arab Emirates. Through Preclearance, travelers undergo CBP immigration, customs, and agriculture inspections before boarding a flight to the United States at a foreign airport rather than upon arrival in the U.S. In addition to pre-clearing air travelers, Preclearance inspected **118,195** passengers traveling via cruise ship, ferry, or train through immigration pre-inspection operations in Vancouver and Victoria, Canada. In total, Preclearance processed more than **9.5 million** travelers in FY2020.

### *Public-Private Partnerships*

CBP selected **25** new private and public sector partners for participation in the Reimbursable Services Program in FY2020, providing the opportunity for the stakeholders to request increased or enhanced inspection services. Through the end of FY2020, CBP had expanded the Reimbursable Services Program to **227** stakeholders, covering **160** ports of entry in **20** field offices. These services include customs, immigration, and agriculture processing, and border security at ports of entry. CBP provided over **117,000** additional processing hours at the request of stakeholders in FY2020—accounting for the processing of more than **1.3 million** travelers and over **215,000** personal and commercial vehicles.

### *Process Improvements*

CBP's Traveler Communications Center, a 24/7 resource for formal and informal public inquiries related to CBP's Admissibility and Passenger Programs, served a record number of travelers in FY2020. Due to the COVID-19 pandemic, CBP received a significant spike in inquiries related to arrival and departure information and CBP's Trusted Traveler programs. The Traveler Communications Center, established in October 2017, was designed to improve the traveler experience by providing timely information, accurate responses to common questions, application assistance, troubleshooting, and other guidance for travelers using the Electronic System for Travel Authorization (ESTA), the Electronic Visa Update System (EVUS), the Arrival and Departure Information System (ADIS), I-94 arrival and departure forms, and CBP's Trusted Traveler programs.

During FY2020, The Traveler Communication Center responded to **39,063** ADIS program calls, up from **1,228** calls received in FY2019. Similarly, the center responded to

an exponential increase in calls for CBP's Trusted Traveler programs, which received **185,377** inquiries compared to **72,880** calls the previous year. CBP's other travel programs were slightly higher or consistent with the number of calls received in the previous year, including **39,847** EVUS phone inquiries, **101,337** ESTA inquiries, and **7,227** Imminent Travel calls for last minute information about the status of traveler applications.

### *Agriculture*

During FY2020, CBP agriculture specialists, with their extensive training and expertise in biological sciences and agriculture inspection, conducted approximately **1.14 million** interceptions of prohibited plant materials, meat, and/or animal byproducts at U.S. ports of entry, while submitting **31,785** pest detections.

In addition, to recognize and prevent potentially harmful biological agents from entering the U.S., CBP created a BioThreat Exclusion program with a cadre of biological subject matter experts. These experts, who are single points of contact to aid CBP in combatting this growing threat, provide oversight and guidance on field encounters of biological interdictions; internal and external training; and outreach to the trade community, research institutions, and academic partners. For FY2020, CBP tallied **106** significant encounters of reported biological material.

## **III. Trade Facilitation and Enforcement**

CBP remains the agency that collects the second largest amount of revenue for the federal government and is committed to its dual role of trade facilitation and revenue protection. Our trade operations are focused on creating a level playing field for American businesses, protecting consumers, and reducing trading costs. CBP maintains this central focus while enforcing nearly **500** U.S. trade laws and regulations on behalf of **49** different partner government agencies. Strong partnerships and trade laws provide the critical framework required for the agency to confront the unique and unprecedented challenges presented by the COVID-19 pandemic.

### **Responding to the COVID-19 Pandemic**

#### *COVID-19*

CBP saw a decrease in trade volume in FY2020 as a result of the COVID-19 pandemic, with entry summary volume decreasing by **8 percent** when compared to data from FY2019. The largest decreases occurred in the third quarter of the fiscal year, during the months of April through June, where entry summary volume decreased nearly **20 percent**. In FY2020, CBP also seized a large number of counterfeit, unapproved or otherwise substandard COVID-19 related products that threatened the health and safety of American consumers. These seizures included **177,356** Food and Drug Administration-prohibited COVID-19 test kits in **378** incidents; **12,709,390** counterfeit face masks in **352** incidents; and **38,098** Food and Drug Administration-prohibited chloroquine tablets in **221** incidents. Over half of these seizures, **53 percent**, occurred in the express consignment environment; **24 percent** were discovered in incoming mail, and

roughly **51 percent** originated in China. CBP also collaborated with partner government agencies to expedite medical supplies and personal protective equipment through the customs clearance process, while working to identify and intercept fraudulent, unapproved, or otherwise substandard material.

In addition, CBP created the COVID-19 Cargo Resolution Team (CCRT), comprised of a network of subject matter experts from across the agency, which helped to fulfill a range of mission needs. The CCRT triaged incoming requests from importers and customers; coordinated with federal, state, and local government agencies; facilitated inbound shipments through ports of entry; expedited importation of critical medical supplies; and responded directly to inquiries about the importation of personal protective equipment, COVID-19 test kits, ventilators, and other medical supplies. In FY2020, the CCRT responded to **2,494** questions from the trade community and facilitated clearance of **567** Federal Emergency Management Agency-arranged flights filled with critical medical supplies from legitimate vendors and international donors.

### *Duty Deferrals*

As part of the economic response to the COVID-19 pandemic, CBP implemented financial relief to the trade community by deferring duties on March and April 2020 imports. Over **2,600 importers** participated in the Duty Deferral program, resulting in payment deferrals of over **\$574 million** in duties, taxes, and fees. Implementation included publishing a Temporary Final Rule in support of the Executive Order on *National Emergency Authority to Temporarily Extend Deadlines for Certain Estimated Payments*; updating CBP automated systems; and implementing a comprehensive communications strategy to issue guidance to CBP personnel and the trade community. CBP developed and deployed a process automation “bot” in the agency’s cargo processing system, the Automated Commercial Environment (ACE) to streamline processes for implementing the Executive Order on duty deferrals. The bot reduced the amount of manual work required by approximately **50 percent**, allowing CBP to focus its resources on other mission critical priorities.

## **Protecting America’s Domestic Industries from Unfair Competition**

### *FY2020 Revenue and Trade Remedies*

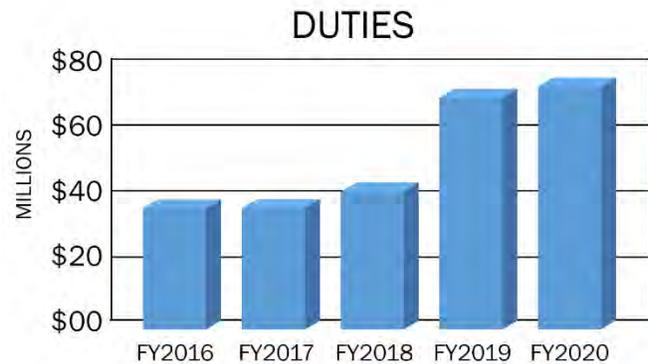
CBP processed **\$2.4 trillion** in imports in FY2020, equating to **32.8 million** entries and more than **28.5 million** imported cargo containers at U.S. ports of entry. Overall, CBP collected approximately **\$78.8 billion** in duties, taxes, and other fees on behalf of the U.S. government in FY2020. These numbers represent a slight decrease in trade volume since FY2019. The decrease is the result of the impacts of the COVID-19 pandemic, which led to business closures and decreased operations in global supply chains. Despite the pandemic, CBP collected **\$74.4 billion** in duties, a **3.5 percent** increase over FY2019.

Much of the increase in duty collections in FY2020 is attributed to the ongoing assessment and collection of duties on steel, aluminum, washing machines, washing machine parts, solar panels, and goods from China. These duties as well as certain quotas on steel and aluminum imports

were instituted during FY2018, pursuant to Sections 201 and 301 of the *Trade Act of 1974* and Section 232 of the *Trade Expansion Act of 1962*.

CBP continued to play a key role in administering these additional duties and quotas and worked closely with representatives from the Department of

Commerce and the United States Trade Representative, among others, to provide technical guidance on the implementation and ongoing administration of the new remedies. As a result, CBP assessed more than **\$900 million** in Section 201 duties, **\$500 million** in Section 232 aluminum duties, and nearly **\$1.3 billion** in Section 232 steel duties in FY2020. For Section 301 goods from China, CBP assessed more than **\$35.6 billion** in duties during FY2020, a **19 percent** increase over the previous year. Up-to-date duty assessments are available at <https://www.cbp.gov/newsroom/stats/trade>. CBP updates these assessments on a weekly basis.



In FY2018, CBP’s Office of Trade established a trade remedies branch to oversee implementation and administration of the remedies. By the end of FY2020, the branch had implemented **43** Federal Register Notices and **four** Presidential Proclamations related to the remedies, and coordinated **46** sets of detailed import instructions for trade stakeholders via CBP’s Cargo Systems Messaging Service communications system.

CBP continues to play a significant role in the exclusion process for Section 232 and 301 duties. For Section 232 duties, eligible companies can petition the Department of Commerce for exclusion from the duties. Throughout the process, the Department of Commerce seeks CBP’s determination as to whether the tariff classification provided by a requestor is consistent with the description of the merchandise for which an exclusion is sought. This allows CBP to properly apply a granted exclusion when the merchandise is imported and the entry is filed. During FY2020, CBP processed more than **100,000** steel and aluminum Section 232 exclusion requests.

For Section 301 duties for products of Chinese origin, eligible companies can request exclusion by petitioning the Office of the U.S. Trade Representative. The U.S. Trade Representative may then draft tariff language to exclude goods from the remedy based on input from CBP on the classification of merchandise eligible for an exclusion request. During FY2020, CBP reviewed approximately **1,700** draft exclusions to the Section 301 remedy.

#### *Revenue Protection –Antidumping/Countervailing Duty Enforcement*

CBP is committed to rigorous and judicious enforcement of all U.S. trade laws, including the collection of antidumping and countervailing duties (AD/CVD) that result from orders issued by the Department of Commerce and allow American companies to compete fairly in the global economy. In FY2020, **\$18.2 billion** of imported goods were subject to AD/CVD. CBP assessed approximately **\$1.8 billion** in AD/CVD deposits and levied monetary penalties totaling over **\$31 million** on importers for fraud, gross negligence, and negligence of AD/CVD requirements. CBP entry summary reviews during FY2020 also resulted in recovery of over **\$94.2 million** in

AD/CVD duties owed. Additionally, CBP's audit services identified more than **\$203 million** in AD/CVD discrepancies, with **\$7.2 million** collected by the end of FY2020. Finally, during FY2020, CBP and U.S. Immigration and Customs Enforcement (ICE) seized shipments with a domestic value of more than **\$1.1 million** for AD/CVD violations. And, from a single investigation conducted by ICE/Homeland Security Investigations, CBP's auditors identified more than **\$1.8 billion** of additional duties owed to the U.S. government.

CBP enforced **45** new AD/CVD orders during FY2020, nearly a **7.3 percent** increase over the number of orders in place the previous year. At the end of FY2020, **540 AD/CVD orders** were in effect compared to **503 orders** at the conclusion of FY2019.

When combatting AD/CVD evasion, CBP takes an agency-wide approach to enforcement, working in partnership with the trade community and other government agencies. CBP employs multiple methods of targeting AD/CVD evasion through internal mechanisms at the ports of entry, industry-specific Centers of Excellence and Expertise where post-release activities are processed, and on a national level at CBP's National Targeting Center.

In addition to self-directed targeting, CBP also responds to allegations received from industry and partner government agencies. In FY2020, CBP received **103 e-Allegations** concerning the evasion of AD/CVD orders. CBP received the majority of these allegations via the e-Allegations online trade violations reporting system. Some of the allegations originated from interagency referrals. CBP trade specialists and subject matter experts research and review each allegation carefully to determine the validity of the allegation in terms of trade law violations and take appropriate enforcement actions.

### *Enforce and Protect Act*

The Enforce and Protect Act (EAPA) program remains a very successful approach to investigating large-scale, highly coordinated duty evasion schemes. Through EAPA, CBP established formal procedures for submitting and investigating allegations of evasion of AD/CVD orders against U.S. importers. In FY2020, CBP prevented importers from evading \$287 million in duties owed to the U.S. government. CBP officially received **72** new allegations under EAPA from interested parties, initiated **64** EAPA investigations, and took interim measures in **43** EAPA investigations to ensure the expedited protection of revenue owed to the U.S. government. In FY2020, CBP issued final determinations of evasion for **30** investigations.

In support of the EAPA investigations, CBP conducted **nine** foreign onsite visits or verifications in China, Thailand, Vietnam, and Cambodia for **20** investigations during FY2020. From EAPA's inception, CBP has met every statutory deadline for all EAPA investigations, even rendering decisions on interim measures in some cases ahead of required deadlines. EAPA investigations cover a wide range of commodities including garlic, diamond sawblades, aluminum extrusions, refrigerants, plywood, glycine, steel wire garment hangers, pencils, wooden bedroom furniture, oil country tubular goods, and stainless steel flanges among others.

### *Trade Agreements*

CBP implemented two new trade agreements in FY2020, including the U.S.-Japan Agreement in January and the U.S.-Mexico-Canada Agreement (USMCA) in July. CBP facilitated the movement of more than **\$1.5 trillion** in North American trade through the successful implementation of USMCA, which includes dozens of key provisions that strengthen CBP's enforcement capabilities in coordination with internal stakeholders and partner government agencies. Key activities included establishing the USMCA Center; creating a trilateral working group with the customs administrations of Canada and Mexico; conducting comprehensive outreach, including meeting with the Mexican government, numerous trade associations, and ICE/Homeland Security Investigations; developing robust compliance guidance for the private sector; and implementing a "smart" search engine chatbot to help users find answers to common questions.

### *Centers of Excellence and Expertise*

CBP consistently applies risk-based methodologies to protect U.S. revenue and identify those who try to evade U.S. trade laws. In FY2020, all 10 Centers of Excellence and Expertise (Centers) processed post-release trade activities on an account and industry-wide basis, and targeted evasive and unfair trade practices. The Centers are the operational entity responsible for identifying, assessing, and prioritizing risks within their respective industries with a focus on CBP's priority trade issues. The Centers also administer the collection of trade remedies as well as lead and carry out operations to detect and deter unlawful trade activities.

### *Trade Community Outreach*

Private sector collaboration is a CBP priority. CBP builds and maintains partnerships with the trade community, using every opportunity to obtain industry knowledge and expertise to ensure facilitation of legitimate international trade. In FY2020, CBP conducted **187** outreach events with U.S. manufacturers, importers, and other members of the trade community to increase awareness of high priority trade issues such as forced labor, intellectual property rights, import safety, and the implementation of free trade agreements such as USMCA.

In September 2020, CBP hosted the agency's first Virtual Trade Week, which drew approximately 3,000 industry and government attendees. The event featured a series of panel discussions designed to educate the trade community and to keep industry engaged during the COVID-19 pandemic.

### *Forced Labor*

With the authorities provided by the *Tariff Act of 1930*, as amended by the *Trade Facilitation and Trade Enforcement Act of 2015*, CBP has increased its efforts to mitigate the risk of forced labor-produced goods from entering the U.S. Both laws prohibit the importation of goods into the U.S. that are mined, manufactured, or produced wholly or in part from forced labor, including forced child labor. As part of its authorities, CBP can detain goods produced with

forced labor by issuing withhold release orders at the ports of entry if information reasonably, but not conclusively, indicates that merchandise is made with forced labor and is likely to be imported. CBP also can seize goods by issuing findings if there is probable cause the merchandise is made with forced labor.

Currently, CBP is enforcing **44 active** withhold release orders and **seven** active findings. During FY2020, CBP issued a record number of **13** new withhold release orders. The estimated value of cargo detained as a result of the withhold release orders rose from approximately **\$1.4 million** in FY2019 to nearly **\$50 million** in FY2020. The withhold release orders target diverse products including disposable gloves, seafood, and cotton. While the majority of these products originated in China, others came from Malaysia and Malawi. CBP is currently working to detain shipments subject to these withhold release orders.

Additionally, CBP modified two withhold release orders to exclude two importers from a country-wide order on tobacco from Malawi and one importer from a country-wide order targeting gold from the Democratic Republic of Congo. CBP also revoked two withhold release orders in FY2020 pertaining to tuna and tuna products and disposable rubber gloves. During FY2020, the agency also issued its first civil penalty for forced labor violations, further highlighting CBP's commitment to identifying and preventing products made by forced labor from entering the U.S. The **\$575,000 penalty** was imposed on a company for importing stevia sweetener products from China produced with prison labor.

CBP also has worked extensively to develop relationships with civil society organizations, the media, private sector businesses, and other government agencies to gather timely information on forced labor in global supply chains and to educate the trade community on U.S. compliance standards. As part of these efforts, during FY2020, CBP participated in trade events to inform interested stakeholders of CBP's authorities and answer questions. CBP also provided training to U.S. government officials and partner government agencies on enforcing labor laws. Moreover, CBP leads the Forced Labor Interagency Working Group, which brings together several different agencies to address issues of forced labor around the world.

## **Protecting Americans from Counterfeit and Unsafe Imports**

### *E-commerce Strategy*

E-commerce continues to grow exponentially as more consumers are increasingly completing purchases online. These purchases typically ship through international mail and express courier services. While the number of international mail shipments with advance electronic data decreased from FY2019 to FY2020 by **19 percent**, possibly due to COVID-19, the total volume of *de minimis* (shipments valued at \$800 or less) increased by **28 percent** across all modes of transportation. Based on volumes associated with advance data, the surge in shipments is attributed to a dramatic **219 percent increase** in air cargo (**148 million** shipments in FY2020) and a **123 percent increase** in shipments in the truck environment (**94 million** shipments in FY2020). Adversaries seek to exploit this volume, presenting CBP with economic risks in the form of intellectual property rights (IPR) infringement as well as safety risks from poor quality

and untested consumer products. In FY2020, **90 percent** of IPR seizures were found in express and international mail shipments.

In addition to the exponential growth in small package volume and the associated risks, this growth has created a paradigm shift in the traditional roles and responsibilities associated with importing into the U.S. Legacy supply chain roles within the e-commerce industry are evolving to meet consumer demand with some sales platforms now acting as logistics providers, marketing platforms handling e-payments, and start-ups racing to meet consumer demand. Associated with the challenge is a new class of importers—everyday consumers who are unfamiliar with trade laws and requirements. The consumer now initiates most imports, presenting CBP with additional challenges.

To address these challenges, CBP strengthened its enforcement of supply chains and developed a strategy to implement the recommendations of the *Department of Homeland Security Report on Counterfeit Goods* and the associated presidential executive order. The agency also improved its ability to identify and target high-risk e-commerce shipments, including narcotics, weapons, and products posing a danger to the public's health and safety, by creating the Section 321 Data Pilot, in which CBP and voluntary participants from the trade community are collaborating to secure e-commerce supply chains to protect American consumers. Section 321 shipments are shipments valued at \$800 or less that meet de minimis requirements to enter duty-free into the U.S. In January 2020, the first nine pilot participants—Amazon, eBay, Zulily, FedEx, UPS, DHL, technology firm PreClear, as well as logistics providers XB Fulfillment and BoxC Logistics—were selected. The pilot also was expanded to allow for ocean and international mail shipments. During FY2020, CBP received over **40 million** live data submissions from five of the pilot participants and is evaluating test data from the remaining four.

Additionally, CBP designed and published the “E-Commerce Compliance Guide for Online Sellers,” a plain language document that describes the basic import requirements for small packages. The guide helps new online sellers comply with CBP requirements and take actions to ensure quality data and efficient processing. CBP provided the guide directly to **2,100** trade partners. It is also available on the CBP website: <https://www.cbp.gov/document/guidance/e-commerce-elements-compliance>.

Finally, during FY 2020, CBP analyzed first year results of the Entry Type 86 test, which provides an automated immediate release mechanism and visibility into the contents of *de minimis* shipments. The key findings from the test include:

- Over **120 million** Entry Type 86 transactions were filed during FY2020, the majority arrived via air transport.
- The test generated more than **\$850 million** in cost savings for CBP and the trade community.

### *Intellectual Property Rights Enforcement*

CBP is on the frontline of Intellectual Property Rights enforcement, partnering with industry, other federal agencies, and foreign governments to fight cross-border trade of harmful and

dangerous illicit goods. When rights holders record their federally registered trademarks and copyrights with CBP, the agency can enforce those rights to protect them at the border. As of September 30, 2020, CBP was enforcing **18,757** active recorded copyrights and trademarks. In FY2020, CBP seized **26,503** shipments with IPR violations. If the seized products were genuine, the total manufacturer's suggested retail price (MSRP) of the items would have been valued at over **\$1.3 billion**. This represents a decrease compared to FY2019, due to an overall decline in imports from China (a top source of IPR-related seizures), and a decline in seizures of products with traditionally high MSRPs.

In FY2020, CBP's Office of Trade received and responded to **455** inquiries from the field concerning IPR enforcement. This represents a **20 percent** increase from FY2019. At the end of FY2020, CBP was administering **127** active exclusion orders issued by the U.S. International Trade Commission following investigations of unfair import practices in the importation of articles into the United States in violation of 19 U.S.C. § 1337, the majority of which are based on allegations of patent infringement. CBP's enforcement of these orders resulted in **137** administration actions such as exclusion and seizure of infringing goods.

#### *Commercial Targeting and Analysis Center (CTAC) – Safety in Numbers*

The Commercial Targeting and Analysis Center (CTAC), led by CBP, is comprised of multiple, co-located partner government agencies responsible for targeting and intercepting commercial shipments that pose a threat to the health and safety of Americans. Since CTAC was established, in 2010, more than **100,000 shipments** of unsafe consumer and industrial goods, violative food and drug products, and other contraband have been targeted at ports nationwide and prevented from entering the U.S. commerce because of the investigative efforts of the center. The CTAC facilitates information sharing and leverages the collective resources of participating government agencies to prevent, deter, interdict, and investigate violations of U.S. import and export laws. A total of **12** federal agencies have signed memorandum of understanding agreements to be able to share targeting information as part of CTAC. During FY2020, CTAC facilitated efforts that led to **9,382 seizures** of products posing health and safety risks to the American public. The total domestic value of these import safety seizures was over **\$21.6 million**. CTAC activities also resulted in **346 seizures** because of wildlife trafficking violations and **80 seizures** of illicit importations of cultural property during FY2020.

#### **Modernizing Trade Systems**

##### *Automated Commercial Environment (ACE) – Update*

The Automated Commercial Environment, or ACE, CBP's cargo processing system, continues to be a tremendous benefit for international trade. ACE's automation and process simplification efforts resulted in increased economic benefits for both CBP and the trade community over the past fiscal year. During FY2020, ACE's streamlined processes saved the trade community **\$1.4 billion**, a **161 percent** increase since FY2019. Similarly, the ACE system saved CBP **\$358 million**, a **233 percent** increase from the previous year. Furthermore, the ACE system reduced processing times by **775,000 hours** for the trade community and **5.5 million hours** for CBP. The significant time and cost savings can be attributed primarily to the trade community's expanded

use of the Section 321 and Entry Type 86 processes, which provide more efficient and less complicated entry and release procedures for low-value shipments.

In addition to funds allocated for sustaining core ACE capabilities, CBP received **\$10 million** in FY2020 for ACE enhancements. The enhancements, which have been identified and prioritized in collaboration with the trade community and partner government agency stakeholders, improve and strengthen the system in a number of ways—including updating the AD/CVD case management user interface to include company history and third country case information; streamlining the employee reporting process for brokers, improving the user interface for the trade community and CBP, as well as modernizing backend services; automating processes for importer/broker continuous bonds; and adding new mass liquidation functionalities. In FY2020, the U.S. General Services Administration’s Technology Modernization Fund also awarded CBP **\$15 million** to support the continued development and deployment of ACE’s collections functionality.

Also this year, CBP conducted an annual ACE-user satisfaction survey. Respondents gave ACE a **79 percent** overall user satisfaction rating, which exceeded CBP’s target goal by **9 percent**.

### *Blockchain Technology Innovation*

During FY2020, CBP worked in conjunction with the Department of Homeland Security’s Science and Technology Directorate on five potential blockchain technology projects that could move into production over the next several years. Two of the projects, developed under the Silicon Valley Innovation Program, which works with private sector partners to advance homeland security solutions, successfully progressed into phase two of development. One project uses steel mill certificates to trace the grade and country of origin on steel imports. The second project tracks the origin and status of oil imports. Both projects will draw pre-release/pre-arrival data to complement CBP’s ACE cargo processing system.

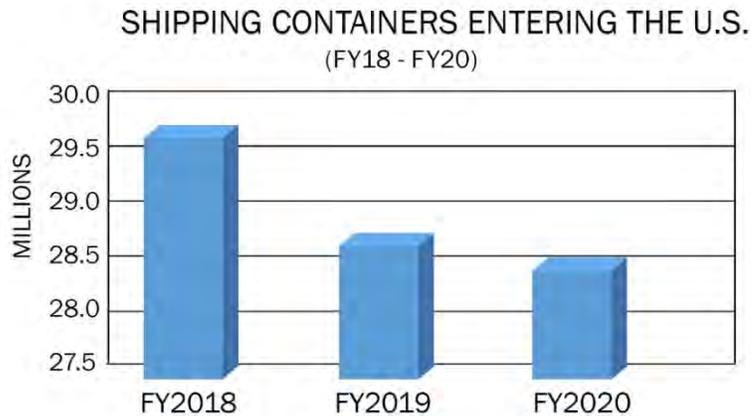
The remaining three blockchain projects developed during FY2020 are in the phase one stage. These projects, which are also part of the Silicon Valley Innovation Program, focus on e-commerce, food safety, and natural gas. Each of these projects have additional complexities that will offer processing and messaging capabilities to the trade community.

## **Facilitation and Enforcement of Cargo**

### *Non-Intrusive Inspection Technology*

CBP law enforcement personnel use non-intrusive inspection systems (NII) and radiation detection equipment to effectively and efficiently inspect conveyances and vehicles for the presence of contraband and illicit radiological materials. The average NII examination of a cargo container takes approximately **8 minutes**, while a physical inspection takes **120 minutes** on average. The time saved using NII and radiation detection equipment saves CBP **\$1 billion** in annual operations and saves industry **\$5.8 billion** to **\$17.5 billion** in costs due to delays.

In FY2020, CBP officers used over **350** large-scale NII systems at land and sea ports of entry to perform approximately **6.4 million** examinations, which resulted in the interdiction of more than **470,000** pounds of narcotics; **\$11.54** million of undeclared U.S. currency; and more than **270** seizures that led to identifying undeclared passengers hidden in cargo and passenger vehicles.



During FY2020, CBP sustained NII scanning operations by maintaining more than **95** percent of the agency’s NII fleet and deploying over **100** large scale and small-scale NII systems to address field requirements across the U.S. at more than **25** air, land, and sea locations.

Throughout FY2020, CBP remained committed to enhancing officer and agent safety as well as the ability to identify chemical substances of concern including fentanyl, CBP accomplished this by significantly increasing the number of available handheld NII devices at the ports of entry.

CBP also procured new technology to increase detection effectiveness and operational efficiencies. **Twelve** high energy NII rail systems were procured to replace aging units across **12** Southern and Northern border locations that receive **59** percent of the nation’s railcars annually.

As part of CBP’s efforts to transform its operations, in FY 2020, the agency completed phase one of its new remote operations at the port of Los Angeles-Long Beach. Site designs also were completed for 10 new remote operations at seaport locations and for construction at the port of Miami, the port of Everglades in Fort Lauderdale, Florida, and five piers at the port of Los Angeles- Long Beach. Remote operations will reduce the number of hours CBP officers dedicate to working with radiation portal monitor scanning equipment.

Another key FY2020 improvement project was the installation and commissioning of the straddle carrier portal at Maher Terminal in Newark, New Jersey. The straddle carrier portal, which allows on-dock rail operations to be conducted at the port, was the second installed in FY2020. The first was installed in Tacoma, Washington.

### *International Mail*

In FY2019, **\$45 million** of critical infrastructure and technology investments was allocated to modernize CBP’s inspection areas at international mail facilities across the U.S. The initial renovation project, which started in July 2020 at John F. Kennedy International Airport, where more than **50 percent** of international mail arrives in the U.S., began with the removal of the inspection area’s antiquated mail conveyor system. When the **\$5 million** demolition project is completed, the facility will be painted and new, advanced mail sorting technology will be installed. The technology will be linked to non-intrusive inspection equipment that will increase

the volume and speed of mail inspected as well as improve the rate at which CBP is able to detect, hold, and seize suspicious mail. This, in turn, will support new enforcement capabilities that will increase mail processing efficiency and security. CBP screens mail at **seven** international mail facilities in the U.S. to look for smuggled and prohibited goods, intellectual property violations, and assist partner government agencies in enforcing laws and regulations.

### *Opioid Detection Challenge*

In February 2019, as part of a comprehensive government effort to stop the flow of illicit drugs coming into the U.S. and address the opioid addiction crisis, CBP and the DHS Science and Technology Directorate, along with the U.S. Postal Inspection Service, and the Office of National Drug Control Policy, launched the Opioid Detection Challenge.

A multistage, open innovation competition, the Opioid Detection Challenge ran from February to December 2019, and awarded **\$1.55 million** in cash prizes. The Challenge called upon innovators to submit novel plans for rapid, nonintrusive detection tools that will help find illicit opioids sent through the international mail or express environments. In stage one, a review panel assessed 83 submissions and selected eight finalist teams. Each of the finalists was awarded \$100,000. In stage two, the eight finalist teams developed functional prototypes that were prepared for government testing. A major goal of the competition was to create a system that could detect and identify narcotics within a package before a CBP officer opens it.

In December 2019, a grand-prize winner of the competition, was awarded **\$500,000** for creating a scanner and algorithms for automatic opioid detection. The runner-up, who designed a non-imaging concealed drug detector, was awarded **\$250,000**. The U.S. government plans to work with selected finalists to develop their prototypes into the next generation of opioid interdiction tools. These tools will be used at U.S. ports of entry for accurate detection of opioids and related substances.

### *Donations Acceptance Program*

In FY2020, CBP approved **two** new partnerships under the Donations Acceptance Program. The program, established in FY2015, legally allows CBP to work with border community and trade stakeholders to help equip CBP's frontline officers and trade specialists with the tools and capabilities they need to operate more effectively. Since the program's inception, CBP has approved a total of **40** Donations Acceptance Program partnerships, totaling an estimated **\$218 million** in planned and realized investment in U.S. port of entry improvements and other mission enhancements.

In February 2020, CBP approved a partnership with Document Security Systems, Inc., a Rochester, New York- based company that specializes in secure technologies that provide fraud and counterfeit protection. Document Security Systems is willing to donate authentication tools for CBP officers to use at the ports of entry. The tools have the capability to scan and authenticate distinct markings on the packaging of goods that will distinguish them from fraudulent knockoffs.

The second partnership was approved in March 2020 with the Anzalduas-Hidalgo International Bridge Board in South Texas. The Board will be donating an additional inspection lane at the Anzalduas Port of Entry that will complement the two-lane expansion project at the Anzalduas International Bridge. The additional lane will help minimize wait times for northbound travelers and is expected to be completed in May 2021.

Additionally, in FY2020, CBP fully executed acceptance agreements for **five** of its Donations Acceptance Program partnerships, including the largest scale project, a donation from the City of Pharr, Texas. As part of the agreement, the City of Pharr is constructing an agriculture and training development facility with expanded secondary dock space to accommodate 24 commercial secondary inspection bays, 13 of which can accommodate food-grade certified cold inspection operations. Partnerships entered into under the Donations Acceptance Program enhance border security and promote the safe and efficient flow of passenger travel and commercial trade.

### *Customs Trade Partnership Against Terrorism*

The Customs Trade Partnership Against Terrorism (CTPAT) is a voluntary public-private sector partnership program, which recognizes that CBP can provide the highest level of cargo security only through close cooperation with the principle stakeholders of the international supply chain such as importers, carriers, consolidators, licensed customs brokers, and manufacturers. From its inception in November 2001, CTPAT has continued to grow. Today, nearly **11,300** certified partners, spanning all corners of the trade community, have been accepted into the program. The partners include U.S. importers, exporters, U.S./Canada highway carriers, U.S./Mexico highway carriers, rail and sea carriers, licensed U.S. Customs brokers, U.S. marine port authority/terminal operators, U.S. freight consolidators, ocean transportation intermediaries and non-operating common carriers, Mexican and Canadian manufacturers, and Mexican long-haul carriers, all of whom accounted for **52 percent** (by value) of cargo imported into the U.S. in FY2020.

As a result of the COVID-19 global pandemic, the CTPAT program was forced to pause all validation work in early March 2020. In the interim, to maximize the health of CBP's employees and partners, the program worked diligently to explore alternative approaches to the validation process. Following a successful virtual validation pilot, a formal program to validate CTPAT members online was adopted. Virtual validations were extended to a select group of companies that have demonstrated full adherence to the program's requirements, including having a CTPAT onsite validation in the past and incorporating all of the components of the revised CTPAT minimum security criteria, which became effective in January 2020.

Starting in FY2020, CTPAT partners were required to implement the program's updated minimum security criteria. As part of the process, CTPAT completed over **1,300** validations to certify that CTPAT members both implemented and followed the highest level of supply chain security measures. While the vast majority of CTPAT members, **97.3 percent**, remained in good standing with the program, CTPAT's enforcement actions led to **135** suspensions and **155** removals in FY2020.

During the fiscal year, CTPAT also worked with the University of Houston to conduct an in-depth assessment of the CTPAT program. The primary goals were to identify areas in need of improvement, better understand the program's successful accomplishments, identify cost-benefit enhancements for industry members and the CTPAT program, as well as establish new or build upon existing performance metrics. Results of the 2020 assessment will be published next year.

Throughout FY2020, CTPAT also promoted greater efficiency. The program enabled CBP officers to reallocate a larger portion of their time to examining high-risk cargo by reducing examination rates for CTPAT members, saving members **\$65.9 million** in FY2020. Additionally, in FY2020, CBP saved nearly **\$433,000** in travel expenses by accepting **433** Authorized Economic Operator certificates from foreign mutual recognition arrangement partners, nearly half of which came from CBP's mutual recognition arrangement with Canada.

In March 2020, CBP's former Importer Self-Assessment (ISA) program transitioned into a newly created CTPAT Trade Compliance branch. This transformed CTPAT into an Authorized Economic Operator program that includes security and trade compliance. As a result, CBP is now aligned with other customs administrations throughout the world.

A new CTPAT Trade Compliance portal also was launched in FY2020. The new portal complements the existing CTPAT Security Portal and provides an electronic process for eligible importers to apply and manage their status in the CTPAT Trade Compliance program.

Finally, efficiencies also were achieved during FY2020 through CBP's Advanced Qualified Unloading Approval (AQUA Lane) pilot program. The pilot decreased time to market for imports arriving on sea vessels by increasing shipping expediency, ensuring predictability, and providing cost-savings for CTPAT members. In FY2020, CTPAT sea carriers that requested to unlade cargo in advance saved more than **\$23 million** in total.

### *Agriculture Inspections*

During FY2020, CBP agriculture specialists conducted more than **750,000** examinations on imported agriculture or agricultural-related commodities at the U.S. ports. These examinations yielded **59,774** pest submissions that could be harmful to crops, vegetation, and the ecological environment. CBP agriculture specialists examine agriculture imports for potential plant pests and diseases, incorrectly manifested and smuggled items, and prohibited animal products and byproducts. As part of their inspection process, CBP agriculture specialists examine wood packaging materials associated with cargo to search for wood boring insects such as Asian long-horned beetles. They also inspect containers and conveyances for hitchhiker pests such as Asian gypsy moths and exotic fruit flies as well as for contamination from prohibited weed seeds, food scrap, or soil.

### *Perishable Cargo Inspection Request*

In FY2020, CBP piloted the first feature of the agency's new *CBP One* mobile app, a single portal for stakeholders to interact with CBP via mobile devices. The feature, which allows brokers and carriers to request agriculture inspections for perishable cargo such as fruit, flowers,

and other time sensitive goods, was tested from August through October 2020 at Miami International Airport in Miami, Florida, prior to launching the *CBP One* app in October. More than one hundred inspection requests were processed during the pilot. When brokers, and carriers request a perishable cargo inspection through the app, they receive live status updates from CBP, alerting them when agriculture specialists, who will be conducting the inspection, are en route to the inspection facility, at the facility, and when the inspection is completed. The perishable cargo inspection feature, which was designed for the air environment, provides greater efficiency and transparency for the trade community, saving both time and money. The *CBP One* app is available for Apple and Android devices.

## **IV. Conclusion**

CBP is the face at the border for all travelers and cargo entering the U.S. Each day, more than one million people arrive at 328 U.S. ports of entry by air, land, and sea and nearly \$11 billion worth of international trade crosses our borders. More than 32,000 CBP officers, agriculture specialists, trade and revenue staff, and mission support staff support CBP's critical anti-terrorism mission; enforce import and export laws and regulations of the U.S.; implement immigration policies and programs; and protect the U.S. from foreign animal and plant pests, diseases, and invasive species that could cause serious damage to U.S. crops, livestock, pets, and the environment.