



CBP TM Traveler > Land > One Schedule an Appointment at a Port of Entry

V2: August 13, 2024

Received developer approval from Nathan Stec and Alex Eun on August 8, 2024 via Teams.

Received stakeholder approval from Trish Kennedy and Jim O'Donnell during Sprint Planning on August 28, 2024.



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Context

- [COM-7799](#)
- This is a new action for land travelers used by low-risk documented and non-documented travelers at the primarily (but not only) the northern border of the United States.
- All submissions go thru USEC (downstream system), no matter if the person is documented or not.
- This user flow copies Traveler > Land > Submit Advance Information but collects bare minimum information and the user can select a date on the calendar and schedule an appointment.
- User flow is mobile-only. User flow is English-only.
- User flow does not do geofencing, facial matching, or liveness detection.
- Mockups on Figma:
<https://www.figma.com/file/LKRQtgPjVIHbsSntZ5iioW/CBP-One-Mobile-Mockups?type=design&node-id=1297-37752&mode=design&t=PZYit2hxNAjPpFC8-4>



User Flow 1

User schedules an appointment as a first-time user.




Traveler > Land > Schedule an Appointment at a Port of Entry: Schedule Appointment

10:04


Who Are You


i





I Am A... | Soy Un...


Please select from the options provided below. | Por favor seleccione una de las opciones a continuación.


Traveler | Viajero


Broker/Carrier/Forwarder


Aircraft Operator

Bus Operator

Seaplane Pilot

Commercial Truck Driver

International Organization




Department Of Homeland Security


ACTION: User selects **Traveler | Viajero**.




Traveler > Land > Schedule an Appointment at a Port of Entry: Schedule Appointment

10:04




Select Travel Method


Please select from the options provided below. | Por favor seleccione una de las opciones a continuación.

Land | Tierra

☐

Air | Aire

☐

Sea | Mar

☐

BACK




CONTINUE


ACTION: User selects **Land | Tierra**.




Traveler > Land > Schedule an Appointment at a Port of Entry: Schedule Appointment

10:04




Select Travel Method


Please select from the options provided below. | Por favor seleccione una de las opciones a continuación.

Land | Tierra

☒

Air | Aire

☐

Sea | Mar

☐

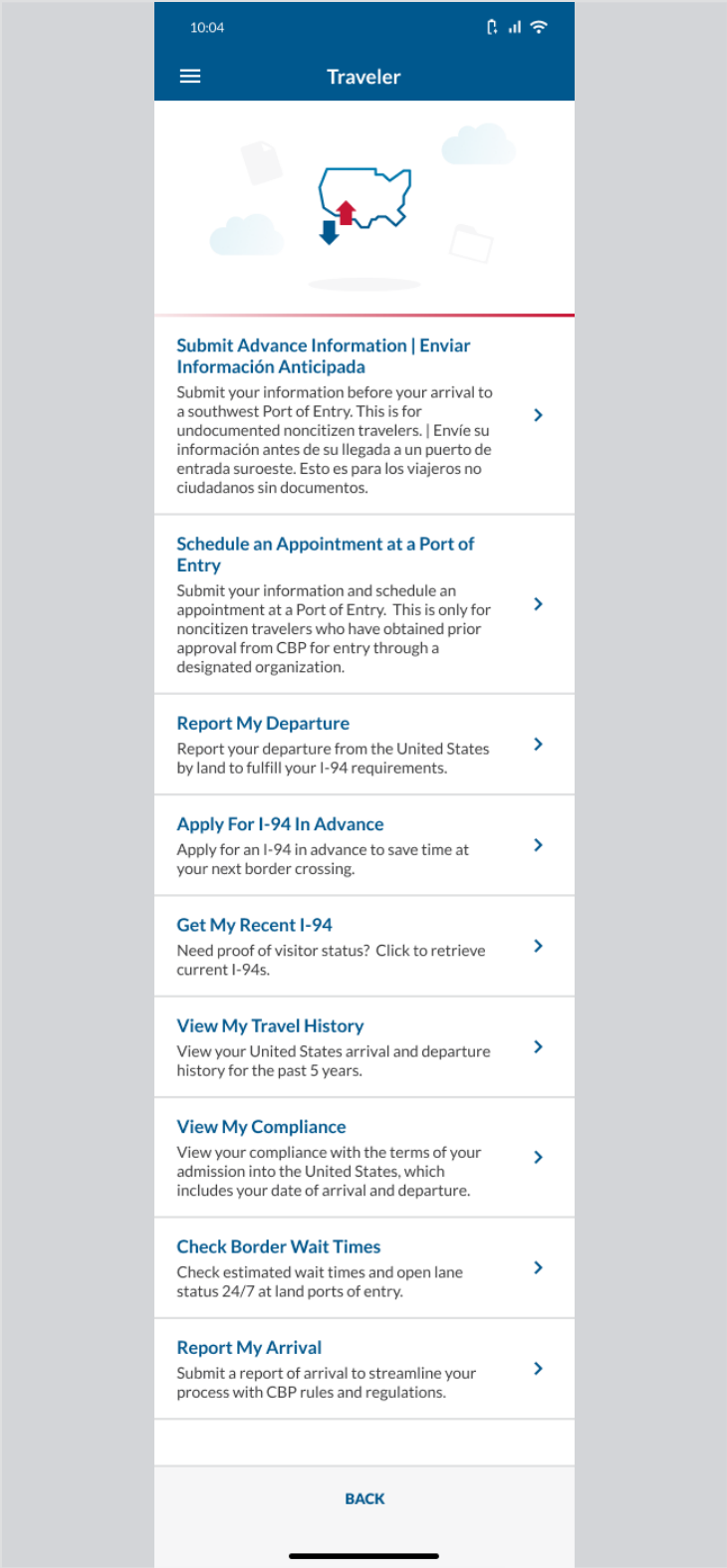
BACK

CONTINUE

ACTION: User selects **CONTINUE.**



Traveler > Land > Schedule an Appointment at a Port of Entry: Schedule Appointment



ACTION: User selects **Schedule an Appointment at a Port of Entry**.



Traveler > Land > Schedule an Appointment at a Port of Entry: Schedule Appointment

NOTE: This pop-up only appears if user has **not** already filled out their profile.

A screenshot of a mobile application interface. At the top, the status bar shows the time 10:04 and signal strength. The app header is dark blue with a hamburger menu icon on the left, the title "Port of Entry Appointments" in the center, and a user profile icon on the right. Below the header is a dark blue button labeled "SCHEDULE NEW APPOINTMENT". The main content area is light gray and contains the text "Your information will be displayed here after you schedule an appointment." A white pop-up dialog box is centered on the screen. The dialog has a title "Missing Information" and a message "Please fill out all required fields in your Port of Entry Appointments Profile." At the bottom of the dialog are two buttons: "Cancel" and "Edit Profile". At the very bottom of the screen is a dark gray bar with the word "BACK" in blue capital letters.

ACTION: User selects **Edit Profile**.



Traveler > Land > Schedule an Appointment at a Port of Entry: Schedule Appointment

Title should read “Edit Port of Entry Appointments Profile”, truncated to 1 line.

10:04

Edit Port of Entry Appointments... X

Your Information

First Name*

Last Name*

Additional Email Address

?

This email should not be the same one used to sign in.

SAVE

ACTION: User selects the **tooltip icon**.



Traveler > Land > Schedule an Appointment at a Port of Entry: Schedule Appointment

10:04

Edit Port of Entry Appointments... X

Your Information

First Name*

Last Name*

Additional Email Address

?

This email should not be the same one used to sign in.

Additional Email Address

CBP One™ will send important email updates to the email address you used to log in.

To receive emails at a second email address, you can add an email address to your Port of Entry Appointments Profile.

For example, you could add your spouse's email address or your translator's email address.

ACTION: User taps off the tooltip.



Traveler > Land > Schedule an Appointment at a Port of Entry: Schedule Appointment

10:04

Edit Port of Entry Appointments... X

Your Information

First Name*

Last Name*

Additional Email Address

?

This email should not be the same one used to sign in.

SAVE

ACTION: User fills out the required fields.



Traveler > Land > Schedule an Appointment at a Port of Entry: Schedule Appointment

10:04

Edit Port of Entry Appointments... X

Your Information

First Name*

Jane

Last Name*

Doe

Additional Email Address

?

This email should not be the same one used to sign in.

SAVE



ACTION: User selects **SAVE**.



Traveler > Land > Schedule an Appointment at a Port of Entry: Schedule Appointment

NOTE: Title should say “Port of Entry Appointments” and truncate to 1 line.

10:04

Port of Entry Appointments

SCHEDULE NEW APPOINTMENT

Your Appointments

Your information will be displayed here after you schedule an appointment.

BACK

ACTION: User selects **SCHEDULE AN APPOINTMENT.**



Traveler > Land > Schedule an Appointment at a Port of Entry: Schedule Appointment

To see what happens if user selects **CONTINUE** when a traveler has not been selected yet, click here.

10:04

Schedule New Appointment

Select all travelers on this trip. You can select a saved traveler or add a new traveler.

Travelers

+

ADD TRAVELER

CANCEL

CONTINUE

ACTION: User selects **ADD TRAVELER**.




Traveler > Land > Schedule an Appointment at a Port of Entry: Schedule Appointment

NOTE: This is like Traveler > Land > Submit Advance Information, but some of the language was updated for better UX/accessibility.


ACTION: User selects **Take Your Photo**.

10:04

Add Traveler



Take Your Photo*
Please take a photo of yourself so we can process your information.



Scan Your Passport (Optional)
Scan the information page of your passport to automatically fill in your information below.

Biographical Information

First Name*

Last Name*

Date of Birth*

City of Birth*

Country of Birth*

Country of Citizenship*

Country of Residence*

Sex*

Primary Language*

Document Information

Do you have a travel document?*

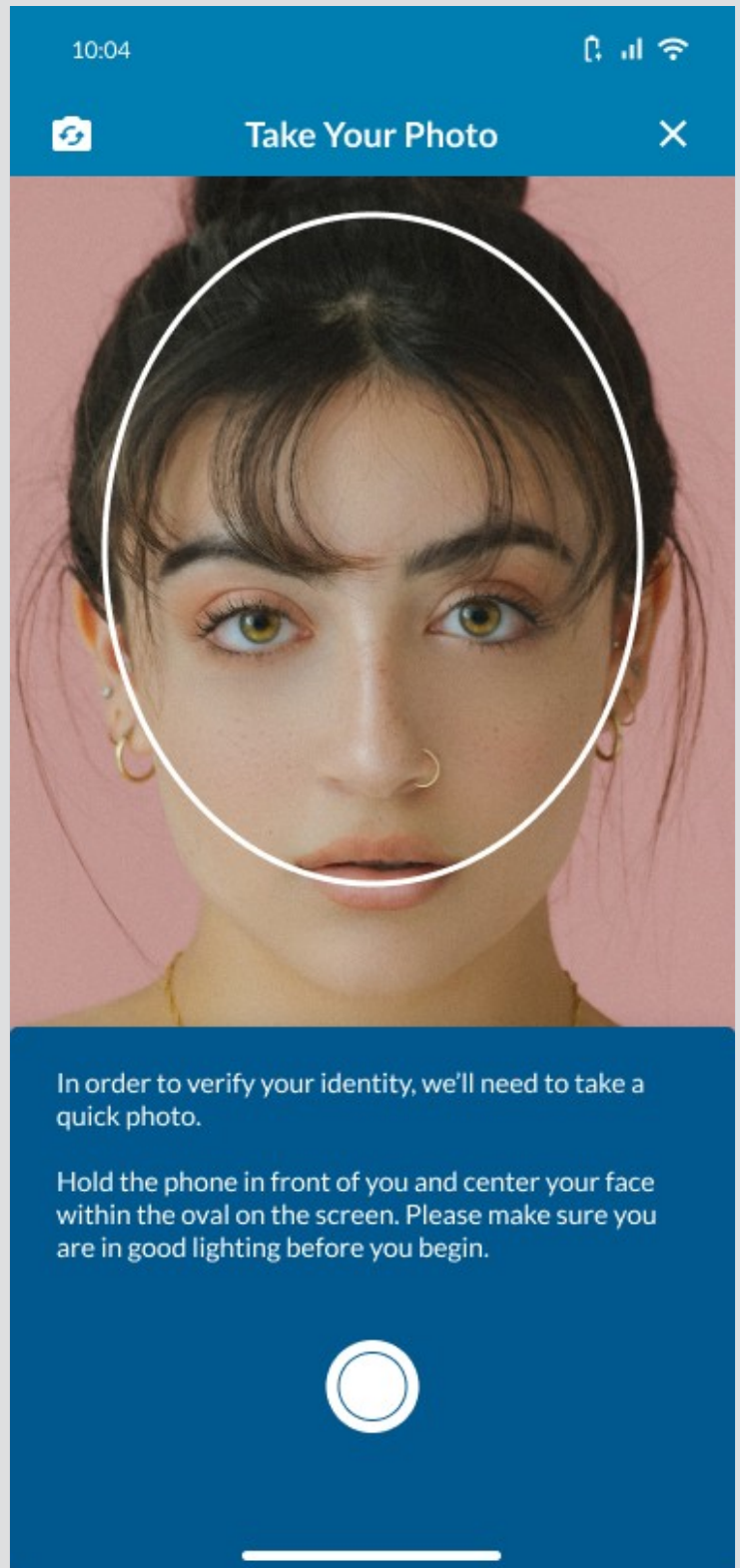
Yes

No

CONTINUE



Traveler > Land > Schedule an Appointment at a Port of Entry: Schedule Appointment

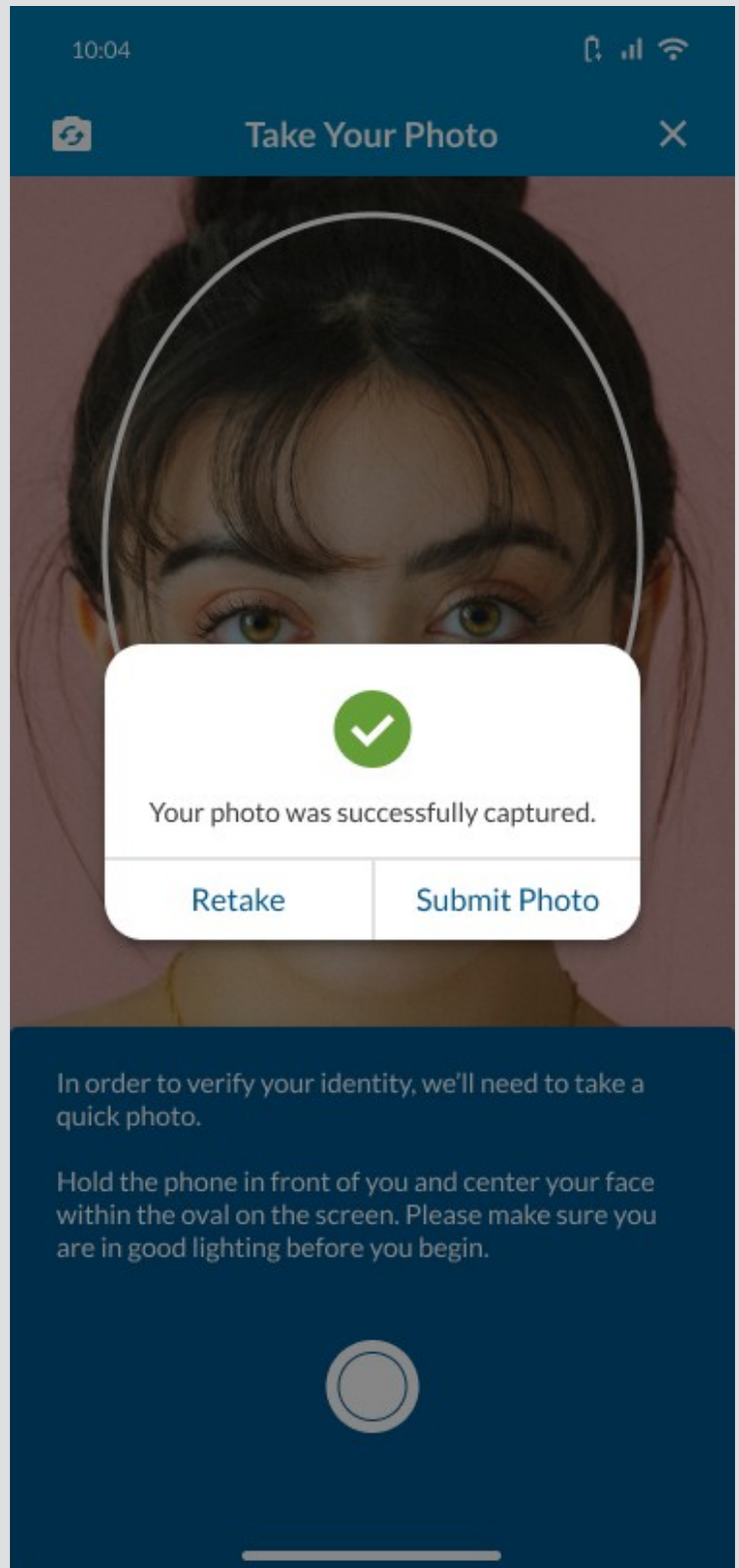


ACTION: User takes a photo.



Traveler > Land > Schedule an Appointment at a Port of Entry: Schedule Appointment

To see what happens if the user's photo is too low-quality, click [here](#).



ACTION: User selects **Submit Photo**.



Traveler > Land > Schedule an Appointment at a Port of Entry: Schedule Appointment

ACTION: User selects **Scan Your Passport (Optional)**.

10:04

Add Traveler

Retake Your Photo (Optional)

Scan Your Passport (Optional)
Scan the information page of your passport to automatically fill in your information below.

Biographical Information

First Name*

Last Name*

?

Date of Birth*

City of Birth*

Country of Birth*

Country of Citizenship*

Country of Residence*

Sex*

Primary Language*

Document Information

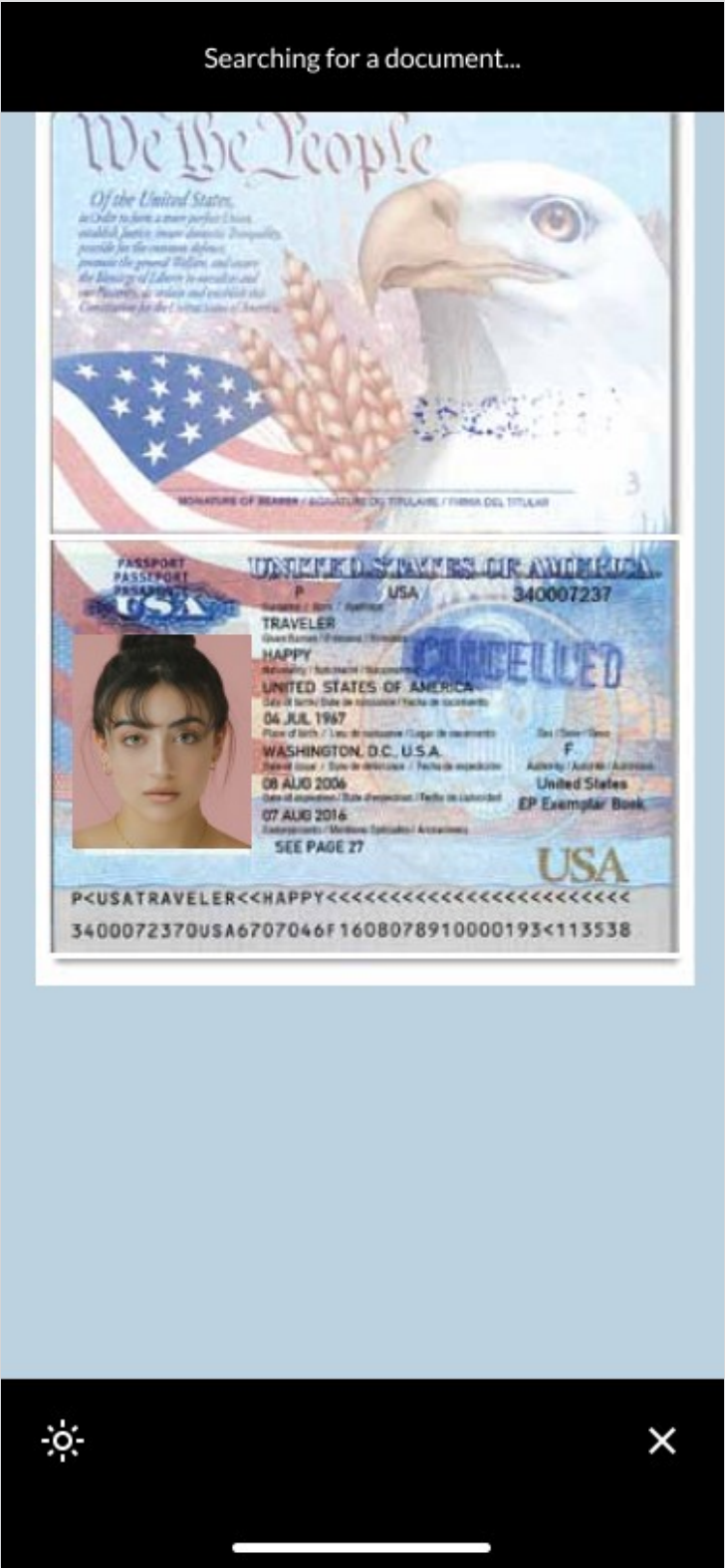
Do you have a travel document?*

☐ Yes

☐ No

CONTINUE

Traveler > Land > Schedule an Appointment at a Port of Entry: Schedule Appointment



ACTION: User scans their passport.



Traveler > Land > Schedule an Appointment at a Port of Entry: Schedule Appointment


To see what happens if user's passport fails to scan, click here.

To see what happens if user tries to scan something that is not a passport, click here.

ACTION: User selects **CONTINUE**.

10:04

Retake Your Photo (Optional)



Scan Your Passport (Optional)
Scan the information page of your passport to automatically fill in your information below.

Biographical Information

First Name*

Jane

Last Name*

Doe

Date of Birth*

01/01/1999

City of Birth*

Citiville

Country of Birth*

Countryington

Country of Citizenship*

Countryington

Country of Residence*

Countryington

Sex*

Female

Primary Language*

English

Document Information

Do you have a travel document?*

Yes

No

Type of Document*

Passport

Document Number*

123456789

Country of Issuance*

Countryington

Issue Date

January 1, 1999

Expiration Date

January 1, 2025

CONTINUE



Traveler > Land > Schedule an Appointment at a Port of Entry: Schedule Appointment

10:04

Add Traveler

X

Contact Information

Email Address*

Phone Number*

Phone Type*

BACK

SAVE

ACTION: User fills out the required fields.



Traveler > Land > Schedule an Appointment at a Port of Entry: Schedule Appointment

10:04

Add Traveler

X

Contact Information

Email Address*

jane.doe@email.com

Phone Number*

(123) 456-7890

Phone Type*

BACK

SAVE

ACTION: User selects the **Phone Type dropdown**.



Traveler > Land > Schedule an Appointment at a Port of Entry: Schedule Appointment

10:04

Select a Phone Type

Search...

Business

Cell

Fax

Home

Other

Pager

ACTION: User selects **Cell**.



Traveler > Land > Schedule an Appointment at a Port of Entry: Schedule Appointment

10:04

Add Traveler

X

Contact Information

Email Address*

jane.doe@email.com

Phone Number*

(123) 456-7890

Phone Type*

Cell

BACK

SAVE

ACTION: User selects **SAVE**.



Traveler > Land > Schedule an Appointment at a Port of Entry: Schedule Appointment



To see what happens if user selects the 3 vertical dots icon, click here.

NOTE: Since the traveler was just added, the checkbox is automatically selected.

NOTE: All travelers added in this user flow are saved to the user's profile.


ACTION: User selects **CONTINUE**.

10:04

Schedule New Appointment


Select all travelers on this trip. You can select a saved traveler or add a new traveler.

Travelers

ADD TRAVELER

☒

Jane Doe
Passport: 123456789




CANCEL

CONTINUE



Traveler > Land > Schedule an Appointment at a Port of Entry: Schedule Appointment

10:04

Schedule New Appointment

Appointment Information

Port of Entry*

BACK

CONTINUE

ACTION: User selects the **Port of Entry** dropdown.



Traveler > Land > Schedule an Appointment at a Port of Entry: Schedule Appointment

10:04

Select a Port of Entry

Search...

Ports Port

Option

Option

ACTION: User selects a Port of Entry.



Traveler > Land > Schedule an Appointment at a Port of Entry: Schedule Appointment

10:04

Schedule New Appointment

Appointment Information

Port of Entry*

Ports Port

Date

<

July 2024

>

| S | M | T | W | T | F | S |
|----|---------------|---------------|---------------|--------------|----|----|
| 29 | 30 | 31 | 1 | 2 | 3 | 4 |
| 5 | 6 | 7 | 8 | 9 | 10 | 11 |
| 12 | 13 | 14 | 15 | 16 | 17 | 18 |
| 19 | 20 | 21 | 22 | 23 | 24 | 25 |
| 26 | 27 | 28 | 29 | 30 | 31 | 1 |

Time

10:00 a.m.

12:00 p.m.

01:00 p.m.

01:30 p.m.

01:45 p.m.

BACK

CONTINUE

ACTION: User selects a date.



Traveler > Land > Schedule an Appointment at a Port of Entry: Schedule Appointment

10:04

Schedule New Appointment

Appointment Information

Port of Entry*

Ports Port

Date

<

July 2024

>

| | | | | | | |
|----|---------------|---------------|---------------|--------------|----|----|
| S | M | T | W | T | F | S |
| 29 | 30 | 31 | 1 | 2 | 3 | 4 |
| 5 | 6 | 7 | 8 | 9 | 10 | 11 |
| 12 | 13 | 14 | 15 | 16 | 17 | 18 |
| 19 | 20 | 21 | 22 | 23 | 24 | 25 |
| 26 | 27 | 28 | 29 | 30 | 31 | 1 |

Time

10:00 a.m.

01:00 p.m.

01:45 p.m.

BACK

CONTINUE

ACTION: User selects a time.



Traveler > Land > Schedule an Appointment at a Port of Entry: Schedule Appointment

10:04

Schedule New Appointment

Appointment Information

Port of Entry*

Ports Port

Date

<

July 2024

>

| | | | | | | |
|----|---------------|---------------|---------------|--------------|----|----|
| S | M | T | W | T | F | S |
| 29 | 30 | 31 | 1 | 2 | 3 | 4 |
| 5 | 6 | 7 | 8 | 9 | 10 | 11 |
| 12 | 13 | 14 | 15 | 16 | 17 | 18 |
| 19 | 20 | 21 | 22 | 23 | 24 | 25 |
| 26 | 27 | 28 | 29 | 30 | 31 | 1 |

Time

10:00 a.m.

01:00 p.m.

01:45 p.m.

BACK

CONTINUE

ACTION: User selects **CONTINUE**.



Traveler > Land > Schedule an Appointment at a Port of Entry: Schedule Appointment

To see what happens if user tries to leave an appointment before scheduling fully, click here.

10:04

Appointment Summary

Travelers

EDIT

D

Jane Doe
Passport: 123456789

Appointment Information

EDIT

Port of Entry
Ports Port

Date
July 16, 2024

Time
10:00 a.m.

BACK

SCHEDULE

ACTION: User selects **SCHEDULE**.



Traveler > Land > Schedule an Appointment at a Port of Entry: Schedule Appointment

10:04

Appointment Summary

Travelers

EDIT

D

Jane Doe

Passport: 123456789

Appointment Information

EDIT

Port of Entry

Ports Port

Date

July

Time

10:0

Schedule Appointment?

Please ensure all information is accurate before you schedule.

Back

Yes, Schedule

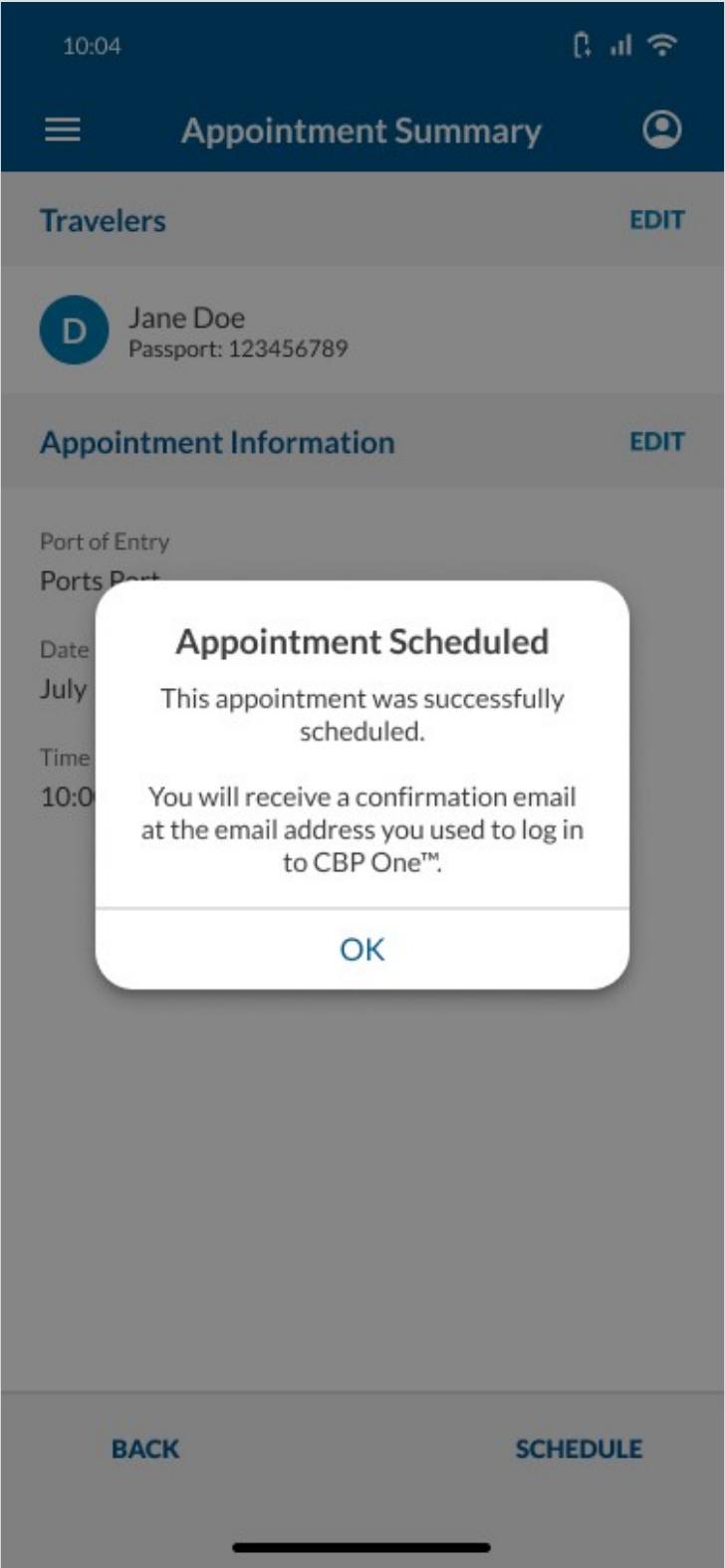
BACK

SCHEDULE

ACTION: User selects **Yes, Schedule**.



Traveler > Land > Schedule an Appointment at a Port of Entry: Schedule Appointment



ACTION: User selects **OK**.



Traveler > Land > Schedule an Appointment at a Port of Entry: Schedule Appointment

An email was sent to the email address used to log into CBP One and to any Additional Email Addresses in the profile.

For email verbiage, please see “T > L > SaAaaPoE” tab in the [Translations Tracker](#)

To see what this page looks like if the user has more than 1 traveler on an appointment, click here.

ACTION: User selects **OK**.

10:04

Port of Entry Appointments

APPOINTMENT SCHEDULED

Your appointment is scheduled:
Ports Port on July 16, 2024 at 10:00 a.m.

Your appointment at a Port of Entry was successfully scheduled.

Please save your confirmation number(s). A confirmation email was sent to the email address you used to log in to CBP One™.

CANCEL APPOINTMENT

| Traveler | Confirmation Number |
|----------|---------------------|
| Jane Doe | 123456789 |

Appointment Details

Port of Entry
Ports Port

Date
July 16, 2024

Time
10:00 a.m.

BACK



User Flow 2

User cancels an appointment.



Traveler > Land > Schedule an Appointment at a Port of Entry: Cancel Appointment

10:04

Who Are You

i

I Am A... | Soy Un...

Please select from the options provided below. | Por favor seleccione una de las opciones a continuación.

Traveler | Viajero

Broker/Carrier/Forwarder

Aircraft Operator

Bus Operator

Seaplane Pilot

Commercial Truck Driver

International Organization




Department Of Homeland Security


ACTION: User selects **Traveler | Viajero**.




Traveler > Land > Schedule an Appointment at a Port of Entry: Cancel Appointment

10:04




Select Travel Method

Please select from the options provided below. | Por favor seleccione una de las opciones a continuación.




Land | Tierra

☐



Air | Aire

☐



Sea | Mar

☐

BACK




CONTINUE


ACTION: User selects **Land | Tierra**.




Traveler > Land > Schedule an Appointment at a Port of Entry: Cancel Appointment

10:04




Select Travel Method


Please select from the options provided below. | Por favor seleccione una de las opciones a continuación.

Land | Tierra

☒

Air | Aire

☐

Sea | Mar

☐

BACK

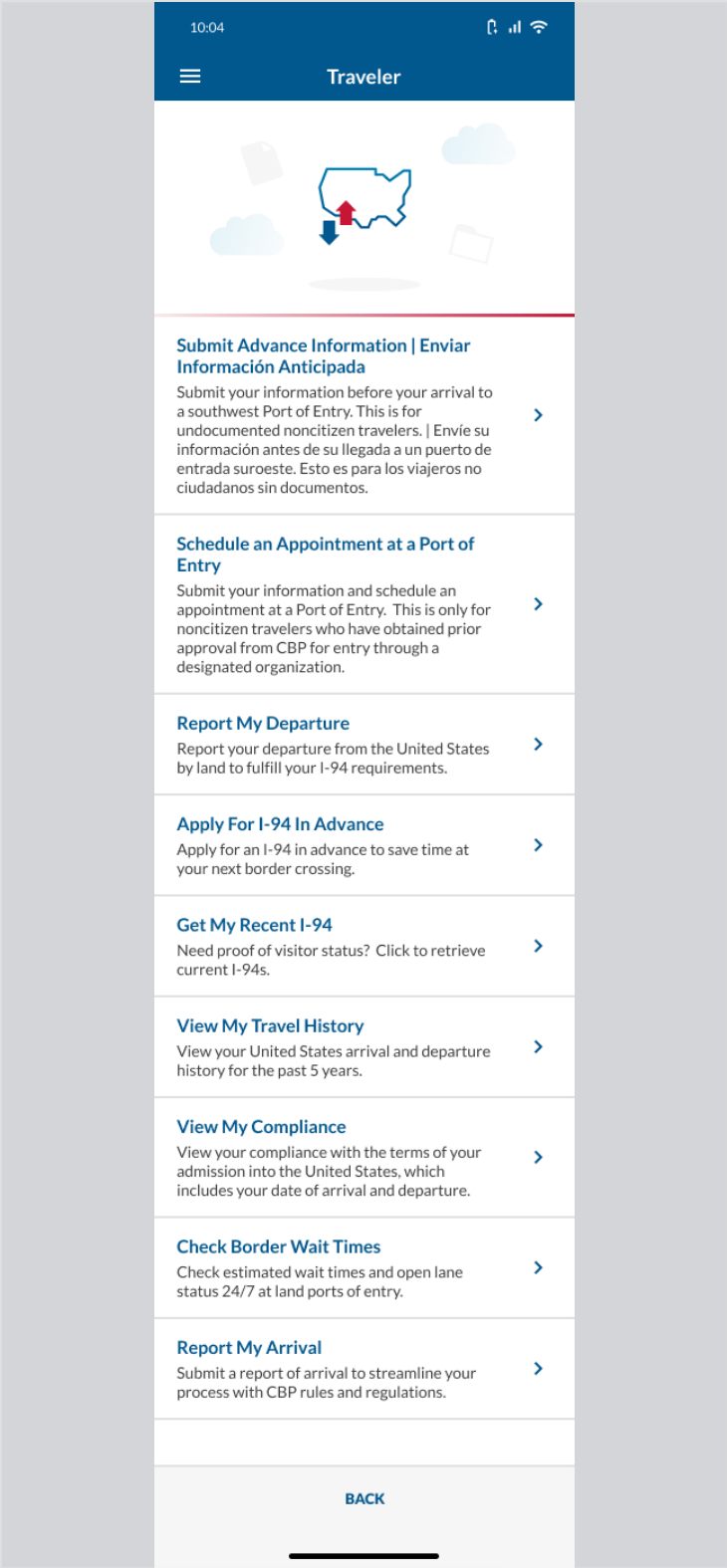
CONTINUE

ACTION: User selects **CONTINUE.**



Traveler > Land > Schedule an Appointment at a Port of Entry: Cancel Appointment

ACTION: User selects **Schedule an Appointment at a Port of Entry**.





Traveler > Land > Schedule an Appointment at a Port of Entry: Cancel Appointment

To see what this page should look like if the user has more than 1 appointment, click here.

To see what happens if user selects the 3 dots icon, click here.

ACTION: User selects their appointment.

A screenshot of a mobile application interface for "Port of Entry Appointments". The top status bar shows the time "10:04" and signal icons. The app's header is dark blue with a hamburger menu icon on the left, the title "Port of Entry Appointments" in the center, and a user profile icon on the right. Below the header is a large blue button with the text "SCHEDULE NEW APPOINTMENT". Underneath this is a section titled "Your Appointments" in blue. A single appointment is listed: "Ports Port" with a calendar icon, followed by the date and time "July 16, 2024 at 10:00 a.m.". To the right of the appointment text is a vertical ellipsis (three dots) icon. At the bottom of the screen is a light gray bar with a blue "BACK" button. A black horizontal line is visible at the very bottom, likely representing the home indicator on an iPhone.



Traveler > Land > Schedule an Appointment at a Port of Entry: Cancel Appointment

10:04

Port of Entry Appointments

APPOINTMENT SCHEDULED

Your appointment is scheduled:
Ports Port on July 16, 2024 at 10:00 a.m.

Your appointment at a Port of Entry was successfully scheduled.

Please save your confirmation number(s). A confirmation email was sent to the email address you used to log in to CBP One™.

CANCEL APPOINTMENT

| Traveler | Confirmation Number |
|----------|---------------------|
| Jane Doe | 123456789 |

Appointment Details

Port of Entry
Ports Port

Date
July 16, 2024

Time
10:00 a.m.

BACK

ACTION: User selects **CANCEL APPOINTMENT**.



Traveler > Land > Schedule an Appointment at a Port of Entry: Cancel Appointment

10:04

Port of Entry Appointments

APPOINTMENT SCHEDULED

Your appointment is scheduled:
Ports Port on July 16, 2024 at 10:00 a.m.

Your appointment at a Port of Entry was successfully scheduled.

Please confirm your appointment details.

Cancel Appointment?

This appointment will be canceled for all travelers.

Back

Yes, Cancel

| Traveler | Confirmation Number |
|----------|---------------------|
| Jane Doe | 123456789 |

Appointment Details

Port of Entry

Ports Port

Date

July 16, 2024

Time

10:00 a.m.

ACTION: User selects **Yes, Cancel.**



Traveler > Land > Schedule an Appointment at a Port of Entry: Cancel Appointment

10:04

Port of Entry Appointments

APPOINTMENT SCHEDULED

Your appointment is scheduled:
Ports Port on July 16, 2024 at 10:00 a.m.

Your appointment at a Port of Entry was successfully scheduled.

Please confirm your appointment by adding it to your calendar.

Appointment Canceled

Your appointment was successfully canceled.

OK

| Traveler | Confirmation Number |
|----------|---------------------|
| Jane Doe | 123456789 |

Appointment Details

Port of Entry

Ports Port

Date

July 16, 2024

Time

10:00 a.m.

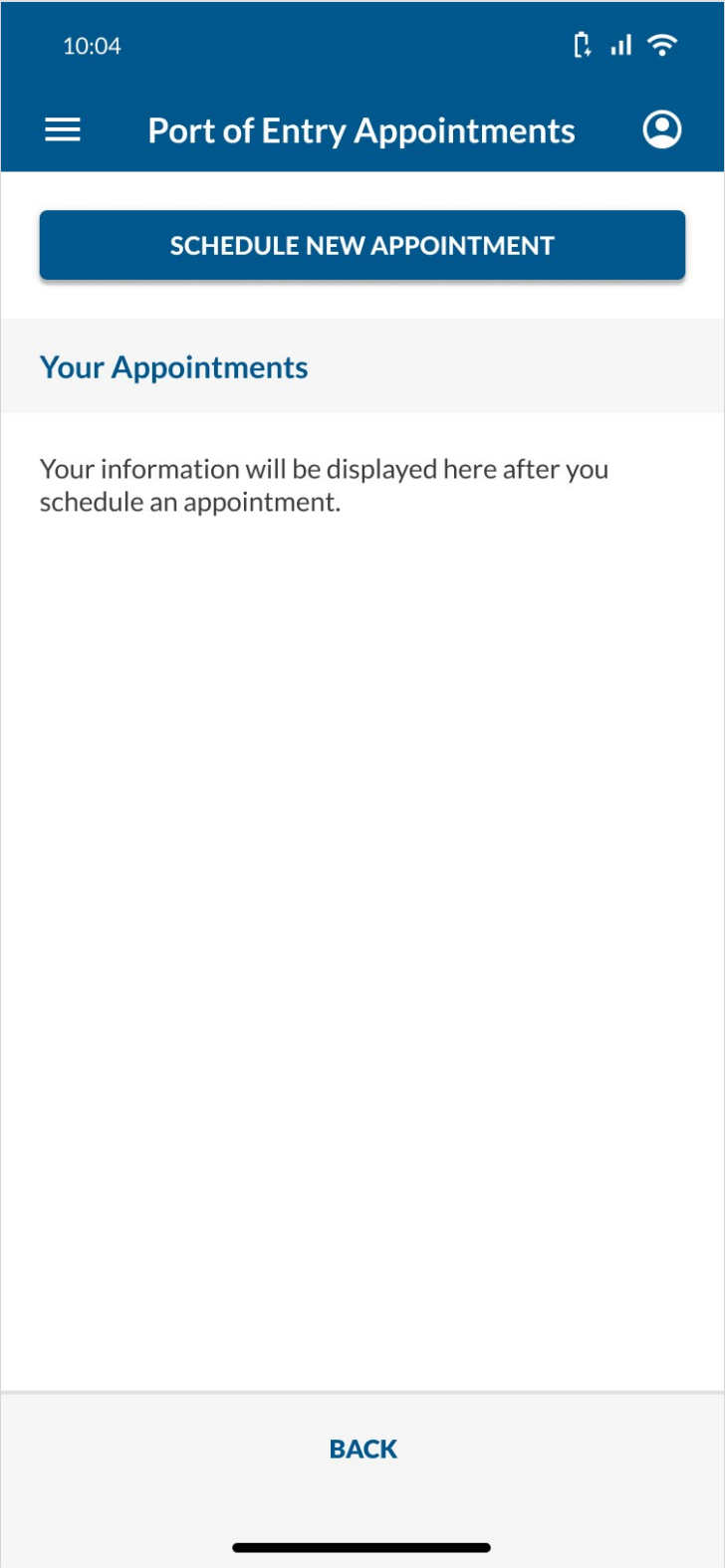
ACTION: User selects **OK**.



Traveler > Land > Schedule an Appointment at a Port of Entry: Cancel Appointment

An email was sent to the email address used to log into CBP One and to any Additional Email Addresses in the profile.

For email verbiage, please see “T > L > SaAaaPoE” tab in the [Translations Tracker](#).



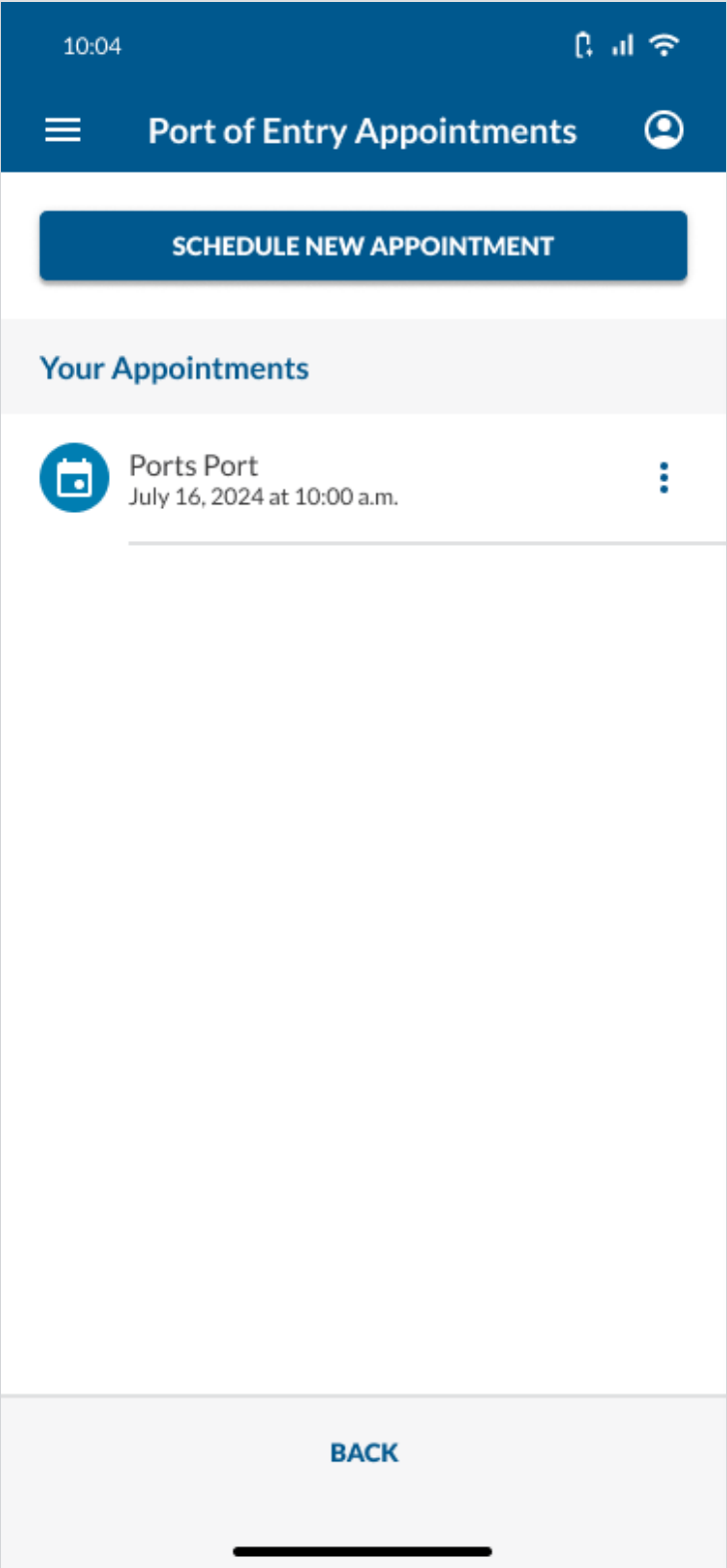


User Flow 3

User views and edits their profile.



Traveler > Land > Schedule an Appointment at a Port of Entry: View/Edit Profile



ACTION: User selects the **profile icon**.







Traveler > Land > Schedule an Appointment at a Port of Entry: View/Edit Profile

Any travelers previously-added in the Schedule an Appointment at a Port of Entry user flow will appear in this profile.

To see what this page should look like if user hasn't added a traveler yet, click here.

10:04



 Port of Entry Appointments Prof...

Your Information

EDIT

First Name


Jane

Last Name


Doe

Additional Email Address

Travelers




ADD TRAVELER



Jane Doe

Passport: 123456789



BACK

ACTION: User selects **EDIT**.



Traveler > Land > Schedule an Appointment at a Port of Entry: View/Edit Profile

10:04

Edit Port of Entry Appointments... X

Your Information

First Name*

Jane

Last Name*

Doe

Additional Email Address

?

This email should not be the same one used to sign in.

SAVE

ACTION: User selects **SAVE**.



Traveler > Land > Schedule an Appointment at a Port of Entry: View/Edit Profile

10:04

Port of Entry Appointments Prof...

Your Information

EDIT

First Name

Jane

Last Name

Doe

Additional Email Address

Travelers

ADD TRAVELER

Jane Doe
Passport: 123456789

BACK

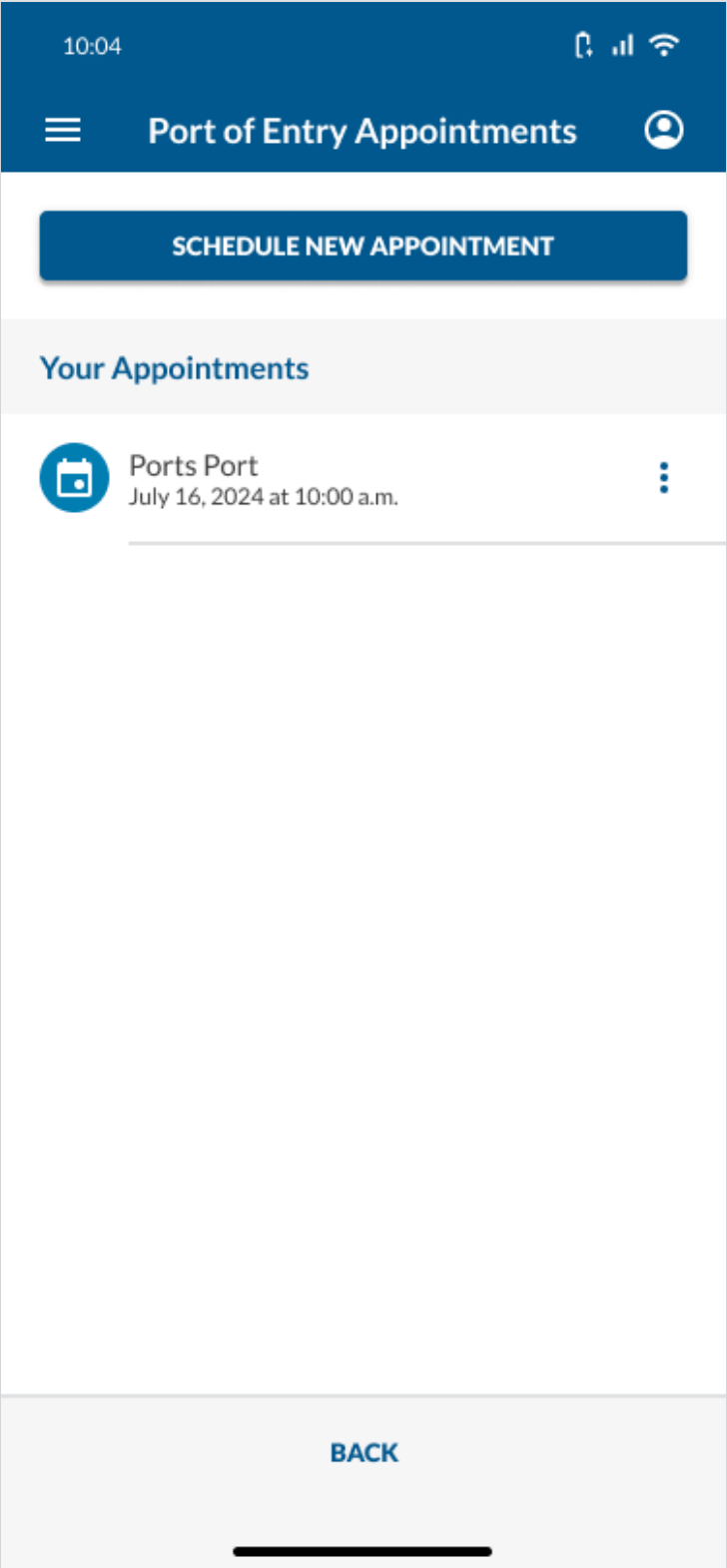


User Flow 4

User adds a traveler to their profile.



Traveler > Land > Schedule an Appointment at a Port of Entry: Add Traveler to Profile



ACTION: User selects the **profile icon**.



Traveler > Land > Schedule an Appointment at a Port of Entry: Add Traveler to Profile

10:04

Port of Entry Appointments Prof...

Your Information

EDIT

First Name

Jane

Last Name

Doe

Additional Email Address

Travelers

ADD TRAVELER

Jane Doe
Passport: 123456789

BACK

ACTION: User selects **ADD TRAVELER**.



Traveler > Land > Schedule an Appointment at a Port of Entry: Add Traveler to Profile

ACTION: User selects **Take Your Photo**.

10:04

Add Traveler

Take Your Photo*
Please take a photo of yourself so we can process your information.

Scan Your Passport (Optional)
Scan the information page of your passport to automatically fill in your information below.

Biographical Information

First Name*

Last Name*

Date of Birth*

City of Birth*

Country of Birth*

Country of Citizenship*

Country of Residence*

Sex*

Primary Language*

Document Information

Do you have a travel document?*

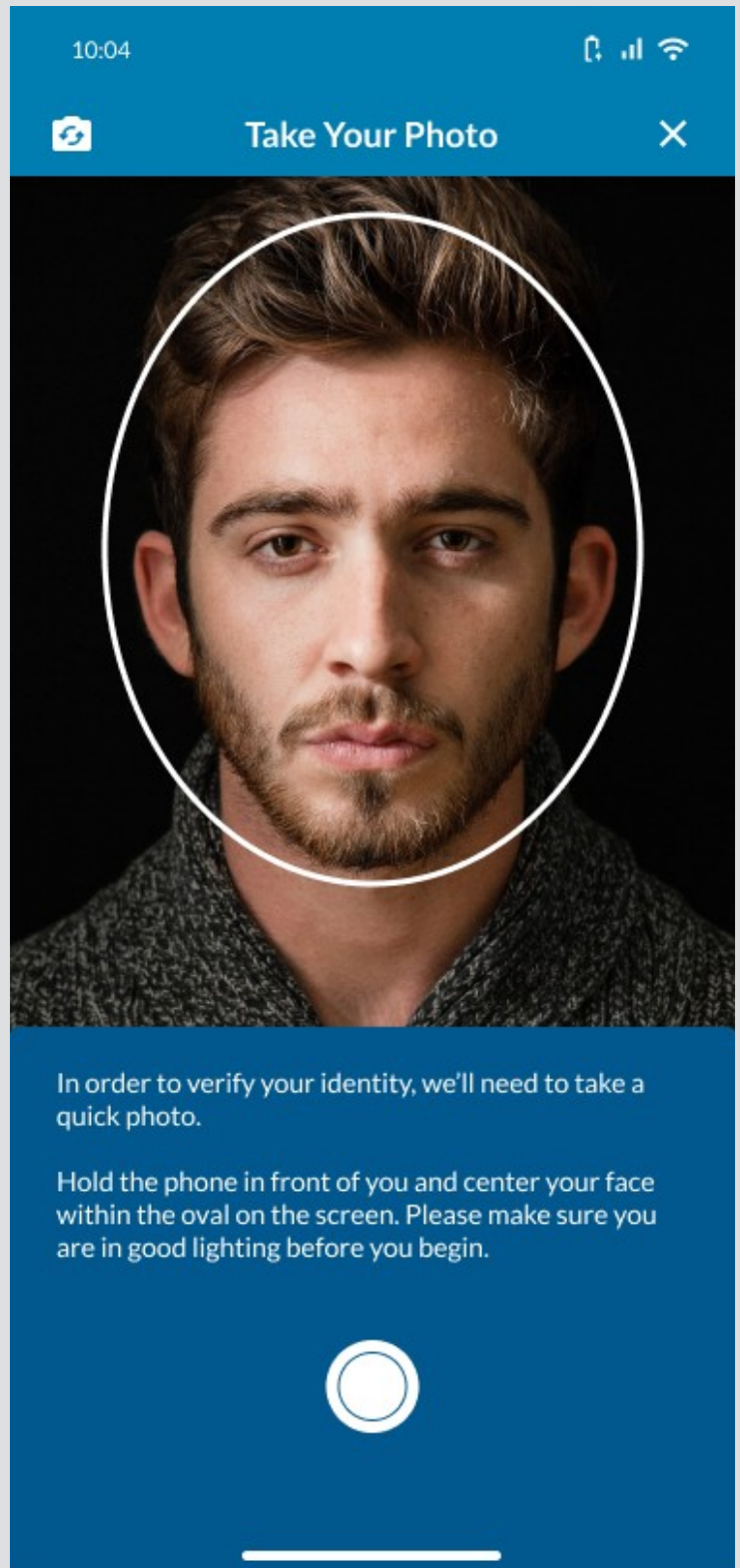
Yes

No

CONTINUE



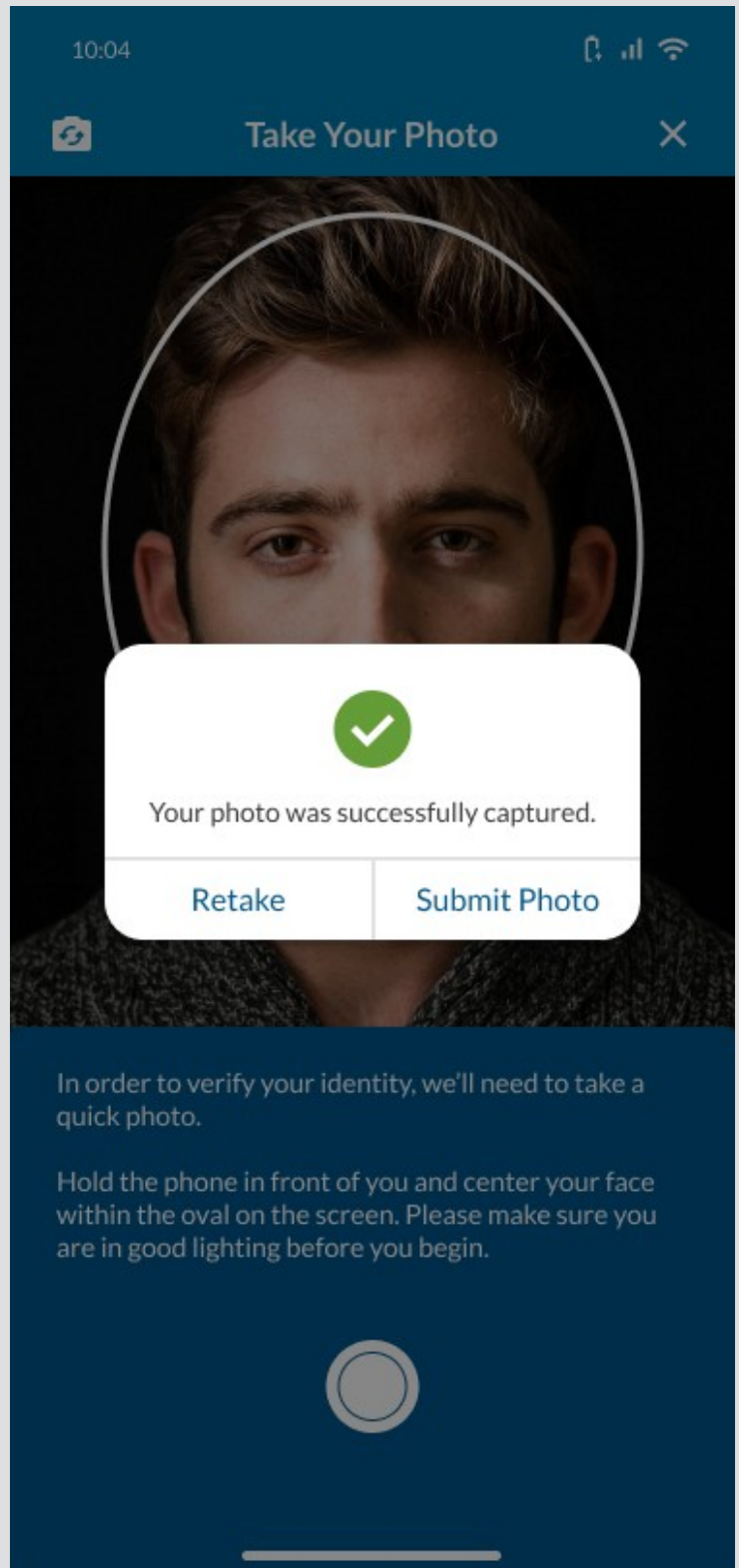
Traveler > Land > Schedule an Appointment at a Port of Entry: Add Traveler to Profile



ACTION: User takes a photo.



Traveler > Land > Schedule an Appointment at a Port of Entry: Add Traveler to Profile



ACTION: User selects **Submit Photo**.



Traveler > Land > Schedule an Appointment at a Port of Entry: Add Traveler to Profile

ACTION: User selects **Scan Your Passport (Optional)**.

10:04

Add Traveler

Retake Your Photo (Optional)

Scan Your Passport (Optional)
Scan the information page of your passport to automatically fill in your information below.

Biographical Information

First Name*

Last Name*

?

Date of Birth*

City of Birth*

Country of Birth*

Country of Citizenship*

Country of Residence*

Sex*

Primary Language*

Document Information

Do you have a travel document?*

☐ Yes

☐ No

CONTINUE

[illegible]



Traveler > Land > Schedule an Appointment at a Port of Entry: Add Traveler to Profile

ACTION: User selects **CONTINUE.**

10:04

Retake Your Photo (Optional)

Scan Your Passport (Optional)
Scan the information page of your passport to automatically fill in your information below.

Biographical Information

First Name*
John

Last Name*
Doe

Date of Birth*
01/01/1999

City of Birth*
Citiville

Country of Birth*
Countryington

Country of Citizenship*
Countryington

Country of Residence*
Countryington

Sex*
Female

Primary Language*
English

Document Information

Do you have a travel document?*
☒ Yes ☐ No

Type of Document*
Passport

Document Number*
123456789

Country of Issuance*
Countryington

Issue Date
January 1, 1999

Expiration Date
January 1, 2025

CONTINUE



Traveler > Land > Schedule an Appointment at a Port of Entry: Add Traveler to Profile

10:04

Add Traveler

X

Contact Information

Email Address*

Phone Number*

Phone Type*

BACK

SAVE

ACTION: User fills out the required fields.



Traveler > Land > Schedule an Appointment at a Port of Entry: Add Traveler to Profile

10:04

Add Traveler

X

Contact Information

Email Address*

john.doe@email.com

Phone Number*

(123) 456-7890

Phone Type*

BACK

SAVE

ACTION: User selects the **Phone Type dropdown**.



Traveler > Land > Schedule an Appointment at a Port of Entry: Add Traveler to Profile

10:04

Select a Phone Type

Search...

Business

Cell

Fax

Home

Other

Pager

ACTION: User selects **Cell**.



Traveler > Land > Schedule an Appointment at a Port of Entry: Add Traveler to Profile

10:04

Add Traveler

X

Contact Information

Email Address*

john.doe@email.com

Phone Number*

(123) 456-7890

Phone Type*

Cell

BACK

SAVE

ACTION: User selects **SAVE**.



Traveler > Land > Schedule an Appointment at a Port of Entry: Add Traveler to Profile

10:04

Port of Entry Appointments Prof...

Your Information

EDIT

First Name

Jane

Last Name

Doe

Additional Email Address

Travelers

ADD TRAVELER

D

Jane Doe

Passport: 123456789

D

John Doe

Passport: 123456789

BACK

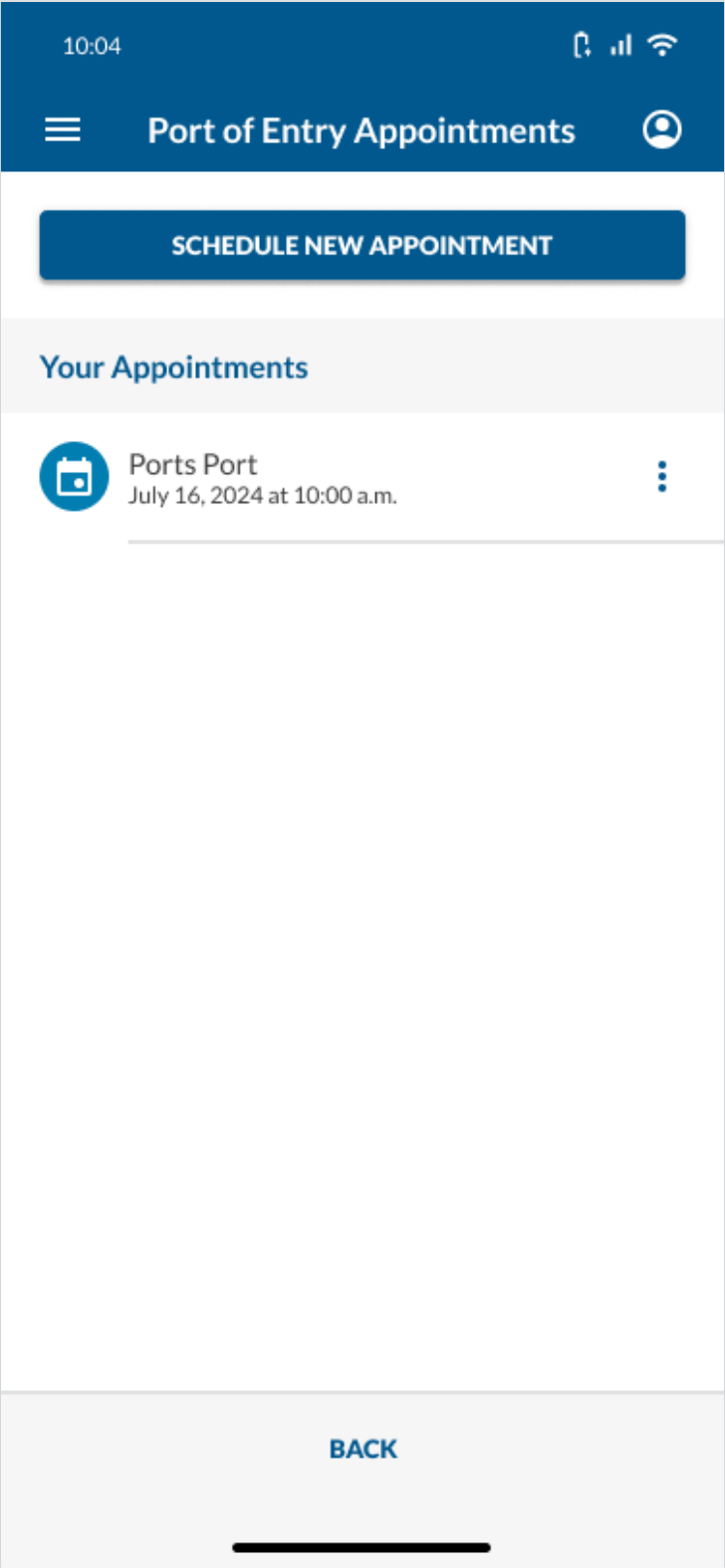


User Flow 4.5

User views a traveler from their profile.



Traveler > Land > Schedule an Appointment at a Port of Entry: View Traveler from Profile



ACTION: User selects the **profile icon**.



Traveler > Land > Schedule an Appointment at a Port of Entry: View Traveler from Profile

10:04

Port of Entry Appointments Prof...

Your Information

EDIT

First Name

Jane

Last Name

Doe

Additional Email Address

Travelers

ADD TRAVELER

Jane Doe
Passport: 123456789

John Doe
Passport: 123456789


BACK

ACTION: User selects the **3 dots icon next to a traveler.**



Traveler > Land > Schedule an Appointment at a Port of Entry: View Traveler from Profile

10:04

 Port of Entry Appointments Prof...

Your Information

EDIT

First Name


Jane


Last Name


Doe

Additional Email Address

Travelers

 ADD TRAVELER

 Jane Doe
Passport: 123456789



Jane Doe

View Traveler

Edit Traveler

Delete Traveler

Cancel

ACTION: User selects **View Traveler**.



Traveler > Land > Schedule an Appointment at a Port of Entry: View Traveler from Profile

To see what happens if user selects EDIT on any of these sections, click here.

10:04

View Traveler

×

Traveler Photo

EDIT

Biographical Information

EDIT

First Name

Jane

Last Name

Doe

Date of Birth

01/01/1999

City of Birth

Citiville

Country of Birth

Countryington

Country of Citizenship

Countryington

Country of Residence

Countryington

Sex

Female

Primary Language

English

Document Information

EDIT

Type of Document

Passport

Document Number

123456789

Country of Issuance

Countryington

Issue Date

Janaury 1, 1999

Expiration Date

Janaury 1, 2025

Contact Information

EDIT

Email Address

john.doe@email.com

Phone Number

(123) 456-7890

Phone Type

Cell

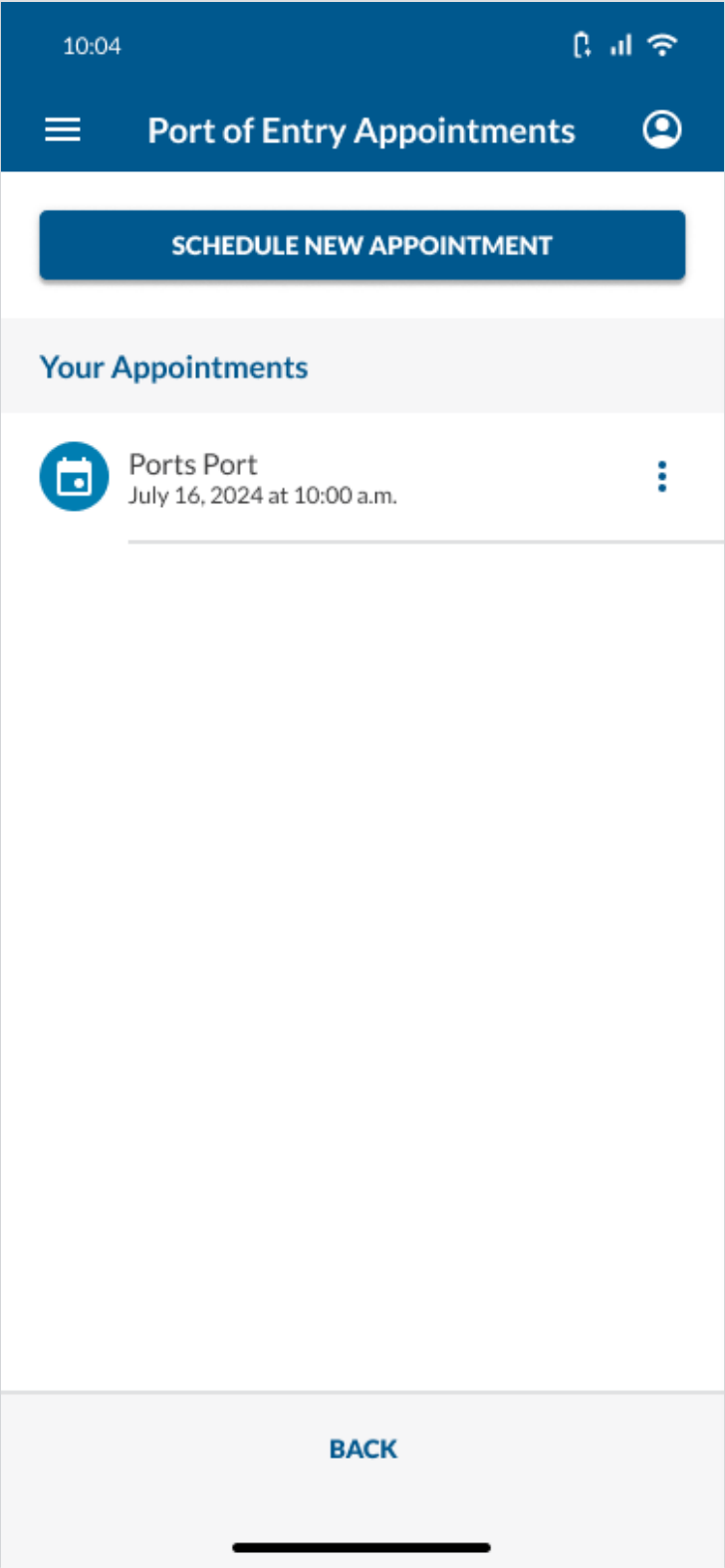


User Flow 5

Users edits a traveler from their profile.



Traveler > Land > Schedule an Appointment at a Port of Entry: Edit Traveler from Profile



ACTION: User selects the **profile icon**.



Traveler > Land > Schedule an Appointment at a Port of Entry: Edit Traveler from Profile

10:04

Port of Entry Appointments Prof...

Your Information

EDIT

First Name

Jane

Last Name

Doe

Additional Email Address

Travelers

ADD TRAVELER

Jane Doe
Passport: 123456789

John Doe
Passport: 123456789

BACK

ACTION: User selects the **3 dots icon next to a traveler.**



Traveler > Land > Schedule an Appointment at a Port of Entry: Edit Traveler from Profile

10:04

Port of Entry Appointments Prof...

Your Information

EDIT

First Name

Jane

Last Name

Doe

Additional Email Address

Travelers

ADD TRAVELER

Jane Doe

Passport: 123456789

Jane Doe

View Traveler

Edit Traveler

Delete Traveler

Cancel

ACTION: User selects **Edit Traveler**.



Traveler > Land > Schedule an Appointment at a Port of Entry: Edit Traveler from Profile

Note that the title says “Edit”, not “Add”.

ACTION: User selects **CONTINUE**.

The screenshot shows the 'Edit Traveler' screen in a mobile app. At the top, there's a blue header with the title 'Edit Traveler' and a close button. Below the header, there are two optional steps: 'Retake Your Photo (Optional)' and 'Scan Your Passport (Optional)'. The main section is titled 'Biographical Information' and contains several input fields: 'First Name*' (Jane), 'Last Name*' (Doe), 'Date of Birth*' (01/01/1999), 'City of Birth*' (Citiville), 'Country of Birth*' (Countryington), 'Country of Citizenship*' (Countryington), 'Country of Residence*' (Countryington), 'Sex*' (Female), and 'Primary Language*' (English). Below this is the 'Document Information' section, which starts with a question 'Do you have a travel document?*' and two radio buttons for 'Yes' (selected) and 'No'. It then has fields for 'Type of Document*' (Passport), 'Document Number*' (123456789), 'Country of Issuance*' (Countryington), 'Issue Date*' (January 1, 1999), and 'Expiration Date*' (January 1, 2025). At the bottom, there is a blue 'CONTINUE' button.



Traveler > Land > Schedule an Appointment at a Port of Entry: Edit Traveler from Profile

10:04

Edit Traveler

X

Contact Information

Email Address*

jane.doe@email.com

Phone Number*

(123) 456-7890

Phone Type*

Cell

BACK

UPDATE

ACTION: User selects **UPDATE**.



Traveler > Land > Schedule an Appointment at a Port of Entry: Edit Traveler from Profile

10:04

Port of Entry Appointments Prof...

Your Information

EDIT

First Name

Jane

Last Name

Doe

Additional Email Address

Travelers

ADD TRAVELER

Jane Doe
Passport: 123456789

John Doe
Passport: 123456789

BACK

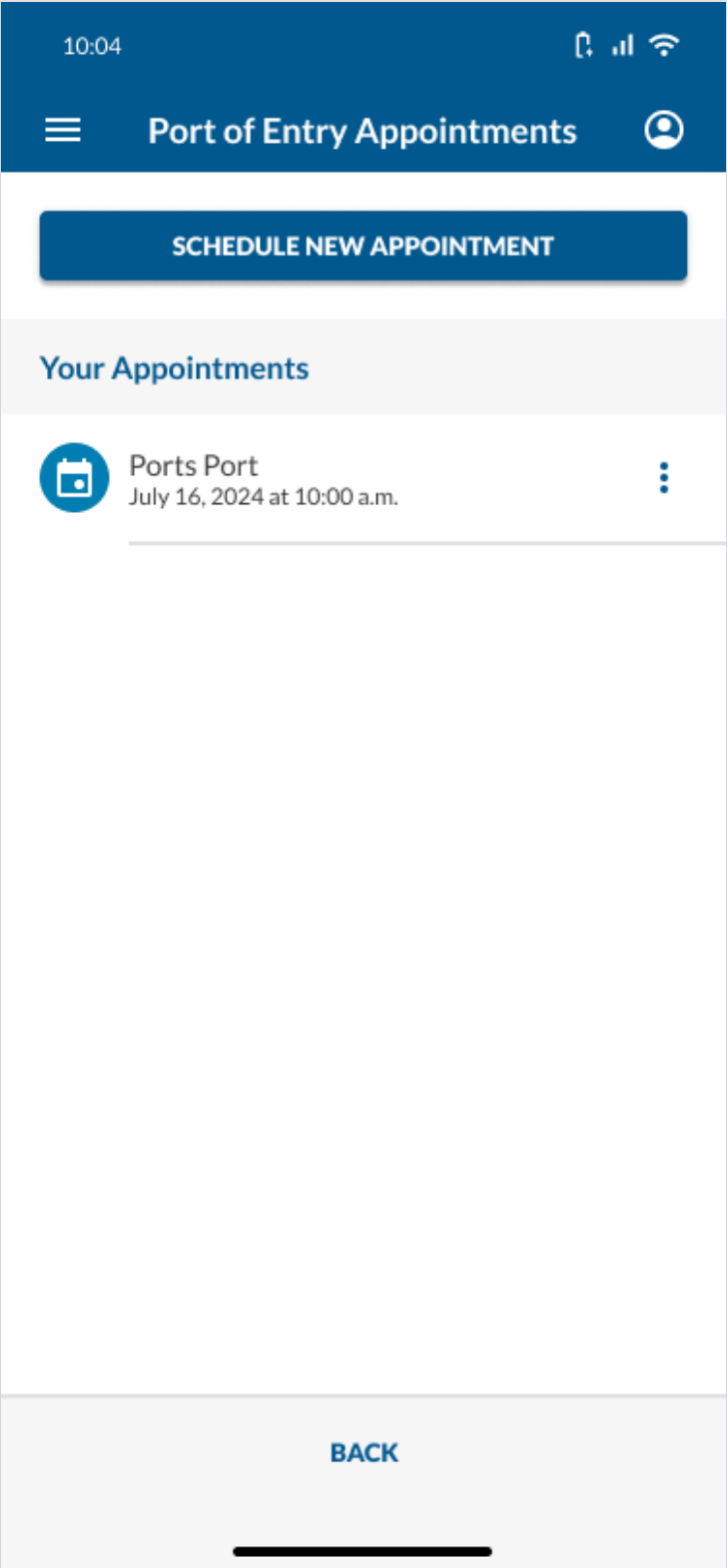


User Flow 6

Users deletes a traveler from their profile.



Traveler > Land > Schedule an Appointment at a Port of Entry: Delete Traveler from Profile



ACTION: User selects the **profile icon**.



Traveler > Land > Schedule an Appointment at a Port of Entry: Delete Traveler from Profile

10:04

Port of Entry Appointments Prof...

Your Information

EDIT

First Name

Jane

Last Name

Doe

Additional Email Address

Travelers

ADD TRAVELER

Jane Doe
Passport: 123456789

John Doe
Passport: 123456789


BACK

ACTION: User selects the **3 dots icon next to a traveler**.



Traveler > Land > Schedule an Appointment at a Port of Entry: Delete Traveler from Profile

10:04

 Port of Entry Appointments Prof...

Your Information

EDIT

First Name


Jane


Last Name


Doe

Additional Email Address

Travelers

 ADD TRAVELER

 Jane Doe
Passport: 123456789



Jane Doe

View Traveler

Edit Traveler

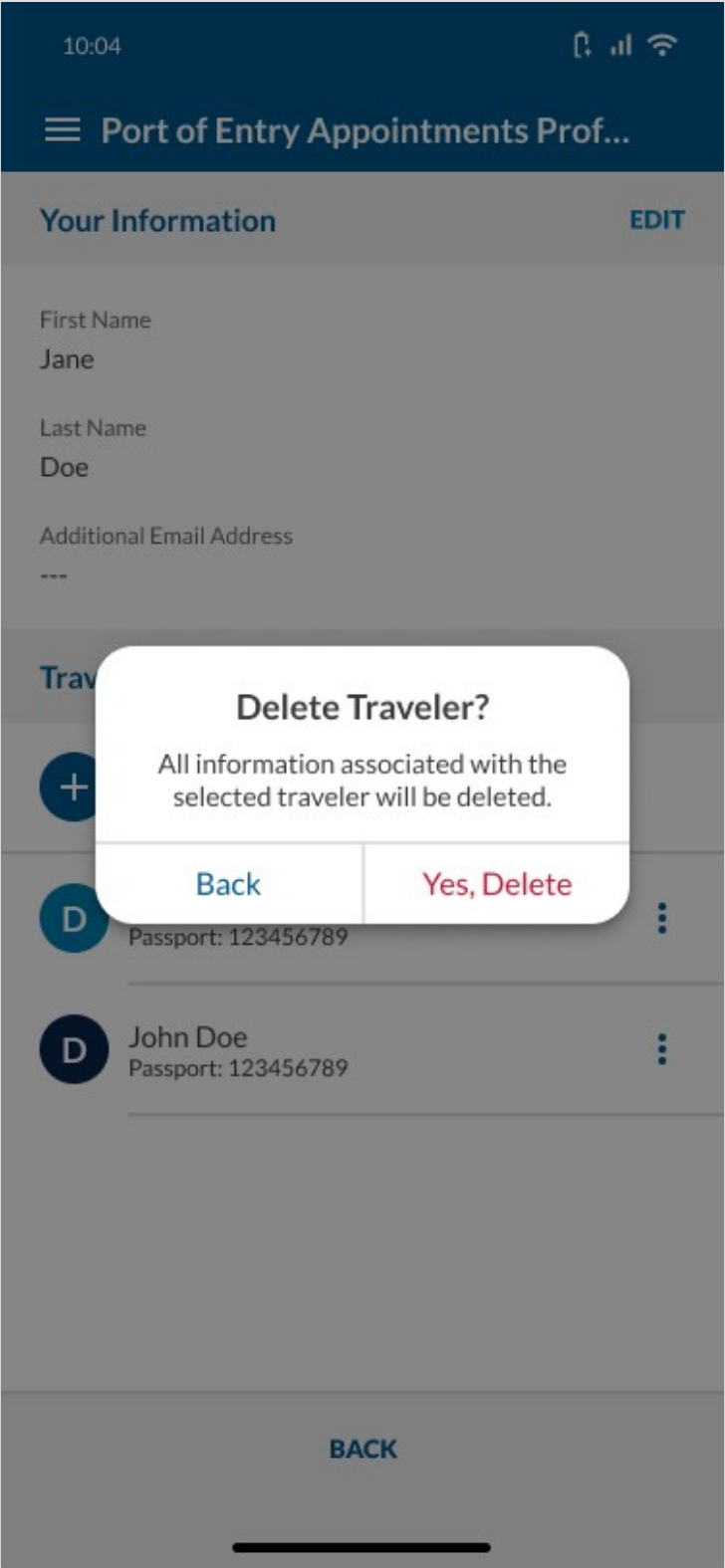
Delete Traveler

Cancel

ACTION: User selects **Delete Traveler**.



Traveler > Land > Schedule an Appointment at a Port of Entry: Delete Traveler from Profile







ACTION: User selects **Yes, Delete.**



Traveler > Land > Schedule an Appointment at a Port of Entry: Delete Traveler from Profile

10:04



 Port of Entry Appointments Prof...

Your Information

EDIT

First Name


Jane

Last Name


Doe

Additional Email Address

Travelers




ADD TRAVELER



John Doe

Passport: 123456789



BACK






Edgcases



Misc. screens not covered by other sections in this presentation.



Edgecase: User Tries to Continue Without Adding a Traveler


10:04



Schedule New Appointment

Select all travelers on this trip. You can select a saved traveler or add a new traveler.

Travelers



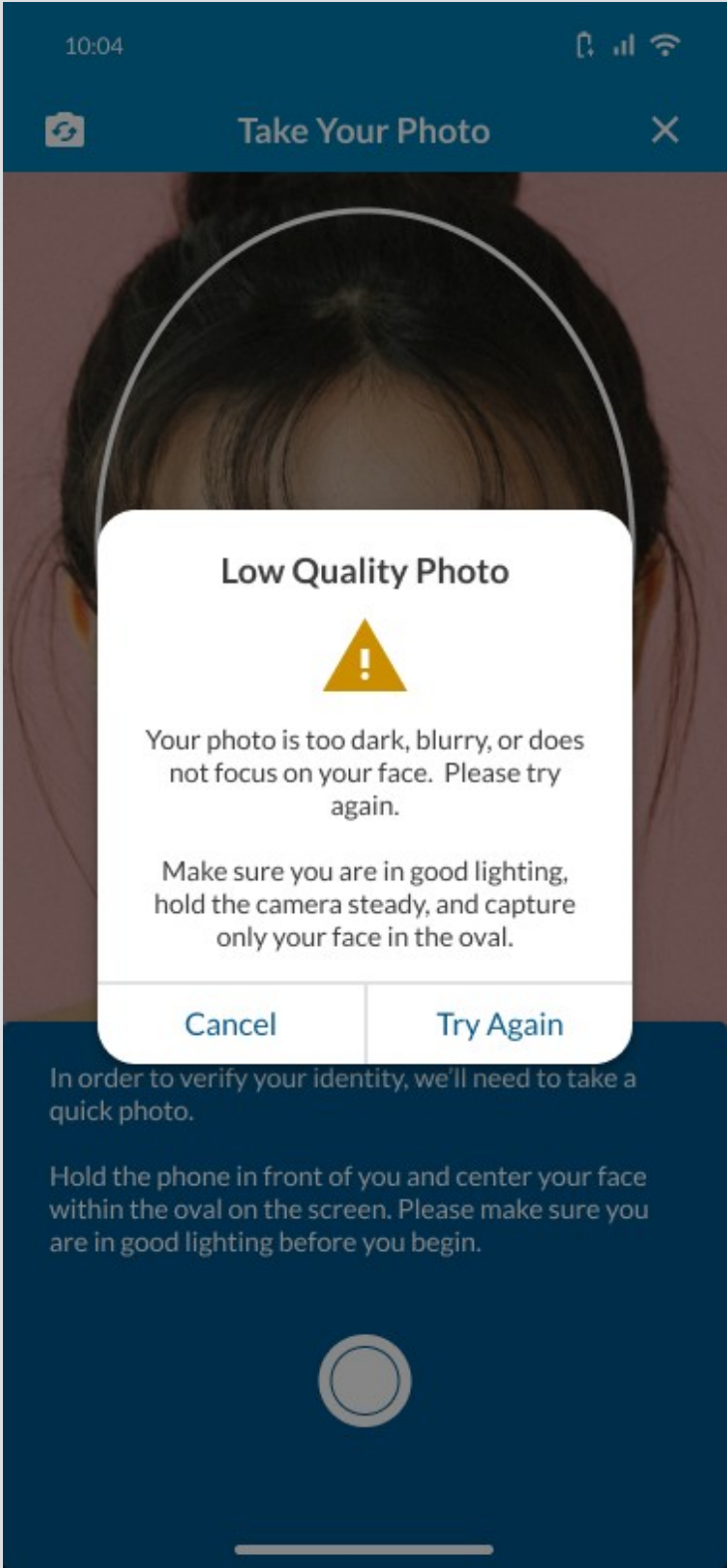
ADD TRAVELER

Please select at least 1 traveler.

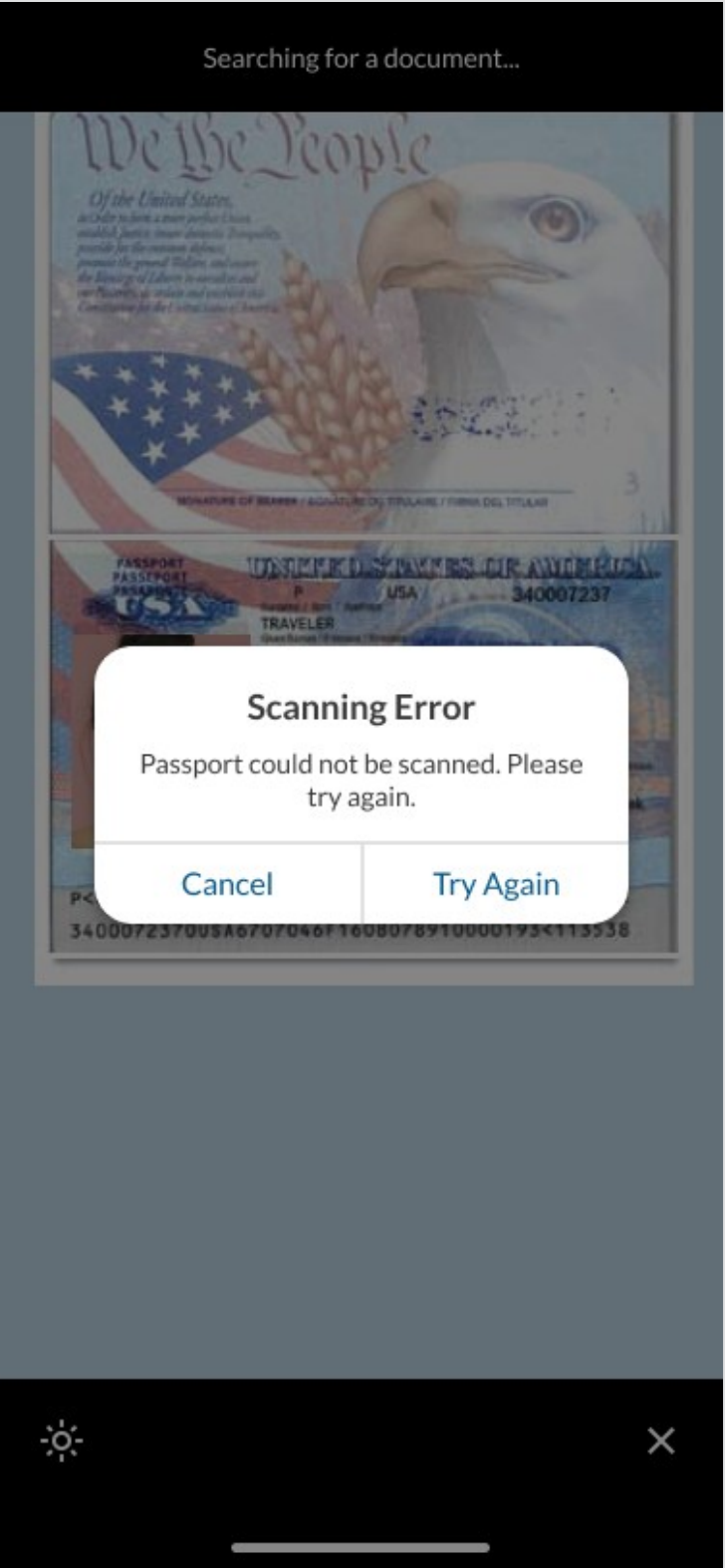
CANCEL

CONTINUE

Edgecase: User Takes a Low-Quality Photo While Adding a Traveler

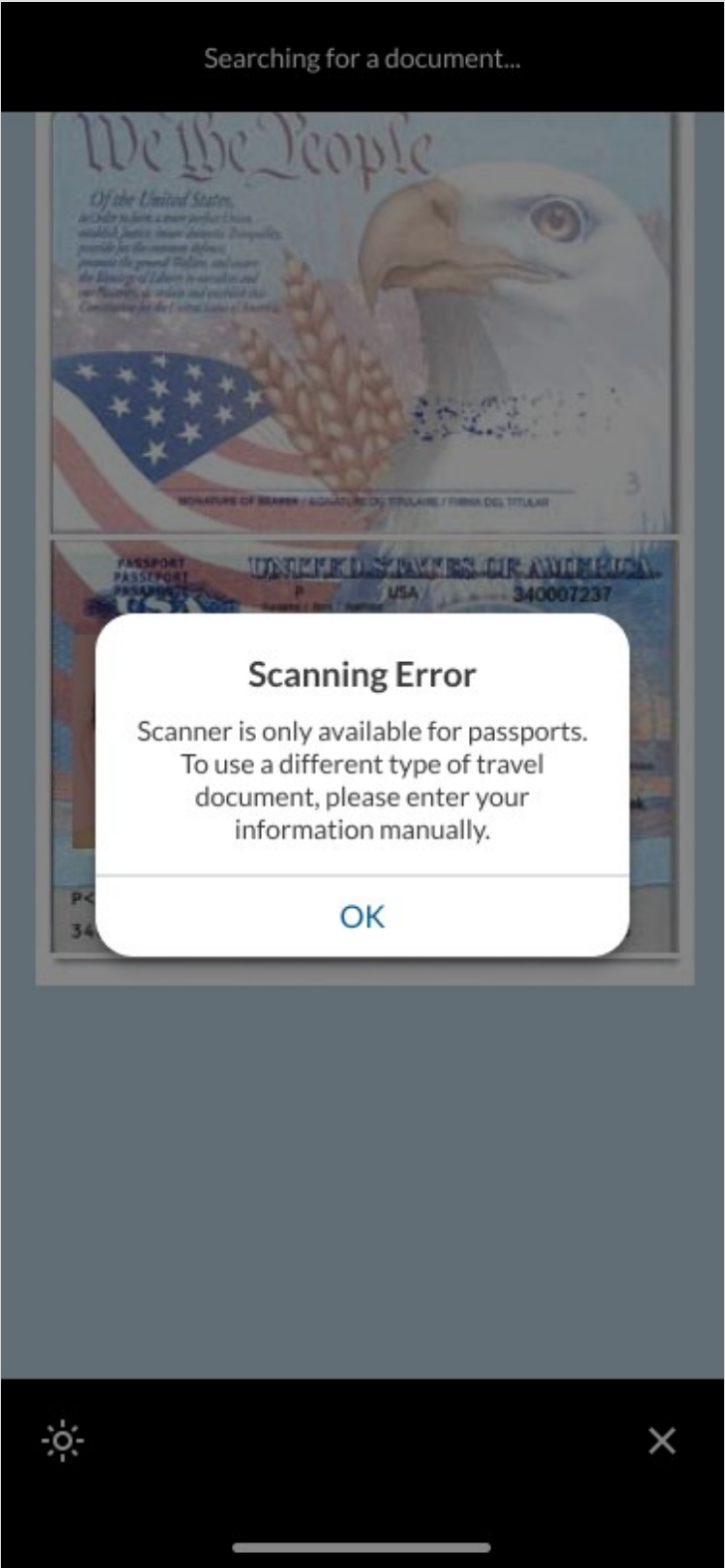


Edgecase: User's Passport Can't Be Scanned While Adding a Traveler





Edgecase: User Tries to Scan a Travel Document That Is Not a Passport While Adding a Traveler



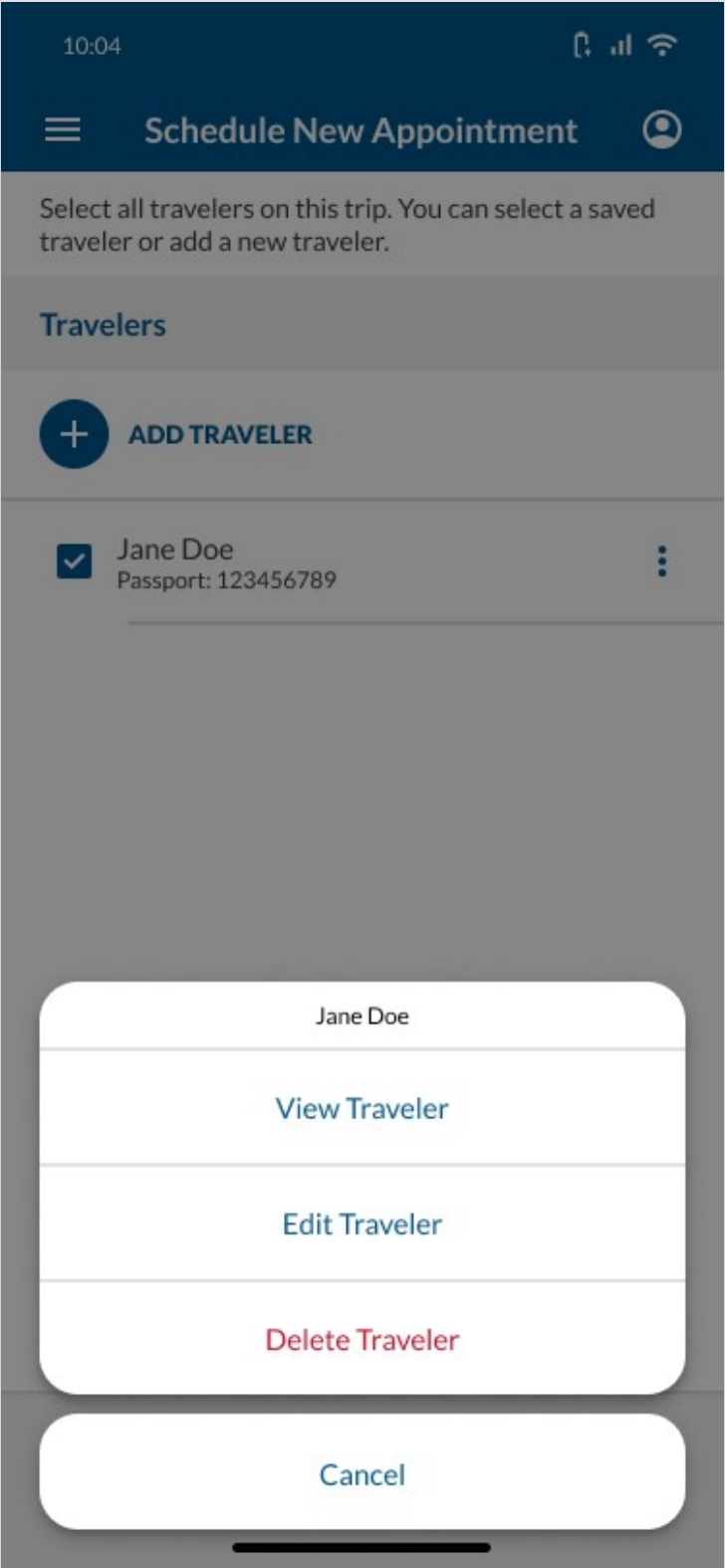


Edgecase: User Selects the 3 Vertical Dots Icon On a Traveler While Scheduling an Appointment.

To see what happens if user selects View Traveler, click here.

To see what happens if user selects Edit Traveler, click here.

To see what happens if user selects Delete Traveler, click here.





Edgecase: User has more than 1 person on an appointment.

10:04

Port of Entry Appointments

APPOINTMENT SCHEDULED

Your appointment is scheduled:
Ports Port on July 16, 2024 at 10:00 a.m.

Your appointment at a Port of Entry was successfully scheduled.

Please save your confirmation number(s). A confirmation email was sent to the email address you used to log in to CBP One™.

CANCEL APPOINTMENT

| Traveler | Confirmation Number |
|----------|---------------------|
| Aohn Doe | 123456789 |
| Bohn Doe | 123456788 |
| Cohn Doe | 123456787 |
| Dohn Doe | 123456786 |
| Eohn Doe | 123456785 |

Appointment Details

Port of Entry
Ports Port

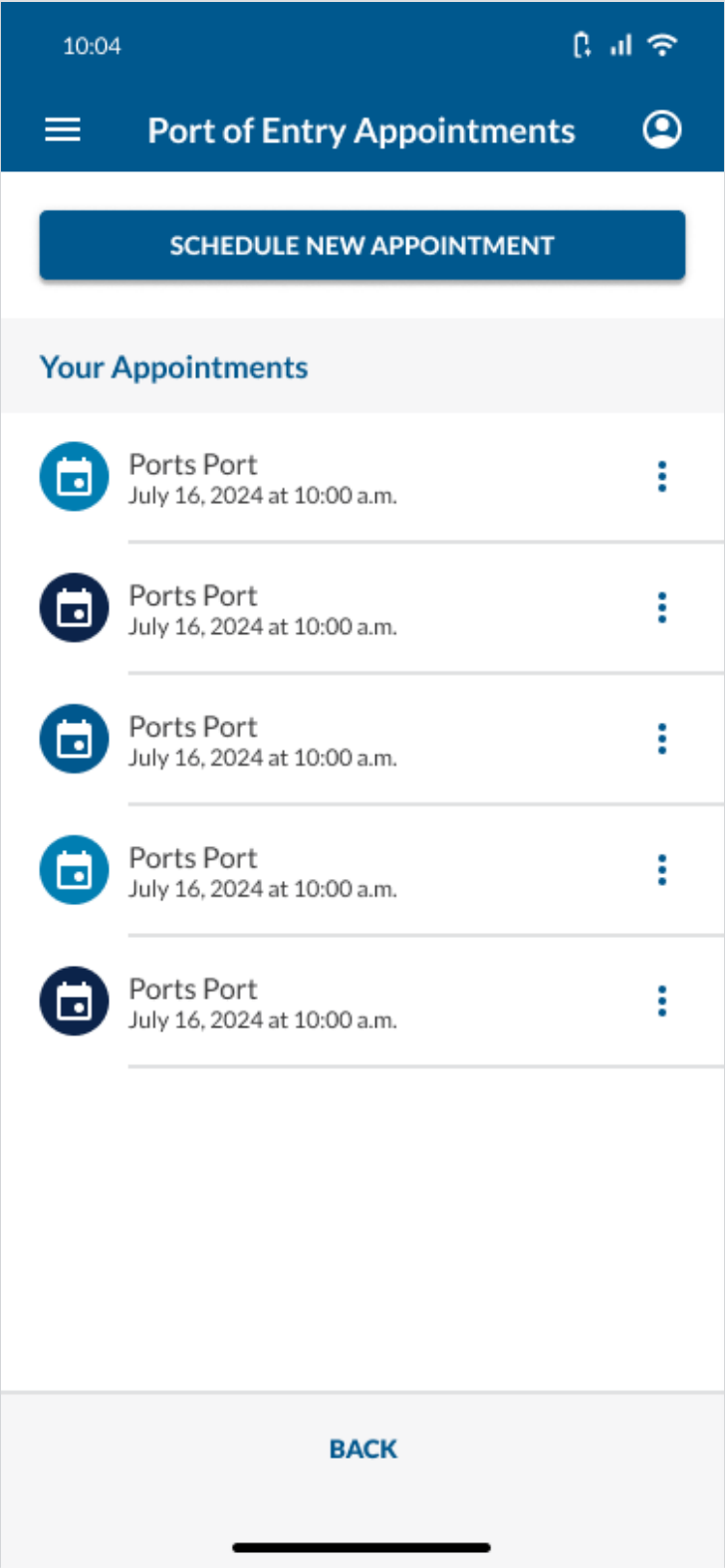
Date
July 16, 2024

Time
10:00 a.m.

BACK



Edgecase: User has more than 1 appointment.





Edgecase: User has not added any travelers to their profile.

10:04

Port of Entry Appointments Prof...

Your Information

EDIT

First Name

Jane

Last Name

Doe

Additional Email Address

Travelers

ADD TRAVELER

BACK



Edgecase: User tries to leave before they finished scheduling a new appointment.

10:04

Schedule New Appointment

Appointment Information

Port of Entry*

Ports Port

Date

<

July 2024

>

Leave Appointment?

If you leave now, you will lose your progress. Are you sure you want to exit without scheduling your appointment?

Stay

Yes, Leave

12

~~13~~

14

~~15~~

16

17

18

19

20

~~21~~

22

23

24

25

26

27

28

29

30

31

1

Time

10:00 a.m.

12:00 p.m.

01:00 p.m.

01:30 p.m.

01:45 p.m.



Edgecase: User selected the 3 dots icon on an appointment.

To see what happens if user selects View Appointment, click here.

To see what happens if user selects Cancel Appointment, click here.

