

CBP Home

Departing Traveler > Submit Intent to Depart

I-94 Exit Process for Departing Travelers *Complete Workflows*

This presentation outlines functionalities in the
Departing Traveler > Submit Intent to Depart
workflows.



Context

- This presentation outlines possible scenarios and workflows in **Departing Traveler > Submit Intent To Depart**
- Mockups in Figma:
 - **DT > SITD:**
<https://www.figma.com/design/LKRQtgPjVIHbsSntZ5iioW/CBP-GO-Mobile-Mockups?node-id=3561-66803&t=yeUYoA4dPjajlwWX-1>



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4. User Flow 4 – User submits their exit and run into a facial matching error. (This flow highlights different types of facial matching errors.)



Departing Traveler > Submit Intent to Depart

User Flow 1




User successfully submits their exit.


ACTION: User selects Departing Traveler.



DT >SITD : User Flow 1

10:04





Select Your Language

Please select the language you would like to fill out this form in.

Seleccione su preferencia de idioma.

English

☒

Spanish

☐

Haitian Creole

☐

BACK

CONTINUE

ACTION: User selects language and clicks Continue.



DT > SITD : User Flow 1

10:04

Terms & Conditions

The CBP Home Mobile app is an official mobile application provided by U.S. Customs and Border Protection (CBP) that is intended to act as an intuitive single point of access to multiple CBP mobile application capabilities. CBP Home will help guide each user to the appropriate application, based on their needs.

INFORMATION COLLECTED

After downloading the CBP Home Mobile App, users will register with the General Services Administration's Login.gov to securely authenticate into the application. Login.gov will enable you to save your information for future use. In order to register with Login.gov, you will need to provide your email address and phone number, and you will need to create a password that you will use for login. Depending on your user profile, you will be asked to enter specific information, including, but not limited to, Personally Identifiable Information (PII) into the app: First Name (Given Name), Last Name (Surname), Date of Birth, Sex, Country of Residence, Country of Citizenship, SEVIS number, Trusted Traveler Program Number, Petition Number, Travel Document (including, Document Type (Passport/BCC), Document Number, Issue Date, Issue Country, and Expiration Date), Visa (including Visa Number, Issue Date, and Issue Country), Photo of Documents, Email address, Carrier Name, Broker Name, Importer Name, Importer ID/Filer Code, Phone Number, GPS Location and face image for verification. Your Device ID, including your operating system and version number, is also collected in order to send you push notifications.

USES OF INFORMATION

Information gathered through the CBP Home Mobile App can be used to conduct an inspection, document arrivals into, and departures out of, the United States. The mobile application allows users to apply for Form I-94, trusted traveler programs or landing rights, search for existing Form I-94s, view travel history, view cargo holds and request inspections. The CBP Home Mobile App passes the data entered by a user to CBP Agricultural Specialists or CBP Officers, who may correspond with the user throughout the inspection process. Within the application itself, the correspondence may consist of chat messages or an interview between Officers and users. Information collected by the CBP Home Mobile App may be entered into a CBP database.

INFORMATION SHARING

CBP Home Mobile App does not share information with entities outside the Department of Homeland Security (DHS).

APPLICATION SECURITY

CBP takes the security of your personal information very seriously and has implemented precautions to maintain the confidentiality, integrity, and availability of the information contained in CBP systems. The CBP Home Mobile App complies with security standards in both iOS Security for iOS 13 and Google Play, to be downloaded on mobile devices such as tablets or phones. Additionally, the App is reviewed by the DHS Office of the Chief Information Officer to ensure app security and privacy.

HOW TO ACCESS OR CORRECT YOUR INFORMATION

CBP does not use CBP Home Mobile App itself to directly share biographic or biometric information with entities outside the Department of Homeland Security (DHS). However, information provided to the CBP Home Mobile App may be shared outside of DHS consistent with CBP's Systems of Records Notices and Privacy Impact Assessments. For more information, please see the Privacy Impact Assessments. For more information, please see the Privacy Impact Assessment <https://www.dhs.gov/publication/dhscbpbia-068-cbp-one-mobile-application>.

ANALYTICS TOOLS

This app does not deploy any analytics tools.

PRIVACY POLICY CONTACT INFORMATION

This application reserves the right to make changes to the Privacy Policy by giving notice to its users on this page, and by ensuring protection of PII in all cases. For further information regarding CBP Privacy Policies, please visit: <http://www.cbp.gov/site-policy-notice/privacy-overview>.

PAPERWORK REDUCTION ACT STATEMENT

An agency may not conduct or sponsor an information collection and a person is not required to respond to this information unless it displays a current valid OMB control number and an expiration date.

The OMB control number for the CBP Home collection is 1651-0140. The expiration date for this collection is 05/31/2026. The estimated average time to complete this collection is 16 minutes.

The OMB control number for the Advance Travel Authorization collection is 1651-0143. The expiration date for this collection is 04/30/2024. The estimated average time to complete this collection is 10 minutes.

If you have any comments regarding the burden estimate, you can write to U.S. Customs and Border Protection, Office of Regulations and Rulings, 90K Street, NE., Washington DC 20002.

ADDITIONAL TERMS AND CONDITIONS

The use of this App is voluntary.

I certify that, to the best of my knowledge and belief, all of the information submitted through this App is true, correct, and provided in good faith.

I certify that all of the information I am providing is about myself, or about an individual for whom I am acting as an authorized agent.

I understand that if I make an intentional false statement, or commit deception or fraud through data submitted through this App, I may be fined or imprisoned (18 U.S.C. Section 1001).

I understand that I may not, under any circumstances, submit information through CBP Home "Submit Advance Information" nor "Report My Departure" while using a virtual private network ("VPN").

Users may not, under any circumstances, submit or query information on either CBP Home or the I-94 website about another traveler, other than themselves, without the expressed permission and consent of that individual traveler.

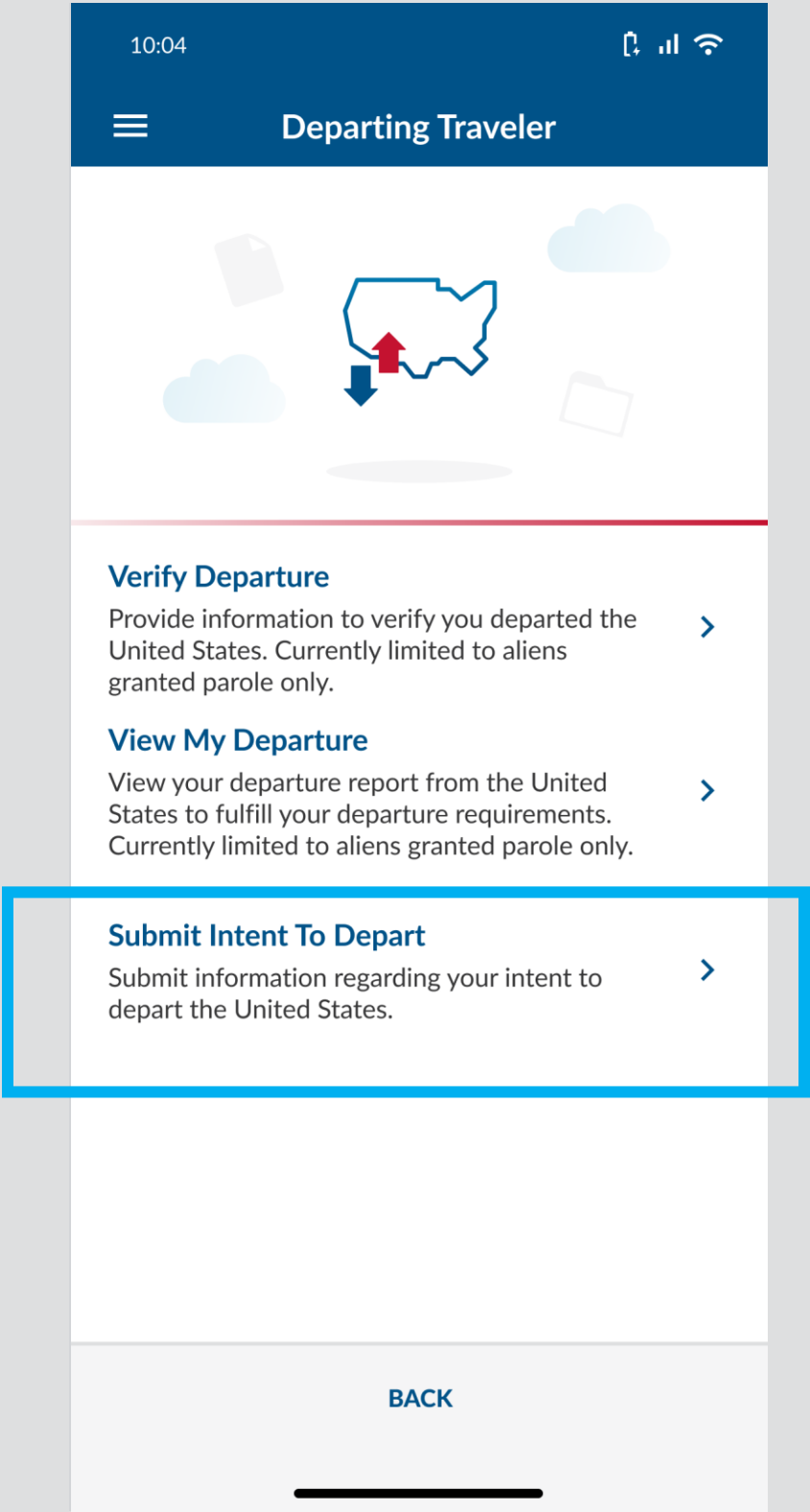
DECLINE

ACCEPT

ACTION: User selects Accept.



DT > SITD : User Flow 1



ACTION: User Selects Submit Intent to Depart



DT > SITD : User Flow 1

ACTION: User fills out personal information/take picture and clicks submit.

10:04

Enter Personal Details

TAKE A PHOTO*

Please take a photo of yourself so we can process your information.

Biographical Information

First Name*

Last Name*

Date of Birth*(MM/DD/YYYY)

Sex*

Is this an international phone number?

☐ Yes

☐ No

Phone Number*

Country of Citizenship*

Country of Destination*

Alien Registration Number

Additional Questions

Do you have enough money to depart the United States?*

☐ Yes

☐ No

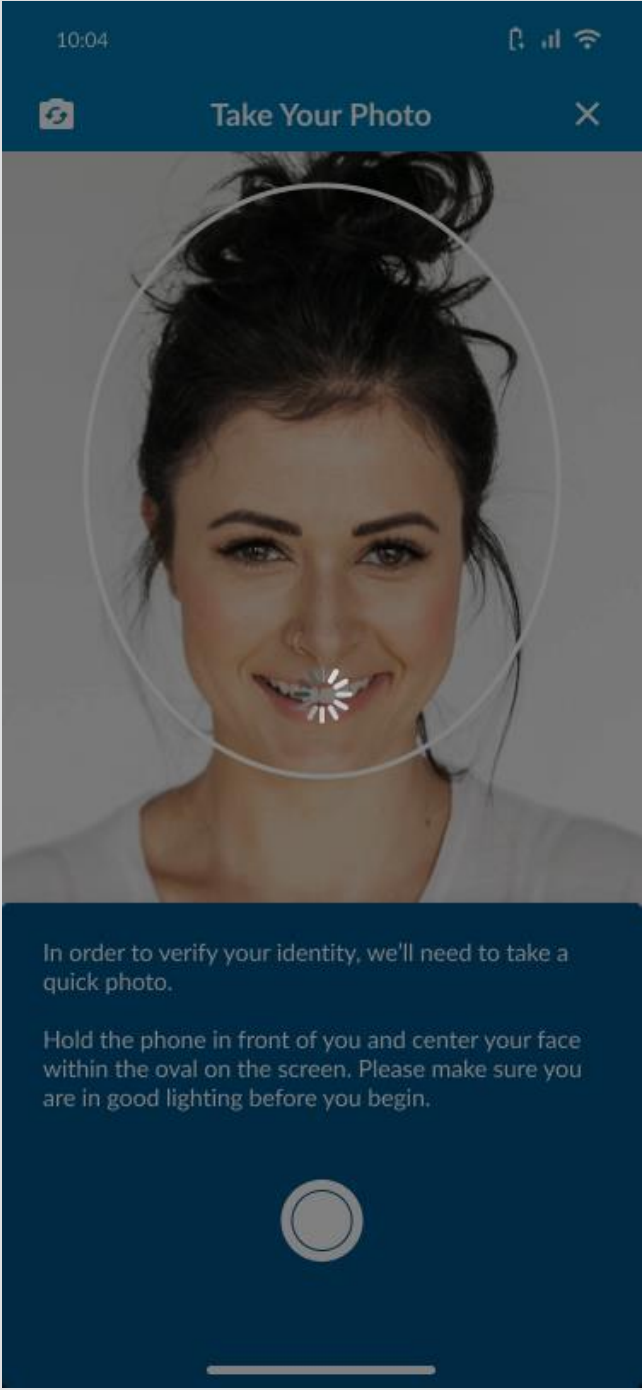
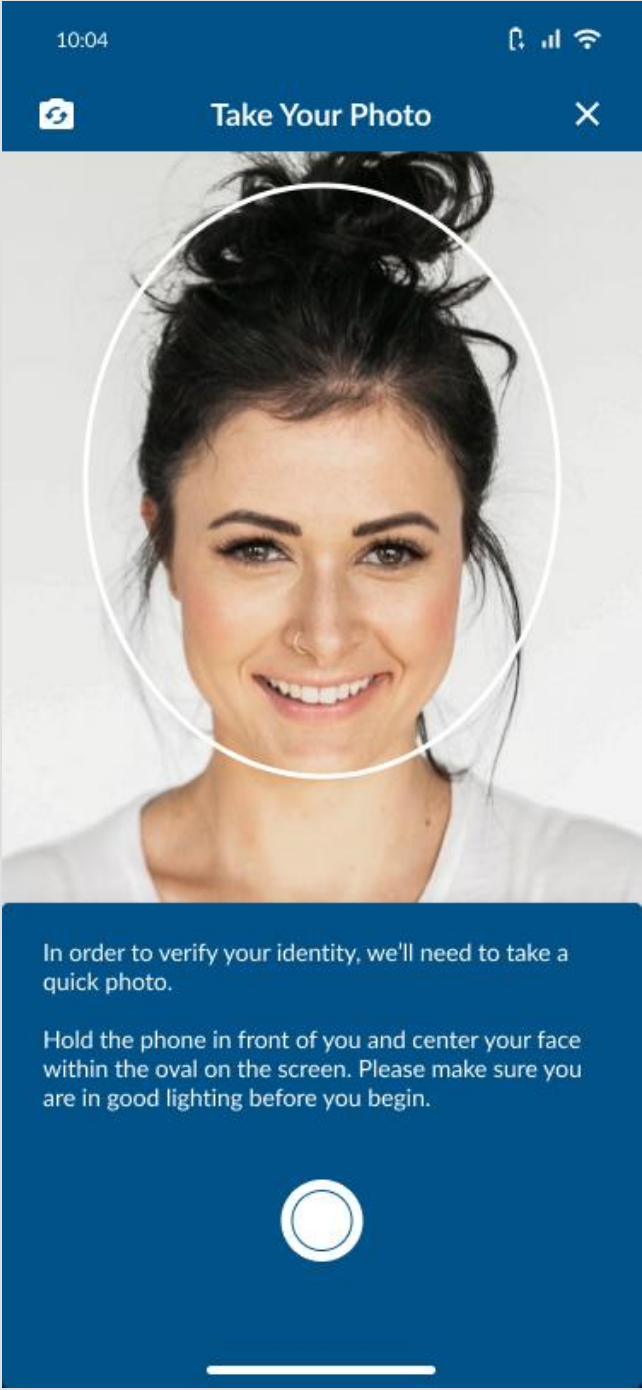
Do you have a valid, unexpired passport from your country of citizenship?*

☐ Yes

☐ No

SUBMIT

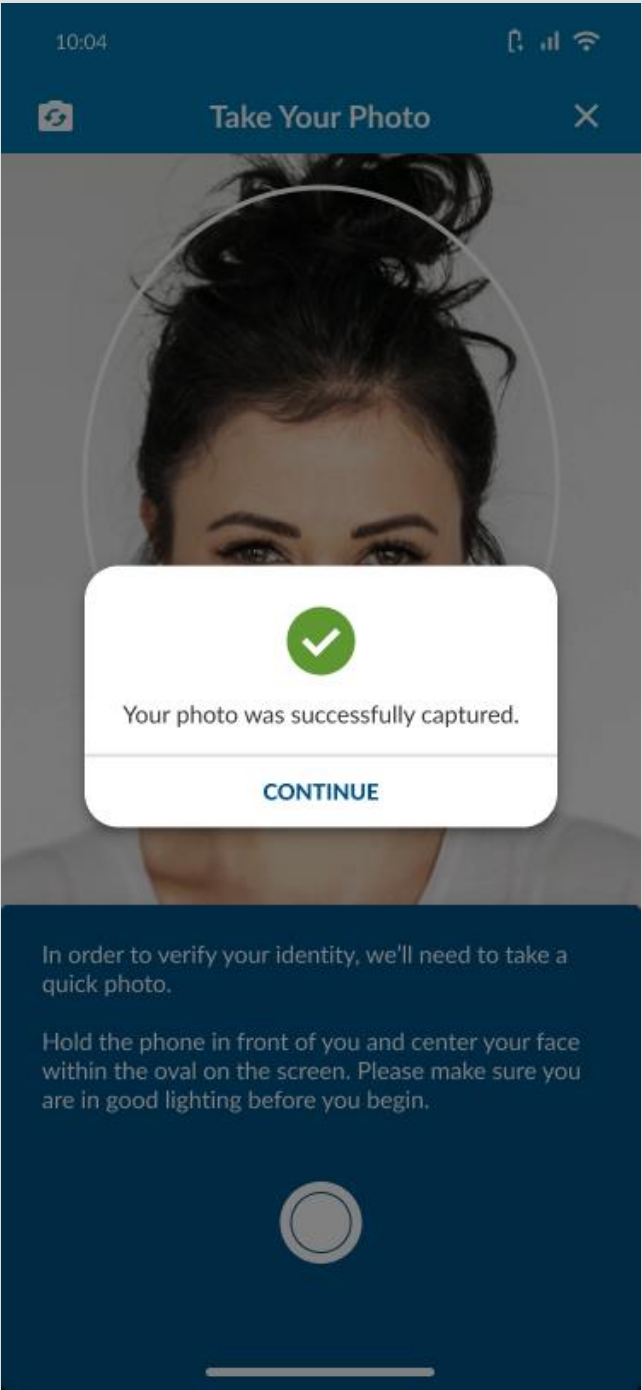
DT > SITD : User Flow 1



ACTION: User submits selfie capture.



DT > SITD : User Flow 1



ACTION: User selects CONTINUE.



DT > SITD : User Flow 1

10:04

← Enter Personal Details

RETAKE A PHOTO

Please take a photo of yourself so we can process your information.

Biographical Information

Sarah

Martin

01 January 1985

Female

Is this an international phone number?

Yes

No

(123)-456-7890

Canada

Canada

A123456

Additional Questions

Do you have enough money to depart the United States?*

Yes

No

Do you have a valid, unexpired passport from your country of citizenship?*

Yes

No

SUBMIT

10:04

← Enter Personal Details

RETAKE A PHOTO

Please take a photo of yourself so we can process your information.

✔

Your exit information has been successfully submitted to CBP.

OK

Biographical Information

Sarah

Martin

01 January 1985

Female

Is this an international phone number?

Yes

No

(123)-456-7890

Canada

Canada

A123456

Additional Questions

Do you have enough money to depart the United States?*

Yes

No

Do you have a valid, unexpired passport from your country of citizenship?*

Yes

No

SUBMIT

ACTION: User Submit information and once their information has been successfully processed, they will receive a successful message and click OK.

3/7/2025

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Departing Traveler > Submit Intent to Depart

User Flow 2

User submit their exit and run into a system error.



DT > SITD : User Flow 2

ACTION: User repeat steps #5 to # 12 before receiving this error message and clicks OK.

10:04

Enter Personal Details

RETAKE A PHOTO

Please take a photo of yourself so we can process your information.

!

We are not able to process your submission due to a system error.
Please try again.

OK

Biographic Information

Sarah

Martin

01 January 1985

Female

Is this an international phone number?
☐ Yes ☒ No

(123)-456-7890

Canada

Canada

A123456

Additional Questions

Do you have enough money to depart the United States?
☐ Yes ☒ No

Do you have a valid, unexpired passport from your country of citizenship?
☐ Yes ☒ No

SUBMIT



Departing Traveler > Submit Intent to Depart

User Flow 3

User is not within 3 miles radius of the United States.

DT > SITD : User Flow 3

10:04

Enter Personal Details

RETAKE A PHOTO

Please take a photo of yourself so we can process your information.



!

Our system indicates you are not currently within the United States. You must be within the United States to submit your planned departure.

OK

Biographic Information

Sarah

Martin

01 January 1985

Female

Is this an international phone number?

Yes

No

(123)-456-7890

Canada

Canada

A123456

Additional Questions

Do you have enough money to depart the United States?*

Yes

No

Do you have a valid, unexpired passport from your country of citizenship?*

Yes

No

SUBMIT

ACTION: User repeat steps #5 to # 11 before receiving this error message and clicks OK.



Departing Traveler > Submit Intent to Depart

User Flow 4

User submit their exit and run into a facial matching error.

Types of Facial Matching Errors:

1. Photo captured has poor quality.
2. Photo capture is accepted but resulted with no match.
3. Photo capture is accepted, and a match was found but it does **not** match the biographic information provided by the user.



DT > SITD – Photo captured has poor quality.
: User Flow 4

10:04

← Enter Personal Details

RETAKE A PHOTO
Please take a photo of yourself so we can process your information.

Your photo cannot be processed.

Please try again and ensure your photo is clear, has sufficient lighting and is of your face only.

OK

Bio

Sarah

Martin ?

01 January 1985

Female

Is this an international phone number?

☐ Yes ☒ No

(123)-456-7890

Canada

Canada

A123456

Additional Questions

Do you have enough money to depart the United States?*

☐ Yes ☒ No

Do you have a valid, unexpired passport from your country of citizenship?*

☐ Yes ☒ No

SUBMIT

ACTION: User repeat steps #5 to # 12 before receiving this error message and clicks OK.



DT > SITD Photo capture is accepted but resulted with no match
: **User Flow 4**

10:04

Enter Personal Details

RETAKA A PHOTO

Please take a photo of yourself so we can process your information.

CBP is unable to verify you in our system.

You may not be eligible to utilize this capability. If the problem persists, you may email cbphome@cbp.dhs.gov for assistance.

OK

Sarah

Martin

01 January 1985

Female

Is this an international phone number?

Yes

No

(123)-456-7890

Canada

Canada

A123456

Additional Questions

Do you have enough money to depart the United States?*

Yes

No

Do you have a valid, unexpired passport from your country of citizenship?*

Yes

No

SUBMIT

ACTION: User repeat steps #5 to # 12 before receiving this error message and clicks OK.



DT > SITD -Photo capture is accepted, and a match was found but it does **not** match the biographic information provided by the user.
: **User Flow 4**

10:04

←

Enter Personal Details

RETAKE A PHOTO

Please take a photo of yourself so we can process your information.

!

Your photo was found in CBP systems, however there is an error with your biographic data.

Please update your information and resubmit.

OK

Biog

Sarah

Martin

?

01 January 1985

Female

Is this an international phone number?

Yes

No

(123)-456-7890

Canada

Canada

A123456

Additional Questions

Do you have enough money to depart the United States?*

Yes

No

Do you have a valid, unexpired passport from your country of citizenship?*

Yes

No

SUBMIT

ACTION: User repeat steps #5 to # 12 before receiving this error message and clicks OK.