

NEXUS

Member's Guide



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Minister of Public Safety and Emergency Preparedness, 2014

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Welcome

Welcome to the NEXUS program!

NEXUS is designed to simplify border clearances for pre-approved, low-risk travellers. It is jointly administered by the Canada Border Services Agency (CBSA) and the United States Customs and Border Protection (U.S. CBP).

Please ensure that you are aware of the Terms and Conditions pertaining to your NEXUS membership prior to using it. Any violations may result in the loss of your membership privileges.

Benefits

NEXUS enables the CBSA and the U.S. CBP officers to focus their efforts on unknown or potentially higher-risk travellers and their goods.

NEXUS members enjoy:

- a self-serve kiosk, to clear customs and immigration coming into Canada (NEXUS) or the U.S. (NEXUS or Global Entry);
- expedited clearance through trusted traveller CATSA security screening lines in preclearance areas as well as for domestic and select international flights at Canada's eight major airports;
- expedited clearance through security screening lines at select mid-sized airports in Canada;
- expedited clearance through the Transportation Security Administration (TSA) PreCheck lines at 27 participating U.S. airports for domestic travel;
- a quick and simplified entry process using dedicated lanes at designated land border crossings; and
- reporting by phone from 30 minutes and up to four hours prior to arrival when travelling to one of approximately 430 marine sites in Canada.

Terms and Conditions

For permanent residents of Canada and the U.S., your authorized period of admission to Canada or the U.S. will depend on your underlying immigration status for each country or your citizenship in that country. Your immigration status and citizenship must be valid at all times, and you must possess appropriate immigration and identity documents (e.g. a work permit or a study permit), in addition to your NEXUS membership card.

As a NEXUS member, you agree to:

- Comply with all laws, regulations, restrictions, entitlements and obligations that are enforced by the CBSA and CBP on behalf of their respective governments as outlined in the Canadian publication *I Declare* available on the Web site: www.cbsa-asfc.gc.ca or the U.S. publication *Know Before You Go* available at: www.cbp.gov;
- Report all goods being imported (instructions are available in the section “Importing and Reporting of Goods”);
- Carry your NEXUS membership card with you in order to enter Canada or the U.S. using NEXUS expedited passage;
- Use your NEXUS membership card for yourself only. You must not transfer your card to other individuals nor facilitate their passage through designated lanes;
- Ensure that each person you are travelling with, when crossing the border by land or waterway, has a valid NEXUS membership;
- Keep your personal information current, such as address and immigration status;
- Recognize the NEXUS membership card belongs to the governments of Canada and the U.S.; and
- destroy your previous card if you are issued a new card, as it will no longer be valid.

Penalties

NEXUS is a program that adheres to a strict standard and border officials ensure compliance with program requirements. **Any time you enter Canada or the U.S., you are subject to an inspection.** Any seizure/enforcement action or immigration violation taken against a member will result in revocation of their NEXUS membership. If you violate any terms or conditions of the NEXUS program or any laws or regulations of Canada or the U.S., your NEXUS privileges may be cancelled, regardless of the reason for this violation (i.e. negligence, carelessness and/or lack of knowledge).

Please be aware that the following program violations will result in the loss of your NEXUS membership:

- Criminal convictions, violations under the *Customs Act* or the *Immigration and Refugee Protection Act* (IRPA), or inadmissibility to Canada under IRPA;
- Failure to carry or produce any additional identification documents that may be required for entry into Canada or the U.S., i.e. passport, work or study permit, permanent residency card, etc.;
- Failure to update your immigration status or changes in personal data to the Enrolment Centre regardless of whether it may or may not affect your admissibility to Canada or the U.S.;

- Using a NEXUS lane for non-program related activities, i.e. if you have commercial goods;
- Failure to declare goods, regardless of their value;
- Using the NEXUS lane and failing to properly declare goods which have been purchased, received or otherwise acquired if you are a Canadian resident returning to Canada;
- Using the NEXUS lane when you are in possession of goods that exceed your personal entitlement if you are a U.S. resident visiting Canada;
- Failure to answer questions truthfully at the kiosk; and
- Transferring your membership card to another individual or facilitating the entry of a non-member:
 - **Land mode** - The driver of the vehicle is responsible for ensuring that all occupants are NEXUS members. If there is an unauthorized occupant in the vehicle, regardless of his/her age, it will result in the loss of the driver's NEXUS membership privileges. All occupants in the vehicle must have their membership card with them when in a dedicated NEXUS lane.
 - **Air mode** - Non-NEXUS members cannot accompany you through an airport self-serve kiosk, regardless of age.

Importing and Reporting of Goods

As a member of NEXUS, it is your responsibility to report all goods being imported. NEXUS members are subject to the same reporting requirements for goods as conventional travellers.

For Canadian residents entering Canada

Reporting goods when travelling by land or air is made simple with the *Traveller Declaration Card* (TDC) available online, in a PDF format.

- You can download the form, fill it in, choose to save a blank or partially completed copy on a computer or laptop, and print it at your convenience. This allows you to fill out the majority of the fields on the form only once, rather than having to fill them out each time. You can access the form at any point before or during travel and complete it by hand or electronically.
- Every person, including minor children, must complete a TDC in order to make a written declaration in the NEXUS lane. If you choose to complete a TDC, it must be completed prior to arrival and deposited into a secure TDC drop box in order to complete your passage into Canada. The secure TDC boxes are conveniently located near the border services officers' booths in the designated lanes in the land mode and near the self-serve kiosks in the air mode. At locations where there is no drop box available, the TDC should be handed to the border services officer immediately upon arrival.

- Once you are ready to enter Canada, you will complete the remaining fields in writing (using a black pen) or complete the form electronically, listing the goods you have purchased, received or otherwise acquired. The TDC has mandatory fields that must be completed by the traveller before it is submitted. Once you have identified the categories for the goods you are importing, and checked the box agreeing to the terms and conditions of trusted traveller programs, you will be required to sign the TDC, authorizing the CBSA to process the applicable charges. Duties and taxes in excess of your personal exemption will be charged to the credit card identified on the TDC.
- **Restricted and controlled goods, as well as any goods that require a permit to enter Canada, CANNOT be declared on a TDC. To declare these goods you must use a regular lane.**

Detailed instructions on how to use the TDC are available on the Web site:
www.cbsa-asfc.gc.ca

To avoid bringing pests, viruses and diseases into Canada or the U.S., all food, plants and related products from other countries must be declared at the border. If you are unsure whether the product is allowed, declare the item and discuss it with a border official. No penalties are assessed if goods are declared. Goods that are not declared are subject to seizure, penalties and could lead to prosecution. For more information please refer to the Government of Canada Web site:
www.beaware.gc.ca or contact the CBSA Border Information Service phone line at 1-800-461-9999.

Information can also be found on the U.S. CBP Web site:www.cbp.gov

Commercial Goods

Commercial goods are defined as goods brought into Canada or the U.S. for sale or for any commercial, industrial, occupational, institutional or other similar use, and include samples, tools and warranty repair parts.

Personal computers and similar items carried by NEXUS members for their own personal use while on business trips are not considered commercial goods. If you have any commercial goods in your possession or baggage or on board the vehicle/recreational boat upon your arrival in Canada or the U.S., you may not use NEXUS in the air, land or marine modes of transportation.

Restricted, Controlled and Prohibited Goods

If you have any goods that are considered to be restricted, controlled or prohibited, or if the goods you are importing require a permit, such as firearms, you may not use the NEXUS lane, in any mode.

For information on what you must report when entering Canada, consult the CBSA's Web site at www.cbsa.gc.ca. For information on what you must report when entering the U.S., consult U.S. CBP's Web site at www.cbp.gov.

Using Your Card

When you travel to Canada or the U.S.:

- Carry your NEXUS membership card with you, as well as all required travel or identification documents;
- Show the CBSA or U.S. CBP officer proof of your NEXUS membership, your personal identification and any other immigration or citizenship documents when requested.

Note: You are subject to an inspection any time you enter Canada or the U.S.

Travelling with children

Children must also be NEXUS members to access a NEXUS designated lane or self-serve kiosk; otherwise you must use regular lanes. Carry copies of legal custody documents when you travel with children for whom you share custody or a permission letter if both parents are not travelling with the child. If you are not a custodial parent or legal guardian, you must carry the children's identification as well as written permission from the parents or legal guardian to supervise them. Ensure that the permission letter includes addresses and telephone numbers where the parents or legal guardian can be reached.

Travelling with non-NEXUS members

Remember that you cannot facilitate the crossing of non-members through a NEXUS lane. When crossing the border by land or waterway, ensure that each person in your vehicle or boat has a valid NEXUS membership. When travelling by air, you must not bring non-members through the kiosk with you.

Land Passage

When travelling by land, NEXUS is currently available at nineteen (19) border crossings. Please refer to the NEXUS Web sites www.nexus.gc.ca or www.cbp.gov for a list of these locations as well as updates and enhancements to the program.

Entering Canada

- Use the designated NEXUS lane, stop and hold your membership card in front of the proximity card reader.
- Proceed to the inspection booth for a visual inspection and declaration. Unless you are otherwise directed to an inspection area by a border services officer, you may proceed into Canada.

Declaring goods

Canadian residents returning to Canada by land who purchase, receive or acquire goods **MUST** declare all goods, including those within their personal exemption. When using the NEXUS lane, you may complete a TDC to make your declaration (instructions are available in the section “Importing and Reporting of Goods”).

U.S. residents do not use the TDC. If you are within your personal entitlement you may use the NEXUS lane without declaration. If you are bringing goods in excess of your personal entitlement, you must use a regular lane to declare your goods.

Entering the U.S.

- Use the designated NEXUS lane and stop and hold your membership card in front of the proximity card reader
- Proceed to the inspection booth for a visual inspection. Unless you are otherwise directed to an inspection area, you may proceed into the U.S.

Declaring goods

If you are a Canadian or U.S. resident and you are importing goods for your own personal use, you may use the NEXUS lane and make an oral declaration to the CBP officer.

If you declare items in excess of your personal exemption, you will be referred to the cashier to pay any duties or taxes owing on the excess amount, if applicable.

Air Passage

When travelling by air, NEXUS is currently available at eight (8) major Canadian international airports. Please refer to the NEXUS Web sites www.nexus.gc.ca or www.cbp.gov for a list of these locations. NEXUS members may also use the Trusted Traveller kiosk, for entry into Canada only, at the Billy Bishop Toronto City airport.

Entering Canada

- All persons entering Canada by air must have completed a *CBSA Declaration Card* – Form E311.
- Proceed to the self-serve kiosk located in the Canadian inspection services area. Remember, non-NEXUS members cannot accompany you through an airport self-serve kiosk, regardless of age.
- Stand in front of the camera to have your irises photographed and follow the prompts on the screen to complete the entry process. You will then receive a self-serve kiosk receipt.
- The self-serve kiosk will direct you to the cashier for the collection of applicable duties and taxes owing. Canadian residents can use the TDC (Form E601).
- Proceed to the baggage claim and then to the exit where you must present your self-serve kiosk receipt and the completed *CBSA Declaration Card* (Form E311) to the border services officer.
- Unless you are directed to an inspection area, you may proceed into Canada.

Declaring goods

Canadian residents:

- Canadian residents returning to Canada by air, who purchase, receive or acquire goods to import for their own personal use, **MUST** declare all goods on their E311 card. If you are within your personal exemption entitlement, you are not required to complete a TDC. If you exceed your personal exemption entitlement, you may complete a TDC prior to your arrival in Canada, and deposit it in the designated box near the self-serve kiosk (instructions are available in the section “Importing and Reporting of Goods”). Alternatively you may choose to pay the duties and taxes owing at the CBSA cash office. You will receive a receipt from the self-serve kiosk referring you to a cashier for the payment of duties and taxes owing.
- If the self-serve kiosk is closed, you must use the special services counter or the crew counter, or follow the regular traveller procedure and declare your goods to a border services officer.

U.S. residents:

- U.S. residents must declare all goods on the E311 card and may use the self-serve kiosk to declare goods that are part of the personal entitlement. If you are bringing goods in excess of your personal entitlement, you will receive a receipt from the self-serve kiosk referring you to the CBSA cash office to pay any duty and taxes owing on the excess amount.
- If the self-serve kiosk is closed, you must use the special services counter or the crew counter, or follow the regular traveller procedure and declare your goods to a border services officer.

Entering the U.S.

- Proceed to the self-serve kiosk (when travelling to the U.S. from Canada, kiosks can be found in the U.S. preclearance area of major Canadian airports).
- Stand in front of the camera to have your irises photographed and follow the prompts on the screen to complete the entry process. You will then receive a self-serve kiosk receipt to present to the U.S. CBP officer.
- Unless you are otherwise directed to an inspection area, you may proceed to the transborder lounge.

Declaring goods

- All persons entering the United States must complete U.S. CBP *Customs Declaration Form* (Form 6059B).
- If you are entering the U.S. and you are importing goods for your own personal use, you may use the self-serve kiosk to declare these goods.
- If the self-serve kiosk is closed, you must either use the crew counter or follow the regular traveller procedure and declare your goods to a CBP officer.

Marine Passage

When travelling by waterway, NEXUS allows members to report in advance of their arrival at least 30 minutes (minimum) and up to four hours (maximum) before arriving in either country. NEXUS is available at over 430 reporting sites across Canada and at all marine crossings southbound into the U.S. Please refer to the NEXUS Web sites www.nexus.gc.ca or www.cbp.gov for a complete list of these locations.

The boat master is the person in charge of the boat. Boat masters are responsible for presenting themselves and their passengers, and for reporting all goods (please refer to section “Importing and Reporting of Goods” for instructions) on behalf of the NEXUS members on board. All persons on board, including children, must be NEXUS members in order to take advantage of NEXU reporting procedures.

For a complete list of boat master responsibilities, please refer to the publication Coming to Canada by Small Aircraft or Recreational Boat available on the CBSA Web site: www.cbsa-asfc.gc.ca

As a NEXUS member, you agree to declare all goods that you import into Canada and the U.S.

Entering Canada

When entering Canada, the boat master must call the Telephone Reporting Centre using the dedicated NEXUS telephone number at 1-866-99-NEXUS (63987).

Declaring goods when entering Canada

If you are importing goods for your own personal use, you must report these goods to a CBSA officer by contacting the Telephone Reporting Centre using the dedicated NEXUS telephone number: **1-866-99-NEXUS (63987)**. If you have goods that exceed your personal exemption or entitlement, you will be advised of the necessary procedures to follow by a border services officer at the Telephone Reporting Centre.

Entering the U.S.

When entering the United States, the boat master must call the local U.S. CBP marine reporting number for that arrival area. For the marine reporting numbers, visit www.cbp.gov and select the “Pleasure Boats” link on the left-hand side of the page.

Declaring goods when entering the United States

If you are importing goods for your own personal use, you must report these goods by using the marine reporting procedures and make an oral declaration to a CBP officer by contacting the local CBP office.

Recourse

If your NEXUS membership is cancelled or revoked as a result of a CBSA seizure action, you may write to the Canadian Processing Centre to request a review of the cancellation decision within 30 days of the date shown on the NEXUS letter. You can also request a ministerial review of the seizure action and must do so within 90 days of the date of the seizure as instructed on your seizure receipt. Once you request a review of your NEXUS membership cancellation, a decision will be sent to you following the ministerial review of the seizure action. Information on the seizure appeal process is provided to you at the time of the violation and is also found on the CBSA's Web site at www.cbsa-asfc.gc.ca.

For contact information for the processing centres, please see the section "Need More Information?" at the end of this guide, or visit www.nexus.gc.ca.

If your membership is cancelled or revoked by the U.S. CBP, you will be provided with the specific reasons in writing unless the information is protected from disclosure by statute or regulation. You may contact the U.S. supervisor at a NEXUS Enrolment Centre to schedule an appointment to obtain additional information. You may also write to the CBP Trusted Traveler Ombudsman. For contact information for CBP, visit www.cbp.gov. A list of enrolment centres is available on the Web site.

Correspondence to the U.S. Trusted Traveler Ombudsman can be forwarded to the following address:

U.S. Customs and Border Protection
P.O. Box 946
Williston, VT 05495
Attention: CBP Ombudsman

Calls to the enrolment centres or correspondence to the CBP Ombudsman should contain supporting information that can demonstrate the denial or revocation was based on inaccurate information. Having a criminal record or past violation of CBP laws/regulations/policies may render you ineligible for participation in the NEXUS program.

Membership Maintenance

Updates to personal information

For changes to your passport and address only, NEXUS members can access the Global Online Enrollment System (GOES). If you did not apply to NEXUS using GOES, you can confirm or update your passport and address by creating a GOES account, which enables you to view and modify your file. You can access GOES through the following Web site: www.goes-app.cbp.dhs.gov.

You must visit an Enrolment Centre at once if one of the following applies:

- You have other updates to personal information (e.g. name change, contact information);
- There are changes to your citizenship or permanent resident status;
- Your primary purpose for travelling changes (e.g. personal travel becomes working or studying); or
- Changes have occurred that could affect your NEXUS membership such as an arrest, a criminal charge, a conviction or a customs or immigration violation in Canada or the United States.

You can find the locations of Enrolment Centres on the NEXUS Web site at www.nexus.gc.ca or www.cbp.gov.

Please take a moment to review the Canadian and U.S. Privacy Statements at the end of this guide concerning the information you provided on your application form.

Membership renewal

Your NEXUS membership is valid for five years. To ensure you maintain uninterrupted passage privileges, it is recommended that you reapply to the NEXUS program approximately three months before your membership expires.

NEXUS membership renewal includes payment of the non-refundable processing fee for applicants aged 18 and older.

Lost, stolen or damaged NEXUS membership cards

You must notify an Enrolment Centre at once if your NEXUS membership card is lost, stolen or damaged to obtain a replacement card. A fee of \$25.00 will be levied to issue a replacement card.

You can find the locations of Enrolment Centres on the NEXUS Web sites at www.nexus.gc.ca or www.cbp.gov. If you are issued a new card, previous cards must be destroyed as they will no longer be valid.

Need More Information?

For information on NEXUS:

Please refer to the NEXUS Web sites at www.nexus.gc.ca and/or www.cbp.gov or call toll-free at 1-866-NEXUS-26 (63987-26).

In addition, we strongly encourage all new members of the NEXUS program to refer to the following documents online for further information:

- *Crossing the Border with \$10,000 or More*
- *I Declare*
- *Seasonal Residents to Canada*

These documents are conveniently located on the CBSA Web site:
www.cbsa-asfc.gc.ca.

For information on the Global Online Enrollment System (GOES):

Call 1-866-530-4172 Monday to Friday, 8 a.m. to 8 p.m., Eastern time or visit goes-app.cbp.dhs.gov/main/goes.

For information on importing restrictions:

www.cbsa.gc.ca

www.cbp.gov

www.inspection.gc.ca

If you encounter problems entering Canada or the U.S., or have questions on enrolment or the NEXUS program, please call one of the following Canadian Processing Centres:

Phone number	Region	Hours of operation
1-866-399-5887	Quebec and Atlantic residents	Monday to Friday, 8 a.m. to 4 p.m. EST (except holidays)
1-800-842-7647	Ontario and United States residents	Monday to Friday, 8:30 a.m. to 4:30 p.m. EST
1-866-496-3987	British Columbia, Alberta, Saskatchewan, Manitoba, Yukon, Northwest Territories and Nunavut residents	Monday to Friday, 8 a.m. to 4 p.m. PST

Thank you for joining NEXUS, a joint Canada-U.S. Trusted Traveller Program.

Privacy Statements

Canada's Privacy Statement

The information you provide on this form, including supporting documentation and biometric data, is collected under the *Customs Act* and is protected under the *Privacy Act*. The information will be used to make a determination of your application and the operation of the programs, and may be shared with other government agencies in Canada and the United States of America. The information will be retained in the Personal Information Bank #CBSA PPU 031. Instructions for obtaining information are provided in Info Source, which is available at public libraries, government public reading rooms and on the Internet at: infosource.gc.ca/index-eng.asp. All applicants are subject to a check of criminal information databases and other immigration and customs databases in order to determine eligibility for the program.

U.S. Privacy Act Statement

The authority to collect the information on this application, any supporting documentation, fingerprints, and other requested information is contained in Titles 8 and 19 of the *U.S. Code* and corresponding regulations. Furnishing the information on this form is voluntary; however, failure to provide all the requested information may result in the delay of a final decision or denial of your request. The information collected will be used to make a determination on your application. It may also be provided to other government agencies (federal, state, local, and/or foreign) as permitted under the *Privacy Act of 1974*, 5 U.S.C. § 552a (2002) and other applicable laws. All applicants are subject to a check of criminal information databases and other immigration and customs databases in order to determine eligibility for this program.

Think recycling!



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