

The Virgin Islands Consortium

CBP Announces 'ROAM', A Vessel Reporting App For Puerto Rico And USVI Boaters

VIC News / **Published On June 29, 2018 03:33 PM /**

Staff **June 29, 2018**



U.S. Customs and Border Protection (CBP) today announced the implementation of the Reporting Offsite Arrival – Mobile (ROAM) app for small pleasure boaters in Puerto Rico and the U.S. Virgin Islands.

The CBP ROAM app is a free mobile application that provides an option for pleasure boaters to report their U.S. entry to CBP via their personal smart phone. In the near future, local marinas will also be collaborating with CBP to make ROAM available to their clients via a tablet located at their business site.

“This app should facilitate the reporting process for all boaters that pass through the Caribbean and arrive in Puerto Rico and USVI marinas. We are looking forward to see ROAM users experience a smoother CBP process during this busy summer season,” said Noel De Jesus, acting assistant director of field operations for border security.

Operators of small pleasure vessels, arriving in the United States from a foreign port or place are required by law to report their arrival to CBP immediately. Once the master of the vessel reports the arrival, CBP officers provide further guidance regarding the next step in the inspection, according to the release.

The ROAM app satisfies the boat operator's legal requirement to report for face-to-face inspection with some exceptions. Travelers requiring an I-94, cruising license or that must pay duties will need to report in person to the nearest CBP facility.

To use the ROAM app, travelers input their biographic, conveyance, and trip details and submit their trip for CBP Officer (CBPO) review. The CBPO may initiate a video chat to further interview travelers. Once the CBPO reviews the trip, travelers will receive a push notification and an email with their clearance status and next steps, if applicable.

Getting Started

Travelers should download the ROAM app on their web-enabled smart device. Note that a free login.gov account is required to use the ROAM app. After opening the ROAM app, tap “Sign In”.

Travelers who do not have a login.gov account should “Create an account” and follow the instructions. Travelers who already have a login.gov account should sign into their existing account, and will be redirected back to the ROAM app.

After signing in to the ROAM app, users can create and save traveler and conveyance profiles. These profiles can be reused for repeat entry into the United States.

Availability

To use ROAM on your mobile device, download the app from the Apple App Store or the Google Play Store. In certain locations, the ROAM app can also be accessed on tablets at partner locations.

For any questions or concerns about the ROAM app, please email us at cbproam@cbp.dhs.gov.

Telephone numbers will continue to be available for reporting entry arrival during ROAM deployment. If you encounter any issue with ROAM please contact your nearest Port of Entry:

Puerto Rico 1 (877) 529-6840

St. Thomas 1 (877) 305-8774

St. John 1 (877) 305-8773

St. Croix 1 (340) 719-2857

