

# NEXUS

## Member's Guide



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Government  
of Canada

Gouvernement  
du Canada



United States  
of America

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La version française de cette publication est intitulée  
*NEXUS – Guide du participant.*

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# Introduction

Welcome to the NEXUS program! NEXUS is designed to simplify border clearances for pre-approved, low-risk travellers.

The Canada Border Services Agency (CBSA) and U.S. Customs and Border Protection (CBP) jointly administer the program. NEXUS allows border officers to concentrate their efforts on potentially higher-risk travellers and goods, thereby upholding security and protection at the border.

## General Information

In this guide, you will find information about NEXUS.

As an approved member in this program, you will receive the following:

- a NEXUS membership card; and
- the publication *Crossing the border with \$10,000 or more?*

Canadian residents will also receive: *I Declare and Welcome to the United States: A Guide for International Visitors*.

U.S. residents will also receive: *Information for Visitors to Canada and Seasonal Residents, Coming to Canada by Small Aircraft or Recreational Boat*, and *Know Before You Go*.

## Importing Goods

For information on what you must report when entering Canada, consult the CBSA's Web site at [www.cbsa.gc.ca](http://www.cbsa.gc.ca).

For information on what you must report when entering the United States, consult U.S. CBP's Web site at [www.cbp.gov](http://www.cbp.gov).

## Lane Usage

### Commercial Goods

If you have any commercial goods in your possession or baggage or on board the vehicle/recreational boat upon arrival in Canada or the United States, you may not use NEXUS in the air, land or

marine modes of transportation. Commercial goods are defined as goods brought into Canada or the United States 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.

## **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, such as firearms or pets, required a permit, you may not use NEXUS in the air, land or marine modes of transportation.

For additional information, please consult the CBSA Web site at [www.cbsa.gc.ca](http://www.cbsa.gc.ca).

## **Terms and Conditions**

**As a NEXUS member, you agree to:**

- comply with all customs and immigration laws and regulations and any other laws or regulations that are enforced by the CBSA and U.S. CBP;
- understand that your NEXUS membership card is valid for your use only. You must not transfer your card to other individuals;
- recognize that the NEXUS membership card belongs to the governments of Canada and the United States; and
- return the NEXUS membership card(s) and if applicable, any unused *Traveller Declaration Cards* (TDCs) (for Canadian residents only) to a CBSA or U.S. CBP officer when you or any child under the age of 18 for whom you have legal custody or guardianship are no longer a member of the NEXUS program.

**Note:** Citizens of Canada and the United States may use the NEXUS membership card as proof of identity and as a document that denotes citizenship in all lanes. Please note, program privileges are not offered in all lanes. You must possess appropriate immigration documents (e.g. a work permit

or a visa), if required, in addition to your NEXUS card. Your authorized period of admission to Canada depends on your immigration status in or citizenship of that country, and the same applies for the United States.

For permanent residents of Canada and the United States, your authorized period of admission to Canada or the United States 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 in addition to your NEXUS membership card.

### **When you travel to Canada or the United States:**

- carry your NEXUS membership card with you, as well as all required travel or identification documents;
- show the CBSA and U.S. CBP officer proof of your NEXUS membership, your personal identification and any other immigration or citizenship documents when requested;
- ensure that each person you are travelling with has a valid NEXUS membership. If any of the passengers in your vehicle or boat are not carrying their NEXUS membership card or you have passengers in your vehicle or boat who are not NEXUS members, you must report to border officers in the regular manner; and
- carry copies of legal custody documents when you travel with children for whom you share custody. 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. Children must also be NEXUS members to access a NEXUS designated lane or self-serve kiosk.

**Note:** You may be subject to an inspection any time you enter Canada or the United States.

## Updates to personal information

For address changes 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 address by creating a GOES account, which enables you to view and modify your file. You can access GOES by visiting [www.nexus.gov](http://www.nexus.gov).

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

- you have other updates to personal information;
- your primary purpose of travel changes; 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.

Please take a moment to review the Canadian and United States privacy statements at the end of this guide concerning the information you provided on your application form.

## Membership renewal

- It is recommended that you reapply to the NEXUS program approximately three months before your membership expires. Your membership in NEXUS is valid for five years.
- 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.
- You can find the locations of Enrolment Centres on the NEXUS Web site.

- If you are issued a new card, previous cards must be destroyed as they will no longer be valid.

## Reporting of Goods

As a member of a Trusted Traveller program, it is your responsibility to report all good being imported.

### For Canadian residents only

Reporting goods is now made simpler with the existing Traveller Declaration Card (TDC) available online, in a PDF fillable format. Canadian residents are now able access the form at any point before or during travel, complete and print their TDC, rather than using a previously issued booklet. The online TDC will have mandatory fields that must be completed by the traveller, to be able to print the form.

Once members are ready to enter Canada, they will complete the remaining fields and the categories for the goods they are importing, check the box agreeing to the terms and conditions of the Trusted Traveller Program. In addition, you will be required to sign the TDC, authorizing CBSA to process the applicable charges. At the point of entry, you deposit the TDC in the appropriate location.

Existing TDC booklets are still valid and will be processed as per procedure. However, the use of the online TDC is encouraged as the online form replaces the TDC booklets. Members who have never used a TDC book before are eligible to use the on-line form. No previous TDC enrolment is required.

## Penalties

Border officers strictly enforce the law. Any time you enter Canada or the United States, you may be subject to an inspection. If you violate any terms and conditions of the NEXUS program, or any laws or regulations of Canada or the United States, your NEXUS privileges may be cancelled.

If the CBSA cancels your NEXUS membership, you may write to one of the Canadian Processing Centres for a review of the decision. For contact information for the centres, visit [www.nexus.gc.ca](http://www.nexus.gc.ca).

**Note:** If your NEXUS membership is cancelled 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 must also request a ministerial review of the seizure action 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.

If U.S. CBP revokes your membership, 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 supervisor at a NEXUS enrolment centre to schedule an appointment to obtain additional information. You may also write to the U.S. CBP Trusted Traveler Ombudsman or the *Freedom of Information Act* office to obtain a copy of your records maintained by U.S. CBP to verify their accuracy.

For contact information for U.S. CBP, visit [www.nexus.gov](http://www.nexus.gov).

## **Crossing the Border in the Air Mode**

### **Entering Canada**

- All persons entering Canada by air must have completed a *CBSA Declaration Card* (Form E311).
- Proceed to the NEXUS self-serve kiosk located in the Canadian inspection services area.
- 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 also have the TDC (Form E601) option.

- 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 officer.
- Unless you are directed to an inspection area, you may proceed into Canada.

## **Declaring goods**

### **Canadian residents**

- If you are a **Canadian resident** and a NEXUS member and you are using a TDC to import goods for your own personal use, complete a TDC prior to your arrival in Canada and deposit it in the designated box near the NEXUS self-serve kiosk. The duties and taxes owing on goods that exceed your personal exemption and declared on your TDC are automatically charged to your credit card at a later date.
- 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 officer.
- If you do not wish to use the TDC option, you will receive a receipt from the self-serve kiosk referring you to a cashier for the payment of duties and taxes owing.

### **U.S. residents**

- If you are a **U.S. resident** and a NEXUS member, you may use the NEXUS self-serve kiosk to declare goods that are part of your personal entitlement. If you have goods that exceed your personal entitlement, you will receive a receipt from the self-serve kiosk referring you to a cashier for the payment of duties 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 officer.

## **Entering the United States**

- Proceed to the self-serve kiosk located in the U.S. preclearance area.

- 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 United States 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 U.S. CBP officer.

## Crossing the Border in the Land Mode

### Entering Canada

- 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 by a border officer, you may proceed into Canada.

## Declaring goods

### Canadian residents

- If you are a **Canadian resident** and a NEXUS member and you are using a TDC to import goods for your own personal use, complete a TDC prior to your arrival in Canada and deposit it in the designated box in the NEXUS lane to facilitate and expedite your passage. If you do not wish to use the TDC, you may use the regular lanes to declare your goods.

## U.S. residents

- If you are a **U.S. resident** and a NEXUS member entering Canada with goods that are part of your personal entitlement, you may use the designated NEXUS lane. If you have goods that **exceed your personal entitlement**, you must use the regular lanes to declare your goods.

## Entering the United States

- 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 United States.

## 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 U.S. 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.

## Travelling with non-NEXUS members

If you are travelling into Canada or the United States with individuals who are not NEXUS members, you must use the regular lanes.

## Crossing the Border in the Marine Mode

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 on behalf of the NEXUS members on board. **All persons on board must be NEXUS members in order to take advantage of NEXUS reporting procedures.**

## Boat master responsibilities

- **When entering Canada**, the boat master must call the Telephone Reporting Centre using the dedicated NEXUS telephone number at 1-866-99-NEXUS (1-866-996-3987).
- **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.nexus.gov](http://www.nexus.gov) and click on the “Pleasure Boats & Private Flyers” link on the left-hand side of the page.
- Provide advance notice to the CBSA or U.S. CBP (as noted above) at least 30 minutes (minimum) and up to four hours (maximum) before arriving in either country.
- Provide an estimated time of arrival (ETA).
- Provide the name and location of the landing site of arrival (in Canada, it must be a “**designated NEXUS marine reporting site**”; refer to the NEXUS Web site at [www.nexus.gc.ca](http://www.nexus.gc.ca) for more information).
- Provide the registration number and/or the name of the boat.
- Provide the full name, date of birth and country of citizenship and/or permanent residence status for all NEXUS passengers on board.
- Provide passport and visa details of passengers when applicable or required.
- Provide the destination, purpose of trip and length of stay in Canada or the United States for each passenger.
- If any information changes, including the ETA, you must contact the CBSA or U.S. CBP prior to your arrival.
- As proof of presentation, the boat master will receive a report number for his or her records and he or she must produce this number when asked to do so by border officers.
- If a border officer is not at the specified landing site to meet the boat at the reported ETA or actual time of arrival, the individuals who have reported may proceed to their intended final destination.

In addition to the above, the person in charge of the conveyance is responsible for the following:

- ensuring that all persons being transported into Canada on board the pleasure craft are in possession of all travel documents required by the legislation, i.e. passports, visas, or other; and
- the removal of inadmissible passengers and any associated administrative and medical expenses and fees.

**Note:** Any contraventions of the legislation may result in detention, seizure or forfeiture of the conveyance and/or lead to criminal prosecution, monetary penalties and/or imprisonment.

## **Declaring goods**

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

## **Entering Canada**

- If you are a returning Canadian resident, or a U.S. resident entering Canada 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 at 1-866-99-NEXUS (1-866-996-3987).
- If you have goods that exceed your personal exemption or entitlement, you will be advised of the necessary procedures to follow by a border officer at the NEXUS Telephone Reporting Centre.

## **Entering the United States**

If you are a Canadian or U.S. resident and 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 border officer by contacting the local U.S. CBP office.

## **Travelling with non-NEXUS members**

- For arrivals in **Canada**, the boat must arrive at a marine “telephone reporting site” and the boat master must immediately call the Telephone Reporting Centre at **1-888-226-7277**. Only the boat master may leave the boat until authorization is given by the CBSA.
- For arrivals in the **United States**, the boat must arrive at a “physical report site” and the boat master must call the local U.S. CBP reporting telephone number. For the marine reporting telephone numbers, visit **www.nexus.gov** and click on the “Pleasure Boats & Private Flyers” link on the left-hand side of the page.

## **Need More Information?**

### **For information about NEXUS:**

Call **1-866-NEXUS-26 (1-866-639-8726)** or visit **www.nexus.gc.ca** or **www.nexus.gov**.

### **For information on 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/**.

### **For information on importing restrictions:**

**www.cbsa.gc.ca**

**www.cbp.gov**

**www.inspection.gc.ca**

# Canadian and U.S. 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 Infosource, which is available at public libraries, government public reading rooms and on the Internet at: <http://infosource.gc.ca>. 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 law. 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.

# Notes



Think recycling!



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