



eAPIS FAQ

**Baja Bush Pilots
149 W Boston Street
Chandler, AZ, 85225
480/730-3250**

This information is to provide BBP Members help to understand what eAPIS is and how to use it.

Although the information is believed to be accurate and true to the best of our knowledge, it is up to the pilot to confirm the rules and make their own decisions on how to use eAPIS.

Additional questions / answers will be added as they are presented.

Note, eAPIS is not required when crossing a US border as long as there is no foreign landing i.e. from US Mainland to Alaska or from Phoenix to Brownsville. However, if you do this, you must file and open a flight plan.

The following information is copyright 2009 by the Baja Bush Pilots

General Questions

Q: How do I register and how long will it take to get an ID Name?

A: Go to the eAPIS website about and click on "Enroll" and follow the steps. DHS indicates the turn-around time is about five working days.

Q: Do I need to fill out every form field?

A: Only the items that are marked with a * are required. The same is for your departure/arrival manifests: You can speed up the process if you only fill in the fields with a * and ignore the others.

Q: I have not used eAPIS for several months and when I try to log in, I am told that my password has expired. What do I do?

A: eAPIS password is only good for six months. So, every six months, you will need to change your password. A suggestion from one of our members is to have the last digit on your password a number and increase that number each time i.e. xxxx1, then xxxx2, then xxxx3, etc.

Your password can be reset on the Welcome Page. Click on "Reset Password" and put in your ID number and email address.

Q: I have a crewmember whose address has changed. Do I need to delete this person and start all over? How do I change crew information?

A: One of the choices on the Manifest Option page is "Update Crew Member"
This is where this would be done.

Q: I have been locked out of the program. What do I do?

A: The program has a 10-minute lockout feature to insure the security of the program. Step one is to wait 10 minutes. If you still cannot access the program, go to the welcome page and reset your password.

Q: I am totally frustrated. Each time I fill out a form and try to continue, I am stopped because of something I missed.

A: Let's do it the easy way. Fill out the page to the point that you believe you are done and then click "Next Step". The program will come back to the page you just left with a list in red at the top of the form indicating the items you missed or, better yet, each item that you missed will be outlined in red. Don't bother to read the list of mistakes you made but just go to the red "form boxes", fill them in, and continue.

Q: I have three aircraft. Do I need three separate accounts?

A: No, when you file a notice of departure or arrival, the first field is Aircraft Tail Number. The program is designed to keep the static information of more than one aircraft.

Q: My aircraft is in Mexico now and I will not be coming back for about a month. There is no eAPIS record of me going down. Am I going to have a problem when I come back?

A: No. Go ahead and file an eAPIS, receive permission, and call your US AOE. When talking to the CBP Agent, indicate about when you took your aircraft down, that eAPIS was not required then, and request landing permission. With this advance information, the Officer will understand why you don't have an eAPIS record for departure and there should not be a problem.

Q: Can I save a manifest for submittal at a later time

A: I don't know if this is a design feature but yes you can. At any time you can close the program. (the big red X at the top right of your screen) You will not be able to re-enter the program until a time-out period of about 15 minutes has expired.

As a personal note, I fill out the Arrival form prior to departing the US but I don't submit. Then, when I know the exact day I am returning, upon having cell service, I open eAPIS on my iPhone, make the adjustments, and submit.

Q: What do I need to keep after I submit my Departure, Arrival forms?

A: Everything you can think of. For sure you need to keep a copy of the email response from DHS as well as it would be good to print out the complete manifest (the last page prior to submitting)

As I can receive email on my iPhone, I save the email message from DHS so if there is a question, I can show the CBP Agent the message.

Q: Can I cancel Departure or Arrival permission after I submit and receive a reply from DHS.

A: No. Once you have submitted, DHS has a permanent record. As I understand it, every time you submit a request for an aircraft, that request record goes into a string of records for the aircraft, the last submittal at the top of the list. The CBP Officer can scroll down your record(s) to see your filing / crossing history. (other than just following the law, this is the reason why you really need to use eAPIS when departing the States. If you show up inbound and don't have an outbound eAPIS, you are subject to a fine.

Q: Can I amend my request after I submit and receive permission

A: No, this is not possible at this time. DHS indicates that this is one of the fixes that they are making but it will only be able to be done by a CBP agent at the border.

Q: Can I change the arrival time/ date via telephone after submitting my eAPIS.

A: You can change your arrival time via telephone when calling your Port of Entry for permission to land. In addition, you can also change your time of arrival via Flight Service via radio. You cannot change the day. You must file another eAPIS to change days.

Q: How do I add another passenger.

A: This cannot be done via telephone or radio. You need to do another eAPIS however, as you already have an eAPIS on file, you only need to add the additional passenger to the second eAPIS. Indicate when you call the Port that you have two eAPIS on file.

Q: What do I do if I submit an eAPIS and decide not to go.

A: Nothing. As indicated above, you cannot cancel an eAPIS. Your request will be on your record forever. However, no harm, no foul. As long as you don't cancel every other flight, you should not have a problem. I must add that you cannot do "test" submittals of eAPIS. Every request that you make must be a trip that you have planned to make. And, it would be good to call your intended Port of Entry and indicate to the officer that your plans had changed and you will not be arriving at his Port.

Q: How far ahead of time can I file an eAPIS?

A: There is no limit. (Within reason) As indicated above, your request goes into the CBP database and is there until you file another one. When you call the CBP Officer for landing rights, he will bring up your aircraft via tail number and review the last several posts.

Q: Can I file multiple requests for return and pick the one I wish to use?

A: No. The CBP Officer will work from the last request. Great idea but it won't work.

Q: Now with the safety and security that eAPIS offers, do I still need to file a DVFR flight plan?

A: Nothing has changed regarding FAA. You must still file and open flight plans just as in the past.

Q: What if I need to file eAPIS and there is no Internet access available at my departing airport.

A: DHS indicates that you must go to another airport that has Internet Access

Q: What if I am declined landing rights?

A: To date, I know of anyone that has not gotten rights. I have been told that if you are declined rights, you will be given a telephone number to call and when calling that number, questions will have to be answered about one or two crew or passengers. If there is a flag on a name and that name is a 45-year-old Hispanic male with tattoos all the way up his right leg and your passenger is a 12 year old Caucasian female without any tattoos, you will be approved for departure. Hopefully when you call for landing rights when inbound for the States, the CBP Officers will be able to ask these questions and give you landing rights.

Q: I have requested eAPIS departure permission three times and I did not get a reply.

A: Whoops, you need to go to "Manage Account" on the first page and click on "Modify Primary Account Holder". In almost every case we find that you have made a mistake on your email address. For whatever reason, eAPIS does not make you confirm your address.

Q: How can I change my eAPIS arrival time?

A: Once you have eAPIS approval, you must call the port of entry. Your time can be changed at that time. If you have a major delay or run into weather problems when in the air, you can change your Airport of Entry via radio with Flight Service.

Q: Do I still need to fill out my form 178 prior to arrival in the US

A: No, this is no longer required.

Q: I am hearing that others have made a program that works with eAPIS and claim to be a lot easier to use.

A: That is true. I have received information from no less than 10 persons who have developed an eAPIS interface program. They range all the way from free to \$270 per year. That being said, I have several concerns. The first that the eAPIS program as it is now is very useable once you take the time to understand it. The Second is that DHS has assured me that they will be making additional changes based on our input to make the program easier to use. And three that as DHS makes changes to the program, all of the interface developers have to

make changes which will need to be tested etc. As the eAPIS program gets better, some interfaces will fall through the cracks.
As an added note, after using the program for five or six flights, I can now do an eAPIS just about as fast as I could with a third party interface program.

Departure Questions

Q: What will I receive via email after I submit my request?

A: See bottom of this report for sample of departure and arrival forms

Q: I keep trying to put my airport of departure in and the program will not accept it. What is wrong?

A: A departure airport in the states must be an International Airport of Entry. If you click on the up arrow, you will see a pull down menu that lists all International Airports. On the third line down (below that field) is a field that asks your Departure Location Description. There you put in the ID of the closest International and then put in the ID of the real airport i.e. KPHX (Phoenix) as airport of departure and 6AZ2 (Wisky Ranch) as the real departure point. This is not true regarding your foreign destination. You can put in any foreign destination and the program will accept it.

Q: The form asks for traveler counts. Why do I do this before I put together the crew / passenger manifest?

A: Beats me.... It is backwards. However, you must figure out how many are going with you and put in the counts. And if you have no passengers, you must put in 0. You cannot "tab through" without an entry.

Q: Why am I kicked back for a form field that is not required?

A: For whatever reason, some form fields that are not required think that they are. When you are kicked back, just re-click "NEXT" and you will advance.

Q: On my Manifest, I click on a crewmember from the pull down and nothing happens. What did I do wrong?

A: After choosing a crewmember from the pull down, you must click on "Show Details". You then have to put in the Address While in the US. Then Save to Manifest and add your next crewmember.

Q: What gives? There is no pull down list for passengers.

A: That is correct. DHS indicates this is on item that they will be adding. For now, you must enter all the data on each passenger each time they fly with you. And you must do it twice, once for outbound and once for inbound.

Q: The Passenger page only has room for five passengers. I normally have more than that.

A: Once you get the first five registered, click on “Add More Passengers” and you will have a second page for another five passengers. I believe that the limit is fifty passengers, something I don’t need to worry about.

Q: Why do I need to fill out everything all over again? I put in all the information on my departure request and now I have to put the same information in again?

A: Nice question which has been asked many times. DHS indicates this is one change that they will be making

Q: The form asks for two addresses, one the crewmembers permanent address and the second, the crew members address while in the US. Can I just put in “Same as above”?

A: Interesting. I went to DHS on this one and the answer is no. The reason I am told is that there are two fields with the same information, that the form, when received by DHS splits up with some information going one way and other information going another way. If you put in “Same” on one of the fields, there is a chance that the DHS division that gets that segment will not have the information you are referring to.

Arrival Questions *(see Departure Questions as many fields are the same)*

Q: Why do I have to call the US Port of Entry prior to coming back into the States?

A: The reason I am told is that you have to get verbal landing rights from the officer on duty. This insures that CBP will be there upon arrival.

Q: Where is the phone numbers for the list of airports? The address given on the permission email just lists the general information. I have looked and cannot find the numbers

A: The list of numbers is accessed by a hyperlink off of the Flyers Guide you are referring to. The list is hard to find. I have provided a hyperlink that bypasses and goes direct to the list of International airports.

Departure email from DHS indicating permission to depart

Notification of Receipt of Transmission-FLIGHT N811PJ Inbox | X

☆ APISConfirmNoReply@dhs.gov to JACK show details 7:05 AM (24 minutes ago) [Reply](#)

The following information was received:

*****Carrier Summary*****
Sender ID :APGA0110
Confirmation # :EAPIS-993490
Carrier Code :*GA
Aircraft Tail Nbr :N811PJ
ETD Date :05/13/2009
ETD Time :11:00
Departure :KPHX/PHOENIX SKY HARBOR I
Arrival :MMPE/MEX

*****Message Status*****
Messages Received : 1
Processed : 1
Not Processed/Fatal : 0

*****Counts Summary*****
Passengers processed : 0
Crew processed : 2
In-Transit processed : 0

CBP is confirming receipt of your submission. This email does not confirm that your manifest is valid, accurate, and/or complete. It is only a receipt. You may be subject to penalties for failure to comply with regulatory requirements.

Based upon the information submitted, you are cleared for departure. If you need further information, port specific contact information can be found in the Private Flyer's Guide at www.cbp.gov. CBP recommends that you print this email for your records.

This email was sent from a notification-only address that cannot accept incoming email. Please do not reply to this message.

This message was generated by APIS on: 05/13/2009 at 10:06:27:21 EST.

Arrival email indicating to call CBP for landing rights

★ APISConfirmNoReply@dhs.gov to JACK [show details](#) 4:01 PM (0 minutes ago) [Reply](#)

The following information was received:

*****Carrier Summary*****

Sender ID :APGA0110
Confirmation # :EAPIS-994410
Carrier Code :*GA
Aircraft Tail Nbr :N811PJ
ETD Date :05/20/2009
ETD Time :10:00
Arrival :KOLS/NOGALES INTERNATIONA
Departure :MEX

*****Message Status*****

Messages Received : 1
Processed : 1
Not Processed/Fatal : 0

*****Counts Summary*****

Passengers processed : 0
Crew processed : 2
In-Transit processed : 0

CBP is confirming receipt of your submission. This email does not confirm that your manifest is valid, accurate, and/or complete. It is only a receipt. You may be subject to penalties for failure to comply with regulatory requirements.

Notices of arrival and/or landing rights must be coordinated directly with the CBP destination port. Port specific contact information can be found in the Private Flyer's Guide at www.cbp.gov. CBP recommends that you print this email for your records.

This email was sent from a notification-only address that cannot accept incoming email. Please do not reply to this message.

This message was generated by APIS on: 05/13/2009 at 19:02:55:85 EST.