Frequently Asked Questions:

Who reviews the information I'm sending?

Only CBP Officers have access to the data that has been provided.

Who attaches the additional required documents? The authorized signer or the applicant?

Either person can attach the documents. There is no difference in processing.

How will I know my application has been processed and I've been approved for seal?

CBP will send an email to whomever sent us the application with any status updates.

How will I know if my application has any problems?

CBP will send an email to whomever sent us the application with any status updates.

Why can't I fill in data in sections 3, 7 or 8?

The data in those fields will be auto populated when you complete the application cover sheet.

I am trying to submit my application, but it keeps telling me that there is a field that is empty, but I don't see it. What should I do?

The "middle name" field requires data, even if the applicant has not provided a middle name. Put a space in the field for "middle name" to solve the problem.

I can't view the application properly. What can I do?

Check to see if you are using the correct version of Adobe Acrobat Reader. The application requires Adobe Acrobat Reader **desktop version** to properly view, enter data and submit. **Do NOT use the web-based version of Adobe Acrobat or this will not work.**

How soon should I submit the application

When the Port of Seattle portal is used, the CBP application needs to be filled in.

Current as of December 2024- CBP SEAL team