CBP Officer Frequently Asked Questions (FAQ)
How to Apply for a CBP Officer Position & Register for the Written Test

Anyone interested in becoming a Customs and Border Protection (CBP) Officer will need to apply to an open vacancy announcement. All applicants must take and pass a written test in order to be considered for a CBP Officer position.

THE APPLICATION PROCESS

Q: How do I apply to the CBP Officer position?
A: Vacancy announcements are posted on the Office Personnel Management's website at www.usajobs.gov. Applications are accepted electronically. Interested applicants should follow the link provided in the announcement to initiate their application.

Q: What does the application process involve?
A: Applicants will be given a pre-test for the CBP Officer position. The pre-test provides insight into how well you might do on the actual test for the CBP Officer. Applicants who successfully complete the pre-test will be asked will be asked a series of questions regarding their name, address, background information, qualifications and experience. Applicants will be instructed to submit their application package electronically (see required documents below).

TEST REGISTRATION PROCESS

Q: How do I register for the written test?
A: Once you successfully complete the application process you will have the opportunity to register for the written test. When you register you will be given a User ID and password. Keep a record of this. If you need to reprint an admission notice, print the study guide, or reschedule yourself into another test session, to go to www.usatestmanager.gov and log in using this User ID and password. If you do forget your User ID or password, click on "Forgot User ID and Password."

Q: Will I receive additional notification of my test?
A: On the next business day after you successfully registered for the written test, the Office of Personnel Management (OPM) will send an e-mail to you at the e-mail address you gave in your application providing the test admission notice in text format rather than Adobe Acrobat format. OPM will also e-mail you a reminder notice five (5) days before your test date. If you are unable to attend your scheduled test date and you are unable to reschedule your test date at www.usatestmanager.gov, you will need to wait for the next CBP Officer open period to re-register.

Q: Is the written test mandatory?
A: Yes. All applicants must take and pass the written test for consideration as a CBP Officer.

Q: If I have already taken the test, do I have to take it again?
A: Anyone who has taken and passed the written test after November 2010 has a valid test score. If you previously failed the written test you must wait one year to retake the test.

Q: If I do not live in the area where the test is being offered, can I take the test at an alternate location?
A: No. All locations where testing will be offered are identified during the online application process. When you register, you must identify the location where you wish to be tested.

Q: Will I be reimbursed for expenses I incur traveling to the test location?
A: No.

Q: How long does the test take and what is in the test?
A: The test itself takes about five (5) hours and contains and contains three (3) sections -- Reasoning Skills, Writing Skills, and the CBP Experience record.

Q: Is there a study guide for the written test?
A: Yes. We believe that proper test preparation is essential for the successful candidate and suggest that you take the time to carefully read the study guide. You may download the guide from our website at: http://www.cbp.gov/xp/cgov/careers/study_guides/guides_supervisory/entry_guide/.

Q: How will I be notified of my test results?
A: The Notice of Results (NOR) will be emailed to you within four to six weeks after you have completed the written test.

Q: Who do I contact if I have questions about the application and test registration process?
A: If you have additional questions in regards to the application process or inventory, contact us via e-mail at: deu.cbpo.nhc@dhs.gov or during normal business hours at (952) 857-2927. Because of the volume of inquiries we receive; we strongly encourage you to contact us by e-mail.

REQUIRED DOCUMENTS

Q: What documents are required?
A: All applicants who successfully complete the application process will be required to submit the following:
  - Resume
  - Optional Form 306 "Declaration for Federal Employment"
  - CBP Officer Agreements accepting training and conditions of employment requirements.
  - Transcripts are required if basing any part of your qualifications on education (copies are acceptable).
  - CTAP/ICTAP: If you are claiming Agency Career Transition Assistance Program (CTAP) or the Interagency Career Transition Assistance Program (ICTAP) eligibility you must also submit the following:
    - Separation notice
    - SF-50B
    - Current (or a last) performance rating with a rating of at least fully successful or equivalent
    - Agency certification that you cannot be placed after injury compensation has been terminated; an OPM notification that your disability annuity has been terminated; or a Military Department of National Guard Bureau notification that you are retired under 5 U.S.C. 8337(h) or 8456.
  - Veterans Preference: If you are claiming Veterans Preference, you must submit the following proof of eligibility:
    - Five Point Preference: DD 214 (Member Copy 4)
    - Ten Point Preference: DD 214 (Member Copy 4) and supporting documentation as listed on the Standard Form 15, Application for 10-Point Veterans Preference. Click this link for a copy of the SF-15: www.opm.gov/forms/pdf_fill/SF15.pdf.

Veterans with a service-connected disability must also submit a VA Disability Award letter dated 1991 or later.

- If you are currently serving on active duty: A statement of service from your unit identifying the branch of service, period(s) of service, campaign badges or expeditionary medals earned, and the date you will be separated or be on approved terminal leave. If you submit a statement of service at this stage, your preference will be verified by a DD 214 (Member Copy 4) upon separation from the military.

For more information about veteran's preference, please click this link: www.opm.gov/employ/veterans/html/vetguide.asp.

Q: Where do I get the required documents?
A: A link will with instructions will be provided to the applicants who successfully complete the application process.

Q: Can I submit the documents before they are requested by the Minneapolis Hiring Center?
A: No. Documents will only be accepted after we request them. However, you may wish to begin working on your resume and obtaining copies of your veteran's documents and transcripts.

Q: Will I need to submit official documentation (i.e. transcripts, etc)?
A: You are not required to submit official documentation as part of your application package; an unofficial version will be accepted during the application process. However, if selected, you must provide the required official documentation prior to appointment. If any part of your application is not received, it will be evaluated solely on the information available.