Arizona State University

Traveling to the U.S.

As you plan your travel to the U.S., please print out this document and keep it with you in your carry- on bag. It may be useful when navigating immigration and customs at the airport when you arrive in the U.S.

What to do when you arrive in the U.S.:

- When the plane lands in the U.S., proceed to the immigration and customs checkpoint.
- Have all necessary documents ready to present to the officer.
- Complete all immigration and customs checkpoints.
  - If you experience any difficulties during the immigration and customs process Monday through Friday between 8 a.m. and 5 p.m. Arizona Time, **please call the ISSC at +1 480-727-4776.**
  - If you experience any difficulties during the immigration and customs process outside the ISSC's business hours, **please call ASU's 24/7 support line at +1 855-278-5080.**
- Once you have cleared the customs checkpoint, you will exit into the international arrivals area of the airport. If you need to catch a connecting flight to get to Phoenix, or your final destination, you will need to take your bags with you to the proper terminal or check-in counter for your domestic flight. At many airports, you may need to take a free inter-terminal shuttle to get to the proper gate. **We highly recommend visiting the website of your arrival airport to prepare for what you will need to do.**

What to have in your carry-on bags:

- Have all travel documents in your carry-on bags where you can easily access them, including your passport, F-1 visa, OPT authorized I-20 with a valid signature endorsed within the last six months, valid EAD card, and a job offer letter, if available.
- If you will be traveling for more than 30 days, we recommend you obtain a letter from your employer explaining your employment status and the nature of any employment activities while you were outside the U.S.
  - **Please note:** Your travel documents should not be laminated or altered in any way.

What to expect at U.S. airports:

- At your Port of Entry, U.S. Customs and Border Protection (CBP) officers will check your documents.
- While a CBP officer inspects your documents, you may be asked some general questions. We encourage you to remain calm as questions are a normal, routine procedure. Always answer questions clearly, honestly and politely.
- There is no cause for alarm if you are asked to step into a side room for a secondary inspection. They may need to ask you some questions or verify some information. You are allowed to ask the officer what the issue is, but we recommend you do so respectfully.
- If there is a problem, suggest that they contact **the ISSC during normal business hours at +1 480-727-4776 or ASU's 24/7 support line outside normal business hours at +1 855-278-5080.**