Self-clearing U.S. Customs
General procedures to self-clear U.S. Customs for international live animals

All animal shipments originating internationally with its final destination in the U.S. must be cleared through U.S. Customs.

**Step 1**
Customer will go to the pick-up counter at the American Airlines Cargo terminal.

**Step 2**
Customer will provide American Airlines Cargo with the air waybill number and request original documents.

**Step 3**
Customer pays American Airlines Cargo for the Clearance and Handling at Destination (CDC) fees and any other applicable charges.

**Step 4**
American Airlines Cargo clerk will provide the customer with original shipping documents (air waybill, health certificate, vaccination records, etc.)

**Step 5**
Customer must then proceed to the local U.S. Customs and Border Protection (CBP) office and present original shipping documents to obtain clearance. CBP will provide the customer with proof of clearance.

**Step 6**
Customer will return to the American Airlines Cargo terminal to present proof of clearance from CBP and retrieve documents.

**Step 7**
Animal will be released to customer.

See next page for local CBP location addresses and office hours.
## General procedures to self-clear U.S. Customs for international live animals

### Dallas/Ft. Worth, Texas – DFW
Port Code: 5501  
Address: 7501 Esters Blvd., Suite 160, Irving, TX 75063  
Phone: (972) 870-7460  
Hours: Sunday: Closed  
Monday: 8:30 am-5:00 pm CST  
Tuesday: 8:30 am-5:00 pm CST  
Wednesday: 8:30 am-5:00 pm CST  
Thursday: 8:30 am-5:00 pm CST  
Friday: 8:30 am-5:00 pm CST  
Saturday: Closed

### Chicago, Illinois - ORD
Port Code: 3901  
Address: 5600 Pearl Street, Rosemont, IL 60018  
Phone: (847) 928-3000  
Hours: Sunday: Closed  
Monday: 8:00 am-4:30 pm  
Tuesday: 8:00 am-4:30 pm  
Wednesday: 8:00 am-4:30 pm  
Thursday: 8:00 am-4:30 pm  
Friday: 8:00 am-4:30 pm  
Saturday: Closed

### Los Angeles, California - LAX
Port Code: 2720  
Address: 11099 South La Cienega Blvd., Los Angeles, CA 90045  
Phone: (310) 215-2618  
Hours: Sunday: Closed  
Monday: 8:00 am-4:30 pm PST  
Tuesday: 8:00 am-4:30 pm PST  
Wednesday: 8:00 am-4:30 pm PST  
Thursday: 8:00 am-4:30 pm PST  
Friday: 8:00 am-4:30 pm PST  
Saturday: Closed

### New York, New York - JFK
Port Code: 4701  
Address: John F. Kennedy International Airport  
Bldg #77, Jamaica, NY 11430  
Phone: (718) 487-5164  
Hours: Sunday: Closed  
Monday: 8:00 am-5:00 pm EST  
Tuesday: 8:00 am-5:00 pm EST  
Wednesday: 8:00 am-5:00 pm EST  
Thursday: 8:00 am-5:00 pm EST  
Friday: 8:00 am-5:00 pm EST  
Saturday: Closed

### Philadelphia, Pennsylvania - PHL
Port Code: 1101  
Address: 2nd & Chestnut Streets, Room 102  
Philadelphia, PA 19106  
Phone: (215) 717-5800  
Hours: Sunday: Closed  
Monday: 8:00 am-5:00 pm EST  
Tuesday: 8:00 am-5:00 pm EST  
Wednesday: 8:00 am-5:00 pm EST  
Thursday: 8:00 am-5:00 pm EST  
Friday: Closed  
Saturday: Closed

### Raleigh-Durham, North Carolina - RDU
Port Code: 1503  
Address: 2400 John Brantley Boulevard  
Morrisville, NC 27560  
Phone: (919) 674-3400  
Hours: Sunday: Closed  
Monday: 8:00 am-5:00 pm EST  
Tuesday: 8:00 am-5:00 pm EST  
Wednesday: 8:00 am-5:00 pm EST  
Thursday: 8:00 am-5:00 pm EST  
Friday: 8:00 am-5:00 pm EST  
Saturday: Closed

### Miami, Florida - MIA
Port Code: 5206  
Address: 4200 NW 21st Street Concourse D - North Terminal 2nd Floor, Miami, FL 33122  
Phone: (786) 476-3100  
Hours: Sunday: Closed  
Monday: 6:00 am-7:30 pm EST  
Tuesday: 6:00 am-7:30 pm EST  
Wednesday: 6:00 am-7:30 pm EST  
Thursday: 6:00 am-7:30 pm EST  
Friday: 6:00 am-7:30 pm EST  
Saturday: Closed

### Charlotte, North Carolina - CLT
Port Code: 1512  
Address: 1901 Crossbeam Drive, Charlotte, NC 28217  
Phone: (704) 329-6120  
Hours: Sunday: Closed  
Monday: 8:00 am-5:00 pm EST  
Tuesday: 8:00 am-5:00 pm EST  
Wednesday: 8:00 am-5:00 pm EST  
Thursday: 8:00 am-5:00 pm EST  
Friday: 8:00 am-5:00 pm EST  
Saturday: Closed

### Phoenix, Arizona - PHX
Port Code: 2605  
Address: 3002 E. Old Tower Road, Suite 400  
Phoenix, AZ 85034  
Phone: (602) 914-1400  
Hours: Sunday: Closed  
Monday: 8:00 am-5:00 pm MST  
Tuesday: 8:00 am-5:00 pm MST  
Wednesday: 8:00 am-5:00 pm MST  
Thursday: 8:00 am-5:00 pm MST  
Friday: 8:00 am-5:00 pm MST  
Saturday: Closed

### Boston, Massachusetts - BOS
Port Code: 0417  
Address: 500 Terminal E  
East Boston, MA 02128  
Phone: (617) 568-1810  
Hours: Sunday: Closed  
Monday: 8:00 am-4:00 pm EST  
Tuesday: 8:00 am-4:00 pm EST  
Wednesday: 8:00 am-4:00 pm EST  
Thursday: 8:00 am-4:00 pm EST  
Friday: 8:00 am-4:00 pm EST  
Saturday: Closed