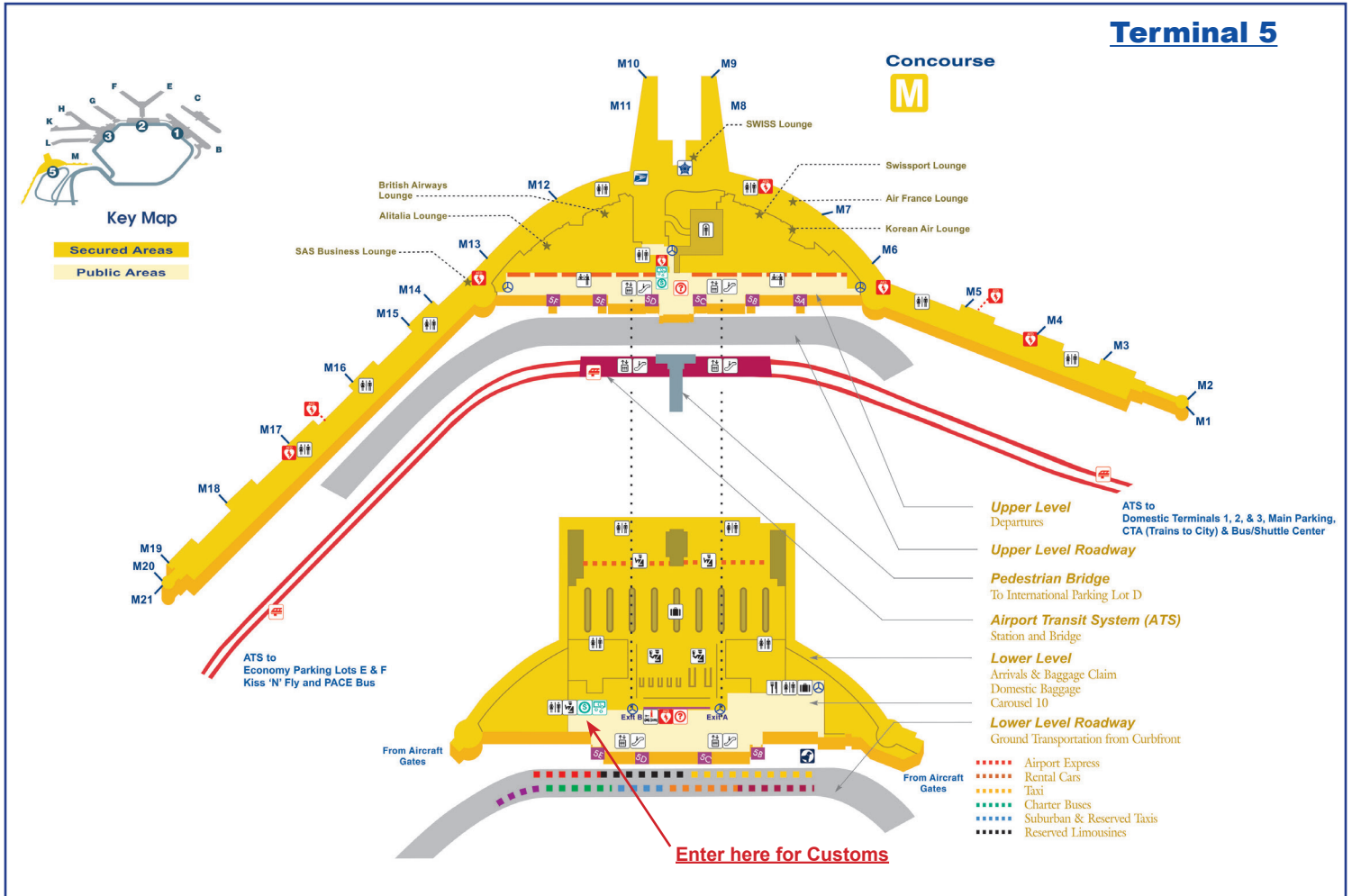


# ORD - Chicago O'Hare International Airport

## U.S. Customs and Border Protection



### Carnet & Customs Instructions

Carnet users must have their carnets validated both when arriving and departing.

- 1) Bring Carnet and items to Public Office located in Terminal 5 on the Lower Level.
- 2) Customs is located next to McDonald's and is accessible through the Global Entry Office door. If closed, please call the telephone number on the door, and ask for assistance. There is a Customs Officer on duty 24 hours.

### Hours of operation: 8:00 am-8:00 pm

Information is accurate as of May 1st, 2016 but can change at any time. Please allow sufficient time to locate customs and get your carnet validated should the location of customs change due to conditions beyond our control.

### Airport Information

Website <http://www.ohare.com>

U.S. Customs Service (773) 894-2900

Parking Customer Service (773) 686-7530

Customer Service (773) 894-2427

CIB International HelpLine. 00 800 4CARNETS  
CIB Carnet HelpLine<sup>SM</sup> ..... 1-800-ATA-CARNET  
CIB Telephone ..... 1-847-381-1558

E-Mail ..... [carnets@atacarnet.com](mailto:carnets@atacarnet.com)  
Website ..... [www.atacarnet.com](http://www.atacarnet.com)

