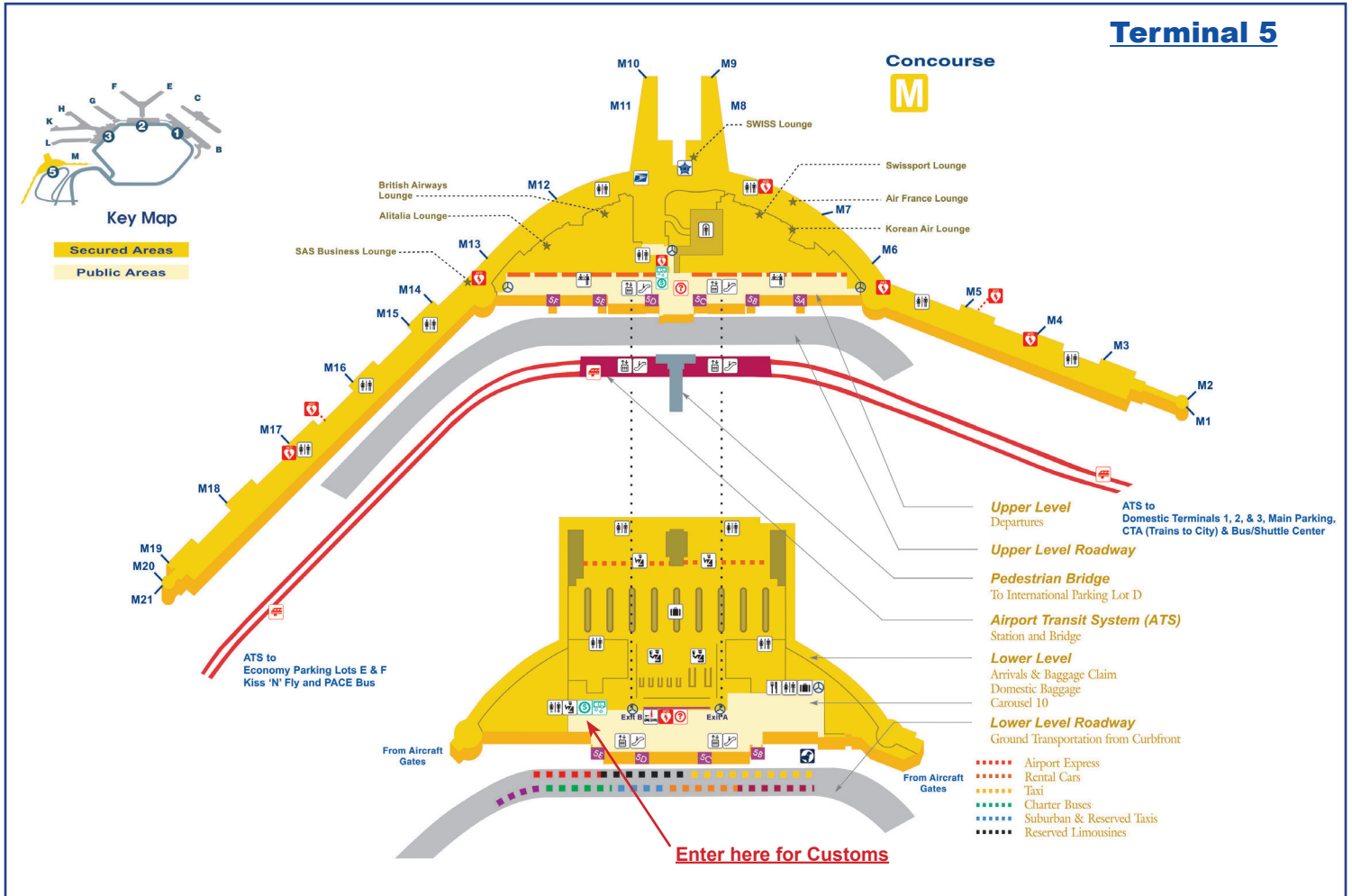


ORD - Chicago O'Hare International Airport

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/Arrivals Level.
- 2) Customs is located by Carousel 12 past 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. Best to call.

Hours of operation: 8:00am - 4:00pm Call after 4p.m.

Information is accurate as of **March 13, 2025** 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) 686-2800

Parking Customer Service (773) 686-7530

Customer Service (773) 894-2427

Carnet HelpLine® 1-800-ATA-2900 **E-Mail** carnets@atacarnet.com
Telephone 1-847-852-3100 **Website** www.atacarnet.com

