

# Getting started with DHS TRIP

DHS | DHS Traveler Redress Inquiry Program (DHS TRIP) - Windows Internet Explorer

http://www.dhs.gov/files/programs/gc\_1169676919316.shtm

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Result of Find DHS | DHS Traveler Redr... X

Patrol Agent

Home Counterterrorism Border Security Preparedness, Response, Recovery Immigration Cybersecurity About

**Travel Security**  
Activities & Programs  
Grants  
Domestic Travel  
Crossing U.S. Borders  
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## DHS Traveler Redress Inquiry Program (DHS TRIP)

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The Department of Homeland Security Traveler Redress Inquiry Program (DHS TRIP) is a single point of contact for individuals who have inquiries or seek resolution regarding difficulties they experienced during their travel screening at transportation hubs—like airports and train stations—or crossing U.S. borders, including:

- watch list issues
- screening problems at ports of entry
- situations where travelers believe they have been unfairly or incorrectly delayed, denied boarding or identified for additional screening at our nation's transportation hubs

DHS TRIP is part of an effort by the departments of State and Homeland Security to welcome legitimate travelers while still securing our country from those who want to do us harm.

**File a Complaint / Apply for Redress**

**Go to DHS TRIP**

### Who Should Use DHS TRIP?

People who have been denied or delayed airline boarding; have been denied or delayed entry into or exit from the U.S. at a port of entry or border crossing; or have been repeatedly referred to additional (secondary) screening can file an inquiry to seek redress.

### How does DHS TRIP work?

DHS TRIP routes your redress request to the appropriate office for review and adjudication. When you apply for redress, you will be assigned a record identifier or [Redress Control Number](#).

You should keep your redress control number. You can use it to look up your complaint status online and to book airline tickets after your complaint is resolved.




### How is redress information used?

The Department of Homeland Security safeguards the privacy of any personal information that you provide in your inquiry to DHS TRIP. The information that you provide will be used only to process your request for redress. [More information on DHS TRIP and your privacy.](#)

### Getting started with DHS TRIP

[Learn more about TRIP and make an inquiry online.](#)

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-  Print this page
-  Email Updates
-  Subscribe to Feeds

**Homeland Security Components**

- Privacy Office
- Civil Rights and Civil Liberties
- Customs and Border Protection
- Transportation Security Administration
- US-VISIT

**More from Homeland Security**

[Redress Control Numbers](#)

**National Threat Advisory: ELEVATED**

*Significant Risk Of Terrorist Attacks*

The threat level in the airline sector is **High** or **Orange**.  
[Read more.](#)

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# One-Stop Travelers Redress Process

DHS | One-Stop Travelers' Redress Process - Windows Internet Explorer

http://www.dhs.gov/files/programs/gc\_1169673653081.shtm

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**Homeland Security**

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Storekeeper 3rd Class  
USCG



Home Counterterrorism Border Security Preparedness, Response, Recovery Immigration Cybersecurity About

## Travel Security

Activities & Programs  
Grants  
Domestic Travel  
Crossing U.S. Borders  
Register for Travel Alerts

## One-Stop Travelers' Redress Process

**On This Page:**

- [Redress Control Number](#)
- [Links for Travelers](#)
- [More About Traveler Screening](#)


**Step 1**



**Should I use DHS TRIP?**

- How do I know if I'm on a watchlist?
- Is there more than one watchlist?
- How do I avoid secondary screening?
- [more](#)

**Step 2**



**How to use DHS TRIP**

- How do I file my complaint?
- Can I file a complaint for someone else?
- What about my privacy?
- How do I get help with the online form?
- [more](#)

**Step 3**



**After your inquiry**

- What do I do next?
- What is a redress number?
- Can I track my inquiry?
- How do I get help with my case?
- [more](#)

Traveler Redress Inquiry Program (DHS TRIP) Overview

**Page Tools**

- Print this page
- Email Updates
- Subscribe to Feeds

**Homeland Security Components**

- Office of US-VISIT
- Office for Civil Rights and Civil Liberties
- U.S. Customs and Border Protection
- Privacy Office
- Transportation Security Administration

**Related Resources**

Testimony of Timothy Healy, Director, Terrorist Screening Center

**National Threat Advisory: ELEVATED**

Significant Risk Of Terrorist Attacks

The threat level in the airline sector is **High** or **Orange**.  
Read more.

**Redress Control Number**

Have you been asked for a [redress number](#)?

DHS TRIP helps travelers improve their travel experience and correct inaccuracies in government records that may make travel more difficult.

DHS TRIP helps resolve inconveniences resulting from name similarities by providing a redress control number that allows systems to prevent misidentifications from happening again.

[Back To Top](#)

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# One-Stop Travelers Redress Process continued

DHS | One-Stop Travelers' Redress Process - Windows Internet Explorer

http://www.dhs.gov/files/programs/gc\_1169673653081.shtm

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Result of Find DHS | One-Stop Traveler...

## Links for Travelers

- Travel tips
  - [US-VISIT](#)
  - [Domestic Travelers \(TSA\)](#)
  - [International Travelers \(CBP\)](#)

[Back To Top](#)

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## More About Traveler Screening

- [Global Entry \(CBP\)](#)
- [Secure Flight Program \(TSA\)](#)
- [Terrorist Screening Center \(FBI\)](#)
- Request review or waiver of ineligibility to enter U.S.
  - [Canadian Citizens \(CBP\)](#)
  - [Canadian Citizens \(USCIS\)](#) or
  - [Non-Canadians \(State Department\)](#)

[Back To Top](#)

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## Contact

[trip@dhs.gov](mailto:trip@dhs.gov)

*This page was last reviewed / modified on November 16, 2010.*

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<h3>I Want to</h3> <ul style="list-style-type: none"><li>Learn about the Travelers' Redress Process</li><li>Find Career Opportunities</li><li>Check the Threat Level</li><li>Use the Job Finder</li><li>Contact the Department</li><li>Cross U.S. Borders</li><li>Learn about Immigration Statistics</li></ul> <h3>Popular Searches</h3> <p>Case Status, ESTA, E-Verify, Forms, Green Card, I-9, Internships, Jobs.</p>	<h3>Featured Components</h3> <ul style="list-style-type: none"><li>Customs and Border Protection (CBP)</li><li>Federal Emergency Management Agency (FEMA)</li><li>Immigration and Customs Enforcement (ICE)</li><li>Transportation Security Administration (TSA)</li><li>U.S. Citizenship and Immigration Services (USCIS)</li><li>U.S. Coast Guard</li><li>U.S. Secret Service</li><li>Office of Inspector General</li></ul>	<h3>Information For</h3> <ul style="list-style-type: none"><li>Travelers</li><li>First Responders</li><li>Business</li><li>Veterans</li><li>Students</li><li>Government</li><li>Citizens</li></ul>	<h3>Making Connections</h3> <ul style="list-style-type: none"><li>Leadership Journal</li><li>The Blog @ Homeland Security</li><li>Homeland Security Feeds</li><li>Homeland Security Tweets</li><li>Homeland Security Videos</li></ul> <h3>Resources</h3> <ul style="list-style-type: none"><li>Press Room</li><li>Open for Business</li><li>Science &amp; Technology</li></ul>
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# Should I Use DHS TRIP


DHS | Step 1: Should I Use DHS TRIP? - Windows Internet Explorer

http://www.dhs.gov/files/programs/gc\_1169699418061.shtm


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Result of Find DHS | Step 1: Should I Us... X

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**Susan**  
Supervisory Deportation  
Officer, ICE



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**Travel Security**  
Activities & Programs  
Grants  
Domestic Travel  
Crossing U.S. Borders  
Register for Travel Alerts

## Step 1: Should I Use DHS TRIP?

- [When Should You Use DHS TRIP?](#)
- [When DHS TRIP Does Not Apply](#)
- [More About Screening and Watchlists](#)
- [Foreign Students and Exchange Visitors](#)

### When Should You Use DHS TRIP?

DHS TRIP can help you work to resolve travel-related issues when

- You were not able to print a boarding pass from an airline ticketing kiosk or from the Internet
- You were denied or delayed boarding
- A ticket agent "called someone" before handing you a boarding pass
- You were told
  - your fingerprints were incorrect or of poor quality
  - your photo did not match the travel document
  - your personal information was incomplete or inaccurate
  - you are on the "No Fly List"
- You want to
  - amend a traveler record because of an overstay as a result of not submitting the required I-94 when exiting the United States
  - ensure your biometric record created in US-VISIT is removed from Department of Homeland Security systems
- You believe
  - you were unfairly detained during your travel experience or unfairly denied entry into the United States
  - the U.S. government's record of your personal information is inaccurate

[Back To Top](#)

### When DHS TRIP Does Not Apply

DHS TRIP is not designed to address travel issue related to mishandled bags or poor customer service. See [links for travelers](#) for resources to help you address other travel issues.

### Step 2: How To Use DHS TRIP

### Step 3: After Your Inquiry

See also

- Traveler Redress Inquiry Program (DHS TRIP) Overview
- One-Stop Travelers' Redress Process

#### Page Tools

- Print this page
- Email Updates
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#### Related Resources

- Testimony, Director, Terrorist Screening Center

#### National Threat Advisory: ELEVATED

Significant Risk Of Terrorist Attacks

The threat level in the airline sector is **High** or **Orange**.  
Read more.

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# Should I Use....continued

DHS | Step 1: Should I Use DHS TRIP? - Windows Internet Explorer

http://www.dhs.gov/files/programs/gc\_1169699418061.shtm

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Home RSS Print Page Tools

## More About Screening and Watchlists

### What is the terrorist watchlist?

The terrorist watchlist is maintained by the Terrorist Screening Center (TSC), which is administered by the FBI, U.S. Department of Justice, in cooperation with the departments of Homeland Security, Defense, State and Treasury, and the Central Intelligence Agency.

Intelligence and law enforcement agencies nominate individuals for the watchlist based on established criteria.

Two subsets of the terrorist watchlist are the "No Fly" list and "Selectee" list:

- The "No Fly" list includes individuals who are prohibited from boarding an aircraft. **You are NOT on the No Fly list if you receive a boarding pass.**
- The "Selectee" list includes individuals who must undergo additional security screening before being permitted to board an aircraft.

The Transportation Security Administration (TSA) was created in the wake of 9/11 to strengthen the security of the nation's transportation systems while ensuring the freedom of movement for people and commerce. One of the ways TSA secures transportation systems is screening airline passengers against the No Fly and Selectee lists.

Customs and Border Protection also screens passengers against the terrorist watchlist before admitting travelers to the United States. As part of the inspection process, CBP officers must verify the identity of travelers, determine their admissibility into the U.S., and otherwise ensure compliance with U.S. laws, including looking for possible terrorists, weapons, controlled substances, and a wide variety of other prohibited and restricted items.

A traveler may be referred to secondary inspection for reasons unrelated to CBP's priority mission of keeping dangerous goods and dangerous people out of the U.S. For example, clearance difficulties may result from a traveler's name and/or date of birth residing in state or local law enforcement agency databases. CBP does not have the authority to modify such records and must refer these travelers to secondary inspection.

### How do I know if I am on a Government Watchlist?

The U.S. government does not reveal whether a particular person is on or not on a watchlist. If the government revealed this information, terrorist organizations would be able to circumvent the watchlist's purpose by determining in advance which of their members were likely to be questioned or detained.

- Read more information on the [Terrorist Screening Center](#).

Many people erroneously believe that they are experiencing a screening delay because they are on a watchlist. In fact, such delays are often caused merely by a name similarity to another person who is on the watchlist. Ninety-nine percent of individuals who apply for redress are not on the terrorist watchlist, but are misidentified as people who are.

DHS TRIP can help resolve inconveniences resulting from name similarities by providing a Redress Control Number that allows systems to prevent such misidentifications from recurring. [Go To Step 2](#)

### What factors are used to determine if someone is selected for secondary screening?

Many factors are considered to determine whether to select someone for secondary screening, but for security reasons they cannot be disclosed.

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# Should I Use...continued

The screenshot shows a Windows Internet Explorer browser window. The address bar contains the URL [http://www.dhs.gov/files/programs/gc\\_1169699418061.shtm](http://www.dhs.gov/files/programs/gc_1169699418061.shtm). The page title is "DHS | Step 1: Should I Use DHS TRIP?". The browser interface includes a menu bar (File, Edit, View, Favorites, Tools, Help), a search bar with "Live Search", and a toolbar with icons for home, print, and page settings.

**What factors are used to determine if someone is selected for secondary screening?**  
Many factors are considered to determine whether to select someone for secondary screening, but for security reasons they cannot be disclosed.

Passengers may be selected for random screening measures during the security screening process; however, if you have been selected for secondary screening on multiple occasions you might be able to use DHS TRIP to resolve issues such as misidentification. [Go To Step 2.](#)

- [More on the screening experience from TSA.](#)

[Back To Top](#)

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**Foreign Students and Exchange Visitors**

If you are a foreign student and exchange visitor, your travel difficulties may be related to the Student and Exchange Visitor Information System (SEVIS). We encourage you to contact your school official or program sponsor for help resolving difficulties stemming from SEVIS.

- Learn more about [Student and Exchange Visitor Information System or SEVIS.](#)

Issues unrelated to SEVIS may be addressed using DHS TRIP.

[Back To Top](#)

[» Go to STEP 2: How To Use DHS Trip](#)

**Contact**

[trip@dhs.gov](mailto:trip@dhs.gov)

This page was last reviewed / modified on March 18, 2010.

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<p><b>I Want to</b></p> <ul style="list-style-type: none"><li>Learn about the Travelers' Redress Process</li><li>Find Career Opportunities</li><li>Check the Threat Level</li><li>Use the Job Finder</li><li>Contact the Department</li><li>Cross U.S. Borders</li><li>Learn about Immigration Statistics</li></ul> <p><b>Regular Searches</b></p>	<p><b>Featured Components</b></p> <ul style="list-style-type: none"><li>Customs and Border Protection (CBP)</li><li>Federal Emergency Management Agency (FEMA)</li><li>Immigration and Customs Enforcement (ICE)</li><li>Transportation Security Administration (TSA)</li><li>U.S. Citizenship and Immigration Services (USCIS)</li><li>U.S. Coast Guard</li><li>U.S. Secret Service</li><li>Office of Inspector General</li></ul>	<p><b>Information For</b></p> <ul style="list-style-type: none"><li>Travelers</li><li>First Responders</li><li>Business</li><li>Veterans</li><li>Students</li><li>Government</li><li>Citizens</li></ul>	<p><b>Making Connections</b></p> <ul style="list-style-type: none"><li>Leadership Journal</li><li>The Blog @ Homeland Security</li><li>Homeland Security Feeds</li><li>Homeland Security Tweets</li><li>Homeland Security Videos</li></ul> <p><b>Resources</b></p> <ul style="list-style-type: none"><li>Press Room</li></ul>
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# How to Use DHS TRIP


DHS | Step 2: How to Use DHS TRIP - Windows Internet Explorer

http://www.dhs.gov/files/programs/gc\_1169826536380.shtm

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**Homeland Security**

Elisa  
Community Relations Representative, FEMA



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**Travel Security**  
Activities & Programs  
Grants  
Domestic Travel  
Crossing U.S. Borders  
Register for Travel Alerts

## Step 2: How to Use DHS TRIP

- [Using DHS TRIP](#)
- [Required Documents](#)
- [Sending Your Documents](#)
- [DHS TRIP and Your Privacy](#)
- [Support for the Online Inquiry Form](#)

### Using DHS TRIP

DHS TRIP uses an online form that you complete using your computer and an Internet connection. It takes just a few moments to complete the screens and submit your complaint. You will be asked to submit documentation to complete the redress process. You can submit documents via mail or e-mail. For expedited service, e-mail all requested documents to [TRIP@dhs.gov](mailto:TRIP@dhs.gov). Submitting documents via mail will result in slower processing.

[Click Here to File a Complaint / Apply for Redress](#)

**You cannot save this application.** Before you begin, have the following information ready: required documents, flight numbers, dates, and any required data that may not be memorized, such as passport number.

### Filing a Complaint on Behalf of Someone Else

You can contact DHS TRIP on behalf of another person. Complete the [DHS TRIP Authorization to Release Information to Another Person](#). (PDF, 1 page - 554 KB)

### Mailing a Complaint Form

Completing the form online saves processing time and helps prevent data entry errors, so we can respond to you more quickly.

However, if you are unable to complete the online form, you may mail the [DHS TRIP Traveler Inquiry Form](#). (PDF, 4 page - 202 KB). If documents are mailed, it may take 10-15 business days to receive your submission due to federal government mail screening requirements.

[Back To Top](#)

### Required Documents

Step 1: Should I Use DHS TRIP?

Step 3: After Your Inquiry

See also

- Traveler Redress Inquiry Program (DHS TRIP) Overview
- One-Stop Travelers' Redress Process
- Redress Control Numbers

Page Tools

- Print this page
- Email Updates
- Subscribe to Feeds

**National Threat Advisory: ELEVATED**

Significant Risk Of Terrorist Attacks

The threat level in the airline sector is **High** or **Orange**.  
Read more.

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# How to Use...continued

The screenshot shows a Windows Internet Explorer browser window. The title bar reads "DHS | Step 2: How to Use DHS TRIP - Windows Internet Explorer". The address bar shows the URL "http://www.dhs.gov/files/programs/gc\_1169826536380.shtm". The browser's menu bar includes "File", "Edit", "View", "Favorites", "Tools", and "Help". The toolbar contains various icons for navigation and search. The main content area is titled "Required Documents" and is divided into three sections: "For U.S. citizens", "For non-U.S. citizens", and "Document list". The "Document list" section contains a bulleted list of acceptable identification documents. Below the list is a link "Back To Top". The second section is "Sending Your Documents", which includes "E-mailing Instructions" and a note about submission status.

**Required Documents**

**For U.S. citizens**

Please provide a legible copy of an unexpired U.S. passport. If you do not have a U.S. passport, please provide at least one legible copy of an unexpired government-issued photo identification document from the list below. For minors (individuals under the age of 18), a copy of either a certified birth certificate or a passport is the only identification document required.

**For non-U.S. citizens**

Please provide legible copies of the biographical pages of your unexpired passport/identification document, and/or copies of any U.S. government-issued identification documents listed below.

**Document list**

- Passport
- Passport card
- Driver's license
- Birth certificate (only for individuals under the age of 18)
- Military identification card
- Government identification card (federal/state/local number)
- Certificate of citizenship
- Naturalization certificate
- Immigrant/non-immigrant visa
- Alien registration
- Petition or claim receipt
- I-94 admission form
- FAST card
- SENTRI card
- NEXUS card
- Border crossing card
- SEVIS card

[Back To Top](#)

**Sending Your Documents**

Use the information below to e-mail as an attachment or mail the DHS Traveler Inquiry Form. Please submit inquiries only once. Multiple submissions will delay response to your request.

**E-mailing Instructions**

Please e-mail the completed DHS TRIP Traveler Inquiry Form and copies of identification documents to [TRIP@dhs.gov](mailto:TRIP@dhs.gov). If your attachments exceed 10 MB, they will be rejected due to size. If necessary, please send separate e-mails with attachments, using the same subject line for each e-mail.

Please allow 7-10 business days before checking the status of an electronic submission. Read more on [checking your submission status online](#).

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# How to Use...continued

DHS | Step 2: How to Use DHS TRIP - Windows Internet Explorer

http://www.dhs.gov/files/programs/gc\_1169826536380.shtm

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## Sending Your Documents

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### E-mailing Instructions

Please e-mail the completed DHS TRIP Traveler Inquiry Form and copies of identification documents to [TRIP@dhs.gov](mailto:TRIP@dhs.gov). If your attachments exceed 10 MB, they will be rejected due to size. If necessary, please send separate e-mails with attachments, using the same subject line for each e-mail.

Please allow 7-10 business days before checking the status of an electronic submission. Read more on [checking your submission status online](#).

### Mailing Instructions

Please mail the completed DHS Trip Traveler Inquiry Form and copies of identification documents to:  
DHS Traveler Redress Inquiry Program (DHS TRIP)  
601 S. 12th St. TSA-901  
Arlington, VA 20598-6901

Regular and overnight mail submission will take 10-15 business days to arrive due to federal government mail screening requirements.

If using the mail, be sure to send **copies** of your identification documents, not the original documents, because they cannot be returned.

Incomplete identification documents will delay the redress process.

[Back To Top](#)

## DHS TRIP and Your Privacy

The Department of Homeland Security safeguards the privacy of any personal information that you provide in your inquiry to DHS TRIP. Information submitted through DHS TRIP will be protected and will only be shared as described in the documents below:

- System of Records Notice, DHS/AII-005 Department of Homeland Security [Redress and Response Records System](#) (Federal Register), January 18, 2007
- [Traveler Redress Inquiry Program Privacy Impact Assessment \(PDF, 22 pages – 1 MB\)](#)

### How the Information You Submit Will Be Used

The information that you provide will be used to process your request for redress. To process your request, DHS TRIP will share this information within the Department and outside the Department with components or entities that can help address the underlying issues regarding your redress request. DHS TRIP may share information about you with airlines or other third parties where necessary to implement the redress resolution.

In very limited circumstances, information from an individual may be shared for reasons not related to the redress process. For example, if a person uses the submission information to identify

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# How to Use...continued

DHS | Step 2: How to Use DHS TRIP - Windows Internet Explorer

http://www.dhs.gov/files/programs/gc\_1169826536380.shtm

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In very limited circumstances, information from an individual may be shared for reasons not related to the redress process. For example, if a person were to submit information indicating illegal activity, such as providing a fraudulent passport or driver's license, this information may be turned over to appropriate authorities for proper investigation. In addition, information may be shared with the National Archives and Records Administration for proper handling of government records or when specifically relevant to litigation involving the federal government or when necessary to protect the person who provided the information from the harm of identity theft in the case of a data breach affecting this system.

[Back To Top](#)

## Support for the Online Inquiry Form

Problems accessing the Web site?

E-mail the Web Application Administrator: [trip@dhs.gov](mailto:trip@dhs.gov)

[Back To Top](#)

**» [Go to STEP 3: After Your Inquiry](#)**

### Download Plug-in

Some of the links on this page require a plug-in to view them. Links to the plug-ins are available below.

Adobe Acrobat (PDF)

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# After Your Inquiry



Homeland Security

Serena  
Program Analyst,  
Office of Infrastructure  
Protection



## Travel Security

### Activities & Programs

Grants

Domestic Travel

Crossing U.S. Borders

Register for Travel Alerts

## Step 3: After Your Inquiry

- [What Happens After Your Inquiry Is Submitted](#)
- [Redress Control Number](#)
- [Tracking Your Inquiry](#)
- [After the Issue is Resolved](#)

### What Happens After Your Inquiry Is Submitted

We recommend that you e-mail your completed form and copies of documents to [trip@dhs.gov](mailto:trip@dhs.gov). If your attachments exceed 10 MB, they will be rejected due to size. If necessary, please send separate e-mails with attachments using the same subject line.

If you mail your documents, it may take 10-15 business days to receive your submission due to federal government mail screening requirements.

After filing online, you will be asked to provide supporting documentation within 30 days. Please submit your additional documentation well before the 30-day deadline to speed processing your request. Please submit this documentation via e-mail to [trip@dhs.gov](mailto:trip@dhs.gov). If your attachments exceed 10 MB, they will be rejected due to size.

Once your documentation is received, [DHS TRIP](#) will process your request.

Delays in receiving required documentation will cause delays in processing.

[Back To Top](#)

### Redress Control Number

When you submit your DHS TRIP Traveler Inquiry Form, the DHS TRIP system automatically assigns you a Redress Control Number. You will be able to use this number to track the status of your inquiry. After your inquiry is completed, you will also be able to use the number when you make an airline reservation.

When you make an airline reservation, provide your redress number when requested by your travel arranger or airline representative, or when prompted by an interactive reservation system. This will enable your airline to determine quickly your identity and reduce the likelihood of mistaken identity during future trips.

If you have misplaced your redress control number, please contact [trip@dhs.gov](mailto:trip@dhs.gov). Provide your full name, date of birth, gender, and city/state of residence. You will receive an e-mail containing

Step 1: Should I Use DHS TRIP?

Step 2: How to Use DHS TRIP?

See also

Traveler Redress Inquiry Program (DHS TRIP) Overview

One-Stop Travelers' Redress Process

#### Page Tools

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National Infrastructure Protection Plan

#### National Threat Advisory: ELEVATED

Significant Risk Of Terrorist Attacks

The threat level in the airline sector is High or Orange. [Read more.](#)

# After Your Inquiry...continued

DHS | Step 3: After Your Inquiry - Windows Internet Explorer

http://www.dhs.gov/files/programs/gc\_1169827489374.shtm

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Result of Find DHS | Step 3: After Your Inquiry X

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[Back To Top](#)

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## Tracking Your Inquiry

Once your inquiry has been received, you will receive a determination letter in the mail.

If you want to review the status of your inquiry, please visit the [status page](#). The status page will tell you if your case is in process, has been completed, or requires more information.

You will need your [Redress Control Number](#) to use this feature.

If your status indicates "Pending Paperwork" or "No Paperwork," DHS TRIP has sent you a letter describing the additional information needed to complete your case review. If you have not received this letter, please contact DHS TRIP at [trip@dhs.gov](mailto:trip@dhs.gov). Include your Redress Control Number.

You may also mail your letter to  
DHS Traveler Redress Inquiry Program (DHS TRIP)  
601 S. 12th Street, TSA-901  
Arlington, VA 20598-6901

If you file your complaint online and send your documentation via e-mail, your updated status information should be available online within 7-10 days. If you send your request and/or additional documentation by mail, DHS TRIP may not adjust or create an accurate status update for 10-15 days after the documentation is mailed.

[Back To Top](#)

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## After the Issue is Resolved

DHS TRIP is designed specifically to help travelers improve their travel experience and correct inaccuracies in government records that may contribute to difficulties when traveling. Security procedures and legal concerns mandate that we can neither confirm nor deny any information about you that may be within federal watch lists; we also cannot reveal any law enforcement-

# After Your Inquiry...continued

DHS | Step 3: After Your Inquiry - Windows Internet Explorer

http://www.dhs.gov/files/programs/gc\_1169827489374.shtm

File Edit View Favorites Tools Help

Result of Find DHS | Step 3: After Your ... X

Home RSS Print Page Tools

## After the Issue is Resolved

DHS TRIP is designed specifically to help travelers improve their travel experience and correct inaccuracies in government records that may contribute to difficulties when traveling. Security procedures and legal concerns mandate that we can neither confirm nor deny any information about you that may be within federal watch lists; we also cannot reveal any law enforcement-sensitive information.

DHS TRIP may not resolve all of your travel-related concerns in the future.

Even after completing the redress process through DHS TRIP, a traveler may be selected for enhanced screening based on a variety of factors, or at random. While it is not the intent of the Department of Homeland Security to subject travelers to delays, the examination process will occasionally inconvenience travelers. The Department strives to ensure that its processes treat travelers fairly and efficiently, as we endeavor to make certain that all individuals travel in a legal and secure manner. In all cases, Homeland Security officers are to conduct interviews and examinations with the utmost professionalism and courtesy.

### You Disagree with the Resolution

If you feel that your request for redress was resolved incorrectly, please follow the instructions that you received in your resolution letter.

### Additional Resources

- [More on the airline screening process from TSA](#)
- [TSA Customer Contact Center and Claims Management](#)

[Back To Top](#)

*This page was last reviewed / modified on May 25, 2010.*

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<h4>I Want to</h4> <ul style="list-style-type: none"><li>Learn about the Travelers' Redress Process</li><li>Find Career Opportunities</li><li>Check the Threat Level</li><li>Use the Job Finder</li><li>Contact the Department</li><li>Cross U.S. Borders</li><li>Learn about Immigration Statistics</li></ul> <h4>Popular Searches</h4> <ul style="list-style-type: none"><li>Case Status, ESTA, E-Verify, Forms,</li><li>Green Card, I-9, Internships, Jobs,</li><li>Passport, Visa</li></ul>	<h4>Featured Components</h4> <ul style="list-style-type: none"><li>Customs and Border Protection (CBP)</li><li>Federal Emergency Management Agency (FEMA)</li><li>Immigration and Customs Enforcement (ICE)</li><li>Transportation Security Administration (TSA)</li><li>U.S. Citizenship and Immigration Services (USCIS)</li><li>U.S. Coast Guard</li><li>U.S. Secret Service</li><li>Office of Inspector General</li></ul>	<h4>Information For</h4> <ul style="list-style-type: none"><li>Travelers</li><li>First Responders</li><li>Business</li><li>Veterans</li><li>Students</li><li>Government</li><li>Citizens</li></ul>	<h4>Making Connections</h4> <ul style="list-style-type: none"><li>Leadership Journal</li><li>The Blog @ Homeland Security</li><li>Homeland Security Feeds</li><li>Homeland Security Tweets</li><li>Homeland Security Videos</li></ul> <h4>Resources</h4> <ul style="list-style-type: none"><li>Press Room</li><li>Open for Business</li><li>Science &amp; Technology</li></ul>
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Home Contact Us Site Map Privacy Policy Plug-Ins Important Notices FOIA USA.gov GobiernoUSA.gov The White House

Trusted sites 100%

# Paperwork Reduction Act

The screenshot shows a web browser window with the URL <https://trip.dhs.gov/PRA.aspx>. The browser tabs include "DHS Connect", "iShare Home", "DHS | TRIP", "ROCIS - Add/Edit Information ...", and "ROCIS - Edit ICR". The page header features the Homeland Security logo, a photo of Christine, Program Analyst at the Office of Infrastructure Protection, and the title "DHS Traveler Redress Inquiry Program (DHS TRIP)".

**Check Case Status**  
**Application FAQ**  
**Printable Application**  
**Privacy Act Statement**  
**Paperwork Reduction Act Statement**

## Paperwork Reduction Act Statement

PAPERWORK REDUCTION ACT STATEMENT OF PUBLIC BURDEN: Through this information collection, DHS is gathering information about you to conduct redress procedures, as an individual who believes he or she has been (1) denied or delayed boarding, (2) denied or delayed entry into or departure from the United States as a port of entry, or (3) identified for additional screening at our Nation's transportation hubs, including airports, seaports, train stations and land borders. The public burden for this collection of information is estimated to be one hour. This is a voluntary collection of information. If you have any comments on the DHS TRIP Smart Form, you may contact DHS TRIP, 601 S. 12th Street, TSA-901, Arlington, VA 20598-6901-4220. An agency may not conduct or sponsor, and persons are not required to respond to, a collection of information unless it displays a currently valid OMB control number. The OMB control number assigned to this collection is 1652-0044.

[click here to return and continue.](#)

U.S. Department of Homeland Security

# Privacy Act Statement



Homeland Security



Lucas  
Supervisory Border  
Patrol Agent

## DHS Traveler Redress Inquiry Program (DHS TRIP)

- Check Case Status
- Application FAQ
- Printable Application
- Privacy Act Statement
- Paperwork Reduction Act Statement

### Privacy Act Statement


**Authority:** Title IV of the Intelligence Reform and Terrorism Prevention Act of 2004 authorizes DHS to take security measures to protect travel, and under Subtitle B, Section 4012(1)(G), the Act directs DHS to provide appeal and correction opportunities for travelers whose information may be incorrect. **Principal Purposes:** DHS will use this information in order to assist you with seeking redress in connection with travel. **Routine Uses:** DHS will use and disclose this information to appropriate governmental agencies to verify your identity, distinguish your identity from that of another individual, such as someone included on a watch list, and/or address your redress request. Additionally, limited information may be shared with non-governmental entities, such as air carriers, where necessary for the sole purpose of carrying out your redress request. **Disclosure:** Furnishing this information is voluntary; however, the Department of Homeland Security may not be able to process your redress inquiry without the information requested.

[click here to return and continue.](#)


# Submit an Application to DHS Trip

Browser address bar: <https://trip.dhs.gov/Default.aspx>

Browser tabs: DHS Connect, Share Home, DHS | TRIP



**Homeland Security**



**Richard**  
Lieutenant Commander  
USCGR

**DHS Traveler Redress Inquiry Program (DHS TRIP)**

[Check Case Status](#)  
[Application FAQ](#)  
[Printable Application](#)  
[Privacy Act Statement](#)  
[Paperwork Reduction Act Statement](#)

### Submit an Application to DHS TRIP

To submit a complete application, you will be required to print and sign a Penalty of Perjury and Privacy Statement presented to you at the end of this application. If you have immediate access to a printer, sign and email or mail the Statement to DHS TRIP along with your required documents. Please have your identity document (e.g. passport, driver's license) information available, as it may be required to complete your DHS TRIP application.

#### Area(s) of Concern

Please check ALL the scenarios that describe your travel experience (must select at least one):

- I am always subjected to additional screening when going through an airport security checkpoint
- I was denied boarding
- I am unable to print a boarding pass at the airport kiosk or at home
- I am directed to a ticket counter every time I fly
- The airline ticket agent stated that I am on a Federal Government Watch List
- I was detained during my travel experience
- A ticket agent took my identification and called someone before handing me a boarding pass
- I missed my flight while attempting to obtain a boarding pass
- I am repeatedly referred for secondary screening when clearing U.S. Customs and Border Protection
- I was denied entry into the United States
- I am a foreign student or exchange visitor who is unable to travel due to my status
- I was told my fingerprints were incorrect or of poor quality
- I feel my civil rights have been violated because I was discriminated against on the basis of my race, ethnicity, religion, disability, or gender
- I feel my civil rights have been violated because my questioning or treatment during screening was abusive or coercive
- I feel my civil rights have been violated because a search of my person or property violated freedom of speech or press
- I believe my privacy has been violated because a government agent has exposed or inappropriately shared my personal information
- I was given an information sheet by a CBP Officer
- I was told by CBP at a U.S. port of entry that my fingerprints need to be corrected by US-VISIT
- Other travel related issue

Please click once on the button below to submit this information and continue to the next page.

# Travel Inquiry Form



Homeland Security



Richard  
Lieutenant Commander  
USCGR

DHS Traveler Redress Inquiry Program  
(DHS TRIP)

- [Check Case Status](#)
- [Application FAQ](#)
- [Printable Application](#)
- [Privacy Act Statement](#)
- [Paperwork Reduction Act Statement](#)

## Traveler Inquiry Form

The following information is voluntary; however, it may be needed to complete your request.

\* denotes a required field

Salutation:

First Name/Given Name\*:

Middle Name:

Last Name/Surname\*:

Suffix:

Mailing Address 1\*:

Mailing Address 2:

City or Town\*:

State or Province:

Zip or Postal Code:

Country:

Phone Number:

Email Address:

Date of Birth\*: (mm/dd/yyyy)

Place of Birth: (City, State), (country)

Attorney/Representative Name:   
(if applicable)

Attorney Firm Name:   
(if applicable)

Attorney/Representative Mailing Address:

# Travel Inquiry Form... continued

Browser tabs: DHS Connect, Share Home, New Tab, DHS | TRIP

Browser address bar: <https://trip.dhs.gov/Default.aspx>

(if applicable)

Attorney Firm Name:


(if applicable)

Attorney/Representative Mailing Address:

(if applicable)

Attorney/Representative City, State, Zip:

(if applicable)

Date of Entry into the U.S.: (mm/dd/yyyy) 

Port of Entry into the U.S.:

Other First Name Used :

(if any)

Other Middle Name Used :

(if any)

Other Last Name Used :

(if any)

First Name at time of Entry into the U.S.:

Middle Name at time of Entry into the U.S.:

Last Name at time of Entry into the U.S.:

Incident Details\*: (up to 5000 characters)

Comments Box: (up to 2000 characters)

**Traveler Frequency**

We are interested in your commercial aviation or international travel patterns. On average, how often do you travel each month?

U.S. Department of Homeland Security

# Supporting Documentation



Homeland Security



Jeremy  
Petty Officer  
3rd Class USCG

## DHS Traveler Redress Inquiry Program (DHS TRIP)

- Check Case Status
- Application FAQ
- Printable Application
- Privacy Act Statement
- Paperwork Reduction Act Statement

### Supporting Documentation

**For US Citizens:** Please submit a legible copy of a US Passport. If you do not have a US passport, please select and submit legible copies of 1 document from the list below.

**For non US Citizens:** Please provide us with legible copies of the biographical pages of your travel document (passport) and/or copies of any U.S. government-issued travel document.

**Passport**

Passport Number:

Country of Issuance:

**Passport Card**

Number:

Place of Issuance:

**Naturalization Certificate**

Certificate Number:

State of Issuance:

Naturalization Date:   
(mm/dd/yyyy)

**Alien Registration Number**

Number:

Date:   
(mm/dd/yyyy)

**Petition or Claim Receipt**

Number:

Date:   
(mm/dd/yyyy)

**I-94 Admission Number**


Number:

# Supporting Documentation... continued

https://trip.dhs.gov/Default.aspx

DHS Connect | Share Home | New Tab | DHS | TRIP


State of Issuance:

Naturalization Date:    
(mm/dd/yyyy)

---

**Alien Registration Number**


Number:

Date:    
(mm/dd/yyyy)

---

**Petition or Claim Receipt**


Number:

Date:    
(mm/dd/yyyy)

---

**I-94 Admission Number**


Number:

Date:    
(mm/dd/yyyy)

---

**FAST**


Number:

Date:    
(mm/dd/yyyy)

---

**SENTRI**


Number:

Date:    
(mm/dd/yyyy)

---

**NEXUS**


Number:

Date:    
(mm/dd/yyyy)

---

**Border Crossing Card**

Number:

Date:    
(mm/dd/yyyy)

U.S. Department of Homeland Security

# Redress Control Number

Browser tabs: https://trip.dhs.gov/Default.aspx | DHS Connect | iShare Home | New Tab | DHS | TRIP

Navigation menu:  
Check Case Status  
Application FAQ  
Printable Application  
Privacy Act Statement  
Paperwork Reduction Act Statement

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**-- PRINT THIS PAGE FOR YOUR RECORDS --**

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**DHS TRAVELER REDRESS INQUIRY IDENTITY PROGRAM (TRIP)  
Traveler Inquiry Form**

---

Thank You: Jane Doe

Your Redress Control Number is: **2200423**

To complete the process, please mail or e-mail COPIES of the following documents to DHS:

1. Passport
2. AND a signed copy of this page.

You can mail or e-mail the documents and signed form to:

DHS TRIP  
Attention: Control number 2200423  
601 South 12th Street TSA-901  
Arlington, Virginia 20598-6901

OR by Email to [trip@dhs.gov](mailto:trip@dhs.gov)

If DHS does not receive the documents within 30 days, including a signed copy of this page, your request for redress will not be processed.

To check on the status of your Redress request, please go to the [TRIP Status Page](#) and enter your control number.

---

The information I have provided on this application is true, complete, and correct to the best of my knowledge and is provided in good faith. I understand that knowingly and willfully making any materially false statement, or omission of a material fact, on this application can be punished by fine or imprisonment or both (see section 1001 of Title 18 United States Code).

**Privacy Act Notice:**

**Authority:** Title IV of the Intelligence Reform and Terrorism Prevention Act of 2004 authorizes DHS to take security measures to protect travel, and under Subtitle B, Section 4012(1)(G), the Act directs DHS to provide appeal and correction opportunities for travelers whose information may be incorrect. **Principal Purposes:** DHS will use this information in order to assist you with seeking redress in connection with travel. **Routine Uses:** DHS will use and disclose this information to appropriate governmental agencies to verify your identity, distinguish your identity from that of another individual, such as someone included on a watch list, and/or address your redress request. Additionally, limited information may be shared with non-governmental entities, such as air carriers, where necessary for the sole purpose of carrying out your redress request. **Disclosure:** Furnishing this information is voluntary; however, the Department of Homeland Security may not be able to process your redress inquiry without the information requested.

I understand the above information and am voluntarily submitting this information to the Department of Homeland Security.

---

Signature / Date