

DHS

Traveler Redress Inquiry Program

Redress Management System Public
View Screenshots

February 9, 2007

DHS TRIP Home Page

DHS: Traveler Redress Inquiry Program (TRIP) - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Address http://testdhs.gov.edgesuite.net/xtrvlsec/programs/gc_1169676919316.shtm

Search: Go

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Home Information Sharing & Analysis Prevention & Protection Preparedness & Response Research Commerce & Trade **Travel Security & Procedures** Immigration

About the Department Open for Business Press Room

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Domestic Travel

Crossing U.S. Borders

Register for Travel Alerts

National Threat Advisory:
ELEVATED

Significant Risk Of Terrorist Attacks

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

Traveler Redress Inquiry Program (TRIP)

The Homeland Security Traveler Redress Inquiry Program (DHS TRIP) is an easy to use, single point of inquiry for travel issues related to identity.

Click this box to use DHS TRIP.

From The Press Room

[Fact Sheet: Secure Borders and Open Doors in the Information Age](#)

Homeland Security Components

[Civil Rights and Civil Liberties](#)
[Customs and Border Protection](#)
[Transportation Security Administration](#)
[US-VISIT](#)

DHS TRIP

- provides a clearly-defined process for legitimate travelers to report travel-related discrepancies
- ensures that personal information is accurate and complete focusing fewer resources on legitimate travelers and more resources on national security and law enforcement issues.

Why DHS TRIP?

DHS TRIP is a central gateway to address

- watch list misidentification issues
- situations where travelers believe they have faced screening problems at immigration points 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 State Department and Homeland Security](#) to renew the United States' reputation as a welcoming nation to legitimate travelers while still securing our country from those who want to do us harm.

Who is TRIP for?

People who have been repeatedly identified for additional screening can file an inquiry to have erroneous information corrected in DHS systems.

How does TRIP work?

DHS TRIP is the central processing point for redress inquiries. Requests received online are routed for redress to the appropriate DHS components. Components will review the request and reach a determination about a traveler's status.

How is the information entered used?

People will have easy access to information collected through the DHS TRIP online system. DHS TRIP shares information it receives with the Department of State and airport and airline operators, as needed, to resolve issues.

Getting started with TRIP

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

This page was last modified on January 25, 2007

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DHS TRIP Process Page

DHS: One-Stop Travelers' Redress - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Address http://testdhs.gov.edgesuite.net/xtrvlsec/programs/gc_1169673653081.shtm Go Links

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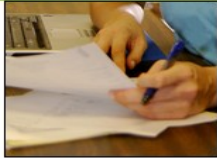
National Threat Advisory:
ELEVATED
Significant Risk Of Terrorist Attacks

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One-Stop Travelers' Redress

- Links for Travelers
- More About Traveler Screening


Step 1



Should I use TRIP?

- What is redress?
- How do I know if I'm on watch list?
- Are there multiple watch lists?
- How do I avoid secondary screening?
- How do I report rude behavior or mishandled bags?
- [more](#)


Step 2



How to use TRIP

- Make an inquiry online.
- What about my privacy?
- How do I get help with the online form?
- [more](#)

Step 3



After your inquiry

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

NB: PICTURES are FPO. All resources below will be linked

Links for Travelers

- Travel tips
 - [Domestic Travelers](#) (TSA)
 - [International Travelers](#) (State Department)
- [Reporting lost bags](#)
- [Reporting rude or unprofessional behavior](#)

[Back To Top](#)

More About Traveler Screening

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

DHS TRIP Information Page (continued)

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

File Edit View Favorites Tools Help

Back Forward Stop Refresh Home Search Favorites

Address http://testdhs.gov.edgesuite.net/xtrvlsec/programs/gc_1169699418061.shtm Go Links

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More About the Screening and Watch Lists

What is the terrorist watch list?

After 9/11, the Terrorist Screening Center (TSC) was created through a Presidential Directive to be 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. International criminal information that originates with foreign governments, especially lost and stolen passports, is provided by [INTERPOL](#).

The purpose of the Terrorist Screening Center is to consolidate terrorism based watch lists into a central database and make that data available for use in screening. Intelligence and law enforcement agencies nominate individuals to be put on the watch list based on established criteria.

Two subset lists 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.

How do I know if I am on a Government Watch List?

The U.S. government does not reveal whether a particular person is on the terrorist watch list, which is administered by the Terrorist Screening Center. If the government revealed who was on the terrorist watch list, terrorist organizations would be able to circumvent its purpose by determining in advance which of their members are likely to be questioned or detained. More information on the [Terrorist Screening Center](#).

Many people are erroneously told or led to believe that they are on a watch list during a screening process, when in fact they are merely experiencing a delay caused by a name similarity to a person who is on the watch list. DHS TRIP can help resolve these inconveniences. [Go To Step 2](#)

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

Many factors are considered, specifics of which cannot be provided without revealing information vital to our homeland security.

If you have been sent for secondary screening without any apparent cause and if this happened on more than one occasion, you can use DHS TRIP to inquire about any discrepancies that can occur in the records attached with your personal information that could be contributing to this situation. [Go To Step 2](#).

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

[Back To Top](#)

Foreign Students and Exchange Visitors

Foreign students and exchange visitors are strongly encouraged to contact your school official or program sponsor. They will be able to assist if the difficulty you have experienced is related to the [Student and Exchange Visitor Information System or SEVIS](#).

Issues unrelated to SEVIS may be addressed using DHS TRIP.

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<add graphic cue> [Go to STEP 2: How To Use Trip](#)

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U.S. Department of Homeland Security

Getting Started with DHS TRIP

Internet Explorer window showing the DHS TRIP website. The browser title is "Internet Explorer" and the address bar shows "http://www.dhs.gov/trip/".

The website header includes the "Homeland Security" logo and navigation tabs: Home, Information Sharing & Analysis, Prevention & Protection, Preparedness & Response, Research, Commerce & Trade, Travel Security & Procedures, and Immigration. A search bar is located in the top right corner.

The main content area is titled "Area of Concern(s)" and contains the following text:

Thank you for contacting the DHS Traveler Redress Inquiry Program. Please check ALL the scenarios that describe your travel experience.

[PRA Statement of Public Burden](#) [Privacy Act Statement](#)

- I am always subjected to additional screening when going through an airport security checkpoint
- I was denied boarding
- I am unable to print boarding pass at kiosk/home
- I am directed to ticket counter every time I fly
- The airline ticket agent states 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 was referred to secondary screening when clearing U.S. Customs
- I was denied entry into the United States
- I am a student who is unable to travel due to my status
- I was told that my personal information was incomplete or inaccurate and to contact US-VISIT
- I was told my fingerprints were incorrect or of poor quality
- I feel I have been discriminated against by a government agent based on race, religion, gender, or ethnicity
- I feel my personal information has been misused
- Other travel related issue

The left sidebar contains navigation links: Travel Security & Procedures, Activities & Programs, Grants, Domestic Travel, Crossing U.S. Borders, and Register for Travel Alerts. A "National Threat Advisory: ELEVATED" banner is also present, indicating a "Significant Risk Of Terrorist Attacks" and a "HIGH or Orange" threat level in the airline sector.

The right sidebar features a "3-1-1 For Carry-ons" graphic with the text "Prepare for Take-off".

The footer contains links: Home, Contact Us, Site Map, Privacy Policy, Important Notices, FOIA, USA.gov, and The White House. The text "U.S. Department of Homeland Security" is centered at the bottom.

The Windows taskbar at the bottom shows several open applications: Inbox - Microsoft..., T.R.I.P. - Micros..., DHS: Activities..., TSAWeb Home..., TRIP-RMS2 Tier..., and Microsoft Power... The system clock shows 10:13 AM.

Getting Started with DHS TRIP - PRA

DHS: Activities & Programs - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Address <http://tsa2.desyne.com/trip/pr.htm> Go Links

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National Threat Advisory: ELEVATED

Significant Risk Of Terrorist Attacks

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

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 22202-4220. 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-NEW, which expires dd/mm/yyyy.

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

3 1 1 For Caravans Prepare for Take-off

Home Contact Us Site Map Privacy Policy Important Notices FOIA USA.gov The White House

U.S. Department of Homeland Security

Done Internet

start Inbo... 5 M... 4 I... FileM... Adob... H:_... Micro... 12:37 PM

Getting Started with DHS TRIP - PIA

The screenshot shows a Microsoft Internet Explorer browser window with the following details:

- Address Bar:** <http://tsa2.desyne.com/trip/prv.htm>
- Page Header:** "DHS: Activities & Programs - Microsoft Internet Explorer" and "Homeland Security".
- Navigation:** Home, Information Sharing & Analysis, Prevention & Protection, Preparedness & Response, Research, Commerce & Trade, Travel Security & Procedures, Immigration.
- Secondary Navigation:** About the Department, Open for Business, Press Room.
- Main Content:**
 - Section Header:** Privacy Act Statement
 - Text:** 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.
 - Link:** Please click [here](#) to return and continue.
- Left Sidebar:**
 - Travel Security & Procedures
 - Activities & Programs
 - Grants
 - Domestic Travel
 - Crossing U.S. Borders
 - Register for Travel Alerts
 - National Threat Advisory:** ELEVATED (Significant Risk Of Terrorist Attacks). The threat level in the airline sector is HIGH or Orange. Read more.
- Right Sidebar:** 3-1-1 For Carry-ons. Prepare for take-off.
- Footer:** Home, Contact Us, Site Map, Privacy Policy, Important Notices, FOIA, USA.gov, The White House, U.S. Department of Homeland Security.
- Taskbar:** Shows the Start button, taskbar icons for Outlook, Anna Nic..., DHS: Activities & Pro..., Presentation1, and DHSTRIP Screenshots. System tray shows the time as 4:16 PM.

Smart Form Screenshot for TSA

DHS: Activities & Programs - Microsoft Internet Explorer

File Edit View Favorites Tools Help

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Address http://www.tsaclaims.org/trip/quests.htm Go Links

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Significant Risk Of Terrorist Attacks
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Web Questions

Salutation: select...
First Name:
Middle Name:
Last Name:
Suffix:
Address 1:
Address 2:
City or Town:
State or Province:
Zip Code:
Country:
Phone Number:
Email Address:
Date of Birth: month day year
Place of Birth: (City and Country)
Sex: select...
Height: Feet... Inches...
Weight: select...
Hair Color:
Eye Color:
Incident Details:
Comments Box:

Continue...

3 1 1 For Carriers Prepare for Take-off

start T.R.I.P. - Microsoft I... DHS: Activities & Pro... Microsoft PowerPoint ... Internet 4:47 PM

Smart Form Screenshot for CBP/ICE/CIS/State

DHS: Activities & Programs - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Address http://www.tsclaims.org/trip/quests.htm

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Web Questions

Salutation: select...

First Name:

Middle Name:

Last Name:

Suffix:

Address 1:

Address 2:

City or Town:

State or Province:

Zip Code:

Country:

Phone Number:

Email Address:

Date of Birth: month day year (City and Country)

Place of Birth:

Date of Entry into the U.S.: month day year

Port of Entry into the U.S.:

Other Names Used: (if any)

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

Incident Details:

Comments Box:

Continue...

National Threat Advisory: ELEVATED
Significant Risk Of Terrorist Attacks
The threat level in the airline sector is HIGH or Orange. Read more

3 1 1 For Carry-ons Prepare for takeoff

Done Internet

start T.R.I.P. - Microsoft I... DHS: Activities & Pro... Microsoft PowerPoint ... 4:51 PM

Supporting Docs for CBP/ICE/CIS/State

DHS: Activities & Programs - Microsoft Internet Explorer

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Significant Risk Of Terrorist Attacks
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Passport
Passport Number
Country of Issuance

Alien Registration Number
Number
Date month day year

Petition or Claim Receipt
Number
Date month day year

I-94 Admission Number
Number
Date month day year

Naturalization Certificate
Certificate Number
State of Issuance
Naturalization Date month day year

Fast
Number
Date month day year

Sertie
Number
Date month day year

Sexus
Number
Date month day year

Border Cross
Number
Date month day year

Submit

Done Internet

start washingtonpost.com DHS: Activities & Pro... TTAC-vetting-Schedu... Inbox - Microsoft Out... Microsoft PowerPoint ... 12:23 PM

Smart Form Screenshot for US Visit

DHS: Activities & Programs - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Address <http://www.tsaclaims.org/trip/quests.htm> Go Links

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Web Questions

Salutation:

First Name:

Middle Name:

Last Name:

Suffix:

Address 1:

Address 2:

City or Town:

State or Province:

Zip Code:

Country:

Phone Number:

Email Address:

Date of Birth:

Place of Birth: (City and Country)

Date of Entry into the U.S.:

Port of Entry into the U.S.:

Date of Departure from the U.S.:


U.S. Port of Departure:

Name of Airline or Sea Vessel:

Flight or Cruise Ticket Number:

Incident Details:

Comments Box:



Internet

start T.R.I.P. - Microsoft I... DHS: Activities & Pro... Microsoft PowerPoint ... 4:53 PM

Supporting Docs for US Visit

DHS: Activities & Programs - Microsoft Internet Explorer

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Supporting Documentation

You must provide either a copy of a US Passport (Passport No. must be clearly visible) or at least three (3) of the following documents in order for your request to be processed. Check the box next to the document(s) that you are submitting with this completed form and enter the requested information for each in the space provided below the documents checked. If the requested information is not applicable, enter n/a in the appropriate box.

Passport
Passport Number
Country of Issuance

Immigrant/Nonimmigrant Visa
Control Number

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start | washingtonpost.com | DHS: Activities & Pro... | TTAC-vetting-Schedu... | Inbox - Microsoft Out... | Microsoft PowerPoint ... | 12:26 PM

Smart Form Screenshot for DHS OCRCL

DHS: Activities & Programs - Microsoft Internet Explorer

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Web Questions

Salutation:

First Name:

Middle Name:

Last Name:

Suffix:

Address 1:

Address 2:

City or Town:

State or Province:

Zip Code:

Country:

Phone Number:

Email Address:

Date of Birth:

Place of Birth: (City and Country)

Incident Details:

Comments Box:

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Smart Form Screenshot for DHS Privacy

DHS: Activities & Programs - Microsoft Internet Explorer

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Address http://www.tsaclaims.org/trip/quests.htm

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Web Questions

Salutation: select...
First Name:
Middle Name:
Last Name:
Suffix:
Address 1:
Address 2:
City or Town:
State or Province:
Zip Code:
Country:
Phone Number:
Email Address:
Date of Birth: month day year
Place of Birth: (City and Country)
Incident Details:
Comments Box:

Continue...

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Holiday Travelers 311 for Carry-ons
For Carry-ons
Prepare for Take-off

http://www.tsa.gov/311/index.shtm

start T.R.I.P. - Microsoft I... DHS: Activities & Pro... Microsoft PowerPoint ... Internet 4:57 PM

Submission Page

DHS: Activities & Programs - Microsoft Internet Explorer

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Address <http://www.tsacclaims.org/trip/docs.htm> Go Links

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Passport Number
Country of Issuance

Alien Registration Number
Number
Date month day year

Petition or Claim Receipt
Number
Date month day year

I-94 Admission Number
Number
Date month day year

Naturalization Certificate
Certificate Number
State of Issuance
Naturalization Date month day year

FAST
Number
Date month day year

SERTIE
Number
Date month day year

NEXUS
Number
Date month day year

Border Cross
Number
Date month day year

Microsoft Internet Explorer

Are you sure?

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Internet

start | Inboxes - Microsoft Out... | 3 Internet Explorer | TRIP-RMS2 Tier One ... | Test PowerPoint | 10:32 AM

Confirmation Page

http://www.tsclaims.org/trip/done.htm - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Back Forward Stop Home Search Favorites Refresh Print Mail Stop

Address http://www.tsclaims.org/trip/done.htm Go Links

-- PRINT THIS PAGE FOR YOUR RECORDS --

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

Thank You: John Smith

Your Redress Control Number is: 2000095

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

1. Naturalization Certificate
2. AND a signed copy of this page.

You can mail the documents and signed form to:

Department of Homeland Security (TRIP)
Attention: Redress number 2000095
601 South 12th Street TSA-901
Arlington, Virginia 22202

OR BY FAX to 1-866-672-8640

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 <http://trip.dhs.gov>.

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)(C), 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

[Click here to return to the website.](#)

Done

start | Inboxes - Microsoft Out... | 3 Internet Explorer | TRIP-RMS2 Tier One ... | Test PowerPoint | Internet | 10:40 AM