

# 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

File Edit View Favorites Tools Help

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

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Patrol Agent

## Travel Security

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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.](#)

### Page Tools

- Print this page
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### 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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start 2 I... 3 M... 2 W... Inb... Ado... 3 M... 6 M... Search Desktop 12:19 PM

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

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**Homeland Security**

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USCG



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## Travel Security

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## One-Stop Travelers' Redress Process

**On This Page:**

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

**Step 1**



**Step 2**



**Step 3**



**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](#)

**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](#)

**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**

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- 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.

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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

File Edit View Favorites Tools Help

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

### Links for Travelers

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

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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 \(State Department\)](#)

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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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#### I Want to

- Learn about the Travelers' Redress Process
- Find Career Opportunities
- Check the Threat Level
- Use the Job Finder
- Contact the Department
- Cross U.S. Borders
- Learn about Immigration Statistics

#### Popular Searches

Case Status, ESTA, E-Verify, Forms, Green Card, I-9, Internships, Jobs.

#### Featured Components

- Customs and Border Protection (CBP)
- Federal Emergency Management Agency (FEMA)
- Immigration and Customs Enforcement (ICE)
- Transportation Security Administration (TSA)
- U.S. Citizenship and Immigration Services (USCIS)
- U.S. Coast Guard
- U.S. Secret Service
- Office of Inspector General

#### Information For

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- Veterans
- Students
- Government
- Citizens

#### Making Connections

- Leadership Journal
- The Blog @ Homeland Security
- Homeland Security Feeds
- Homeland Security Tweets
- Homeland Security Videos

#### Resources

- Press Room
- Open for Business
- Science & Technology

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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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## 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

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### 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
- Subscribe to Feeds

#### 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.](#)

Done

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start 2 I. 3 V. 2 V. R... A... 3 V. 7 V. Mi... Search Desktop 1:21 PM

# Should I Use....continued

The screenshot shows a Windows Internet Explorer browser window. The title bar reads "DHS | Step 1: Should I Use DHS TRIP? - Windows Internet Explorer". The address bar contains the URL "http://www.dhs.gov/files/programs/gc\_1169699418061.shtm". The browser's menu bar includes "File", "Edit", "View", "Favorites", "Tools", and "Help". The page content is titled "More About Screening and Watchlists" and includes sections on the terrorist watchlist, TSA's role, and DHS TRIP.

**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

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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### 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.](#)

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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.

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**» 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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#### I Want to

- Learn about the Travelers' Redress Process
- Find Career Opportunities
- Check the Threat Level
- Use the Job Finder
- Contact the Department
- Cross U.S. Borders
- Learn about Immigration Statistics

#### Featured Components

- Customs and Border Protection (CBP)
- Federal Emergency Management Agency (FEMA)
- Immigration and Customs Enforcement (ICE)
- Transportation Security Administration (TSA)
- U.S. Citizenship and Immigration Services (USCIS)
- U.S. Coast Guard
- U.S. Secret Service
- Office of Inspector General

#### Information For

- Travelers
- First Responders
- Business
- Veterans
- Students
- Government
- Citizens

#### Making Connections

- Leadership Journal
- The Blog @ Homeland Security
- Homeland Security Feeds
- Homeland Security Tweets
- Homeland Security Videos

#### Resources

- Press Room

Regular Searches

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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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## 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.

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### 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**

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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.

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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 for "Back To Top". The second section, "Sending Your Documents", provides instructions on how to submit documents via email and includes a sub-section for "E-mailing Instructions". The browser's status bar at the bottom shows "Trusted sites" and a zoom level of "100%".

**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

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**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](#).



# 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 contains the URL "http://www.dhs.gov/files/programs/gc\_1169826536380.shtm". The browser interface includes a search bar with "Live Search" and a menu bar with "File", "Edit", "View", "Favorites", "Tools", and "Help". The page content is displayed in a white area with a dark blue sidebar on the left and a dark blue footer on the right. The main content area has a white background with a light blue border. The page title is "Sending Your Documents". The text provides instructions on how to submit documents, including e-mailing and mailing options, and includes a "Back To Top" link. Below this, there is a section titled "DHS TRIP and Your Privacy" which discusses the Department of Homeland Security's privacy policies and provides links to related documents. The final section is titled "How the Information You Submit Will Be Used" and explains how the information provided will be used to process the request for redress.

**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](#).

**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.

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**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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Result of Find DHS | Step 2: How to Use... X

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- [Traveler Redress Inquiry Program Privacy Impact Assessment](#) (PDF, 22 pages – 1 MB)

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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.

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## Support for the Online Inquiry Form

Problems accessing the Web site?

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

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» [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

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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.

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### 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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#### More from Homeland Security

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

File Edit View Favorites Tools Help

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

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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 your redress control number. Read more about [Redress Control Numbers](#)

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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.

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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

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

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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](#)

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

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#### I Want to

- Learn about the Travelers' Redress Process
- Find Career Opportunities
- Check the Threat Level
- Use the Job Finder
- Contact the Department
- Cross U.S. Borders
- Learn about Immigration Statistics

#### Featured Components

- Customs and Border Protection (CBP)
- Federal Emergency Management Agency (FEMA)
- Immigration and Customs Enforcement (ICE)
- Transportation Security Administration (TSA)
- U.S. Citizenship and Immigration Services (USCIS)
- U.S. Coast Guard
- U.S. Secret Service
- Office of Inspector General

#### Information For

- Travelers
- First Responders
- Business
- Veterans
- Students
- Government
- Citizens

#### Making Connections

- Leadership Journal
- The Blog @ Homeland Security
- Homeland Security Feeds
- Homeland Security Tweets
- Homeland Security Videos

#### Resources

- Press Room
- Open for Business
- Science & Technology

#### Popular Searches

- Case Status, ESTA, E-Verify, Forms,
- Green Card, I-9, Internships, Jobs,
- Passport, Visa

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