



GLOBAL ONLINE
ENROLLMENT SYSTEM

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Q&A: [Frequently Asked Questions](#)

July 10, 2013

Effective June 27, 2013, CBP will no longer issue windshield decal stickers for vehicles using the SENTRI lanes.

If you had a pending application for a replacement decal sticker, your application will be cancelled. If you had an appointment scheduled to receive the decal, your appointment will be cancelled.

A refund will be initiated on your behalf for the \$25 fee if you submitted your application through GOES. This refund may take up to six months to process.


Welcome to GOES - the Official U.S. Government Web Site


The Global Online Enrollment System allows registered users to enter their own applications for U.S. Customs and Border Protection (CBP) Trusted Traveler Programs, and approved members to edit their information as needed (mistakes on the original application cannot be corrected once the application is certified - your mistakes will need to be brought to the attention of CBP during your interview).


Once a completed application is certified by the applicant and the non-refundable payment is successfully processed, CBP will review it and determine whether or not to conditionally approve the application. If your application is conditionally approved, your GOES account will be updated to instruct you to schedule an appointment for an interview. Every individual who would like to apply for membership - children included and multiple applicants in one household- must create a separate account within GOES, submit a separate application, and schedule a separate interview appointment upon conditional approval.


Trusted Traveler Programs

For more information regarding the CBP Trusted Traveler Programs, please click on the logos below. Thank you for your interest in Customs and Border Protection.









<p style="text-align: center;">Existing GOES User</p> <p>Registered GOES users can log in here</p> <p>GOES User ID: <input type="text"/></p> <p>Password: <input type="password"/></p> <p style="text-align: center;"><input type="button" value="Sign In"/></p> <p>Forgot your password or user ID?</p> <p><input type="text"/> <input type="text"/></p>	<p style="text-align: center;">New GOES User</p> <p>If you are a new GOES user you will need to provide some personal information and Trusted Traveler Membership Number (if already enrolled).</p> <p style="text-align: center;">Click on the</p> <p style="text-align: center;">Activate Membership Card</p> <p>button to activate trusted traveler cards received by mail.</p> <p style="text-align: center;"><input type="button" value="Register"/></p> <p style="text-align: center;"><input type="button" value="Activate Member"/></p>
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Terms and Conditions

You are entering an Official United States Government System, which may be used only for authorized purposes. The Government may monitor and audit usage of this system and all persons are hereby notified, that use of this system constitutes consent to such monitoring and auditing. Unauthorized attempts to upload information and/or change information on these Web sites are strictly prohibited and are subject to prosecution under the Computer Fraud and Abuse Act of 1986 and Title 18 U.S.C. Sec 1001 and 1030.

Use of this system constitutes consent to the above IF YOU DO NOT CONSENT, DO NOT CONTINUE.

Click [Print](#) to print this page.

[- Do Not Enter | Enter -](#)

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Name: Alexia Johnson
GOES ID: a00118027J

Welcome, Alexia! Today is Mar 13, 2008

:: Message Inbox :: No messages in inbox

:: Application(s) in Process ::

Application ID	Program	Application Type	Status	Action
No applications in process.				

:: Program Membership(s) ::

[Enroll in a New Program](#)

Program	Membership Number	Status	Renewal Date	Action
No memberships in process.				

• No application in-process. Please click on 'Enroll in a New Program' to start an initial enrollment. If you're already a member of SENTRI or NEXUS, click on 'Change Profile' to provide your membership number.

Customer Service Contact: cbp.goes.support@dhs.gov

Personal Information

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US PASS Application Wizard

Personal Information

*** Mandatory Fields**

Please enter mandatory fields below:

You can not update your registration data until your other application(s) has been finalized.

Last(Paternal) Name*

Suffix*

Maternal Name

First Name*

Middle Name

E-mail Address

Gender*

Eye color*

Height* ft. in.

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Date and Place of Birth

The screenshot shows the 'Date and Place of Birth' step of the US PASS Application Wizard. The left sidebar contains a list of 16 steps, with 'Date and Place of Birth' highlighted as step 3. The main content area is titled 'Date and Place of Birth' and includes a section for 'Mandatory Fields'. A message states: 'You can not update your registration data until your other application(s) has been finalized.' Below this, there are three input fields: 'Date of Birth (yyyy/mm/dd)*' with the value '1999/08/08', 'City of Birth*' with the value 'Fairfax', and 'Country of Birth*' with a dropdown menu showing 'UNITED STATES'. Below these are two more dropdown menus: 'State/Province of Birth' with 'VIRGINIA' selected. At the bottom of the form are three buttons: '< Back', 'Reset', and 'Next >'. The footer of the page contains the text 'Customer Service Contact: chp.goes.support@dhs.gov'.

Citizenship Information

The screenshot shows the 'Citizenship Information' step of the US PASS Application Wizard. The left sidebar contains a list of 15 steps, with 'Citizenship Information' highlighted as step 5. The main content area is titled 'Citizenship Information' and includes a section for 'Mandatory Fields'. A message states: 'Please select the country of your primary citizenship and follow the wizard to provide your proof of primary citizenship. If you carry more than one country of citizenship, you will have the opportunity to add additional countries later on.' Below this, there is a dropdown menu for selecting a country. At the bottom of the form is a table with three columns: 'Country of Citizenship', 'Type', and 'Actions'. At the bottom of the form are three buttons: '< Back', 'Reset', and 'Next >'. The footer of the page contains the text 'Customer Service Contact: chp.goes.support@dhs.gov'.

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US PASS Application Wizard

- Personal Information
- Other Names Used
- Date and Place of Birth
- Contact Information
- Citizenship Information
- Admissibility Documents
- Primary Residence
- Driver's License
- Current Address
- Address History
- Current Employment Status
- Employment History
- Travel History
- Additional Information
- Final Review

Citizenship Information: Select Documents

*** Mandatory Fields**

Please select at least one proof of citizenship document for UNITED STATES that you will be presenting during your interview. The information you provide in the application must be EXACTLY as it appears on the document. You must bring the documents selected.

Citizenship Type* Primary Secondary

Documents*

- Passport
- Citizenship Card
- Naturalization Certificate
- Certificate of Indian Status
- Birth Certificate

Note: Your application will not be processed without all the proper documentation.

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Admissibility Information

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US PASS Application Wizard

- Personal Information
- Other Names Used
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- Contact Information
- Citizenship Information
- Admissibility Documents
- Primary Residence
- Driver's License
- Current Address
- Address History
- Current Employment Status
- Employment History
- Travel History
- Additional Information
- Final Review

Proof of Admissibility: Select Documents

*** Mandatory Fields**

Please select at least one admissibility document that you will be presenting during your interview. The information you provide in the application must be EXACTLY as it appears on the document. You must bring the documents selected.

Documents*

- Permanent Resident Card
- Passport

Note: Your application will not be processed without all the proper documentation.

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Primary Residence

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Primary Residence

*** Mandatory Fields**

Please select the country of your primary residence.*


When you come in for your interview, you are required to bring proof that your primary residence is at the country you selected.

If your primary residence is different than your current address, please provide details:

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Current Address



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Current Address

*** Mandatory Fields**

Please enter mandatory fields below

The address you provide must be a physical address. No P.O. Box, APO, FPO, etc. are allowed.

When you come in for your interview, you must bring proof that you reside in the address you indicate below. Some documents that can be presented are driver's license, mortgage statement, rent payment receipts, utility bills etc.

As Of Date From (yyyy/mm)*

Street Address Street Number Street Name *

Street Address 2

Apartment

City*

Country*


State/Province

Postal/Zip Code

Check here if your Mailing Address is different than your Current Address

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Address History



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10. **Address History**
11. [Current Employment Status](#)
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Address History

*** Mandatory Fields**

If you have lived at your current address for less than five years, you must provide details on all of your addresses going back 5 years. (Do not include your current address here.)

Add Address +

Period At Address	Street Address	City	State/Province	Country	Action

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Employment History



US PASS Application Wizard

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Employment History

*** Mandatory Fields**

You must provide your employment history going back 5 years. Do not include your current employment here unless you have more than one.

Add Employer +					
Current?	Employment Period	Employment Status	Occupation	Employer	Action

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