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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.

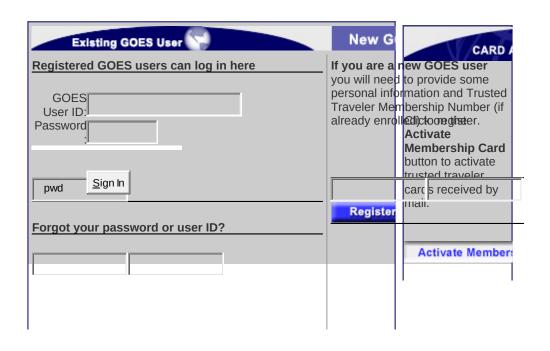
A refund will be initiated on your behalf for the \$25 fee if you submitted your application through GOES. This refund may take up to six months to process.

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

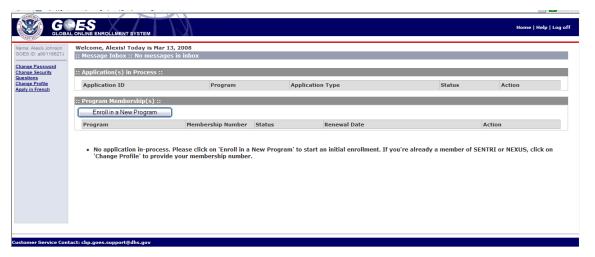
The Global Online Enrollment System allows registered users to enter their own applications for U.S. Customs and Border Protection (CBP) Trusted Traveler Programs, and approved members to edit their information as needed (mistakes on the original application cannot be corrected once the application is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

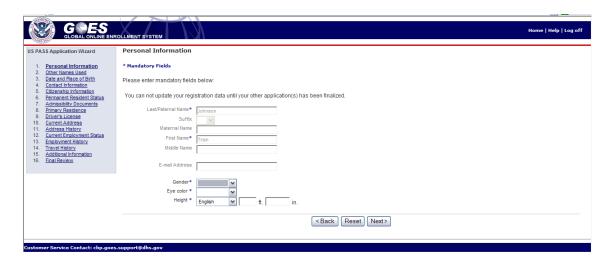




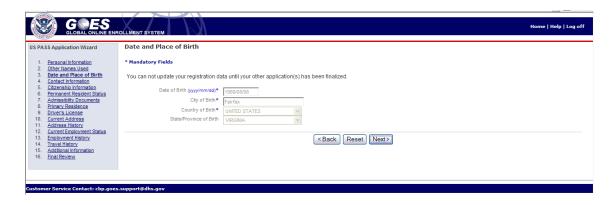




Personal Information

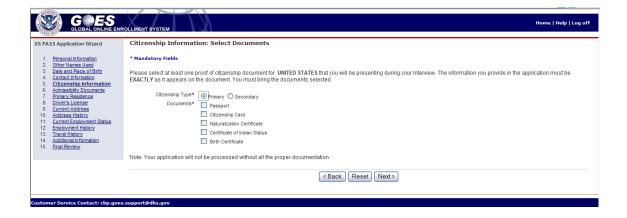


Date and Place of Birth

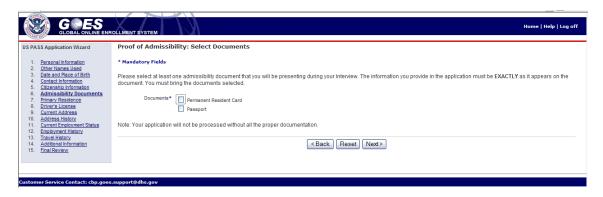


Citizenship Information





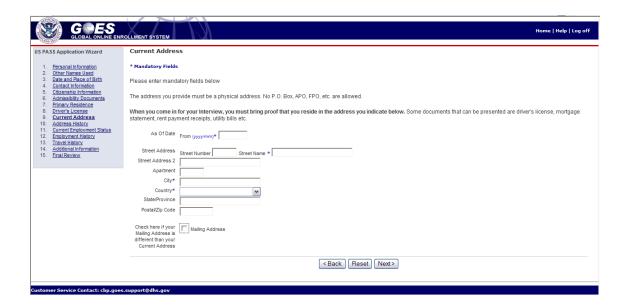
Admissibility Information



Primary Residence



Current Address



Address History



