



Traveler Redress Inquiry Program

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DHS Traveler Redress Inquiry Program (DHS TRIP)

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. This includes:

- 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.

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.

- [Step 1: Should I Use DHS TRIP?](#)

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.

- [Step 2: How to use DHS TRIP](#)
- [Step 3: After your inquiry](#)

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](#)
- [Go to DHS TRIP to File a Complaint / Apply for Redress](#)

[Visit Us Now](#)

Last Published Date: September 11, 2015

Was this page helpful?

Yes No



Traveler Redress Inquiry Program

DHS TRIP

Step 1: Should I Use DHS TRIP?

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Redress Control Number

Step 1: Should I Use DHS TRIP?

DHS TRIP can help you work to resolve travel-related issues. This applies when:

- You were not able to print a boarding pass from an airline 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 overlay 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

When DHS TRIP Does Not Apply

DHS TRIP is not designed to address travel issues related to mishandled bags or poor customer service. To help you address other travel issues, please visit the following:

- [Domestic Travelers \(TSA\)](#)
- [International Travelers \(CBP\)](#)

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 primary 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

More About Screening and Watchlists

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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.](#)

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.

» [Go to Step 2: How To Use DHS TRIP](#)

trip@dhs.gov

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Was this page helpful?

Yes No



Traveler Redress Inquiry Program

DHS TRIP

Step 1: Should I Use DHS TRIP?

Step 2: How to Use DHS TRIP*

Step 3: After Your Inquiry

Redress Control Numbers

Step 2: How to Use 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. Submitting documents via mail will result in slower processing.

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

NOTE: 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](#).

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](#). If documents are mailed, it may take 10-15 business days to receive your submission due to federal government mail screening requirements.

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

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 IRIS@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 22205-6901

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.

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(AI)-005 Department of Homeland Security [Redress and Response Records System](#) (Federal Register), January 18, 2007
- [Privacy Impact Assessment](#)

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 the 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 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.

Support for the Online Inquiry Form

Problems accessing the DHS TRIP website? E-mail the Web Application Administrator: itw@dhs.gov

• [Go to STEP 3, After Your Inquiry](#)

Last Published Date: September 23, 2015

Was this page helpful?

Yes No

Submit

**Traveler Redress Inquiry Program**[DHS TRIP](#)[Step 1: Should I Use DHS TRIP?](#)[DHS TRIP?](#)[Step 2: How to Use DHS TRIP](#)[DHS TRIP](#)**Step 3: After Your Inquiry**[Redress Control Numbers](#)

Step 3: After Your Inquiry

We recommend that you e-mail your completed form and copies of documents to 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. 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.

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. 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](#)

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. Include your Redress Control Number.

You may also mail your letter to:

DHS Traveler Redress Inquiry Program (DHS TRIP)
801 S. 12th Street, TSA-901
Arlington, VA 22205-6901

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.

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



Traveler Redress Inquiry Program

[DHS TRIP](#)[Step 1: Should I Use DHS TRIP?](#)[Step 2: How to Use DHS TRIP](#)[Step 3: After Your Inquiry](#)

Redress Control Numbers

Redress Control Numbers

The Redress Control Number (redress number) allows the Transportation Security Administration's (TSA) [Secure Flight](#) program to match travelers with the results of their redress case. Secure Flight is a behind-the-scenes program that streamlines the watch list matching process. Airlines have begun modifying their reservation system as part of the Secure Flight program. This will improve the travel experience for all passengers, including those who have been misidentified in the past.

Quick Facts about Redress Control Numbers

The Redress Control Number is the record identifier for people who apply for redress through the [DHS Travel Redress Inquiry Program \(DHS TRIP\)](#). DHS TRIP is for travelers who have been repeatedly identified for additional screening and who want to file an inquiry to have erroneous information corrected in DHS systems.

Airlines will modify their reservations systems to allow passengers who have a 7-digit redress number to enter it when making their reservation.

Travelers without Redress Control Numbers

- Not everyone has a redress number.
- If you don't have a redress number and an airline or a travel site asks for your redress number, you can leave it blank.

If you do not have a redress number, you will still be able to make reservations and travel as normal. The redress number is an optional field and is not relevant for most travelers.

Travelers with Redress Control Numbers

- You may provide your redress number when you make a reservation or when updating your airline profile.
- If you have lost your redress number, contact DHS TRIP at TRIP@dhs.gov.

Additional Information

- More on [DHS TRIP](#)
- More on [Secure Flight](#)

Last Published Date: September 23, 2015

Was this page helpful?

Yes No



Mark
CBP Pilot

- [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.

[Next](#)



Paula
TSA Officer

- [Check Case Status](#)
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• A question must be checked!

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Next



Nicholas
Lieutenant JG, USCGR

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Next



Homeland
Security



Mark
CBP Pilot

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DHS TRIP Case Status

Enter Your Redress Control Number:

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

U.S. Department of Homeland Security



Homeland
Security



Kelley
Special Agent,
Secret Service

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DHS TRIP Application Process FAQ

How do I check on the status of my DHS TRIP Case?

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

I lost my confirmation page or did not have access to a printer when I initially applied. What should I do?

Download and print a copy of [DHS Form 591 - Traveler Inquiry Form](#). Please fill in your full name, sign the agreement, and include your Redress Control Number at the top of the form. Send in the form along with a photocopy of a Government issued Travel Document (e.g. passport, driver's license) and DHS TRIP will begin processing your case.

I applied previously but lost my Redress Control Number. How can I obtain my Redress Control Number?

Send an email to trip@dhs.gov and provide your full name (including your middle name), current home address, and date of birth.

Can I apply via regular mail?

Yes. Download and print a copy of [DHS Form 591 - Traveler Inquiry Form](#). Complete the application and mail/email the application to DHS TRIP. Be sure to include copies of any Government issued Travel Documents (e.g. passport, driver's license) that you referenced in your application.

If I have questions that are not answered here, how can I contact DHS TRIP?

USPS
DHS TRIP
601 South 12th Street T8A-901
Arlington, Virginia 20598-6901

Email: TRIP@dhs.gov

How to Submit a DHS TRIP Inquiry

STEP 1: To initiate an inquiry, please log on to DHS TRIP's secure interactive Web site at www.dhs.gov/rip. You will be prompted to describe your concerns and experience and to provide contact information to which a response will be directed. You will receive an assigned Redress Control Number to help you monitor the progress of your inquiry.

STEP 2: After filing an application for redress, you will be asked to provide supporting documents, including appropriate documents to establish your identity. For the quickest response, we recommend that you provide a legible copy of the biographical (photo) page 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, such as a driver's license or, if you are not a U.S. citizen, a visa. A list of acceptable documents can be found at: www.dhs.gov/files/immigration/proc/1168826526380.shtml#1

Please submit your additional documentation as soon as possible to speed processing of your request. If supporting documents are not received within 30 days, work on your case will be suspended until the documents are received. For the fastest response, we recommend that you e-mail your completed form and copies of documents to 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.

Documentation may also be submitted via US Mail to the following address:

U.S. Department of Homeland Security
Traveler Redress Inquiry Program (DHS TRIP)
601 South 12th Street, T8A-901
Arlington, VA 20598-6901

Failure to submit copies of the required documents will prevent your inquiry from being reviewed. You may also call the T8A Contact Center at (866)289-9673 or (571)227-2900, or send an email to T8A-ContactCenter@dhs.gov.

When Should I Use DHS TRIP?

DHS TRIP can assist in resolving travel-related issues when:

- You were unable to print a boarding pass from an airline ticketing kiosk or from the internet
- You were delayed or denied boarding an aircraft
- A ticket agent "called someone" before handing you a boarding pass
- The airline ticket agent stated that you are on a Federal Government Watch List
- You are repeatedly referred for secondary screening when clearing U.S. Customs or were denied entry into the United States
- You were told by CBP at a U.S. Port of entry that your fingerprints need to be corrected
- Amend a traveler record because of an overstay as a result of not submitting the required I-94
- when exiting the United States
- if you believe you were incorrectly denied EBTA authorization

When does DHS TRIP Not Apply?

DHS TRIP is not designed to address travel issue related to:

- Damaged goods, mishandled bags, or poor customer service
- Request for claims or compensation
- Delayed during travel due to a disability or medical condition

In those cases, please contact either the airline or the agency under whose jurisdiction the problem occurred.

See the following links for additional travel resources:

- (Domestic): www.tsa.gov/travelers/airtravel/assistant/index.shtml
- (Internationals): www.dhs.gov/xp/ogov/travel/
- (US-VISIT): www.dhs.gov/files/programs/usvisi.shtml

If you have questions or concerns about screening for passengers with disabilities and medical conditions, you should call TSA Cares for more information. TSA Cares is a helpline specifically dedicated for passengers with disabilities, medical conditions or other circumstances or their loved ones who want to prepare for the screening process prior to flying. You may call toll free at 1-855-787-2227, Monday through Friday, 9 a.m. to 5 p.m. EST, excluding Federal holidays.

What Happens After My Inquiry is Submitted?

Once your application and documentation have been received and verified for completeness, DHS TRIP will process your request. The minimum length of a review of a request for redress is 30 business days. However, the length of the review varies based on the concerns raised by the redress requestor in his/her application. The program office does not control nor can it influence the review timeframe.

Tracking My Case

You may track your case status via the DHS TRIP website using your Redress Control Number (<https://trip.dhs.gov/status.html>). The DHS TRIP system automatically assigns you this number when you apply. If you applied by ground mail, the number will be mailed to you. If you have misplaced your Redress Control Number, please contact 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.

You will see one of the following notations in your file:

- "In Progress"- required documentation has been received and the redress process is underway.
- "Closed"- Any corrections or updates have been made, and a final response letter mailed to you.
- "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 and include your Redress Control Number.

Results of Redress

All relevant US Government records will be updated or corrected as appropriate.

You are encouraged to provide your Redress Control Number when making airline reservation. Providing this information will help prevent misidentifications from occurring during security checks against government records and other information.

DHS TRIP cannot guarantee your travel will be delay-free. Additional screening may occur due to issues outside the redress process. While this process may sometimes be stressful, we rely on the patience, cooperation, and understanding of travelers in such cases. The aim of these security measures is to safeguard the people of the United States and visitors to this Nation.

If you have additional concerns please contact DHS TRIP directly at trip@dhs.gov.

If you have already obtained a redress control number and have additional questions regarding continued delays please contact DHS TRIP directly. It is not necessary to acquire a new Redress Control Number to update your personal information or to report a new issue.

Am I on the Terrorist Watch list?

We have found that less than one percent of DHS TRIP applicants have a connection to the Terrorist Watch list. Complaints most often arise either because the traveler's name and personal information is similar to the name and personal information of another person in systems which contain information from Federal, state, local and foreign sources or because the traveler has been delayed in travel for reasons unrelated to such data, such as by random screening. Using your Redress Control Number (RCN) when making airline reservation can assist in preventing misidentifications from occurring.

The nondisclosure of the watch list information protects the government's operational counterterrorism and intelligence collection objectives, as well as the personal safety of those involved in counterterrorism investigations.

How will my privacy be protected?

The Department of Homeland Security (DHS) / United States makes every effort to ensure the accuracy and security of travelers' records. Information submitted through DHS TRIP will be protected and shared only in accordance with the provisions of the Privacy Act of 1974 (5 U.S.C. 552a) and the routine uses identified in Privacy Act system of records notice, DHS/AH-005 Department of Homeland Security [Redress and Response Records System](#) (Federal Register), January 18, 2007. The Traveler Redress Inquiry Program Privacy Impact Assessment (PIA) dated January 18, 2007 further details how DHS/TSA manages and safeguards the information it receives during the redress process. In addition, DHS enforces access restrictions and mandates privacy training for employees and contractors entrusted with managing this important information.

I have changed my name, received a new passport or have moved. What steps do I need to take to update my information?

Please provide a legible copy of your updated passport and/or address to DHS TRIP via TRIP@dhs.gov. Upon receipt your redress record will be updated accordingly.

Redress/ TSA Pre✓™: Can I put the redress control number in the known traveler field?

There is a place for both the Redress Control Number and the Known Traveler Number. These numbers are not the same, and it is important not to confuse one with the other. Do not enter the Redress Control Number into the Known Traveler field, or vice versa.

Redress Control Number - The Redress Control Number (RCN) is an identifier that allows the U.S. Department of Homeland Security's Traveler Redress Inquiry Program (DHS TRIP) to identify your redress application status. It is also useful when making reservations with an air carrier. RCNs are a 7- to 13-digit alpha-numeric number sometimes referred to as a Redress Number. At this time, Redress Numbers are only 7 digits long.

Providing a Redress Control Number will help prevent misidentifications from occurring during security checks against government records and other information. In most online reservation systems, your redress control number may be entered at the same time you enter your full name and date of birth.

Known Traveler Number - To participate in TSA Pre✓™, members of CBP's Trusted Traveler programs must place their CBP participant ID in the "Known Traveler Number" field when booking their reservation. This number is then sent to TSA's Secure Flight system and taken into consideration during the pre-screening processing. For frequent flyer program members, participating airlines will permit some members to "opt-in" through the airline's system. Once a passenger opts-in, the airline identifies the individual as a participant when submitting the passenger reservation information to TSA's Secure Flight system.

If I have never been selected for expedited screening – can I apply for redress? And/or if I have a redress control number can I apply for expedited screening?

In most circumstances, obtaining a Redress Control Number will not assist in obtaining expedited screening. The U.S. 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 experience during their travel while screening at transportation hubs, such as airports and train stations, or while crossing U.S. borders. Participation in the DHS Traveler Redress Inquiry Program is voluntary. If you wish to apply, you may do so by visiting: www.dhs.gov/TRIP.

Outside of the redress process, there are far more common reasons why an eligible passenger may not be selected for TSA Pre✓™, which include:

- Currently, TSA Pre✓™ pertains only to domestically-bound flights. If any leg of a passenger's itinerary is international, that passenger will not be eligible for TSA Pre✓™ during that trip.
- A common mistake is that a passenger has erroneously entered their Known Traveler number into their airline profile; the passenger made a typo or other data entry error. The passenger should ensure only a CBP Trusted Traveler PASS ID is entered into the known traveler field. See the ["How To Enroll"](#) section on the TSA website for more specifics of which number to use and where to enter it.
- Another common mistake is that the passenger is not flying a participating airline ([list of participating airlines](#)).
- The passenger might also be departing from an airport that is not yet participating in TSA Pre✓™ ([list of participating airports](#)).
- If none of the above apply, the passenger may want to verify with their airline that their Name, DOB, and gender match what is on the individual's identification, and that all three data points are reflected correctly in the airline reservation system (e.g., verify there are no typographical errors on the name or birth date in the airline's system).
- In addition, TSA will always incorporate random and unpredictable security measures throughout the airport. No individual will be guaranteed expedited screening in order to retain a certain element of randomness to prevent terrorists from gaming the system.

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



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Josha
Program Analyst,
Office of Infrastructure
Protection

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.](#)

U.S. Department of Homeland Security



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John
Chief Boatswain's Mate,
USCGR

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. **Exp. xx/xx/xxxx**

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

Traveler Inquiry Form



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Department of Homeland Security Traveler Redress Inquiry Program (DHS TRIP)

Thank you for contacting the Department of Homeland Security Traveler Redress Inquiry Program (DHS TRIP). DHS TRIP is a single point of contact for U.S and non-U.S citizens who have inquiries or seek resolution regarding difficulties they experience during their travel while undergoing screening at transportation hubs, such as airports and train stations, or while crossing U.S. borders. If you wish to apply, you must complete a Traveler Inquiry Form and provide certain required documentation. Your application can be e-mailed or mailed to DHS TRIP. E-mailed applications may be processed more quickly than mailed applications. Below are details regarding submitting a DHS TRIP application.

If your concern relates solely to a belief that your personal information has been misused or that your civil rights have been violated, you may skip to Section II of this form.

While you may apply via email or surface mail, submitting an electronic application at www.dhs.gov/TRIP may be significantly faster.



Submitting the DHS TRIP Application:

- 1. On Behalf of Another Person:** DHS TRIP requires a DHS Form 590, Authorization to Release Information to Another Person, which permits DHS TRIP to communicate with and provide information to someone other than the traveler, including someone serving as a representative for the traveler. U.S. privacy laws prohibit any discussion about this case absent the traveler's express written consent. To authorize DHS to release information about the traveler to a third party, the traveler must complete and return the DHS Form 590. The G-28 is not used by this program. To obtain a copy of this form please visit <http://www.dhs.gov/step-2-how-use-dhs-trip>.
- 2. Family or Group Applying for Redress:** DHS TRIP cannot accept family or group applications for any reason. Each individual that is seeking redress must submit a separate application along with a copy of a valid, unexpired travel document, e.g., passport. If the applicant is a minor (i.e., a child under age 18), a parent or guardian may apply on his/her behalf; however, the information provided in the application must be specific to the child seeking redress. Each redress requestor may also apply online by visiting www.dhs.gov/TRIP. A parent/guardian is not required to complete a DHS Form 590.
- 3. Required Documents:** The traveler applying for redress must attest under penalty of perjury that the facts stated in the application for redress are true and correct. The applicant must sign the document to continue with the application; it cannot be signed on behalf of someone unless the application is for a minor. In addition, our program requires the submission of at least one government issued photograph bearing travel document. In each document, DHS TRIP must be able to discern your facial features, and the information must be legible. It is strongly recommended that travelers submit a copy of a passport since it is required for international travel. Please note that our program does not accept expired travel documents. If the application is for a minor, parents or guardians may submit a copy of the minor's birth certificate if no driver's license or state-issued identification card is available. Do not send the original document. Please note that the provision of the identity document is a program requirement that DHS TRIP cannot waive.





4. **Privacy Issue:** If the traveler only selects the Privacy box in Section II, no documents are required; however, having documents will significantly accelerate the process if further review is needed.
5. **Civil Rights and Civil Liberties Issue:** If the traveler wishes to make a civil rights and civil liberties complaint, he/she may use the following link to learn more about the DHS Office for Civil Rights and Civil Liberties (CRCL) or use the CRCL Complaint Tool to file a complaint. <http://www.dhs.gov/xlibrary/assets/crcl-complaint-submission-form-english.pdf>. CRCL investigates allegations that DHS employees, programs or activities have violated a civil right or civil liberty, including, but not limited to discrimination based on race, religion, national origin, gender or disability; abusive or coercive questioning; and unreasonable searches and seizures.

E-mailing Instructions

Please e-mail the completed form and copies of identity documents to: TRIP@dhs.gov. Submitting documents electronically will accelerate the process.

Mailing Instructions

Please mail the completed form and copies of identity documents to:

DHS Traveler Redress Inquiry Program (TRIP) 601 South 12th Street, TSA-901 Arlington, VA 20598-6901



Traveler Inquiry Form



Homeland Security

I. Your Travel Experience

Participation in the DHS Traveler Redress Inquiry Program is voluntary. If you wish to apply, complete this Traveler Inquiry Form; provide your original signature and e- mail it with a copy of at least one unexpired photograph-bearing government-issued travel document (e.g., driver's license or unexpired passport) to TRIP@dhs.gov or mail it to DHS Traveler Redress Inquiry Program (DHS TRIP), TSA-901, 601 South 12th Street, Arlington, VA 20598-6901. Each person in a family or other traveling group seeking redress must submit a separate application.

INCIDENTS RELATED TO FLIGHT

Please provide the following information relating to your inquiry (not required, but helpful in processing your request):*

Flight Date Airport Airline: Flight #
mm/dd/yyyy

- Domestic Flight – flight originating in the United States and ending in the United States.
- International Flight – flight that enters or exits the United States.



Please check ALL scenarios that describe your travel experience (required):

- I was subjected to additional pre-board screening by officials/agents when going through an airport security checkpoint.
- I was denied boarding.
- I was delayed by an official/agent during my travel experience.
- I received an “SSSS” on my boarding pass.
- I was unable to print a boarding pass/directed to ticket counter.
- Other (Please explain in Section III: Incident Details).


*If you have multiple fights, please provide the information in Section III: Incident Details.

INCIDENTS RELATED TO PORTS OF ENTRY, IMMIGRATION, CUSTOMS, OR BORDER PATROL

Please provide the following information relating to your inquiry (not required, but helpful in processing your request)

Date of Entry into U.S.	/ /	Name of Airline or Ship:	
Port of Entry into U.S.:		Flight or Cruise Number:	
Departure Date from U.S.:	/ /	US Airport:	
U.S. Port of Departure:		Name at Entry into U.S.:	





Please check ALL scenarios that describe your travel experience (required):

- I was referred for secondary screening when clearing U.S. Customs and Border Protection.
- I was denied entry into the United States.
- My Electronic System for Travel Authorization (ESTA) application was denied.
- I am a foreign student or exchange visitor who is unable to travel due to my status.
- I was given an information sheet by a CBP Officer.
- Other (Please explain in Section III: Incident Details)

II. Incidents Related to Privacy

Traveler Inquiry Form



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I believe my privacy has been violated because an official/agent exposed or inappropriately shared my personal information.

Please note that if this application only concerns a privacy issue, in Section IV you don't need to fill out more than your name (no need to fill out Other Names Used, Date of Birth, Place of Birth, etc.).

III. Incident Details *(Required)*

Please describe the incident related to the box(es) you have checked in Section I and/or Section II.

IV. Personal Information (Required)

Full Name:
First Names Middle Names Last Names Suffix

Other Names Used:
(if applicable)

Date of Birth:
mm/dd/yyyy Place of Birth:
City or Town/Country

Male

Female

Height: Weight: Hair Color: Eye Color:

Select: US Person (Legal Permanent Resident or US Citizen) Non-US Person:



V. Contact Information (Required)

Mailing Address:

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Street or PO Box

Apt. No.

--	--	--	--

City or Town

State or Province

Zip or Postal Code

Country

Physical Address:
(if different)

--	--

Street

Apt. No.

--	--	--	--

City or Town

State or Province

Zip or Postal Code

Country

Email Address (Optional):

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VII. Identity Documentation

Please provide a legible, unexpired copy of your passport. If you do not have a passport, please provide at least one legible, unexpired copy of a government-issued photograph bearing travel document from the list below. For children under the age of 18 who do not possess a photograph-bearing travel document, a copy of a birth certificate may be submitted.

Do not send the original document. Please note that providing a copy of an identity document is a program requirement that DHS TRIP cannot waive. Please do not provide copies of Social Security Cards, Tax Information, or Personal Financial documents.

Check the box next to the document(s) you are submitting with this form:

<input type="checkbox"/>	Passport	Passport Number:	
		Country of Issuance:	
		Date of Issuance:	
		Date of Expiration:	
<input type="checkbox"/>	Passport Card	Passport Card Number:	
		Country of Issuance:	
		Date of Issuance:	
		Date of Expiration:	
<input type="checkbox"/>	Driver's License		

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Traveler Inquiry Form



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		License No:	
		State of Issuance:	
		Date of Expiration:	
<input type="checkbox"/>	Birth Certificate <i>(Sufficient identity document for a minor ONLY)</i>	Registration No.:	
		Place of Issuance:	
<input type="checkbox"/>	Military Identification Card	Check one:	<input type="checkbox"/> Air Force <input type="checkbox"/> Army <input type="checkbox"/> Marines <input type="checkbox"/> Navy <input type="checkbox"/> Coast Guard
<input type="checkbox"/>	Government ID Card	Check one:	<input type="checkbox"/> Federal <input type="checkbox"/> State <input type="checkbox"/> Local <input type="checkbox"/> Tribal
		Government ID Number:	
<input type="checkbox"/>	Certificate of Citizenship	Certificate Number:	
		Place of Issuance:	
		Date of Issuance:	
<input type="checkbox"/>	Naturalization Certificate	Certificate Number:	
		Location of Naturalization:	
		Naturalization Date: <i>(mm/dd/yyyy)</i>	/ /

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<input type="checkbox"/>	Immigrant/Non-immigrant Visa	Control Number:	
		Place of Issuance:	
		Date of Expiration:	
<input type="checkbox"/>	Alien Registration	Alien Registration Number:	
		Date of Issuance:	
		Date of Expiration:	
<input type="checkbox"/>	SENTRI	SENTRI Number:	
		Date of Issuance:	
		Date of Expiration:	
<input type="checkbox"/>	NEXUS	NEXUS Number:	
		Date of Issuance:	
		Date of Expiration:	
<input type="checkbox"/>	FAST	FAST Number:	
		Date of Issuance:	
		Date of Expiration:	

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Traveler Inquiry Form



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<input type="checkbox"/>	Global Entry	Global Entry Number:	
		Date of Issuance:	
		Date of Expiration:	
<input type="checkbox"/>	Border Crossing Card	Border Crossing Card Number:	
		Date of Issuance:	
		Date of Expiration:	
<input type="checkbox"/>	Additional Supplemental Documents	Document Name:	
		Document Number:	



VII. Acknowledgement (Required)

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).

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

Date:

Full Name:

Signature:

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PAPERWORK REDUCTION ACT STATEMENT: 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 voluntary collection of information. If you have any comments on this form, you may contact the Transportation Security Administration, Office of Transportation Security Redress, TSA-901, 601 South 12th Street, Arlington, VA 20598-6901. 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 which expires on XX/XX/XXXX.

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(I) (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, or for routine uses identified in DHS/ALL-005 Redress and Response Records System. 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.