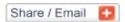




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Step 3: After Your Inquiry

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.

[Collapse All Sections](#)

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)
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.

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

- [More on the airline screening process from TSA](#)
- [TSA Customer Contact Center and Claims Management](#)

TRIP@dhs.gov

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