



- [Topics](#)
 - [In Focus](#)
 - [How Do I?](#)
 - [Get Involved](#)
 - [About DHS](#)
- [News](#)
 - [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](#)

Enter Search Term	
On DHS.gov	

> [Topics](#) > [Transportation Security](#) > [Traveler Redress Inquiry Program](#) > Step 2: How to Use [Share / Email](#) 

DHS TRIP

[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@tsa.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.

[Collapse All Sections](#)

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 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.

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/All-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 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 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: TRIP@dhs.gov

» [Go to STEP 3: After Your Inquiry.](#)

TRIP@dhs.gov

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> [Topics](#) > [Transportation Security](#) > [Traveler Redress Inquiry Program](#) > Step 2: How to Use DHS TRIP

Topics

Get
Involved

How Do I?

News

About DHS

Site Links

[DHS Components](#)

[Accountability](#)

[Privacy](#)

[FOIA](#)

[No Fear Act](#)

[Accessibility](#)

[Plain](#)

[Writing](#)

[Plug-ins](#)

[Inspector General](#)

[The White House](#)

[USA.gov](#)