



U.S. Customs and  
Border Protection

Contact: CBP Public Affairs  
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# Frequently Asked Questions

## **SENTRI Enhancements Announced**

### *Web-Based Enrollment System Launched; Membership Extended to 5 Years*

SENTRI is the Secure Electronic Network for Travelers Rapid Inspection, Customs and Border Protection's trusted traveler program for approved frequent border crossers. SENTRI allows members access to a dedicated commuter lane that expedites crossing between the U.S. and Mexico.

#### **What is the new Web-based enrollment system for SENTRI?**

The new online enrollment system allows SENTRI applicants to apply online from home, the office, or any public-access computer, rather than presenting a hard copy of the application to an enrollment center. The Web-based enrollment system also is available for renewals and will be activated November 1.

#### **How does the online application or renewal work?**

An applicant logs onto an application system located on the Customs and Border Protection Web site at [www.cbp.gov](http://www.cbp.gov) and navigates to the Global Online Enrollment System by clicking the "Frequent Traveler Program" icon under the "Travel" tab. A link is provided to the online SENTRI application. There is also a link on the homepage on the right-hand side under "Quicklinks."

Once an applicant submits a completed application, CBP reviews it and sends a notification to the applicant's account alerting the user of their conditional approval. The applicant is instructed to contact the nearest enrollment center for a final interview. Step-by-step instructions for the online application are included below. If the application is denied, the enrollment office will generate a letter outlining the reasons.

#### **Why are you extending the enrollment to five years?**

Extending the membership allows SENTRI to be consistent with the other trusted traveler programs, which have shown five-year renewals to effectively balance security needs and member convenience.

#### **Does extending the enrollment period to five years undermine CBP's policing of the program?**

No. In fact, just the opposite. The membership term extension will provide CBP officers more time to focus on the continual, ongoing vetting for all members of these programs. While considered a trusted traveler program, CBP "trusts but verifies" through random and targeted inspections.

#### **What if I already have a renewal appointment scheduled? Will my renewal date be reflected in the new online system?**

With the extension of enrollment to five years, your enrollment will automatically be extended and will expire on your birthday in the 5<sup>th</sup> year of your SENTRI membership. Your new expiration renewal date will be shown in the new online system.

**When is the five-year enrollment going into effect? Will I have to pay an additional fee?**

The enrollment extension is effective immediately. No additional fees will be required.

**How will this affect family enrollment?**

The expiration date for all family members will be the date of birth of the head of household, within his or her fifth year of membership. This will allow families to continue to renew on the same day.

**What are the benefits of this new Web-based enrollment system?**

The new Web-based enrollment system is fast, easy, accurate and eliminates filling out and presenting paperwork. It streamlines the application process and allows applicants to review the status of their application online. In the future, it will have a scheduling and fee payment option that will further facilitate the process.

After admission to SENTRI, individuals will still be able to review their information, make any necessary changes and renew their membership. It eliminates the two-appointment process currently in place, thus saving applicants time making extra trips to the enrollment center.

This system helps CBP officers accomplish their dual mission of securing the borders while facilitating trade and travel. CBP is constantly seeking cutting edge technologies to accomplish our border management needs, and leveraging the Internet is one method of streamlining the vetting and processing.

The system will pave the way for all trusted traveler programs to eventually have an online application process. In addition, it makes more consistent the various programs under the Security and Prosperity Partnership.

**Is online re-enrollment available for existing members when they re-apply?**

Yes, this online enrollment system was designed for both new applicants and those reapplying for membership. The SENTRI membership also has been recently extended from two to five years to match other trusted traveler programs.

**What if I've already made an initial, first time appointment to bring in my paper application?**

You may either cancel your appointment and use the online system instead, or keep your existing appointment.

**What if I don't have a computer, or access to a computer?**

Cyber cafes and public libraries typically offer online access for free, or a nominal fee. Check your local directory for information on libraries with computer access, or computer-service business close to you.

**How do I know the online payment site is legitimate?**

CBP assures that all safeguards are in place to assure the safety and integrity of the payment site before the payment function becomes part of the online application. The payment function will run through an existing secure government Web payment system – [www.pay.gov](http://www.pay.gov). This site is used by many government agencies and commercial enterprises to help ensure a safe and secure payment method for multiple programs and purposes.

**When is the online enrollment system going into affect? When can I enroll?**

The new Web-based system will be available November 1, and will be available to all new applicants, as well as those seeking to renew their SENTRI membership.

**How do I enroll in the SENTRI program?**

Just follow these steps!

1. Log onto the CBP website at [www.cbp.gov](http://www.cbp.gov).
2. Click on the "Travel" tab on the top right side of the screen.
3. Click on the "Frequent Traveler Programs" tab on the left side of the screen.
4. Click on "SENTRI" in the center of the screen.
5. Click the "Global Online Enrollment System"(GOES) and follow the prompts to enroll as a user.
6. Once you've followed the prompts to set up your account, you will have access to apply to SENTRI. Access to FAST, NEXUS and other trusted traveler programs will be available in the future.
7. Choose the program you wish to apply to, which will cue a series of screens and help functions.
8. Follow the prompts. The computer system will check for errors and require corrections to be made. When all corrections are made, your application will be accepted for review by CBP.
9. After verification that the application to SENTRI is correct and has been accepted, you may log out of the GOES system.
10. After the application has been reviewed by CBP, you can log back into the GOES system and you will find a status notification. You can then call the nearest enrollment center to schedule a final interview where fingerprints and photographs are taken. You will also be issued a PortPass card and RFID vehicle decals for each vehicle registered in the program. (Note: vehicles are also inspected as part of the interview and application process. Non-approved vehicles will not be permitted entry via the SENTRI lane.)

**What privacy protections are in place?**

When an applicant logs onto the SENTRI Web site an identity manager software system will ask a series of identifying questions. This process is very similar to the cues given for any online banking or any Web site that utilizes payment services.

CBP is using software developed by IBM that is accepted as the industry standard for computer database security. CBP is committed to ensuring the highest level of privacy protections are in place.

**Will the changes to the enrollment process and membership extension require me to change the PortPass card or the RFID decal I currently have?**

No, your current SENTRI membership card and radio frequency identification decals will not change.

**How do I know if I am eligible to participate in the SENTRI program?**

*Criteria for Eligibility:* A SENTRI applicant must not have any penalties, violations, arrests, convictions or pending law enforcement investigations in their backgrounds. Any positive encounters with state, federal and local law enforcement, border agencies, military authorities, etc would render an applicant inadmissible to the SENTRI program. In the case of dismissed charges, certified court records will be required before membership consideration into the SENTRI program.

*Reasons for Ineligibility:* Applicants will not qualify for participation in the SENTRI program if they:

- Provide false or incomplete information on the application;
- Have been convicted of any criminal offense or have pending criminal charges or outstanding warrants;
- Have been found in violation of any customs, immigration or agriculture regulations or laws in any country;
- Are subjects of an ongoing investigation by any federal, state or local law enforcement agency;
- Are inadmissible to the United States under immigration regulation, including applicants with approved waivers of inadmissibility or parole documentation;
- Cannot satisfy CBP of their low-risk status (i.e. CBP has intelligence that indicates that the applicant is not low risk; CBP cannot determine an applicant's criminal, residence or employment history.); and/or,
- Are subject to National Security Entry Exit Registration System (NSEERS) or other special registration programs.

**Where can I go for more information?**

There are SENTRI Enrollment Centers at the following locations:

<p><b>Otay Mesa</b> 2500 Paseo Internacional Otay Mesa, California 92154 (619) 690-7600</p>	<p><b>Calexico</b> 1699 East Carr Road Calexico, CA 92231 (760) 768-2457</p>
<p><b>El Paso</b> 797 S. Zaragoza Road, Building A El Paso, Texas 79907 (915) 872-3472</p>	<p><b>Nogales</b> 9 North Grand Avenue Nogales, AZ 85621 (520) 375-5801</p>
<p><b>Brownsville</b> 3300 South Expressway 77/83 Brownsville, TX 78520 (956) 983-5668</p>	<p><b>Laredo</b> Lincoln/Juarez Bridge Adm Bldg 2 Laredo, TX 78040 (956) 523-7379</p>
<p><b>Hidalgo</b> 6620 S. 33rd Street, Bldg J, Suite 20 McAllen, TX 78503 (956) 618-1680</p>	