

## **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.

The Global On-Line Enrollment System now offers more fee payment options to the SENTRI members. The fees can be paid by credit card or checking account. The fee for the different application request types are listed below:

Application Request	Fee Amount	Payment Method
New Application	\$25	On-Line Payment
Renewal Application	\$25	On-Line Payment
Card Replacement	\$25	On-Line Payment
Vehicle ID Tag Replacement	\$25	On-Line Payment
Vehicle Add	\$42	On-Line Payment
Other Program Fees		
Dedicated Commuter Lane	\$80	Pay at the Enrollment Center
Fingerprint Fee	\$17.25	Pay at the Enrollment Center

In order to submit one of the application request listed above, an applicant will need to access their GOES account and make the appropriate selection. The fee payment screen will appear once the application is successfully submitted. Upon conditional approval, the applicant will be notified to schedule an appointment at an enrollment center using the "schedule interview" button.

#### Required Fees

When one parent pays the membership fee of \$122.25:

- Minor children (under 14 years of age) pays only \$80.00 for the DCL processing fee
- Any children 14-17 years of age pays the \$80.00 DCL processing fee plus \$17.25 for the fingerprint fee

If two parents apply:

- Minor children would be free if under the age of 14
- If the child is 14 years of age and older the charge would only be the \$17.25 fingerprint fee

Parents may enroll minors without the parents being enrolled; however, the minor must have the parent(s) or legal guardian's permission. The enrollment center will ask for court documents of guardianship before granting enrollment of a minor.

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

**A:** 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.

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

**A:** 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 "Trusted Traveler Program" icon under the "Travel" tab. A link is provided to the online SENTRI Application. There is also the "Apply Online for SENTRI and NEXUS" 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.

**Q: Why are you extending the enrollment to five years?**

**A:** 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.

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

**A:** 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.

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

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

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

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

**Q: How will this affect family enrollment?**

**A:** 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.

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

**A:** 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.

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

**A:** 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.

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

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

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

**A:** 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.

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

**A:** 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. ( [Pay.gov](http://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.

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

**A:** 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 "Trusted Traveler Programs" tab on the left side of the screen.
4. Click on "SENTRI or "On-Line Application for NEXUS and SENTRI" in the center of the screen.
5. Click the "On-line Application for NEXUS and SENTRI 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 will be required to pay the 25\$ application fee prior to logging out of GOES.
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 either schedule your interview using the "schedule interview" button or call the nearest enrollment center to schedule a final interview where fingerprints and photographs are taken. Upon approval, 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.)

**Q: My family (husband, wife, children) would like to apply for SENTRI membership but there isn't a family option when applying on the GOES website. What should I do?**

**A:** Every individual who would like to apply for membership - children included - must create a separate account within GOES and submit a separate application. The application fee of \$25 must be paid online at the time the application is submitted. Once you go to the enrollment center for your appointment (after you've been conditionally approved, an update will be noted in your GOES account instructing you to contact the Local Enrollment Center to schedule an appointment for your interview), the CBP officer will verify that you meet the requirements as a family. Also, the remainder of the family fee of \$194.50 will be due at the time of your appointment. You can either schedule a separate appointment on-line per family member or call a local enrollment center. Please let the Officer know you are scheduling for your entire family.

A family enrollment option is slated as a future addition to the GOES system.

**Q: Where do I pay the SENTRI application fee?**

**A:** When applying using the on-line application, the \$25 application fee is required. The remaining fees (fingerprint and dedicated commuter lane) fees will be paid at the enrollment center. For paper applications, the fee payment will occur at the time of your interview appointment at an enrollment center after you've been conditionally approved.

The remaining fees is slated for future inclusion to the GOES system.

**Q: What privacy protections are in place?**

**A:** 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.

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

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

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

**A:** *Criteria for Eligibility:* A SENTRI applicant may be declared ineligible for membership if there are 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 may render an applicant inadmissible to the SENTRI program. In the case of dismissed charges, certified court records may be required before membership consideration into the SENTRI program.

*Reasons for Ineligibility:* Applicants may 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.

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

**A:** There are SENTRI Enrollment Centers at the following locations:

**Otay Mesa**

2500 Paseo Internacional  
Otay Mesa, California 92154  
**(619) 690-7600**

**El Paso**

797 S. Zaragoza Road, Building A  
El Paso, Texas 79907  
**(915) 872-3472**

**Brownsville**

3300 South Expressway 77/83  
Brownsville, TX 78520  
**(956) 983-5668**

**Hidalgo**

6620 S. 33rd Street, Bldg J, Suite 20  
McAllen, TX 78503  
**(956) 618-1680**

**Calexico**

1699 East Carr Road  
Calexico, CA 92231  
**(760) 768-2488**

**Nogales**

9 North Grand Avenue  
Nogales, AZ 85621  
**(520) 375-5801**

**Laredo**

Lincoln/Juarez Bridge Adm Bldg 2  
Laredo, TX 78040  
**(956) 523-7379**

**Q: I made a mistake on my application and didn't notice until I had already submitted it. What should I do?**

**A:** Checking a wrong box or inadvertently filling in inaccurate information on your SENTRI application will not affect the status of your application. In most cases, these corrections can be made at the time of your appointment.

In some situations re-vetting may be necessary, but in most instances (for example, an incorrect email address) this will not affect your application.

**Q: Who do I contact if I have a question about my SENTRI application?**

**A:** An applicant can either call the CBP Help Desk at **1-866-530-4172**; Press 0 then Press 2.

**Q: I received an error message when I sent an email to the GOES support email address. Did it go through?**

**A:** The correct email address for GOES support help is [cbp.goes.support@dhs.gov](mailto:cbp.goes.support@dhs.gov).

**Q: What does "Other Names Used" mean?**

**A:** "Other Names Used" means any name used other than your current name. Examples are maiden name, birth name, name after a legal name change, nickname that has been used in a legal capacity, etc.

**Q: Where can I find information to assist with filling out the GOES application?**

**A:** While filling out the different screens in the application, there is a "HELP" button, or there is a document titled, "Online

Application Processing Instructions for the Public User”.

**Q: I'm a SENTRI member, can I use the NEXUS lane when entering the United States?**

**A:** SENTRI members can use the NEXUS lane when entering the United States from Canada, but cannot use the SENTRI card to enter Canada via the NEXUS lane.