



Update on Trusted Traveler Program & Global Entry Renewal Applications

U.S. Customs and Border Protection (CBP) has informed my office that renewal applications of all Trusted Traveler Programs, including Global Entry are experiencing significant delays due to current demand. However, if you file your renewal application prior to your expiration date, your active membership status will be extended for 6 months to allow for application processing. This will allow you to continue to maintain your Trusted Traveler Program privileges as normal throughout your application process.

If you are having trouble submitting your Global Entry renewal application, please follow carefully the steps below. If the issue persists after this do not hesitate to reach out to my office.

The problem you are experiencing with renewal applications may be because the expired document information saved in your account from a previous Trusted Traveler Programs application is transmitted with your application. This prevents the application from being approved. U.S. Customs and Border Protection is aware of this issue and working diligently to resolve the issue and has developed a workaround. As a temporary workaround, follow the steps below to cancel and successfully refile an application to avoid this error:

1. Log into your account on a laptop or computer instead of a mobile device to simplify the process.
2. When first logging in to the account, below the button that says, “Continue Application” will be another button that says, “Cancel Application.” You must then click “Cancel Application” and confirm your intent to cancel when prompted.
3. If the passport on your account is expired, open your account page and click the “Edit Documents” button on the right side of the page. You must enter the details for a new passport in your account prior to applying for a new application.
4. On the edit document page, the new documents can be entered and/or the necessary changes can be made to your documents.
5. When entering the information into the passport fields, your name should match how it appears on your passport EXACTLY, not necessarily how it is shown on your TPP page.
6. After updating your passport information, you must proceed to click “Renew Application” on the existing or expired membership and file a new application for your desired Trusted Traveler Program.