

# Global Entry Interview 2026

What They Ask & How to Prepare



## DON'T GET DENIED

### What's inside:

- Common interview questions & best answers
- Complete document checklist
- What gets people denied (and how to avoid it)
- Enrollment on Arrival & Departure options
- How to reschedule without losing your application
- Step-by-step interview walkthrough

**+ FREE CHECKLIST INCLUDED**

# Quick Reference: Interview at a Glance

## What it is

A 10–15 minute in-person interview with a CBP officer at an enrollment center

## When to schedule

Within 730 days of conditional approval (about 2 years)

## Fee

\$120 for 5 years (includes TSA PreCheck) – children under 18 are free with a parent

## What to bring

Valid passport, one additional ID, proof of residency, and any special documents

## What they ask

Why you want Global Entry, your travel history, criminal history, employment, and current address

## What happens after

Most people are approved on the spot and receive activation instructions

## Alternatives to scheduling

Enrollment on Arrival (69 airports) or Enrollment on Departure (2 airports)

# Who This Guide Is For

This guide is written for U.S. citizens and lawful permanent residents who have already applied for Global Entry and received **conditional approval**. You've completed the online application, paid the \$120 fee, and passed the initial background check. The enrollment interview is the final step before you can start using Global Entry.

If you haven't applied yet, check out our Global Entry Application video first – this guide focuses entirely on preparing for and passing the interview.

## You'll get the most from this guide if you:

- Have your conditional approval notification
- Want to know exactly what to bring
- Want to practice your answers before the interview
- Need help finding or scheduling an appointment
- Are worried about being denied



# Complete Document Checklist

This is the checklist referenced in the video. Print this page and check off each item before leaving for your interview.

## Required for everyone

- Valid, unexpired U.S. passport
- One additional form of government-issued ID (driver's license or state ID)
- Proof of current residential address (see next section for accepted documents)
- Conditional approval notification (printed or on your phone)

## Required if applicable

- Machine-readable permanent resident card (lawful permanent residents – bring this instead of a passport)
- All additional passports if you hold dual or multiple citizenships
- Certified court disposition papers for any prior arrests, even if dismissed, expunged, or sealed (see "Prior Arrests" section)

## Recommended but not required

- Your TTP application printout (helps you review details before the interview)
- A list of countries visited in the past 5 years with approximate dates and trip purposes

# Document Details: Passport & Identification

## Your Passport

Your passport must be valid and unexpired at the time of your interview. If your passport expires within the next six months, consider renewing it first – the officer may flag a soon-to-expire passport as a concern since your Global Entry membership lasts five years.

If your name has changed since your passport was issued (marriage, divorce, legal name change), bring documentation of the name change. Your passport name should match the name on your Global Entry application.

## Additional Identification

You need one form of government-issued ID beyond your passport. Accepted forms include your driver's license, state-issued ID card, or military ID. The ID must be valid and unexpired. Make sure the photo is recognizable – heavily damaged or faded IDs may cause issues.

### Multiple Passports

If you hold citizenship in more than one country, bring every valid passport you have. The CBP officer will add each one to your Global Entry file. Failing to disclose a second passport can be seen as a red flag. Bring them all and be upfront about your dual citizenship.



# Document Details: Proof of Residency

Your proof of residency confirms where you currently live. The address should match what you listed on your Global Entry application. If you've moved since applying, update your address in your TTP account before the interview.

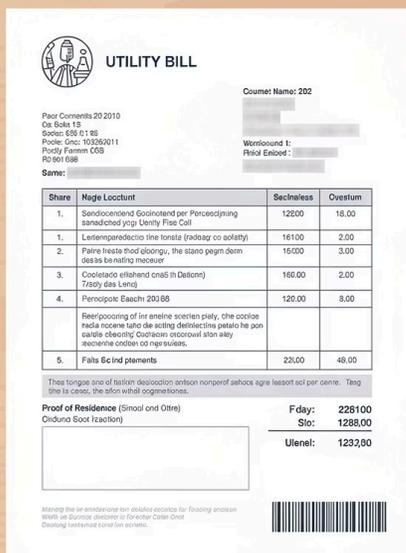
## Accepted documents (bring one):

- Driver's license with current address (this counts as both your additional ID and proof of residency)
- Utility bill (electric, gas, water) dated within the last 60 days
- Mortgage statement
- Rental lease agreement or recent rent payment receipt
- Bank or credit card statement with current address

## Not accepted:

- Mail addressed to you at an address (without official letterhead)
- A P.O. Box as your sole address
- Someone else's utility bill, even if you live at that address

If you live with someone else and don't have bills in your name, bring your lease agreement or a bank statement showing your current address.



**UTILITY BILL**

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**BANK STATEMENT**  
Proof Of Residence

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# Prior Arrests: What You Need to Know

- 📄 **This is one of the most important sections in this guide.** Many applicants don't realize that dismissed, expunged, and sealed arrests still appear in federal databases. A verbal explanation during the interview is not enough to clear these flags.

## If you have any prior arrest — regardless of outcome — you must:

1. Obtain certified court disposition papers from the county where the arrest occurred
2. The disposition should show the final outcome (dismissed, not guilty, expunged, completed diversion program, etc.)
3. Bring the original certified copies, not photocopies

## Why this matters:

CBP officers have access to the National Crime Information Center (NCIC) and other federal databases. These systems flag arrests even when state courts have sealed or expunged the records. Without official disposition papers, the officer cannot verify the outcome and may deny your application.

How to get disposition papers:

Contact the clerk of court in the county where the arrest happened. Request a certified copy of the case disposition. Processing times vary — some counties take two to four weeks, so don't wait until the last minute.

Common situations that require disposition papers:

DUI/DWI arrests (even if reduced to a lesser charge), drug possession charges (even if dismissed through a diversion program), disorderly conduct, theft charges, or any arrest that resulted in booking — even if you were never formally charged.

- ⚠️ **Start gathering these documents NOW** — some counties take 2-4 weeks to process disposition papers.

# What to Review Before Your Interview

The officer will compare your answers to what's in your application. Inconsistencies – even innocent ones – can slow down your interview or raise concerns. Spend 15 minutes reviewing these details the night before.

## **Travel history (past 5 years):**

Write down every country you visited, the approximate dates, and the purpose of each trip (vacation, business, family visit). Officers may ask for specifics, so "I traveled to Europe" is not detailed enough. Be ready with "I visited France in June 2024 for a two-week vacation" level answers.

## **Employment details:**

Know your current employer's name, your job title, how long you've worked there, and your employer's address. If you've changed jobs since applying, know your previous employer's details too.

## **Current address:**

Confirm your address matches what's in your application. If you've moved, update your TTP profile before the interview.

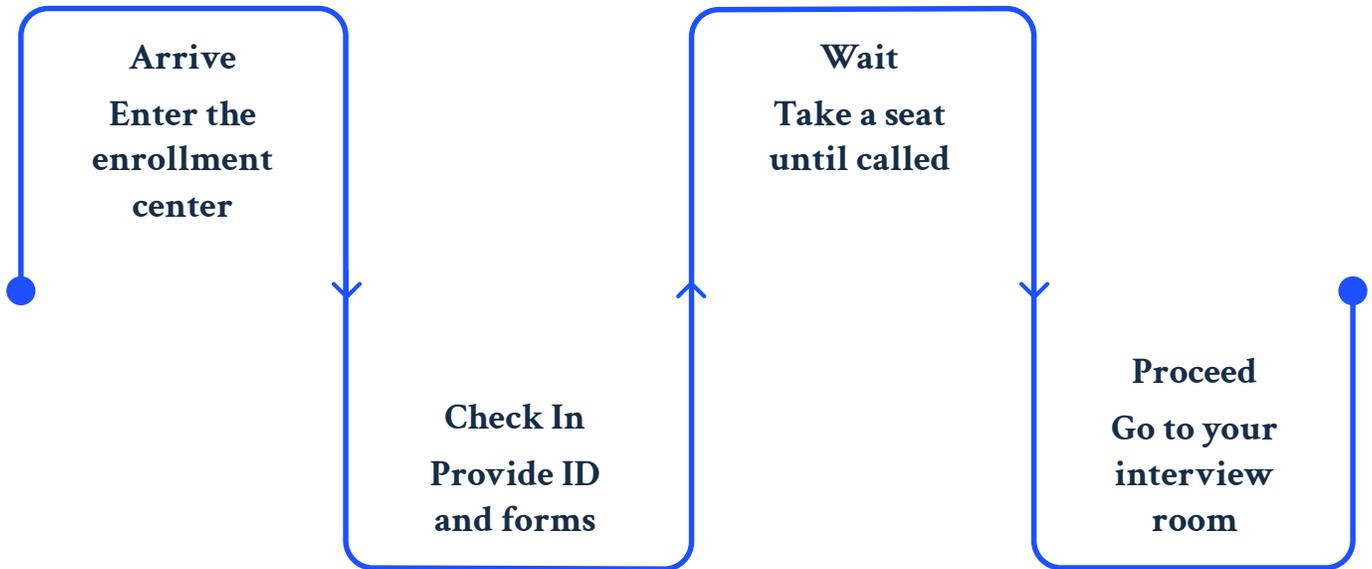
## **Application details:**

Log into your TTP account and re-read your application answers. The officer has this information in front of them. Your verbal answers should be consistent with what you submitted.

 **Quick Tip:** Always remember to review your submitted application thoroughly. Consistency between your answers and the application is key to a smooth interview process.

# Check-In: What Happens When You Arrive

Enrollment center procedures vary slightly by location, but here's the general flow so you know what to expect:



This visual outlines the standard process you'll experience upon arriving at an enrollment center for your interview.



# Common Interview Questions & Best Answers

Officers typically ask 8–12 questions during a Global Entry interview. The video covered the core five – this guide gives you all of them, plus sample answers and what to avoid.

**"Why are you applying for Global Entry?"**

**What they want to hear:** A straightforward, practical reason.

**Good answer:** "I travel internationally several times a year for work and want faster processing through customs."

**Also fine:** "My family and I take one or two international trips a year and I'd like to speed up the re-entry process."

**Avoid:** Overly detailed explanations or complaints about long customs lines. Keep it simple.

**"Tell me about your travel history over the past five years."**

**What they want to hear:** Specific countries, approximate dates, and trip purposes.

**Good answer:** "I went to Mexico in March 2024 for a week-long vacation. I visited the UK in November 2023 for a business conference. And I traveled to Canada twice in 2022 for family visits."

**Avoid:** Vague responses like "I've been to a few countries in Europe." Officers want specifics. Use the list you prepared beforehand.



**Golden Rule: Be honest, be specific, keep it short**

# Interview Questions: Criminal History & Background

## "Do you have any criminal history?"

**What they want to hear:** Complete honesty. This is the most important question of the interview.

**If you have no criminal history:** "No, I have no criminal history."

**If you have a prior arrest:** Disclose it, even if it was dismissed or expunged. Say something like: "I was arrested for [charge] in [year] in [county/state]. The charge was [dismissed/reduced to/resolved through]. I have my certified court disposition papers here."

### Why honesty is critical:

CBP officers have already reviewed your background before you sit down. They have access to NCIC, FBI records, and customs databases. They often already know the answer before they ask. Dishonesty is grounds for immediate denial – not just of Global Entry, but you may also be flagged for future customs scrutiny.

## "Have you ever been refused entry to any country?"

**Good answer (if yes):** "Yes, I was denied entry to [country] in [year] because [reason]." Be upfront – CBP has access to international databases and may already know.

**Good answer (if no):** "No, I've never been refused entry anywhere."

## "Have you ever had a customs violation?"

This includes getting caught with undeclared items, agricultural products, exceeding duty-free limits, or having items seized. If it happened, disclose it and explain what you learned from it.

# Interview Questions: Employment, Address & Lifestyle

**"Where do you work and how long have you been there?"**

**Good answer:** "I work at [Company Name] as a [Job Title]. I've been there for [duration]."

**If self-employed:** "I run my own [type of business]. I've been operating it for [duration]."

**If unemployed or retired:** Be honest. "I'm currently retired" or "I'm between positions" is fine. This question verifies your application — not your employment status.

**"What is your current home address?"**

**Good answer:** Simply state your address. Make sure it matches your application. If you've moved recently, update your TTP profile before the interview.

**"Have you ever been involved in any drug-related activity?"**

**What they want to hear:** A direct no — or complete honesty if applicable. Even minor past drug charges can appear in federal databases. If you have a history, bring your court disposition papers and be upfront.

**"Do you plan to use Global Entry for business or personal travel?"**

**Good answer:** Either is fine. "Both — I travel for work about four times a year and take one or two personal trips." There's no wrong answer here; they're confirming your travel patterns match your application.

 **Remember: Honesty and Consistency are Key!**

Always align your answers with your application details. Discrepancies can raise red flags. Be direct and transparent, especially when discussing employment, addresses, or any past issues. Have supporting documents ready if needed.

# Interview Questions: Customs & Travel Habits

**"What do you typically bring back from international trips?"**

**What they want to hear:** That you understand customs rules and declare items properly.

**Good answer:** "Mostly personal items and souvenirs. I always declare anything I've purchased abroad."

**Avoid:** Joking about smuggling, even sarcastically. Officers take this question seriously.

**"Have you ever carried more than \$10,000 in currency across a border?"**

This is a legal requirement to disclose. If you have, explain the circumstances. If you haven't, a simple "No" is sufficient. Failing to declare large sums of currency is a federal offense and will result in denial.

**"Do you have any agricultural items, food, or plants when you travel internationally?"**

Officers want to know you understand that bringing undeclared food, plants, or agricultural products is a customs violation. A good answer: "I'm careful not to bring back produce or agricultural items. I know those need to be declared."

**"Have you ever had items seized by customs?"**

If yes, explain what happened honestly. A single mistake years ago is unlikely to cause denial if you're transparent about it. Hiding it will.

**"Are you a member of any other trusted traveler programs?"**

If you have NEXUS, SENTRI, or TSA PreCheck, mention it. If this is your first trusted traveler program, say so. This is a straightforward verification question.

## Pro Tip: Customs Declarations

Always be truthful and thorough when declaring items to customs. Undeclared currency over \$10,000 or restricted agricultural products can lead to serious legal issues and denial of Global Entry. Transparency is key.

# Biometrics & What Happens Next

After the interview, the officer will collect biometrics and inform you of the approval decision. Here's what to expect:



## Photo Biometrics

Your photograph will be taken. Remove glasses/hats; religious coverings permitted. Maintain a neutral expression.



## Fingerprint Collection

Place each finger on the digital scanner as guided. Moistening may be suggested for dry hands for a clear scan.



## Approval Decision

Often, you'll be informed of approval immediately. Some applications require supervisor review; decision via mail/email.



## Activate Membership

Activate your membership before use.

**Global Entry Mobile App:** (Recommended) Use CBP One or Global Entry Mobile Passport app to scan your face.

**Global Entry Kiosks:** Scan passport/fingerprints, complete customs declaration.



# Fees, Membership & TSA PreCheck

## Fee Breakdown

The Global Entry application fee is **\$120**, paid when you submit your application. This is a one-time fee that covers your entire five-year membership. There are no annual fees, renewal surcharges, or hidden costs.

### What the \$120 includes:

- Five years of Global Entry access at all participating airports
- TSA PreCheck access on domestic flights (no separate application needed)
- Access to Enrollment on Arrival and Enrollment on Departure options
- Use of the Global Entry Mobile App

## Children Under 18

Children under 18 years old can apply for free when a parent or guardian either applies at the same time or already holds an active Trusted Traveler membership (Global Entry, NEXUS, SENTRI, or FAST).

Each child still needs their own application and their own interview appointment. A parent or guardian must accompany the child to the interview.

## Reimbursement Options

Many premium credit cards offer a statement credit to cover the Global Entry application fee, saving on membership costs. Check with your issuer for eligibility.

American Express Platinum	American Express	\$100	Annual statement credit, enrollment required
Chase Sapphire Reserve	Chase	\$100	Statement credit every 4 years

Reimbursement usually appears as a statement credit within 1-2 billing cycles.

# Scheduling Your Interview

## Finding Available Appointments

Log into your Trusted Traveler Programs (TTP) account at [ttp.dhs.gov](http://dhs.gov). Click on your conditionally approved application, then select "Schedule Interview."

You'll see a list of enrollment centers. Search by your home city, an upcoming travel airport, or a specific center. Click any center to view available dates and times.

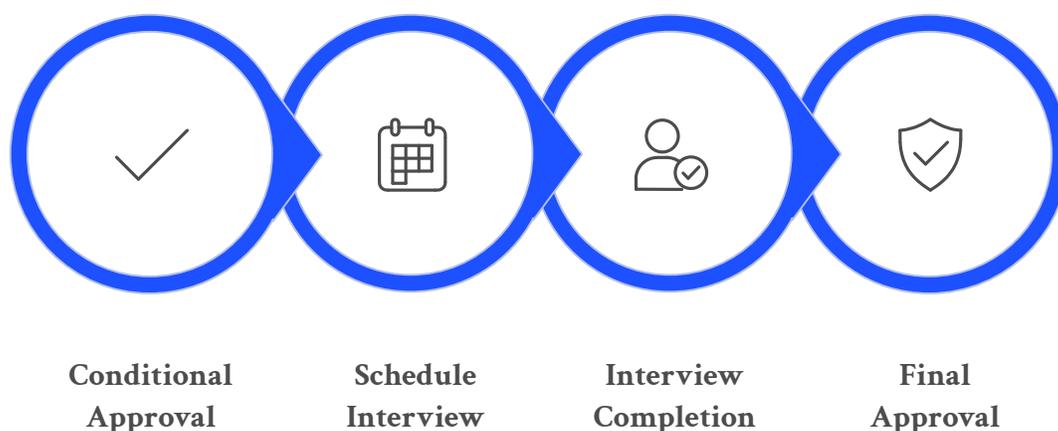
- Pro tip:** Availability varies dramatically by location. Large metro airports (JFK, LAX, O'Hare) often have months-long wait times. Smaller or less popular centers may have openings within days. Check multiple locations.

## When New Slots Open

New appointment slots are released on the **first Monday of each month at 9:00 AM local time**. If your preferred center is booked out, check the TTP scheduler that morning for fresh availability. Set a phone reminder so you don't forget.

## Your 730-Day Window

You have **730 days** (about two years) from the date of conditional approval to complete your interview. After that deadline, your application is automatically canceled and your \$120 fee is not refunded. Don't wait until the last minute – schedule as soon as you're conditionally approved.



This diagram illustrates the typical timeline for moving from conditional approval to final program approval, emphasizing key milestones and the critical 730-day window for scheduling your interview.

# Enrollment on Arrival & Departure

If you can't find a convenient appointment or don't want to wait, these two alternatives let you complete your interview without scheduling. Here's a comparison of the different interview methods:

1

## Enrollment on Arrival (EoA)

**Method:** Interview upon returning from an international trip.

**Where:** Available at 69 airports across the United States, including major hubs like JFK, LAX, and O'Hare.

**When:** First-come, first-served basis upon arrival.

**Pros:** No prior appointment needed, convenient if you are already traveling internationally.

**Cons:** Cannot be scheduled, availability depends on staffing, potential for long waits, may be turned away if too busy.

2

## Enrollment on Departure (EoD)

**Method:** Interview before a departing international flight.

**Where:** Currently only at Washington Dulles (IAD) and Miami International (MIA). CBP plans to expand this program.

**When:** Before your international flight, no appointment required.

**Pros:** No prior appointment needed, potentially less busy than EoA, can be planned for around your flight schedule.

**Cons:** Very limited locations, requires arriving significantly earlier for your flight.

3

## Scheduled Interview

**Method:** Pre-booked appointment at an enrollment center.

**Where:** Various enrollment centers listed on the TTP portal.

**When:** By appointment only. New slots are released on the first Monday of each month at 9:00 AM local time. Must complete within 730 days of conditional approval.

**Pros:** Guaranteed time slot, widest availability of locations (enrollment centers), allows for planning.

**Cons:** Can have long wait times at popular locations, requires active monitoring for convenient slots.

# What Gets People Denied

Understanding the most common denial reasons helps you avoid them. The video covered these briefly – here's the expanded breakdown with prevention strategies.

1

## Dishonesty or Omission

### The #1 reason for

**denial.** CBP officers have access to extensive federal databases before your interview even begins. They often already know about your criminal history, travel patterns, and customs violations. If you lie or omit information, it's almost always caught – and it results in immediate denial.

**Prevention:** Answer every question truthfully, even if the truth is uncomfortable. A past DUI that you honestly disclose is far less likely to cause denial than a clean record that the officer knows isn't true.

2

## Missing or Incorrect Documents

Arriving without required documents means your interview cannot be completed. You'll need to reschedule and wait for another appointment.

**Prevention:** Use the document checklist in this guide. Double-check everything the morning of your interview.

3

## Vague Travel History

"I've traveled to some places in Asia" is not a sufficient answer. Officers want specific countries, dates, and purposes.

**Prevention:** Write down your 5-year travel history before the interview. Check your passport stamps, email confirmations, or credit card statements to jog your memory.

# More Denial Reasons & How to Appeal

Understanding these additional common denial reasons and knowing how to appeal can significantly improve your application outcome.



## Criminal Convictions

Certain convictions (felonies, drug offenses, customs violations, fraud, moral turpitude) are automatic disqualifiers, even if old or expunged.

**What to do:** Be prepared to discuss openly with certified court disposition papers.



## High-Risk Country Travel

Frequent travel to U.S.-flagged high-risk countries may raise concerns.

**What to do:** Explain trip purposes clearly and bring supporting documentation if available.



## Missing Your 730-Day Interview Window

Not completing your interview within 730 days of conditional approval results in application cancellation and fee forfeiture.

**Prevention:** Schedule your interview promptly. Use Enrollment on Arrival as a backup.

## How to Appeal a Denial

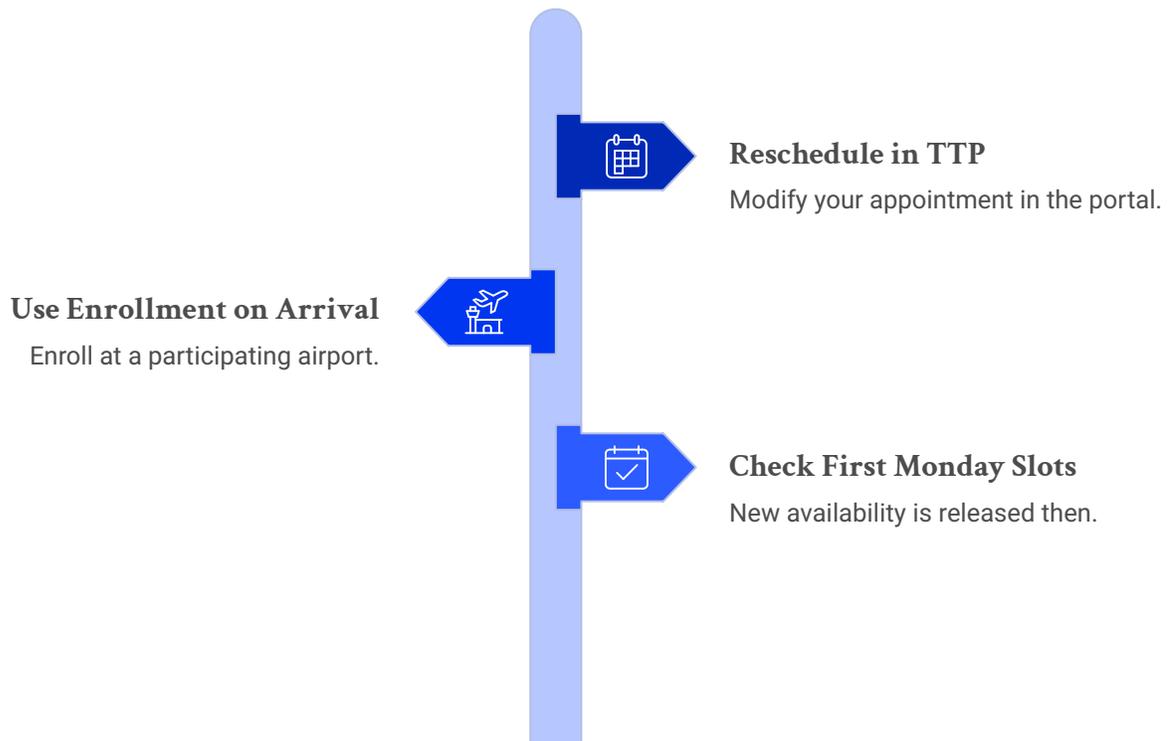
A denial is not always final. You can challenge the decision by:

- **Filing a Reconsideration Request:** Free process via CBP Ombudsman in your TTP account.
- **Requesting a Hearing:** Formally write to the CBP Traveler Compliance Ombudsman.

Gather all relevant documentation to support your appeal.

# Rescheduling Without Losing Your Application

Life happens. If you need to change your interview date, here's how to do it safely.



If you need to change your interview date, act promptly to manage your application without losing it.

## How to reschedule:

Log into your [TTP account](#), click your conditionally approved application, and select "Reschedule" to choose a new date/location.

- Critical warning: Do not cancel your appointment outright.** Always use "Reschedule" or contact the enrollment center directly.

There's no official limit on rescheduling, but your 730-day window keeps counting down. If no appointments are available, use Enrollment on Arrival or check the TTP scheduler on the first Monday of the month at 9:00 AM local time for new slots.

# Special Circumstances

## Renewal Interviews

Many Global Entry renewals don't require an interview. If an interview is needed, the process is the same as the initial application.

## Applying for Your Family

Each family member needs a separate application and interview. Schedule them together, and children under 18 require a parent/guardian.

## Name Changes

If your name changed, update your TTP profile and bring supporting documents (e.g., marriage certificate, updated passport) to your interview.

## Lost or Stolen Trusted Traveler Card

Global Entry is moving to a mobile app. You can replace a lost physical card via your TTP account, but most travelers now use the app.

## Medical or Disability Accommodations

Enrollment centers provide accommodations. Contact them directly before your appointment if you need assistance.

 **Tip:** Double-check your enrollment center's specific requirements, as procedures can vary.

# Official Resources & Contact Information

## Global Entry Official Page

[cbp.gov/travel/trusted-traveler-programs/global-entry](https://cbp.gov/travel/trusted-traveler-programs/global-entry) – Program overview, eligibility, and enrollment info

## Trusted Traveler Programs (TTP) Account

[ttp.dhs.gov](https://ttp.dhs.gov) – Apply, schedule interviews, check status, and manage your account

## CBP INFO Center

Phone: 1-877-227-5511  
Hours: Monday–Friday, 8:30 AM – 8:00 PM ET

## CBP Help Center

[help.cbp.gov](https://help.cbp.gov) – 500+ answers about CBP policies and procedures

## Global Entry Mobile App

Available on iOS and Android – search "CBP One" in your app store

## Enrollment Center Locator

[ttp.dhs.gov/schedulerui/schedule-interview/location](https://ttp.dhs.gov/schedulerui/schedule-interview/location) – Find centers and check availability

## CBP Ombudsman (for denials and appeals)

File a Reconsideration Request through your TTP account

## Enrollment on Arrival Airports

Full list at [cbp.gov/travel/trusted-traveler-programs/global-entry/enrollment-arrival](https://cbp.gov/travel/trusted-traveler-programs/global-entry/enrollment-arrival)

 **Final Tip:** Always verify information directly with official sources, as policies and procedures can change.

# Day-of-Interview Checklist

Print this page and bring it with you. Check off each item before you leave home.

## Documents packed:

- Valid, unexpired passport
- Additional government-issued ID
- Proof of current address
- Court disposition papers (if applicable)
- All additional passports (if applicable)
- Conditional approval confirmation (printed or on phone)

## Preparation completed:

- Reviewed travel history for past 5 years (countries, dates, purposes)
- Reviewed employment details (employer, title, duration, address)
- Confirmed current address matches TTP application
- Re-read application answers in TTP account

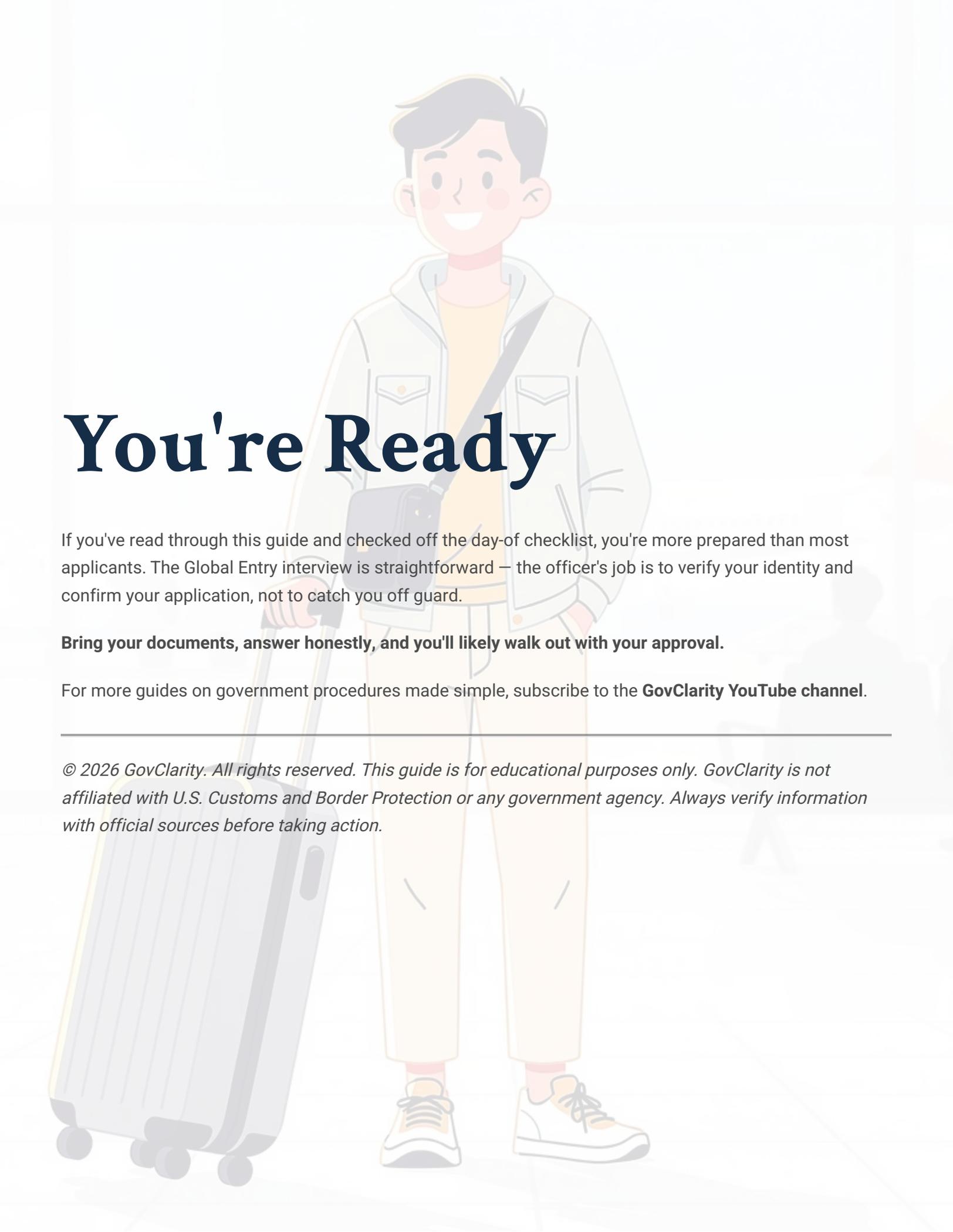
## Day-of logistics:

- Know the enrollment center location and how to get there
- Arriving 10–15 minutes before appointment time
- No tight flight connections scheduled immediately after
- Phone charged (for conditional approval notification and post-approval activation)

## Mindset reminders:

- Be honest about everything, especially criminal history
- Give specific answers, not vague ones
- The interview is a verification, not an interrogation
- Most people are approved on the spot

**You're ready!** Double-check everything, take a deep breath, and you'll do great!

A cartoon illustration of a young man with dark hair, smiling broadly. He is wearing a light green jacket over a yellow shirt, orange pants, and white sneakers with orange accents. He has a black messenger bag slung across his chest and is holding a grey rolling suitcase with his right hand. The background is a light, hazy outdoor setting with a grid pattern on the ground.

# You're Ready

If you've read through this guide and checked off the day-of checklist, you're more prepared than most applicants. The Global Entry interview is straightforward – the officer's job is to verify your identity and confirm your application, not to catch you off guard.

**Bring your documents, answer honestly, and you'll likely walk out with your approval.**

For more guides on government procedures made simple, subscribe to the **GovClarity YouTube channel**.

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