

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 short in-person interview with a U.S. Customs and Border Protection (CBP) officer

When to schedule

Within 730 days of conditional approval (about 2 years)

Fee

\$120 for 5 years (includes TSA PreCheck). Free for children under 18 when a parent or guardian is a member or has an application pending

What to bring

Valid passport, one other ID (like a driver's license), proof of your current address, and your green card if you're a permanent resident

What they ask

Questions that confirm your application, such as your travel history, employment, address, and any criminal history

What happens after

You may get the decision at the interview, or later by email and in your Trusted Traveler Programs (TTP) account

Alternatives to scheduling

Enrollment on Arrival (70+ airports), Enrollment on Departure (Miami and Detroit), or Enrollment on Embarkation (select cruise ports)

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 notice (printed or on your phone, recommended)

Required if applicable

- Machine-readable green card (permanent residents bring this along with their passport)
- All additional passports if you hold dual or multiple citizenships
- Court documents showing the outcome of any arrest or conviction (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 you renew your passport after you're approved, add the new one in your TTP account under "Update Documents." A name change has to be done at an enrollment center.

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

CBP asks you to bring your passport and one other form of identification, such as a driver's license or ID card. Make sure it's valid and unexpired.



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. Bring them all and mention 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, bring proof of your new address and tell the officer at the interview.

Examples CBP gives (bring one):

- Driver's license with current address (this counts as both your additional ID and proof of residency)
- Recent utility bill (electric, gas, water)
- Mortgage statement
- Rental payment statement
- Ask your enrollment center if you're unsure what counts

Not sure?

- Bring documents in your own name that show where you live.
- If you're unsure, bring more than one.
- Call your enrollment center before the interview with questions.

Your documents should match the address you give the officer.

**UTILITY BILL**

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Water/Electric: 1200

Gas: 1800

Phone: 1000

Internet: 1000

Other: 1000

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Proof Of Residence

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Other: 1000

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Prior Arrests: What You Need to Know

- ❏ **This is one of the most important sections in this guide.** CBP checks every applicant against criminal, law enforcement, customs, immigration, agriculture, and terrorist records. If you have any arrest or conviction, bring paperwork, not just an explanation.

If you have any arrest or conviction, here is what to do:

1. Get the court disposition (the official record of the outcome) from the court that handled the case
2. The disposition should show the final outcome (dismissed, not guilty, expunged, completed diversion program, etc.)
3. Bring it to your interview. If you are ever denied and request reconsideration, CBP requires these documents for all arrests or convictions, even expunged ones

Why this matters:

Under CBP's rules, a criminal conviction, pending charges, or an outstanding warrant (including driving under the influence) may make you ineligible. Paperwork that shows exactly how your case ended helps the officer review it.

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 by court, so request it early.

Common situations where you'll want the paperwork:

DUI or DWI arrests (even if reduced to a lesser charge), drug charges (even if dismissed through a diversion program), disorderly conduct, theft charges, or any other arrest, whatever the outcome.

⚠️ ⚠️ **Start gathering these documents now.** Court records can take time to arrive.

What to Review Before Your Interview

The officer has your application in front of them. Answers that match it keep the interview smooth. 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 the address in your application. If you've moved, bring proof of your new address and tell the officer.

Application details:

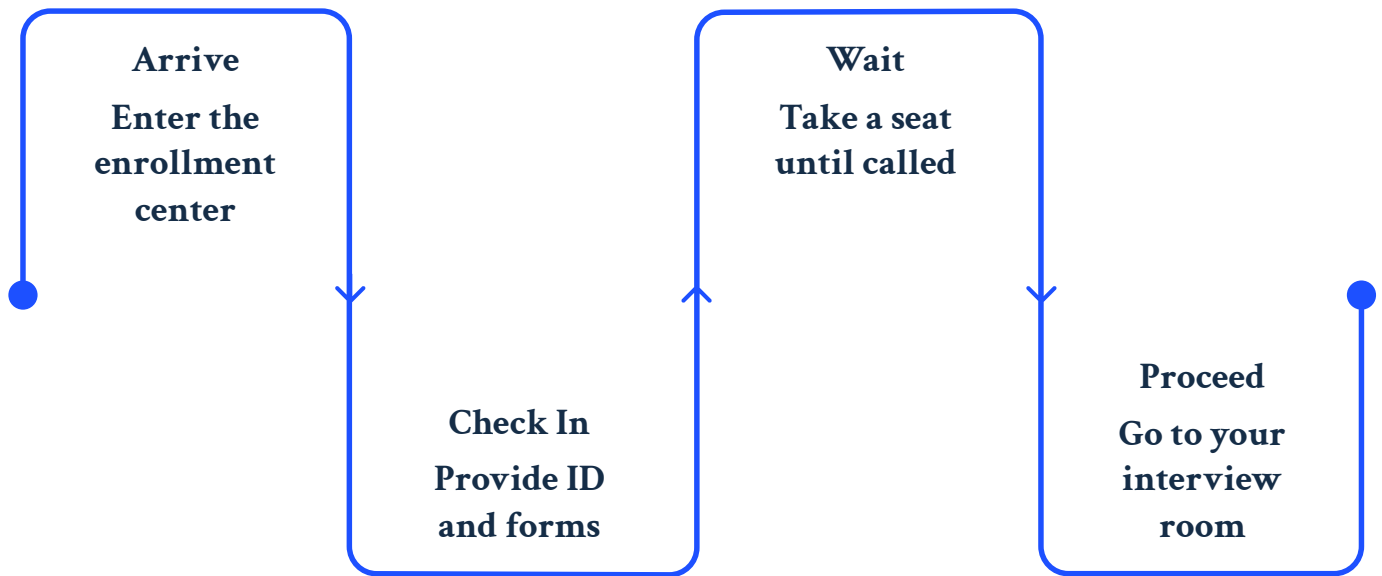
Log into your TTP account and re-read your application answers. The officer has this information in front of them. Your verbal answers should be consistent with what you submitted.



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

CBP doesn't publish a list of interview questions. These are questions applicants commonly report, with sample answers. Your interview may differ.

"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. Under CBP's rules, giving false or incomplete information may make you ineligible.

"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.

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. If you've moved since applying, say so and show proof of your new address.

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

What they want to hear: A direct no — or complete honesty if applicable. 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?"

Federal law requires travelers to report more than \$10,000 when entering or leaving the U.S. If you have carried that much, explain the circumstances. If you haven't, a simple "No" is sufficient. Customs violations may make you ineligible for Global Entry.

"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. Customs violations may make you ineligible, and so may giving false information. Honesty is always the safer choice.

"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 may make you ineligible for Global Entry. Transparency is key.

Biometrics & What Happens Next

During the interview, the officer takes your photo and fingerprints. You may get the decision then, or later. Here's what to expect:



Photo Biometrics

The officer takes your photo for your Global Entry record.



Fingerprint Collection

The officer scans your fingerprints.



Approval Decision

You may hear the decision at the interview. If not, watch your email and your TTP account.



Using Global Entry

You don't need a card at the airport. The Global Entry card is only required for SENTRI and NEXUS land border lanes.

Trusted Traveler app: CBP's official app since September 15, 2026. It replaced the old Global Entry app.

Touchless Portals: At many airports a camera matches your face. You may be asked to scan your passport.



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)
- Faster processing at SENTRI and NEXUS land border lanes (with a Global Entry card)
- Use of CBP's Trusted Traveler app

Fee Credits

Some credit cards offer a statement credit for the Global Entry fee. Check with your card issuer.

Using TSA PreCheck

Global Entry members get TSA PreCheck. To use it, enter your 9-digit PASSID as your Known Traveler Number when you book a flight or in your airline profile. The name on your reservation must exactly match the name on your Global Entry application, including any middle name or initial you used.

Children Under 18

Children under 18 can apply for free when a parent or legal guardian is enrolled in the program or has an application pending.

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

Scheduling Your Interview

Finding Available Appointments

Log into your Trusted Traveler Programs (TTP) account at <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.

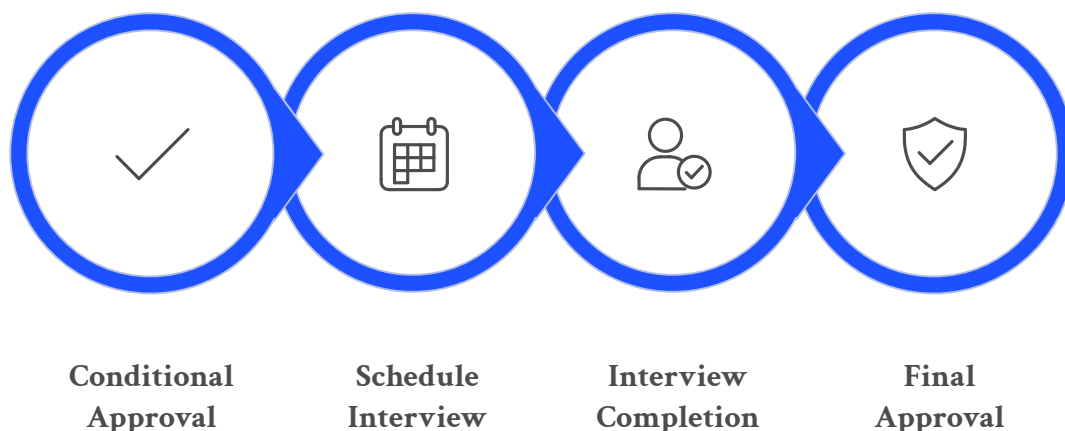
 **Pro tip:** Availability varies by location. If your nearest center is booked, check other centers.

When New Slots Open

CBP releases new appointment slots on the **first Monday of each month by 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 alternatives let you complete your interview without scheduling. Taking a cruise? Enrollment on Embarkation lets you finish your interview at select cruise ports before you board (Miami, Baltimore, Norfolk, and St. Thomas). Here's how the other methods compare:

1

Enrollment on Arrival (EoA)

Method: Interview upon returning from an international trip.

Where: Available at 70+ participating airports. Check CBP's current list before you fly.

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: Miami International (MIA), Monday to Saturday, 8 AM to 6 PM ET, and Detroit Metro (DTW), Monday to Friday, 8 AM to 4 PM ET.

When: Before your international flight, no appointment required.

Pros: No prior appointment needed, and it can be planned 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 by 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

CBP doesn't publish denial statistics. These are problems that can stop an application, and how to avoid them.

1

Dishonesty or Omission

Take this seriously.

CBP runs a background check before your interview. Under CBP's rules, giving false or incomplete information may make you ineligible.

Prevention: Answer every question truthfully, even if the truth is uncomfortable.

2

Missing or Incorrect Documents

Arriving without required documents can mean your interview can't be completed and you have to come back.

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

Here are other issues that can affect your application, and what to do if you're denied.



Criminal Convictions

Under CBP's rules, a criminal conviction, pending charges, or an outstanding warrant may make you ineligible.

What to do: Be prepared to discuss it openly, with your court documents.



Customs, Immigration, or Agriculture Violations

A violation of customs, immigration, or agriculture laws in any country may make you ineligible.

What to do: Disclose it, explain what happened, and bring any paperwork.



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

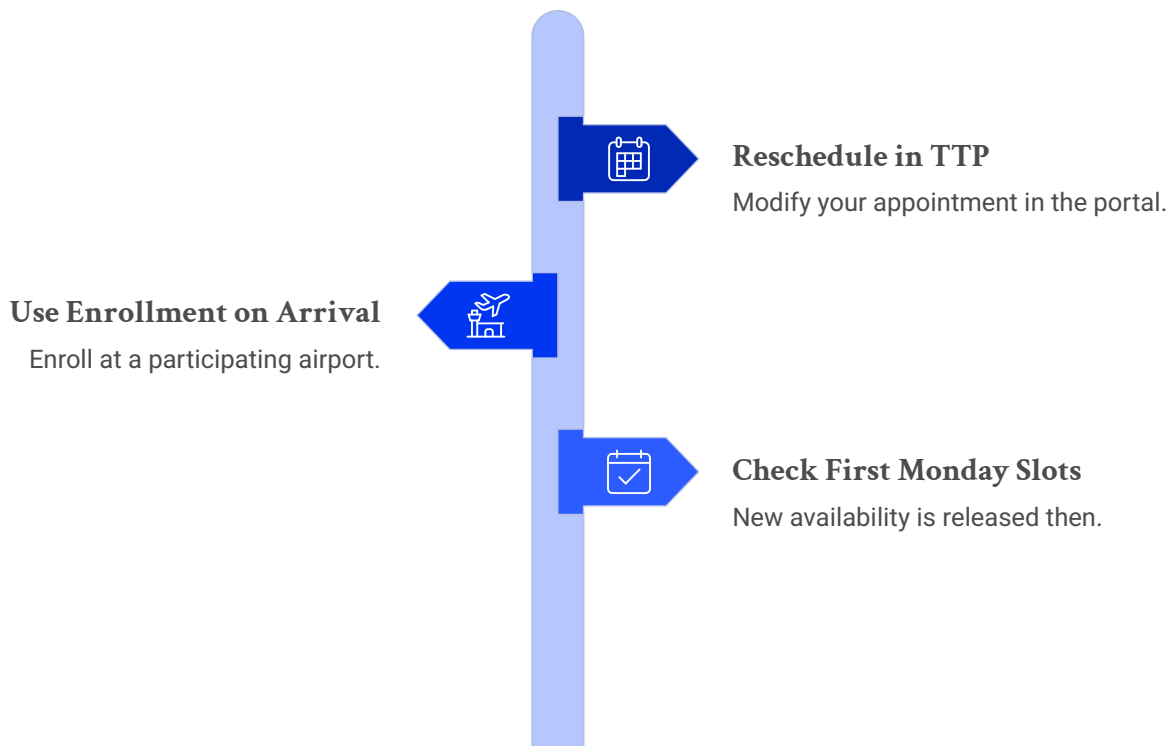
A denial is not always final. You can challenge the decision by:

- **Filing a Reconsideration Request:** If you're eligible, a "Request Reconsideration" button appears in your TTP dashboard. Your request goes to the CBP Ombudsman.
- **What to include:** The date and reason for your denial, an explanation, and court documents (as PDFs) for all arrests or convictions, even if expunged.

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" instead.

Your 730-day window keeps counting down while you reschedule. If no appointments are available, use Enrollment on Arrival or check the TTP scheduler on the first Monday of the month by 9:00 AM local time for new slots.

Special Circumstances

Renewal Interviews

Many Global Entry renewals don't require an interview. Your TTP account will tell you if you need one.

Applying for Your Family

Each family member needs a separate application and interview. Children under 18 need a parent or guardian at their interview.

Name Changes

A name change has to be updated at an enrollment center. Bring supporting documents, such as a marriage certificate or updated passport.

Lost or Stolen Trusted Traveler Card

Request a replacement in your TTP account under Manage Membership. The fee is \$25. You only need the card for SENTRI and NEXUS land border lanes.

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 — Program overview, eligibility, and enrollment info

Trusted Traveler Programs (TTP) Account

ttp.dhs.gov — Apply, schedule interviews, check status, and manage your account

CBP INFO Center

Phone: 1-877-227-5511

Hours: Monday to Friday, from 8:30 AM ET

CBP Help Center

help.cbp.gov — answers about CBP policies and procedures

Trusted Traveler App

CBP's official app for Trusted Traveler members since September 15, 2026. See cbp.gov/travel/trusted-traveler-programs/trusted-traveler-mobile-app

Enrollment Center Locator

ttp.dhs.gov/schedulerci/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

 **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)
- ☐ If you moved, proof of your new address packed
- ☐ Re-read application answers in TTP account

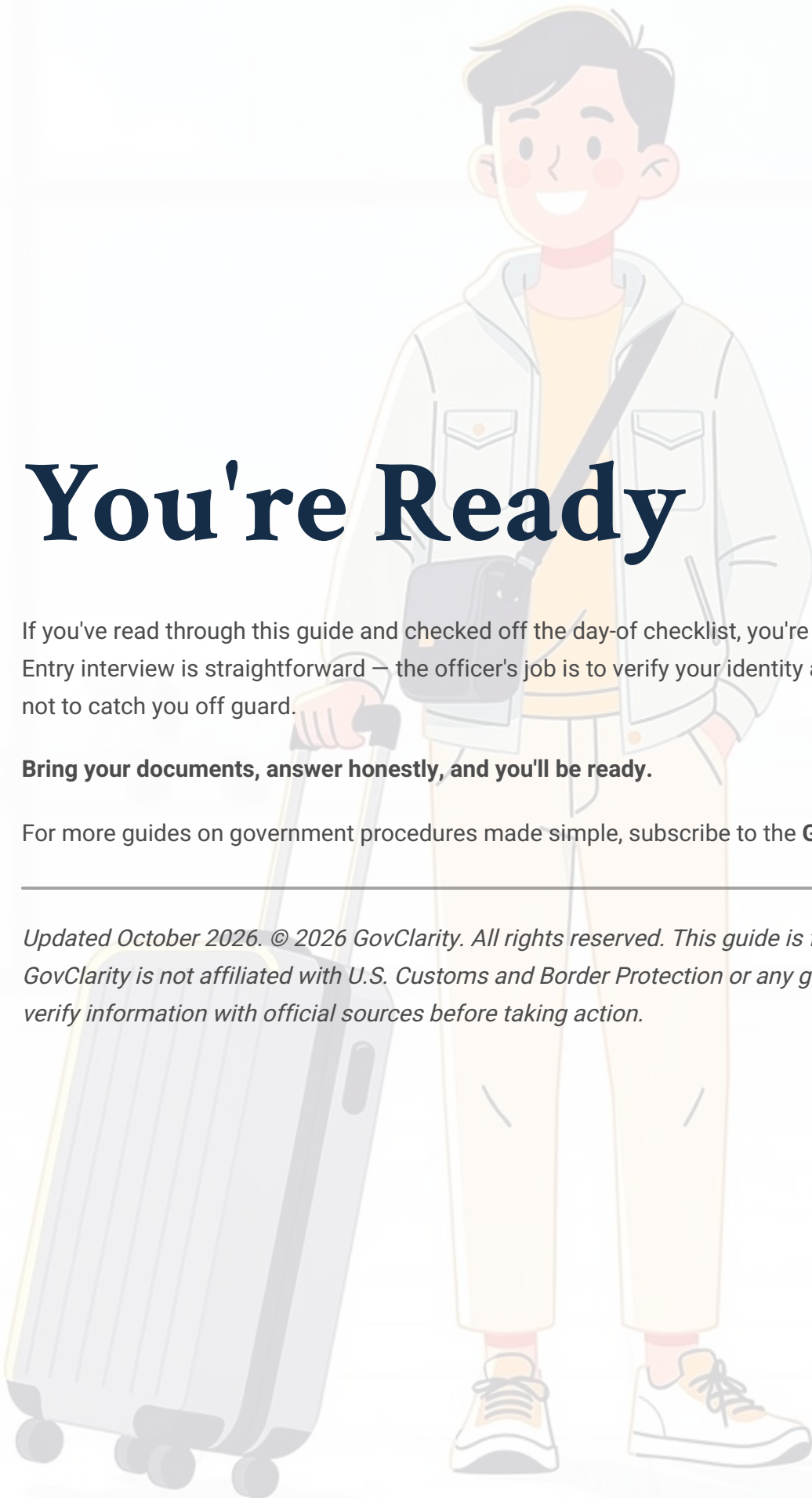
Day-of logistics:

- ☐ 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 your conditional approval notice)

Mindset reminders:

- ☐ Be honest about everything, especially criminal history
- ☐ Give specific answers, not vague ones
- ☐ The interview is a verification, not an interrogation
- ☐ The decision may come at the interview or later by email

☐ **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. He is wearing a light grey jacket over a yellow shirt, orange pants, and white sneakers with orange laces. He has a grey messenger bag slung across his chest and is holding the handle of a grey rolling suitcase with his right hand. The background is a light, textured grey.

You're Ready

If you've read through this guide and checked off the day-of checklist, you're well prepared. 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 be ready.

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

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