

## **TWIC EED Scripts and Call Handling Procedures**

### **General EED TWIC FAQs**

#### **What is the EED TWIC?**

TSA is offering eligible TWIC holders the opportunity to replace their expiring TWICs with a three-year Extended Expiration Date (EED) TWIC for a reduced fee of \$60.

#### **Who is eligible for an EED TWIC?**

Individuals holding current, unexpired TWICs, who are U.S. citizens or U.S. nationals and whose TWICs will expire on or before December 31, 2014 are eligible for an EED TWIC.

#### **Do eligible individuals have to obtain the EED TWIC?**

No. Those TWIC holders who are eligible but do not wish to use the EED TWIC option may renew their expiring TWICs by completing the standard enrollment process for a five-year TWIC, which includes an enrollment fee of \$129.75 (or \$105.25 for individuals qualifying for the reduced fee).

#### **Why is TSA offering the EED TWIC?**

The EED TWIC is a one-time temporary extension option intended to provide convenience and cost-savings to eligible workers pending the deployment of TWIC readers.

#### **How is the EED TWIC different from a standard TWIC?**

The U.S. Coast Guard considers the EED TWIC equivalent to a standard TWIC and will allow port and vessel operators to accept EED TWIC as they accept TWICs issued through the standard enrollment process.

*[For additional information please see the following scripts: FAQ – EED: EED TWIC Eligibility and FAQ – EED: EED TWIC Process]*

*Set Action Taken = EED Inquiry; Status = Closed*

***Note – if caller has additional questions about EED that are not covered in any of the other scripts listed above, document questions in ticket and set Action Taken = EED Inquiry; Status = Escalated***

PAPERWORK REDUCTION ACT STATEMENT: TSA is collecting this information to determine your eligibility for a TWIC. This is a voluntary collection of information but failure to provide the information may result in an inability to approve your eligibility for a TWIC. TSA estimates that the total average burden per response associated with this collection for enrollment is approximately 26 minutes. An agency may not conduct or sponsor, and a person is not required to respond to a collection of information unless it displays a valid OMB control number. The control number assigned to this collection is OMB 1652-0047, which expires 10/31/2012.

## **EED TWIC Process**

### **What is the process for getting the three-year EED TWIC?**

- To obtain an EED TWIC, eligible individuals should first call the TWIC Help Desk at 1-866-347-8942. The Help Desk representative will then validate the individual's eligibility for an EED TWIC and collect the \$60 EED TWIC Fee, payable by Visa or MasterCard credit/debit card. Individuals may also visit a TWIC enrollment center to request an EED TWIC and to pay with a corporate check or money order.
- Once TSA determines that the TWIC holder meets the eligibility requirements for the EED TWIC, the individual will be able to pick up and activate the EED TWIC at an enrollment center of his/her choosing. Individuals requesting an EED TWIC should do so at least 30 days before the expiration of their current TWIC.
- The individual must turn in the original TWIC upon receipt of the EED, as it will be revoked at the time of activation of the EED TWIC.
- The expiration date on the EED TWIC will be three years from the expiration date of the previous TWIC. Upon expiration of the three-year EED TWIC, all individuals will be required to obtain a five-year TWIC.

### **How soon before my TWIC expires do I need to apply for an EED TWIC?**

- If you were a United States Citizen when you enrolled for your current TWIC, TSA recommends that you request your Extended Expiration Date TWIC 30 - 45 days before the expiration date on your current TWIC.
- If you were not a United States Citizen when you enrolled for your current TWIC but you are now a United States Citizen, TSA recommends you request your EED TWIC 60 days before the expiration date on your current TWIC.
- Please note that the expiration date on your TWIC is the date your TWIC becomes invalid. It becomes invalid on that date at the beginning of the day (12:01 AM Eastern time). For example, if the expiration date on your TWIC reads 30 JUN 2014, it will expire immediately after midnight on June 29, 2014. If you intend to obtain an EED TWIC, you must request it ***before*** the expiration date shown on your TWIC

### **What happens when this new EED TWIC expires?**

Since the EED TWIC is a one-time only temporary extension of the TWIC, upon the expiration of this three-year EED TWIC, an individual will be required to enroll for a standard five-year TWIC.

*[For additional information please see the following scripts: FAQ - EED: EED TWIC Eligibility and FAQ - EED: General EED TWIC FAQs]*

*Set Action Taken = EED Inquiry; Status = Closed*

**Note - if caller has additional questions about EED that are not covered in any of the other scripts listed above, document questions in ticket and set Action Taken = EED Inquiry; Status = Escalated**

## **EED TWIC Eligibility**

### **Who is eligible for an EED TWIC?**

To be eligible for an EED TWIC, an individual must meet all three of the following conditions:

- 1) Hold a valid, unexpired TWIC. Individuals whose TWICs have expired or have been revoked are not eligible for an EED TWIC.
- 2) Hold a TWIC that expires on or before December 31, 2014. Individuals whose TWICs expire after December 31, 2014 are not eligible for an EED TWIC.
- 3) Be a U.S. citizen or U.S. national. Individuals who are not currently U.S. citizens or U.S. nationals are not eligible for an EED TWIC.

### **What is meant by U.S. national?**

The term "U.S. national" encompasses both U.S. citizens and noncitizen nationals of the United States (primarily American Samoans and Swains Islanders).

### **Why can't non-U.S. citizens or U.S. nationals get the three-year EED TWIC?**

TWIC holders who are Lawful Permanent Residents (LPR) and non-resident aliens are subject to checks to verify lawful immigration status. The immigration status check is part of standard five-year TWIC renewal, but not part of the EED TWIC process.

### **How do I renew my TWIC if I'm not eligible for an EED TWIC?**

TWIC holders who are not eligible for an EED TWIC (including Lawful Permanent Residents of the United States) must complete a new enrollment for the standard five-year TWIC

### **Are Merchant Mariners eligible for the EED TWIC?**

Merchant Mariners are eligible to choose between the three-year or five-year option (depending on their citizenship status), and their information will continue to be communicated to the U.S. Coast Guard (USCG) for the purpose of issuing their Merchant Mariner Credential.

*[For additional information please see the following scripts: FAQ - EED: General EED TWIC FAQs and FAQ - EED: EED TWIC Process]*

*Set Action Taken = EED Inquiry; Status = Closed*

**Note - if caller has additional questions about EED that are not covered in any of the other scripts listed above, document questions in ticket and set Action Taken = EED Inquiry; Status = Escalated**

## Card Transfer Request

1. T1 CSR performs warm transfer to T2 CSR.
2. T2 CSR reads the following script:

*Thank you for contacting the TWIC Help Desk. If you have moved out of the metro area where you enrolled, then we can initiate a transfer of your card to your new port location.*

3. T2 CSR will verify the TW's Identity by looking up the TW's record in O&A and asking the caller to provide the following information and confirm against what O&A shows. TW Response must match the following fields in O&A 100% (except for SSN or ARN if not in O&A):

*Before we start, I need to verify your identity. I'll need the following information from you. Please state your first and last name as it appeared on your TWIC:*

*First name:*

*Last name:*

*[Look up TW in O&A]*

- *What is Your Birth date:*
- *What is your country of birth:*
- *What is your country of citizenship:*
- *What was your Enrollment Location:*
- *What are the Last four of SSN:*
- *If a Foreign National, what is your ARN or Visa Number:*

4. Ask TW for any new primary notification methods and contact info and Update Contact Info in O&A.
5. Check in O&A if TW is eligible for an EED.

### **IF TW IS ELIGIBLE FOR EED, read the following script:**

*As I review your information, I see that you are eligible for an Extended Expiration Date TWIC. This is a \$60 card replacement option that would allow you to receive a TWIC Card with an expiration date extended three years from the expiration date of your current card. The EED TWIC works exactly like a standard TWIC, and you can choose to request and pay with a Visa or MasterCard for an EED replacement to be sent to any enrollment center now, instead of the card transfer. You can also call back any time before your card expires to request the Extended Expiration Date TWIC. Would you like to proceed with the card transfer, or would you like to request the Extended Expiration Date TWIC?*

If the TW chooses the EED option, proceed to step 9.

**IF TW IS NOT ELIGIBLE FOR EED (or does not wish to request and EED), proceed to step 6.**

6. Initiate card replacement (card transfer) in CMS by choosing "Request Card Transfer", specifying new location to have the card sent.
7. Paste card status from website into ticket.
8. Read the following script:

*Thank you for waiting. I have processed your card transfer. Your ticket number for future reference of this transaction is [provide ticket #]. You should receive a notice to pick-up your card within 5 to 10 days. You can also follow the status of your card online at <https://twicprogram.tsa.dhs.gov/>. Once you are notified, you may make an appointment or walk in to activate your replacement. You must bring a Government-issued photo ID with you to the enrollment center and you will be asked to create a 6-8 digit PIN. Do you have any additional questions?*

Action Taken=Card Transfer Completed, and set status to "Closed".

**IF TW IS ELIGIBLE FOR EED AND CHOOSES TO REQUEST AN EED:**

9. If TW chooses EED, Transfer to EED T2 CSR. EED T2 CSR, read the following:

*Thank you, I will now proceed with processing your EED TWIC request. Please note that the EED TWIC costs \$60 and is payable via Visa or MasterCard. While I can process the request over the phone, you will still be required to activate the EED TWIC at the enrollment center of your choosing. If you have your Visa or MasterCard ready, we can process the payment now.*

10. Complete PayConnexion Transaction.
11. Once the payment has been submitted, perform the Card Replacement Request.
  - Ensure the correct Replacement reason is specified as "Request Card Transfer and EED"
  - Enter "Justification" as "EED Request"
  - Enter PayConnexion Confirmation number in "Payment Transaction Number"

12. Ask the caller:

*Which enrollment center would you like the card shipped to? (Assist TW in finding most convenient location.)*

- Ensure the requested location is listed as "Delivery Address" before completing the card replacement.
13. Record PayConnexion Confirmation Number in ticket. Provide the caller with the Confirmation Number and the Help Desk Ticket Number verbally for future reference and read the following script:

*I have completed your request for the EED TWIC. You will be contacted within 5-10 business days when your card is ready to pick up. You can also follow the status of your card online at <https://twicprogram.tsa.dhs.gov/>. Once you are notified, you may make an appointment or walk in to activate the EED TWIC Card. You must bring a Government-issued photo ID with you to the enrollment center and you will be asked to create a 6-8 digit PIN. Do you have any additional questions?*

*Thank you for calling the TWIC call center.*

**Set Action Taken =EED Request; Status = Closed**

**FAQ - Fees: TWIC Fees**

The standard enrollment fee is \$129.75, and the card for approved applicants is valid for five years. Individuals with current, comparable background checks can choose to pay a reduced fee of \$105.25. If workers are eligible to pay the lower price, their TWIC will expire 5 years from the date of issuance of the comparable credential.

Eligible individuals may choose to extend their expiring TWICs for 3 years by paying \$60 for an Extended Expiration Date TWIC.

The cost of a replacement TWIC, if the original is lost, stolen, or damaged, is \$60.

**[If TW has questions on the Fee Decrease, please see FAQ-Fees: TWIC Standard Enrollment Fee Decrease]**

**FAQ – General: How long is the TWIC card valid?**

TWICs remain valid for five years, unless the expiration date was based on a comparable credential (Free and Secure Trade (FAST) card, Merchant Mariner Document/ License, or Hazmat Endorsement). For individuals who pay the reduced fee, the expiration date of their TWIC will be five years from the date listed on the credential associated with the comparable security threat assessment. Eligible individuals may choose to extend their expiring TWICs for 3 years by paying \$60 for an Extended Expiration Date TWIC.

The expiration date is displayed on the face of the TWIC and that is the date that the card is invalid. It becomes invalid on that date at the beginning of the day (12:01 AM Eastern time). For example, if the expiration date on the TWIC reads 30 JUN 2014, it will expire immediately after midnight on June 29, 2014.

TWIC holders are responsible for knowing when to begin the renewal or Extended Expiration Date TWIC process.



## Card Expiration Date Error

1. T2 CSR opens ticket and reads the following script:

*I will escalate this matter for investigation of the documents used to enroll and the card expiration date thought to be in error.*

*To process the escalation I will need some information. [Note – all information is mandatory]*

*Enrollment Date (approximate if not known exactly)*

*Current Card Expiration Date*

*Original Card Issue Payment Amount (Full-\$129.75 or Reduced-\$105.25)*

*Is TW Currently Seeking EED?*

*TW Last Name*

*TW Middle Name/Initial*

*TW First Name*

*DOB "(MM/DD/YY)"*

*Port*

*TW Phone*

*Payment Method (Credit Card/Pre-paid card, Cashier's Check, Money Order, Company Paid)*

*Company Name (If Company Paid): \_\_\_\_\_*

*If you have your receipt, can I please have the payment confirmation #: (LMCTSA#####)*

*Or for small receipt:*

*Merchant ID*

*Invoice #*

*Once the investigation is complete, we will contact you about the resolution. We are sorry for any inconvenience this causes you and we appreciate your patience.*

**Set Action Taken = Escalate Wrong Expiration; Status = Escalated**

**Transportation Worker EED Request (Expiring Card)**

1. T2 CSR opens ticket and reads the following script:

*Thank you for contacting the TWIC Help Desk. I'm happy to help you with your request for an Extended Expiration Date (EED) TWIC. I'll need to gather some information from you so that I can confirm your identity and determine if you are eligible for an EED TWIC. This option is only available to valid TWIC holders whose card is not yet expired but will expire on or before December 31<sup>st</sup>, 2014 and who are US Citizens or US Nationals. If you are eligible and are planning to pay the \$60 EED fee today with a Visa or MasterCard, I will process your payment and order the EED TWIC. If you are eligible and plan to pay with a corporate check or money order, I can help you find the closest enrollment center where you can go to proceed with your request.*

2. T2 CSR will verify the TW's Identity by looking up the TW's record in O&A and asking the caller to provide the following information and confirm against what O&A shows. TW Response must match the following fields in O&A 100% (except for SSN if not in O&A):

*Before we confirm your eligibility, I need to verify your identity by requesting some information from you. Please state your first and last name as it appeared on your TWIC:*

*First name:*

*Last name:*

[Look up TW in O&A]

- *What is Your Birth date:*
- *What is Your country of birth:*
- *What is Your country of citizenship:*
- *What was your Enrollment Location:*
- *What are the Last four of SSN:*

**If Identity is NOT confirmed, record issue in ticket and read the following:**

*I'm sorry, but I'm not able to confirm your identity over the phone with the information you've given me. I'll need you to visit an enrollment center to process this EED request. You must bring a government issued photo ID to confirm your identity. Can I direct you to the nearest enrollment center?*

**Set Action Taken = EED Request; Status = Closed**

3. Once identity is confirmed, check EED Eligibility in O&A. Read the following:

*Thank you. Now that I've confirmed your identity, please hold while I check your EED eligibility.*

(NOTE: If TW has multiple active, unexpired cards in O&A, **use the card with the latest expiration date.** After EED Transaction is completed, note in comments that TW holds multiple active cards and set Action Taken = Multiple Active Card Review; Status =Escalated.)

**IF TW IS ELIGIBLE FOR AN EED (IF TW is NOT eligible, proceed to number 10):**

4. Check the current card's expiration date in O&A. If TW's expiration date is two years or more from the current date AND the TW is not calling for an HSM PIN Reset Replacement, card transfer, and the card hasn't been lost, stolen or damaged: Do NOT order the EED. (If the card was lost, stolen, or damaged, use the appropriate script) Read the following:

*Thank you for holding. I have reviewed the details of your case and you are eligible to receive the EED TWIC, but because you have two or more years until your TWIC card expires, I am unable to order your EED TWIC at this time. Please note that you must request your EED BEFORE the date listed on the card, and TSA recommends that you request your EED TWIC 30 to 45 days prior to the expiration date on your card. Please call the TWIC Help Desk at that time and we will assist you with your request.*

Explain expiration date issue in the comments field. **Set Action Taken = EED Request; Status = Closed.** NOTE: if the TW has special circumstances and needs to request the EED early (e.g. military deployment, leaving the country, etc.) document the request in the ticket. **Set Action Taken = EED Request; Status = Escalated.**

If the TW's expiration date is less than two years from the current date, read the following:

*Thank you for holding. I have reviewed the details of your case and you are eligible to receive the EED TWIC. This option would extend your existing TWIC by three years. Please note that you still have the option to complete a full TWIC renewal at a cost of \$129.75. If you choose to renew your TWIC rather than accept the EED TWIC, upon successful completion of the TSA Security Threat Assessment (STA), you would receive a TWIC that is valid for 5 years. This renewal option requires two visits to an enrollment center similar to the process you followed when you initially enrolled. Would you still like to proceed with processing your EED TWIC request?*

**If TW chooses renewal, locate nearest enrollment center and create an appointment. Set Action Taken = Enrollment Appointment; Status = Closed.**

5. If TW chooses EED, read the following:

*Thank you, I will now proceed with processing your EED TWIC request. Please note that the EED TWIC costs \$60 and is payable via Visa or MasterCard. While I can process the request over the phone, you will still be required to activate the EED TWIC at the enrollment center of your choosing. If you have your Visa or MasterCard ready, we can process the payment now.*

6. Complete PayConnexion Transaction.
7. Once the payment has been submitted, perform the Card Replacement Request.
  - Ensure the correct Replacement reason is specified as "EED"
  - Enter "Justification" as "EED Request"
  - Enter PayConnexion Confirmation number in "Payment Transaction Number"

8. Ask the caller:

*Which enrollment center would you like the card shipped to? (Assist TW in finding most convenient location.)*

- Ensure the requested location is listed as "Delivery Address" before completing the card replacement.

9. Record PayConnexion Confirmation Number in ticket. Provide the caller with the Confirmation Number and the Help Desk Ticket Number verbally for future reference and read the following script:

*I have completed your request for the EED TWIC. You will be contacted within 5-10 business days when your card is ready to pick up. You can also follow the status of your card online at <https://twicprogram.tsa.dhs.gov/>. Once you are notified, you may make an appointment or walk in to activate the EED TWIC Card. Please bring your expiring card with you to turn in at the enrollment center, as it will be deactivated when you receive your new TWIC. You must also bring a Government-issued photo ID with you to the enrollment center and you will be asked to create a 6-8 digit PIN. Do you have any additional questions?*

*Thank you for calling the TWIC call center.*

**Set Action Taken =EED Request; Status = Closed**

**IF TW IS NOT ELIGIBLE FOR AN EED:**

10. Read the following:

*Thank you for holding. I have reviewed the details of your case and unfortunately you are not eligible to receive the EED TWIC. You are not eligible because (choose the 1<sup>st</sup> reason listed in O&A):*

- **Current card is expired** – your TWIC card has already expired.
- **Card expiration is beyond the EED validity period** – your TWIC Card expires after December 31, 2014.
- **Only US Citizens and Nationals are eligible for EED** – you are not a US Citizen or US National.
- **STA Ineligible** – the results of your previous security threat assessment make you not eligible for an EED.

*Please note that you still have the option to complete a full TWIC renewal at a cost of \$129.75. Upon successful completion of the TSA Security Threat Assessment (STA), this option would provide you with a TWIC valid for 5 years. This option requires two visits to an enrollment center similar to the process you followed when you initially enrolled. Would you like me to assist you in starting this process?*

**If TW chooses renewal, locate nearest enrollment center and create an appointment. Set Action Taken =Enrollment Appointment; Status = Closed.**

11. If TW Challenges Ineligibility Determination:

If TW **challenges the eligibility results due to Citizenship Status**, document explanation in ticket. Read the following:

*Thank you for the information. If you like, I can escalate your concern to TSA for review and consideration. TSA will contact you within 10 business days concerning this issue. Thank you.*  
Provide ticket number to TW.

**Set Action Taken =TSA EED Citizenship Review; Status = Escalated**

If TW **challenges the eligibility results due to STA Red**, document explanation in ticket. Read the following:

*Thank you for the information. If you like, I can escalate your concern to TSA for review and consideration. TSA will contact you within 10 business days concerning this issue. Thank you.*  
Provide ticket number to TW.

**Set Action Taken =TSA EED STA Review; Status = Escalated**

If TW **challenges the eligibility results due to incorrect expiration date**, document explanation in ticket using Wrong Expiration Date Script. Read the following:

*Thank you for the information. If you like, I can escalate your concern for review and consideration. Thank you.*  
Provide ticket number to TW.

**Set Action Taken =Escalate Wrong Expiration; Status = Escalated**

### Trusted Agent EED Request

1. T2 CSR opens ticket.
2. Record Transportation Worker information in the Issue Information section of the ticket.
3. Record TA information (name, location, phone number) in the comments section of the ticket.
4. Ask the TA to confirm that she/he has validated the Transportation Worker's identity using a Government Issued Photo ID.
5. Search for the TW in O&A using information in ticket, and ask the TA for any additional information. (Note – do not use an APP ID provided by the Trusted Agent. If TW has multiple active, unexpired cards in O&A, **use the card with the latest expiration date.** After EED Transaction is completed, note in comments that TW holds multiple active cards and set Action Taken = Multiple Active Card Review; Status =Escalated.)
6. Ask the TA why the TW is requesting the EED (lost/stolen card, damaged card, expiring card, etc.)
7. Ask the TA to hold for one moment while you check the Transportation Worker's EED eligibility.

#### **IF TW IS ELIGIBLE FOR AN EED (IF TW is NOT eligible, proceed to number 15):**

8. Check the current card's expiration date in O&A. If TW's expiration date is two years or more from the current date AND the TW is not calling for an HSM PIN Reset Replacement, card transfer, and the card hasn't been lost, stolen or damaged: Do NOT order the EED. (If the card was lost, stolen, or damaged, use the appropriate script) Read the following:

*Thank you for holding. I have reviewed the details of the TW's case and he/she is eligible to receive the EED TWIC, but because there are two or more years until the TWIC card expires, I am unable to order the EED TWIC at this time. TSA recommends that Transportation Workers request the EED TWIC 30 to 45 days prior to the expiration date on the card.*

Explain expiration date issue in the comments field. **Set Action Taken = EED Request; Status = Closed.** NOTE: if the TW has special circumstances and needs to request the EED early (e.g. military deployment, leaving the country, etc.) document the request in the ticket. **Set Action Taken = EED Request; Status = Escalated.**

9. If the TW's expiration date is less than two years from the current date, or if the TW is requesting the Read the following:

*Thank you for holding. The Transportation Worker is eligible to receive the EED TWIC. Please tell the Transportation Worker that this option will extend his/her existing TWIC by three years. If the TW is*

*requesting the EED to replace and expiring card, he/she still has the option to complete a full TWIC renewal instead at a cost of \$129.75, and upon successful completion of the TSA Security Threat Assessment (STA), would receive a TWIC that is valid for 5 years.*

[TA relays message to TW.]

*Please ask the Transportation Worker if he/she would like to proceed with the EED or with the renewal.*

If the TW chooses Renewal: Ask the TA if there is anything else you can help with, and provide ticket number to TA for TW. **Set Action Taken =EED Request; Status = Closed**

10. If the TW chooses EED, ask the Trusted Agent to process the payment for \$60. Remain on the line while the payment transaction is completed.

11. Once the payment has been submitted, perform the Card Replacement Request. Choose the correct replacement reason:

- **EED:** card is expiring and TW is choosing EED rather than renewal.
- **Lost/Stolen - Fee and EED:** TW is replacing lost or stolen TWIC card.
- **Damaged - Fee and EED:** TW is replacing damaged TWIC card.
- **Request Card Transfer and EED:** TW is requesting Card Transfer and also is paying for EED.
- **Replacement Card PIN Reset and EED:** TW needs replacement card due to being unable to reset PIN on pre-10/2008 card and has decided to pay for EED.

12. Enter explanation of replacement reason in "Justification". Enter the payment confirmation number in "Payment Transaction Number"

13. Ask the TA which enrollment center the TW would like the card shipped to.

- Ensure the requested location is listed as "Delivery Address" before completing the card replacement.

14. Record payment confirmation number in the ticket. Provide the TA with the Help Desk Ticket Number to write down on the receipt for the TW, and read the following script:

*I have completed the TW's request for the EED TWIC. Please tell the TW that he/she will be contacted within 5-10 business days when the card is ready to pick up. Remind the TW to bring the old card if available to turn in at the enrollment center during activation, as it will be deactivated when the new card is issued. The TW must also bring a Government-issued photo ID to the enrollment center. Do you have any additional questions?*

*Thank you for calling the TWIC Help Desk.*

**Set Action Taken =EED Request; Status = Closed**

**IF TW IS NOT ELIGIBLE FOR AN EED:**

1. Read the following:

*Thank you for holding. Unfortunately the TW is not eligible to receive the extended TWIC. The TW is not eligible because (choose the 1<sup>st</sup> reason listed in O&A):*

- **Current card is expired** – *the TWIC card has already expired.*
- **Card expiration is beyond the EED validity period** – *the TWIC Card expires after December 31, 2014.*
- **Only US Citizens and Nationals are eligible for EED** – *the TW is not a US Citizen or US National.*
- **STA Ineligible** – *the results of the previous security threat assessment make the TW not eligible for an EED.*

*Please inform the TW of the reason. Would the TW like to proceed with another process (renewal, replacement, etc.?)*

2. If the TW chooses renewal, Set Action Taken =EED Request; Status = Closed. If the TW chooses card replacement or card transfer, follow the appropriate script.
3. If TW challenges the eligibility results due to Citizenship Status, document explanation in ticket. Read the following:

*Thank you for the information. If the TW wants to pursue this issue, I can escalate the concern to TSA for review and consideration. TSA will contact the TW within 10 business days concerning this issue. Thank you.*

Provide ticket number to TW. **Set Action Taken =TSA EED Citizenship Review; Status = Escalated**

4. If TW challenges the eligibility results due to STA Red, document explanation in ticket. Read the following:

*Thank you for the information. If the TW wants to pursue this issue, I can escalate the concern to TSA for review and consideration. TSA will contact the TW within 10 business days concerning this issue. Thank you.*

Provide ticket number to TW. **Set Action Taken =TSA EED STA Review; Status = Escalated**

5. If TW challenges the eligibility results due to incorrect expiration date, document explanation in ticket using Wrong Expiration Date Script. Read the following:

*Thank you for the information. If the TW wants to pursue this issue, I can escalate the concern for review and consideration. Thank you.*



## Report of Lost or Stolen Card – Paid Replacement

12. T2 CSR opens ticket and reads the following script:

*Thank you for contacting the TWIC Help Desk. I'm sorry that you have lost your card/that your card has been stolen. I'm able to process a replacement for you right now if you have a credit card available. The replacement fee is \$60. You may also visit any Enrollment Center. Enrollment centers can process a company check or money order in addition to credit cards. Once the replacement has been processed, the new card will be shipped to the enrollment center location that you choose. Once this replacement request has been initiated, your existing card will no longer be valid and will not work with the Port card readers. It will take approximately 5 to 10 days for you to receive notice that your new card is ready. You will be notified at that time to come pick-up and activate your new card and to turn in the existing card if found, as it will no longer be active.*

13. T2 CSR will verify the TW's Identity by looking up the TW's record in O&A and asking the caller to provide the following information and confirm against what O&A shows. TW Response must match the following fields in O&A 100% (except for SSN or ARN if not in O&A):

*Before we start, I need to verify your identity. I'll need the following information from you. Please state your first and last name as it appeared on your TWIC:*

*First name:*

*Last name:*

*[Look up TW in O&A]*

- *What is Your Birth date:*
- *What is Your country of birth:*
- *What is Your country of citizenship:*
- *What was your Enrollment Location:*
- *What are the Last four of SSN:*
- *If a Foreign National, what is your Alien Registration Number or Visa Number:*

If Identity is NOT confirmed, read the following:

*I'm sorry, but I'm not able to confirm your identity over the phone with the information you've given me. I'll need you to visit an enrollment center to process this replacement. Can I direct you to the nearest enrollment center?*

If Identity is confirmed, proceed to check status of card in CMS.

14. Perform a by name person lookup in CMS to verify a card is activated under the Devices tab. In O&A, check card expiration date. read the following script:

*Thank you. I see you have an active card under your name. I can order a replacement for you. What credit card do you want to use to pay for this?*

If the TW wishes to pay by business check or money order the CSR will inform the TW that he/she must visit a local enrollment center and inform the staff that he/she would like to order a replacement card and pay by check or money order. Indicate in ticket that TW intends to order replacement at a later date, and **Set Action Taken= Lost, Stolen, Damaged Card (No Replace); Status=Escalated.**

If the TW wishes to pay by credit or debit card, collect card payment-info and email address and processes \$60 payment in PayConnexion.

15. Once payment is completed, perform the Card Replacement Request in CMS per Card Replacement Procedure Instructions.

16. If the TW is eligible for the EED, Read the following script:

You are eligible for an extended expiration date TWIC. This means that the replacement card that you are requesting will have an expiration date that is extended three years from the expiration date of your current TWIC. This card will work exactly like a standard TWIC, and will expire on [date from CMS].

- Ensure the correct Replacement reason is specified as “Lost/Stolen – Fee and EED”
- Enter “Justification” (brief explanation of why a replacement card is being requested)
- Enter PayConnexion Confirmation number in “Payment Transaction Number”

If the TW is NOT eligible for the EED

- Ensure the correct Replacement reason is specified as “Lost/Stolen – Fee”
- Enter “Justification” (brief explanation of why a replacement card is being requested)
- Enter PayConnexion Confirmation number in “Payment Transaction Number”

17. Ask the caller:

*Where would you like to pick up your replacement card?*

- Ensure the requested location is listed as “Delivery Address” before completing the card replacement.

18. Record PayConnexion Confirmation Number in ticket. Provide the caller with the Confirmation Number and the Help Desk Ticket Number verbally for future reference using the following script:

*Thank you for waiting. I have processed your replacement. Your payment confirmation # is [provide Transaction #], and your ticket number for future reference of this transaction is [provide ticket #]. Your current card will be deactivated. You should receive a notice to pick-up your card within 5 to10 days. . You can also follow the status of your card online at <https://twicprogram.tsa.dhs.gov/>. Once you are notified, you may make an appointment or walk in to activate your replacement Card. If you find your original TWIC card, please bring it with you to turn in at the enrollment center as it will no longer be active. You must also*

*bring a Government-issued photo ID with you to the enrollment center and you will be asked to create a 6-8 digit PIN. Do you have any additional questions?*

*Thank you for your call and have a nice day.*

**Set Action Taken = Lost or Damaged Card (Replacement); Status = Closed**

## Report of Lost/Stolen/Damaged Card – No Replacement

1. T2 CSR opens ticket and reads the following script:

*Thank you for contacting the TWIC Help Desk. I'm sorry that you have lost your card/that your card has been stolen. You do have the option of requesting a replacement card, and I'm able to process a replacement for you right now if you have a credit card available. The replacement fee is \$60. If you do not request a replacement card right now and decide you would like to replace your card at a future date, you can call the TWIC help desk at 1-866-DHS-TWIC, or visit a TWIC Enrollment Center to pay the \$60 replacement fee. Would you like to request a replacement card now?*

If yes, see **Report of Lost/Stolen Card – Request Replacement or Request Replacement Card - Damaged**

If no, proceed to identity verification.

2. T2 CSR will verify the TW's Identity by looking up the TW's record in O&A and asking the caller to provide the following information and confirm against what O&A shows. TW Response must match the following fields in O&A 100% (except for SSN or ARN if not in O&A):

*Before we start, I need to verify your identity. I'll need the following information from you. Please state your first and last name as it appeared on your TWIC:*

*First name:*

*Last name:*

*[Look up Transportation TW in O&A]*

- *What is Your Birth date:*
- *What is Your country of birth:*
- *What is Your country of citizenship:*
- *What was your Enrollment Location:*
- *What are the Last four of SSN:*
- *If a Foreign National, what is your Alien Registration Number(ARN) or Visa Number:*

If Identity is NOT confirmed, read the following:

*I'm sorry, but I'm not able to confirm your identity over the phone with the information you've given me. I'll need you to visit an enrollment center to report this card lost/stolen/damaged. Can I direct you to the nearest enrollment center?*

If Identity is confirmed, record in the comments field whether the card is lost, stolen, or damaged, and if the TW plans to request a replacement at a later date.

3. Once identity is confirmed, check EED Eligibility in O&A. If TW is not eligible, proceed to step 5.
4. If TW is eligible, read the following script

*Thank you for holding. I have reviewed the details of your enrollment and found that you are eligible to receive the Extended Expiration Date TWIC. This option would extend your existing TWIC by three years and costs \$60. You can choose to replace your card with the Extended Expiration Date TWIC at any point before the expiration date on your card by calling us back with a Visa or MasterCard. Please note that you must request the EED BEFORE the date listed on the card, and TSA recommends that you request your EED TWIC 30 to 45 days before your card expires. You can also visit any TWIC Enrollment Center to pay by corporate check or money order. Do you have any questions regarding the Extended Expiration Date TWIC?*

5. Provide the caller with the Help Desk Ticket Number verbally for future reference using the following script:

*Thank you for waiting. I have reported your card lost/stolen/damaged. Your ticket number for future reference of this transaction is [provide ticket #]. Thank you for your call and have a nice day.*

**Set Action Taken = Lost, Stolen, Damaged Card (No Replace); Status = Escalated**

## Report of Damaged Card – Paid Replacement

1. T2 CSR opens ticket and reads the following script:

*Thank you for contacting the TWIC Help Desk. I'm sorry that your card has been damaged. I'm able to process a replacement for you right now if you have a credit card available. The replacement fee is \$60. You may also walk-in to any Enrollment Center to process a replacement request. Enrollment centers also can take a company check or money order in addition to credit cards. Once the replacement has been processed, the new card will be shipped to the enrollment center location that you choose. It will take approximately 10 days for you to receive notice that your new card is ready. You will be notified at that time to come pick-up your new card and to turn in the existing card.*

2. CSR will verify the TW's Identity by looking up the TW's record in O&A and asking the caller to provide the following information and confirm against what O&A shows. TW Response must match the following fields in O&A 100% (except for SSN or ARN if not in O&A):

*Before we start, I need to verify your identity. I'll need the following information from you. Once you provide this information, your current card will be revoked. Please state your first and last name as it appeared on your TWIC:*

*First name:*

*Last name:*

*[Look up TW in O&A]*

- *What is Your Birth date:*
- *What is Your country of birth:*
- *What is Your country of citizenship:*
- *What was your Enrollment Location:*
- *What are the Last four of SSN:*
- *If a Foreign National, what is your Alien Registration Number(ARN) or Visa Number:*

*If Identity is NOT confirmed, read the following:*

*I'm sorry, but I'm not able to confirm your identity over the phone with the information you've given me. I'll need you to visit an enrollment center to process this replacement. Can I direct you to the nearest enrollment center?*

*If Identity is confirmed, proceed to check status of card in CMS.*

3. Perform a by name person lookup in CMS to verify a card is activated under the Devices tab. Once verified, read the following script:

*Thank you. I see you have an active card under your name. I can order a replacement for you. What credit card do you want to use to pay for this?*

If the TW wishes to pay by business check or money order the CSR will inform the TW that he/she must visit a local enrollment center and inform the staff that he/she would like to order a replacement card and pay by check or money order. Indicate in ticket that TW intends to order replacement at a later date, and **Set Action Taken= Lost, Stolen, Damaged Card (No Replace); Status=Escalated.**

19. Once payment is completed, perform the Card Replacement Request in CMS per Card Replacement Procedure Instructions.

20. If the TW is eligible for the EED, Read the following script:

You are eligible for an extended expiration date TWIC. This means that the replacement card that you are requesting will have an expiration date that is extended three years from the expiration date of your current TWIC. This card will work exactly like a standard TWIC, and will expire on [date from CMS].

- Ensure the correct Replacement reason is specified as “Damaged Card – Fee and EED”
- Enter “Justification” (brief explanation of why a replacement card is being requested)
- Enter PayConnexion Confirmation number in “Payment Transaction Number”

If the TW is NOT eligible for the EED

- Ensure the correct Replacement reason is specified as “Damaged Card – Fee”
- Enter “Justification” (brief explanation of why a replacement card is being requested)
- Enter PayConnexion Confirmation number in “Payment Transaction Number”

21. Ask the caller:

*Where would you like to pick up your replacement card?*

- Ensure the requested location is listed as “Delivery Address” before completing the card replacement.

22. Record PayConnexion Confirmation Number in ticket. Provide the caller with the Confirmation Number and the Help Desk Ticket Number verbally for future reference using the following script:

*Thank you for waiting. I have processed your replacement. Your payment confirmation # is [provide Transaction #], and your ticket number for future reference of this transaction is [provide ticket #]. You should receive a notice to pick-up your card within 5 to 10 days. You can also follow the status of your card online at <https://twicprogram.tsa.dhs.gov/>. Once you are notified, you may make an appointment or walk in to activate your replacement. Please bring your damaged card with you to turn in at the enrollment center as it will be deactivated when you receive your new card. You must also bring a Government-issued photo ID with you to the enrollment center and you will be asked to create a 6-8 digit PIN. Do you have any additional questions?*

*Thank you for your call and have a nice day.*

**Set Action Taken = Damaged Card (Replacement); Status = Closed**