



# Transportation Worker Identification Credential

Information Collection/Paperwork  
Reduction Act Enrollment Workflow

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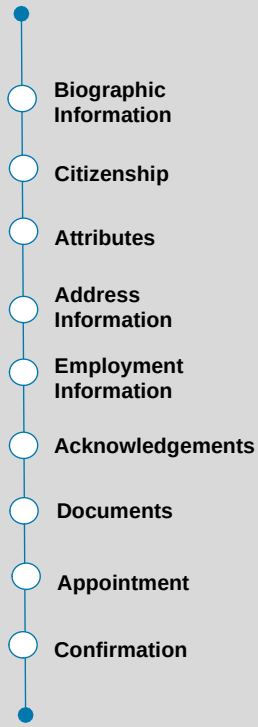


# Introduction

TWIC<sup>®</sup> Workflow Trees

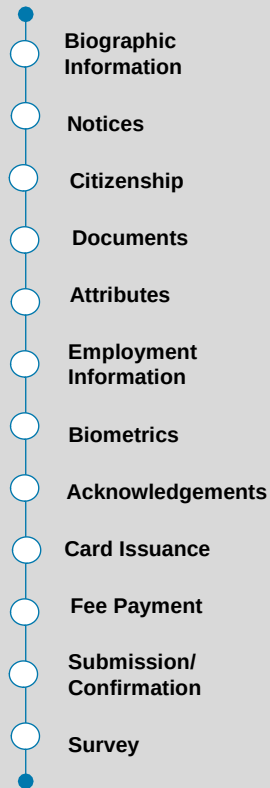
# Workflows: Pre-Enrollment, Standard Enrollment & Renewal

## Pre-Enrollment (Optional)



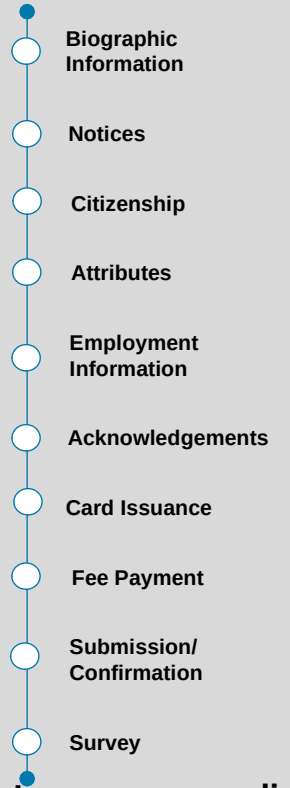
All applicants may pre-enroll online or via call center representative and provide required enrollment information and schedule appointment for biometric collection.

## Standard Enrollment



All Items except Biometrics, Card Issuance, Fee Payment and the Post Enrollment Survey may be done in a pre-enrollment option online.

## Online Renewal



Eligible applicants may renew online unless they have had a change in biographic information or have been informed they must submit additional biometrics or documentation.



# Introduction

TWIC<sup>®</sup> Disclosures

# Disclosure: Privacy Act Statement

## PRIVACY ACT STATEMENT

**Authority:** 6 U.S.C. § 1140, 46 U.S.C. § 70105; 49 U.S.C. §§ 106, 114, 5103a, 40103(b)(3), 40113, 44903, 44935-44936, 44939, and 46105; the Implementing Recommendations of the 9/11 Commission Act of 2007, § 1520 (121 Stat. 444, Public Law 110-52, August 3, 2007); and Executive Order 9397, as amended.

**Purpose:** The Department of Homeland Security (DHS) will use your information to conduct a security threat assessment. Biometrics collected from applicants to the TSA PreCheck™ Application Program may also be used to conduct screening at airport checkpoints. Your fingerprints and associated information will be provided to the Federal Bureau of Investigation (FBI) for the purpose of comparing your fingerprints to other fingerprints in the FBI's Next Generation Identification (NGI) system or its successor systems including civil, criminal, and latent fingerprint repositories. The FBI may retain your fingerprints and associated information in NGI after the completion of this application and, while retained, your fingerprints may continue to be compared against other fingerprints submitted to or retained by NGI. DHS will also transmit your fingerprints for enrollment into Automated Biometrics Identification System (IDENT). If you provide your Social Security Number (SSN), DHS may provide your name and SSN to the Social Security Administration (SSA) to compare that information against SSA records to ensure the validity of the information.

**Routine Uses:** This system may disclose information in accordance with the Privacy Act, 5 U.S.C. 552a(b), including as a routine use pursuant to 5 U.S.C. 552a(b)(3) with third parties during the course of a security threat assessment, employment investigation, or adjudication of a waiver or appeal request to the extent necessary to obtain information pertinent to the assessment, investigation, or adjudication of your application under the TSA system of records notice (SORN) DHS/TSA 002, Transportation Security Threat Assessment System, or DHS/TSA 021, TSA PreCheck Application Program for applicants to that program. Disqualifying criminal offenses uncovered during your application limit your ability to access TSA PreCheck expedited screening. For as long as your fingerprints and associated information are retained in NGI, your information may be disclosed pursuant to your consent or without your consent as permitted by the Privacy Act of 1974 and all applicable Routine Uses as may be published at any time in the Federal Register, including the Routine Uses for the NGI system and the FBI's Blanket Routine Uses.

**Disclosure:** Furnishing this information (including your SSN) is voluntary; however, if you do not provide your SSN or any other information requested, DHS may be unable to complete your application for a security threat assessment.

# Disclosure: Paperwork Reduction Act Statement

## PAPERWORK REDUCTION ACT STATEMENT

**Statement of Public Burden:** 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 is estimated as follows:

- online pre-enrollment is 1.08 hours
- in-person enrollment is 0.92 hours
- online renewals is 10 minutes
- in-person renewals is 55 minutes
- customer satisfaction survey is 2.5 minutes
- appeals and waivers is 6 hours

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 04/30/2021. Send comments regarding this burden estimate or collection to: TSA-11, Attention: PRA 1652-0047, 6595 Springfield Center Drive, Springfield, VA 20598.




# Part 1


TWIC<sup>®</sup> Online Pre-Enrollment Workflow (Optional)



# TWIC® Pre-Enrollment

- START
- Biographic Information
- Citizenship
- Attributes
- Address Information
- Employment Information
- Acknowledgements
- Documents
- Appointment
- Confirmation
- FINISH

 **Transportation Security Administration**

 **Universal ENROLL**

HOME | PROGRAMS | ABOUT | HELP CENTER

Programs / TWIC® / Apply Español

Enter Information (Step 1 of 10) \* Required Fields

Please enter your information below (letters, spaces, hyphens (-), and apostrophes (') are allowed in name fields). Then click 'Next' to continue or 'Cancel' to exit.

- Legal Name must match exactly on all identification documents brought to enrollment.
- Remember the email address and phone numbers provided below, as they will be used to look-up application information during your in person appointment and to check your status online.

**Legal Name**

\* First Name

\* Middle Name (or NMN if no middle name)

\* Last Name

Suffix

\* Gender

\* Date of Birth (MM/DD/YYYY)

\* Preferred Language

\* Method of Contact (At least one method is required)

Email

Verify Email

Country Code

Phone 1

Country Code

Phone 2

\* Preferred Method of Contact

# TWIC® Pre-Enrollment

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Programs / TWIC® / Apply Español

Determine Citizenship (Step 2 of 10) \* Required Fields

Please enter your information below. Then click 'Next' to continue or 'Cancel' to exit.

\* Country of Birth

\* City of Birth

\* Country of Citizenship

[Cancel](#) [Back](#) [Next](#)

---

Home      Privacy Policy      Canceled Card List  
Programs      Freedom of Information Act      Canceled Card List Integrity Hash  
About      Transportation Security Administration (TSA)      TWIC Qualified Reader List  
Help Center      U.S. Department of Homeland Security (DHS)  
Contact Us

Developed By  
**MorphoTrust USA**  
A Safran Company

# TWIC® Pre-Enrollment

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The screenshot shows the 'Attributes' step of the TWIC Pre-Enrollment process. The page header includes the Transportation Security Administration logo and the 'Universal ENROLL' logo. Navigation links for HOME, PROGRAMS, ABOUT, and HELP CENTER are present. The breadcrumb trail is 'Programs / TWIC® / Apply' with a link to 'Español'. The main heading is 'Answer Personal Questions (Step 3 of 10)' with a note that required fields are marked with an asterisk. There are six questions, each with 'Yes' and 'No' radio button options. The 'No' option for the first question is selected. A 'Cancel' button with a red 'x' icon is at the bottom left, and 'Back' and 'Next' buttons are at the bottom right. The footer contains links for Home, Programs, About, Help Center, and Contact Us, as well as Privacy Policy, Freedom of Information Act, and TSA/DHS information. It also lists 'Canceled Card List' and 'TWIC Qualified Reader List' links, and mentions 'Developed By MorphoTrust USA A Safran Company'.

Transportation Security Administration

Universal ENROLL

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Programs / TWIC® / Apply [Español](#)

Answer Personal Questions (Step 3 of 10) \* Required Fields

Please answer the questions below. Then click 'Next' to continue or 'Cancel' to exit.

\* Have you ever used a maiden/previous name?  Yes  No

\* Have you ever used an alias?  Yes  No

\* Is your mailing address the same as your residential address?  Yes  No

\* Have you lived at your current residential address for more than five (5) years?  Yes  No

\* Are you applying for a TWIC as part of the Merchant Mariner Credentialing process?  Yes  No

\* Are you currently serving, or have you ever served, in the Armed Forces of the United States?  Yes  No

Home | Programs | About | Help Center | Contact Us

Privacy Policy | Freedom of Information Act | Transportation Security Administration (TSA) | U.S. Department of Homeland Security (DHS)

Canceled Card List | Canceled Card List Integrity Hash | TWIC Qualified Reader List

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The screenshot shows the 'Enter Personal Information (Step 4 of 10)' form on the Transportation Security Administration's Universal ENROLL website. The form includes fields for country (US/Metric), height (feet/inches), weight (pounds/lbs), hair color, and eye color. Navigation buttons for 'Cancel', 'Back', and 'Next' are visible. The footer contains links to Home, Programs, About, Help Center, and Contact Us, along with privacy and security policies, and a note that the system is developed by MorphoTrust USA, a Safran Company.

Transportation Security Administration

Universal ENROLL

HOME | PROGRAMS | ABOUT | HELP CENTER

Programs / TWIC® / Apply Español

Enter Personal Information (Step 4 of 10) \* Required Fields

\* Height:     \* Weight:

\* Hair Color:

\* Eye Color:

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Programs | Freedom of Information Act | Canceled Card List Integrity Hash  
About | Transportation Security Administration (TSA) | TWIC Qualified Reader List  
Help Center | U.S. Department of Homeland Security (DHS)  
Contact Us

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# TWIC® Pre-Enrollment

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The screenshot shows the 'Enter Address (Step 5 of 10)' page of the TWIC Pre-Enrollment system. The page header includes the Transportation Security Administration logo and the 'Universal ENROLL' logo. Navigation links for HOME, PROGRAMS, ABOUT, and HELP CENTER are present, along with a Spanish language option. The breadcrumb trail is 'Programs / TWIC® / Apply'. The main content area contains a form for entering mailing address information, with fields for Country (a dropdown menu), Address Line 1, Address Line 2, City, and Postal Code. A 'Cancel' button is on the left, and 'Back' and 'Next' buttons are on the right. The footer contains links for Home, Programs, About, Help Center, and Contact Us, as well as Privacy Policy, Freedom of Information Act, and U.S. Department of Homeland Security (DHS) information. It also lists 'Canceled Card List', 'Canceled Card List Integrity Hash', and 'TWIC Qualified Reader List', and mentions it was developed by MorphoTrust USA, a Safran Company.

Transportation Security Administration

Universal ENROLL

HOME | PROGRAMS | ABOUT | HELP CENTER

Programs / TWIC® / Apply Español

Enter Address (Step 5 of 10) \* Required Fields

Please enter your information below. Then click 'Next' to continue or 'Cancel' to exit.

Mailing Address

\* Country  
-- Choose One --

\* Address Line 1

Address Line 2

\* City

\* Postal Code

Home | Programs | About | Help Center | Contact Us

Privacy Policy | Freedom of Information Act | Transportation Security Administration (TSA) | U.S. Department of Homeland Security (DHS)

Canceled Card List | Canceled Card List Integrity Hash | TWIC Qualified Reader List

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A Safran Company

# TWIC® Pre-Enrollment


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The screenshot shows the 'Enter Employment Information (Step 6 of 10)' page of the TWIC Pre-Enrollment application. The page header includes the U.S. Department of Homeland Security logo and the Transportation Security Administration name, along with the 'Universal ENROLL' logo. Navigation links for HOME, PROGRAMS, ABOUT, and HELP CENTER are present. The current page is titled 'Programs / TWIC® / Apply' with a language option for 'Español'. The main content area contains two required dropdown menus: '\* Employment Status' and '\* Occupation or Trade', both currently set to '-- Choose One --'. A 'Cancel' button with a red 'x' icon is located at the bottom left of the form area. 'Back' and 'Next' buttons are at the bottom right. The footer contains a grid of links: Home, Programs, About, Help Center, Contact Us, Privacy Policy, Freedom of Information Act, Transportation Security Administration (TSA), U.S. Department of Homeland Security (DHS), Canceled Card List, Canceled Card List Integrity Hash, and TWIC Qualified Reader List. The footer also includes the text 'Developed By MorphoTrust USA A Safran Company'.




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Transportation Security Administration



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Programs / TWIC® / Apply Español

Answer Disclosure Questions (Step 7 of 10) \* Required Fields

Please answer the questions below. Then click 'Next' to continue or 'Cancel' to exit.

**Part A. Acknowledgments**

1. \* I am:

- required to have unescorted access to secure areas of maritime facilities or vessels in which a TWIC® is required; or
- applying to be a credentialed merchant mariner; or
- a commercial driver licensed in Canada or Mexico transporting hazardous materials in accordance with 49 CFR 1572.201; or
- authorized by TSA to complete the TWIC® security threat assessment and/or apply for a TWIC®.

2. \* I understand that if I plan on applying for or renewing a Coast Guard (CG)-issued merchant mariner credential, but do not provide my Social Security Number and proof of citizenship during enrollment, I will be required to visit a CG Regional Examination Center to provide this information before my application for the CG-issued credential will be considered complete.

3. \* I acknowledge that if the Transportation Security Administration (TSA) or another law enforcement agency determines that I pose a security threat, my employer may be notified of this information. As such, TSA may provide limited information necessary to reduce the risk of injury or damage to any affected area or facility.

4. \* I am:

- a U.S. Citizen or U.S. National; or
- not a U.S. Citizen or U.S. National, but fall into a category listed on page 3 and am eligible for a TWIC®

5. \* I understand that when I pick up my renewal/replacement TWIC®, I am responsible for turning in my previous TWIC®.

**Part B. Criminal History**

1. \* Excluding juvenile cases unless convicted as an adult, have you been convicted, pled guilty including "no contest" (nolo contendere), or found not guilty by reason of insanity, of any disqualifying felony listed below in any jurisdiction, military or civilian?

- Espionage or conspiracy to commit espionage
- Sedition or conspiracy to commit sedition
- Treason or conspiracy to commit treason
- A federal crime of terrorism as defined in 18 U.S.C.2332b(g), or comparable State law, or conspiracy to commit such crime.
- A crime involving a transportation security incident
- Improper transportation of a hazardous material
- Unlawful possession, use, sale, distribution, manufacture, purchase, receipt, transfer, shipping, transporting, import, export, storage of, or dealing in an explosive or explosive device. An explosive or explosive device includes, but is not limited to, an explosive or explosive material as defined in 18 U.S.C.232(5), 841(c) through 841(f), and 844(j); and a destructive device, as defined in 18 U.S.C.921(a)(4) and 26 U.S.C.5545(f)
- Murder
- Making a threat or maliciously conveying false information known to be false, concerning delivery, placement, or detonation of an explosive or other lethal device in a public, government, public transportation, or infrastructure facility
- RICO Act violations where a predicate act is a crime listed in Parts B1 and B2
- Attempt to commit a crime listed in Part B1
- Conspiracy or attempt to commit a crime listed in Part B2.

**Note:** If you answer "Yes", you are not eligible to receive a TWIC® and/or a waiver.

# TWIC® Pre-Enrollment

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- FINISH

2. \* Excluding juvenile cases unless convicted as an adult, have you been convicted, pled guilty including "no contest" (nolo contendere), or found not guilty by reason of insanity, of any disqualifying felony listed below in any jurisdiction, military or civilian, in the last 7 years before the date of this application?

- Unlawful possession, use, sale, manufacture, purchase, distribution, receipt, transfer, shipping, transporting, import, export of, or dealing in a firearm or other weapon. An firearm or other weapon includes, but is not limited to, firearms as defined in 18 U.S.C.921(a)(3) or 26 U.S.C.5845(a), or items contained on the U.S. Munitions Import List at 27 CFR 447.21
- Extortion
- Dishonesty, fraud, or misrepresentation, including identity fraud and money laundering (except where welfare fraud and passing bad checks)
- Bribery
- Smuggling
- Immigration violations
- Distribution of, possession with intent to distribute, or importation of a controlled substance
- Arson
- Kidnapping or hostage taking
- Rape or aggravated sexual abuse
- Assault with intent to kill
- Robbery
- Fraudulent entry into secure seaport areas
- RICO
- Conspiracy or attempt to commit the crimes listed in Part B3

3. \* Have you been released from incarceration in any jurisdiction, military or civilian, for committing any disqualifying felony listed below, during the 5 years before the date of this application?

- Unlawful possession, use, sale, manufacture, purchase, distribution, receipt, transfer, shipping, transporting, import, export of, or dealing in a firearm or other weapon. An firearm or other weapon includes, but is not limited to, firearms as defined in 18 U.S.C.921(a)(3) or 26 U.S.C.5845(a), or items contained on the U.S. Munitions Import List at 27 CFR 447.21
- Extortion
- Dishonesty, fraud, or misrepresentation, including identity fraud and money laundering (except where welfare fraud and passing bad checks)
- Bribery
- Smuggling
- Immigration violations
- Distribution of, possession with intent to distribute, or importation of a controlled substance
- Arson
- Kidnapping or hostage taking
- Rape or aggravated sexual abuse
- Assault with intent to kill
- Robbery
- Fraudulent entry into secure seaport areas
- RICO
- Conspiracy or attempt to commit the crimes listed in Part B3

4. \* Are you wanted or under indictment for any disqualifying crime listed in Parts B1 through B3?

**Note:** If you answered "Yes" to this question because you are currently under indictment or have open criminal charges, you should consider waiting to apply until these matters are resolved as enrollment fees are not refunded.

5. \* Have you ever been found by a court or other lawful authority as lacking mental capacity or involuntarily committed to a mental institution?

6. \* I understand that I must return my TWIC® to the address provided on the credential if I:

- am currently, or become, wanted, under indictment for, convicted, or found not guilty by reason of insanity, of a felony listed in Parts B1 through B3;
- am found to be lacking mental capacity or involuntarily committed to a mental health facility; or
- no longer meet the immigration standards indicated by a "Yes" response in Part A5.



# TWIC® Pre-Enrollment

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The screenshot shows the 'Determine Documents (Step 8 of 10)' page of the TWIC® Pre-Enrollment system. The page header includes the Transportation Security Administration logo and the 'Universal ENROLL' logo. Navigation links for HOME, PROGRAMS, ABOUT, and HELP CENTER are present. The current page is titled 'Programs / TWIC® / Apply' with a language selector for 'Español'. The main content area is titled 'Determine Documents (Step 8 of 10)' and includes a note about reduced fees for holders of Commercial Driver's Licenses or FAST Cards. A dropdown menu for selecting a document is currently set to '-- Choose One --'. Below this is a question about name matching on identity documents, with 'Yes' and 'No' buttons. A yellow callout box provides detailed instructions for name matching. At the bottom of the form area, there is a 'Cancel' button and 'Back' and 'Next' navigation buttons. The footer contains links for Home, Programs, About, Help Center, and Contact Us, as well as Privacy Policy, Freedom of Information Act, and TSA/DHS information. It also lists 'Canceled Card List' and 'TWIC Qualified Reader List' links, and mentions the system was developed by MorphoTrust USA, a Safran Company.

# TWIC® Pre-Enrollment

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**Transportation Security Administration**

[HOME](#) | [PROGRAMS](#) | [ABOUT](#) | [HELP CENTER](#)

[Programs / TWIC® / Apply](#) Español

Select Appointment Location (Step 9 of 10)

Enter a Postal Code, City, Airport Code or Special Location Access Code to 'Search' for a location to schedule your appointment. Use the to search closest to your physical location. After selecting a location, click 'Next' to continue or 'Cancel' to exit.

Number of Results

5
10
20

Select the location row. Then click 'Next' to continue.

City	Location	Appts. Remaining (next 14 days)	First Available Appt.	Distance
Franklin, TN	6840 Carothers	891	Nov 24, 8:00am	22.1 mi
Franklin, TN	Hours: Monday - Friday: 08:00 AM - 05:00 PM Location ID: 837270091 UESCS-91 Test Location 6840 Carothers Franklin, TN 37067 Sign Up for Alerts			 SELECTED
Columbia, TN	Anderson Place Shopping Center	417	Nov 24, 8:30am	30.8 mi
Nashville, TN	2501 McGavock Pike	1170	Nov 24, 7:30am	31.0 mi
Fairview, TN	2096 Fairview Blvd.	297	Nov 24, 8:00am	39.4 mi
Fairview, TN	2592 Fairview Blvd.	297	Nov 24, 8:00am	39.9 mi
Cookeville, TN	580 S Jefferson Ave	297	Nov 24, 9:30am	58.1 mi
Decatur, AL	116 IPSCO St	308	Nov 24, 9:00am	89.6 mi
Chattanooga, TN	6231 Perimeter Dr	391	Nov 24, 9:00am	89.7 mi
Jackson, TN	621 Old Hickory Blvd	330	Nov 24, 9:30am	135.3 mi
Knoxville, TN	6923 Maynardville Pike	297	Nov 24, 10:30am	142.6 mi

✖ Cancel

◀ Back
Next ▶

# TWIC® Pre-Enrollment

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The screenshot displays the 'Appointment' step (Step 10 of 10) of the TWIC Pre-Enrollment process. The page header includes the U.S. Department of Homeland Security logo, the Transportation Security Administration name, and the 'Universal ENROLL' logo. Navigation links for HOME, PROGRAMS, ABOUT, and HELP CENTER are present, along with a Spanish language option. The breadcrumb trail shows 'Programs / TWIC® / Apply'. The main content area is titled 'Select Date and Time (Step 10 of 10)' and provides instructions for selecting an appointment date and time. Below this, there are two dropdown menus: '\* Select Date' (set to Thursday, Nov 24th, 2016) and '\* Select Time' (set to 08:20 AM). A '- OR -' separator is followed by a 'Walk-In' checkbox. The 'Location Details' section for Franklin, TN (Location ID: 837270091) lists the address as 6840 Carothers, Franklin, TN 37067, and provides the hours: Monday - Friday: 08:00 AM - 05:00 PM. A 'Get Email Alerts' link is also available. At the bottom of the form area, there are 'Cancel', 'Back', and 'Submit' buttons. The footer contains links for Home, Programs, About, Help Center, and Contact Us, as well as Privacy Policy, Freedom of Information Act, and U.S. Department of Homeland Security (DHS). It also lists 'Canceled Card List', 'Canceled Card List Integrity Hash', and 'TWIC Qualified Reader List'. The page is developed by MorphoTrust USA, a Safran Company.

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The screenshot shows the 'TWIC® / Apply' page on the TSA's Universal Enrollment Services (UES) website. The page is titled 'TWIC®' and features a green confirmation message: 'You have successfully completed the online application. You should receive a confirmation email if you provided an email address.' Below this, it states 'Pre-Enrolled' and instructs the user to visit an enrollment center within 120 days to complete their enrollment. Two steps are listed: 1. Provide required documentation and be fingerprinted. 2. Pay a non-refundable fee with a credit card, money order, company check or certified/cashier's check. The status is noted as of 11/23/2016. A green note box states: 'Note: In-person enrollment must be completed within 120 days of pre-enrollment date.'

**Appointment Information**  
**BRING THE FOLLOWING DOCUMENT(S) TO YOUR APPOINTMENT:**  
1. **Passport Book or Card**  
Legal Name must match exactly on all identification documents brought to enrollment.

**Appointment Time:** 11/24/2016 @ 8:20 AM (CST)  
**Location:** Franklin, TN  
UESCS-91 Test Location  
6840 Carothers  
Franklin, TN 37067  
[Get Email Alerts for this location](#)

[Cancel Appointment](#) [Reschedule Appointment](#)  
Please provide 24 hours notice when canceling/rescheduling an appointment.

After you have visited an application center and completed the process, you can [check the status](#) of your service at the Universal Enrollment Services (UES) website.

Date: 11/23/2016  
UE ID: UZZY-113B25  
Service: 111111 - Enroll

Footer links include: Home, Programs, About, Help Center, Contact Us, Privacy Policy, Freedom of Information Act, Transportation Security Administration (TSA), U.S. Department of Homeland Security (DHS), Canceled Card List, Canceled Card List Integrity Hash, TWIC Qualified Reader List, and Developed By MorphoTrust USA (A Safra Company).



# Part 2

TWIC<sup>®</sup> In-Person Standard (New) Enrollment Workflow





# TWIC® Standard Enrollment

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- Biographic Information (No Pre-enrollment)
- Notices
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- Biometrics
- Acknowledgements
- Card Issuance
- Fee Payment
- Submission/Confirmation
- Survey
- FINISH

Universal Enrollment Services

### Enter Customer Information

Enrolling Under		Contact	
*First Name	<input type="text" value="steve"/>	*Preferred Language	<input type="text" value="English"/>
*Middle Name	<input type="text" value="r"/>	*Method of Contact (At least one method is required)	
*Last Name	<input type="text" value="henderson"/>	Email	<input type="text" value="shenderson@morphotrust.com"/>
Suffix	<input type="text" value="Junior"/>	Email (Confirm)	<input type="text" value="shenderson@morphotrust.com"/>
*Gender	<input type="text" value="Male"/>	Country Code	<input type="text" value="United States (+1)"/>
*Date of Birth	<input type="text" value="06/25/1980"/>	Phone 1	<input type="text" value="---"/>
	June 25, 1980	Country Code	<input type="text" value="United States (+1)"/>
		Phone 2	<input type="text" value="---"/>
		*Preferred Method of Contact	<input type="text" value="Email"/>

Back Next

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- Survey
- FINISH

Universal Enrollment Services TWIC® - ENROLL x

**Important Notes**

**Important!**

1. If you have a record of any crimes identified in the criminal disqualifiers list, you may not wish to apply for the TWIC® application program, as NO REFUNDS will be given for applicants who have been deemed ineligible.
2. Once payment has been submitted as part of your TWIC® enrollment, NO REFUNDS will be provided, regardless of the eligibility assessment outcome.
3. You may be eligible for a reduced fee if you possess a Commercial Driver's License issued by a State or outlying possession of the U.S. (with HME endorsement) or a Free and Secure Trade (FAST) Card.

[Back](#) [Next](#)



# TWIC® Standard Enrollment

- START
- Biographic Information
- Notices
- Citizenship**
- Documents
- Attributes
- Employment Information
- Biometrics
- Acknowledgements
- Card Issuance
- Fee Payment
- Submission/Confirmation
- Survey
- FINISH

Prove Identity TWIC® - ENROLL x

**Determine Citizenship**

\*Country of Birth  
United States

\*City of Birth  
asdf

\*State/Province of Birth  
Alabama

\*Country of Citizenship  
United States

Identity Biographics Fingerprints Face Disclosure Location Fee Payment Signature Survey Submit **Next**

# TWIC® Standard Enrollment

- START
- Biographic Information
- Notices
- Citizenship
- Documents**
- Attributes
- Employment Information
- Biometrics
- Acknowledgements
- Card Issuance
- Fee Payment
- Submission/ Confirmation
- Survey
- FINISH

**Prove Identity** TWIC® - ENROLL

**Determine Documents**

\*Document  
Passport Book or Card

\* Does the name you are enrolling under match on all documents provided?  
 Yes  No

**Required Identity Documents:**  
\* Passport Book or Card

**Optional Identity Documents:**  
 Commercial Driver's License issued by a State or outlying possession of the U.S.

[Back](#) Identity Biographics Fingerprints Face Disclosure Location Fee Payment Signature Survey Submit [Next](#)

# TWIC® Standard Enrollment

- START
- Biographic Information
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- Acknowledgements
- Card Issuance
- Fee Payment
- Submission/Confirmation
- Survey
- FINISH

**Capture Biographics** TWIC® - ENROLL x

**Answer Personal Questions**

1. Have you ever used a maiden/previous name?  Yes  No

2. Have you ever used an alias?  Yes  No

3. Is your mailing address the same as your residential address?  Yes  No

4. Have you lived at your current residential address for more than five (5) years?  Yes  No

5. Are you applying for a TWIC as part of the Merchant Mariner Credentialing process?  Yes  No

6. Are you currently serving, or have you ever served, in the Armed Forces of the United States?  Yes  No

**1** = Yes **2** = No **7** = Move back to previous question

Identity **Biographics** Fingerprints Face Disclosure Location Fee Payment Signature Survey Submit **Next**

# TWIC® Standard Enrollment

- START
- Biographic Information
- Notices
- Citizenship
- Documents
- Attributes**
- Employment Information
- Biometrics
- Acknowledgements
- Card Issuance
- Fee Payment
- Submission/Confirmation
- Survey
- FINISH

**Capture Biographics** TWIC® - ENROLL

**Enter Personal Information**

\*First Name:  \*Middle Name:  \*Last Name:  Suffix:

\*Date of Birth:  \*Gender:   
June 25, 1980

US  Metric

\*Height:  ft  in \*Weight:  lbs

\*Hair Color:  \*Eye Color:

Social Security Number:  Social Security Number:

[Back](#) Identity **Biographics** Fingerprints Face Disclosure Location Fee Payment Signature Survey [Next](#) Submit

# TWIC® Standard Enrollment

- START
- Biographic Information
- Notices
- Citizenship
- Documents
- Attributes
- Employment Information**
- Biometrics
- Acknowledgements
- Card Issuance
- Fee Payment
- Submission/Confirmation
- Survey
- FINISH

Capture Biographics TWIC® - ENROLL x

Enter Employment Information

\*Employment Status  
Pre-Employment/Unemployed

\*Occupation or Trade  
Contractor/Service Provider to Maritime Facility

Back Identity Biographics Fingerprint Face Disclosure Location Fee Payment Signature Survey Submit Next

# TWIC® Standard Enrollment

- START
- Biographic Information
- Notices
- Citizenship
- Documents
- Attributes
- Employment Information
- Biometrics (Fingerprints)**
- Acknowledgements
- Card Issuance
- Fee Payment
- Submission/Confirmation
- Survey
- FINISH

The screenshot displays the 'Capture Fingerprints' step of the TWIC® Standard Enrollment process. On the left, two hand icons are shown with fingers 6 and 1 highlighted. A 'Recapture' button and a 'Comment' field are visible below the hand icons. At the bottom, a navigation bar includes 'Identity', 'Biographics', 'Fingerprints', 'Face', 'Disclosure', 'Location', 'Fee', 'Payment', 'Signature', 'Survey', and 'Submit'. A 'Next' button is located at the bottom right. A 'TWIC® - ENROLL' window shows two accepted fingerprints with labels 'NFIQ: 1 Digit: 6' and 'NFIQ: 1 Digit: 1'.

# TWIC® Standard Enrollment

- START
- Biographic Information
- Notices
- Citizenship
- Documents
- Attributes
- Employment Information
- Biometrics (Fingerprints)**
- Acknowledgements
- Card Issuance
- Fee Payment
- Submission/Confirmation
- Survey
- FINISH

Capture Fingerprints TWIC® - ENROLL x

Accepted

NFIQ: 2  
Digit: 3

NFIQ: 1  
Digit: 4

NFIQ: 1  
Digit: 5

NFIQ: 1  
Digit: 2

Recapture Comment:

Back Identity Biographics **Fingerprints** Face Disclosure Location Fee Payment Signature Survey Submit Next

# TWIC® Standard Enrollment

- START
- Biographic Information
- Notices
- Citizenship
- Documents
- Attributes
- Employment Information
- Biometrics (Fingerprints)**
- Acknowledgements
- Card Issuance
- Fee Payment
- Submission/Confirmation
- Survey
- FINISH

Capture Fingerprints TWIC® - ENROLL

Accepted

NFIQ: 3  
Digit: 10

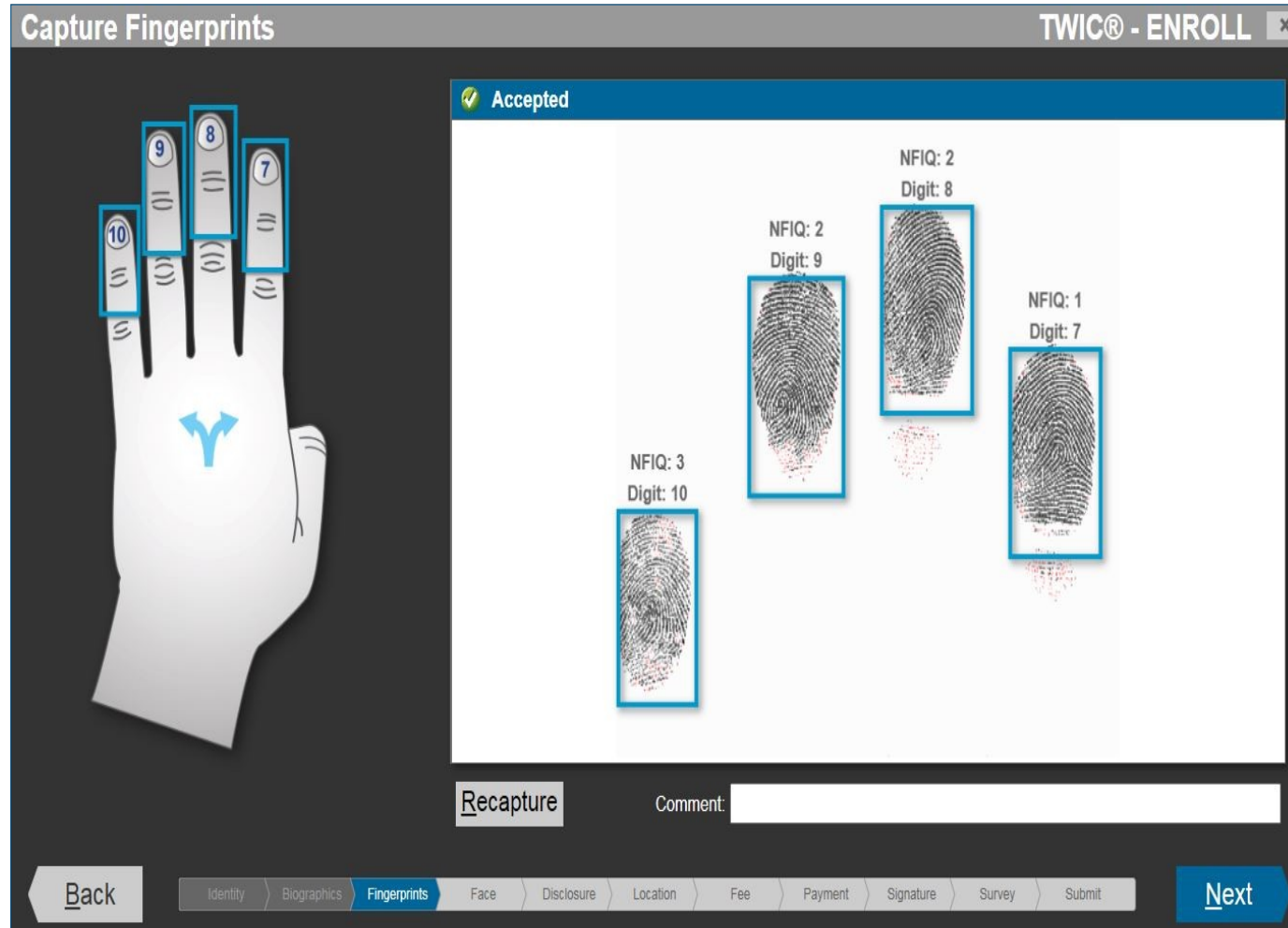
NFIQ: 2  
Digit: 9

NFIQ: 2  
Digit: 8

NFIQ: 1  
Digit: 7

Recapture Comment:

Back Identity Biographics **Fingerprints** Face Disclosure Location Fee Payment Signature Survey Submit Next






# TWIC® Standard Enrollment


- START
- Biographic Information
- Notices
- Citizenship
- Documents
- Attributes
- Employment Information
- Biometrics (Facial Photograph)**
- Acknowledgements
- Card Issuance
- Fee Payment
- Submission/Confirmation
- Survey
- FINISH

Capture Face TWIC® - ENROLL x

Center Face within Guidelines



Accepted



*Please ensure photo is compliant before continuing*

Preview

Identity Biographics Fingerprints **Face** Disclosure Location Fee Payment Signature Survey Submit **Next**

# TWIC® Standard Enrollment

- START
- Biographic Information
- Notices
- Citizenship
- Documents
- Attributes
- Employment Information
- Biometrics
- Acknowledgements**
- Card Issuance
- Fee Payment
- Submission/Confirmation
- Survey
- FINISH

Capture Disclosure TWIC® - ENROLL x

Answer Disclosure Questions (Page 1 of 6)

Part A. Acknowledgements - Review each statement and respond by checking Yes or No, as appropriate.

1. I am:  Yes  No

- required to have unescorted access to secure areas of maritime facilities or vessels in which a TWIC® is required; or
- applying to be a credentialed merchant mariner; or
- a commercial driver licensed in Canada or Mexico transporting hazardous materials in accordance with 49 CFR 1572.201; or
- authorized by TSA to complete the TWIC® security threat assessment and/or apply for a TWIC®.

2. I understand that if I plan on applying for or renewing a Coast Guard (CG)-issued merchant mariner credential, but do not provide my Social Security Number and proof of citizenship during enrollment, I will be required to visit a CG Regional Examination Center to provide this information before my application for the CG-issued credential will be considered complete.  Yes  No

**1** = Yes **2** = No **7** = Move back to previous question

Identity > Biographics > Fingerprints > Face > **Disclosure** > Location > Fee > Payment > Signature > Survey > Submit [Next](#)

# TWIC® Standard Enrollment

- START
- Biographic Information
- Notices
- Citizenship
- Documents
- Attributes
- Employment Information
- Biometrics
- Acknowledgements**
- Card Issuance
- Fee Payment
- Submission/Confirmation
- Survey
- FINISH

Capture Disclosure TWIC® - ENROLL

Answer Disclosure Questions (Page 2 of 6)

Part A. Acknowledgements - Review each statement and respond by checking Yes or No, as appropriate.

3. I acknowledge that if the Transportation Security Administration (TSA) or another law enforcement agency determines that I pose a security threat, my employer may be notified of this information. As such, TSA may provide limited information necessary to reduce the risk of injury or damage to any affected area or facility.  Yes  No

4. I am:  Yes  No

- a U.S. citizen or U.S. National; or
- not a U.S. citizen or U.S. national, but fall into a category listed on page 3 that permits me to hold a TWIC®.  Yes  No

5. I understand that when I pick up my renewal/replacement TWIC®, I am responsible for turning in my previous TWIC®.  Yes  No

1 = Yes 2 = No 7 = Move back to previous question

Back Identity Biographics Fingerprints Face Disclosure Location Fee Payment Signature Survey Submit Next

# TWIC® Standard Enrollment

- START
- Biographic Information
- Notices
- Citizenship
- Documents
- Attributes
- Employment Information
- Biometrics
- Acknowledgements**
- Card Issuance
- Fee Payment
- Submission/Confirmation
- Survey
- FINISH

Capture Disclosure TWIC® - ENROLL

Answer Disclosure Questions (Page 3 of 6)

Part B. Criminal History - Review each statement and respond by checking Yes or No, as appropriate.

1. Excluding juvenile cases unless convicted as an adult, have you been convicted, pled guilty including "no contest" (nolo contendere), or found not guilty by reason of insanity, of any disqualifying felony listed below in any jurisdiction, military or civilian?  Yes  No

- Espionage or conspiracy to commit espionage;
- Sedition or conspiracy to commit sedition;
- Treason or conspiracy to commit treason; or
- A federal crime of terrorism as defined in 18 U.S.C.2332b(g), or comparable State law, or conspiracy to commit such crime
- A crime involving a transportation security incident
- Improper transportation of a hazardous material
- Unlawful possession, use, sale, distribution, manufacture, purchase, receipt, transfer, shipping, transporting, import, export, storage of, or dealing in an explosive or explosive device. An explosive or explosive device includes, but is not limited to, an explosive or explosive material as defined in 18 U.S.C.232(5), 841(c) through 841(f), and 844(j); and a destructive device, as defined in 18 U.S.C.921(a)(4) and 26 U.S.C.5845(f)
- Murder
- Making a threat or maliciously conveying false information known to be false, concerning delivery, placement, or detonation of an explosive or other lethal device in a public, government, public transportation, or infrastructure facility
- RICO Act violations where a predicate act is a crime listed in Parts B1 and B2
- Attempt to commit a crime listed in Parts B1
- Conspiracy or attempt to commit a crime listed in Part B2

Note: If you answer "Yes," you are not eligible to receive a TWIC® and/or a waiver.

1 = Yes 2 = No 7 = Move back to previous question

Back Identity Biographics Fingerprints Face Disclosure Location Fee Payment Signature Survey Submit Next

# TWIC® Standard Enrollment

- START
- Biographic Information
- Notices
- Citizenship
- Documents
- Attributes
- Employment Information
- Biometrics
- Acknowledgements**
- Card Issuance
- Fee Payment
- Submission/ Confirmation
- Survey
- FINISH

**Capture Disclosure** TWIC® - ENROLL x

Answer Disclosure Questions (Page 4 of 6)

Part B. Criminal History - Review each statement and respond by checking Yes or No, as appropriate.

2. Excluding juvenile cases unless convicted as an adult, have you been convicted, pled guilty including "no contest" (nolo contendere), or found not guilty by reason of insanity, of any disqualifying felony listed below in any jurisdiction, military or civilian, in the last 7 years before the date of this application?  Yes  No

- Unlawful possession, use, sale, manufacture, purchase, distribution, receipt, transfer, shipping, transporting, import, export of, or dealing in a firearm or other weapon. An firearm or other weapon includes, but is not limited to, firearms as defined in 18 U.S.C.921(a)(3) or 26 U.S.C.5845(a), or items contained on the U.S. Munitions Import List at 27 CFR 447.21
- Extortion
- Dishonesty, fraud, or misrepresentation, including identity fraud and money laundering (except where welfare fraud and passing bad checks)
- Bribery
- Smuggling
- Immigration violations
- Distribution of, possession with intent to distribute, or importation of a controlled substance
- Arson
- Kidnapping or hostage taking
- Rape or aggravated sexual abuse
- Assault with intent to kill
- Robbery
- Fraudulent entry into secure seaport areas
- RICO
- Conspiracy or attempt to commit the crimes listed in Part B3

1 = Yes 2 = No 7 = Move back to previous question

Back Identity Biographics Fingerprints Face Disclosure Location Fee Payment Signature Survey Submit Next



# TWIC® Standard Enrollment

- START
- Biographic Information
- Notices
- Citizenship
- Documents
- Attributes
- Employment Information
- Biometrics
- Acknowledgements**
- Card Issuance
- Fee Payment
- Submission/ Confirmation
- Survey
- FINISH

**Capture Disclosure** TWIC® - ENROLL x

**Answer Disclosure Questions (Page 5 of 6)**

**Part B. Criminal History** - Review each statement and respond by checking Yes or No, as appropriate.

3. Have you been released from incarceration in any jurisdiction, military or civilian, for committing any disqualifying felony listed below, during the 5 years before the date of this application?  Yes  No

- Unlawful possession, use, sale, manufacture, purchase, distribution, receipt, transfer, shipping, transporting, delivery, import, export of, or dealing in a firearm or other weapon. A firearm or other weapon includes, but is not limited to, firearms as defined in 18 U.S.C. 921(a)(3) or 26 U.S.C. 5 845(a), or items contained on the U.S. Munitions Import List at 27 CFR 447.21
- Extortion
- Dishonesty, fraud, or misrepresentation, including identity fraud and money laundering (except welfare fraud and passing bad checks)
- Bribery
- Smuggling
- Immigration violations
- Distribution of, possession with intent to distribute, or importation of a controlled substance
- Arson
- Kidnapping or hostage taking
- Rape or aggravated sexual abuse
- Assault with intent to kill
- Robbery
- Fraudulent entry into secure seaport areas
- RICO
- Conspiracy or attempt to commit the crimes listed in Part B3.

**1** = Yes **2** = No **7** = Move back to previous question

Back Identity Biographics Fingerprints Face Disclosure Location Fee Payment Signature Survey Submit Next

# TWIC® Standard Enrollment

- START
- Biographic Information
- Notices
- Citizenship
- Documents
- Attributes
- Employment Information
- Biometrics
- Acknowledgements**
- Card Issuance
- Fee Payment
- Submission/ Confirmation
- Survey
- FINISH

Capture Disclosure TWIC® - ENROLL

Answer Disclosure Questions (Page 6 of 6)

**Part B. Criminal History - Review each statement and respond by checking Yes or No, as appropriate.**

4. Are you wanted or under indictment for any disqualifying crime listed in Parts B1 through B3?  Yes  No

*Note: If you answered "Yes" to this question because you are currently under indictment or have open criminal charges, you should consider waiting to apply until these matters are resolved as enrollment fees are not refunded.*

5. Have you ever been found by a court or other lawful authority as lacking mental capacity or involuntarily committed to a mental institution?  Yes  No

6. I understand that I must return my TWIC® to the address provided on the credential if I:

- am currently, or become, wanted, under indictment for, convicted, or found not guilty by reason of insanity, of a felony listed in Parts B1 through B3;
- am found to be lacking mental capacity or involuntarily committed to a mental health facility; or
- no longer meet the immigration standards indicated by a "Yes" response in Part A5.

1 = Yes 2 = No 7 = Move back to previous question

Back Identity Biographics Fingerprints Face Disclosure Location Fee Payment Signature Survey Submit Next

# TWIC® Standard Enrollment

- START
- Biographic Information
- Notices
- Citizenship
- Documents
- Attributes
- Employment Information
- Biometrics
- Acknowledgements
- Card Issuance (Shipping)**
- Fee Payment
- Submission/Confirmation
- Survey
- FINISH

Choose Shipping Location TWIC® - ENROLL

Select Shipping Location Option

Address on File  
asdf  
asdf, AL 37129

Enrollment Center  
POSTAL CODE - or - CITY

Number of results  
10

Location ID	City/State	Address	Distance
8023	Nashville, Tennessee	UES Enrollment Center 2501 McGavock Pike Ste 200 Nashville, Tennessee 37214-1225	Current location
37206	Nashville, Tennessee	Test 123 Test new asdfasd Nashville, Tennessee 37206	2 miles
372062	Nashville, Tennessee	Test 123 Test Nashville, Tennessee 37206	2 miles
133734534	nashville, Tennessee	big building 15 century blvd nashville, Tennessee 37214	3 miles

Identity > Biographics > Fingerprints > Face > Disclosure > **Location** > Fee > Payment > Signature > Survey > Submit



# TWIC® Standard Enrollment

- START
- Biographic Information
- Notices
- Citizenship
- Documents
- Attributes
- Employment Information
- Biometrics
- Acknowledgements
- Card Issuance
- Fee Payment**
- Submission/ Confirmation
- Survey
- FINISH

**Determine Fee** TWIC® - ENROLL x

---

**Calculate Total Fee**

---

**\$125.25 - Full Fee** (TWIC® expires approximately on Tuesday, November 23, 2021) **\$125.25**

---

Authorization Code

---

**Non-Refundable Amount Due: \$125.25**

---

Identity Biographics Fingerprints Face Disclosure Location Fee Payment Signature Survey Submit

# TWIC® Standard Enrollment

- START
- Biographic Information
- Notices
- Citizenship
- Documents
- Attributes
- Employment Information
- Biometrics
- Acknowledgements
- Card Issuance
- Fee Payment**
- Submission/Confirmation
- Survey
- FINISH

### Collect Payment

TWIC® - ENROLL


**Choose Payment Method**

Credit Card  Check  Money Order

**Non-Refundable Amount Due: \$125.25**

### Swipe Card

We Accept:



\*Name on Card  
steve

\*Credit Card Number  
4111111111111111

\*Expiration Date: 10 / 17      \*CSC: 111

Cardholder other than the Applicant

✔ Credit Card ending in 1111 was successfully charged **\$125.25**

[Charge](#)

Identity > Biographics > Fingerprints > Face > Disclosure > Location > Fee > **Payment** > Signature > Survey > Submit

[Next](#)

# TWIC® Standard Enrollment

- START
- Biographic Information
- Notices
- Citizenship
- Documents
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- Employment Information
- Biometrics
- Acknowledgements
- Card Issuance
- Fee Payment**
- Submission/Confirmation
- Survey
- FINISH

Signature TWIC® - ENROLL x

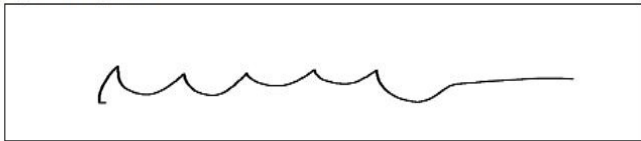
**Disclosure**

I understand my continuing obligation to disclose to TSA within 24 hours if I am convicted or found not guilty by reason of insanity of any disqualifying crime, or adjudicated as a mental defective or committed to a mental institution, while I am enrolled in the TWIC® program.

The information I have provided is true, complete, and correct to the best of my knowledge and belief and is provided in good faith. I understand that a knowing and willful false statement, or an omission of a material fact, can be punished by fine or imprisonment or both (see section 1001 of Title 18 United States Code), and may be grounds for denial of my application for the TWIC® program.

**Credit Card Authorization**  
By signing, I authorize MorphoTrust USA and/or their agents to charge my credit card for service(s) performed and/or products purchased. I agree that I will pay for this purchase in accordance with the issuing bank cardholder agreement.

Applicant Signature



Comment:

Translator used to interpret disclosure

[Recapture](#) [Accept](#)

Identity > Biographics > Fingerprints > Face > Disclosure > Location > Fee > Payment > **Signature** > Survey > Submit [Next](#)


# TWIC® Standard Enrollment

- START
- Biographic Information
- Notices
- Citizenship
- Documents
- Attributes
- Employment Information
- Biometrics
- Acknowledgements
- Card Issuance
- Fee Payment
- Submission/Confirmation**
- Survey
- FINISH

Submit Enrollment TWIC® - ENROLL x

**Accepted**

\*PIN  
●●●●●●



HENDERSON, STEVEN R

Place Right Index or Left Index finger on device.

By placing my finger on the device, I, HENDERSON, STEVEN R, certify that the information captured for **steve henderson** has been reviewed and verified.

Identity > Biographics > Fingerprints > Face > Disclosure > Location > Fee > Payment > Signature > Survey > **Submit**

# TWIC® Standard Enrollment

- START
- Biographic Information
- Notices
- Citizenship
- Documents
- Attributes
- Employment Information
- Biometrics
- Acknowledgements
- Card Issuance
- Fee Payment
- Submission/ Confirmation**
- Survey
- FINISH

### Submit Enrollment

TWIC® - ENROLL

---

#### Summary

<b>Services</b>	Customer	STEVE R. HENDERSON
TWIC® - Enroll	UE ID	U3NQ-7561BF
	Auth #	616496076
SubTotal: \$125.25	Date/Time:	11/23/2016@01:27 PM
Total: \$125.25	Enrollment Location:	UES Enrollment Center 2 (80...
<b>Payment</b>	Notification Method:	shenderson@morphotrust.com
Credit Card ending in (1111)		
Amount Paid: \$125.25		

**Credentials will be shipped to:**  
2501 McGavock Pike  
Nashville, Tennessee 37214-1225

Reprint

---

Identity > Biographics > Fingerprints > Face > Disclosure > Location > Fee > Payment > Signature > Survey > **Submit** > **Finish**

# TWIC® Standard Enrollment

- START
- Biographic Information
- Notices
- Citizenship
- Documents
- Attributes
- Employment Information
- Biometrics
- Acknowledgements
- Card Issuance
- Fee Payment
- Submission/ Confirmation
- Survey (Optional)**
- FINISH**

Voluntary Customer Survey TWIC® - ENROLL x

Answer Survey Questions

1. Are you satisfied with your overall experience at the enrollment center today?

2. If you experienced an issue that required a resolution, are you satisfied with the resolution?

3. Did the enrollment center representative(s) conduct themselves in a professional and courteous manner?

4. Are you satisfied with the enrollment center location and appearance?

1 = Yes 2 = No 7 = Move back to previous question 9 = Exit Questions

Identity Biographics Fingerprints Face Disclosure Location Fee Payment Signature Survey Submit Next



# Part 3

TWIC<sup>®</sup> Online Renewal Workflow (Proposed)

# TWIC® Online Renewal

\*Screenshots are examples only and actual online renewal screens may differ based on development considerations.

- START (Applicant Search)
- Biographic Information
- Notices
- Citizenship
- Attributes
- Employment Information
- Acknowledgements
- Card Issuance
- Fee Payment
- Submission/Confirmation
- Survey
- FINISH

Please enter your information below (letters, spaces, hyphens (-), and apostrophes (') are allowed in name fields). Then click 'Next' to continue or 'Cancel' to exit.

- Legal Name must match exactly on all identification documents brought to enrollment.
- Remember the email address and phone numbers provided below, as they will be used to look-up application information during your in person appointment and to check your status online.

Legal Name

\* First Name

\* Middle Name (or NMN if no middle name)

\* Last Name

Suffix

\* Gender

\* Date of Birth (MM/DD/YYYY)

\* Preferred Language

\* Method of Contact (At least one method is required)

Email

Verify Email

Country Code

Phone 1

Country Code

Phone 2

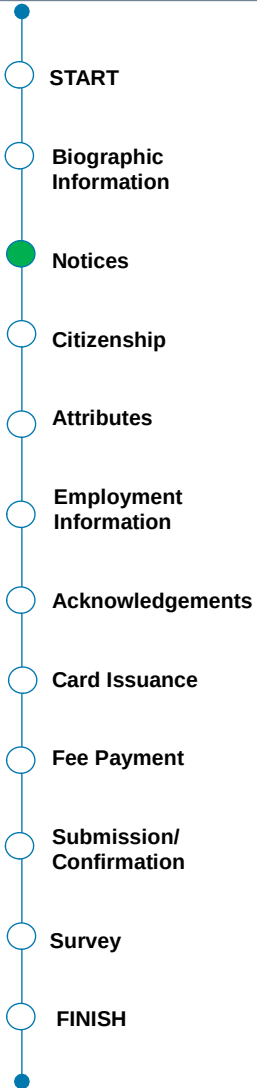
\* Preferred Method of Contact

**Applicants may be required to enter their current or expired TWIC® Credential Identification (CIN), printed on the back lower left-hand corner of the physical TWIC® card, to confirm the applicant's information.**



# TWIC® Online Renewal

\*Screenshots are examples only and actual online renewal screens may differ based on development considerations.



**Important Notes**

**Important!**

1. If you have a record of any crimes identified in the criminal disqualifiers list, you may not wish to apply for the TWIC® application program, as NO REFUNDS will be given for applicants who have been deemed ineligible.
2. Once payment has been submitted as part of your TWIC® enrollment, NO REFUNDS will be provided, regardless of the eligibility assessment outcome.
3. You may be eligible for a reduced fee if you possess a Commercial Driver's License issued by a State or outlying possession of the U.S. (with HME endorsement) or a Free and Secure Trade (FAST) Card.

# TWIC® Online Renewal

\*Screenshots are examples only and actual online renewal screens may differ based on development considerations.

- START
- Biographic Information
- Notices
- Citizenship**
- Attributes
- Employment Information
- Acknowledgements
- Card Issuance
- Fee Payment
- Submission/ Confirmation
- Survey
- FINISH

Determine Citizenship (Step 2 of 10) \* Required Fields

Please enter your information below. Then click 'Next' to continue or 'Cancel' to exit.

\* Country of Birth

\* City of Birth

\* Country of Citizenship

# TWIC® Online Renewal

\*Screenshots are examples only and actual online renewal screens may differ based on development considerations.

- START
- Biographic Information
- Notices
- Citizenship
- Attributes**
- Employment Information
- Acknowledgements
- Card Issuance
- Fee Payment
- Submission/Confirmation
- Survey
- FINISH

Answer Personal Questions (Step 3 of 10) \* Required Fields

Please answer the questions below. Then click 'Next' to continue or 'Cancel' to exit.

\* Have you ever used a maiden/previous name?  Yes  No

\* Have you ever used an alias?  Yes  No

\* Is your mailing address the same as your residential address?  Yes  No

\* Have you lived at your current residential address for more than five (5) years?  Yes  No

\* Are you applying for a TWIC as part of the Merchant Mariner Credentialing process?  Yes  No

\* Are you currently serving, or have you ever served, in the Armed Forces of the United States?  Yes  No

# TWIC® Online Renewal

\*Screenshots are examples only and actual online renewal screens may differ based on development considerations.

- START
- Biographic Information
- Notices
- Citizenship
- Attributes**
- Employment Information
- Acknowledgements
- Card Issuance
- Fee Payment
- Submission/Confirmation
- Survey
- FINISH

Enter Personal Information (Step 4 of 10) \* Required Fields

\* Height      \* Weight

\* Hair Color

\* Eye Color

# TWIC® Online Renewal

\*Screenshots are examples only and actual online renewal screens may differ based on development considerations.

- START
- Biographic Information
- Notices
- Citizenship
- Attributes**
- Employment Information
- Acknowledgements
- Card Issuance
- Fee Payment
- Submission/ Confirmation
- Survey
- FINISH

Enter Address (Step 5 of 10) \* Required Fields

Please enter your information below. Then click 'Next' to continue or 'Cancel' to exit.

Mailing Address

\* Country

\* Address Line 1

Address Line 2

\* City

\* Postal Code

# TWIC® Online Renewal

\*Screenshots are examples only and actual online renewal screens may differ based on development considerations.

- START
- Biographic Information
- Notices
- Citizenship
- Attributes
- Employment Information**
- Acknowledgements
- Card Issuance
- Fee Payment
- Submission/Confirmation
- Survey
- FINISH

Enter Employment Information (Step 6 of 10) \* Required Fields

Please enter your information below. Then click 'Next' to continue or 'Cancel' to exit.

\* Employment Status

\* Occupation or Trade

# TWIC® Online Renewal

\*Screenshots are examples only and actual online renewal screens may differ based on development considerations.

- START
- Biographic Information
- Notices
- Citizenship
- Attributes
- Employment Information
- Acknowledgements**
- Card Issuance
- Fee Payment
- Submission/Confirmation
- Survey
- FINISH

**Answer Disclosure Questions (Step 7 of 10)** \* Required Fields

Please answer the questions below. Then click 'Next' to continue or 'Cancel' to exit.

Part A. Acknowledgments

1. \* I am:

- required to have unescorted access to secure areas of maritime facilities or vessels in which a TWIC® is required; or
- applying to be a credentialed merchant mariner; or
- a commercial driver licensed in Canada or Mexico transporting hazardous materials in accordance with 49 CFR 1572.201; or
- authorized by TSA to complete the TWIC® security threat assessment and/or apply for a TWIC®.

2. \* I understand that if I plan on applying for or renewing a Coast Guard (CG)-issued merchant mariner credential, but do not provide my Social Security Number and proof of citizenship during enrollment, I will be required to visit a CG Regional Examination Center to provide this information before my application for the CG-issued credential will be considered complete.

3. \* I acknowledge that if the Transportation Security Administration (TSA) or another law enforcement agency determines that I pose a security threat, my employer may be notified of this information. As such, TSA may provide limited information necessary to reduce the risk of injury or damage to any affected area or facility.

4. \* I am:

- a U.S. Citizen or U.S. National; or
- not a U.S. Citizen or U.S. National, but fall into a category listed on page 3 and am eligible for a TWIC®

5. \* I understand that when I pick up my renewal/replacement TWIC®, I am responsible for turning in my previous TWIC®.

Part B. Criminal History

1. \* Excluding juvenile cases unless convicted as an adult, have you been convicted, pled guilty including "no contest" (nolo contendere), or found not guilty by reason of insanity, of any disqualifying felony listed below in any jurisdiction, military or civilian?

- Espionage or conspiracy to commit espionage
- Sedition or conspiracy to commit sedition
- Treason or conspiracy to commit treason
- A federal crime of terrorism as defined in 18 U.S.C.2332b(g), or comparable State law, or conspiracy to commit such crime.
- A crime involving a transportation security incident
- Improper transportation of a hazardous material
- Unlawful possession, use, sale, distribution, manufacture, purchase, receipt, transfer, shipping, transporting, import, export, storage of, or dealing in an explosive or explosive device. An explosive or explosive device includes, but is not limited to, an explosive or explosive material as defined in 18 U.S.C.232(5), 841(c) through 841(f), and 844(j); and a destructive device, as defined in 18 U.S.C.921(a)(4) and 26 U.S.C.5845(f)
- Murder
- Making a threat or maliciously conveying false information known to be false, concerning delivery, placement, or detonation of an explosive or other lethal device in a public, government, public transportation, or infrastructure facility
- RICO Act violations where a predicate act is a crime listed in Parts B1 and B2
- Attempt to commit a crime listed in Part B1
- Conspiracy or attempt to commit a crime listed in Part B2.

**Note:** If you answer "Yes", you are not eligible to receive a TWIC® and/or a waiver.

# TWIC® Online Renewal

\*Screenshots are examples only and actual online renewal screens may differ based on development considerations.

- START
- Biographic Information
- Notices
- Citizenship
- Attributes
- Employment Information
- Acknowledgements**
- Card Issuance
- Fee Payment
- Submission/Confirmation
- Survey
- FINISH

2. \* Excluding juvenile cases unless convicted as an adult, have you been convicted, pled guilty including "no contest" (nolo contendere), or found not guilty by reason of insanity, of any disqualifying felony listed below in any jurisdiction, military or civilian, in the last 7 years before the date of this application?

- Unlawful possession, use, sale, manufacture, purchase, distribution, receipt, transfer, shipping, transporting, import, export of, or dealing in a firearm or other weapon. A firearm or other weapon includes, but is not limited to, firearms as defined in 18 U.S.C.921(a)(3) or 26 U.S.C.5845(a), or items contained on the U.S. Munitions Import List at 27 CFR 447.21
- Extortion
- Dishonesty, fraud, or misrepresentation, including identity fraud and money laundering (except where welfare fraud and passing bad checks)
- Bribery
- Smuggling
- Immigration violations
- Distribution of, possession with intent to distribute, or importation of a controlled substance
- Arson
- Kidnapping or hostage taking
- Rape or aggravated sexual abuse
- Assault with intent to kill
- Robbery
- Fraudulent entry into secure seaport areas
- RICO
- Conspiracy or attempt to commit the crimes listed in Part B3

3. \* Have you been released from incarceration in any jurisdiction, military or civilian, for committing any disqualifying felony listed below, during the 5 years before the date of this application?

- Unlawful possession, use, sale, manufacture, purchase, distribution, receipt, transfer, shipping, transporting, import, export of, or dealing in a firearm or other weapon. A firearm or other weapon includes, but is not limited to, firearms as defined in 18 U.S.C.921(a)(3) or 26 U.S.C.5845(a), or items contained on the U.S. Munitions Import List at 27 CFR 447.21
- Extortion
- Dishonesty, fraud, or misrepresentation, including identity fraud and money laundering (except where welfare fraud and passing bad checks)
- Bribery
- Smuggling
- Immigration violations
- Distribution of, possession with intent to distribute, or importation of a controlled substance
- Arson
- Kidnapping or hostage taking
- Rape or aggravated sexual abuse
- Assault with intent to kill
- Robbery
- Fraudulent entry into secure seaport areas
- RICO
- Conspiracy or attempt to commit the crimes listed in Part B3

4. \* Are you wanted or under indictment for any disqualifying crime listed in Parts B1 through B3?

**Note:** If you answered "Yes" to this question because you are currently under indictment or have open criminal charges, you should consider waiting to apply until these matters are resolved as enrollment fees are not refunded.

5. \* Have you ever been found by a court or other lawful authority as lacking mental capacity or involuntarily committed to a mental institution?

6. \* I understand that I must return my TWIC® to the address provided on the credential if I:

- am currently, or become, wanted, under indictment for, convicted, or found not guilty by reason of insanity, of a felony listed in Parts B1 through B3;
- am found to be lacking mental capacity or involuntarily committed to a mental health facility; or
- no longer meet the immigration standards indicated by a "Yes" response in Part A5.



# TWIC® Online Renewal

\*Screenshots are examples only and actual online renewal screens may differ based on development considerations.

- START
- Biographic Information
- Notices
- Citizenship
- Attributes
- Employment Information
- Acknowledgements
- Card Issuance (Mailing Address)**
- Fee Payment
- Submission/Confirmation
- Survey
- FINISH

Choose Shipping Location TWIC® - ENROLL x

Select Shipping Location Option

Address on File  
asdf  
asdf, AL 37129

Enrollment Center  
POSTAL CODE - or - CITY

Number of results  
10 ▾

Location ID	City/State	Address	Distance
8023	Nashville, Tennessee	UES Enrollment Center 2501 McGavock Pike Ste 200 Nashville, Tennessee 37214-1225	Current location
37206	Nashville, Tennessee	Test 123 Test new asdfasd Nashville, Tennessee 37206	2 miles
372062	Nashville, Tennessee	Test 123 Test Nashville, Tennessee 37206	2 miles
133734534	nashville, Tennessee	big building 15 century blvd nashville, Tennessee 37214	3 miles

# TWIC® Online Renewal

\*Screenshots are examples only and actual online renewal screens may differ based on development considerations.

- START
- Biographic Information
- Notices
- Citizenship
- Attributes
- Employment Information
- Acknowledgements
- Card Issuance
- Fee Payment**
- Submission/ Confirmation
- Survey
- FINISH

Determine Fee TWIC® - ENROLL x

---

**Calculate Total Fee**

---

**\$125.25 - Full Fee** (TWIC® expires approximately on Tuesday, November 23, 2021) \$125.25

---

Authorization Code

---

**Non-Refundable Amount Due: \$125.25**

**\*Note: The TWIC® online renewal fee may be reduced to reflect the enrollment segment costs of online transaction. (The example depicts the TWIC® standard enrollment fee.)**

**Applicants may enter an Authorization Code for payment if obtained from TSA or another Federal agency.**

# TWIC® Online Renewal

\*Screenshots are examples only and actual online renewal screens may differ based on development considerations.

- START
- Biographic Information
- Notices
- Citizenship
- Attributes
- Employment Information
- Acknowledgements
- Card Issuance
- Fee Payment**
- Submission/Confirmation
- Survey
- FINISH

### Collect Payment

TWIC® - ENROLL


**Choose Payment Method**

Credit Card  Check  Money Order

**Non-Refundable Amount Due: \$125.25**

**Swipe Card**

We Accept:



\*Name on Card  
steve

\*Credit Card Number  
4111111111111111

\*Expiration Date: 10 / 17      \*CSC: 111

Cardholder other than the Applicant

Credit Card ending in 1111 was successfully charged **\$125.25**

**\*Note: The TWIC® online renewal fee may be reduced to reflect the enrollment segment costs of online transaction. (The example depicts the TWIC® standard enrollment fee.)**

# TWIC® Online Renewal

\*Screenshots are examples only and actual online renewal screens may differ based on development considerations.

- START
- Biographic Information
- Notices
- Citizenship
- Attributes
- Employment Information
- Acknowledgements
- Card Issuance
- Fee Payment
- Submission/ Confirmation (Receipt)**
- Survey
- FINISH

### Submit Enrollment

TWIC® - ENROLL  
**Summary**

<b>Services</b>		Customer	STEVE R. HENDERSON
TWIC® - Enroll	\$125.25	UE ID	U3NQ-7561BF
		Auth #	616496076
	SubTotal: \$125.25	Date/Time:	11/23/2016@01:27 PM
	Total: \$125.25	Enrollment Location:	UES Enrollment Center 2 (80...
<b>Payment</b>		Notification Method:	shenderson@morphotrust.com
Credit Card ending in (1111)	\$125.25		
	Amount Paid: \$125.25		

**Credentials will be shipped to:**  
2501 McGavock Pike  
Nashville, Tennessee 37214-1225

Reprint

**\*Note: The TWIC® online renewal fee may be reduced to reflect the enrollment segment costs of online transaction. (The example depicts the TWIC® standard enrollment fee.)**

# TWIC® Online Renewal

\*Screenshots are examples only and actual online renewal screens may differ based on development considerations.

- START
- Biographic Information
- Notices
- Citizenship
- Attributes
- Employment Information
- Acknowledgements
- Card Issuance
- Fee Payment
- Submission/ Confirmation (Receipt)
- Survey (Optional)**
- FINISH

The screenshot shows the TWIC logo at the top left. Below it is the title "Post Enrollment Survey". The form contains several sections:

- How satisfied are you with your overall enrollment experience?**  
Very satisfied Satisfied Neither satisfied nor dissatisfied Dissatisfied Very dissatisfied
- If you have any additional feedback about your experience that you would like to provide, please provide it here.**
- If you experienced an issue that required a resolution, how satisfied are you with the resolution?**  
Very satisfied Satisfied Neither satisfied or dissatisfied Dissatisfied Very dissatisfied N/A
- Did the enrollment representative(s) conduct themselves in a professional and courteous manner?**  
  - Yes
  - No
- How satisfied are you with the enrollment location and appearance?**  
Very Satisfied Satisfied Neither Satisfied or Dissatisfied Dissatisfied Very Dissatisfied


At the bottom of the form is a green "Submit" button and a progress bar showing 0% completion.



**\*Note: Survey questions for online renewal applicants may be updated to eliminate questions on enrollment representatives and locations.**

# TWIC® Online Renewal

\*Screenshots are examples only and actual online renewal screens may differ based on development considerations.




Select Appointment Location (Step 9 of 10)




Enter a Postal Code, City, Airport Code or Special Location Access Code to 'Search' for a location to schedule your appointment. Use the  to search closest to your physical location. After selecting a location, click 'Next' to continue or 'Cancel' to exit.

37128  111111, Appointment 

Number of Results: 5 **10** 20

Select the location row. Then click 'Next' to continue.

City	Location	Appts. Remaining (next 14 days)	First Available Appt.	
Franklin, TN	6840 Carothers	891	Nov 24, 8:00am	22.1 mi
Franklin, TN	Hours: Monday - Friday: 08:00 AM - 05:00 PM			 SELECTED
	Location ID: 837270091  UESCS-91 Test Location 6840 Carothers Franklin, TN 37067  Sign Up for Alerts			
Columbia, TN	Anderson Place Shopping Center	417	Nov 24, 8:30am	30.8 mi
Nashville, TN	2501 McGavock Pike	1170	Nov 24, 7:30am	31.0 mi
Fairview, TN	2096 Fairview Blvd.	297	Nov 24, 8:00am	39.4 mi
Fairview, TN	2592 Fairview Blvd.	297	Nov 24, 8:00am	39.9 mi
Cookeville, TN	580 S Jefferson Ave	297	Nov 24, 9:30am	58.1 mi
Decatur, AL	116 IPSCO St	396	Nov 24, 9:00am	89.6 mi
Chattanooga, TN	6231 Perimeter Dr	391	Nov 24, 9:00am	89.7 mi
Jackson, TN	621 Old Hickory Blvd	330	Nov 24, 9:30am	135.3 mi
Knoxville, TN	6923 Maynardville Pike	297	Nov 24, 10:30am	142.6 mi

 Cancel  Back  Next

**If during the online renewal process TSA determines that the applicant is required to visit an enrollment center in-person to provide updated biographic or biometric information, the applicant will have the opportunity to schedule an appointment.**



# Part 4

TWIC<sup>®</sup> Post-Enrollment Survey



# TWIC® Post-Enrollment Survey

Do you want to participate in this optional survey?

YES

NO

All applicants receive the option to complete a post-enrollment survey. Currently, this survey is offered during the in-person standard enrollment workflow at the enrollment workstation.

TSA plans to transition the optional survey to a web-based survey that will be sent to TWIC® applicants via e-mail or hyperlink following submission of their enrollment. Applicants will have the ability to complete the optional survey after departing the enrollment site.



## TWIC

### Post Enrollment Survey

How satisfied are you with your overall enrollment experience?

Very satisfied Satisfied Neither satisfied nor dissatisfied Dissatisfied Very dissatisfied

If you have any additional feedback about your experience that you would like to provide, please provide it here.

If you experienced an issue that required a resolution, how satisfied are you with the resolution?

Very satisfied Satisfied Neither satisfied or dissatisfied Dissatisfied Very dissatisfied N/A

Did the enrollment representative(s) conduct themselves in a professional and courteous manner?

- Yes
- No

How satisfied are you with the enrollment location and appearance?

Very Satisfied Satisfied Neither Satisfied or Dissatisfied Dissatisfied Very Dissatisfied

Submit

0%

