



Transportation Worker Identification Credential

Information Collection/Paperwork
Reduction Act Enrollment Workflow

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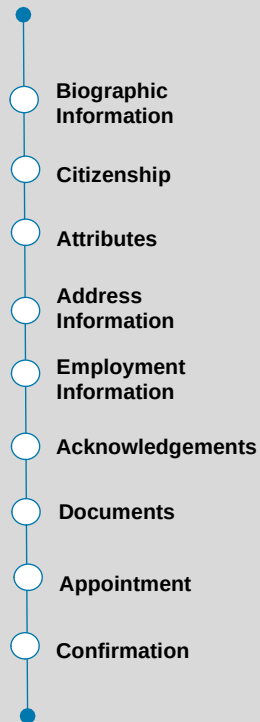


Introduction

TWIC[®] Workflow Trees

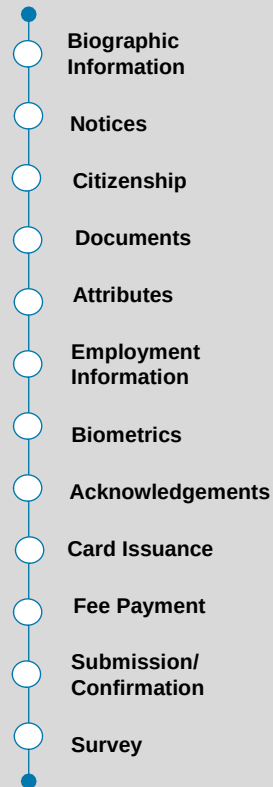
Workflows: Pre-Enrollment, Standard Enrollment & Renewal

Pre-Enrollment (Optional)



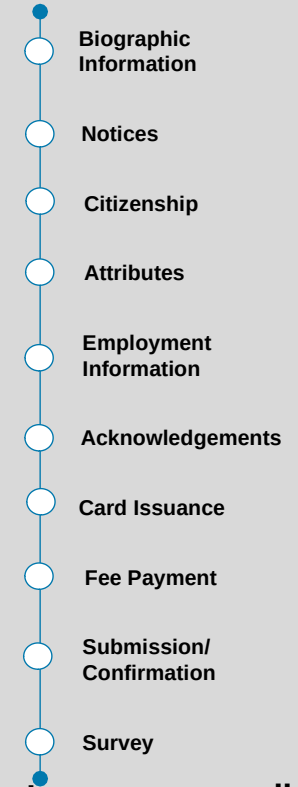
All applicants may pre-enroll online or via call center representative and provide required enrollment information and schedule appointment for biometric collection.

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® 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

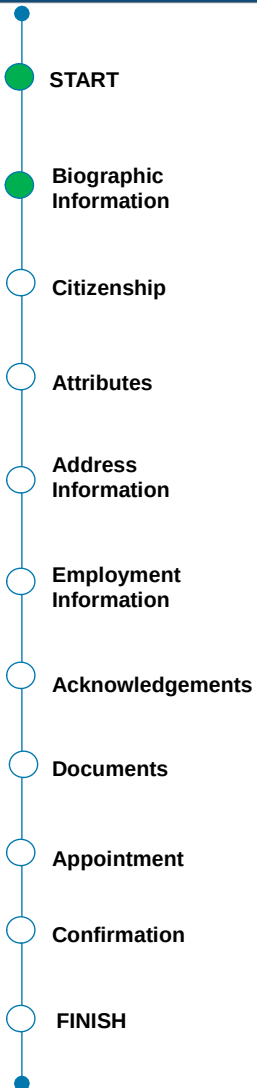
An agency may not conduct or sponsor, and a person is not required to respond to a collection of information unless it displays a valid OMB control number. The control number assigned to this collection is OMB 1652-0047, which expires 04/30/2021. Send comments regarding this burden estimate or collection to: TSA-11, Attention: PRA 1652-0047, 6595 Springfield Center Drive, Springfield, VA 20598.



Part 1

TWIC® Online Pre-Enrollment Workflow (Optional)

TWIC® Pre-Enrollment



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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

-- Choose One --

* Gender

-- Choose One --

* Date of Birth (MM/DD/YYYY)

* Preferred Language

English

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

Email

Verify Email

Country Code

United States(+1)

Phone 1

Country Code

United States(+1)

Phone 2

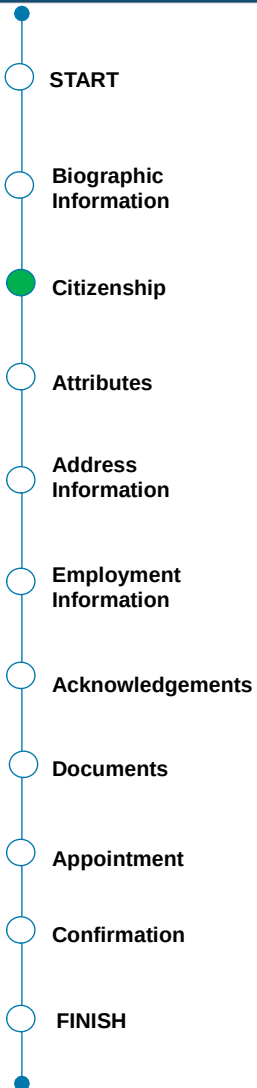
* Preferred Method of Contact

Email

✕ Cancel

Next ▶

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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

-- Choose One --

* City of Birth

* Country of Citizenship

-- Choose One --

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

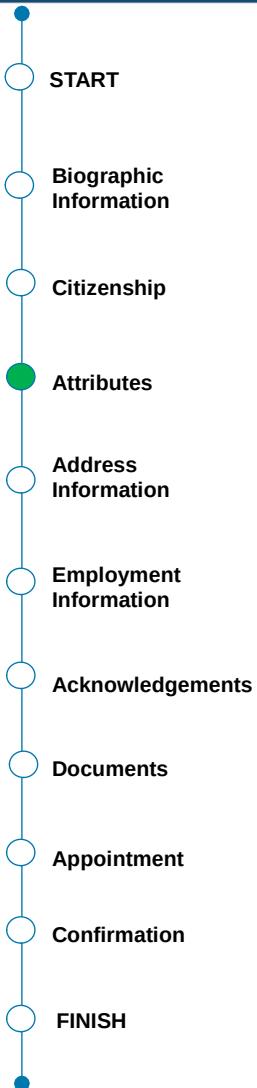
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Answer Personal Questions (Step 3 of 10)

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

* Required Fields

* 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

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Enter Personal Information (Step 4 of 10)

* Required Fields

USMetric

* Height

feetftinchesin

* Weight

poundslbs

* Hair Color

-- Choose One --

* Eye Color

-- Choose One --

✖ Cancel

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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

✖ Cancel

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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

-- Choose One --

* Occupation or Trade

-- Choose One --

✖ Cancel

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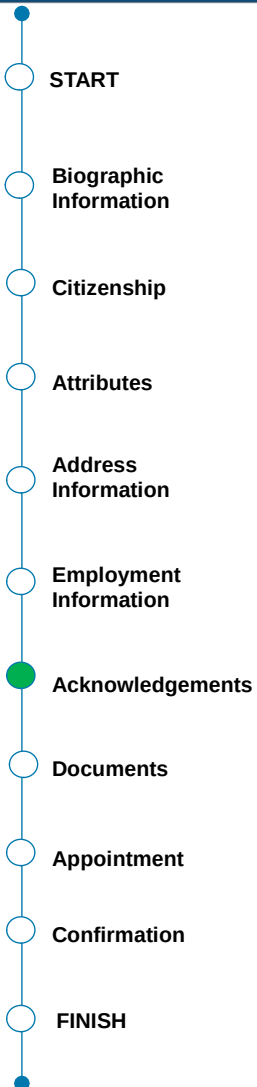
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Answer Disclosure Questions (Step 7 of 10)

* 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®.

Yes No

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

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:

- 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®

Yes No

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

Part B. Criminal History

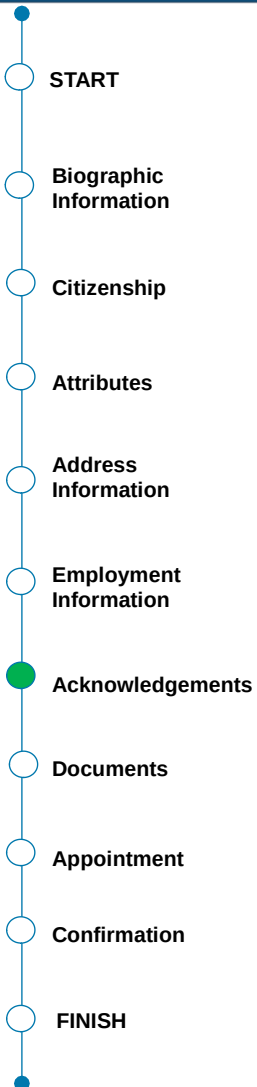
1. * Excluding juvenile cases unless convicted as an adult, have you been convicted, pled guilty including "no contest" (nolo contendere), or found not guilty by reason of insanity, of any disqualifying felony listed below in any jurisdiction, military or civilian?

- 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(g); 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.

Yes No

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

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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

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, 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?

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

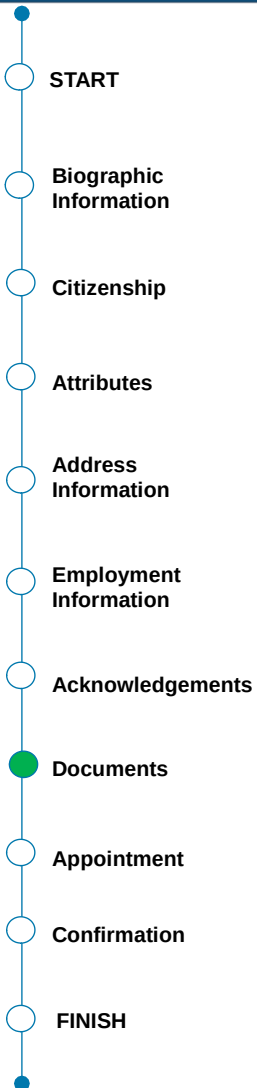
6. * I understand that I must return my TWIC® to the address provided on the credential if I:

Yes No

- 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.

✕ Cancel ◀ Back Next ▶

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Determine Documents (Step 8 of 10) * Required Fields

Please select the required documents to bring to your enrollment. Then click 'Next' to continue or 'Cancel' to exit.

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. If you have either of these documents, bring them to your enrollment.

* Document

-- Choose One --

* Do the names (first, middle, last) on your identity documents match (ex. driver's license and birth certificate)? For Example:

Yes No

- Answer NO if your driver's license has your married name and your birth certificate has your maiden name. In this example, you must provide a marriage certificate that links the name on the birth certificate to the name on the driver's license. In some cases, multiple name change documents are necessary to link identity documents.
- Answer YES, if your FIRST and LAST NAMES MATCH on all documents. It is acceptable if one document includes your full middle name and a second document includes your middle initial, as long as first and last names match exactly.

✖ Cancel

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TWIC Qualified Reader List

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TWIC® Pre-Enrollment

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



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  Number of Results:  Cancel BackNext 

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Select Date and Time (Step 10 of 10)

Select a preferred date and time for your appointment at the specified location. Then click 'Submit' to confirm or 'Cancel' to exit. If you are unable to make an appointment for the available times or all appointments are booked, click the 'Back' button below, (not the browser's back button) to select another location. TWIC and HME walk-in applicants will be prioritized due to employment requirements.

Appointment Date and Time (first available displayed by default)

* Select Date

Thursday, Nov 24th, 2016

* Select Time

08:20 AM

- OR -

☐ Walk-In

Location Details

Franklin, TN

Location ID: 837270091

UESCS-91 Test Location

6840 Carothers

Franklin, TN 37067

Hours:

Monday - Friday: 08:00 AM - 05:00 PM

 Get Email Alerts for this location

 Cancel

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 Submit

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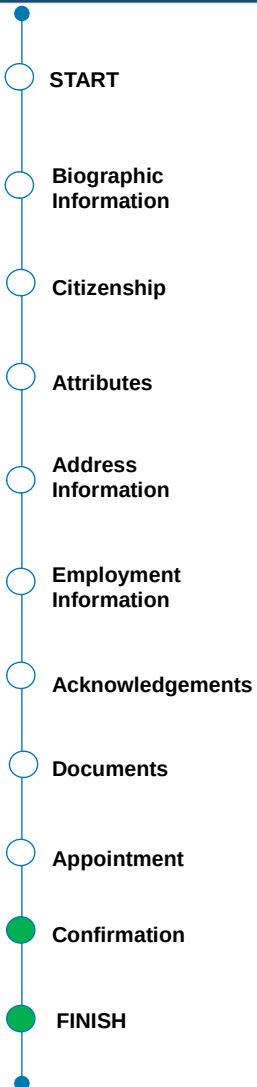
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Spanish

TWIC®

You have successfully completed the online application.
You should receive a confirmation email if you provided an email address.

Pre-Enrolled
Please visit an enrollment center within 120 days to complete your enrollment.

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.

Status as of 11/23/2016.

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

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

Done

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Part 2

TWIC® In-Person Standard (New) Enrollment Workflow

TWIC® Standard Enrollment

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- Notices
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- Employment Information
- Biometrics
- Acknowledgements
- Card Issuance
- Fee Payment
- Submission/Confirmation
- Survey
- FINISH

Service Location: Nashville, TN (8023)

Search

*Search Method

UE ID

*UE ID

U26S755VN2

Search

Clear

Message Center

Date	Subject
------	---------

Search Results

Last Name	First Name	MI	Program - Service	Appointment
henderson	steve	r	New	Walk-In

*Arrival Time

10 : 0 AM

Next

*Confirm Date of Birth

06/25/1980

New Customer

New

Walk-In

Admin

TWIC® Standard Enrollment

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

Universal Enrollment Services

Enter Customer Information

Enrolling Under

*First Name
steve

*Middle Name
r

*Last Name
henderson

Suffix
Junior

*Gender
Male

*Date of Birth
06/25/1980
June 25, 1980

Contact

*Preferred Language
English

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

Email
.....

Email (Confirm)
shenderson@morphotrust.com

Country Code
United States (+1)

Phone 1
- -

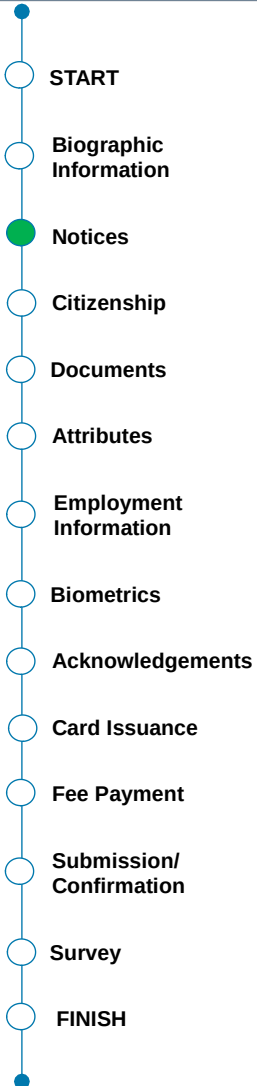
Country Code
United States (+1)

Phone 2
- -

*Preferred Method of Contact
Email

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TWIC® Standard Enrollment



Universal Enrollment Services

TWIC® - ENROLL

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.

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Prove Identity

TWIC® - ENROLL

Determine Citizenship

*Country of Birth

United States

*City of Birth

asdf

*Country of Citizenship

United States

*State/Province of Birth

Alabama

Identity

Biographics

Fingerprints

Face

Disclosure

Location

Fee

Payment

Signature

Survey

Submit

Next

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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

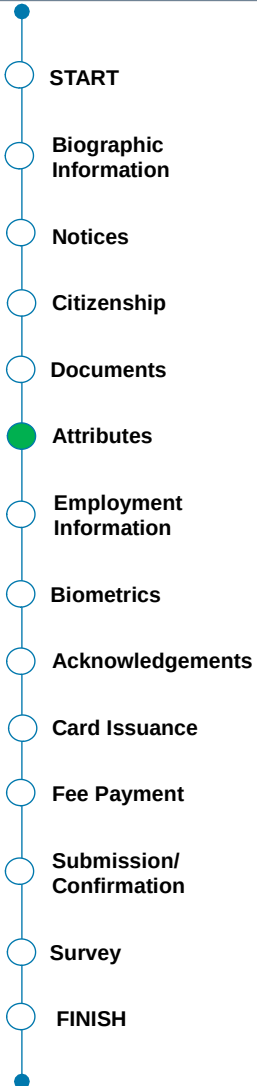
Signature

Survey

Submit

Next

TWIC® Standard Enrollment



Capture Biographics TWIC® - ENROLL

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 x

Enter Personal Information

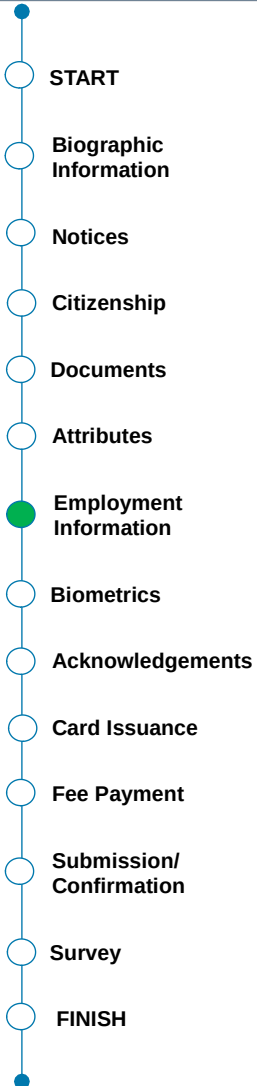
*First Name	*Middle Name	*Last Name	Suffix	*Date of Birth	*Gender
steve	r	henderson		06/25/1980 June 25, 1980	Male

☒ US ☐ Metric	*Hair Color	*Eye Color
*Height: 6 ft 2 in *Weight: 230 lbs	Blond or Strawberry	Blue

Social Security Number	Social Security Number
*** ** *	555-55-5555

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

TWIC® Standard Enrollment



A screenshot of a web application window titled 'Capture Biographics' with a sub-header 'TWIC® - ENROLL'. The main content area is titled 'Enter Employment Information'. It contains two dropdown menus: '*Employment Status' with the selected value 'Pre-Employment/Unemployed', and '*Occupation or Trade' with the selected value 'Contractor/Service Provider to Maritime Facility'. At the bottom of the window is a navigation bar with a 'Back' button and a series of tabs: Identity, Biographics (highlighted), Fingerprints, Face, Disclosure, Location, Fee, Payment, Signature, Survey, and Submit. A 'Next' button is located to the right of the Submit tab.

Capture Biographics TWIC® - ENROLL

Enter Employment Information

*Employment Status
Pre-Employment/Unemployed

*Occupation or Trade
Contractor/Service Provider to Maritime Facility

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 x

Accepted

NFIQ: 1
Digit: 6

NFIQ: 1
Digit: 1

Recapture

Comment:

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 x

Accepted

NFIQ: 2
Digit: 3

NFIQ: 1
Digit: 2

NFIQ: 1
Digit: 4

NFIQ: 1
Digit: 5

Recapture

Comment:

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

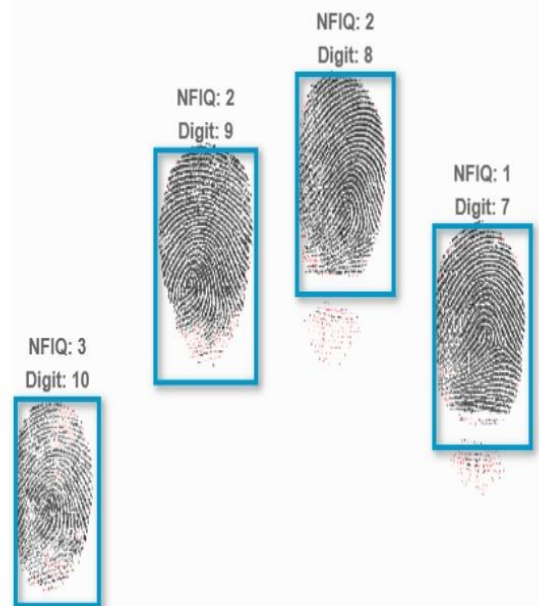


TWIC® Standard Enrollment

- 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



[Recapture](#)

[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

Center Face within Guidelines



Accepted



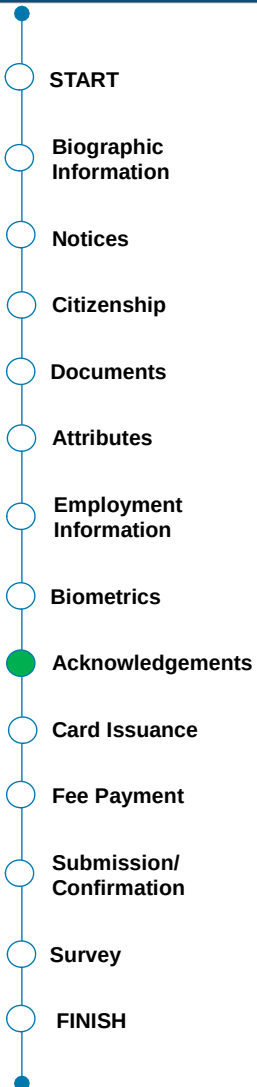
Please ensure photo is compliant before continuing

Preview

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

Next

TWIC® Standard Enrollment



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®.

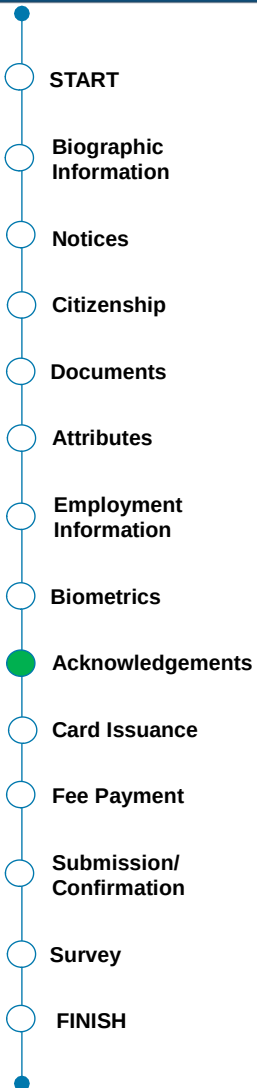
2. I understand that if I plan on applying for or renewing a Coast Guard (CG)-issued merchant mariner credential, but do not provide my Social Security Number and proof of citizenship during enrollment, I will be required to visit a CG Regional Examination Center to provide this information before my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



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

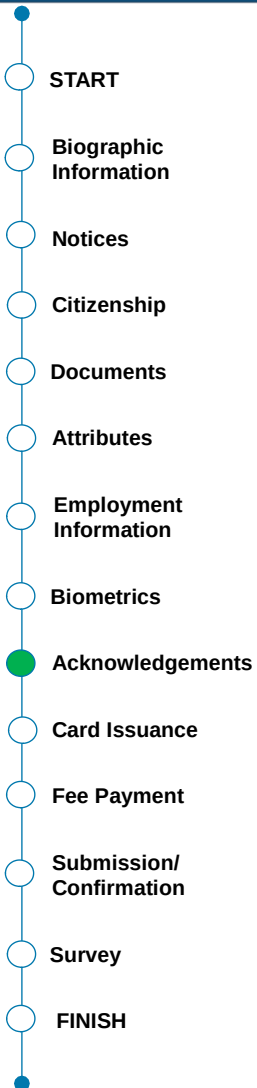
Signature

Survey

Submit

Next

TWIC® Standard Enrollment



Capture Disclosure

TWIC® - ENROLL

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

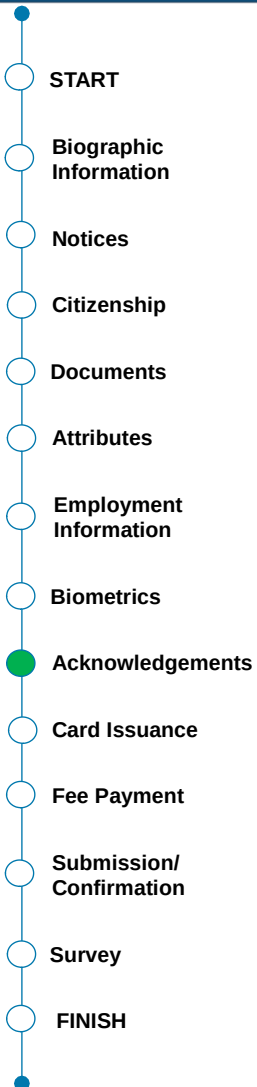
Signature

Survey

Submit

Next

TWIC® Standard Enrollment



Capture DisclosureTWIC® - ENROLL

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

Search

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

Next

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

Next

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
- Attributes
- Employment Information
- Biometrics
- Acknowledgements
- Card Issuance
- Fee Payment**
- Submission/ Confirmation
- Survey
- FINISH

Signature

TWIC® - ENROLL

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

Accepted

*PIN
●●●●●● Access



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

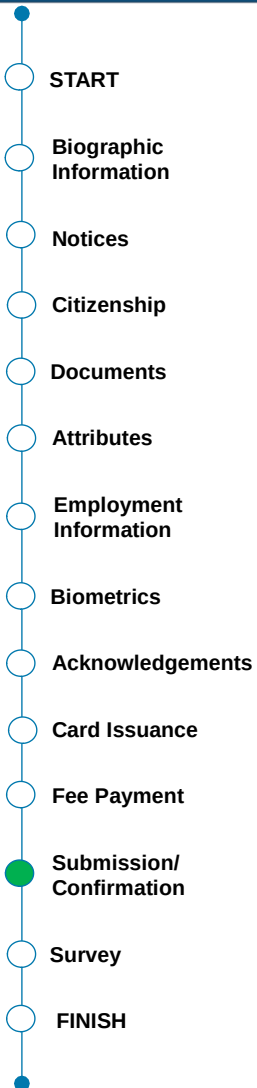
Signature

Survey

Submit

Submit

TWIC® Standard Enrollment



Submit Enrollment

TWIC® - ENROLL

Summary

Services		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...
Payment		Notification Method:	shenderson@morphotrust.com
Credit Card ending in (1111)	\$125.25	Credentials will be shipped to:	
Amount Paid: \$125.25		2501 McGavock Pike	
		Nashville, Tennessee 37214-1225	

Reprint

Identity

Biographics

Fingerprints

Face

Disclosure

Location

Fee

Payment

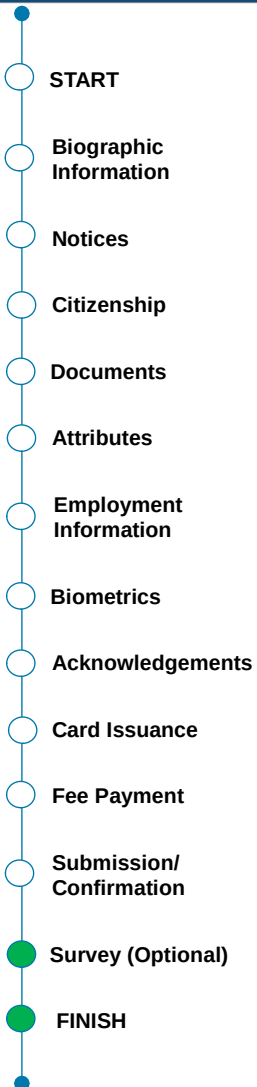
Signature

Survey

Submit

Finish

TWIC® Standard Enrollment



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

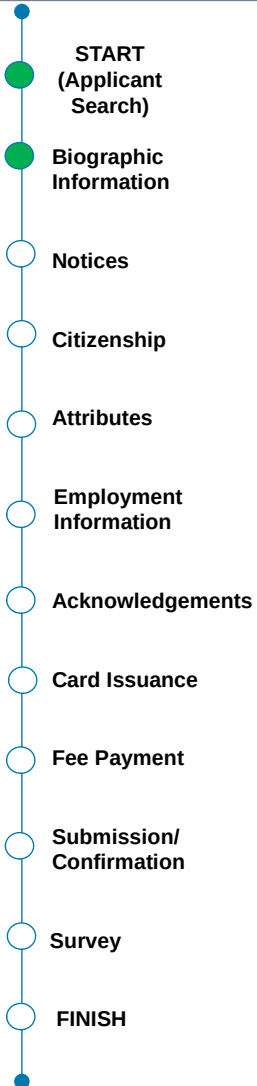


Part 3

TWIC® Online Renewal Workflow (Proposed)

TWIC® Online Renewal

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



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

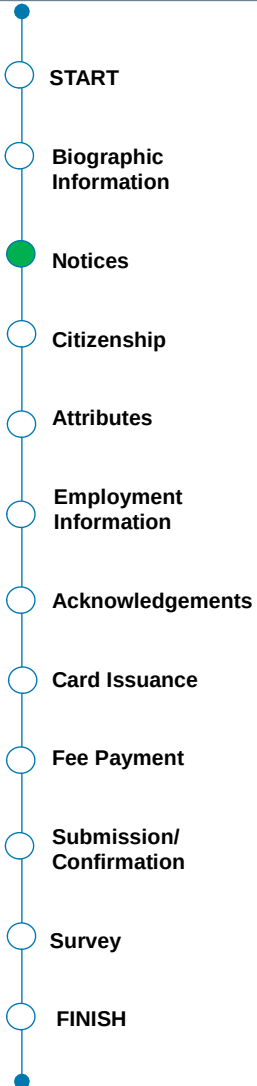
Phone 2

* 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.



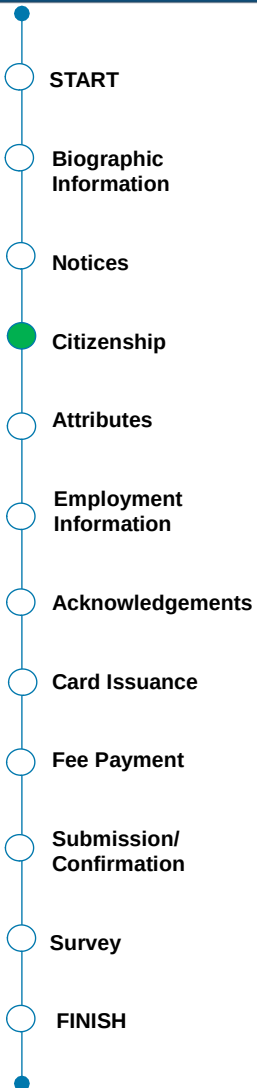
Important Notes

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.



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

-- Choose One --

* City of Birth

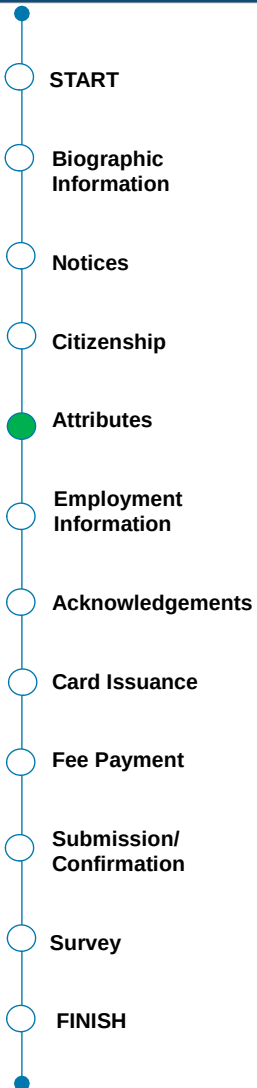
* Country of Citizenship

-- Choose One --

✖ Cancel ◀ Back Next ▶

TWIC® Online Renewal

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



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?

* Have you ever used an alias?

* Is your mailing address the same as your residential address?

* Have you lived at your current residential address for more than five (5) years?

* Are you applying for a TWIC as part of the Merchant Mariner Credentialing process?

* Are you currently serving, or have you ever served, in the Armed Forces of the United States?

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
-- Choose One --

* Address Line 1

Address Line 2

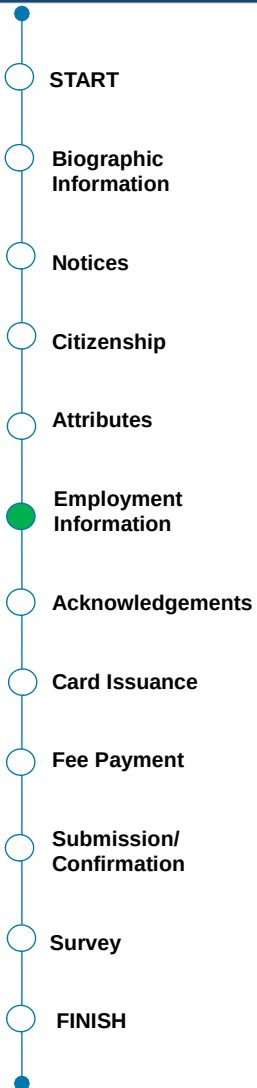
* City

* Postal Code

✕ Cancel ◀ Back Next ▶

TWIC® Online Renewal

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



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

-- Choose One --

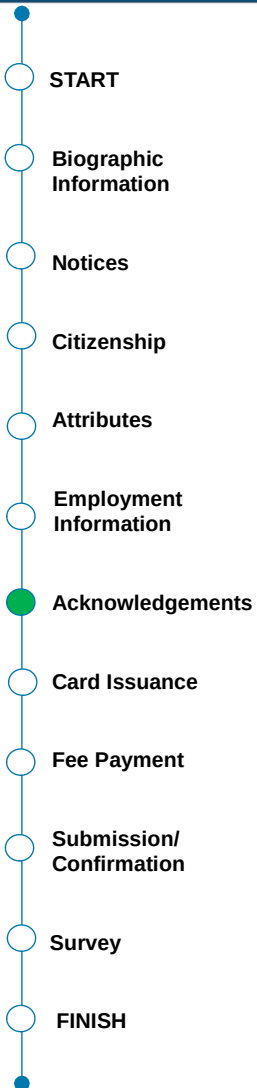
* Occupation or Trade

-- Choose One --

✖ Cancel ◀ Back Next ▶

TWIC® Online Renewal

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



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®.

Yes No

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

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:

- 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®

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

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?

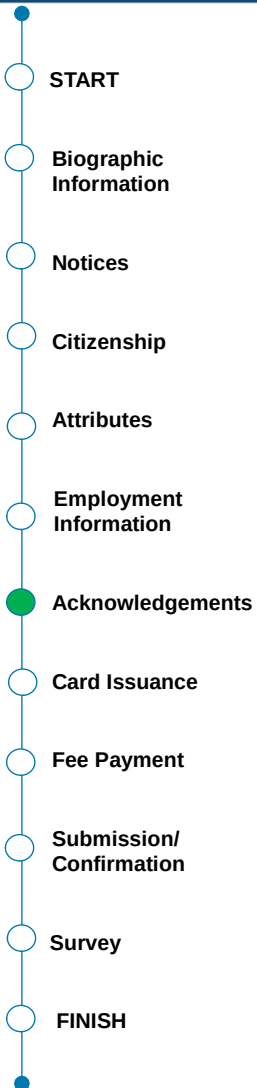
Yes No

- 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.



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

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, 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?

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:

Yes No

- 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.

✕ Cancel ◀ Back Next ▶

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

Select Shipping Location Option

Address on File

asdf
asdf, AL 37129

Enrollment Center

POSTAL CODE - or - CITY

Search

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 asdfsad 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

04/30/2021

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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

Calculate Total Fee

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

Charge

***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 x

Summary

Services		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...
		Notification Method:	shenderson@morphotrust.com
Payment		Credentials will be shipped to:	
Credit Card ending in (1111)	\$125.25	2501 McGavock Pike	
	Amount Paid: \$125.25	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

 **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

☐ ☐ ☐ ☐ ☐

0%

***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® Post-Enrollment Survey

TWIC® Post-Enrollment Survey

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.

Do you want to participate in this optional

YES

NO



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%

