## HSPD-12 NEWSFLASH

### Request Reprint (Re-enrollment is not required)

- Request reprint if the employee needs a new credential, but does not have to re-enroll. For example:
  - Manufacturer caused defect with credential
    - Information printed incorrect on the card but is correct in USAccess
    - Defective card, registrar unable to activate
  - Change to the emergency response official designation
    - Card printed without designation (FERO)
  - Change to the employee type
    - Employee changed from county to federal
    - Employee change from contractor to federal
  - Damage to credential when delivered
    - Card is warped, punctured, cracked
    - Card is not well put together
  - Applicant caused damage
    - Ran over with car
    - Wash with laundry

Be sure to keep a log of cards that were reprinted due to manufacturer defect to ensure they are receiving the proper reimbursement for the cost of the reprint.

### Request Reissue (Re-enrollment is required)

- Request a reissuance if there is an employee caused change, damage to the credential and employee requires a new credential. For example:
  - Change to what is printed on the credential
    - Name change due to marriage or divorce
    - Include middle initial
    - Need to add suffix
  - Biometric Change to what is embedded on the chip
    - Biometrics printed or embedded electronically on the card are no longer valid.
  - Manufacturing/Process defect that can only be corrected by re-enrolling
    - Registrar input wrong eye color, picture did not render well
  - Credential is lost or stolen
    - Card not available and cannot be located

Be sure to keep a log of cards that were reissued due to manufacturer/processor defects to ensure they are receiving the proper reimbursement for the cost of the reissue.

### Questions About This Newsflash or HSPD-12?

USDA HSPD-12 Website: http://lincpass.usda.gov

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