



## \*HSPD-12 NEWSFLASH\*

### **SUBJECT: DEFECTIVE CARDS**

USDA HSPD-12 PMO is centralizing the return of defective cards to simplify the process for Sponsors and Security Officers. The Office of Security Services will manage the defective cards and send them to GSA MSO for reimbursement.

What qualifies as a defective LincPass?

- Poor print quality
- De-lamination or an external physical defect (like manufacturing punctures)
- LincPass does not read in card reader after Activation

**When returning the credentials, please do not punch holes in the card or the chip, as this will prevent an accurate assessment of the problem and may prevent the agency from being reimbursed for the cost incurred for reprints.**

Along with this Newsflash, attached is a request document created for record management of defective credentials. Please send the request document with the credentials to:

Justin Sotherden  
Physical Security Specialist  
USDA/DA/OSS  
300 7th Street SW Suite 101  
Washington, DC 20024-2511  
202-690-0230

### **QUESTIONS ABOUT THIS NEWSFLASH OR HSPD-12?**

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

Contact the USDA HSPD-12 Help Desk:

Toll Free: 1-888-212-9309

Local: 703-245-7888

Email: [hspd12@ftc.usda.gov](mailto:hspd12@ftc.usda.gov)





## LINCPASS CREDENTIAL RETURN REQUEST

REQUESTOR: \_\_\_\_\_  
 EMAIL ADDRESS: \_\_\_\_\_ PHONE NO: \_\_\_\_\_  
 SITE NAME \_\_\_\_\_  
 SITE ADDRESS \_\_\_\_\_

**DEFECT: (please check all that apply):**

- |                          |   |          |       |
|--------------------------|---|----------|-------|
| <input type="checkbox"/> | Poor print quality  | Quantity | _____ |
| <input type="checkbox"/> | Delamination or external physical defect <u>before</u> Activation | Quantity | _____ |
| <input type="checkbox"/> | Card does not read <u>during</u> Activation                       | Quantity | _____ |
| <input type="checkbox"/> | Card does not read in field <u>after</u> Activation               | Quantity | _____ |
| <input type="checkbox"/> | Other – please explain below                                      | Quantity | _____ |

Comments:

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Please write-in Names and Serial Numbers for all cards that are damaged or of poor quality that are being returned in the table below; or if more space is needed, on an attached list that includes the same 4 fields.

No.	Name	Serial Number	Re-print/Re-Issue Request Submitted? [Y/N, Y-date]
1.			
2.			
3.			

Attach list and/or Packing Slip, if necessary.

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**Please deliver or mail request, packing slip, and any card(s) via Certified/Signature Required Delivery**

**(FedEx, UPS, or USPS) to:**

Justin Sotherden  
 Physical Security Specialist  
 USDA/DA/OSS  
 300 7th Street SW Suite 101  
 Washington, DC 20024-2511  
 202-690-0230  
[justin.sotherden@da.usda.gov](mailto:justin.sotherden@da.usda.gov)

