



**Q: What card shipping address should I use for the mobile station?**

There is a single card shipping address that should be assigned to any Applicant using a mobile station.

EmpowHR: Use the 40003 USDA – Mobile Circuits selection on the card shipping screen

PayPers: On the card shipping screen, select “Colorado” as the state and then select “USDA – Mobile – Centre Avenue” as the site. **DO NOT** confuse this with the “USDA – Centre Avenue” location as that is the Ft. Collins fixed enrollment station location.

**Q: Can I change the location to a mobile station for an Applicant that has already been certified and sent to GSA?**

Yes, assign the mobile enrollment card ship code prior to the Applicant enrolling. If the Applicant has already received their enrollment notification email, you will need to send them a copy of the mobile enrollment specific email OR direct them to look up their mobile station via the USDA Mobile Enrollment locator website (<http://hspd12.usda.gov/StationsUtil/EnrollmentStations.aspx>) prior to scheduling an enrollment appointment via the GSA scheduling tool.

**Q: For EmpowHR agencies, will the mobile enrollment card shipping address automatically be chosen for records already certified where the work location is a mobile enrollment location?**

Yes, the throttle will ensure that records with a work location mapped to a mobile enrollment station will flow automatically to USAccess without the Sponsor having to go back into EmpowHR and selecting the mobile enrollment shipping code. However best practices are to manually select the shipping code whenever possible.

**Q: Why are Applicants set to go to a mobile enrollment station that is not open yet are receiving emails to schedule enrollment?**

There are 2 reasons for this:

- 1) Anyone assigned the mobile shipping code will get an email once sponsorship is completed (or for EmpowHR once the record is sent to GSA).
- 2) Anyone in EmpowHR that does not have a card shipping address assigned, but has a work location mapped to a mobile enrollment station that has been put into the “throttle” will receive the email once Sponsorship is complete

**Q: What if the records could not be prepared in time or the Applicant was unable to enroll at the mobile station while it was open?**

It is the agency’s decision as to whether or not to direct their Applicants to go to the next closest station. USDA will be evaluating how many Applicants are left after the mobile enrollment circuits complete at the end of this summer and if any additional mobile stations will be deployed.