



Transportation Worker Identification Credential (TWIC®)

Security Programs

A vital security measure that will ensure individuals who pose a threat do not gain unescorted access to secure areas of the nation's maritime transportation system.

Latest News!

1) **UPDATED! TWIC Processing Delays:** Currently, some TWIC applicants are experiencing delays of more than 60 days to receive their TWIC. We regret any inconvenience or difficulty this may be causing, and are working diligently to reduce the time it takes to process all TWIC applications. The delay mentioned above applies to applications that involve criminal history records or immigration status that must be verified, although others may also experience a delay. **We strongly encourage all applicants to apply for their TWIC at least 10 to 12 weeks prior to when the card will be required to avoid inconvenience or interruption in access to maritime facilities.**

2) **NEW! Reporting Non-Receipt of Mailed TWICs:** TWIC applicants who request to receive their TWIC card by mail will receive a phone or email notification that the card has been mailed. After notification that the card has been mailed, applicants have 60 days to report non-receipt of the card by contacting the Universal Enrollment Services (UES) Call Center at: (855) 347-8371. Failure to report non-receipt of the card within 60 days will result in a \$60 fee to replace the lost card.

3) **NEW ENROLLMENT REQUIREMENTS FOR U.S.-BORN TWIC APPLICANTS:**

Starting on July 1, 2015 Transportation Worker Identification Credential (TWIC®) applicants who were born in the United States, and who claim U.S. citizenship, must provide documents to prove their citizenship. Applicants need to bring one document from List A, or two documents from List B as shown below.

Until July 1, 2015 TWIC applicants who were born in the U.S. may continue to certify that they are U.S. citizens by checking the box on the electronically signed TWIC application and bring documents as listed on the UES website [here](#) [1].

TSA is making this change to align TWIC proof-of-citizenship requirements with those of other TSA programs such as the Hazardous Material Endorsement and TSA Pre✓ programs. Requiring proof of citizenship at the time of enrollment will ensure that all TWIC applicants meet eligibility requirements for the credential.

Acceptable Documentation Providing Proof of U.S. Citizenship

List A: Bring one of the following:

- Unexpired U.S. Passport (book or card) – demonstrates U.S. Citizenship
- Unexpired U.S. Enhanced Driver's License (EDL) – demonstrates U.S. Citizenship if indicated on card
- Unexpired Enhanced Tribal Card (ETC) – demonstrates U.S. Citizenship
- Unexpired Free and Secure Trade (FAST) Card – demonstrates U.S. Citizenship if indicated on the card
- Unexpired NEXUS Card – demonstrates U.S. Citizenship if indicated on the card
- Unexpired Secure Electronic Network for Travelers Rapid Inspection (SENTRI) Card -- demonstrates U.S. Citizenship if indicated on the card

- Unexpired Global Entry Card -- demonstrates U.S. Citizenship if indicated on the card

List B: Or, bring one of the following plus a government-issued photo ID:

- Original or certified copy of birth certificate issued by a State, county, municipal authority, or outlying possession of the U.S. bearing an official seal
- U.S. Certificate of Citizenship (N-560 or 561)
- U.S. Certificate of Naturalization (N-550 or 570)
- U.S. Citizen Identification Card (I-179 or I-197)
- Consular Report of Birth Abroad (FS-240)
- Certification of Report of Birth (DS-1350)
- Certification of Birth Abroad (FS-545)
- Expired U.S. passport within 12 months of expiration*

*An expired U.S. passport may not be presented by itself. It must be presented with at least one other document (and a name change document if needed).

4) NEW TWIC FEE:

On February 1, 2015 the TWIC fee was reduced to \$128.00. The \$1.75 reduction was due to lowered FBI fingerprint processing charges. TWIC applicants paying by company check or money order need to make sure the check or money order is made out for exactly \$128.00. Enrollment centers cannot accept cash or make refunds for checks or money orders over the correct amount.

Why was the fee changed?

All TWIC applicants must successfully complete a criminal history records check (CHRC). The CHRC requires an applicant's fingerprints to be submitted to the Federal Bureau of Investigation (FBI) Criminal Justice Information Service (CJIS) for a check. The FBI charges a fee for this service. TSA factors this FBI fee into the total fee collected from a TWIC applicant. The FBI recently announced that, beginning on February 1, 2015, it will reduce its fee by \$1.75. (Volume 79 Federal Register, No. 207, Page 63943 (October 27, 2014)). Therefore, as of February 1, 2015, TSA reduced the total fee collected from a TWIC applicant from \$129.75 to \$128.00.

5) NEW! Cards with Missing Fingerprint Files: Recently a number of TWIC cards were issued without the digital fingerprint file necessary to biometrically confirm identity using a TWIC reader. This problem only affects a limited number of cards issued after May 4, 2014. To determine if your card is affected please compare the Agency Serial Number (ASN) printed on the back of the TWIC against the list of affected cards [here](#) [2]. If your card is on the list please contact the UES Call Center at (855) 347-8371 to obtain a free replacement. With the exception of the missing fingerprint file, the affected cards are valid and function with readers.

More information, and a guide to finding a card's ASN, is available [here](#) [3].

6) Extended Expiration Date (EED) TWIC Initiative Ends: The opportunity to obtain an Extended Expiration Date (EED) TWIC ended on December 31, 2014. To renew an expiring TWIC all workers must complete a full enrollment.

7) UPDATED! Truncated Last Name on TWIC Card: TWIC cards issued since May 2014 truncated the number of characters printed on cards for individuals with long last names. Version 2.3 TWIC® cards printed prior to 12/12/2014 printed only the first 14 characters of a person's last name. The number of characters includes spaces, hyphens, and apostrophes in the person's last name. The printed last name is always followed by a comma. If a person's last name exceeds 14 characters, all characters after the 14th are not printed. A comma follows immediately after the 14th character.

Version 2.3 TWIC cards printed on or later than 12/12/2014 are printed with a maximum of last name 19 characters, followed by a comma.

Despite the limited space available on the card, TSA is exploring ways to print the full last name on the



card regardless of the number of characters. Security personnel should be aware that some TWIC holders will have authentic cards although their full last name, as printed on the card, may be truncated.

8) **Reminder—Appointments are Not Necessary:** All TWIC services are available at UES enrollment centers to walk-ins as well as those with appointments. Those with appointments receive priority service at their appointment time, but walk-ins are served in the order they arrive. The appointment schedules at each enrollment center allow for time to serve walk-ins. If you need to apply for a TWIC, or pick up a card, and can't find a convenient appointment go to the enrollment center as a walk-in. The average wait time at enrollment centers is 15 minutes or less, although at peak times longer waits may be experienced.

9) **New Card Topography Features:** UES enrollment centers are receiving and issuing cards produced by the Government Printing Office (GPO). The general appearance and security features of the new cards are similar to previous versions, but contain several changes:

Card Front:

- Expiration date format is now YEAR MONTH DAY (YYYYMMDD) example: 2016APR22
- Card front: A period "." follows the middle initial, example: W.

Card Back:

- Version moved to above the magnetic stripe ("TWIC v2.3 MM.YY").
- The smaller 1D bar code above the magnetic stripe has been replaced by a card stock identifier sequence.
- The label "ID One PIV (1107253)" has been added above the magnetic stripe.
- The printing below the larger 1D barcode now includes the System Code (7099), example: 70991234

The Technical Advisory with details on card topography changes is available [here](#) [4].

10) **New Card Technical Features:** As a result of the transition to the new system, the TWIC Certificate Authority (CA) changed. TWIC readers programed to check the TWIC Certificate Revocation List (CRL) must be redirected to the new CA. The technical advisory for this change was also previously posted to the TWIC website. The direct link to the advisory is [here](#) [5].

11) **Cards with Missing Fingerprint Files:** Recently a number of TWIC cards were produced without fingerprint template files. These cards have expiration dates from 2019MAY22 through 2019MAY30. Not all cards within this expiration date range are affected. The affected cards are otherwise functional with readers and are valid. No cost replacement cards are available to individuals who received these cards. More information about this issue is available [here](#) [6]. A list of affected cards is available [here](#) [7].

Transportation Workers

If you need further information, please contact the UES Call Center at 1-855-DHS-UES1 (1-855-347-8371) Monday through Friday from 8 AM - 10 PM Eastern.