



HSPD-12 NEWSFLASH

	Request Reprint (Re-enrollment is not required)	Request Reissue (Re-enroll is required)
SPONSOR	Request reprint if the employee needs a new credential, but does not have to re-enroll. For example:	Request a reissuance if there is an employee caused change, damage to the credential and employee requires a new credential. For example:
	<ul style="list-style-type: none"> • Manufacturer caused defect with credential <ul style="list-style-type: none"> ○ Information printed incorrect on the card but is correct in USAccess ○ Defective card, registrar unable to activate 	<ul style="list-style-type: none"> • Change to what is printed on the credential <ul style="list-style-type: none"> ○ Name change due to marriage or divorce ○ Include middle initial ○ Need to add suffix
	<ul style="list-style-type: none"> • Change to the emergency response official designation <ul style="list-style-type: none"> ○ Card printed without designation (FERO) 	<ul style="list-style-type: none"> • Biometric Change to what is embedded on the chip <ul style="list-style-type: none"> ○ Biometrics printed or embedded electronically on the card are no longer valid.
	<ul style="list-style-type: none"> • Change to the employee type <ul style="list-style-type: none"> ○ Employee changed from county to federal ○ Employee change from contractor to federal 	<ul style="list-style-type: none"> • Manufacturing/Process defect that can only be corrected by re-enrolling <ul style="list-style-type: none"> ○ Registrar input wrong eye color, picture did not render well
	<ul style="list-style-type: none"> • Damage to credential when delivered <ul style="list-style-type: none"> ○ Card is warped, punctured, cracked ○ Card is not well put together 	<ul style="list-style-type: none"> • Credential is lost or stolen <ul style="list-style-type: none"> ○ Card not available and cannot be located
	<ul style="list-style-type: none"> • Applicant caused damage <ul style="list-style-type: none"> ○ Ran over with car ○ Wash with laundry 	Be sure to keep a log of cards that were reissued due to manufacturer/process defects to ensure they are receiving the proper reimbursement for the cost of the reissue.
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.		

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

