

# NOTICE ABOUT TWIC

TSA is upgrading its technology to improve reliability, expand capabilities, and more effectively support TSA's mission. During the system upgrade, specific TWIC card services will be **TEMPORARILY UNAVAILABLE**.

TSA recommends that TWIC applicants take note of these important dates and plan accordingly:

- **Services for Card Transfers, Card Replacements and Extended Expiration Date (EED) TWIC will be unavailable from Tuesday, April 22<sup>nd</sup> through Sunday, May 4<sup>th</sup>, 2014:**  
If you need to utilize these services and require your TWIC prior to or during this time period, please place your order on or before Monday, April 14<sup>th</sup>.
- **Card Pick- Up, Activation and Personal Identification Number (PIN) Resets will be unavailable from Saturday, April 26<sup>th</sup> through Sunday, May 4<sup>th</sup>, 2014:**  
If you have a card that is ready for pick up and activation or need to have a PIN reset, please consider visiting the designated Universal Enrollment Services (UES) enrollment center for activation by Friday, April 25<sup>th</sup> or after May 4<sup>th</sup>.

## **ENROLLMENT SITES WILL BE OPEN AND AVAILABLE**

Please note that all enrollment sites for TWIC, HME and TSA Pre✓™ Application Program WILL BE OPEN and AVAILABLE for enrollment services and NOT impacted by the system upgrade. All TWIC card services will become available beginning Monday, May 5<sup>th</sup>.

It is likely that enrollment sites may be busier than usual immediately before and after the upgrade, so stakeholders may choose to obtain card services a few weeks before or after the system upgrade if flexibility allows.

If you have any questions about the availability of card services, please contact the Universal Enrollment Services (UES) Call Center at 1-855-DHS-UES1 (855-347-8371) between 8am – 10pm Eastern, Monday through Friday. For additional information on TWIC, HME or TSA Pre✓™ application program enrollment services, please visit <https://universalenroll.dhs.gov/>.