

Authorized Signers,

Just a few reminders and some information on a modification in processing requests for badge changes.

New Process

Badge Changes - Adding or Removing endorsements:

- Complete a Badge Request Form and email to AVBadging@cltairport.com requesting the change versus sending the employee to the office. (E.g. adding Escort or a Customs Seal).
- If requesting to add DR, the employee *will need to come to the office* with the form and complete the training – an appointment will be necessary.
- Once the change has been made, our team will coordinate with you to exchange/pick up the new badge.

***Reminders*: Do Not Send the employee to the office to renew their badge.**
If the staff indicates a need, they will notify the AS. (E.g. employee photo needed)

(Modified) Badge Renewals:

- AS submits an application for the employee through the portal.
- Employee must complete the disqualifying crimes email before arrival and before we can proceed.
- AS emails AVBadging@cltairport.com with the renewal request.
 - **** Please plan ahead & consolidate email requests. If multiple employee renewals are needed, email together with at least a 7-day lead time.***
 - The Credentialing team will process the renewal and email the AS if additional information is needed and/or when it is ready for pick up.
 - DR training is deferred at this time for renewals. If a New DR endorsements is being added, the training is required.
- When picking up badges, please bring copies of valid IDs and original Customs Seals letters (as applicable).
- All original documents must be signed prior to copying/scanning.
- The AS will need to retrieve the employee(s) badge(s) at a location other than the Credentialing office. The AS brings the badge(s) to the office for the exchange.

- The current badge will not be deactivated until it is exchange in the office by the AS.
- The AS distributes the badge to the employee. **PLEASE DO NO HAVE THE EMPLOYEE COME INTO THE OFFICE.** THE GOAL IS TO CONSOLIDATE TRANSACTIONS, LIMIT OFFICE VISITS, MINIMIZE OFFICE CONGESTION AND MAINTAIN SOCIAL DISTANCING FOR THE SAFETY OF CUSTOMERS AND STAFF.

Regulatory Training:

- When considering Training and Training Appointments keep in mind;
 - Only NMA/DR Training is required for adding “new” DR endorsements, and as always SIDA Training for New Badge Holders (that is All badge types except public and sterile areas) is required.
 - Note - *If a sterile area Badge Holder is an AS, they must also complete SIDA training.
 - Badges that include a DR endorsement. DR training is still required for New DR endorsements but has been deferred for renewals with existing DR endorsements during COVID-19 operations.
 - Return to work after a security/safety suspension violation when indicated/applicable (Prior arrangements required but no appointment is necessary)

Appointment No-Shows:

As a reminder, please make certain that you are cancelling any appointments that will go unfilled. In addition, please confirm the appointment details with your employee to ensure that they will indeed be attending the appointment. We are currently experiencing a ~30% NO SHOW rate with our appointments.

We have once again been experiencing a high “no-show” rate. When companies block appointments and then they go unused, it makes it difficult for everyone to get the slots they need. If possible utilize the appointment for another employee by sending an email ahead of the appointment to AVBadging@cltairport.com.