



Transportation Security Administration

Transportation Security Administration
Office of Law Enforcement/Federal Air Marshal Service

Handbook: Badge and Credential Program

Attachment to TSA MD 2800.11

Version 3

Document Change History

Version	Date	Description
1	January 2014	Baseline Release.
2	March 2015	Changes in OSO Badge and Credential Reporting Requirements.
3	January 2017	<ul style="list-style-type: none">• NOTE to Section 3.3.1(C) was removed so that OSO employee retired badge requirements now mirror the standards in place for other TSA employees;• Changes made to badge and credential, and retired badge and credential processing requirements for TSOs, FFDOs, ASOs, and TSS-LEs;• Changes made to requirements for the processing of badges and credentials upon transfer, separation, and return and property management /inventory control requirements; and• Other minor editorial changes made throughout the document.

EFFECTIVE DATE AND IMPLEMENTATION: This Handbook is effective immediately upon signature.

Signed

January 12, 2017

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1.0 Introduction

1.1 Scope

This handbook applies to all authorized TSA Organizational Elements (OEs) and employees.

1.2 Purpose

The purpose of this Handbook is to provide guidance and instruction for the dissemination of official TSA badges and credentials, including retired, memorial, and commemorative badges and credentials. The procedures outlined within this Handbook are applicable to all TSA employees and retirees pursuant to [TSA MD 2800.11, *Badge and Credential Program*](#).

1.3 Definitions *(In alphabetical order)*

Except where specifically identified below, all definitions associated with the TSA badge and credential process may be found in TSA MD 2800.11.

1. Airport Information Management (AIM) System: A coordinated suite of web-based data management modules, within the Enterprise Performance Management Platform (EPMP), with real-time reporting capabilities designed to support multiple facets of daily airport operations. Organizational Element badge and credential roster information is maintained in AIM for property management/record keeping purposes.
2. Federal Air Marshal Identification System (FAMIS): An Oracle-based system designed to collect and store OLE/FAMS employees' personal and work-related information. FAMIS's web-based data entry/retrieval system enables management to access real-time information through various types of reporting capabilities 24 hours a day, seven days a week. The FAMIS application is used to manage and produce FAM and Federal Flight Deck Officer (FFDO) credentials. In addition, Organizational Element (OE) badge and credential roster information is maintained in FAMIS for property management/record keeping purposes.
3. Organizational Element Point of Contact (OE POC): The official acting as the point of contact within the OE for determining whether an employee meets the necessary requirements to obtain a TSA badge and/or credential. In most cases, this is the Business Management Office (BMO) of the respective OE.

NOTE: In the case of OSO, the airport FSD designates who has the role of the OE POC.

4. Performance and Results Information System (PARIS): PARIS is the repository for lost or stolen badge and credential reporting information for select TSA employees, including OSO employees/supervisors. It's designed to accommodate the Transportation Security Administration's (TSA) multi-modal security oversight and enforcement program, and provides an enterprise web-based repository to enter, maintain and retrieve program information, provide key performance metrics regarding personnel performance, activity and results associated with regulatory inspections, assessments, investigations, outreach initiatives, incident reporting and breach (or attempted breaches) of security requirements, security incidents, and any investigations/enforcement actions resulting from same.
5. Transportation Security Operations Center (TSOC): The TSOC provides situational awareness to TSA leadership and serves as TSA's focal point for incident management. It is the primary interface with

the DHS National Operations Center (NOC) for all transportation security issues and events. The mission of the TSOC is to provide 24/7/365 coordination, communication, and collaboration of intelligence and domain awareness for all DHS transportation-related security activities worldwide.

1.4 Acronyms

1. Accountable Property Officer (APO)
2. Airport Information Management (AIM) System
3. Armed Security Officer (ASO)
4. Assistant Federal Security Director for Law Enforcement (AFSD-LE)
5. Enterprise Performance Management Platform (EPMP)
6. Federal Air Marshal (FAM)
7. Federal Air Marshal Identification System (FAMIS)
8. Federal Flight Deck Officer (FFDO)
9. Federal Security Director (FSD)
10. Law Enforcement Officer (LEO)
11. Mission Operations Center (MOC)
12. National Crime Information Center (NCIC)
13. Organizational Element Point of Contact (OE POC)
14. Office of Security Operations (OSO)
15. Office of Inspection Special Agent (OOI SA)
16. Performance and Results Information System (PARIS)
17. Physical Security Section (PHYSEC)
18. Security Services and Assessments (SSA)
19. Supervisory Air Marshal in Charge (SAC)
20. Transportation Security Inspector (TSI)
21. Transportation Security Officer (TSO)
22. Transportation Security Operations Center (TSOC)

1.5 Forms

1. [TSA Form 2808, Access Control Application - PIV/Badge/Credential](#)
2. [TSA Form 2204, Badge and Credential Return Form](#)
3. [TSA Form 255, Certificate of Final Disposition](#)
4. [DHS Form 200-2, Report of Survey](#)

1.6 Who Should Use this Handbook

All persons permanently or temporarily assigned, attached, detailed to, or employed by TSA must follow the guidance in this Handbook and are hereafter referred to generally as “personnel,” unless otherwise specified.

For consideration of sharing this Handbook outside of TSA, please contact the TSA Security Branch directly at CredentialBadgeCustS@tsa.dhs.gov, or at 571-227-4911, for a determination on a case-by-case basis.

2.0 Roles and Responsibilities

All roles and responsibilities associated with the TSA badge and credential process may be found in TSA MD 2800.11.

3.0 Procedures for Badges and Credentials

Except where specifically identified below, all procedures associated with the TSA badge and credential process may be found in TSA MD 2800.11.

3.1 Badges

1. Provision of Badges

- A. FAMs, FFDOs and TSOs: Automatically receive badges from the Security Branch upon completion of their initial organizational training and official appointment to their position. All additional requests for badges after the initial issuance must follow the procedures outlined in section 3.1.1.B below;
- B. OOI SAs, TSS-LEs, AFSD-LEs, and all others (e.g., FSDs, TSIs, Canine Handlers, Attorneys, etc.): Receive badges from the Security Branch upon the request of their FSD, SAC, Supervisor, or Unit Equivalent and upon completion and approval of TSA Form 2808. The request form must be completed and signed by the FSD, SAC, or the Unit Equivalent (electronic signatures that are date/time stamped are accepted and encouraged). *All requests shall be e-mailed to the Security Branch at CredentialBadgeCustS@tsa.dhs.gov.* All submissions shall receive a response within 72 hours acknowledging receipt of the request. If an acknowledgement is not received within this time frame, contact the Security Branch's Badge and Credentialing Unit at 571-227-4911; and
- C. If the request is denied, the originating office will receive an e-mail notification of the denial from the Security Branch with an explanation outlining the reason(s) for the denial.

3.2 Credentials

1. Provision of Credentials

- A. FAMs and FFDOs: Automatically receive credentials from the Security Branch upon completion of their initial organizational training and appointment to their position. TSOs do not receive credentials.¹ All future requests for credentials other than the initial issuance must follow the procedures outlined in section 3.2.1.B below;
- B. OOI SAs, TSS-LEs, AFSD-LEs, and all others: Receive credentials from the Security Branch upon the request of their FSD, SAC, Supervisor, or Unit Equivalent and upon completion and approval of TSA Form 2808. The form must be completed by the Organizational Element POC and signed by the FSD, SAC, or Unit Equivalent (electronic signatures that are date/time stamped are accepted and encouraged). All requests shall be e-mailed to the Security Branch at CredentialBadgeCustS@tsa.dhs.gov. All submissions shall receive a response from the Security Branch within 72 hours acknowledging receipt of the request. If an acknowledgement is not received within this timeframe, contact the Security Branch's Badge and Credentialing Unit at 571-227-4911;

¹ With the exception of a small number of TSOs designated with emergency management responsibilities.

NOTE: For positions that require issuance of a badge and credential at the same time, completion of only one TSA Form 2808 is required. Employees that receive a badge will automatically be issued an accompanying credential, with the exception of TSOs.

- C. ASOs: Personnel requesting ASO credentials shall submit their application to their respective OLE/FAMS Program Office. After completion of the necessary certification and training, the Program Office shall submit a request for credentials as outlined above in Section 3.2.1.B;
- D. If the request is denied, the originating office will receive an e-mail notification of the denial from the Security Branch with an explanation outlining the reason(s) for the denial.

NOTE: Documents and photos required for the processing of credentials² shall be e-mailed in a password protected file to the Security Branch's Badge and Credentialing Unit at CredentialBadgeCustS@tsa.dhs.gov. The file may be Win Zipped, if necessary. Per TSA policy, all documents containing Social Security Numbers (SSNs) shall be password protected using the latest Official TSA Password. A contact name and telephone number shall also be included in case additional information is required.

3.3 Retirement Badges and Credentials

1. The employee shall complete the appropriate sections of TSA Form 2808 to request a retired badge and/or credential through their supervisory chain of command upon retirement, provided they meet the criteria established in Section 6.F of TSA MD, 2800.11. Employees shall submit TSA Form 2808 at least 30 days prior to their projected retirement date.
 - A. In the event that a LEO does not have the requisite minimum number of years of service with TSA as described in Section 6.F(3) of TSA MD 2800.11, the employee shall provide the Organizational Element POC with supporting documentation (e.g., SF-50) demonstrating additional years of prior service with another Federal agency for verification;
 - B. If an employee is approved for a disability retirement subsequent to separating from TSA, the employee shall provide a copy of the OPM approved disability retirement letter to the Organizational Element POC for verification; and
 - C. Both TSA employees who are eligible to retire on an immediate Federal annuity and employees that retired prior to the effective date of this policy shall, based on criteria set through organizational policy (Section 6.F of TSA MD 2800.11), be eligible for a retired badge and/or credential. Requests for retired badges and credentials shall be made through the appropriate Organizational Element or through the last office of record.
2. The employee's FSD, SAC, or Unit Equivalent, shall review TSA Form 2808 and forward it to the Organizational Element POC to determine whether the employee meets the requirements in Section 6.F of TSA MD 2800.11.

² If the person requesting a badge/credential has been issued a Personal Identity Verification (PIV) Card, he/she does not need to submit a photo, as the Security Branch can use the PIV Card photo that is maintained on file. If the person requesting a badge/credential does not have a PIV Card, then he/she is required to submit a color, passport-style photo with a blue background to the Security Branch with his/her credential application. The photo shall be attached to their original e-mail to his/her FSD, SAC, or Unit Equivalent, requesting the credential.

3. Once the TSA Form 2808 is received by the Organizational Element POC, the following actions shall be performed:
 - A. Coordinate with all applicable offices to ensure all requirements are met before making a final determination on whether or not the employee meets the criteria established in Section 6.F of TSA MD 2800.11;
 - B. Complete all appropriate section(s) of TSA Form 2808. *All applicable sections must be approved and signed (Electronic signatures that are date/time stamped are accepted and encouraged);* and
 - C. Scan and electronically forward the completed TSA Form 2808 to CredentialBadgeCustS@tsa.dhs.gov for processing and approval only if the employee is eligible for issuance of a retired badge and/or credential.
4. If an employee is approved for a retired badge and/or credential, the retired badge and/or credential will be replicated by the Security Branch and marked as follows to indicate that the retired employee no longer has TSA authority:
 - A. Credential: Each of the laminated cards comprising the credential shall be imprinted with the word "RETIRED"; and
 - B. Badge: The face of the badge shall be of the same configuration as that which was initially issued, but shall contain the word "RETIRED."
5. Organizational Elements shall not pay to encase retired employee badges in Lucite. Based on guidance outlined in DHS Instruction 121-01-002, *Issuance and Control of DHS Badges*, and additional guidance provided by TSA, this expense shall be borne by the employee.
6. Upon receiving the retired badge and/or credential, the Organizational Element POC shall:
 - A. Send a notification, via e-mail or registered mail, to the employee at his/her home address of record. A copy of the notification shall also be forwarded to the employee's last FSD, SAC, or Unit Equivalent of record; and
 - B. Provide the retired badge and/or credential to the eligible retired employee.
7. If the employee is disapproved for a retired badge and/or credential, the employee and his/her last FSD, SAC, or Unit Equivalent of record, shall be notified in writing by the Organizational Element POC.

3.4 Memorial Badges

1. Qualifications
 - A. If a badge-carrying employee passes away while employed with TSA, a Memorial Badge may be requested by the FSD, SAC, or Unit Equivalent, through the Security Branch [following the procedures outlined in Section 3.1.1.B], for presentation to the employee's family. All Memorial Badges (including those for LEOs) shall be the same size and design as the TSO badge,

with the word “Memorial” displayed in the Ribbon that has “Officer” on the TSO badge. The employee must be in “Good Standing” as defined in TSA MD 2800.11, in order to receive a Memorial Badge;

- B. All requests for Memorial Badges shall be e-mailed to the Security Branch at CredentialBadgeCustS@tsa.dhs.gov. All submissions shall receive a response from the Security Branch within 72 hours acknowledging receipt of the request. If you do not receive an acknowledgement, contact the Security Branch’s Badge and Credentialing Unit at 571-227-4911; and
 - C. Upon approval by the Security Branch, the family of the deceased employee will be presented with the Memorial Badge by the deceased employee’s originating office. If the request is denied, the originating office will receive an e-mail notification of the denial from the Security Branch with an explanation outlining the reason(s) for the denial.
2. **Black Mourning Bands:** FSDs, SACs, and Unit Equivalents may authorize (but not require) personnel under their supervision to wear mourning bands over their issued badges in memory of deceased employees or while representing TSA at funerals or other National mourning declarations. The mourning band must be solid black in color, cannot exceed one-half inch in width, and must be displayed horizontally on the badge at the badge’s narrowest width. Mourning bands shall be worn for a period not to exceed two weeks or as authorized for National mourning declarations.

3.5 Commemorative Badges

- 1. Qualifications
 - A. To recognize outside stakeholders, industry partners, and other entities that assist TSA in fulfilling its mandated mission, FSDs, SACs, or Unit Equivalents may request a Commemorative Badge through the Security Branch for presentation purposes. This badge shall be encased in Lucite, affixed to a plaque, or enclosed in a Shadow Box-like frame for presentation purposes. The cost of the encasing or plaque shall be the responsibility of the presenting unit and may be purchased using government funds;
 - B. All requests for Commemorative Badges shall be e-mailed to the Security Branch at CredentialBadgeCustS@tsa.dhs.gov, following the same procedures outlined in Section 3.1.1.B. All submissions shall receive a response within 72 hours acknowledging receipt of the request. If a response is not received within this timeframe, contact the Security Branch’s Badge and Credentialing Unit at 571-227-4911; and
 - C. Upon approval by the Security Branch, the Commemorative Badge will be issued to the requestor by the Security Branch. If the request is denied, the originating office will receive an e-mail notification of the denial from the Security Branch with an explanation outlining the reason(s) for the denial.

3.6 Processing Badges and Credentials Upon Transfer, Separation or Return

- 1. Transfers
 - A. If an employee is transferring to another airport or office within TSA, the employee shall retain possession of his/her issued TSA badge and/or credential if their title and position remain the same. These items are employee specific, not Duty Station specific. If the employee transfer

within TSA includes a title change, the employee will be issued a new badge and/or credential by his/her new office with the appropriate insignias. If an employee is moving from a position that has a badge and/or credential to another position that requires a different badge and/or credential, the employee may keep his/her old badge and/or credential until their new one is issued to them. At the time they receive their new badge and/or credential, they are to surrender their old badge and/or credential to the applicable APO;

(1) The applicable APO is responsible for issuing badges and/or credentials to new employees, collecting badges and/or credentials when required, and mailing badges and/or credentials back to the Security Branch at the address provided in Section 3.8 of the Handbook.

- B. If a badge and/or credentialed employee is transferring to a new position that does not require either, his/her old badge and/or credential must be surrendered to the losing office's APO. That APO is then responsible for mailing back the badge and/or credential to the Security Branch's Badge and Credentialing Unit; and
- C. The APO of the losing location is responsible to forward all accountable property information to the employee's new Duty Station APO to ensure that all of the employee's accountable property is transferred to the property records section of the employee's new duty station.

2. Separations

- A. Notification of Separation: Whenever an employee or detailee has separated from TSA (resignation, termination, end of detail, death), an e-mail shall be sent by the employee's supervisor, to the Security Branch, at the CredentialBadgeCustS@tsa.dhs.gov mailbox, within 24 hours of the effective date of the separation;
- B. Processing Separations: TSA badges and credentials are property of the U.S. Government. Employees separating from TSA shall return all TSA badges and credentials to their requisite APO no later than the last day they are physically at their duty station. The employee's airport/office must collect all TSA issued items, to include badges and credentials (no exceptions). APOs are responsible for providing information to the TSA representative acting on behalf of the separating employee regarding the badge and/or credential the employee has been issued and is required to return. The employee's Supervisor, or Organizational Element/ Point of Contact (OE POC), shall send an e-mail to the Security Branch at the CredentialBadgeCustS@tsa.dhs.gov mailbox advising that the employee has separated from TSA and that their badge and/or credential has been received. A completed TSA Form 2204 must be attached to the email.
- C. Unrecoverable Item: If an item is unrecoverable from a separating employee, within 24 hours of the employee's last day physically on site at the work place, the employee's Supervisor, or Unit Equivalent, must make all notifications as outlined in Section 3.7.3 of this Handbook;
- D. Retention of Issued Item: Official TSA badges and credentials shall never be given to an employee separating from TSA as a token of their service or assistance to TSA. TSA has developed specific commemorative items for this purpose as outlined in Section 3 of this Handbook; and
- E. Extended Leave/Absences: Whenever an employee is on a period of extended leave of absence the FSD, SAC, or Unit Equivalent may retrieve issued badges and/or credentials from the

employee and secure them until the employee returns to duty. The FSD, SAC, or Unit Equivalent shall make this determination on a case-by-case basis, based on the employee's particular situation and length of absence. **The FSD, SAC, or Unit Equivalent shall retrieve the badge and/or credential of any employee suspended from duty or placed on Administrative Leave, regardless of the length of time.** The FSD, SAC, or Unit Equivalent will retain those items or designate that responsibility to a supervisor of his/her choosing

NOTE: An employee must surrender their credential and badge (if issued both) upon request from a supervisor.

3. Return of Badges and Credentials

A. Credentials that are issued without a wallet badge shall be destroyed in the following manner:

(1) Credentials to be destroyed must be listed by the Issuing Element on [TSA Form 255, Certificate of Final Disposition](#) and forwarded to the Security Branch at the CredentialBadgeCustS@tsa.dhs.gov mail box. In an effort to reduce mailing costs and expedite the return process, the Issuing Element may destroy TSA Credentials in a TSA approved crosscut-shredder. The destruction shall be witnessed by two TSA employees and noted in an e-mail with a completed TSA Form 255 attached. If the Airport/Unit does not have a TSA approved crosscut-shredder, Credentials shall be returned to the Security Branch at the address listed in Section 3.8 of this Handbook along with a completed and signed [TSA Form 2204](#). The Credential itself must be hole punched in the following three places prior to mailing it to the Security Branch:

- (a) Through the picture;
- (b) Through the title; and
- (c) Through the employee's name.

B. Credentials that are issued with a wallet badge shall be returned in the following manner:

(1) Credentials shall be returned with the Wallet Badge to the Security Branch at the address listed in Section 3.8 of this Handbook along with a completed and signed TSA Form 2204. The Credential itself must be hole punched in the following three places prior to mailing it to the Security Branch:

- (a) Through the picture;
- (b) Through the title; and
- (c) Through the employee's name.

(2) For FAMs and FFDOs, Credentials shall be returned with the Wallet Badge to the OLE/FAMS National Credentialing Custodian at the address located in Section 3.8 of this Handbook along with a completed and signed TSA Form 2204. The Credential itself must be hole punched in the following three places prior to mailing it to the National Credentialing Custodian:

- (a) Through the picture;
- (b) Through the title; and
- (c) Through the employee's name.

- C. If an employee is issued a Tactical badge with his/her Credential and Wallet Badge, the Tactical Badge must be returned with the Credential and Wallet Badge as outlined in Section 3.6. of this Handbook; and
- D. Tactical badges that are issued to TSOs shall be returned to the Security Branch at the address listed in Section 3.8 of this Handbook along with a completed and signed TSA Form 2204. To save on postage, airports can send a bulk shipment of returned TSO badges once a month rather than individually.

NOTE: TSA badges and credentials are property of the U.S. Government. Original employee badges and credentials shall never be given to employees separating or retiring from TSA (see Section 3.3 for additional guidance on the processing of retirement badges and credentials).

3.7 Property Management/Inventory Control

1. Record Keeping

- A. Badge and Credential Roster: Each Field Location (Airport or Field Office), or Headquarters Office shall be required to maintain a master list of all badges and credentials issued to their personnel. All identifying information shall be entered into the AIMS and/or FAMIS.

- (1) Last Name
- (2) First Name
- (3) Middle Initial
- (4) SSN
- (5) Item
- (6) Item Identifying Number
- (7) Duty Station
- (8) Date Issued
- (9) Date Returned

NOTE: Badge and Credential Rosters shall be retained in accordance with TSA Records Disposition Schedule 2200.11-b.

- B. Property Receipts: Each Field Location or Headquarters Office shall be responsible for issuing and maintaining property receipts signed by the employee for the issued item(s). To maintain a complete record of transactions, [DHS Form 200-2, Report of Survey](#) shall be completed by the respective APO when the badge and/or credential-related property on these receipts is lost, stolen, or damaged, as outlined in TSA MD, 200.57, *Personal Property Management*.

NOTE: DHS Form 200-2 shall be retained in accordance with TSA Records Disposition Schedule 2200.11-b.

2. Audits

- A. Annual Audits: Once a year, the Security Branch shall conduct an inventory of all issued TSA badges and credentials. Each FSD, SAC, or Unit Equivalent will be requested to provide the Security Branch with a roster (by Duty Station) of all personnel assigned to that location. The roster must be in the format as stated in the request. The roster shall contain the following information:

- (1) Last Name
- (2) First Name
- (3) Middle Initial
- (4) Full SSN
- (5) Credential # (if applicable)
- (6) Credential Wallet Badge # (if applicable)
- (7) Tactical Badge # (if applicable)

NOTE 1: The tactical badge number is either the TSO badge number or the number on the tactical badge that is issued to approved personnel along with their Credential and Wallet Badge. When requested, this information shall be password protected with the latest Official TSA Password and e-mailed to the Security Branch at CredentialBadgeCustS@tsa.dhs.gov.

NOTE 2: Personnel Rosters shall be retained in accordance with TSA Records Disposition Schedule 2200.11-b.

- B. Office of Inspection Reviews: OOI may conduct periodic reviews of HQ Offices, Airports, and Field Locations. As part of this review, OOI may request records of all badges and credentials issued to the office's personnel. These records shall be readily available to the Inspection Team upon request.

3. Lost or Stolen Badges and/or Credentials

- A. Employee/Supervisor Reporting Requirements: Whenever a TSA badge or credential is lost, stolen, inappropriately used by an unauthorized individual, or has been recovered following a report of loss, theft, or misappropriation, the employee shall immediately report the incident to his or her Supervisor or Unit Equivalent. The employee, or Supervisor/Unit Equivalent, shall then notify the Security Branch, as soon as practical.

Exceptions: FAMs are required to make notifications directly to the Missions Operation Center (MOC)/TSOC at 1-866-594-5369. FFDOs are required to report lost badges and/or credentials to the FFDO TSOC Watch Desk at 1-866-883-8533 immediately upon discovery of the loss. The FFDO TSOC Watch Desk, upon notification of the lost badge and/or credential, will notify the MOC/TSOC and the OLE/FAMS National Credentialing Custodian (see phone information listed in Section 3.8 of the Handbook). ASOs are required to report loss of credentials to the ASO Program Office or the TSOC at 1-866-594-5369 immediately upon discovery of the loss. For FAMs, FFDOs, and ASOs, the MOC/TSOC shall then notify the reporting employee's supervisor (FAMs) or program office (FFDOs and ASOs) of the lost or stolen badge or credential.

- (1) The Supervisor, Program Office, or Unit Equivalent, is then required to ensure that a local police report is initiated by the employee, and for notifying either the TSOC and making a Performance and Results Information System (PARIS) report or notifying the TSA Office of Security Command Center at 571-227-2600, which shall in turn notify the TSOC and initiate a PARIS entry, within 24 hours of the item being reported lost or stolen. The Supervisor, or Unit Equivalent, shall provide the following information:
 - (a) The Employee's Name
 - (b) The item(s) lost or stolen
 - (c) The item(s) identifying number (if known)
 - (d) Date and time the item(s) was lost or stolen
 - (e) Location of the item(s) that was lost or stolen

- (f) Brief narrative of the circumstances leading up to the item(s) being lost/stolen
- (g) The Police Report Number (if the local police refuse to initiate a report, advise the Command Center of this fact)
- (h) The Reporting Supervisor's, or Unit Equivalent's, full name and e-mail address.

NOTE: Reporting the incident to the TSA Office of Security Command Center fulfills TSA's Operational and Management Directive notification requirements for the designee reporting the incident to the TSOC and PARIS.

- (2) The FSD, SAC, Program Office, or Unit Equivalent, shall request a replacement through completion and approval of TSA Form 2808 in accordance with this handbook. The request form must be completed and signed by the FSD, SAC, or the Unit Equivalent (Electronic signatures that are date/time stamped are accepted and encouraged). All requests shall be e-mailed to the Security Branch at CredentialBadgeCustS@tsa.dhs.gov. All submissions shall receive a response from the Security Branch within 72 hours acknowledging receipt of the request. If you do not receive an acknowledgement, contact the Security Branch's Badge and Credentialing Unit at 571-227-4911. E-mail submission shall include authorization of the item(s) to be replaced, a copy of the incident report, and state that all notifications have been made per existing TSA Management/Operational Directives that may apply.

- B. Command Center Reporting Requirements: The TSA Office of Security Command Center shall be responsible for notifying the TSOC for entry into the National Crime Information Center (NCIC), and the PARIS POC for notifications and reporting purposes. After all notifications are made, the Command Center shall e-mail TSA Password protected copies of the report to the Security Branch at CredentialBadgeCustS@tsa.dhs.gov for processing and to the reporting Supervisor, or Unit Equivalent, to advise them that all notifications have been made per existing TSA Operations Directives and Management Directives; and

- C. Recovered Lost/Stolen Items: If the item(s) is later recovered, the TSOC (1-866-594-5369), or the TSA Office of Security Command Center (571-227-2600), shall be notified by the Supervisor, or Unit Equivalent. The Command Center shall notify the TSOC and the PARIS/FAMIS POC so the records can be updated and TSA Password protected copies of the report can be e-mailed to the Security Branch at CredentialBadgeCustS@tsa.dhs.gov for processing and to the Supervisor, or Unit Equivalent, reporting the recovered item(s).

- (1) In addition, the individual who reported the item lost/stolen to the local police department shall notify the police department that the item has been recovered. If the item(s) has already been replaced, the recovered item shall be mailed via an overnight mail service (i.e. FedEx, UPS, USPS) to the Security Branch's Badge and Credentialing Unit, at the address listed in Section 3.8 of this Handbook.

- (2) FAM and FFDO recovered items shall be sent to the OLE/FAMS National Credentialing Custodian at the address listed in Section 3.8 of this Handbook.

- D. Retired Badge and Credential Reporting Requirements: Retired badges and credentials that are lost or stolen shall be immediately reported by the retired employee to the Security Branch at CredentialBadgeCustS@tsa.dhs.gov. Retired employees contact information must be included in the email.

4. Damaged Badges or Credentials

- A. Reporting and Requesting Replacement of Damaged Items: Whenever a badge or credential is damaged and needs to be replaced, the employee shall notify his/her Supervisor, or Unit Equivalent. The Supervisor, or Unit Equivalent, shall request a replacement through completion and approval of TSA Form 2808. The request form must be completed and signed by the FSD, SAC, or the Unit Equivalent (Electronic signatures that are date/time stamped are accepted and encouraged). All requests shall be e-mailed to the Security Branch at CredentialBadgeCustS@tsa.dhs.gov. All submissions shall receive a response from the Security Branch within 72 hours acknowledging receipt of the request. If you do not receive an acknowledgement, contact the Security Branch's Badge and Credentialing Unit at 571-227-4911.

The e-mail shall include an attached incident report detailing the circumstances leading up to the item being damaged. The e-mail shall also note that the Supervisor, or Unit Equivalent, is authorizing the replacement of the damaged item(s);

- B. Returning Damaged Badges and Credentials: The damaged badge and credential shall be processed in the following manner:
- (1) Damaged FAMS and FFDO badges and credentials shall be mailed, via overnight mail service (i.e., FedEx, UPS, USPS), to the OLE/FAMS National Credentialing Custodian at the address listed in Section 3.8 of this Handbook.
 - (2) All other damaged badges and credentials shall be mailed, via an overnight mail service (i.e. FedEx, UPS, USPS), to the Security Branch's Badge and Credentialing Unit at the address listed in Section 3.8 of this Handbook
 - (3) The Credential itself must be hole punched in the following three places prior to mailing it to the OLE/FAMS National Credentialing Custodian:
 - (a) Through the picture;
 - (b) Through the title; and
 - (c) Through the employee's name.

NOTE: If the employee was issued a badge, credential, and tactical badge and the badge and/or tactical badge were damaged and required replacing, the credential must also be returned with the badge/tactical badge. If only the Credential was damaged, the credential can be destroyed locally, as outlined in Section 3.6.3.A.

3.8 Contact Information

1. Physical Addresses:

TSA OLE/FAMS SSA
ATTN: PHYSICAL SECURITY SECTION
601 South 12th Street Rm. E1-203N
Mail Stop 6018
Arlington, VA 20598-6018

OLE/FAMS National Credentialing Custodian
200 West Parkway Drive, Suite 300
Egg Harbor Township, NJ 08234

2. E-Mail Address:

TSA Badge and Credentialing Unit (this address services ALL OFFICES of TSA)
CredentialBadgeCustS@tsa.dhs.gov

3. Telephone Numbers:

TSA OLE/FAMS Physical Security Section:
Central Number 571-227-3933
Badge and Credentialing Unit 571-227-4911

OLE/FAMS National Credentialing Custodian:
609-813-3348