

Frequently Asked Questions:

Who reviews the information I'm sending?

Only CBP Officers have access to the data that has been provided.

I've changed employers but I've always had a Custom's Seal (hologram), is it still valid?

No! You should turn-in the SIDA badge from the old employer before leaving for the new employer.

Customs Seals are employer specific. When you change employers, a signatory at your new employer must send CBP a new application for a seal.

Where do I take the paperwork?

The electronic CBP form 3078 and copies of identity, citizenship, and work authorization documents (if required) should be given to your signatory. He or she will then complete the LOI and the first page of the electronic 3078, scan your documents then send the application via email to CBP.

Who attaches the additional required documents? The authorized signer or the applicant?

The authorized signer (employer) will encrypt documents and electronically submit to CBP.

How will I know my application has been processed and I've been approved for seal?

CBP will send an email to the authorized signer and applicant with status updates.

How will I know if my application has any problems?

CBP will send an email to whomever sent us the application with any status updates.

Do I have to use the eBadge process or can I still use the paper application?

You must use the eBadge process as paper forms are no longer able to be accepted.

I can't view the application properly. What can I do?

The application requires Adobe Acrobat Reader to view properly.

How soon should I submit the application?

Applications/required documents can be sent to CBP once the applicant's request for a Customs Seal has been submitted into eBadge by MSP Badging (SIDA approval).

Does the email to CBP at Mspsecurityseals@cbp.dhs.gov require encryption?

Yes, the authorized signer must encrypt the file(s) before transmitting. Then forward established PIN in separate email to the mspsecurityseals@cbp.dhs.gov inbox.

Can CBP turn me down?

Yes. 19 C.F.R. § 122.183 contains a list of reasons why applicants are denied holograms.