

Process Guide for Custom Seals

New Badge Holders:

1. When submitting the application for a new badge holder that will require access to the Customs area, mark “YES” and submit the application to the badging office. If using a paper application circle “YES” along with your signer signature. Once the badging office processes the new employee, we will submit the E-badge to Customs.
 - a. Please make sure the application packet needed by Customs has been submitted to Customs. The application packet includes, Letter of Intent, CBP Form 3078, and two ID’s (first time and renewal applicants) and can be found at mymspconnect.com under the document tab for badging. Email the application packet to Customs using the encryption function.
2. Please DO NOT send your employees to pick up their badge until both the MSP fingerprint process and Customs has been approved. Both processes can take up to a week or more.
3. Follow the process given by the badging staff to pick up the badge.

Renewing Badge Holders:

1. Customs renewal is only done every two years. IF the badge holder is NOT at the two-year mark for renewing their customs seal DO NOT submit the application packet. This process is up to the companies to track for their employees, NOT the Badging or Customs offices.
2. Submit the badging application for their badge renewal. Once they come to the badging office to do their renewal, the badging office staff will submit the E-badge to Customs leaving the seal on the badge. Once the person has been to the badging office to renew their badge, submit the application packet.

Renewing Badge Holders but now adding a Customs seal:

1. Email the badging office that the person coming to renew their badge soon will be needing a Customs seal. The badging office will submit the E-badge to Customs. Please submit the application packet to Customs. Please give Customs up to two weeks to approve the seal.
2. When you submit the badge application click “YES” for the Custom seal. If using a paper application circle “YES” along with your signer signature.
3. Once the Custom seal has been approved, make an appointment, come to the badging office to renew the badge and add the Customs seal.
4. Please plan accordingly to renew your badge in time so you do not expire.

Current Badge Holders needing a Customs seal added to their badge:

1. Follow the steps for renewing badge holders to add a customs seal to a badge.

Removing a Custom seal (no longer needed or revoked by Customs):

1. Fill out the badge change application in the signer portal. Check “NO” for Customs seal.
2. Submit the application and make an appointment at the badging office. Make sure to bring two ID’s and their current badge.

Working for multiple companies and have a Customs seal for both companies:

1. When renewing or adding a Custom seal and BOTH companies need the seal make sure to submit the application packet for both companies to Customs.