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 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 (holograms) are employer specific. When you change employers, a signatory at your new employer must send CBP a new application for a hologram.

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?

All applicants will utilize the eBadge system for Customs Seal requests. New SIDA badge applicants do this by having authorized signatory (employer) sign appropriate section of SIDA application. If signatory is unable to securely transmit additional required documentation to CBP electronically, they may deliver paper copies to Terminal 1, G Course, at the CBP window. *Please note accepting paper documentation is temporary to facilitate transition to eBadge. It will not be a permanent practice.*

In the event a Customs Seal request is needed outside of SIDA badge issue/renewal timeframe contact your companies designated authorized signatory(s) for guidance.

Why can't I fill in data in sections 3, 7 or 8?

The data in those fields will be auto populated when you complete the application cover sheet.

I keep trying to submit my application, but it keeps telling me that there is a field that is empty, but I don't see it. What am I doing wrong?

The middle name field requires data, even if the applicant hasn't provided a middle name. Put a space in the middle name field to solve the problem.

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 (Hologram) 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. contains a list of reasons why applicants are denied holograms.

Click on the link for details: Code of Federal Regulations - Denial of access