



SECURITY CREDENTIALS SECTION

URGENT ADVISORY BULLETIN: 5-001

WALK-IN WEDNESDAYS

Effective **Wednesday June 4th, 2025**, the **Security Badge Office** will be re-introducing **WALK-IN WEDNESDAYS**, on a trial basis.

I. What Does Walk-In Wednesday Mean?

Walk-In Wednesday means that the **Security Badge Office** will be processing **walk-ins** only **Wednesdays**, during our entire operational hours. Very few appointments will be offered on those **Wednesdays** that fall within that period.

The Badge Office will direct all applicants who **walk in** on any other day during the week to return on that **Wednesday**, except in extenuating circumstances and emergencies, and with prior approval by a Badge Office supervisor.

II. The Badge Office Commitment to a Successful Outcome

1. We will ensure that there are sufficient on-line appointments available every day, except on Walk-in Wednesdays, throughout the trial periods of **June, July, and August**, and beyond.
2. We will ensure that we are sufficiently staffed to ensure that we maintain our average wait time of 15 minutes, if all badging requirements are met by applicants.
3. Our hours of operation will be adjusted on **Walk-in Wednesdays to 7am – 12pm and 1pm to 4pm**.

III. Walk-In Wednesdays Schedule

JUNE 2025	4 th	11 th	18 th	25 th	
JULY 2025	2 nd	9 th	16 th	23 rd	30 th
AUGUST 2025	6 th	13 th	20 th	27 th	

IV. Badge Office Expectations

1. Authorized Signers will communicate this information to their employees.
2. Authorized Signers will strongly encourage their employees to renew their badges a **minimum of 30 days** before they expire.
3. Authorized Signers will ensure that their employees complete all the required computer-based trainings prior to coming to the Badge Office.
4. Authorized Signers will strongly encourage their employees to use the Badge Office Online Appointment System to secure appointments to avoid walk-ins.
5. Authorized Signers will ensure that their employees obtain CBP Custom Seals approval within a reasonable time to avoid last-minute transactions.