

### **C. Lost Badge Procedures**

The following procedures shall be followed when issuing a lost badge

**For security reasons trainees should have only one badge at all times. Employees are not allowed to sell a trainee multiple lost badges.** Trainee's lost badges should be monitored. Always check the trainee's past scheduled history. If a trainee has a pattern of lost badges issued then you must receive approval prior to issuing the badge from your immediate supervisor. **Payments for lost badges must be processed the day the badge is issued. Management is the only one who can make an exception to this rule.**

#### **Single person payment**

- a. Log into trainee search in Primus.
- b. Ask trainee to type social security into Primus to bring up training profile.
- c. Confirm that all training is current.
- d. Verify that trainee's license is not expired and select Lost Badge on Trainee profile page.
- e. Select Print Lost Badge.
- f. Follow the Single person Payment Procedure
- g. Give trainee badge with receipt.

#### **Company Expensed Payment**

- a. Companies will log into customer Work-center and schedule the 09LB code.
- b. The trainee can be instructed to report to the check out station where they will be processed with normal check in requirements.

**Badges will not be issued to non-subscriber customers without payment. Trainee's will be made inactive in the system until payment is made for past due amount.**