

DUPLICATION OF ORIGINAL CERTIFICATES

Once the original certificate has been issued, our obligation is complete as far as services rendered for payment. In most cases, honoring a request for a duplicate of an original certificate requires additional research time. As such, there is charge for each duplicate original certificate requested.

In order to obtain a duplicate as the employer you may be asked to provide several forms of identification and/or have the student call-in to answer some personal information questions. We do this to protect your identity and the value of each student's certificate. When certification is still valid (non-expired) the original payee must be contacted to approve it's release. The following will provide you with the steps required in order to obtain a duplicate original.

STEP ONE - Which certificates do I want? - An internet search is performed to locate and determine the certificate(s) for request. Each certificate has a unique number that is issued only once and to the individual specified at the time of training. This is known as the certificate number. First we have to determine the student was issued that certificate number. From your computer, log onto the www.seagulltraining.com homepage and click on the certificate verification link. Entering the name will bring up a list of certifications. Print the summary and indicate which certificate(s) you want.

STEP TWO - How do I know you are who you say you are? - Next, you will need to provide me with something that proves the student either works for you or that you are the student. A social security card and photo ID, such as a drivers license, will do. If you are the employer, some record that indicates the student works for you (payroll form on company letterhead). Then the student must call in to answer a few personal questions prior to release.

STEP THREE - Choose your delivery method. - The charge includes hand delivery by mail. For faster service, you can usually get the certificate next day if you call in before 2 pm, use Federal Express to deliver and pay by Visa or Mastercard. When using either credit card you will be faxed a form to complete. Fax it back to me with the other information. Please include your Federal Express account number or an additional twenty-five dollars may be charged for handling a Fed-X Priority overnight

STEP FOUR - Get it to me. - Fax everything to: 954-524-2430. Include the student summary page with certificate indications, the completed Visa/Mastercard form, formal identification and delivery instructions with the Federal Express account number.

When using the US mail to make the request and pay, please include a money order or company check, all documentation as indicated in steps one and two above, a good contact number with your specific delivery instructions. The request will be processed the same day it is received.

Please use to 1-800-966-9933 call-in for verifying a students personal information or if you have any additional questions.