

The replace process is used when a processed certificate (in Issued or Printed status) has errors and needs to be replaced with a new, corrected certificate. When a certificate is replaced, the original certificate is considered void and a new one is created with the same data which can then be corrected as necessary. The status of the new certificate will be Submitted and the submit date will be the current date. An applicant can request a replacement only for Issued or Printed 577, 579 or State certificates.

NOTE: The applicant may select a different issuing duty station for the replacement.

To request a replacement certificate, complete the following steps.

Step One: Initiate the Certificate Replacement

1. Click **Manage Applications**. The *Manage Application* page appears.
2. Search for the certificate you wish to replace.
3. Click the **Manage** button next to a Printed or Issued certificate. The *Manage Certificate* page appears.
4. Select **Replace** from the Process drop-down list and click the **Select** button. The *Application Details* page appears.

Step Two: Review and Update the Application

1. Review the information that you have provided for the application.
2. At the bottom of the *Application Details* page, enter information in the **Reason for Replacement** box. This is a required field.
3. Select the **Submit Replacement Request To This Duty Station** from the drop-down list. This is a required field.
4. Click the **Submit for Replacement** button.
5. The *Confirmation page* appears stating the following:
"Your request for certificate replacement has been submitted on _____.
Your request will be reviewed. If the request is approved, the new original certificate will be printed, and any associated fees will be charged.
For any future communication about this application, please use the tracking number _____."
Click the **Ok** button when you are finished. The replacement request has been submitted to the Duty Station you have selected to complete the replacement process.
6. Click the **PCIT Home** link in the *Navigation Bar* to return to the Welcome screen to continue using PCIT or click the **Sign Out** link in the top right corner of the screen to log out of PCIT.

For additional details regarding the Replacement process, please see the PCIT on-line Help topic "Replace a Certificate (Applicant)."