Examination User Guide

Certified Welding Supervisor

(CWS) Exam

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CONTACT INFORMATION

American Welding Society

www.AWS.org
- Office Hours: Monday – Friday 8:00 am - 7:00 pm EST
- Phone: 1-800-443-9353, Option 2
- Email: customercare@aws.org

- General information on the certification process
- Qualifications for certification
- Registration/application process
- Application status
- Scheduling/Rescheduling your paper- based exam appointment or test location
- Exam Scoring
- Exam accommodations
- FAQs

Prometric

www. Prometric.com
- Phone: for US, US Territories and Canada 1-800-864-5257
- International phone numbers: See website.

- General information on computer-based testing
- Test center locations
- Test center regulations
- Acceptable forms of ID
- Scheduling/Rescheduling your exam appointment
- Admittance requirements
- Inclement weather or power failure on your scheduled exam date
- For previously unscheduled site closure
- FAQs

American Welding Society®
INTERNATIONAL AGENT

- Agent Schedule and Contact Information, please click HERE
- Scheduling/Rescheduling your exam appointment or test location.
- General information on the certification process
- Qualifications for certification
- Registration/application process
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- Pricing for examination and additional services

CWS EXAM PROCESS

Domestic and International Registration → Payment → AWS Confirmation Letter to Test → Schedule CWS Exam → Taking CWS Exam (PROMETRIC) → Not Passing the Exam / Passing the Exam → Retaking the CWS Exam / Credentials → Certification Renewal at 3 year and 6 year anniversary → Certification Re-certification
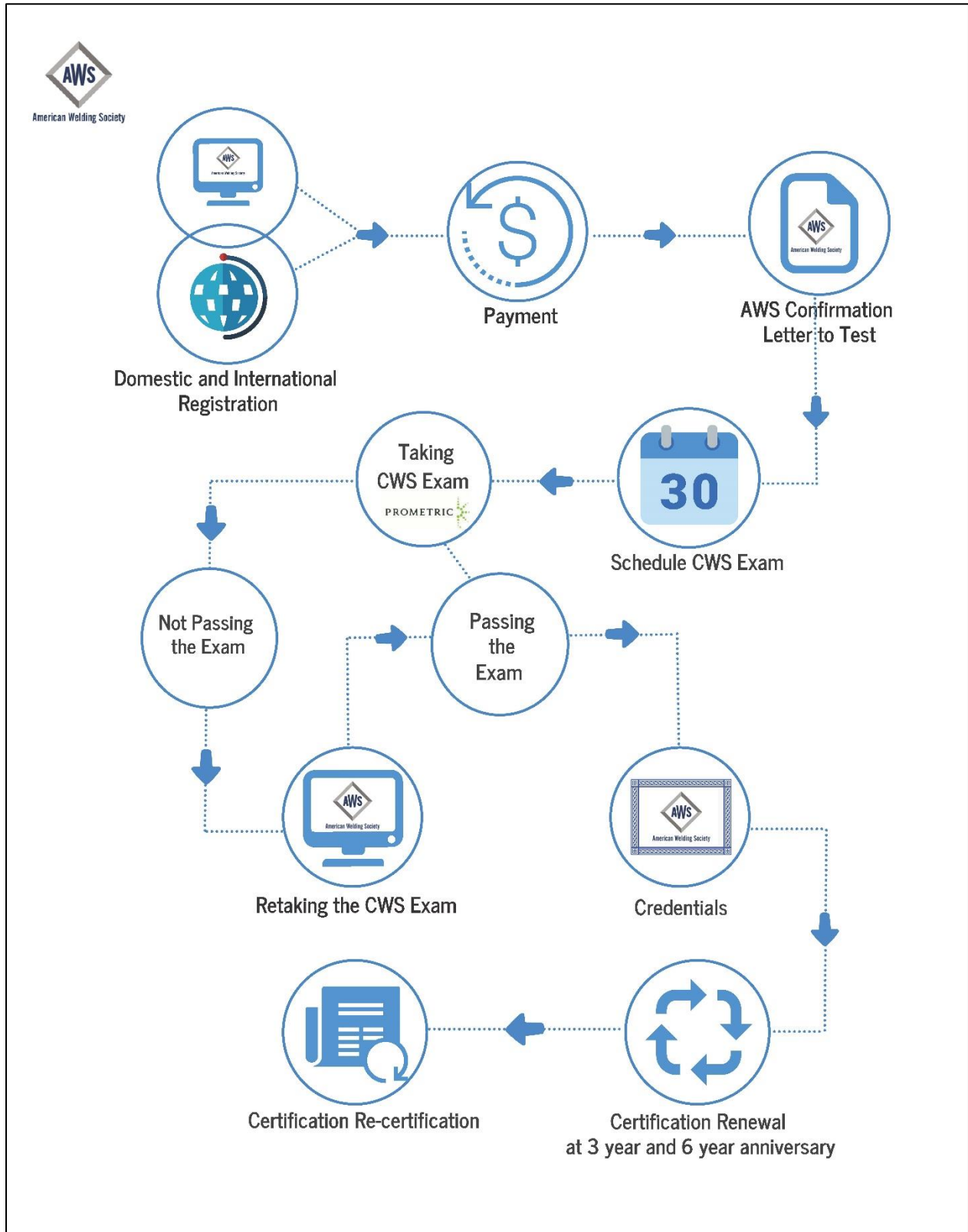
OVERVIEW

The AWS Certified Welding Supervisor program confirms supervisors have the necessary skills, training, and knowledge to lead their team to work even more productively and successfully. A CWS gains valuable recognition and experience that can expand their career, result in higher career long income, improve job security, and offer professional prestige that marks their skills and knowledge as among the industry's elite.

For more information, please review the following governing Standards:

- [AWS QC13 - Specification for the Certification of Welding Supervisors](#) (English)
- [B5.9 - Specification for the Qualification of Welding Supervisors](#) (English)

This Examination Guide contains important information on the rules, policies, procedures, and exam content for candidates seeking to take the CWS exam. This User Guide is subject to change.

THE CWS CREDENTIAL

The AWS program for the CWS defines minimum standards for Welding Supervisors and provides a means of recognition for those who demonstrate that they have the skills, knowledge, and experience in the field of welding supervision. Here are three ways Certified Welding Supervisors can enrich any welding operation:

1. Manage Resources: Facilitate communication, review materials and manpower and maximize them both to achieve production goals while following safety protocols.

2. Improve Productivity: Coordinate and monitor welding procedures on the floor to discover and implement workflow efficiencies.

3. Increase the Bottom Line: By monitoring materials, labor and procedures, all efficiencies gained translate to lower costs and a growing profit margin.

THE CWS EXAMS

According to QC13:2006, Clause 6.1.1, candidates seeking to become a CWS must pass two written exams to obtain their credential.

Test Specifications

Test Specifications are a breakdown of examination content areas along with the proportion of the examination devoted to each content area.

The exam is presented in two exam parts:

- ➢ Part A: Fundamentals of Welding Supervision
- ➢ Part B: Welding Practices & Economics

The domains and weights (percent of questions on the examination) of both sections are presented in the tables below.

	Domains (Content Categories)	Percent of Questions
Part A (150 items)	Knowledge of Welding Supervision	5
	Understanding of Drawings and Specifications	10
	Knowledge of Base Material and Welding Materials	5
	Familiarity with Welding, Brazing, Cutting, Equipment, Theory and Application	5
	Knowledge of Safety Requirements	10
	Welding Instructions	10
	Knowledge of Welding Practices and Production Controls	10
	Welding Inspection	5
	Work Reports and Records	5
	Understanding the General Applications of Welding Standards	5
Part B (60 items)	Productivity and Performance	30

Informative References for Self-Education

If an applicant/candidate is not attending an AWS Seminar prior to testing and is planning to self-study, please review the Self-Study page on Appendix B for more information.

Reference Materials are available by contacting the Technical Standards Sales Department at 305-443-9353, Ext. 280 or visit the AWS Bookstore.

Examination References

The following are the reference book(s) used to draw exam questions. Candidates can bring a hard copy of these reference books to a test center.

Title	ISBN
AWS WHB 1.12 Economics of Welding and Cutting	
AWS WHB – All AWS Welding Handbook Series	0-87171-657-7
Certified Welding Supervisor Manual for Quality and Productivity Improvement	0-87171-029-3
NSRP Study – Welding Supervisor Training and Certification	
AWS QC13:2006 Specification for the Certification of Welding Supervisors	
AWS B5.9:2006 Specification for the Qualification of Welding Supervisors	0-87171-042-0
AWS A2.4:2012 Standard Symbols for Welding, Brazing, and Nondestructive Examination	978-0-87171-796-2
AWS A3.0:2010 Standard Welding Terms and Definitions	978-0-87171-763-4
ANSI Z49.1:2005 Safety in Welding Cutting, and Allied Processes	

Important

Candidates are allowed to bring hard copies of references to test centers. The reference material must be the original or permanently bound printed copy (as by stitching or glue), or securely fastened in its cover by fasteners that penetrate all pages. No loose sheets of paper are permitted.

Electronic PDF copies of the Exam References will be available on the screen during the exam with the exception of the AWS Welding Handbook Series. AWS recommends becoming proficient at navigating the digital codes through using bookmarks in the PDFs. Candidates not familiar with navigating conventional PDF documents are welcome to review the computer-based testing frequently asked questions (CBT FAQs) found HERE. Some features of conventional PDF navigation may be disabled by Prometric for psychometric reasons.
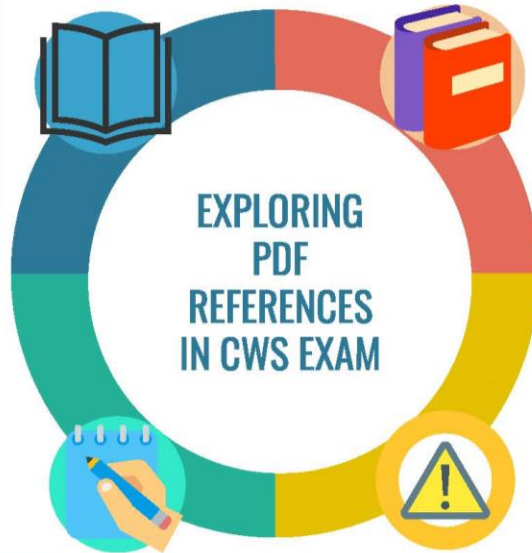
PDF REFERENCES

Reference Material

Economics of Welding

Consist of one Chapter obtained from the Welding Handbook, 9th edition, Volume 1 - Chapter 12.

Welding Handbook 9th Edition, Volume 1- Chapter 12- Economics of Welding and Cutting,

Reference Material

Consist of a 908-page collection of 7 standards:

1. AWS A2.4:2012: Standard Symbols for Welding, Brazing, and Non-destructive Examination.
2. AWS A3.0:2010: Standard Welding Terms and Definitions.
3. AWS B5.9:2006: Specification for the Qualification of Welding Supervisors.
4. CWSM Certified Welding Supervisor Manual for Quality and Productivity Improvement.
5. AWS QC13:2006: Specification for the certification of Welding Supervisors.
6. ANSI Z49:1:2005Safety in Welding Cutting, and Allied Processes.
7. NSRP Study – Welding Supervisor Training and Certification.

EXPLORING PDF REFERENCES IN CWS EXAM

Important Notes!

- Bookmarks allow testers to quickly navigate to specific pages or sections of interest without having to manually search or click through the entire system.
- There are 2 linked PDF documents in the CWS Exams.

Warning!

Do not scroll through!

Relying solely on scrolling through during an exam can be time-consuming, hinder contextual understanding, make finding relevant information difficult, and lead to over-reliance.

General CWS Exam Information

- Exam delivery: Computer-Based Test (CBT) at Prometric test centers
- Exam content time:
  - ➢ Part A – Open book section - 2 hours
  - ➢ Part B – Open book section - 2 hours
- Total seat time: 2.5 hours per exam part
- Exam question type : 4-option multiple- choice questions
- Total number of exam questions:
  - ➢ Part A – 150 items
  - ➢ Part B – 30 items

The Passing Score

Successful candidates must achieve a **70% or greater score** in each exam part.

ELIGIBILITY

Candidates must provide complete documentation at time of application confirming that they meet all eligibility requirements, including proof of visual acuity and minimum experience and/or education completion. Based on application types (e.g., initial, retest, or renewal/recertification), specific information may also be required.

APPLYING TO TAKE THE CWS EXAMS

Applying for the CWS exams is different for Domestic (US and Canada) and international (outside of the US and Canada) candidates. Please use the requirements below depending on your location.

Domestic (US and Canada)

Application Instructions

Applicants located in the United States or Canada apply directly via the Certification Application Portal.

- It is not necessary to complete the application in one sitting. You will be able to save your work by clicking on the "Save" button at the top or bottom of each screen. You can navigate among pages by using the "Save & Continue" and the "Save & Go Back" buttons. You can also logout at any time by clicking the "Save & Logout" button. The "Save" button simply allows you to save your work but continue working on the current page.
- The first and last names on the application must match what is listed on the government-issued ID presented as proof of identity at all exam sites and test centers.
- New users will be asked to create a username and password to log into the AWS Certification Application Portal.
- The Certification Application Portal will guide applicants step-by-step to complete the exam application.

- Candidates can update and change their profile and contact information by accessing the Member profile via the Certification Application Portal.

- Candidates can view the online status of an application, order, or membership via the Certification Application Portal.

Approximately 4-6 weeks after the application submission, a Confirmation Letter will be emailed from the AWS Certification Department. The Confirmation Letter contains examination details. (Appendix C shows a sample Confirmation Letter.)

Important

Computer Based Test appointments are scheduled with Prometric after the registration process.

Exam Fees

Exam fees are due at time of registration and are paid directly to AWS. AWS accepts payments via MasterCard, VISA, and American Express. The CWS exam price list is available online. Domestic applicants choosing to send their application to AWS headquarters via email (pdf) or mail carrier (paper) will incur an additional $125.00 processing fee.

American Disability Act (ADA) Accommodations

Candidates living within the US who have a documented disability under the ADA that prevents them from taking an exam under standard conditions may request special accommodations when they register through the Certification Application Portal. For the special accommodations AWS provides, please click HERE.

International (outside of the US and Canada)

International applicants have the option to apply for the CWS exam through the following two methods:

1. Register by contacting an international Agent of their choice:
   For a list of available international Agents, please click HERE.
2. Register through the Certification Application Portal.

AWS – Certification Application Portal Instructions

International candidates registering directly through the AWS can follow the instructions under "Domestic Application Instructions" located in a previous section of this document.

AWS Agent - Application Instructions

1. Applicants registering through an AWS Agent must review the AWS Agent contact information on the AWS webpage to select an Agent of their choice.
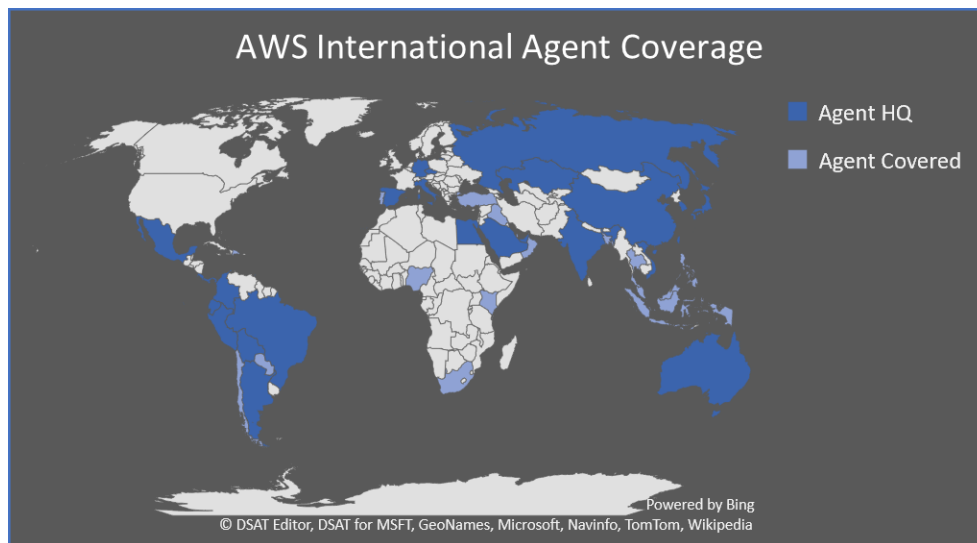
2. Applicants download and print the CWS Application form; fill it out and submit it to the Agent hosting the exam site.
3. Approximately 4 to 6 weeks after the application has been received and qualified, a confirmation letter will be sent to the International Agent and candidate containing examination details. (See Appendix C for a sample of approval letter.)

Important

Computer-Based Test appointments are scheduled with Prometric after the registration process.

Exam Fees

Exam fees are due at time of registration and paid to the International Agent representing AWS. Agents can provide pricing information regarding international CWS exams.

ADDITIONAL EDUCATION AND TRAINING

Training is not mandatory for the Initial CWS exam. However, candidates are encouraged to explore all resources/training available through the AWS Education Department or international Agents. For more information related to training/registration, visit:

AWS Seminars
CWS Pre-Seminar
International Seminars

SCHEDULING THE CWS EXAMS

The CWS examination is one exam structured into two parts, each lasting two hours. The CWS exam is CBT and offered at Prometric Testing sites located throughout the world.

> **Important**
>
> An eligibility code is provided in a candidate's exam AWS confirmation letter for use in registering at Prometric. This code indicates to Prometric that the candidate has been authorized by AWS to sit for the exam.

Scheduling the CWS exams is done via the Prometric website. Please note:

- The eligibility code found in the AWS confirmation letter is required to secure exam dates and locations.
- Prometric will confirm the appointment by email. The Prometric appointment confirmation letter will indicate the test center location, appointment time, and exam name.
- Candidates are advised to print the Prometric appointment confirmation letter and present it at the Prometric Testing Center at check-in.
- **IMPORTANT!** Prometric will refuse entry to candidates lacking government-issued ID, or when the candidate's name printed on the Prometric appointment confirmation letter does not exactly match name on the government-issued ID presented at check-in.
- AWS can resolve naming issues in advance by phone. Unresolved naming issues may require exam rescheduling and additional fees.

Rescheduling / Cancellations / Refunds

Circumstances may arise that will require candidates to reschedule or cancel the exam. Appointments must be rescheduled or canceled well before the exam date, or exam fees are forfeited. Details can be found HERE.

Prometric appointments for both domestic and international candidates may be rescheduled by calling Prometric or visiting the Prometric website.

Required Documentation at Check-In

All candidates must provide the following items at check-in before all exams:

- A Government-Issued Identification:
    - Examples: Driver License, Passport, or State ID.
    - ID must be current and include the candidate's full name, date of birth, a recognizable photo, signature, and expiration date. If this ID does not include a signature, then a secondary ID (e.g., credit card, student ID or military ID) with a signature is required in addition to the primary ID.
- Printed exam AWS confirmation letter.

TAKING THE CWS EXAM

Prometric Test Centers

AWS has partnered with Prometric Testing Centers to deliver many of AWS' certification exams, including the CWS Exam. Prometric Testing Centers offer a secure and safe testing environment for all candidates. Information about AWS CBT Exams can be found HERE.

Prometric Test Center Check-In

The most up to date source of information on the Prometric Testing experience can be found HERE.

Candidates should arrive at the designated Prometric test center thirty (30) minutes before the scheduled appointment. At check-in candidates will be required to sign a log-in sheet and review and agree to comply with the Prometric Test Center Regulations, after which a Prometric representative will verify the candidate's identity, exams, appointment time, and testing location. Individual lockers are available for the candidate's use. Prometric is not responsible for any loss or damage to personal items left outside/inside any premises where the exam is taking place.

Test Center Administrators (TCA)

The Prometric testing center environment is strictly controlled and continuously monitored by video and audio recording to ensure exam security.

The Test Center Administrator (TCA) will perform a security check on all exam candidates to ensure that no prohibited items are brought into the testing room. The TCA will provide scratch paper and a pencil, escort candidates to their workstations, and launch the exam.

The TCA is not allowed to answer questions related to exam content. Notify the TCA immediately if any problems with the computer, software or any other issues arise during the exam.

In the event any Prometric Test Center Regulation is violated, the TCA is authorized to end any test session. The regulations can be viewed HERE.

In the Testing Room Workstation

Once the candidate is seated at the workstation, the computer will load the exam. Prior to the exam starting, the candidate must review and agree to the Candidate Attestation Agreement. Next, the computer will display a tutorial which demonstrates how to navigate through the computer-based test.

Note: The time for the tutorial is not deducted from the time available to take the test.

Items Allowed at the Workstation in the Test Room

Only the following items are allowed in the testing room:

- Government-issued ID
- Pencil and scratch paper issued by Prometric TCA
- Test center locker key
- Relevant reference books in hard copy if applicable
- Acceptable Calculator:
  - Acceptable: Four-function, Construction, Non-Programmable Scientific
  - Unacceptable: Noisy, Programmable, Alphabetical, Memory

Note: All Calculators will be inspected during Check-In per compliance.

Items NOT Permitted at the Workstation in the Test Room

Items not permitted in the testing room include, but are not limited to:

- Cell phones, tablets, computer and/or other electronic devices
- Non-medical Wearable Electronics
- Wallets, purses, bags
- Hats and other head coverings (unless they qualify as religious apparel)
- Coats
- Notes, pens, loose papers, erasers
- Food and beverages

Prometric Policy on Unscheduled Breaks

There are no scheduled breaks during the CBT exam. To request an unscheduled break, candidates should raise their hands and wait to be acknowledged by the TCA. If a candidate needs to access any item in storage such as medicine, during a break, the TCA must be notified.

Candidates returning from a break must present their valid ID, go through all security checks and sign-in before being re-admitted to the test room. Unscheduled departures from the test room will be reported to AWS.

> The amount of time used during unscheduled breaks *will* be deducted from the test time.

Completing the Exam

After the exam has been completed, candidates will notify the TCA by raising their hand. The TCA will confirm that the exam has ended properly before a candidate leaves the test room.

AFTER THE EXAM

Exam Result Reporting

Your Exam Score

The percentage is calculated by dividing the total number of correct answers by the total number of questions.

Passing Score

The passing score is 70% on each exam part. The reported scores are rounded down to the nearest lower whole percent number.

Preliminary CBT Exam Score Report

A preliminary Prometric exam score report will be emailed directly to the candidate within twenty-four (24) hours of completing each CBT exam.

AWS Official Score Letter

Candidates will receive their AWS official score letter via email approximately two to four weeks after the exam has been completed at the Prometric Testing Center. The AWS Official Score Letter contains scores for the two (2) CWS Exam parts. A sample version of the AWS Official Score Letter is provided in Appendix E of this Guide.

Meeting the B5.9 Requirements for CWS

Candidates who achieve a score of 70% in each exam part and who meet the additional requirements specified in the AWS B5.9:2006- *Specification for the Qualification of Welding Supervisor* may become a Certified Welding Supervisor.

Receiving the CWS Credential

Six to eight weeks after the CWS Exam scores are confirmed, AWS shall issue all new Certified Welding Supervisor a (unique) CWS number, Official Certificate and Wallet Card.

Certifications can be viewed through the Certification Application Portal and the AWS QuickCheck webpage. To replace a Certificate and/or Wallet Card complete and submit the order form located HERE.

OTHER POLICIES AND PROCEDURES

AWS/Prometric Testing Experience Concerns

Candidates are encouraged to provide comments or concerns regarding their testing experience. Concerns about the Prometric test experience must be directed to the Test Center Administrator before leaving the Prometric Test Center and submitted to AWS no later than (2) two to (4) four days after the test.

Exam Content Feedback

AWS welcomes feedback regarding the content of exam questions. Content feedback received via the online Exam Feedback Form within five (5) days of the exam will be carefully reviewed by subject matter experts. All feedback helps improve the overall quality of AWS exams. In the event an error is found in the exam, the scoring is adjusted for all impacted candidates.

Appeals

If a candidate's exam results have been invalidated due to a violation of testing policy, the candidate may appeal in writing within thirty (30) days from the date of the decision to the AWS Managing Director of Certification via email at certification@aws.org or mail to 8669 NW 36th Street #130, Miami, FL 33166.

Retaking the Exam

Candidates who do not pass the CWS exam on the first try will receive guidance on AWS Retest Policy via the Official Score Letter.

RENEWALS AND RECERTIFICATIONS

Renewing the CWS Credential

A CWS Certification is valid for three years from the date of issue. The CWS who can demonstrate continued work experience in the welding industry may renew their credential for a further three years by applying via the Certification Application Portal. CWS renewals are limited to two consecutive three-year periods after which recertification is required.

Note: AWS may send reminder notices, but it remains the responsibility of the CWS to renew their certification credential or recertify on time.

A CWS who fails to renew by the expiration date will be listed as having an expired credential. Renewals submitted after the administrative sixty (60) day grace period but within one (1) year of expiration may be accepted for renewal; however, administrative late fees may be applied.

For complete details on the renewal process and all options refer to AWS QC13:2006 *Specification for the Certification of Welding Supervisors,* Clause 10.

Nine-Year Recertification

After eight (8) years and one (1) month, a CWS who wishes to recertify may submit a 9-year recertification application via the Certification Application Portal.

A CWS can recertify by meeting the following requirements:

- Completed and submitted documentation to support evidence of continued activity in the occupational position of welding supervisor.

- The certificate holder shall successfully pass the CWS Part A and Part B exams or be exempt from the exams by demonstrating continued education equivalent to eighty (80) professional development hours (PDH) over the nine (9) year period of certification with twenty (20) PDH being completed in the immediate three (3) year period preceding the nine-year (9) recertification.

The recertification application and exam registration can be completed via the online Certification Application Portal.

APPENDIX A: CANDIDATE ATTESTATION AGREEMENT

You must review and agree to the terms of the Candidate Attestation Agreement before starting your test.

1. I attest that I am the person whose name appears in the form of identification I presented prior to admission to the testing room.

2. I understand and agree that all AWS certification exams are confidential and secure tests, protected by U.S. and international copyright laws.

3. I understand and agree that all test materials, including my answers, are the property of AWS, and I will not be provided access in any form except on the test itself.

4. I understand and agree that disclosing any exam question or answer to any person, in whole or in part, by any means whatsoever is unlawful and even potentially a criminal act, and I may be financially liable and/or charged with theft for doing so. I also understand and agree that if I disclose information about exam questions or answers, I may suffer adverse consequences, including but not limited to any or all of the following:

   – civil or criminal liability for copyright infringement or related conduct; and

   – disciplinary action by AWS, including prohibiting me from seeking certification in the future.

5. I understand and agree that AWS is the final authority that determines if I can take an exam.

6. I understand and agree that AWS has the right to cancel my scores if it finds any evidence of any irregularities whatsoever.

7. I understand and agree that furnishing inaccurate details about myself, breaching exam regulations, or acting contrary to the instructions outlined on the AWS/Prometric website, confirmation letter, and the AWS Certification and Qualification Standards may result in disciplinary action, including but not limited to removal from the test session under the supervision of the Test Supervisor or Test Center Administrator; score annulment; disqualification from taking the exam in the future; and potential legal liability.

8. I agree that upon obtaining my certification, I give permission to AWS to publish my certification status as it relates to its validity and duration.

I understand and accept the terms of this agreement.

Print Full Name: _____

Signature: _____   Date: _____

APPENDIX B: AWS REFERENCE STUDY MATERIAL

Order Number	AWS Publications
AWS A2.4:2012	Standard Symbols for Welding, Brazing, and Nondestructive Examination
AWS A3.0:2010	Standard Welding Terms and Definitions
AWS B5.9:2006	Specification for the Qualification of Welding Supervisors
AWS WHB 1.12	Economics of Welding and Cutting
AWS WHB- ALL	AWS Welding Handbook Series*
VT6K1- IPUYC	CWSM Certified Welding Supervisor Manual for Quality and Productivity Improvement
AWS QC13:2006	AWS QC13, Specification for the Certification of Welding Supervisors
ANSI Z49.1:2005	Safety in Welding Cutting, and Allied Processes
	NSRP Study – Welding Supervisor Training and Certification

APPENDIX C: SAMPLE AWS CONFIRMATION LETTER

AWS Registration Confirmation Letter

I. VERIFICATION OF CANDIDATE CONTACT INFORMATION:

Please verify your contact information and contact AWS immediately should any corrections be necessary.

AWS Member No.:	123456
Full Name:	John Doe
Address:	8669 NW 36 St.
	Miami, FL 33166
Email:	JDoe@yahoo.com

II. VERIFICATION OF EXAM INFORMATION:

Please verify your exam information and contact AWS immediately should any corrections be necessary. Please note that changes cannot be made at the testing facility and rescheduling an exam may result in forfeiture of seat fee.

Prometric Exam(s):

Language: English

Exam Type	Eligibility ID	Eligibility Start Date	Eligibility End Date
CWS - Part A	AWSAPP280085	9/20/2022	5/18/2023
CWS - Part B	AWSAPP280087	9/20/2022	5/18/2023

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APPENDIX C: SAMPLE AWS CONFIRMATION LETTER (2ND PAGE)

III. SCHEDULING AND PREPARATION:

If you are taking a Prometric exam, you must schedule your exam(s) at a convenient test center of your choosing through our partners at Prometric. Please follow the steps to schedule your appointment:

1. Go to www.prometric.com/aws or call 1-800-864-5257
2. Click on Schedule My Test
3. Select your Country and State
4. Enter Eligibility ID and First 4 Characters of Last Name
5. Select location
6. Select available date and time
7. Receive confirmation letter from Prometric

The following content must be reviewed by the candidate prior to taking his/her exam(s) in order to be fully prepared for testing. Failure to do so may result in forfeiture of exam fees, or disqualification from taking the exam.

- AWS B5.9   https://www.aws.org/library/doclib/B5.9-2006.pdf
- AWS Policies and Fees   http://www.aws.org/library/doclib/refundPolicy.pdf
- AWS QC13   https://www.aws.org/library/doclib/QC13-2006-1.pdf
- Exam References and Editions Guide   https://www.aws.org/library/doclib/AWS-Open-book-Exam-Reference-List.pdf
- Prometric Test Delivery Tutorial *   https://www.prometric.com/_layouts/results/index.html
- Prometric US & International Contact   https://www.prometric.com/aws
- Prometric Video – What to expect on Test Day *   https://vimeo.com/190759122

For more information regarding your application status, certification, order history, and/or membership, please log in to your AWS account at: **https://my.aws.org/SignIn**

Should you have any questions regarding your exam, please feel free to contact the Certification Department at 800-443-9353, option 3.

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APPENDIX D: SAMPLE AWS OFFICIAL CWS SCORE REPORT

AWS American Welding Society®

Certified Welding Supervisor (CWS)

Score Report

123456

John Doe

8669 NW 36 St.

Miami, FL 33166

US

Exam Status: Pass

Certified Welding Supervisor

Exam Part Passing Score: 70

Congratulations! You have passed all the examinations of the Certified Welding Supervisor Program.

Exam Type	Score
CWS - Part A	88%
CWS - Part B	93%

Your performance of each examination part by content category can be found in the next section.

Your certificate and wallet card will be mailed to you within 4-6 weeks from the receipt of this letter. AWS QuikCheck is updated to reflect this new certification.

NOTE: It is your responsibility to contact AWS if you have not received your Credentials within 120 days of receiving this letter. After these 120 days, you may incur additional charges to order a duplicate.