

# Why are one or more of our applicators not listed in the Confirmation Email?

Applicators are typically not listed in the email for three reasons:

- The applicator was left out of your report.
- The applicator is an [apprentice](#).
- An incorrect [Certification ID](#) was entered for the applicator.

Your report should not include apprentices, because they do not have [Certification IDs](#) of their own.

The third problem will typically result in the [Confirmation Email](#) including an applicator whose name you do not recognize. The [Service Bureau](#) is sometimes able to correct mis-entered [Certification IDs](#), especially those on a [Form 26A](#). (We can look up the name you provided and guess which Certification ID should have been entered.) However, not all such problems are caught and corrected when the report is processed.

Errors in the applicator list can be corrected easily. [Contact us](#) and we will process the corrections and send you a new [Confirmation Email](#).