

MPF CUSTOMER SUPPORT SECTION (DEERS/ID CARDS)



**EFFECTIVE 1 MARCH 2018,
RENEWAL/REPLACEMENT OF DEPENDENT
ID CARDS IS ACCOMPLISHED THROUGH
THE ONLINE PROCESS ONLY.**

HOURS OF OPERATION

The MPF Customer Support Section (DEERS/ID CARDS) is open 0730 am - 3 pm Monday thru Friday. The MPF is located at 540 Airlift Drive, Bldg. 381 D-100, Travis AFB, CA. The MPF will be closed on the last Thursday of each month, all Federal Holidays.

To schedule an appointment visit,

<https://rapids-appointments.dmdc.osd.mil/appointment/building.aspx?BuildingId=503>

Please see front desk for on-line renewal/replace pick up guidance in addition to instructions below.

**BUTTON TO
PAGE 2**

Identification

Proper identification is required for all transactions. To be issued an ID card, 2 forms of unexpired identification are required for anyone age 18 or older. For more information on what documentation is needed, please read the **DEERS Pre-arrival Checklist**.

Renewal of ID/CAC Cards

Renewal of ID/CAC cards must be within 30 days prior to the expiration date. (Exception: Deploying Members with orders whose expiration date is within the dates of the deployment)

Lost/Stolen OR Confiscated ID Card

If you lost your ID card, you will need to fill out a lost ID letter in our office and two forms of ID. For lost/stolen CAC cards, you will need one of the following items below in addition to 2 forms of identification, one of which must be an unexpired photo ID:

- Police report
- A statement or document as provided by the Service or agency (e.g., counseling document) or
- Letter or memorandum from the activity's security manager, the individual's supervisor, or the First Sergeant. (Required for all E-4 and below)

Contractors for ID/CAC card

Ensure your Trusted Agent (TA) has you in the CVS system. Contractors must have TWO (unexpired) forms of ID. One must be a state/government issued photo ID. If going overseas, please ensure you have your current (within 30 days) LOA.

****If this is your First CAC/ID card, please ensure you have arrangements to access the installation. Any documents must be Original/Certified. Photocopies are NOT acceptable****

Military Retirees

Initial Requirement: Retirement Orders * Reserve/National Guard Retirees: Orders/Letter transferring to Retired List and authorizing retired pay. If Medicare eligible, the Medicare Card along with the two (unexpired) forms of ID.

Turning 65 - Tricare for Life If you are turning 65 years old and will be on TRICARE for Life, you must bring your Medicare card to your ID appointment, along with TWO (unexpired) forms of ID. One must be a state/government issued photo ID.

100% Disabled Veteran, Eligibility Requirements Provide Letter from Department of Veteran Affairs showing member as an honorably discharged veteran rated as service connected 100% disabled, authorizing commissary & exchange privileges, DD Form 214, and TWO acceptable forms of ID (one photo). ****VA Letter will be a single letter from the Department of Veterans Affairs addressed to the member. Letter will have a BLACK BORDER BOX with text stating to certify member is 100% disabled veteran.**** For all Military Retiree renewals and replacements, please follow the on-line Renewal/Replacement instructions.

Civilian Retirees

Civilians retiring must have SF Form 50 and have TWO (unexpired) forms of ID (No Badges). One must be a state/government issued photo ID. ****Documents must be Original/Certified. Photocopies are NOT acceptable.****

Civilian Employees Civilians must have TWO (unexpired) forms of ID (No Badges) to receive new ID card. One must be a state/government issued photo ID.

Civilian Employees (Overseas Position) Provide DD Form 2365, SF Form 50 annotating that person is assigned to an Overseas Emergency Essential Position, and two (unexpired) forms of ID (no badges). One must be a state/government issued photo ID.

DESIGNATED AGENT LETTERS

1. The Designated Agent letter is issued to an authorized person designated by the military sponsor (or surviving spouse). This letter allows that person access to the Base Exchange and/or commissary for shopping on behalf of the sponsor.

2. This letter is only valid for one year at a time. Only one person may be designated per household. Authorization cannot be granted solely for customer convenience – an extreme hardship must exist and be validated. Dual military couples (active duty) with children in the household and single parents (active duty) with children in the household may also have a designated agent when a family care plan is in effect.

3. Base Exchange and Commissary personnel have the right to limit purchases made in their store. Any suspicion that someone is attempting to make purchases in a fraudulent manner (for other than the sponsor and their household) may result in confiscation of the Designated Agent letter and suspension of privileges in accordance with 45th Force Support Squadron Standard Operating Procedure (copy of this instruction is on file in the Customer Service office).

4. The following current supporting documentation must be presented each time a letter is issued and/or renewed: Authorized patron's presence or valid Power of Attorney: If the authorized patron is unable to be present at the time of issuance, the person obtaining the agent card must have a current Power of Attorney authorizing them to conduct actions pertaining to the military on behalf of the sponsor or surviving dependent.

5. Authorized patron's ID card: The authorized patron is the military or retired military sponsor or the surviving dependent of the sponsor. The ID card must not be expired.

6. Letter from attending physician: When the sponsor is physically unable to shop for themselves, they must obtain a letter from their doctor stating their incapacitating condition or inability to care for themselves. This letter must be current within the year of obtaining the agent letter. This requirement does not apply to active duty military couples with children or active duty single parents with children.

- **Copy of current Family Care Plan (Active Duty only): Dual military couples or single parents with children must provide this in order to obtain a Designated Agent letter (usually in cases of deployment, unaccompanied PCS or TDY). The designated agent must be someone designated as a caregiver on the family care plan.**
- **Two forms of ID, one with photo required: Driver's License or a state/government issued photo ID; preferably valid driver's license and social security card.**

DFAS Contact Phone Numbers:

AIR FORCE - (317) 212-3657 or 800-525-0102

NAVY - 888-332-7411 (opt 2)

ARMY - (317) 212-1910 or 888-332-7411

MARINES - (703) 784-9529

COAST GUARD - (785) 339-3441

For information on other locations for ID cards, please visit the RAPIDS Site Locator:

<https://rapids-appointments-scheduler.dmdc.osd.mil/>

In the event you have any questions or concerns, contact the MPF Customer Support at (707) 424-8483.

Thank you for your cooperation.