

## Essential information for utilizing DoD ID card services at PSD Jacksonville

### From Personnel Support Detachment Jax

The ID Card Operation at PSD Jacksonville was converted to a contract operation in 2010 and is managed by the SERCO contractor at Building 789 aboard NAS Jacksonville. The ID Card Lab is staffed with seven workstations to support the ID card mission. The Defense Manpower Data Center (DMDC) has mandated various changes and procedures for ID card issuance over the past four years, and, as a result, these changes have caused unintended confusion and frustration for customers – especially since the process has changed dramatically from when many retirees served on active duty.

The following information includes: acceptable forms of identification, any expired ID is not a valid form of ID, situational ID card needs, how to make an appointment online to avoid excessive wait times, and numbers to call in advance to clarify what documents are needed prior to visiting the ID card facility.

Should you feel your visit to the ID Card Lab was unsatisfactory, speak with the ID card supervisor, PSD deputy director or director prior to leaving the facility – as our primary goal is to deliver top-notch customer service.

#### **Valid forms of identification:**

ID card verifying officials must authenticate customer identity by reviewing and scanning two matching forms of identification if over 21 years old, and one ID form that is original and unexpired for dependents under the age of 21, before issuing any DoD ID card. Scanning primary and secondary ID documents into their appropriate categories in RAPIDS is critical for identity validation and data storage.

When ID cards are issued to customers, they are provided access to DoD facilities and applications. While this is a significant change from previous ID card processing that took place prior to 2010, it is required by law to conform to these new rules. Thank you in advance for your understanding, as we all must do our part to prevent errors and minimize opportunities for misrepresentation or fraud.

The following is a list of acceptable primary and secondary ID forms of identification:

#### **Primary forms of identification (must be unexpired):**

- Driver's license or state-issued ID card
- US Passport Book or Passport Card
- Any ID card issued by a Federal, State or local government agency or entity – w/photo
- Permanent Resident/Alien Registration Receipt Card (Form I-151, I-551)
- Unexpired foreign passport or foreign national ID's with photo
- Unexpired Temporary Resident Card (Form I-688), Employment Authorization Card (Form I-688A), or Employment Authorization Document with photo (Form I-688B)

#### **Secondary Form of Identification:**

- An additional document listed under "Primary Documents"
- Original or certified copy of a birth certificate (certified copies are color copies, front and back of form – notarized by a notary).
- School ID card with a photograph
- Voter's registration card
- Certification of Birth Abroad issued by Department of State (Form FS-545 or Form DS-1350)

- Certificate of U.S. Citizenship (Form N-560, N-561)
- Certificate of U.S. Naturalization (Form N-550, N-570)
- Unexpired employment authorization document issued by DHS (e.g., Reentry Permit [Form I-327])
- U.S. Citizen ID Card (Form I-197)
- ID Cards for Resident Citizens in the United States (Form I-179)
- Social Security Card

**Note:** In the event a military, contractor, or civil service member requires a replacement CAC Card – they will be asked to present the same two forms of ID, in addition to a Special Request Authorization (NAVPERS 1336/3) – signed by an E-6 or above, or by direction. For contractors, and civil service employees – a memo signed by their employer will suffice.

In the event a second form of ID is completely unattainable (i.e. – traveling and wallet was stolen) a supervisor can over-ride the second form of ID, but only in extremely rare situations. Retired and dependent customers are required to present two identically (first, middle, and last names) matching forms of ID to receive their retired ID or dependent’s card. For many retirees and dependents, this has become a source of contention, however, the new rules are binding and we regret any inconveniences when you are instructed to update your identification instruments to ensure ID’s match prior to issuing a new card.

Any ID card that has already expired is no longer considered a valid form of ID (regardless if it is a Common Access Card (CAC), active, retired, dependent, or reserve ID card). This ruling is binding as well, per DMDC – so don’t let your cards expire.

**Change of last name for active/reserve military personnel:**

Active or reserve personnel who get married and change their last name will be required to request the name change through their command. Once the name change is reflected on the member’s LES via the Bureau of Naval Personnel, it will also be reflected in the DEERS Rapids ID System to allow a new ID with the new name to be issued. Check your LES for the name change to take effect and/or when you receive a letter from the Bureau of Naval Personnel approving your request prior to coming to the ID Lab. Service members must still present two forms of matching ID that reflect the new last name change – along with their current CAC Card.

**Change of last name for retirees:**

Retirees who change their last name and require an ID, they must bring two forms of matching ID documents, per above, that reflect the new name change, along with a copy of the marriage certificate or divorce decree. If you “legally” change your name, ID Card personnel will also require the legal documents that reflect the name change at time of issuance.

**Adding a dependent child into DEERS:**

An original birth certificate or live birth document (signed and notarized) and a social security card are required. If the male sponsor is not married to mother of child, they must go to the Vital Statistics Office where the child was born and register in that state as the father of the child and bring in a “proof of paternity” document (signed and notarized) or results from a professional lab showing he is the father.

**Adding adopted children into DEERS:**

Adding an adopted child, from the U.S. or overseas, wards of the court, or foster children, please call the ID Office for detailed information at 542-1837.

**Adding a spouse into DEERS:**

If neither sponsor nor wife were married before, they will need all original documents – marriage license (sealed and notarized), birth certificates, social security cards, and a photo ID that is current (either a driver’s license or passport will suffice.)

If married before they will need the divorce decree or death certificate, (and former spouse’s Social Security number.)

If dependent to be added was a dependent child prior to marriage, they will need mother or father’s (sponsor’s) Social Security number so they can be removed them from that file prior to adding them to the new file.

**Removal of dependents from DEERS:**

For members who wish to remove dependents from DEERS, such as divorce or death, the sponsor must bring in a signed divorce decree or death certificate for the ID Card Office to scan into the system and remove dependent from DEERS.

**Dependents over the age of 21, who are enrolled in college or a higher learning “accredited” institution:**

- If you are applying for enrollment or and ID card for a full-time student over the age of 21, a completed DD Form 1172-2 is required, along with a written statement following block #21, “My child (name), remains dependent on me for at least 51 percent of his/her support and is attending an accredited institution of higher learning.”
- Benefits can continue until the child’s 23<sup>rd</sup> birthday, provided that the child is:
  - Unmarried and between 21 and 23 years of age;
  - Enrolled full-time in an accredited institution of higher learning; and
  - Dependent on the sponsor for over 50 percent of his or her support (or was at the time of the sponsor’s death.)
- Students remain eligible until age 23 or the date of graduation, whichever occurs first.
- A letter on the institution’s letterhead, issued by the Registrar’s Office, must indicate that the child is a full-time student. The letter should also state the expected date of graduation.

Note: Most colleges and universities contract with third parties, such as the National Student Clearinghouse, to verify student enrollment. Such documentation shall be accepted in lieu of a letter from the registrar’s office. There is a \$2.50 fee for this service.

- If the student turns 21 during the summer break, then the student must show that they were enrolled full-time in the previous term, and enrolled in the next term after the break.
- The DD 1172-2 form from RAPIDS Self-service cannot be used if extended benefits have not already been added to DEERS.

This policy is very import to understand, as many customers bring the letters to the ID Lab and desire a card to be issued prior to their dependent leaving for school, however, DMDC mandates the issuance date to be commensurate with the first day of classes or after the school’s add/drop date.

For those students who were attending college in a full-time capacity during the prior school year and require a new ID card, the process is a bit different. Because they were already enrolled as a full-time student, they will require a similar college letter as stated above, with an additional statement in the letter that indicates they were enrolled in the prior school year as a full-time student, and that they will be enrolled in the upcoming fall semester as a full-time student, with expected graduation date. In this instance, an ID card will then be issued anytime after the end of the prior school year, normally between May and September. The difference here is that if you were a full-time student the prior school year, you can get your card immediately or over the

summer, providing you present the details needed in the college letter as stated above, versus a new student who must wait until the actual start date of college.

**Preparation of 1172 ID card applications online:**

For military, civil service, and contractors who possess a CAC card, can now prepare an 1172 ID Card Application Online at [https://www.dmdc.osd.mil/self\\_service](https://www.dmdc.osd.mil/self_service) for their dependents. You can use this service if you are a sponsor, have a CAC, and have access to a CAC-enabled personal computer. This is especially helpful for personnel who are deployed or have family members dispersed around the globe and cannot accompany the dependent at time of ID card issuance. To do so, simply enter the data into the website, and any ID card facility can access the form to allow your “dependents” to receive an ID card without your presence. Again, while this satisfies the 1172-2 ID Card Application piece, your dependents will still be required to present two “matching” forms of ID, see above at time of issuance. This can be frustrating when the ID’s don’t match for our customers, so we strongly encourage members to check their ID documents to ensure that they match identically, or they will regrettably be turned away until they have identical documentation.

**Hours of operation:**

Hours of operation: 7:30 a.m. – 4 p.m., Monday through Friday. The office is also open twice a month on “Drill Saturdays” – from 7:30 a.m. – 4 p.m. to coincide with reserve drill weekends. Please contact the ID Card Office to obtain the drill weekend dates at 542-8346/1837.

Note: While reserve personnel will have a priority for ID Card issuing (on Saturday’s only), and there are no scheduled appointments used for Saturday services, feel free to use services if that is more convenient.

**Best tips:**

It is encouraged you to make an appointment at the ID Card Facility to avoid unnecessary wait times, at: <https://rapids-appointments.dmdc.osd.mil>. The site will also provide some frequently asked questions and document requirements for your perusal. Once an appointment is made, you will receive an email confirmation of the date and time – and upon arrival, simply notify the ID card reception desk of your scheduled appointment. Be sure to bring confirmation documentation with you. By using the pre-set appointment option, normal processing times average between 15-20 minutes.

Fridays and holiday periods are often the busiest times. If you don’t have a scheduled appointment, wait times can be excessive. If you don’t have an appointment and need an ID card, come early! DMDC has mandated that dependent ID cards can be renewed not earlier than 30 days prior to expiration and CAC Cards 90 days prior to expiration.

For more information, call 542-8346/1837.