



NAVY PAY AND PERSONNEL SUPPORT CENTER OPS ALERT

Ser N3: 011-20

Update: LIMITED SERVICES FOR DEERS/RAPIDS ID CARD SITES DURING COVID19 PANDEMIC
Release Date: 3/17/2020 Effective Date: 3/16/2020

BLUF: Effective immediately, RAPIDS ID Card Sites will be limiting services to appointments and time-sensitive services for walk-ins.

Discussion: Due to COVID-19 concerns, ID card sites are performing time sensitive services only. The following services will be provided but limited to: Customers that have a Common Access Card (CAC) or Teslin that will be expiring in the next 30 days, CAC/PIN resets, new CAC issuance, and customers required to update DEERS to enroll/disenroll a dependent will continue to receive services. Walk-ins will be granted on a case by case basis. It is highly encouraged that an appointment is scheduled prior to reporting to the ID card facility.

Appointments can be made at <https://rapids-appointments.dmdc.osd.mil>

Telephonic updates to your DEERS record may be accomplished by contacting Defense Manpower Data Center by calling 1-800-361-2508.

*****VERIFY ON THE RAPIDS WEBSITE THE LOCATION YOU INTEND TO VISIT IS CURRENTLY OPEN*****

What this means to you:

1. If you feel ill, you should not visit the site to protect customers as well as the team.
2. If you do not have a time sensitive situation, you may be denied services. Please see eligible categories below:

Initial CAC issuance
Lost/stolen CAC or Teslin ID cards
CAC/Teslin Cards due to expire in the next 30 days

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