

78th Force Support Squadron
Military Personnel Section-Customer Service
Hours of Operation

- Normal hours (Open) 0730 (Close) 1530
- To schedule a CAC appointment please visit our secure site <https://wwwmil.robins.af.mil/> and select the quick link titled “Smart Card/CAC site”
- All Dependent/Retiree IDs are completed on a walk-in basis only
 - Please contact 222-6861 for any Customer Service questions or concerns

78th Force Support Squadron

Military Personnel Section-Customer Service

- Beginning Thursday, 28 May 09, Customer Service will be providing extended duty hours for DEERS/RAPIDS related assistance
- Hours of operation will be 0700-1900 every Thursday. Customers will be required to sign-in at the front desk NLT 1815
- Walk-ins are welcome but for more expedient assistance, please schedule an appointment via the CAC Scheduler
<https://wwwmil.robins.af.mil/smartcard.asp>
- Customer Service is always looking for better ways to service the Warner Robins community
- For additional questions or concerns, please contact Customer Service at 222-6861

General ID Card Information

- We will not accept walk-in customers for expiring CACs (Common Access Card) if appointments are available for you and scheduling an appointment will not cause a work stoppage. To schedule an appointment through the Robins Air Force Base CAC scheduler, please log on to the following secure link <https://wwwmil.robins.af.mil/> and select the quick link titled “Smart Card/CAC site”.

General ID Card Information (Cont)

- Please ensure that your scheduled appointment is within 60 days of the expiration of your CAC.
- Dependents requiring renewal of their ID are required to be present with their sponsor or provide a valid and signed DD Form 1172 DEERS Enrollment Form
- ****ALL Members requiring a new CAC or ID Card are required to provide 2 forms of valid ID****

Information for Lost/Stolen/Mutilated ID Card Replacement

- **ATTENTION: For all ID card customers**
- If your ID card is lost/stolen/mutilated, you must report to the Visitor's Center bldg. 301 located near the Watson gate for instructions prior to receiving a new ID card . You must also ensure that you provide 2 forms of valid ID when requesting a new ID card at the Customer Service counter. Please reference the list below of valid forms of ID document for additional details.

DEERS marriage update/Dependent add update

- **Required items for marriage update in DEERS/RAPIDS:**
- Original marriage certificate
- Original birth certificate (spouse)
- Original social security card (spouse)
- 2 forms of ID (spouse) one form of ID must be a photo ID

DEERS marriage update/Dependent add update (CONT)

- **Required items for dependent update in DEERS/RAPIDS:**
- Original birth certificate or Report of Birth
- Original social security card (if available)
- Please contact a Customer Service representative for additional questions concerning unique situations or concerns via 478-222-6861

LISTS OF ACCEPTABLE DOCUMENTS

- 1. Documents that Establish Both Identity and Employment Eligibility**
- 2. U.S. Passport (unexpired or expired)**
- 3. Certificate of U.S. Citizenship(*Form N-560 or N-561*)**
- 4. Certificate of Naturalization(*Form N-550 or N-570*)**
- 5. Unexpired foreign passport, with *I-551 stamp* or attached *Form I-94* indicating unexpired employment authorization**
- 6. Permanent Resident Card or Alien Registration Receipt Card with photograph(*Form I-151 or I-551*)**
- 7. Unexpired Temporary Resident Card (*Form I-688*)**
- 8. Unexpired Employment Authorization Card(*Form I-688A*)**
- 9. Unexpired Reentry Permit(*Form I-327*)**
- 10. Unexpired Refugee Travel Document (*Form 1-571*)**
- 11. Unexpired Employment Authorization Document issued by DHS that contains a photograph(*Form I-688B*)**

Documents that Establish Identity

- 1. Driver's license or ID card issued by a state or outlying possession of the United States provided it contains a photograph or information such as name, date of birth, gender, height, eye color and address**
- 2. ID card issued by federal, state or local government agencies or entities, provided it contains a photograph or information such as name, date of birth, gender, height, eye color and address**
- 3. School ID card with a photograph**
- 4. Voter's registration card**
- 5. U.S. Military card or draft record**
- 6. Military dependent's ID card**
- 5. U.S. Coast Guard Merchant Mariner Card**
- 6. Native American tribal document**
- 7. Driver's license issued by a Canadian government authority**
- For persons under age 18 who are unable to present a document listed above:**
 - 8. School record or report card**
 - 9. Clinic, doctor or hospital record**
 - 10. Day-care or nursery school record**

Documents that Establish Employment Eligibility

- 1. U.S. social security card issued by the Social Security Administration (*other than a card stating it is not valid for employment*)**
- 2. Certification of Birth Abroad issued by the Department of State (*Form FS-545 or Form DS-1350*)**
- 3. Original or certified copy of a birth certificate issued by a state, county, municipal authority or outlying possession of the United States bearing an official seal**
- 4. Native American tribal document**
- 5. U.S. Citizen ID Card (*Form I-197*)**
- 6. ID Card for use of Resident Citizen in the United States (*Form I-179*)**
- 7. Unexpired employment authorization document issued by DHS**