

177th Fighter Wing Customer Service Requests/New ID card Process

The Force Support Squadron has implemented a new process to schedule ID card appointments, see below for link:

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

Anyone needing assistance for awards audits, RIPs, DD214's etc. must submit a request via e-mail. Please contact your section's Commander Support Staff (CSS) to order RIPS, before contacting Customer Service.

- Please send all requests to: 177FW.FSMPS.org@us.af.mil
- Attach all backup documentation pertaining to your request

New Process for ID Card Appointments!

- Please make sure that you bring two forms of ID and any other documentation that may be required of you.
- Schedule an appointment ONLY IF:
 - Your ID is Expired
 - Your ID will expire within 30 days (unless leaving for deployment)
 - You've had a rank change
 - You have had a name change
 - You have received an e-mail stating you need a new type of ID Card.

Please see below for additional documentation for an ID card

- Lost ID – Provide an AFIMT 1168 or police report AND an Official Memorandum from your Commander, Superintendent or 1st Shift.
- Extended/Reenlisted - Reenlistment/Extension paperwork:
 - Rank Change - Promotion paperwork
 - Name Change - New Social Security Card, letter from Social Security Card office stating you will be receiving your card soon.
- One person per appointment block.
- To schedule your appointment please visit: <https://rapids-appointments.dmdc.osd.mil/>

For questions please call: 609-761-6927, option 1 or email: 177FW.FSMPS.org@us.af.mil