

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

The FSS 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 CSS (Commander Support Staff) to order RIPS before contacting Customer Service.

-Please send all requests to [177.FW.PA.Org@us.af.mil](mailto:177.FW.PA.Org@us.af.mil)

-Attach all backup documentation pertaining to your request

### **New Process for ID Card Appointments!**

- . Please make sure that you bring 2 forms of ID and any other documentation that may be required of you.
- . Schedule an appointment ONLY IF: Expired, will expire within 30 days (unless leaving for deployment), Rank change, Name change, and if 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- AFIMT 1168 or police report AND an Official Memorandum from your Commander, Superintendent or 1st Shirt.

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 609-761-6227 ext 1 or email [177.FW.PA.Org@us.af.mil](mailto:177.FW.PA.Org@us.af.mil)