

# DEERS/RAPIDS Service Office

## Business Hours

Monday – Friday 7:30 a.m.-4 p.m.

8-10:30 a.m. and 1:30-3:30 p.m.

For Scheduled Appointments

CLOSED Saturday, Sunday and ALL Federal Holidays

Walk-in customers are welcome; however customers with appointments will be served first. It is recommended for walk-in customers to call prior to arrival to avoid extended wait times.

### **To schedule an appointment:**

**<http://appointments.cac.navy.mil>**

An appointment may be scheduled (up to 30 days in advance) and cancelled (anytime) online via Web Scheduler. Promptness is requested. Appointment will be cancelled if more than 5 minutes late. When more than 5 minutes late for an appointment the customer will be given the option to be seen as a walk-in customer or to schedule a new appointment for a later date.

- An appointment can be made for any type of DEERS/RAPIDS service (i.e. pin reset; add dependent, new ID card, etc.)
- An appointment is intended to provide service for one person per appointment. When more than one dependent need an ID card, a separate appointment must be made for each dependent.
- Appointments are available to all branches of active duty/reserve military services, retirees, dependents, DoD Civilians and Contractors.
- CONTRACTORS must be verified and approved via CVS prior to making an appointment.
- Adults 18+ years of age are required to have TWO valid acceptable form of identification.
- Children 10-17 years of age required to have ONE valid acceptable form of identification.
- ALL DOCUMENTS MUST BE ORIGINAL OR TRUE CERTIFIED COPIES OF THE ORIGINAL DOCUMENT

**WE ASK THAT YOU ARE SIGNED IN BY 3:30 p.m. FOR NON-EMERGENCIES ISSUES, YOU WILL BE ASKED TO RETURN THE FOLLOWING BUSINESS DAY**

For further information or questions regarding acceptable forms of identification, required documentation, please call (601)679-2302 prior to arrival or making an appointment.