

# APPLICANT MAIL BACK SERVICE PROCEDURES FOR ID CARDS

**Mail-In Procedures for Applicants Who Cannot Report in Person.** Individuals who cannot physically report in person to the place of an ID card issuing site, including persons who:

- Live far from a military facility
- Are physically handicapped
- Have no means of transportation
- Are hospitalized or sick

**NOTE:** These mail-in procedures for an ID card apply only to applicants. The Military Personnel Office Customer Service Personnel are responsible for issuing automated ID cards. Manual ID cards are no longer issued by Pass and Registration by mail.

**Applicants should write or call the nearest military installation to determine which activity will process their mail-in ID card request** and should be aware that mail-in procedures are lengthy.

**Applicants.** Sponsor and family members must follow the steps in the table below to process a mail-in ID card request.

## Mail-In Procedures for ID Card Requests

Step	Action	Check
1	<p>Applicant must request an ID card in writing to a Military Personnel Office Customer Service site. Include the following documents as appropriate:</p> <ul style="list-style-type: none"> <li>• Marriage Certificate.</li> <li>• Birth Certificate (If not enrolled in DEERS).</li> <li>• Social Security Numbers (If available).</li> <li>• DD Form 214, Report of Separation from Active Duty or DD Form 13, Statement of Service.</li> <li>• Return mailing address and telephone number.</li> <li>• An 8"x10" portrait-type photograph (head and shoulders) notarized on the back. Include physical characteristics (i.e., height, weight, color of hair and color of eyes). <b>NOTE:</b> Specific questions concerning photographs should be directed to MPF Customer Service personnel.</li> </ul> <p><b>NOTE:</b> Previously issued ID card(s) that are expired and DD Form 1172, Applicant for Uniformed Services Identification Card DEERS Enrollment, cannot be used for verification purposes.</p>	
2	<p>Applicant must mail the documents listed above to a Military Personnel Office Customer Service site:</p> <p><b>NOTE:</b> ID card issuing sites also include the following military components:</p> <ul style="list-style-type: none"> <li>• Active Duty</li> <li>• Active Duty Family Members</li> <li>• Reserve/Guard</li> </ul>	
3 3 (con't.)	<p>Upon receipt of documents from the applicant, the ID card issuing site will:</p> <ul style="list-style-type: none"> <li>• Notify the applicant of eligibility and enrollment for DEERS.</li> </ul>	



	<ul style="list-style-type: none"> <li>• Return original source documents submitted by the applicant.</li> <li>• Send a DD Form 1172, Application for Uniformed Services Identification Card DEERS Enrollment with instructions for obtaining an ID card.</li> </ul> <p><b>NOTE:</b> ID card issuing sites will provide specific instructions regarding applicant's request for ID card issue concerning family member(s) DEERS enrollment and eligibility verification. When a military sponsor is unable or unwilling to sign the DD Form 1172, the ID card issuing site Verifying Official (VO) will take the appropriate action to determine DEERS enrollment and eligibility based upon source documents submitted for review.</p> <p><b>Contact one of the Military Personnel Offices below prior to sending any documentation.</b></p>	
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**Military Mail-in Addresses for Active Duty  
and Eligible Family Members Residing Overseas**

**Personnel Support Division**  
 Naval Station, Roosevelt Roads  
 PSC 1008, Box 3011  
 FPO AA 34051-8600

Phone: (787) 865-3530  
 DSN: 831

**Department of the Army**  
 Attn: SOPR-AGG-B (ID Card Section)  
 PO Box 34000  
 Fort Buchanan, Puerto Rico 00934

Phone: (787) 707-3511  
 DSN: 740

**Military Personnel Flight**  
 37MSS/DPMPF  
 1561 Stewart Street, Suite #4  
 Lackland AFB  
 San Antonio, TX 78236

Phone: (210) 671-4177  
 DSN: 473

**Military Personnel Flight**  
 MPF/CS  
 8011 Tampa Point Blvd  
 MacDill AFB, FL 33621

Phone: (813) 828-2278  
 DSN: 968