

Online Dependent/Retiree ID Card Process Instructions:

1. Our self-service online retiree and dependent ID card renewal process is fully outlined on our 21 FSS page, located here: <https://www.21fss.com/about/military-personnel/>
2. Customers complete the 21 FSS Online Retiree and Dependent ID Card Renewal Application (located here: https://www.21fss.com/wp-content/uploads/2018/10/ID-Card-Renewal-Form-21-FSS_CAO-23-October-2018-revised.pdf)
3. A link within the form directs applicants to complete the DD Form 1172-2 online by accessing this link: https://dmdc.osd.mil/self_service. Once signed and submitted, this form is automatically loaded in to DEERS and allows dependents to receive new ID cards without the sponsor up to 90 days after the form is signed by the sponsor. **(If the sponsor will be picking up the ID, you may SKIP this step).**
4. Applicants upload supporting docs (photo of dependent, 2 forms of ID) via **DOD SAFE** (<https://safe.apps.mil/>). Each document needs to be its own attachment you may also email the documents to 21fss.fsmps.cs.wf@us.af.mil (confirm that email has been sent by calling 556-0008 option 1).
5. If ID card was lost or stolen, they **MUST** also upload a memo from SFS stating the lost/stolen ID card was reported. Full-time students **MUST** have a memo from the registrar's office reflecting full-time student status and projected graduation date. If Medicare or Tricare Young Adult benefits are in effect, the document **MUST** be uploaded.
6. Once we receive all required documents, we will notify the member to pick-up the ID, the expired ID must be turned in. We have up to **7 duty days** to complete the transaction once the member submits all required docs.
7. Once printed, we leave the card **UNLAMINATED** and file it under the Sponsors last name in the folder at the front counter.
8. Member must be present to sign for the card (or a Power of Attorney must be provided), the card is laminated, and the transaction is complete. (Sponsors can sign for their dependents).
9. If the DD 1172 has been signed, the Sponsor does not need to be present.

For questions and feedback – please contact Customer Support at 556-0008 or email: 21fss.fsmps.cs.wf@us.af.mil

We are located in Room 1074, Bldg 350, 135 Dover St.