From the JBLM McChord Field 62nd Military Personnel Flight

In keeping up with the ever growing amount of retired personnel and their family members, McChord Field Customer Service is considering moving to a more appointment concentrated system. Doing so puts us more in line with our Army teammates at Waller Hall. Being appointment based will also allow us to better serve you by making the workload in Customer Service more predictable as our customers will not have to experience long waits to be serviced.

The way we are going to accomplish this is through the use of our social page on Facebook. Additionally, this provides our customers, such as our retired military in the area, a means of scheduling appointments or updating contact information through the internet. The web addresses are as follows:

Facebook: https://www.facebook.com/groups/627FSSSpartan/

RAPIDS Self Service web site: (You will need a Facebook account.)

https://www.dmdc.osd.mil/identitymanagement/authenticate.do;jsessionid=SGo0tiNnK\_R5AH5Fd5qmAWoU7m2FzAHlrWO2plHK1Stcfq3gtwtK!-1152500246?execution=e1s1

ID Card Appointment web site: (You will need to establish a DS login)

https://rapids-appointments.dmdc.osd.mil/appointment/building.aspx?BuildingId=515

The Facebook page, which is still under construction, will contain basic information regarding visits to Customer Support in the Customer Service Mall. Once completed the site will provide information for our customers as to what documents are needed for certain updates as well as for ID cards.

The RAPIDS Self Service website is your link for DEERS from your home. The website allows active duty, military retired, as well as their dependents to update information in their DEERS records such as their contact information. Probably the best feature of the Self Service site is the opportunity for sponsors to accomplish electronic DD Forms 1172-2. For individuals needing to obtain a new ID card for a dependent, completing the DD Form 1172-2 on the website enables the sponsor to accomplish a verification in advance of going to a DEERS site. Doing so is very advantageous to the sponsor as it allows the dependent to go to a DEERS site for a new ID without the sponsor. This is successful as the sponsor does the verification on the website, completes an electronic signature on the form, and then the form gets automatically scanned to the sponsor's record.

As for the ID card appointment site, it basically allows sponsors and/or family members to schedule an appointment at our DEERS site for an ID card issue or to accomplish DEERS updates. By scheduling an appointment, the member can be seen immediately at their appointment time with little or no waiting.

For more information regarding these services, contact McChord Field Military

Personnel Customer Support at (253) 982-9646 or (253) 982-3966.