



## Customer Support Section



### About Us:

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Customer Support's mission is to provide quality personnel support. We cover everything from ID cards to Passports for 66 thousand Airmen, Civilians, Contractors, and their families.

- Customer Service – DEERS updates, Rations cards and in-processing for members without a CSS
- ID Cards – CACs, Retiree ID Cards, and Dependent ID Cards
- Passports – No-fee and official passports, tourist passports, SOFA cards, Visas, Consular Report of Birth Abroad (CRBA)

### Contact Information:

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- Customer Service: [786fss.fsps.customerservice@us.af.mil](mailto:786fss.fsps.customerservice@us.af.mil)
- ID Cards: [786fss.fspsidcards@us.af.mil](mailto:786fss.fspsidcards@us.af.mil)
- Passports: [786fss.passports@us.af.mil](mailto:786fss.passports@us.af.mil)

### Frequently Asked Questions:

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Q: How do I make an appointment?

A: Please visit the Appointment Plus website at <https://booknow.appointment-plus.com/9rm3mcns/> and under 'Location' select the drop down for 786 FSS MPF (Bldg 2106) and select the agency you wish to schedule an appointment with.

Q: What documents do I need to bring with me to my CAC appointment?

A: You must bring two forms of identification with you in original form. Each source document must be bound to the applicant and shall not be expired nor cancelled.

Q: How do I obtain/renew my dependent's ID card?

A: Please visit the Dependent ID Online website at <https://www.ramstein.af.mil/Contact/Dependent-ID-Online-Application/> to complete your application.

Q: The Personal Identification Number (PIN) on my CAC is locked, how do I unlock it?

A: Currently, there is no way to reset your CAC PIN remotely. Resetting your PIN requires confirmation of your biometrics by matching your fingerprints stored in DEERS when you were issued the card. Any RAPIDS Site can reset a CAC PIN.

Q: How old does my dependent have to be in order to be issues a DoD ID Card?

A: Dependents of members and former members of the uniformed services are eligible for benefits IAW Federal law. Dependents include spouse, unmarried children under 21, unmarried children aged 21-23 who are attending school as full-time students, unmarried children over the age 21 who are mentally or physically incapacitated and incapable of self-support, and parents who are reliant on the sponsor for over 50% of their support. ID cards are typically not issued to children under 14 years of age.

Q: How early should I renew my tourist passport?

A: You should apply at least six months before planned travel.

Q: How long does it take for my tourist passport to be processed?

A: Department of State estimates up to 12 weeks processing time for routine passports.

Q: How do I get the status of my tourist passport application?

A: You can check your status online using the Online Passport Status System at <https://passportstatus.state.gov/>

Q: My SOFA card is going to expire or I need a SOFA, what should I do?

A: Please email the passport org box at [786fss.passports@us.af.mil](mailto:786fss.passports@us.af.mil) the following documents:

AD Sponsor- orders and AMS surf, 1172 DEERS enrollment, information page of passport(s)

GS, NAF, and CTR Sponsor- AE 600-77A, 1172 DEERS enrollment, information page of passport(s)

Q: Do I have to make an appointment to renew my tourist passport?

A: No, you can now use our drop box outside of our office in building 2106 room 110 for all DS-82 Renewal Application. Please email the passports org box for a checklist of requirements.

Q: How do I renew my child's tourist passport?

A: You cannot renew your child's passport. If your child is under age 16, he or she must appear in person with you and the child's other parent or guardian to apply.

Q: I just had a baby, what now?

A: You should go online to the Department of State and apply for the Consular Report of Birth Abroad (CRBA). Once the CRBA is submitted and the Frankfurt Consulate receives your payment and documents, they will forward your application via PDF to the passport office. Once received, we will email you to schedule an appointment to appear in person to take the oath, accept all original documents, and apply for your child's tourist and/or no-fee passport.

Q: Am I eligible for an Official Passport?

A: Official passports are issued to an official or direct hire employee of the U.S. government traveling abroad to carry out official duties. Please check the Foreign Clearance Guide to see if location requires and official passport. You may also contact your UDM for deployment related questions.

Q: What documents are required for an Official Passport?

A: For members with a firm deployment tasking or travel itinerary, you must bring your PCS/CED/TDY/DTS orders or an approved Memo in Lieu of Orders (MILO) signed by an O-6/GS-15 and approved by the DoD Directorate of Executive Travel.

Q: I am out-processing and need signed off on vOP, what do I need to do?

A: If you are currently serving an unaccompanied tour (no dependents), please email a copy of your orders to the passports org box to be signed off. If you are currently serving an accompanied tour (with dependents), please visit our office during our walk-in times, M/Tu/F 0900-1100 and 1300-1500. Please bring a copy of your orders, all dependents passports, and issued SOFA cards and visas, if applicable.