



**+UNITED STATES MARINE CORPS**  
MARINE AIR GROUND TASK FORCE TRAINING COMMAND  
MARINE CORPS AIR GROUND COMBAT CENTER  
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TWENTYNINE PALMS, CALIFORNIA 92278-8100

5512  
RMD 3B

**MAR 11 2019**

POLICY LETTER 1-19

From: Commanding General  
To: All Hands

Subj: APPOINTMENTS REQUIREMENT FOR IDENTIFICATION ISSUING FACILITY

Ref: (a) MCO 5512.11E

1. Purpose. To establish policy on the requirement to schedule an appointment for military Service and family members, civilian employees, retirees, contract, and authorized personnel being serviced at the Twentynine Palms Identification (ID) Card Issuing Facility.

2. Information

a. The intent of this Policy is to eliminate and/or reduce wait times, increase customer throughput, reduce customer complaints by improving the efficiency, effectiveness, and customer service of the issuing facility while improving the quality of work life.

b. The reference establishes procedures for anyone desiring to obtain a new ID card, or to enroll their dependents in the Defense Enrollment Eligibility Reporting System (DEERS).

3. Action. Appointments will be required for the circumstances listed below with the exemptions listed in paragraph 5.

a. Appointments will be scheduled online, utilizing the Real-Time Automated Personnel Identification System (RAPIDS) Appointment Scheduler by visiting <https://rapids-appointments.dmdc.osd.mil/>. Customers without internet capabilities may utilize the computers in Building 1551, or at the Combat Center Library in Building 1528.

b. When setting up an appointment, use your personal email address. This will ensure that the email response to your appointment will reach you.

c. Under "**Instructions**", review the Caption that applies to the service required and bring in all applicable documents.

d. New Identification Card. ID cards may be renewed as early as 90 days prior to their expiration date and individuals requiring a new ID card, will make an online appointment.

e. Enrolling of Dependents into DEERS. Individuals will make an online appointment when enrolling dependents into DEERS, or when updates are necessary to the dependents' records in DEERS.

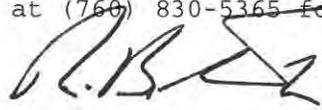
4. Walk-Ins. Walk-Ins will be accepted for pin-resets, Public Key Infrastructure Certificates, and Active duty with lost, damaged, or stolen ID cards only. All other walk-ins will be considered on a case by case basis

POLICY LETTER 1-19

with the understanding that the individuals with scheduled appointments have priority. Unless there's a legitimate reason due to extenuating circumstances why an appointment cannot be made, an appointment will be required in order to avoid excessive wait times and/or the disruption of scheduled customers.

5. Exemptions to Policy. Exemptions to this policy will be at the discretion of the DEERS Officer-In-Charge or the Manpower Director and will be dependent on the current wait times.

6. Contact the DEERS Office at (760) 830-5365 for assistance.

A handwritten signature in black ink, appearing to read "R. B. Turner, Jr.", with a stylized flourish at the end.

R. B. TURNER, JR.

DISTRIBUTION: A