

In an effort to protect our customers and mitigate the spread of COVID-19, the Military Personnel Flight (MPF) is conducting most of our operations virtually.

We are transitioning to appointments only and not accepting walk-ins. Our customer service lobbies are closed.

Please see below for contact information and details on services that are available via email or phone and those that require an appointment. Service levels and functions are subject to change as we respond to the current situation.

Customer Service (ID Cards)

82 FSS/FSPS Customer Service 82FSS.FSPS.CustomerSupport@us.af.mil

DSN: 736-8349

No Walk-ins

Actions available online: <https://milconnect.dmdc.osd.mil/milconnect/>

- Answer General DEERS/Customer Service inquiries
- 1172-2/DEERS Updates
- DD 93/vRED
- SOES

Email:

- Inprocessing
- IEB
- LeaveWeb

Schedule an In-Person appointment: <https://rapids-appointments.dmdc.osd.mil/appointment/building.aspx?BuildingId=538&AspxAutoDetectCookieSupport=1>

- CAC/ID issuances
- CAC Pin Reset also located in Bldg. 1900 and VCC

Personnel Systems

82 FSS/FSPJ PSM maria.angulo-ramirez.1@us.af.mil

DSN: 736-4637

No Walk-ins

Email:

- Manage MilPDS accounts
- BLSDM/PRDA/VPC/CMS Access
- Generate Products

Force Management

82 FSS/FSPM Force Management 82FSS.FSMPM.ForceMan@us.af.mil

DSN: 736-9303

No Walk-ins

- Awards/Decorations
- Evaluations
- Adverse Actions
- Duty Status
- G-Series
- Duty Information Updates
- SDAP

Outbound Assignments

82 FSS/FSPD Outbound 82FSS.FSMPDCareerDevelopment@us.af.mil

DSN: 736-6233 or 736-2840

No Walk-ins

Email:

- All Assignment actions
- PCS Orders/Amendments
- Promotions/BTZ
- PRP/PRAP - inquiries
- Reenlistments/Extensions
- Passports
 - Email:
 - Review passport applications and supporting documents using org box
 - Answer customer inquiries via org box
 - In-Person appointment:
 - Passport interview

No Final Out Appointments unless Mission Essential

Retirements & Separations

82 FSS/FSPD Retirements and Separations 82FSS.FSMPDCareerDevelopment@us.af.mil

DSN: 736-6319 or 736-4832

No Walk-ins

In-Person appointment: Final Out Only

- Retirement/Separation Final Out Appointments

Student Processing

82 FSS/FSP Outbound 82FSS.FSMPPStudentProcessing@us.af.mil

DSN: 736-1736 or 736-1397

No Walk-ins

Email:

- All Assignment actions
- PCS Orders/Amendments
- MTLs must schedule AiTs final out via email
- Passports
 - Email:
 - Review passport applications and supporting documents using org box
 - Answer customer inquiries via org box
- In-Person appointment: Final Out Only
 - Passport interview
 - Base Final Out