

ID CARDS/DEERS APPOINTMENT RULES/PROCEDURES

A walk-in appointment is made in person on the same day for cards that are unserviceable, expired, confiscated or lost only. (Based on availability).

All others (Standbys), that are signed in are for the elderly, special cases and priority customers (Medical, Police, Fire, and handicapped).

Scheduled appointments are made up to 2 weeks in advance in 30 minute increments per customer. Thirty minutes allow for the approximate average time it takes for CAC issuance. All non-CAC customers are scheduled two per thirty minutes. For example; two civilian employees need manual ID cards or two members of the same family need family member ID cards, they would be scheduled in the same time frame.

If there is a group that requires mass issuance they are scheduled in a block of appointments at the end of the day, normally no more than 15, depending on the staffing.

During an SRC/RSRC, appointments may or may not be scheduled depending on the size of the SRC/RSRC and amount of prior notification.

Appointments can be made by:

- calling 772-5149
- via email at: drum.dhr.idcards@conus.army.mil
- via the Web Scheduler: www.drum.army.mil. Click on ID Cards link.

Our hours of operation are as follows:

Mondays, Tuesdays, Thursdays & Fridays
0740-1520

Wednesdays
1300-1520