

# MILITARY PERSONNEL FLIGHT

**Contact hours 0800-1500; Closed Every Wed 0800-1200**

**Phone: DSN 480-2240 or Commercial +49 6371-47-2240**

**MPF One-Stop-Shop/Sharepoint:**

[https://usaf.dps.mil/sites/86msg/786FSS/MPF\\_OSS/SitePages/Home.aspx](https://usaf.dps.mil/sites/86msg/786FSS/MPF_OSS/SitePages/Home.aspx)

**Appointments Plus (A+):**

<https://booknow.appointment-plus.com/y7jgzct0/appointments>

## **Customer Service/ID Cards/DEERS:**

- CAC and Retiree ID by appointment only; Dependent ID – online (no appointments)
- Walk-in: Emergencies and CAC unblock M/T/TH/FR 0800-1500; W 1200-1500
- Email: [786fss.fpsidcards@us.af.mil](mailto:786fss.fpsidcards@us.af.mil)

## **Passports, SOFAs:**

- Passports and Consular Reports of Birth Abroad by appointment only; SOFA cards – send documents via e-mail (no appointments)
- Walk-in: Out-Processing, Passport Pickup and Visas for Official Travel ONLY – M/T/F 0900-1100 and 1300-1500
- E-mail: [786fss.passports@us.af.mil](mailto:786fss.passports@us.af.mil)

## **Career Development:**

- Walk-in: M/T/TH/FR 0800-1100; Check in at room 315
- Promotions: [786fss.dpmppromotions@us.af.mil](mailto:786fss.dpmppromotions@us.af.mil)
- Re-enlistments & Extensions: [786FSS.FSPD.Retentions@us.af.mil](mailto:786FSS.FSPD.Retentions@us.af.mil)
- Retirements & Separations: [786FSS.FSPD.Rets-Seps@us.af.mil](mailto:786FSS.FSPD.Rets-Seps@us.af.mil)
- Assignments: [786fss.dpmar@us.af.mil](mailto:786fss.dpmar@us.af.mil)
- DEROS, Command Sponsorship, Early Return of Dependents, Dependent Remaining Overseas, Student Dependent Travel, Consecutive Overseas Travel:  
[786FSS.FSPD.DEROSManagement@us.af.mil](mailto:786FSS.FSPD.DEROSManagement@us.af.mil)

## **Force Management:**

- Walk-in: M/T/TH/FR 0800-1100; Check in at room 315
- Evaluations: [786FSS.FSPM.Evaluations@us.af.mil](mailto:786FSS.FSPM.Evaluations@us.af.mil)
- Awards & Decorations: [786FSS.FSPM.AwardsDecorations@us.af.mil](mailto:786FSS.FSPM.AwardsDecorations@us.af.mil)
- Classifications, Adverse Actions/UIFs, Duty Status, SDAP, LILOs:  
[786FSS.FSPM.Classifications@us.af.mil](mailto:786FSS.FSPM.Classifications@us.af.mil)

## **Installation Personnel Readiness:**

- E-mail: [786fss.readiness@us.af.mil](mailto:786fss.readiness@us.af.mil)

## **Personnel System Management (HR System Access):**

- E-Mail: [786fss.psm@us.af.mil](mailto:786fss.psm@us.af.mil)

# Customer Service/ID Cards/DEERS

Email: [786fss.fspsidcards@us.af.mil](mailto:786fss.fspsidcards@us.af.mil)

**Exception to Policy (ETP) Appointments:** Same day appointments may be scheduled by **phone or email** for the below services only. Members can call DSN 480-6599 or Commercial 06371476599 or send an e-mail to above address.

**New Civilian Hires or Contractors:** Please contact the ID Card Office to ensure your DEERS record was created and verified via an automated data feed from DCPDS or TASS. Personnel must have a DD Form 1172-2 signed by their servicing personnel office if overseas privileges are authorized and the employee is self-sponsored with SOFA status. LN civilians and foreign affiliates require a DD Form 1172-2 from their servicing personnel office or DD Form 577 appointed verifying official.

**Lost ID cards:** Must have lost ID card memorandum signed by the member, the member's 1st Sgt or CC (mil) or CPO/HRO/DOCPER (civ/ctr), and the Law Enforcement Desk. In addition, the member must bring 2 forms of picture ID. The lost ID memorandum template can be found at the MPF One Stop Shop in the Customer Support folder.

**Expiring CACs/Retiree ID Cards:** CACs/retiree USID cards can be renewed 30 days prior to the expiration date. Appointments should be made via Appointment Plus no later than 30 days prior to expiration of CAC to ensure appointment availability. If your CAC has already expired or you did not obtain an appointment prior to the expiration date, you must contact your 1st Sgt (Mil) or appropriate Flight/Section Chief (Civ/Ctr) to schedule an ETP appointment on your behalf.

**Dependents:** Requests are completed via the Dependent ID Online (DIDO) application (<https://www.ramstein.af.mil/Contact/Dependent-ID-Online-Application/>).

**DEERS Enrollment/Disenrollment:** Required documents will be e-mailed to the ID Card Office for review and processing. We may ask to bring in the original document for verification.

**PIN resets:** If member is receiving the error "CAC Blocked" the member should walk in to get their CAC unblocked and PIN reset. If the error reads "Account Locked" or "Credentials Cannot be Verified" the member should contact their unit CSL/IT or contact the 86th Communication Sq.

**Faulty CACs:** If member is unable to log into the network due to an unreadable CAC chip they should walk in for a CAC replacement. Member should bring 2 forms of picture ID.

**In-processing:** For new arrivals without a CSS that need to in-process, please scan the IDA worksheet and in-processing documents from hand-carried envelope. Send these documents to [786fss.fsps.customerservice@us.af.mil](mailto:786fss.fsps.customerservice@us.af.mil)

**LOD Routing:** Please coordinate via phone (DSN 480-9794) to Mrs. Annette Davenport at [annette.davenport.de@us.af.mil](mailto:annette.davenport.de@us.af.mil) or MSgt Kristal Baudier at [kristal.baudier@us.af.mil](mailto:kristal.baudier@us.af.mil)

# Passports

E-mail: [786fss.passports@us.af.mil](mailto:786fss.passports@us.af.mil)

**Special Issuance Passports (Red Official, Diplomatic and Blue Dependent No-Fee Passports):** Effective 11 January 2021, DoD passport agents are authorized to process essential Red Official, Diplomatic and No-Fee Military Dependent passports as routine for travelers departing within 120 days.

**Status of Forces Agreement (SOFA):** Self-sponsored civilians, accredited contractors and all eligible dependents must have a SOFA stamp or card in their no-fee or tourist passport, whichever applies. DO NOT depart Germany without a valid SOFA stamp or card.

Required: Email our org box with the following for U.S. Passport Holders:

## **For Active Duty member dependents**

- Copy of passport data page
- DEERS-generated DD Form 1172-2 showing all dependents are in the DEERS system
- AMS Surf with DEROS date

## **For Civilians and Contractors:**

- Copy of passport data page
- DEERS-generated DD Form 1172-2 showing all dependents are in the DEERS system
- Signed AE Form 600-77A from servicing personnel office

All dependents with non U.S. passport please e-mail the org box for requirements.

**SOFA Status for Inbound personnel arriving to Ramstein Air Base: Please verify the SOFA status by checking the sponsor and their dependents Red Official and No-Fee passports for the Germany SOFA stamp.**

**How to verify:**

1. Check the expiration of the passport, if the passport is expired the SOFA status is also expired.
2. Flip to the page with the big rectangle stamp (takes up almost the whole page). This is not the US stamp in the back, this stamp only states it's an official passport.
  - a. If there is a stamp your inbounds are good to go. The expiration of the SOFA is the date the passport expires.
  - b. If there is no big stamp, have the members follow the above guidance to obtain SOFA cards

**Important Note: Active Duty Members will not have a SOFA stamp or card. Only Civilians, Contractors and all eligible Dependents will have a SOFA stamp or card in their no-fee or tourist passport.**

**Tourist Passports** – Applicants may schedule an appointment to apply for a tourist passport via Appointment Plus. Adults renewing a 10-year tourist passport must use our drop box to renew their passport. Please go to the MPF One Stop Shop to review drop box procedures.

**Emergency Passports:** Life or Death emergency only. This request is vetted through the Frankfurt Consulate.

Required: e-mail the org box with:

- Your emergency
- As many details as possible surrounding the situation
- Phone number

We will forward the request to the Frankfurt Consulate for approval. Once we receive approval we will contact the member for an appointment. Once approved the required documents will be the same as normal procedures, plus proof of the emergency.

**Birth Registrations** are being accepted by the Frankfurt Consulate at a slower rate and will be processed by the passport office in the order received from the Frankfurt Consulate. Anyone with an ETP or orders will be prioritized. Please contact the Passport Office to schedule an appointment after you have submitted your electronic Consular Report of Birth Abroad documents online. Our Birth Registration Package can be downloaded from the MPF One Stop Shop or our web site.

**Walk-in services:** Out-Processing, Passport Pick-up and Visas applications for Official Travel can be conducted as a walk-in service every Monday, Tuesday or Friday from 0900-1100 and 1300-1500 hours.

Out-processing Requirements:

Unaccompanied service member: Please send your orders and projected departure date to [786fss.passports@us.af.mil](mailto:786fss.passports@us.af.mil).

With Dependents: Bring the following documents to complete your out-processing:

- PCS Orders
- All passports
- All SOFA certificates

Civilians: Bring the following documents to complete your out-processing:

- Out-processing Checklist
- All Passports
- All SOFA certificates

# Career Development

Promotions: [786fss.dpmpppromotions@us.af.mil](mailto:786fss.dpmpppromotions@us.af.mil)  
Re-enlistments & Extensions: [786FSS.FSPD.Retentions@us.af.mil](mailto:786FSS.FSPD.Retentions@us.af.mil)  
Retirements & Separations: [786FSS.FSPD.Rets-Seps@us.af.mil](mailto:786FSS.FSPD.Rets-Seps@us.af.mil)  
Assignments: [786fss.dpamar@us.af.mil](mailto:786fss.dpamar@us.af.mil)

**Student Dependent Travel (SDT):** Members will send SDT request to [786fss.dpamar@us.af.mil](mailto:786fss.dpamar@us.af.mil). SDT packages will be processed and tracked virtually. Members can find template and guidance for SDT on the MPF One Stop Shop.

**Early Return of Dependents (ERD):** Members will send all ERD request to [786fss.dpamar@us.af.mil](mailto:786fss.dpamar@us.af.mil). ERD packages will be processed and tracked virtually. Members can find the guidance for ERD on the MPF One Stop Shop.

**Command Sponsorship Program (CSP):** Members will send all CSP requests to [786fss.dpamar@us.af.mil](mailto:786fss.dpamar@us.af.mil). CSP packages will be processed and tracked virtually. Members can find the guidance for CSP on the MPF One Stop Shop.

**Assignments:** Commanders receive initial assignment notifications from the Relocations office and should forward the email and notify the member of their assignment. Members are then instructed to complete the Ramstein Virtual Initial Assignment Briefing via the Relocations SharePoint, during which time assignment counselors will provide out-processing instructions to the members.

**Retirements & Separations:** Members will have the option to out-process virtually or in-person. To initiate the process please email completed packages to the Retirements and Separations Org Box ([786FSS.FSPD.Rets-Seps@us.af.mil](mailto:786FSS.FSPD.Rets-Seps@us.af.mil)) two duty days prior to departure. A technician will review and respond to your message within 24 hours. If members have issues out-processing with certain agencies please call or email the Retirements and Separations office; if separating or retiring will cause a hardship, a myPers ticket to AFPC must be created by the member for more time to out-process.

**Promotions:** Most inquiries and processes can be processed virtually. Please email all requests to the Promotions Org Box: ([786fss.dpmpppromotions@us.af.mil](mailto:786fss.dpmpppromotions@us.af.mil)). MPF Promotions is the point of contact for eligibility status, the 86 FSS Base Testing Office is the point of contact for WAPS testing. EPME Waivers are sent to Commanders on a monthly basis by the local Promotions Team.

**Re-enlistments & Extensions:** Re-enlistments and extensions will be processed virtually. To initiate the process please complete a reenlistment or extension worksheet from the MPF One Stop Shop and submit to your servicing CSS, or to the Retentions Org Box ([786fss.fspd.retentions@us.af.mil](mailto:786fss.fspd.retentions@us.af.mil)) if your unit does not have a CSS.

# Personnel System Management

E-Mail: [786fss.psm@us.af.mil](mailto:786fss.psm@us.af.mil)

Most PSM actions are virtual. CSSs may walk-in at any time during duty hours for PSM assistance.

# Force Management

Evaluations: [786FSS.FSPM.Evaluations@us.af.mil](mailto:786FSS.FSPM.Evaluations@us.af.mil)

Classifications: [786FSS.FSPM.Classifications@us.af.mil](mailto:786FSS.FSPM.Classifications@us.af.mil)

All personnel actions are now virtual.

**Letter in Lieu of Orders:** Upon arrival, Finance may request for you to obtain a LILO. Email a copy of your orders, date you began travel to Ramstein, and quarantine dates to our org box at [786FSS.FSPM.Classifications@us.af.mil](mailto:786FSS.FSPM.Classifications@us.af.mil)

**Order Amendments:** This pertains to inbound personnel only. Send all requests via email with a detailed explanation of what needs to be amended and all required documents (DD form 1172, AF Form 1466, AF form 965, Memorandum of Approved Deferment of COT, etc..) to [786FSS.FSPM.Classifications@us.af.mil](mailto:786FSS.FSPM.Classifications@us.af.mil)

"If you have been affected by the COVID-19 STOP MOVEMENT and were given a **"Memo in Lieu of PCS Amendments, AF Form 973 for members authorized a delay and are awaiting transportation"** to proceed to their next duty assignment with their dependents, please provide the memorandum when requesting order amendments."

## Installation Personnel Readiness

(UDMs schedule visit to retrieve NATOs/use dog tag machine)

DSN 480-5828

On-call phone 0162-419-3531

E-mail: [786fss.readiness@us.af.mil](mailto:786fss.readiness@us.af.mil)

SIPR Requests: IPR will continue to send out new tasking notifications and suspenses.

CED Orders: IPR will generate orders when members are within 30 days of Available to Load Date (ALD). Any requests outside of timeframe will be on case-by-case basis. Requests must be via SIPR.

NATO Orders: UDMs must notify IPR by email or phone to schedule pick up of NATOs. This can be accomplished within 3 duty days of departure.

Amendments: Send amendment requests via SIPR.

Out-Processing: UDMs will verify the hand-carried items and upload an MFR to e-AFDF. Folders must be submitted NLT 7 days prior to member's departure. An email should be sent to IPR when folder is ready for review, via NIPR org box.

Departures>Returns: UDMs must send an email to IPR within 24 hours of member's departure and arrival.