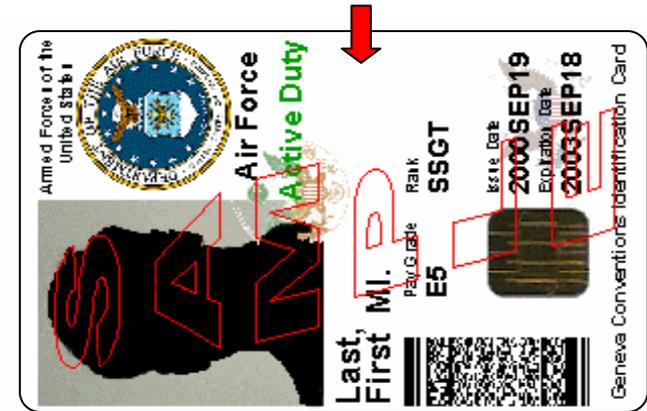


CAC RETURN CATEGORY CODE INSTRUCTIONS

The Common Access Card (CAC) return category codes are to be marked immediately on the CAC with the ACO-provided permanent black marker during issuance failure or upon customer return of a previously issued CAC. This will ensure the reason for returning the CAC is accurately documented based on a real-time assessment. The codes on the reverse side correspond to RAPIDS CAC issuance prompts and are to be marked on the front of the CAC as follows:

1. Turn the CAC horizontally so that the picture is in the lower left corner with the PDF 417 barcode to its right.
2. Use the codes on the reverse side to mark the CAC in the unprinted space above the chip, between the Member Category and the Issue Date.
3. Mark the codes based on the best assessment of the reason for return. For example, after the printing phase, if the CAC appears to have faulty lamination, the code written on the CAC would be "B4".
4. SSMs are to collect all marked CACs daily and mail via FedEx at the end of the work week. The mailing procedure for returning CACs by FedEx remains unchanged and should be mailed to: DRAC, 1600 North Beauregard St., Suite 100, Alexandria, VA 22311.



CAC RETURN CATEGORY CODES

At Initial Screen Prompt (Customer returns)	At Printed CAC Screen Prompt (Issuance Failures)	At Bar Code Prompt (Issuance Failures)	At Encoding Prompt (Issuance Failures)	No Prompt (System Failures/Testing)
<p>A. Feedback report for previously issued CACs</p> <ol style="list-style-type: none"> 1. Status change/expired 2. Worn card <ol style="list-style-type: none"> a. magnetic stripe b. front barcode (417) c. back barcode (39) d. chip failure 3. Abused card 4. Stolen/lost card 	<p>B. Printer</p> <ol style="list-style-type: none"> 1. Discoloration 2. Poor front barcode print quality 3. Poor back barcode print quality 4. Faulty lamination <p>C. Card Stock Quality</p> <ol style="list-style-type: none"> 1. Blotches, pitting, etc. 2. Scratches 3. Debris <p>D. SSM/VO Action</p> <ol style="list-style-type: none"> 1. Cards inserted into printer incorrectly 2. Data entered incorrectly 3. Re-issue for photo 	<p>E. Scanner failed to verify barcode</p>	<p>G. Software</p> <ol style="list-style-type: none"> 1. Failed to encode chip (write the error number on CAC) 2. Failed to connect to IP 3. CA slow/drops off-line 	<p>H. System Failures</p> <ol style="list-style-type: none"> 1. Failed to Save to DEERS 2. System freeze or Dr. Watson error <p>J. System Testing (Technical Use Only)</p> <ol style="list-style-type: none"> 1. Installation testing using chip cardstock 2. Troubleshooting and testing with chip cardstock