



DEPARTMENT OF DEFENSE  
HUMAN RESOURCE ACTIVITY  
DEFENSE MANPOWER DATA CENTER  
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ARLINGTON VA 22209-2593

27 June 2002

MEMORANDUM FOR DEERS/RAPIDS Users

SUBJECT: Return of Common Access Card Failures

When your site was installed with the capability to produce the Common Access Card (CAC), you were provided a Common Access Card (CAC) Return Form to document the reasons for returned cards. From the onset, sites have complained that this form is burdensome. Consequently, we have developed a new method.

Enclosed you will find a handout that outlines the most common reasons for CAC returns as well as instructions for annotating the appropriate codes on all CACs to be returned. In addition, we are providing your site with an initial supply of permanent markers to use for marking the cards.

This new procedure will eliminate the need for any additional paperwork. It will also allow us to capture the SSM/VO's immediate assessment of the reason for each CAC returned and allows us to provide you better service.

We hope that you find this method simplifies the CAC return process for your site. SSM/VO cooperation in annotating accurate return codes and returning these cards in a timely manner is imperative if we are to ensure continuous improvement in the issuance process and quality of the CAC. If you have any questions please feel free to contact us at 703-696-3099.

/s/

Edward H. Haldeman  
Chief, DEERS/RAPIDS Operations Division