

## **The Defense Enrollment Eligibility Reporting System (DEERS) Case Resolution Process: To receive and resolve DEERS information issues**

### **Description**

DEERS is a worldwide, computerized database of uniformed services members (sponsors), their eligible family members, and others who are eligible for Department of Defense (DoD) Identification Cards. This system provides accurate and timely information for supporting DoD ID smart cards. The Real Time Automated Personnel Identification System (RAPIDS) is the system utilized to communicate with DEERS through the DoD network and issue Identification Cards to eligible personnel.

The DEERS Case Resolution Process is applicable to personnel in the DEERS/RAPIDS Project Office (PO), all DEERS/RAPIDS Sponsors, and any administrative personnel involved with the Case Resolution Process. The purpose of the process is to troubleshoot any issues that DEERS/RAPIDS Sponsors encounter pertaining to information in the DEERS account. The process is used whenever a Sponsor has a problem with his/her DEERS account and contacts the DEERS PO. The process exists so that any and all issues pertaining to a DEERS account can be resolved through the DEERS/RAPIDS PO.

### **Related Processes**

[TRICARE Early Eligibility \(EE\) Process](#)

[TRICARE Problem Resolution Process](#)

[TRICARE Reserve Select \(TRS\) Process](#)

### **Systems**

[Defense Enrollment Eligibility Reporting System \(DEERS\) Website – Login](#)

Defense Enrollment Eligibility Reporting System (DEERS)/Real-Time Automated Personnel Identification System (RAPIDS) Case Tracking System (DCTS) – Login

[Early Eligibility \(EE\) for Medical Benefits Database Website – Login](#)

[Interactive Personnel Electronic Records Management System \(iPERMS\) Website – Login](#)

Real-Time Automated Personnel Identification System (RAPIDS) – Login

[Reserve Component Purchased TRICARE Application \(RCPTA\) Website – Login](#)

Standard Installation and Division Personnel System (SIDPERS) – Login

[State Employee Database \(SED\) Website – Login](#)

Total Army Personnel Database – Guard (TAPDB-G) – Login

**Points of Contact**

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