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## **GPO-DOD TEAM WINS 2024 SERVICE TO THE CITIZEN AWARD**

WASHINGTON – U.S. Government Publishing Office (GPO), alongside the Department of Defense (DoD), has won a 2024 Service to the Citizen Award for making it easier for active, retired, and disabled Uniformed Service members and their families to renew their ID cards. GPO, the Defense Manpower Data Center (DMDC), and representatives from across the Uniformed Services partnered together to develop a way for members to renew their Uniformed Services ID (USID) cards entirely online for the first time ever. Previously, cardholders were required to schedule an appointment at an ID card office to renew their cards. GPO personalizes and issues more than two million of these cards per year, and there are more than seven million active USID cards in circulation.

“Congratulations to everyone on this team who transformed the customer experience for Uniformed Service members and their families,” said GPO Director Hugh Nathaniel Halpern. “GPO’s collaboration with DoD delivers a best-in-class customer experience, saving service members and their families time, money, and undue stress. Service Members and their families are trading travel to an installation for easy online renewal. I’m pleased that this award recognizes our joint effort for being the leap forward that it is.”

USID cards are issued to retired and reserved uniformed Service members, dependent family members, and other eligible individuals. Members use these cards for access to benefits, privileges, and DoD facilities. In just over a year since going live, more than 100,000 USID cards were issued with the new online capability.

The Service to the Citizen Program recognizes public servants who demonstrate excellence in delivering services that impact the public’s lives and rebuild trust in the Government. The winners of the Service to the Citizen Award will be honored on September 13 in Washington, DC.

GPO is the Federal Government’s resource for publishing trusted information for the Federal Government to the American people. The GPO is responsible for the production

# NEWS RELEASE



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