



SPECIAL ISSUANCE AGENCY

The U.S. Department of State, Bureau of Consular Affairs

SIA HAS A NEW MAILING ADDRESS: U.S. Department of State, Special Issuance Agency (CA/PPT/SIA), 44132 Mercure Cir, PO Box 1185, Sterling, VA 20166-1185

PASSPORT ACCEPTANCE FACILITY CHANGES- WHAT YOU NEED TO KNOW

In the past year, LSW and SIA have been working hard to better manage information regarding DoD Passport Application Acceptance Facilities (AFs). Going forward, we aim to start implementing the changes necessary to better manage resources and ensure facilities are operating in an efficient manner. Our primary goal is to make sure facilities are maintaining the high standards of the F.M. PARG (Federal and Military Passport Agent Reference Guide). Acceptance Facility Oversight (AFO) analysts have begun traveling to DoD facilities to inspect each passport application acceptance program. AFO inspections are scheduled well in advance, test the knowledge of passport acceptance agents onsite, and make sure a facility is set up and operating within the regulations of the F.M. PARG. These inspections allow agents, facilities, and SIA to gauge the needs and success of an Acceptance Facility, acknowledge exceptional work, and correct potential mistakes. SIA thanks you for your cooperation with AFO during facility inspections. For additional information, please refer to the contact information on page 3.

Passport Day Was A Success!

We had a record Passport Day here at SIA in mid September. The weather was beautiful and people came out in droves; we needed all day to accommodate the huge showing! By the end of the day, we had issued one hundred and thirty five Official, Diplomatic, and Tourist passports.

DOD, FALL 2014

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SIA WELCOMES NEW DIRECTOR

SIA is excited to welcome our new Director, Christine Harold Aluyen who joined the agency in September. She is a Foreign Service Officer with more than twenty years of service in the Department of State. Ms. Harold Aluyen most recently served as Consul General in the United Arab Emirates and has completed seven overseas assignments in addition to serving at the Seattle Passport Agency. She heads the SIA team of over one hundred employees working to support the myriad activities of the U.S. Government through timely and proper adjudication and issuance of no fee passports.



WHAT PASSPORT AGENTS REALLY NEED TO KNOW

HELPFUL REMINDERS FOR AGENTS THAT WILL HELP US PROCESS APPLICATIONS QUICKLY AND EFFICIENTLY.

- An agent may not execute Form DS-11 unless the applicant, including children, is physically present. According to Title 22, Chapter 4, of the U.S. Code, "If the applicant has not previously been issued a United States passport, the application shall be duly verified by his oath before a person authorized and empowered by the Secretary of State to administer oaths." If you do not witness the signature of the applicant and execute form DS-11 in his/her presence, you are in direct violation of the U.S. Code.
- Passport agents completing Form DD-1056 must list ALL of their information on the DD-1056. This includes Acceptance Agent ID, full email address, commercial phone number (no DSN numbers), and the full name of your facility.
- DoD applicants are required to use the online 2D barcode forms. Your facility should keep hard copy passport applications on hand as backups in case of computer or network failure. Make sure to destroy them after use to protect customer information.
- New DS-7691 transmittals are now a requirement for all DoD AFs. Transmittal records are to be securely kept for 24 months (unless facility internal controls demand a longer holding period). After 2 years, transmittals must be properly destroyed by shredding.
- Stateside (CONUS) Passport Acceptance Facilities must send in the original DD-1056 and **3 additional copies for each applicant**. Overseas (OCONUS) facilities must submit the original DD-1056 and **one additional copy with each application**. Hawaii and Alaska are subject to the CONUS requirements.

Please reference the [Foreign Clearance Guide \(FCG\)](#) and [F.M. Passport Agent's Reference Guide \(PARG\)](#) for more detailed guidelines.

TRAINING CALENDAR

In order to sign up for a 2014 Passport Acceptance Agent Training class, please go to the Passport Matters website and click on the 'Training' tab. From here you are able to:

- See training dates and locations
- Check the status of a class to see if it's available or closed
- Gain access to the Registration Portal
- Find the LSW Training Representative's contact information

Agents are reminded that passport refresher training is mandatory **every two (2) years.**

Ask your CSM's!

Why do passport agents have to attend training every two years?

SIA requires refresher training every two years to ensure active passport application agents stay abreast of all updates to existing policy, while reinforcing the skills required to properly execute duties as a passport agent. If you are nearing your 2 year training mark, visit Passport Matters (<https://passportmatters.hqda.pentagon.mil>) to sign up for the next available class.

The Importance of Completing the DD-1056, And Why SIA Needs Dates of Departure and Orders

Many passport acceptance agents know the story: They have their direction from the Special Issuance Agency (SIA) requiring the applicant provide dates of travel and destination countries, but their customer requests that their DD-1056 be submitted with the fields blank. Military personnel often ask to have their official passports renewed upon expiration, or simply want one on hand so they will be ready whenever their orders come through. But agents know that without a destination or a departure date--and especially without orders--those applications will go into suspense. SIA will only provide a no-fee passport with a properly filled out DD-1056. The destination must be written on the form--the mission may be classified, but the destination is not. Departure dates are essential, and if it happens to be an upcoming departure, our adjudicators need to see it in order to approve the applications for an expedited processing time. Agents should assure their customers that SIA can process an application the same day if needed. We successfully deal with thousands of applications whose customers receive their orders and need their passport in a matter of days. Many customers simply want a no-fee passport so they will not need to wait when they are finally deployed. SIA processes and prints more than 125,000 passports a year, and each passport costs an estimated \$200 for the U.S. taxpayer. That's over \$25,000,000 a year. We cannot risk these passports being wasted and going unused, so we need all the information. Remind your customer that we are specially trained and equipped to deal with this kind of situation.

Lost or Stolen Passport?

Did you know passports reported lost or stolen are no longer valid for travel? The Department can assist when a passport is lost or stolen. Inside the United States, contact the National Passport Information Center at 1-877-487-2778 to report a lost or stolen passport. Outside the United States, you should contact the nearest U.S. embassy or consulate.

Why Checking Passport Matters Actually Matters

SIA's Customer Service team is always here to help, but we encourage everyone to first check Passport Matters; it may save you a lot of time. The website is a wonderful tool for DoD passport agents; it has the latest updates and information regarding all aspects of the job. It's especially important to look at the updates listed on the home page of the website. These contain everything from changes in policy to instructions and deadlines. Passport Matters contains forms that all agents need to fill out, such as compliance and Facility/Agent change forms. The training tab lists the dates and locations of passport classes and allows you to see if a particular class is still available. It instructs on how to sign up for a classes so the earlier you register, the better. You can also find contact information for the appropriate agencies you may be trying to contact. The Frequently Asked Questions may already have your answer. Passport Matters also now allows you to do certain passport status checks through the website instead of calling in or emailing SIA directly.
usarmy.pentagon.hqda.mbx.lsw-passport-visa-customer-service@mail.mil.

CONSULAR AFFAIRS LEADERSHIP TENET: BUILD GREAT TEAMS

We recruit high-caliber candidates for consular job vacancies, train them right from the start, build trust, and foster a sense of pride and mutual support in the team. We serve the team by eliminating obstacles, resolving conflicts, obtaining appropriate resources, and celebrating success.

CONTACT SIA

PHYSICAL ADDRESS

600 19th Street NW (South Entrance)
Washington, D.C. 20006

Public Hours: 9:00-4:00 EST
Monday thru Friday

(202)-485-8200
travel.state.gov/

Logistics Services Washington (LSW)

Usarmy.pentagon.hqda.mbx.lsw-passport-visa-customer-service@mail.mil

Communications (General Questions)

CA-PPT-SIA-Passports@state.gov

Customer Service

CA-PPT-SIA-CS@state.gov

NEW Mailing Address:

U.S. Department of State
Special Issuance Agency
(CA/PPT/SIA)
44132 Mercure Cir
PO Box 1185
Sterling, VA 20166-1185

DoD Passport Agent Training

In August, SIA's Customer Service Team traveled to Japan to administer another successful training session. Okinawa and the Yokota Airbase in Tokyo were the two sites where we trained agents from the region. In addition, we continue to visit Ft. Belvoir in Virginia on a monthly basis, training new agents and offering refresher courses for current ones. Don't forget to sign up: agents need to be re-trained every two years!



Left: DoD Passport training at Ft. Belvoir, VA.
Right: The training group in Japan.

DoD Training Schedule 2015

Jan. 14th	Orlando, FL
Feb. 25th	Ft. Belvoir, VA (Refresher)
March 24th	Ft. Campbell, KY
April 9th	Frankfurt, Germany
April 13th	Naples, Italy
May 6th	Ft. Belvoir, VA (Refresher)
June 9th	Ft. Belvoir, VA
July 9th	Alaska
July 13th	Hawaii
Aug. 20th	Ft. Belvoir, VA (Refresher)
Sept. 9th	Colorado
Oct. 18th	Ft. Belvoir, VA
Dec. 8th	Ft. Belvoir, VA (Refresher)

DoD agents, please remember: When you fill out your Agent Information Sheet at Training, write your most often used e-mail account. The e-mail account you give us then and on your certification documents will be the e-mail we use to contact you. If you have multiple military or DoD e-mail accounts, give us the one you check most frequently.

The Processing Working Group

Here at SIA, we are committed to perfecting our craft. In that spirit, we have assembled a team to take an objective look at how we process passports. Their objective is to improve the workflow and tracking of documents throughout the whole issuance process. The group consists of supervisors, passport specialists, and communication and customer service staff. Take a look at them in action:



From Left to Right: Leona Adams, Nikki Crutchfield, Laura Nelson, Shirin Baskey, Patience Tait, and Steve Tzikas

SHIRIN BASKEY PASSPORT SPECIALIST

- Shirin hails from Houston, Texas.
- She attended Trinity University in San Antonio, TX and American University in Washington, DC.
- Shirin recently celebrated her one year anniversary in the Special Issuance Agency.
- Though she's new to Consular Affairs, she has 2 years of prior experience in government service.
- Shirin chose to work in public service because she wanted to give back to the community that has given her so much.
- She enjoys yoga, swimming, cooking, reading, and listening to music.
- Her workplace philosophy is inspired by Abraham Lincoln, "Whatever you are, be a good one".
- Shirin's number one tip to all passport agents is "an informed customer is a happy customer." Always inform applicants of everything they need to bring and do in order to get their passport.