



LOGISTICS SERVICES WASHINGTON

April 2014

A MESSAGE FROM THE EXECUTIVE DIRECTOR



Michael E. Reheuser
Executive Director
U.S. Army Headquarters Services

Welcome to the second newsletter produced by Logistics Services Washington (LSW).

I am the new Executive Director of U.S. Army Headquarters Services (AHS) and would like to begin by saying THANK YOU for what you do to ensure that the needs of our service members are being met in a timely manner.

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As I assess all of the functions contained within AHS, of which LSW is a critical component, I am struck by the hard work and professionalism that exists in every directorate. My job is to capitalize on that professionalism and make sure that we are accomplishing our missions in an effective, efficient manner, while staying customer-focused.

In last month's newsletter, the LSW Director, Ms. Latimore, identified a number of improvements that have been made to the passport and visa process. She has my complete support in pursuing these customer service improvements and these efforts will continue. I hope that you are starting to see some of these positive changes.



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If there is truly an emergency, we will work with the State Department and the embassies to get the paperwork through. We need to be sure that we are not doing that on a routine basis, particularly since many of the embassies are short-staffed.

You can help us continue to improve our customer service by providing your feedback on how we are doing. Last month, Ms. Latimore provided her contact information and asked you to reach out to her.

I make that same offer. Please feel free to contact me or anyone in the leadership chain to let us know what is working and what needs improvement. My email address is michael.e.reheuser.civ@mail.mil. I read every email that I get and typically will get back with you within 24 hours.

Again, thank you for what you do. I am looking forward to working with you to improve our processes to provide world-class support to our service members.

Director's Corner



Toye Y. Latimore
Director
Logistics Services Washington

This month, LSW has been very busy building a SharePoint dashboard, gathering metrics and ensuring the Passport Matters webpage is customer friendly and updated with the most current information. It is our pleasure and responsibility to make sure our customers are aware of upcoming training and changes to various regulations.

In order to get out and visit some of the Passport Acceptance Agent Facilities, I will be attending all of the CONUS and OCONUS Passport Training classes to answer all of your questions. We are here to serve you, make your experience a pleasant one and, most importantly, ensure that you are where you need to be in a timely manner.

It has taken awhile for our ratings to elevate, but I am proud to say, our customer service has returned to 98%. We now have Help Desk Support, which is available 24/7 effective 31 March 2014. This is a huge step in the right direction.

We have partnered with G-3/5/7 to track troop movements and coordinate large contingency groups. Most of all, we stay engaged with our State Department counterparts. All of these changes are geared towards serving the customer. You are the reason we are here, and we will continue to strive to improve and sustain. One Team, One Fight!

Email: toye.y.latimore.civ@mail.mil



MEET THE NEW TSD DIVISION CHIEF



Tom Wiecks
Division Chief
Travel Services Division, LSW

LSW would like to welcome Colonel (retired) Tom Wiecks as the new TSD Division Chief. Mr. Wiecks spent his career in Army Aviation advancing the art and science of flight and enhancing the capabilities and readiness of aviation units. He commanded from platoon to battalion levels both domestically and abroad. Tom concluded his military career as the Deputy Director of CAPSTONE at Fort McNair in Washington, DC, the premier leadership program for Generals and Flag Officers.

Retiring in 2005 from the military, Tom worked as a Department of Defense contractor supporting logistical operations in both CONUS and SWA. For the last year and a half, Tom has been with the Department of Veteran Affairs Human Capital Investment Program working to transform the agency into a 21st century organization, where he was responsible for the largest and most complex portfolio of programs with a combined total annual budget over \$150 million.

Mr. Wiecks looks forward to working with the joint community. He can be reached via email thomas.w.wiecks.civ@mail.mil to hear your thoughts, ideas, complaints and recommendations on how to make TSD more customer-friendly.

Contact the Travel Services Division

Director, LSW:

toye.y.latimore.civ@mail.mil

Division Chief:

thomas.w.wiecks.civ@mail.mil

Customer Service Branch Chief:

nicole.e.jungermann.civ@mail.mil

Visa Branch Chief:

marvin.e.hicks.mil@mail.mil

More Passport and Visa Office Updates

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New TSD Customer Service Branch Chief

Effective April 20, 2014, Ms. Nicole Jungermann was selected as the Branch Chief of the Customer Service Branch for Passport/Visa. Ms. Jungermann has worked as the Passport Branch Chief to meet the passport needs of DoD personnel and their families. As the Customer Service Branch Chief, Ms. Jungermann will be responsible for overseeing the day-to-day operations of the Customer Service Branch and is looking forward to using her extensive background in consular affairs to continuously improve the customer service of the Passport and Visa Office.

Please feel free to contact Ms. Jungermann at nicole.e.jungermann.civ@mail.mil with customer concerns and feedback.



Nicole Jungermann
Chief, Customer Service Branch
Travel Services Division

The new and improved Passport Matters Website

LSW is excited to announce the redesign of its official website for DoD passport and visa requirements: <https://passportmatters.hqda.pentagon.mil/index.aspx>. The new website was redesigned with our customers in mind and makes information easier to find and more accessible.

LSW will continue to improve the website, and we welcome customer feedback. Contact the Customer Service Chief nicole.e.jungermann.civ@mail.mil with your suggestions.

24/7 Customer Support

As of March 31, 2014, LSW provides 24/7 Help Desk Support to assist with the status of passport and visa applications submitted to Fort Belvoir for processing. The new interactive voice response system aims at cutting down the call waiting time and directs customers to the appropriate representative. All calls may be monitored for quality assurance and training purposes.

Contact us:

Phone: 703-545-0003/0004

Email: usarmy.pentagon.hqda.mbx.lsw-passport-visa-customer-service@mail.mil

Important Notices

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Visa News:

- **Israel:** The Foreign Ministry strike has ended, and the embassy has resumed normal consular services.
- **Kuwait:** Effective immediately, all DoD direct-hire employees (military and DoD civilians) and their eligible family members, assigned to Kuwait under the Chief of Mission authority, must obtain a "no-objection certificate - NOC", and eligible family members must receive an entry visa. Applications for sponsor and family member(s) should be submitted together.
- **Mexico:** The Embassy of Mexico now requires scanned copies of the application before issuing visas for PCS moves, which will increase the processing time. Copies and visa letters must be scanned to the embassy at least 30 days prior to departure. Applications should be received at the Passport and Visa Office at Fort Belvoir at least 60 days prior to the departure date.
- **Turkey:** Beginning April 10, 2014, visitors will be required to obtain a visa prior to their arrival in Turkey. For detailed information, please consult the Foreign Clearance Guide (FCG) and the Passport Matters website
- **UAE:** LSW still continues to experience long processing times for DoD personnel. The processing of a visa may take between 60 – 180 days. Please plan accordingly!

DoD personnel are not authorized to contact any embassy in Washington, DC directly. All visa inquiries must be made through the Customer Service Branch, Fort Belvoir.

Mail visa applications to:

Logistics Services Washington
DoD Passport and Visa Office
9301 Chapek Road, Bldg. 1458
Fort Belvoir, VA 22060
(703) 545-0003/0004

REMINDERS:

Compliant Passport Acceptance Agents can now obtain the status of passport and visa applications submitted to LSW online. All agents will need their new 6-digit Agent ID to self-register using the following URL: <https://passportmatters.hqda.pentagon.mil/vpas/>

Contact the State Department Special Issuance Agency at (202) 485-8200 if you have not yet obtained your new Agent ID.

In addition, the contact information of all DoD passport agents may be accessed using the same URL. Please do not refer a customer to another agent without having confirmed the availability of that passport agent.

Passport Acceptance Agents are required to attend training and become recertified every two years. Please visit the Passport Matters website <https://passportmatters.hqda.pentagon.mil/index.aspx> for a complete list of training dates and online enrollment instructions.

Mail passport applications to:

U.S. Department of State
CA/PPT/SIA
1125 Special Place
Dulles, VA 20189-1123
(202) 485-8200



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A MESSAGE FROM THE DIVISION CHIEF



Robert A. Richardson
Division Chief
Media Distribution Division (MDD)

My slogan 'Change or be Changed' has really been put to test in the last year. Although we have lost several personnel to retirements in only a few months, this is not the kind of change we were expecting. With that said, we have done a tremendous job in keeping our throughput time under three days. The good news is we have been authorized to fill most of our current vacancies and we are moving as quickly as possible to get personnel into these key positions. I would like to take a moment and highlight some of MDD's accomplishments:

*Our Federal Women's Program committee has done an outstanding job setting up displays to help us understand and recognize the importance of embracing diversity in the workplace. Please see their informative article in this bulletin.

*Although it recently ended, MDD went well over 2 years without a loss time accident! The biggest contributor to this remarkable run are the employees of MDD who day in and day out are being mindful of their environment and making sure safety comes first. Here's to at least another 2 year run!

*We continue to receive several positive ICE comments for the work our Customer Service Representatives and Item Managers are doing for the soldiers in the field – keep up the great work!

*In the next few months we will get the 'new SWOS' project moving forward. We know SWOS has done a good job for us to this point but the time has come for a significant upgrade to our system. I will be relying on the entire MDD workforce to help us make the new system everything we need it to be!

I would like to thank everyone at MDD for persevering and working hard to get us through these times. The recent visit from Mr. Averill, Mr. Reheuser, Ms. Kelley, Ms. Latimore, MAJ Duncan, and CPT Meng gave us an opportunity to display the pride in our work and let our leadership know we are committed to providing the best possible service to the soldiers in the field. Keep up the great work!

MDD Federal Women's Program (FWP) Committee

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The Logistics Services Washington (LSW), Media Distribution Division (MDD), Federal Women's Program (FWP) continues to embrace diversity, workforce inclusion and work diligently to safeguard and implement FWP programs geared to engage MDD stakeholders. The FWP program goals acknowledge and educate employees on the importance of fostering diversity and inclusiveness at LSW, MDD. Although diversity can be summed up to describe attributes such as one's ethnicity, age, gender, sexual orientation, religion, disability or challenge, thinking ability, job skill and/or education, diversity is actually centered around all things. Moreover, diversity recognizes and promotes differences among groups of people having a common bond and those individuals willing to embrace necessary change. LSW, MDD champions its employees to foster ideas advocating diversity and inclusion in the workplace. Encouraging programs of this nature assists in the development of employee morale and strengthens:

- Creativity
- Innovation
- Assertiveness
- Leadership
- Respect
- Drive
- Support
- Teamwork
- Honor
- Respect
- Courage
- Selflessness
- Loyalty
- Integrity
- Empathy

During the month of February LSW, MDD volunteers compiled a Black History month display. The 2014 theme for Black History Month was: "Civil Rights in America." Below are the proud volunteers and FWP committee members.



From left to right: Alicia Young, Donna Harding, Lisa Carr, Rosa Ellis, Sharon Ray, Granetta Johns, Stephania Drane, Ida Amlette, Robin Richardson, Linda Logan, Maureen Hobin.



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A MESSAGE FROM THE BRANCH CHIEF



Bryna J. Pearson
Branch Chief
Operations Branch

Greetings from the Operations Branch!
We in Operations are busy every day providing technical and administrative oversight to our Logistics Services Washington (LSW) team in the areas of personnel, program, budgeting and planning management, liaison responsibilities, and coordinating the passport acceptance agents training. The functional areas that we manage are:

- *Personnel Support and Actions
- *Information Technology (IT) Requirements
- *Budget/Programming
- *Manpower/Strength Analysis
- *Policies and Procedures
- *Safety and Security Requirements
- *Management Control/Army Audit
- *Passport Acceptance Agents Training

Some of the current projects and tasks that we are working:

- *Personnel actions – preparing requests and supporting documentation required to fill the vacancies identified throughout the Directorate
- *Performance appraisals – finalizing the GS-7/8 appraisals and resubmitting the award recommendations for the GS-9 through 12s
- *Budget – submitting FY14 Spend Plan updates and Unfunded Requirements (UFRs) for LSW
- *TDA – reviewing positions and making changes to the organization structure to reflect how LSW is currently operating
- *Security – coordinating with the Fort Belvoir warehouse to incorporate required procedures
- *Project Management – assisting divisions with updating Standard Operating Procedures (SOPs)
- *Customer Service Training - coordinating and tracking completion rates for all of LSW
- *Passport Acceptance Agent training – coordinating current training sessions for April (UK and Germany)

The Operations Team

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Our team consists of:

- *Bryna Pearson – Branch Chief
- *Charles Durand – Safety & Security Manager
- *Cris Oladipo – Logistics Project Manager
- *Lawrence Brown – Information Management Specialist
- *Armida Kesler – Program Support Assistant
- *Kisha Taylor – Program Support Assistant
- *Amy Skiver – Administrative Support Assistant



From left to right: Lawrence Brown, Cris Oladipo, Kisha Taylor, Amy Skiver, Bryna Pearson, Armida Kesler, Charles Durand.



Amy Skiver
Administrative Assistant
Operations Branch

For those of you who have not had the opportunity to meet her, our most recent team member is Ms. Amy Skiver. I'm sure you've received correspondence from her over the email. Amy comes to us from Landstuhl Regional Medical Center in Germany, where she was the Secretary for the Air Force Commander. She is currently the Administrative Assistant for the Operations Branch. She has been in the administrative arena for over 15 years, eight of which have been in the DoD. She is originally from New Mexico, but claims Texas as her home. Her husband Patrick is a Chief Master Sergeant in the Air Force. She and her husband are members of Rolling Thunder®, where she served as Chapter Secretary. She enjoys singing Karaoke, bowling, crossword puzzles and travelling. Her "claim to fame" is she was an extra in Wyatt Earp with Kevin Costner (pictures to prove it). Unfortunately her time here will be short, as they are PCSing to Langley AFB, Virginia in May.



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A MESSAGE FROM THE DIVISION CHIEF



Ronald Smith
Division Chief
Logistics Management Division

Greeting's from the Logistics Management Division (LMD). I have been the LMD Division Chief since January 2014. As the Logistics Management Division Chief, I'm responsible for the overall operation of each branch in LMD to include property accountability, logistics regulatory compliance, warehouse operations, excess property management, security, and safety.

I have a super logistics team of soldiers and civilians; my focus and the focus of the six diverse branches in LMD are to provide outstanding customer service and support. We're updating our standard operating procedures and policies with a customer first attitude; if there is anything we can do to improve your working relationship with us now or in the future please don't hesitate to let me know. LMD is comprised of : Property Management Branch, Storage Branch, Property Transfer and Movements Branch, Travel/Personal Property Branch, HQDA Support Branch A (Pentagon Moves & Turn-in), and HQDA Support Branch B (Pentagon Mail). We look forward to continuing to serve our DoD customers in the National Capital Area (NCR).

Email: ronald.smith60.civ@mail.mil

Contact the Logistics Management Division

Division Chief: (703) 545-4873

Property Book Officer: (703) 545-1697

Property Transfer/Movements Branch Chief: (703) 545-9423

Storage Branch Chief: (703) 545-0477

Management Division Team

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Robert Eich
Property Book Officer

As the Property Management Branch Property Book Officer, Mr. Eich has been responsible for the accuracy of the Office of the Administrative Assistant (OAA) to the Secretary of the Army, Consolidated Property Book. Mr. Eich will be departing LSW and we thank him for his outstanding service. Ms. Cris Oladipo will be the Acting PBO upon Mr. Eich's departure on 18 April 2014. Mr. Eich maintained the formal accountable records for non-expendable Army property issued to primary hand receipt holders throughout the OAA. Mr. Eich also oversaw hand receipt manager duties, which included assisting hand receipt holders with property management through the processes of receipt, inventory documentation, and adjusting accounts by using the Army Property Book Unit Supply Enhanced (PBUSE) system. He will be missed.



Robinson Herndon
Storage Branch Chief

As the Storage Branch Chief, Mr. Herndon is responsible for the overall operation of warehousing services. His responsibilities include ensuring the proper receipt, storage, issue and accountability of warehouse property. Mr. Herndon is also responsible for the facilities and maintenance of the warehouse and material handling equipment. In this capacity he establishes programs to maintain accountability of warehouse stock and customer orders using the Standard Army Retail Supply System (SARSS).



Charles Grier Property
Transfer and Movements
Branch Chief

As the Property Transfer and Movements Branch Chief, Mr. Grier administers the Directorate of Logistics Services Washington Property Turn-in program and shipment of material in the National Capital Region (NCR). He develops procedures and systems that enhance the implementation of the personal property disposal program within the Logistics Services Washington area of operations. He coordinates with representatives of other DOD agencies in matters relating to property disposal. He also directs the personal property disposal program for LSW and ensures that disposal of accountable property is properly documented for the purpose of accountability.

Management Division Team (Continued)

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Rosalind Miller
Travel/Personal Property
Acting Branch Chief

As the Acting, Travel/Personal Property Branch Chief, Ms. Rosalind Miller is responsible for establishing procedures for shipping and storing personal property and privately owned vehicles stateside and overseas. This is official travel in connection with Permanent Change of Station, Temporary Change of Station, Separation, Retirement, and Contingencies. Ms. Miller is also responsible for arranging Air Mobility Command and commercial passenger reservations. In addition, the Travel branch has the responsibility for Centrally Billed Account reconciliation and certification.



Lloyd Diggs
HQDA Support Branch Chief

As the HQDA Support Branch Chief (A) for Pentagon Moves and Turn-in, Mr. Diggs is responsible for providing logistical, transportation, and movement support inside the Pentagon as well as personnel labor support moves outside of the Pentagon. Mr. Diggs is also responsible for the turn-in of excess Government property located in the Pentagon.



Michelle Moore
HQDA Support Branch

As the HQDA Support Branch Chief (B), Ms. Moore is responsible for the processing of incoming and outgoing mail for Headquarters Department of the Army (HQDA) supported activities in the Pentagon. She is also responsible for ensuring regularly scheduled mail is delivered, distribution deliveries are met, and pickup services to Army activities within the Pentagon are performed.