



Office of the
Administrative Assistant to
the Secretary of the Army



Logistics Services
Washington (LSW)

9301 Chapek Road
Building 1458
Fort Belvoir, VA 22060

April 2015

Logistics Services Washington

Message from the Director

Greetings from LSW! As we are approaching the peak season for passports and visas, I wanted to take a moment to share everything LSW has been working on over the past months.

First, the Visa Passport Application System (VPAS) and Passport Matters application were updated to be in line with the most current State Department requirements. Most significantly, improvements were made to the training registration and the Facilities/Inspections tracking and notification processes. We will continue to work on improving our systems over the next year. The ultimate goal is to give all military passport agents and customers the resources they need to succeed.

Moreover, the Special Issuance Agency (SIA) and LSW have extensively discussed the issue of deactivations and consolidation of existing Passport Application

Acceptance Facilities (PAAFs). Both offices agree that close coordination is needed to determine which facilities will be closed. The authority to deactivate a facility rests with the State Department, but LSW will provide input on operational needs and the needs of its DoD customers. The goal is for SIA and LSW to reach agreement in each case and ensure that the needs of our customers are met.

Some of the factors, which could possibly lead to the deactivation of a facility, may be related to the findings of an AFO inspection, suspected malfeasance, the close proximity of another facility, or merely due to the low volume of applications processed at a facility.

In addition, LSW's own inspection has been scheduled with the State Department Acceptance Facility Oversight (AFO) office for 15 June 2015. As the DoD



From left to right: Betty Siadto, SGT Unique Battles, Dr. Toye Latimore, Kodell Bovain, SPC Cinnamon Tua, Derek Goodwin, Veronica Meadows, and Tony Gorga.

Executive Agent for Passport and Passport Agent Services, it is especially important for LSW to set the standard and ensure adherence to all State Department rules and regulations.

Last but not least, I would like to welcome our new addition to the LSW team, Mr. Edmund Snead. With more than eight years as a passport agent at U.S. Army Garrison Stuttgart, he is bringing extensive knowledge of how existing rules and regulations are applied in the field.

Dr. Toye Latimore
Director, LSW
Toye.Y.Latimore.civ@mail.mil

Please continue sharing your ideas and suggestions. Email nicole.e.jungermann.civ@mail.mil or call 703-545-0376 to let us know what topics you would like to read about in future editions of our newsletter.

Inside this issue:	
Message from the Director	1
Operations Division	2
Customer Service Operations	3
Travel Services Division	4
Media Distribution Division	5
Logistics Management Div.	6
Property Book Office	7

Operations Division

Greetings from the Operations Division! 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, Pentagon Mail Operations and the OAA Courier Service.

The schedule for the OAA Courier Service has been revised. The following outlines the process:

- If anyone in building 1456/1458 has mail, please bring it to building 1458 each morning before 8:00 A.M. and place it in the outgoing mail slot (located in cubicle 1SE5305, 1st floor, near the PPV Office).
- The courier will no longer make personal stops at various AHS offices. Everyone should bring their mail to one central location.

Note that times and routes are subject to change without prior notice depending on weather and traffic conditions.

Courier Routes and Times. The times and locations of each run are as follows:

Daily pick up/delivery:

0900 – Depart Ft. Belvoir

1000 – Arrive at Taylor Building (Crystal City)
Real Estate and Facilities, Army (REF-A)
Mail Room – Suite 1000, Room 1029

1030 – Depart Taylor Building

1050 – Arrive at Pentagon (Pickup from HQDA Staff Action Control Office (SACO))

1130 – Depart Pentagon

1220 – Arrive at Fort Belvoir Post Office

1230 – 1300 Lunch Break

1315 – Depart Fort Belvoir

1400 – Arrive at Pentagon (Pickup from HQDA Staff Action Control Office (SACO))

1500 – Depart Pentagon

1530 – Arrive Hoffman II Building

1600 – Return to Ft. Belvoir



Meet our OAA courier, Pernel Haygood. He can be reached at 571-224-7544 or email pernell.f.haygood.civ@mail.mil

For unscheduled deliveries or pickups, please contact Pernel at the above. You may also contact Bryna Pearson at (703) 545-0392 or email bryna.j.pearson.civ@mail.mil.

For those who don't know, Ms. Armida (Amy) Kesler departed LSW in early March. Her husband accepted an assignment in Misawa, Japan. Ms. Kesler joined the LSW team in August 2011 and diligently served in various capacities in the Travel Services Division and provided administrative support to the Operations Division. She will be missed, but we wish them well in all they aspire to do.



Charles Durand and David Anderson

Bryna Pearson
Operations Division Chief

Customer Service Operations (CSO)

Welcome to spring and welcome Mr. Edmund Snead from EUCOM to the Customer Service team. He hails from Parsonsburg MD (approximately 5 miles from Ocean City). He is a Navy Retired Cryptologic Technician, and between 1983 and 2004 supported Naval Security Group activities and served on board of 12 different sea platforms with operations in the Pacific, Atlantic and Mediterranean Sea. Moreover, he served as a security, tactics and survival instructor, and worked as an EMT for 3 years from 2004 to 2007. Mr. Snead's expert knowledge of passport and visa procedures extends back to September 2006, when he first began working as a passport acceptance agent with U.S. Army Garrison Stuttgart, Germany.

The VPAS and Passport Matters systems have undergone some changes this month. The changes were tested, and the goal was met to update the training section. For those of you, who have been through the process of signing up for training this past year, I apologize that you had to go through that drill. For those who have yet to sign up, you are the lucky benefactors of the comments we have heard. The previous process was not intuitive nor user friendly. The new process will allow you to sign up for the dates you

want from the training schedule page. There will be a counter as well to help show the remaining available seats. The course will automatically close two weeks prior to the class or when the maximum capacity is reached.

There are a few of your concerns over the training process that we have not been able to address. The biggest hurdle is the official confirmation. Because we want to maximize the seating capacity and not close the course until two weeks prior to the start date, the final roster will not be forwarded to the Special Issuance Agency (SIA) for review and approval until we close the course. This puts some stress on your travel orders, but unless the courses are full, we need to keep them open as long as possible. This should not be the case for the 10 June course here at Fort Belvoir because the course has already been closed. The last two refresher courses (May and August) are almost full. If you need to attend a refresher course this fiscal year, you need to register now. We still have plenty of seating at all other remaining courses.

The Fort Campbell course was a packed house and we received good feedback. The 160th SOAR took very good care of us. The team was headed up by SSG Mark Shaw, who provided

an excellent support team: SSG Jose Santiago, SSG Selvin Smalls, SGT Patrick Mompoint, SGT Jessica Orozco, SGT Duane Thomas, SPC Lisbeth Servin, SPC Leviticus Hicks, PFC David Hernandez, and PFC Brendan Davenport.

Many thanks also to our colleagues from the Foreign Clearance Guide Program (FCP), SIA, the consular staff, William Paquin (IMCOM-Europe) and Jed Swearingen (NAVPTO Naples) for making the two training events, which were held in Europe this month, a success.

Please remember that all changes in staffing at your facility must be reported by completing and sending a facility change form to CA-PPT-SIA-CS@state.gov (we ask that you courtesy copy the LSW Customer Service team at usarmy.belvoir.hqda-oaa-dolw.mbx.executive@mail.mil).

Note that we recently established a group inbox for the facility inspections actions: usarmy.belvoir.hqda-oaa-dolw.mbx.paaf@mail.mil. Our group emails help ensure that we respond to your emails in a timely manner.

Steve Morgan
CSO Division Chief

Contact Us:

(703) 545-0003/0004 or
usarmy.pentagon.hqda.mbx.lsw-passport-visa-customer-service@mail.mil

Passport Matters Website:
<https://passportmatters.hqda.pentagon.mil/>

Division Chief, CSO

Email: stephen.j.morgan.civ@mail.mil
Phone: 703-545-6199

Chief, Customer Service Branch:

nicole.e.jungermann.civ@mail.mil
Phone: 703-545-0376



Europe training, April 2015: (From left to right) James Vaz (FCP), Jed Swearingen, Laura Pascarella (SIA), Rosella Glenn (SIA), and Warren Johnson (LSW)



Mr. Edmund Snead

Travel Services Division (TSD)

Recent Changes and Updates

1. Nigeria: New Online Application Requirement

Applications must be created, submitted and printed from the Embassy website <https://portal.immigration.gov.ng/pages/welcome>. Please review step-by-step instructions on the Passport Matters website https://passportmatters.hqda.pentagon.mil/Requirements/Visa_Requirements.aspx?country_name=Nigeria

2. Iraq: A curriculum vitae (CV) is required with each diplomatic visa request.

3. The Passport and Visa Office processed 39, 864 passports and 4,897 visas during the 2nd quarter of FY15 as compared to 35,753 passports and 5,674 visas during the same time frame of FY14.

4. The next quarterly Video Teleconferences (VTCs) are tentatively scheduled for the following days and times:

28 April 2015 at 9AM, 1PM and 3PM
30 April 2015 at 9AM, 1PM and 3PM

The point of contact for the next quarterly VTCs will be Herbert McCoy, herbert.mccoy3.civ@mail.mil. Please make sure you confirm your reservations with Mr. Herbert McCoy.

We look forward to the discussion and answering your questions on the latest processes and procedures.

In this month’s newsletter, we are introducing one more member of our passport and visa team to you. Mr. Michael Stancil is a native resident of Northern Virginia and has worked for the Federal Government for the past 27 years, initially in Payroll for the Navy Regional Finance Center, then NAVAIR and Cruise Missile. From there, he went to work at Resource Services Washington at the Pentagon. He joined LSW in 2004 and is currently working in the Visa Branch and the front counter.

His hobbies and interests are music, photography, history, golf, and the great outdoors. He has travelled extensively within CONUS to our national parks and monuments and hopes to continue traveling with his wife and three children in his free time.

As one of our resident experts, Mr. Stancil is familiar with all areas of the passport and visa operation and a valued member of the Travel Services Division.



Mr. Mike Stancil



Britney Coles (left) and SGT Tiffany Millender at the front counter.

Contact Us:

(703) 545-0003/0004 or usarmy.pentagon.hqda.mbx.lsw-passport-visa-customer-service@mail.mil

Passport Matters Website: <https://passportmatters.hqda.pentagon.mil/>

NCOIC, UAE Visa Requests:
marvin.e.hicks@mail.mil

TSD Division Chief:
thomas.w.wiecks.civ@mail.mil

Acting Chief, Visa Branch:
anthony.m.lipanovich.civ@mail.mil

Chief, Passport Branch:
herbert.mccoy3.civ@mail.mil

Media Distribution Division (MDD)



Robert Richardson
Division Chief, MDD

Hello again from the Media Distribution Division here in Saint Louis, Missouri. After several months of working around the major warehouse floor project, we are happy to announce its conclusion. Over 200K square foot of warehouse floor has been resurfaced, and it looks and feels great. There were no significant safety issues throughout the project, which is a testament to MDD's safety record. As the last group to be introduced in the LSW Newsletter, I would like to introduce the Receiving/Shipping Group. This group is responsible for processing receipts, storing classified and unclassified material as well as shipping full carton stock. They are also responsible for operating the 15,000-pallet Automated Storage/Retrieval System (ASRS) each day. In the last 12 months, this group has received over 2,400 items and stored over 26 million manuals/forms. This top-performing group prepared and shipped over 147,000 individual cartons and freighted over 3,400 shipments.

Robert Richardson
Chief, MDD
robert.a.richardson.civ@mail.mil



Receiving/Shipping Group (left to right):

Steve Kastner (Lead), Derek Helms (Material Handler), Alicia Young (Lead), Lynn Brookens (Supervisor), Carl Singleton (Material Handler, front), Sam Green (Packer, back), Ellis Jackson (Material Handler) and Dave Rowland (Packer). Not pictured: Keith Brownlee (Material Handler), Hank Oberhausen (Material Handler).

MDD employees celebrating Black History Month (from left to right): Linda Logan, Stephania Drane, Margo Weaver, and Rosa Ellis.



Logistics Management Division (LMD)

Greetings from LMD: In our last article we discussed the basic warehousing activities that establish why we have the warehouse and our common traits for success. In this article we'll dig a little deeper and discuss the importance of objectively measuring our performance, some tools and techniques we're using to measure performance and what we believe are the most important aspects of warehouse performance to measure.

Experience has taught us that we must objectively measure our performance in order to ensure that we are providing "value added" capability to our organization's supply chain management. To best ensure this positive relationship, there must be a direct connection between warehouse operations and the organization's strategic goals.

In order to determine the true effectiveness of our warehouse operations, we are establishing clear and objective benchmarks that we can measure our performance against. Setting benchmarks and measuring our actual performance against them affords us the opportunity to specifically identify

operational areas that can be improved, ascertain the cost for making the improvements, and determine the associated cost benefit for making the improvement.

The three factors we are using to develop our performance measuring systems are: 1) Indicators - scales along which performance can be measured. For example, the "indicator" for measuring speed is miles per hour; 2) Standards - points along the scale (indicators) which separates successful performance from unsuccessful performance. Using the example above, if the speed limit is 65 miles per hour, the standard would be 65—any point above 65 would be unsuccessful; 3) Acceptable Quality Limits – the two points on either side of the standard that can further define acceptable performance. Continuing with the examples above, a car going between 60 mph and 70 mph would not be ticketed if the police set 5 mph above or below the speed limit as an Acceptable Quality Limit.

As a general rule, we'll use industry established indicators and standards when identifying what to measure and

how to measure it. Perfection comes at a high price; our plan is to establish reasonable and achievable goals and work toward them in an incremental manner (crawl, walk, run).

We have identified Receiving, Storage, and Shipping as the most critical activities to measure because they are important aspects of our warehouse operations. Some of the metrics we'll use to measure these areas are Dollars, Productivity, Utilization, Quality, and Cycle Time. Our goal is to only measure those aspects of warehouse performance that are critical. We will also continue to work with leadership to ensure the activities to be measured directly support the Office of the Administrative Assistant and our customers.

We look forward to working with you as we continue to develop the processes that will provide world-class support to our customers.

Ron Smith
Chief, LMD



Mr. Charles Grier



Mr. Rodney Parker

Contact Us:

LMD Division Chief:
ronald.smith60.civ@mail.mil

Chief, Storage Branch:
germaine.guy.mil@mail.mil

Chief, Property Transfer and Movements Branch:
charles.w.grier2.civ@mail.mil

Chief, HQDA Support Branch—B (Pentagon Property Transfer & Movements):
lloyd.j.diggs.civ@mail.mil



Property Book Office (PBO)

Command Supply Discipline Program (CSDP) Pre-Inspections:

The OAA Consolidated Property Book Office has conducted more than 50 CSDP pre-inspections throughout OAA and HQDA. The preliminary results have reflected a significant increase in the implementation of property accountability principles and stewardship throughout our customer base.

We would like to thank our primary hand-receipt holders and their leaders for their support of this worthy endeavor, and we look forward to presenting the results at our next OAA Property Accountability Quarterly Workshop.

Hail And Farewell:

Mr. Paolo Perez has departed the OAA Consolidated Property Book Office and OAA. Mr. Perez’s support of the Property Book and property accountability mission included assistance in the establishment of the Property Book supporting document files and customer service assistance to our ITA customers. We wish him many successes in his new position with the National Guard Bureau.

Ms. Brittany Guthrie joins the Property Book team as a contractor, providing administrative support to our office and its customers. We welcome Ms. Guthrie and are happy to have her as a part of the OAA Property Book Team.

Change to the PBUSE URL:

PBUSE is moving behind the Army's Reverse Proxy. Please bookmark the following URL and **start accessing** PBUSE at <https://pbuse.army.mil>.

On 17 April 2015, users will no longer be able to log into the Production server from <https://pbuse.lee.army.mil>.

Thank you for your continued support.

Tell us how we are doing:

https://ice.disa.mil/index.cfm?fa=card&service_provider_id=83359&site_id=341&dep=DoD

Contact Us:
Cris Oladipo, Chief, PBO cris.l.oladipo.civ@mail.mil , (703) 545-0427
Dyanne Cusseaux dyanne.m.cusseaux.civ@mail.mil , (703) 545-0445
Veneda James veneda.f.james.civ@mail.mil , (703) 545-0419
Aleta Taylor aleta.a.taylor.civ@mail.mil , (703) 545-9152
Rosalind Miller rosalind.l.miller.civ@mail.mil , (703) 545-0417
Arthur Hutchinson arthur.l.hutchinson.civ@mail.mil , (703) 545-0588
Fabian Egejuru, SFC fabian.o.egejuru.mil@mail.mil , (703) 545-0483
Shawn Meneely, SSG shawn.d.meneely.mil@mail.mil , (703) 545-9871
Andrew Carpenter, CTR andrew.a.carpenter5.ctr@mail.mil , (703) 545-9598
Brittany Guthrie brittany.l.gurthrie2.ctr@mail.mil , (703) 545-9597