



August 2014

DoD Passport and Visa Office Newsletter

Message from the Director



Dr. Toye Y. Latimore, Ph.D
Director, LSW (center) with
SPC Cinnamon Tua (left) and
SGT Unique Battles (right)

Welcome to the August issue of the DoD Passport and Visa Office Newsletter. As we are moving closer to the end of the busy season for passports and visas, I'm pleased to announce that the DoD Passport and Visa Office was able to manage the workload without the significant delays our office experienced last year.

The backlog of UAE visa requests has been eliminated, and completed passports and visas are being returned to installation passport

agents worldwide within 24 to 48 hours.

In order to ensure your passport and visa applications are completed and returned to you in a timely manner, please make sure you carefully review the sections on Page 4 of this newsletter, which list important reminders and the resources available to all DoD Passport Agents.

It is critical that all passport agents are aware of their responsibilities and are familiar with the resources at their disposal. Registering and using the Visa Passport Automated System (VPAS) and the Passport Matters Website to conduct status checks and verify the correct procedures is an integral part of your duties as a DoD Passport Agent.

Taking into consideration the feedback from passport agents and customers, our office is

working on several projects aimed at automating the passport and visa application process to better serve our customers.

Finally, I would like to thank our colleagues at Yokota AB and Camp Foster in Japan for hosting the Passport Acceptance Agent Training this month. A special thank you to Consul Clark Ledger, Vice Consul Jozanne Maloney, Kaoru Agena, Mr. Wenceslao "Wenz" Batac, Major Ernest Ashley, GySgt Earl Lopez, and CPL Juan Marcanoehng for making this a successful visit.

I'm aware that the training process needs to be improved to ensure that the training requirements of our DoD Passport Agents are met. My goal is to coordinate classes on each installation with training needs.

Thank you for your continued support!

Email:
Toye.Y.Latimore.civ@mail.mil

LSW no longer has a backlog of UAE visa requests. Please continue to review the Passport Matters Website for updates and submit your visa applications early!



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Meet the Acting Division Chief



Mr. Steve Morgan
Acting Chief, Travel Services Division
Logistics Services Washington

LSW welcomes Mr. Stephen Morgan as the Acting Travel Services Division (TSD) Chief.

Mr. Morgan retired from the U.S. Army in June 2013 with 30 years of service and a Lieutenant Colonel with time in all three components.

He completed his active duty enlistment in the Signal CORPS, transferred to the US Army Reserves to attend the Drill Sergeant Academy, and finally

transferred to the Army National Guard, where he received his commission.

During his military service, Steve Morgan served as Executive Officer for the Chief of Staff, processed officer promotions in the DCS-G1, held a position as Branch Chief and completed several assignments within the Environmental Division.

Moreover, Mr. Morgan deployed to Afghanistan as part of the

Senior Guard Advisor Cell at Bagram Air Base and was commissioned as a Combat Engineer Officer with several assignments in the Engineer field. While enlisted, he spent some time in Germany and Belgium.

Mr. Morgan is looking forward to working with all of our customers and to address your passport, visa, and passport agent training issues.

Email:
stephen.j.morgan.civ@mail.mil

Recent Changes and Updates

Country Requirements

All embassies observing limited hours of operation during Ramadan have resumed regular business hours.

UAE

Please review the new requirements for diplomatic and PCS travel. Provide the following information in Block 17 of the DD Form 1056: Job title, orders, physical location of the applicant's position, name and title of the person the applicant is replacing, flight itinerary (travel must be within 60 days of the visa issue date). Coordinate 50 or more visa requests with the NCOIC, SFC Hicks.

https://passportmatters.hqda.pentagon.mil/Requirements/Visa_Requirements.aspx?country_name=United Arab Emirates

Schengen Visa Requirements

We continue to receive updates regarding Schengen visa requirements. Please note that there may be delays in the processing of your visa application for any of the European countries in the Schengen Area, and you may be asked to submit additional information and/or appear in person at the Embassy.

TSD Hosts Video Telephone Conferences (VTCs) With Agents

We are pleased to announce that TSD hosted a total of five VTCs over two days.

While there were some technical and logistical issues that naturally come along with a VTC involving more than 1,500 DoD passport acceptance agents worldwide, overall the VTCs were a tremendous success.

In fact, the interest generated was so great that we are planning on switching to a Teleconference format next quarter, in order to allow for more accessibility

and participation of acceptance agents at locations without VTC capability.

All five scheduled VTCs were comprised of a meet-and-greet session with the TSD Branch Chiefs, which ultimately opened up to a Q&A session. Some questions asked were submitted in advance and others were asked during the VTC.

Based on the questions received prior to any future Teleconferences, we may expand to include a training representa-

tive and Inspections Coordinator.

A summary of the questions received and our answers were emailed to all passport agents and also posted on the Passport Matters website.

We thank all those who attended for their participation and apologize to those who were unable to work through the technical difficulties.

We look forward to speaking to you all again next quarter!

Contact Us:

(703) 545-0003/0004 or

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

Director, LSW:

toye.y.latimore.civ@mail.mil

Chief, Travel Services Division:

stephen.j.morgan.civ@mail.mil

NCOIC, UAE Visa Requests:

marvin.e.hicks.mil@mail.mil

Chief, Customer Service Branch:

nicole.e.jungermann.civ@mail.mil

Chief, Visa Branch:

mark.a.villarreal2.civ@mail.mil

Passport Acceptance Agent Training

The complete list of training dates for 2014 and 2015 has been posted under the TRAINING tab on the Passport Matters website.

Please visit <https://passportmatters.hqda.pentagon.mil/> for training information and to register for one of the classes online.

The Training Coordinator can be contacted via email at usarmy.pentagon.hqda-oaa-dol-w.list.east-executive-office@mail.mil

Note: Early departure on the designated training dates is NOT authorized. Certification requires all-day attendance!

Left to Right: Amy Kesler (LSW), Nick Velez (SIA), Mr. Hussein (SIA), Paula Carter (SIA)



Final Exam, July Passport Acceptance Training at Fort Belvoir, VA.

Important Reminders for Passport Agents

- 1. Encourage your customers to apply early!
 - 2. Factor in sufficient time for routine processing (6-8 weeks) of a no-fee passport and all required visas.
 - 3. Check the DoD Passport Matters Website daily for procedures, important updates, and notifications.
 - 4. Ensure that Block 13 of the DD Form 1056 Authorization for a No-Fee Passport and/or Visa lists the correct return address for your Passport Agent Acceptance Facility (PAAF).
- Note:** The return address must match the information provided on the

- Compliance Form submitted to DoS.
- 5. Ship passport and visa applications via traceable delivery to the correct address. Passport applications must be shipped directly to the State Department for processing. Passport applications, sent to Fort Belvoir in error, will be returned to the sender.
- 6. Visa applications must be shipped directly to the DoD Passport and Visa Office at Fort Belvoir for processing.

Coordinate UAE visa requests for more than 50 individuals with SFC Marvin Hicks. Email: marvin.e.hicks.mil@mail.mil

- 7. Record the tracking information for each passport or visa application submitted.
- 8. Clearly note your numeric Agent and Facility IDs on all the required passport and visa application documents and your email inquiries.
- 9. When executing a DS-11 passport application, all applicants MUST appear in front of a certified Passport Acceptance Agent.
- No Exceptions!!**
- 10. Status information will only be provided to the Passport Agent, the sponsor, or the applicant on the application.

Always check the DoD Passport Matters website and the Foreign Clearance Guide (FCG) to verify country requirements.

Available Resources for Passport Agents

Passport Agents should ensure that they use all the resources at their disposal:

Check the Passport Matters Website Important Notices section for daily updates and country-specific requirements.

The DoD Foreign Clearance Guide (FCG) and the Passport Agents Reference Guide (PARG) outline passport acceptance procedures and

passport and visa requirements by country .

Register to conduct online status checks for applications submitted to the DoD Passport and Visa Office, Fort Belvoir

[https:// secure-appcac2.hqda.pentagon.mil](https://secure-appcac2.hqda.pentagon.mil)

Refer your customers located elsewhere to another certified DoD Passport Agent by accessing the current listing of

Passport Agents by using the same self-registration process.

24/7 customer support is available to assist with visa status inquiries and general information. Our Tier II team is available to assist with no-fee passport status checks and all other inquiries from Monday to Friday, from 8am to 4pm.



Left to right: Kathy Relerford, Natasia Louissaint-Carvajal, and Natasha Johnson



Front to back: Shereen Herbert, Warren Johnson, and Betty Siadto



Your Tier II Customer Service Team Members:
Joanna Jerrell (left) and Debbi Cheek (right)

The Passport and Visa Customer Service Representatives answered close to 2,200 phone calls and 1,900 emails in the month of July.

In July, the Passport and Visa Office processed more than 1,700 visa requests and shipped almost 12,000 no-fee passports within 24 hours of receipt.

Contact Us:
Travel Services Division
DoD Passport and Visa Office
9301 Chapek Road, Bldg. 1458
Fort Belvoir, VA 22060
Hours of operation (excluding federal holidays):
Counter: Monday - Friday 8am - 3pm
24/7 phone and email customer support for visa status requests and general information.



From left to right: Ricky Kannamore, Bledar Puli, Derek Goodwin, Philip Christie

Note: All passport and visa application documents MUST be shipped via traceable delivery!

Mailing Addresses

Passport applications:

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

Visa applications:

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