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DoD Passport and Visa Office Newsletter

LSW Passport and Visa Team



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From left to right starting in the back:

Fabian Watson(Visa), Ricky Kannamore(Customer Service), SSG Jamee Williams (Support), Adam Barker(Visa), SGT Alberto Noriega-Rodriguez (Support), Marcus Shields (Training), Warren Johnson(Customer Service), Dolly Fugate(Visa), Angela Johnston(Visa), Natasha Johnson(Visa), SGT (Support), Dave Venor(UAE), Natasia Carvajal(Visa), Joanna Jerrel(Customer Service), Debbie Cheek(Visa), Britney Coles (Passports), Edmund Snead(Training), Veronica Meadows(Visa) Addison Spencer (Customer Service), SPC Cinnamon Tua(Support), Towanda Nathan (Facilities)

Passport and Visa

Due to the new limited hours for Ramadan and limited Embassy personnel, the Embassy of Saudi Arabia is cutting back on the number of visa applications they are currently accepting. We strongly encourage all Saudi Arabia applications be submitted at the earliest notification of travel due to the increased annual summer workload. There is no estimated time period on how long this backlog will last.

The EDD Dog Handlers have been provided a waiver by the State

Department and that waiver has been sent down to the individual EDD Dog Handler Program Managers. The customers must provide a copy of that waiver when requesting an official passport.

The Department of Homeland Security has determined that the Driving Privilege Cards issued by various states are not compliant with the REAL ID Act. Please see the memo on Passport Matters which addresses the issue in full detail.

Due to the UAE visa application form changing, there has been a high volume of applications that have been filled out incorrectly. Please take your time and quality check these applications before sending forward for processing.

LSW Spotlight

Mr. Dave Venor is our highlighted employee of the month. He has over 25 years of customer service experience and also has extensive experience in managing and developing others. He has 12 years working in Logistics Services Washington in the Passport and Visa arena. He is now performing as part of our UAE visa team where he prepares, reviews and processes all of our UAE visa applications. Before coming to OAA, Mr. Venor worked for the Defense

Printing Service at the Pentagon as a graphic artist. He led the Commercial Photo Lab, taking official photos for all special events, ceremonies and other activities taking place at the Pentagon and throughout the National Capital Region in the Washington D.C. area. He occasionally volunteers with the local animal rescue organizations. He is currently planning to return to Italy to visit family and is making long term plans to attend the 2020 Olympics in Japan. He

enjoys providing customer service and guidance to our customer base as part of his daily routine in the workplace.



Customer Service Operations

We are in the window for the annual Passport Acceptance facility/ Acceptance Agent recertification. The Special Issuance Agency (SIA) and LSW will be using the emails we have on record to conduct the notifications. Failure to comply with this requirement by the October 31, 2015 deadline will result in the suspension of the Acceptance Facility and all associated agents from the Program effective November 1, and assigned agents will not be authorized to accept passport applications or offer other passport services until further notice. If you have not seen the forms posted on Passport Matters in the important notices section, please log in and download the forms now (<https://passportmatters.hqda.pentagon.mil/index.aspx>).

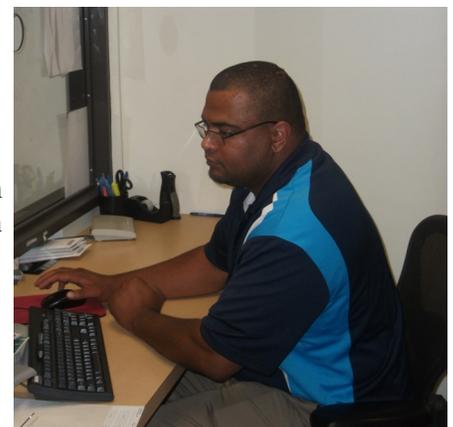
I know many of you have asked about the option of conducting the refresher training using some kind of distant learning environment. SIA is looking into a couple of ways to accomplish this for us. As soon as we know more we can pass that along.

The Office of Acceptance Facility Oversight (AFO) is going to be focusing on the San Francisco/Sacramento/Monterey area the week of 16 Nov 2015 and they have projected another focus area of New York City/Northern NJ area in April/May 2016. It is imperative that after the individual facilities have been contacted, that the AFO team be allowed to conduct the site visit. We have crossed over into the new biennial inspection window and that means a few facilities might come up for an inspection after just having passed the last one. We are working with AFO to limit this to omit any facility that was inspected in the last six to eight months. Please remain flexible if you fall into this group. One of the reasons a facility might get inspected in under a year is to maximize the travel budget.

We have been experiencing some issues with Passport Matters when signing up for training—"email already in use". This error is causing some delays in signing up for training and we are fixing these issues as they come up. At the same time we are work-

ing some changes in our Visa Passport Application System (VPAS) and how that interfaces with Passport Matters. This should fix the training signup trouble and several other minor issues. The major change for our Passport Acceptance Agents is going to be a web based DD Form 1056 with a barcode. The functionality is not too different from how the DS 82 works when you go to travel.state.gov. We are working two versions; CAC enabled for agents and a non-agent or non CAC holder that will not have a barcode nor the traceability. It is our intent to help add some functions to aid the speed and accuracy of the processing. We are very close to getting the final approval of the form from DoD and we are testing the system on various functions as they mature. A possible side benefit to you will be an increase in transparency for the status of your actions. We will go into this more as the time to implement this gets closer.

Along the same lines as the update to the DD Form 1056, we are working with our stakeholders on updating the DoD 1000.21-R guidance. As you would expect, this requirement is not one that will be finished overnight. However, the guidance does need to be freshened up.



Mr. Lionel Norman hard at work on the LSW front counter.

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Reminders

- All agents must review Passport Matters for changes to country requirements each time when applying for official passports or visas
- Agents are reminded they (agent) must sign the back of the applicants photo prior to attaching it to the application. Do not press too firmly as this will adversely affect imagery on the reverse side of the photo.
- Ensure that all passport forms and applications are downloaded from the U.S. Department of State website www.travel.state.gov. It must be black print on white paper 8.5 x 11 inches and printed on single pages. When the application is completed a barcode will appear on the left side of the first page of the passport application.
- All agents are reminded to always refer to the Federal and Military Passport Agents Reference Guide (PARG 2013) for guidance in processing application.
- When submitting DD-1056 forms they are required to be signed in Blue ink.



Dr. Toye Latimore presiding over the promotion ceremony for SSG Williams.



Congratulations to SSG Williams on his promotion.