



Office of the
Administrative Assistant to
the Secretary of the Army



Logistics Services
Washington (LSW)

December 2014

DoD Passport and Visa Newsletter

Message from the Director



Dr. Toye Y. Latimore, Ph.D.
Director, LSW

Welcome to the December issue of the Passport and Visa Newsletter.

As we move into the holiday season, I would like to thank everyone in the DoD community who supports the passport and visa operation to allow our mission to succeed. You play a critical role in supporting our military and civilian personnel and their families.

We have worked hard to improve the service we provide to our customers and continue making changes to our office's overall operation, taking into consideration the very specific requirements of our customers through-

out the DoD community. We especially appreciate the numerous comments we received via our updated ICE links and training critiques.

Last year, our office shipped more than 150,000 passports and processed close to 23,000 visa requests.

We also instituted a 24/7 help desk to assist our customers CONUS and OCONUS for support after-hours, on weekends, and holidays if needed.

Moreover, the Passport Matters Website was updated and the training registration process automated to ensure that training records are maintained in accordance with the DoD / DoS Memorandum of Agreement.

In addition, a new Agent Directory was created for passport agents to provide guidance to their customers located elsewhere, and the new VPAS Status

Check System allows all DoD passport agents access to check the status of passport and visa applications processing in our office at Fort Belvoir.

We listened to your concerns with regards to attending refresher courses and are implementing a new regional training model. The 2015 training schedule is available on our Passport Matters Website.

Several projects are under way for 2015 with our customers in mind, including the release of an updated DD Form 1056, the new DoD Manual 1000.21, and the automation of various internal processes to ensure the timely processing of all DoD passport and visa requests. I look forward to sharing our progress with you next year.

Have a safe and happy holiday season!

toye.y.latimore.civ@mail.mil

The processing time of a no-fee passport is currently 4-5 weeks.

Visa Processing times vary by country. Apply early (at least 30-60 days prior to departure). Please review the Passport Matters Website for country specific requirements.



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Travel Services Division (TSD)

Meet the New Passport Branch Chief



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

With over 28 years of combined military and Federal Service experience, Mr. McCoy arrives at LSW from the U.S. Department of State, where he worked as a Passport Specialist for over seven years.

He worked with a dynamic group of adjudicators, support personnel, and contractors, who processed, maintained, and adjudicated thousands of tourist passports annually.

In 2009, while working at the Washington Passport Agency, Herb volunteered to work overtime in the SIA section for

two months. During this time, he processed and adjudicated no-fee official and diplomatic passport applications vital in support of deploying military troops and officials traveling overseas.

In 2010, he volunteered again to support additional key passport functions to include adjudication training and customer service at the Washington Passport Agency. In this capacity, he trained other adjudicators and other personnel on Fraud Detection techniques and U.S. citizenship laws and regulations.

Prior to his assignment at the Washington Passport Agency, Mr. McCoy spent 21 years in the U S Air Force, fifteen years as a food service specialist and six years as enlisted recruiter in the Virginia, Maryland and Washington DC metro area. He was deployed in Operation Desert Shield/Desert Storm for seven months in 1990/91.

Mr. McCoy is looking forward to being a part of the LSW Team and to address any of your passport related issues and concerns.

herbert.mccoy3.civ@mail.mil

Quarterly VTC: Reserve the date

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

27 January 2015 @ 0900 / 1300 / 1500
29 January 20145 @ 0900 / 1300 / 1500

The finalized schedule and registration information will be posted in the Important Notices section on the Passport Matters Website and also sent to you via email.

Please ensure that the State Department Special Issuance Agency has your correct email address to ensure that you receive all VTC related information and other important email notifications.

The point of contact for the next quarterly VTCs will be Herbert McCoy, herbert.mccoy3.civ@mail.mil.

We look forward to seeing you in January.

Travel Services Division (Continued)

Recent Changes and Updates

1. The Special Issuance Agency (SIA) has an updated mailing address. Mail forwarding has been set-up, so all incoming mail sent to the previous address will be delivered. SIA does not anticipate any additional processing time as a result of the new mailing address. Please direct all mail to:

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

Note: This address change does **NOT** affect VISA applications for DoD personnel and their eligible family members!

2. Effective October 1, 2014, all DoD acceptance agents must submit a completed No-Fee Transmittal Form DS-7691 inside each envelope containing passport applications submitted to the Special Issuance Agency. All fields on Form DS-7691 must be completed to ensure the timely processing of your requests. The form can be obtained on the Passport Matters Website under the Resources tab, Forms and Instructions.

<https://passportmatters.hqda.pentagon.mil/>

3. **Iraq:** Please review the Foreign Clearance Guide for updated passport and visa guidance

<https://www.fcg.pentagon.mil/docs/IZ.cfm>

US military members supporting a Title 10 mission under the authority of the Joint Force Land Component Commander (JFLCC) can enter using ID card (CAC) and travel orders *only when arriving AND departing via MILAIR.*

4. **West Africa:** Organizations deploying service members to Ebola affected countries have been relieved from some of the passport and visa requirements. Both Liberia and Senegal have waived the requirement for all DoD personnel entering their countries for humanitarian reasons.

Please Note: The passport and visa requirements have not been waived for Sierra Leone and Guinea.

5. **France:** The Embassy of France in Washington, DC is no longer issuing a Schengen visa. Instead a French country visa will be issued. Please check the Passport Matters Website for the most updated information and application forms before submitting a new request.

6. **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 Marvin Hicks.

Passport Agent Training

We developed a few new tools to help improve our training. One that I am excited about is the addition of an LSW training critique. This came about as a direct feedback from several comments we gathered from the State Department critique. We have used the LSW critique in both the two-day and refresher acceptance agent training. We modified the critiques between the two training events because of the intended audience. Only three questions are different, but when the like questions are compared, the results are skewed by experience levels. However, of the few questions, where experience is not relevant, we have the start of what is already driving some shifts in the training.

I was asked to share how we broke out the various regions for the training model. The chart shows how we are going to array our offsite training events. The focus for the training is going to be on agents within the region who have not attended training in the past two years, agents from a neighboring region we are not visiting in FY15 and who have not attended training in the past two years, agents who are within the last six months of the two year window, and all others we can com-

fortably accommodate. The training team will be targeting the agents who are outside the training requirement window as we get closer to each of the offsite events. When we are in your area it is going to be expected that every agent within that region and who needs the training attends. You can use the opportunity when we are in your region to use the training as a refresher course as well. Note that in order to use the course as a refresher course, you must attend both days. We are going to be steadfast on adhering to the regional concept, so if you or your agents do not attend, they will not be allowed to attend another training venue. Because we are enforcing this rather rigid rule, I have asked the team to develop a wait list for agents who are outside the region where mission is at risk. Unfortunately, there are going to be several unhappy people who want to attend the Florida training. We have already sent out some notices to agents outside the Southeast to re-schedule the training to a training venue within the home region.

There are a few new things in the works to look forward to in 2015. The first is that the State Department is developing a DoD Passport Acceptance Facility rubber stamp. We know that the concept is one stamp per facility and that the stamp will have the facility number embedded in the mold. The estimated cost to the facility is between \$5 and \$7. The second is that we are working with the State Department in the development of a Distance Learning (DL) course for the refresher training. Once we get more information on this we will pass it along.

Steve Morgan
Chief, Customer Service Operations

North East		South East		Mid West	
CT	4	AL	28	CO	21
DE	10	FL	80	IA	5
MA	12	GA	35	KS	13
MD	54	MS	21	KY	31
ME	8	PR	9	MN	12
NC	47	North Central		MT	4
NH	10	IL	27	ND	9
NJ	21	IN	13	NE	10
NY	23	MI	14	SD	3
PA	33	MO	15	WY	4
RI	10	OH	23	West	
SC	20	TN	17	AZ	17
VA	124	WI	9	CA	77
VT	3	South Central		ID	2
WV	16	AR	9	NV	5
		LA	24	OR	6
		NM	11	UT	20
		OK	16	WA	40
		TX	92		



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/>

Director, LSW:
toye.y.latimore.civ@mail.mil

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

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

Chief, Visa Branch:
mark.a.villarreal2.civ@mail.mil

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

Chief, Customer Service Operations:
stephen.j.morgan.civ@mail.mil

Chief, Customer Service Branch:
nicole.e.jungermann.civ@mail.mil

Register for VPAS:

<https://secureappcac2.hqda.pentagon.mil/vpas/>



Keith Garrison and Warren Johnson

Mailing Addresses

Passport applications:

U.S. Department of State
Passport Services
Special Issuance Agency (CA/PPT/SIA)
44132 Mercure Cir
PO Box 1185
Sterling, VA 20166-1185
(202) 485-8200

Visa applications (Army, Navy, Air Force):

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

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



Towanda Nathan and Kathy Knott processing mail.



Betty Siadto processing passport and visa documents



Kathy Relerford and Shereen Herbert at the Front Counter.