



Office of the  
Administrative Assistant to  
the Secretary of the Army



Logistics Services  
Washington (LSW)

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Fort Belvoir, VA 22060

February 2015

# Passport and Visa Newsletter

## Message from the Director



Dr. Toye Latimore, Director, LSW,  
and Mr. Steve Morgan, Division  
Chief, Customer Service Operations

Welcome to the February edition of our Passport and Visa Newsletter. As with our previous newsletters, we will cover the most important updates and news for all DoD passport acceptance agents and members of the DoD community with foreign travel requirements.

The Travel Services Division (TSD) hosted Video-Telephone Conferences on 27 and 29 January. These VTCs have proven valuable in addressing frequently asked questions and issues passport agents in the field are experiencing. The next group of VTCs is scheduled for 28 and 30 April 2015 at 0900, 1300, and 1500 EST each day. Please look for our email and Passport Matters notification and registration information in the coming weeks.

In order to address some of the issues that came, in part, from our customer feedback, we will continue in our efforts to streamline our internal procedures, which will include an

update of our standard operating procedures and focus on improved reporting capabilities on processing times.

Between October and January 31, our office has processed more than 5,900 visas and returned more than 46,000 no-fee passports to our customers in the field. These numbers reflect the tremendous efforts going into the processing of passport and visa requests for the Department of Defense, and we rely on the acceptance agents in the field to complete each request in accordance with all the requirements. You make all the difference, and your hard work and dedication are appreciated. Thank you!

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### Contact Us:

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24/7 phone and email support for visa status and general information. For all other inquiries: Monday to Friday, 0800-1600 (excluding federal holidays)

Front Counter Hours: Monday to Friday, 0800-1500 (excluding federal holidays)

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## Travel Services Division (TSD)

Unfortunately, we are saying goodbye to our Visa Branch Chief, Mark Villarreal. Mark is deploying TDY to Afghanistan as part of DoD's Civilian Expeditionary Workforce (CEW) in the near future. As you all know, he has been a main player in the Travel Services Division (TSD) since his arrival last June and is the acknowledged Subject Matter Expert with regards to visa requirements. He will be sorely missed during his deployment, and we all wish him the best for his new assignment.

Mr. Anthony Lipanovich will assume duties as the Acting Visa Branch Chief and we expect great things from him. "LP" was an Air Defense Artillery soldier at Fort Hood, Texas from 2003-2005. He then branch transferred into the logistics field as a 92A. He has worked in various warehouse logistics positions at Fort Campbell, KY and also in the MFO, Sinai, Egypt. LP started his career in

the Logistics Services Washington warehouse at Fort Belvoir. Since 2013, he has worked at LSW as a civilian, where he initially worked in the mailroom and eventually cross-trained into data entry and visa letter writing before taking over the day-to-day responsibilities for one of our courier routes. Please join me in welcoming him. He can be reached at 703-545-9148 or [anthony.m.lipanovich.civ@mail.mil](mailto:anthony.m.lipanovich.civ@mail.mil).

We also want to congratulate Ms. Kathy Knott, Mr. Michael Stancil, and Mr. David Venor for being selected for promotion. They have all been longstanding members of the passport and visa team. We all know we can expect continued great duty performance from them.

TSD's last quarterly Video Tele-Conference was on 27 and 29 January. We would like to encourage more of the passport acceptance agents in the field to attend these VTCs in the future. They are offered with you in mind and to address your passport and visa related questions

and concerns. VTC dates and details are announced by email, on the Passport Matters website, and our newsletter, as soon as the dates and times have been set.

The month of January has been busy for TSD. We returned more than 14,350 completed official passports and 1,400 visas.

We are also working on improving different facets of our operation. Specifically, we are looking at updating the Visa Passport Application System (VPAS) to produce accurate and relevant data to determine average processing times by embassy. Moreover, we are in the testing phase of a new visa application status for our acceptance agents with access to the VPAS online status check feature. This new status will indicate that the application was reviewed by our visa letter writers and forwarded to the embassy.

Tom Wiecks  
Division Chief, TSD

### **Contact Us:**

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Passport Matters Website:  
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"In the month of January, TSD returned more than 14,350 completed official passports and 1,400 visas."



From left to right: Anthony Lipanovich, Herbert McCoy, and Tom Wiecks.

Tell us how we are doing:

[http://ice.disa.mil/index.cfm?fa=card&service\\_provider\\_id=90427&site\\_id=9&se](http://ice.disa.mil/index.cfm?fa=card&service_provider_id=90427&site_id=9&se)

## Customer Service Operations (CSO)

The requirement for a stamp has been in place for some time and is outlined in the 2013 F.M. PARG. As of 1 March this year, the State Department is going to enforce the use of a stamp by all Passport Acceptance Facilities. We have the instructions posted on the DoD Passport Matters website if you missed the initial notice. I did mention this requirement was coming in the December Newsletter, and at the time we were still working out the logistics and possible costs. After looking at a few options, it was determined that the best course of action is to provide the basic design criteria and let the local commands have the flexibility to reach out to a vendor. I want to stress that the stamp is a controlled item and needs to be treated as such. I recommend that the number of stamps purchased be limited to the number of agents at your facility, tracked by the facility managers, and that they must be locked up when not in use.

In the last few weeks, we solidified the facilities for training in Frankfurt (9/10 April), Naples (13/14 April), Joint Base Elmendorf-Richardson, AK (9/10 Jul), and Pearl Harbor, HI (13/14 July). I am working on confirming the last off-site host in Colorado (9/10 September), and the information will be posted on the website, once a host has been locked in. The training venues are top notch and will help enhance the learning environment, so thank you to the sponsoring commands.

A few months ago we here at LSW developed a second training critique that was focused on how the organization meets our customers training needs. Our critiques are too new (one or two per training venue) to see any significant trends by just looking at the numbered responses. In line with that, we may not be asking the correct set of questions, but I would like to have a few more of these course type critiques before making any changes to the existing questionnaire. The same cannot be said for the written responses provided by the attendees; there is a distinct trend developing across all training. Both the Special Issuance Agency (SIA) and we here at LSW have taken notice of this trend. We hear you and appreciate the frank comments.

We continue to receive questions about the option for on-line refresher training. SIA is currently working on a web-based training solution, but there is currently no firm timeline for implementation.

I want to quickly touch on our efforts to consolidate DoD Passport Acceptance Facilities consolidation. The feedback I am getting is that this process needs to be better synchronized from both the deactivated and gaining facility's perspectives. I'm working hard to facilitate this process, and the team involved in the current action is very supportive of being engaged early on to address any issues and concerns.

Steve Morgan  
Division Chief, CSO

Tell us how we are doing:

[https://ice.disa.mil/index.cfm?fa=card&service\\_provider\\_id=133862&site\\_id=341&dep=DoD](https://ice.disa.mil/index.cfm?fa=card&service_provider_id=133862&site_id=341&dep=DoD)

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Passport Matters Website:  
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## Recent Changes and Updates

1. The link to obtain information regarding Regionally Aligned Forces (RAF) can be accessed by DoD personnel on the Passport Matters website (“Resources” and “Links” tabs)
2. Please read about the new stamp and seal requirement for all Passport Acceptance Facilities. Beginning March 1, 2015, this requirement will be enforced by the State Department. A notice was sent to all acceptance agents in December. Details can be found in the Important Notices section of the Passport Matters website (December 29, 2014).
3. Effective October 1, 2014 all DoD acceptance agents must submit a completed No-fee Transmittal Form DS-7691 inside each envelope containing passport applications and submitted to the Special Issuance Agency. All fields on Form DS-7691 must be completed to ensure proper processing. A fillable form can be obtained on the Passport Matters Website - Resources - Forms and Instructions.

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

4. **Indonesia:** Please review the Passport Matters Website for updated visa requirements.

[Indonesia Visa Requirements](#)



Left to right: Towanda Nathan, Warren Johnson, and Betty Siadto at the front counter.



From left to right: Joanna Jerrell, Keith Garrison, and Debbie Cheek



SGT Adam Barker



Mike Stancil (left) and Fabian Watson.