



Office of the
Administrative Assistant to
the Secretary of the Army



Logistics Services
Washington (LSW)

9301 Chapek Road
Building 1458
Fort Belvoir, VA 22060

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Logistics Services Washington

Message from the Director



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

Welcome to the first Logistics Services Washington Newsletter in 2015. I hope your holiday season was filled with joy and that you had a good start into the new year.

In the January edition, we will be sharing news

and updates from all of the Directorate's division: Operations, Customer Service, Travel Services, Media Distribution, Logistics Management, and the Property Book Branch. The goal is to keep our customers within the Department of the Army and throughout the Department of Defense informed of anything new and noteworthy.

First and foremost, I wish all of our retirees a fond farewell. Gloria Cofield, Rob Herndon, Wendell Hunter, Pat Douglas, Stanley Litty, Gregory Lyles, Granetta Johns, Marvis Houltts, James Kucharczyk, Mi-

chelle Moore, Mary Po-ple, and Monjir Rajah are making the transition into retirement in the months of December and January. Your years of outstanding service to the Department of the Army and your country are very much appreciated.

I hope that all our customers throughout the DoD community will find this newsletter informative. We truly appreciate your support!

Dr. Toye Latimore

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Inside this issue:

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

Quarterly VTC for Passport Acceptance Agents

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 verify that you provided the correct email address to Special Issuance Agency 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.

Operations Division

The Operations Division has been busy continually providing technical and administrative oversight to our Logistics Services Washington (LSW) team in the areas of personnel, program, budgeting and planning management, liaison responsibilities, and our most recent acquisition of the Pentagon Mail Operations and the OAA Courier Services.

Unfortunately, we will be losing several team members in the very near future; Mr. Gregory Lyles will be retiring on December 19, Ms. Michelle Moore will be retiring December 31, and Mr. James Kucharczyk will retire on 31 January.

Although we will be sorry to see them go, we wish them well in each of their next phases of life. They have truly been an asset to LSW in the capacities they have served.



Mr. Michael Reheuser (left), AHS Executive Director, and Mr. James Kucharczyk

“James has faithfully served the OAA community for more than 30 years, providing superb mail handling and courier services from the Pentagon throughout the National Capital Region.

We wish him all the best in his retirement life!”

Please congratulate our 2014 Chili Cook Off winner, Amy Kesler.

Congratulations, Amy!



Customer Service Operations (CSO)

Welcome to 2015 and I hope your holidays were full of family, fun, and joy. As the fiscal year (FY) moves into the second quarter and we attempt to fully implement the regional training methodology, we have found a few bumps that are being addressed in getting the regional training methodology implemented. I appreciate your support, as we work through the implementation of this training plan. We are set to start the year off with a full course in Orlando.

As a reminder, the focus for the training is going to be new agents and agents within the region that have not attended training in the past two years, agents from a neighboring region we are not visiting in FY15, who have not attended training in the past two years, agents who are within the last six months of the two year window, and then all others we can comfortably accommodate.

Before I leave the training update, I want to let you know that we are al-

ready working the FY16 training plan with the State Department team with the goal of having every agent within the two-year training window by the end of FY16.

For the past few months, we have been tracking the results of the Acceptance Facility Oversight (AFO) inspections. One of the most common and easiest areas to address is the requirement to have a supply of passport application forms at each facility. Please review the list of supplies and order form on pages 14-15 of the 2013 FM PARG.

Please keep in mind that our facilities are a small subset of the AFO mission and to help standardize the AFO process, there is only one checklist.

We understand that there are a few questions on the AFO checklist that do not apply to our mission and therefore will be an automatic negative finding. I ask that you work with the AFO/SIA analyst and your leadership to make

note of the questions that do not apply to us.

Contractor support has come up a few times in discussions over the AFO checklist, and the general guidance is that it is incumbent upon certified passport acceptance agents to handle certain aspects of the passport application acceptance process: Validate that the passport applicant appears in person; ensure that the applicant presents proper identification and a photo that matches the applicant; fill out the identifying documents section and complete the acceptance agent section of the passport application form; give the oath to the applicant (if applicable); and Witness the signature of the applicant.

It is the certified acceptance agent's responsibility to ensure that all steps in the passport application process, as defined in the FM PARG and its subsequent revisions, are completed correctly. This is fully covered in Code of Federal Regulations §51.22 and §51.28.

A Message from the Editor



Nicole Jungermann
Chief, Customer Service Branch

As the editor of the LSW newsletter, I would like to thank our customers for their feedback this past year.

Your feedback has been instrumental in making significant changes in the way we provide service to our customers: 1) The Passport Matters website was updated, 2) a 24/7 Help Desk supports is available to support our CONUS and OCONUS customers, 3) an online status check system was created for DoD acceptance agents, 4) and we were able to address frequently asked questions and issues on the website, the newsletter, and VTCS.

I encourage you to continue sending me your ideas, topics, and I.C.E. comments (link below) to let us know how we are doing and where we can improve.

http://ice.disa.mil/index.cfm?fa=card&service_provider_id=90427&site_id=9&se

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/>

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Travel Services Division (TSD)

The Travel Services Division (TSD) is losing three long-term employees at the end of this month to retirement. The Passport Branch has Ms Gloria Cofield retiring after working in OAA for over 17 years. Ms Cofield joined the Army Civil Service in September of 1980. She worked as a Support Services Assistant, Data Entry Specialist and Passport Agent during her tenure in Logistics Services Washington (LSW).

Mr. Wendell Hunter joined the Department of the Army as a civilian in early 1990 and was initially assigned to the Pentagon. He transferred to OAA in mid-2006 and initially performed duties as a Supply Technician. In 2013 he transferred LSW as a Support Service Technician and worked in Travel Services Division, Passport Branch, functioning as a close-out specialist until his retire-

ment on 31 December 2014.

Ms. Pat Douglas joined the Army Civil Service in late 1991. She was reassigned from HQ Services Washington to OAA in October of 2001. Initially, she performed as a Support Service Assistant and later was promoted to Program Support Specialist in TSD and was a mainstay in our Visa Branch as a letter writer.

LSW held an awards and retirement ceremony on 12 December 2014 to honor the retirees, which also coincided with our annual Holiday Season party. We wish all three retirees the best in their future endeavors and thank them for all of their hard work and service to our country while assigned to LSW.

We welcome Mr. Lionel Norman, who recently joined the Travel Services Division as a civilian em-

ployee. He is a former active duty service member, who supported logistical operations in Southwest Asia, while assigned to the 101st Airborne Division. Mr Norman remains in the Army Reserves. At TSD, he will initially be working in the UAE Visa area.

TSD processed 22,000 passports and a total of 2,983 visas in the months of October and November 2014.

Our next quarterly VTC is scheduled for 27 and 29 January at 9AM, 1PM and 3PM EST each day, please contact Mr Herb McCoy at herbert.mccoy3.civ@mail.mil to ensure you are registered before 15 January and to reserve your dial-in port. A letter and form were sent to all Passport Agents on 9 December, asking you to respond and confirm your reservation.



From left to right: Mr. David Venor, SFC Marvin Hicks, Ms. Patricia Douglas (center), Ms. Natasha Johnson, and Mr. Deion McNeir.

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.mil@mail.mil

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

Acting Chief, Visa Branch:
fabian.m.watson.civ@mail.mil

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

Media Distribution Division (MDD)



Robert Richardson
Division Chief, MDD

Greetings from the Media Distribution Division here in Saint Louis, Missouri. MDD is currently undergoing a major renovation to resurface our 250k square foot warehouse floor. This will definitely reduce the wear and tear on our forklifts and more importantly our forklift operators. The warehouse personnel have done a great job working around the project to minimize any disruption to our operation. I would like to take the time and introduce our Resupply/Classified & Accountable (C&A) Branch. This branch's primary responsibility is order fulfillment for departmental publications, forms, technical/field manuals, and training materials. They are also tasked with the handling and shipping of classified, accountable, sensitive, and controlled items. Each member of the team uses our Standard Warehouse Operating System (SWOS) to perform picks and process shipments each day. In the last 12 months, this branch alone has processed over 154,700 individual shipments while ensuring our goal of 3-day processing-time was met. This vital team is pictured here.



C&A Branch:

From left to right: Jerome Tomlin (Material Handler), Jason Siegel (Leader Material Handler), Lisa Carr (Supervisor), Bobby Gosa (Material Handler), Marvis Hoult (Material Handler), Tim Ohmeyer (Material Handler), David Albright (Material Handler) & Jeff Freeman (Material Handler).

Not pictured: Paul Goddard and Rosalind Scroggins.

We would also like to thank Ida Amlette, Donna Harding, Stephania Drane, Linda Logan, and Lynn Jackson (not pictured) for their contribution to our 'Breast Cancer Awareness Month' hallway display back in October. At the end of each streamer was an MDD friend or family member that has had a battle with breast cancer. It's a somber reminder of how many people's lives are affected by this disease.



Robert Richardson
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Logistics Management Division (LMD)

LMD is responsible for maintaining an effectively organized and managed warehouse that serves as a critical component of OAA's supply chain management process. Despite the advances made by just-in-time deliveries and cutting edge technology, the effective use of the Fort Belvoir warehouse remains a critical component for successful supply chain management operations.

It is primarily used as a distribution warehouse, where we accumulate and consolidate products from various points of manufacture for consolidated shipping to numerous distribution points. Our customers are local, which facilitates our ability to provide a rapid response to their requests for service.

In today's competitive environment, we cannot simply serve as an off-site storage area and be forgotten about. The future survival of the warehouse is directly dependent on our ability to contribute value to OAA and serve one or more of OAA's strategic goals.

The warehouse is under constant pressure to handle and store more items, provide more product and service customization, reduce personnel and operating costs, eliminate waste, fraud, and abuse, reduce and eliminate accidents and injuries, reduce error rate and processing time, increase accuracy of inventory records, and improve safety. In order to remain viable and ensure our success, we have incorporated the following traits in our operations: Profiling – understanding and documenting our operations (what is received, what is stored, and what is shipped); Benchmarking – establishing performance standards for warehouse operations to use as a baseline to measure actual performance; Innovation and Automation – streamline processes and appropriately

automate those remaining; People Focus – involve the entire warehouse staff in establishing benchmarks, understanding and improving operations, and sharing success.

Our primary activities are associated with the orderly receipt of materials, unloading trucks and checking items for quantity and quality, placing merchandise in storage, physically containing the material while awaiting demand, removing items from storage to meet a specific demand, packaging for shipment, checking orders for completeness, preparing shipping documents, and loading trucks.

These basic warehousing activities establish why we have the warehouse, and our common traits for success. They also beg a question that we are currently working to address: How well are we doing these activities and how do we measure them? In our next article we'll discuss the importance of objectively measuring our performance, some tools and techniques to measure performance, and what we believe are the most important aspects of warehouse performance to measure.

The need to meet or exceed our customer expectations is important. We use a continuous quality improvement strategy to bring about dramatic changes in our operations. In pursuing this strategy, we will stick to four basic principles: 1) Develop a strong customer focus, 2) Continually improve all processes, 3) Involve as many employees as possible, and 4) Mobilize both data and team knowledge to improve decision making. We believe this organization-wide approach for continually improving all of our processes will enable us to meet today's challenges and to be prepared for those down the road.

In closing, we wish a fond farewell to Mr. Robinson Herndon and Mr. Monjir Rajah from our Storage Branch. They are retiring at the end of December and January respectively, and I can tell you that their commitment and dedication have been an inspiration for those who will follow in their footsteps. We give them our best wishes for success in the future, and we thank them for a job extremely well done while devoting many years of service to the Army and our great Nation.



Mr. Michael Reheuser (left), AHS Executive Director, and Mr. Rob Herndon at the LSW retirement ceremony

Please feel free to contact me or anyone in the leadership chain to let us know what is working and what needs improvement.

Mr. Ronald Smith, Chief, LMD ronald.smith60.civ@mail.mil, SSG Germaine Guy, Chief, Storage Branch, germaine.guy.mil@mail.mil, Mr. Charles Grier, Chief, Property Transfer and Movements Branch, charles.w.grier2.civ@mail.mil, Mr. Lloyd Diggs, Chief, HQDA Support Branch - B (Pentagon Property Transfer & Movements), lloyd.j.diggs.civ@mail.mil.

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

Property Book Office

Property Accountability in the OAA FY 2015 Annual Plan

The OAA FY 2015 Annual Plan has been issued and can be found at <http://intranet.hqda.pentagon.mil/oa/ Documents/OAAFY15AnnualPlan.pdf>. Within this plan, the Administrative Assistant to the Secretary of the Army outlines OAA's Priorities, Cross Cutting Functions, and each Field Operating Agency's Enterprise Goals.

One of the Cross Cutting Functions within OAA is Property Accountability, specifically, to achieve and maintain 100% asset visibility for accountable Government Property. To measure this, the OAA Property Book Office is reporting the following metrics by Directorate and Tower:

- 1) Annual inventory statuses (up-to-date and delinquent hand receipts)
- 2) Percentage of accountable property that is sub-hand receipted to the user level by Directorate and Tower.

Additionally, there are two AHS Enterprise goals that specifically relate to Property accountability:

- 1) Develop a comprehensive Command Supply Discipline Program and successfully implement it
- 2) Improve OAA's property accountability through process changes

These priorities, functions, and goals help posture OAA to continually meet the challenges that come along with constrained fiscal resources. By ensuring that OAA employees and customers are aware of their responsibilities to safeguard, account for, and properly care for equipment, we help to ensure that Army resources are properly protected. Everything we can do to protect our resources directly impacts the resources available to the Warfighter.

OAA Property Accountability Workshop Fosters Valuable Discussions and Training

The second OAA Property Accountability Quarterly Workshop was held on 18 November 2014. Some of the topics discussed included the OAA Cross Cutting Functions, Financial Liability Investigations of Property Loss (FLIPL) Time Constraints; maintaining supporting document and hand receipt files; G4 Guidance pertaining to the DA Form 1687 signature requirements; and Notes for Success that built on the notes shared in the previous conference. The open discussion format and open dialogue fostered an atmosphere that led to increased understanding of accountability principles and topics of shared concern for all hand receipt holders. Should you have questions pertaining to what was discussed, or if you have any topic suggestions for the next workshop, please feel free to give us a call or send us an email.

Property Book Office's Feedback Link through I.C.E.

Feedback is an indispensable tool for assessing the effectiveness of a process, an office, and an organization as a whole. The OAA Property Book Office is no exception. For us to recognize what we may or may not be doing right, what could be done better, or to simply recognize efforts that have improved property accountability throughout OAA, we need your feedback. Utilizing the link below, you can be a part of improving property accountability throughout OAA. We hope this tool will be as valuable to you as it is to us:

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

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