



July 2014

Logistics Services Washington

A Message from the Director



Dr. Toye Y. Latimore, Ph.D
Director
Logistics Services Washington

Welcome to the July issue of the Logistics Services Washington Newsletter. We are in the midst of the busy season, and this newsletter aims at highlighting some of the items and ongoing projects within each of LSW's divisions.

I outlined in previous newsletters the numerous challenges we faced last year, in particular our backlog of thousands of visa requests received for the United Arab Emirates. I'm pleased to announce that LSW has turned a cor-

ner and that we no longer have a backlog, thanks to the hard work of our employees and soldiers and our continued engagement with the UAE embassy staff. Please continue to review the Passport Matters website daily for changes and updates on UAE processing times and requirements, since we are using the site as our best resource to reach all our customers with the most important messages.

In addition, all of the Directorate's divisions have been busy and committed to improving the service LSW provides to our customers during the busiest time of the year. In the month of June, the Passport and Visa Office shipped more than 18,000 passports within 24 hours or less of receipt from the State Department. The Customer Service Branch answered

more than 2,000 phone calls and approximately 800 emails. The Operations Branch successfully coordinated two training classes at Fort Millington, TN and San Diego, CA in June and one training class at Fort Belvoir in July.

We also recently updated the existing Passport and Visa training video to reflect the most current information, and the video will be available on the Passport Matters website.

LSW is also well under way to fill all vacancies, and we will introduce any new additions to LSW in our monthly newsletter.

I hope you will find this issue of our newsletter informative. Thank you for your hard work and continued support.

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

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

"In the month of June, the Passport and Visa Office shipped more than 18,000 passports within 24 hours or less of receipt from the State Department."

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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.
For all other inquiries: Monday - Friday 8am - 4pm.

Travel Services Division (TSD)

Meet the New Visa Branch Chief



Mark Villarreal
Chief, Visa Branch
Logistics Services Washington

LSW would like to welcome Mr. Mark Villarreal as the Travel Services Division's new Visa Branch Chief.

With over 20 years of combined military and Federal Service, Mr. Villarreal comes to LSW from his last assignment, where he served with The US Military Observer Group – Washington (USMOG-W).

He was part of a diverse administrative team that provided administrative and logistical support to US Military Officers from all four branches of service, who deploy in support of United Nations

(UN) Peacekeeping missions world-wide.

In 2011, while assigned to USMOG-W, Mark volunteered and successfully completed a 15-months assignment to Afghanistan as part of the DoD's Civilian Expeditionary Workforce (CEW), and upon returning, he assumed duties as USMOG-W's lead Passport Agent.

In this role, he was responsible for processing passports and visas for US personnel taking part in UN Missions, as well as the infantry and support battalions, which rotate into the Multinational Force and

Observer Mission in the Sinai, Egypt.

Prior to his assignment with USMOG-W, Mr. Villarreal spent six years as an active duty Marine and eleven years in the Army Reserves, deploying to Iraq in 2003 and then again in 2005.

Mr. Villarreal is looking forward to contributing to the LSW Team and welcomes the opportunity to address and resolve your visa related issues.

Email:
mark.a.villarreal2.civ@mail.mil

Recent Changes and Updates

Country Requirements

Bulgaria: There is a new visa application form for Bulgaria. All prior versions of this form are no longer acceptable. The new form can be downloaded on the Passport Matters website https://passportmatters.hqda.pentagon.mil/Requirements/Visa_Requirements.aspx?country_name=Bulgaria

UAE: The backlog of UAE visa requests pending in our office has been eliminated. Please continue to submit your requests early (up to 180 days prior to travel).

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. The Portuguese Embassy in Washington, DC has asked TDY travelers to appear in person for biometrics.

Qatar: The following documents are required when applying for a visa from the Embassy of Qatar

- Two (2) copies of the passport data page per applicant
- One (1) copy of the application per applicant with two color photos (white or gray back ground) attached to the application using a paper clip
- One (1) copy of applicant's military I.D.

Travel Services Division (Continued)

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

www.fcg.pentagon.mil

Important Reminder:

All designated DoD Passport Application Acceptance Facilities and Passport Acceptance Agents are required to assist customers from all branches of the military, as well as their families, in accordance with the 2012 Memorandum of Understanding (MOU) between DoD and DoS. As stated in Article VIII: Department of Defense Passport Acceptance Agent Responsibilities of the MOU, DoD Passport Acceptance Agent will "Accept appropriately documented passport applications from any DoD civilian and any active duty military member of any branch of the service (U.S. Army, U.S. Navy, U.S. Marines, U.S. Coast Guard, or U.S. Air Force), including members of the Reserve Components, and accompanying dependents."



From Left to Right: Jordan DeLisser, Philip Christie, Derek Goodwin, Marcus Shields, Anthony Lipanovich, and Lionel Norman.



From Left to Right: Natasha Louissant-Carvajal, Derek Goodwin, Darryna Salmond, Alexander Boyd, Natasha Johnson, Tiffany Millender, and Angela Johnston.

Mailing Addresses:

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

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

Note: All passport and visa documents must be shipped by traceable delivery!



Patricia Hiles and Dave Venor

Website:

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

Contact Us:

(703) 545-0003/0004 or

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

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toye.y.latimore.civ@mail.mil

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Chief, Travel Services Division:

Thomas.w.wiecks.civ@mail.mil

Chief, Customer Service Branch:

nicole.e.jungermann.civ@mail.mil

Chief, Visa Branch:

mark.a.villarreal2.civ

Media Distribution Division (MDD)

A Message from the Division Chief



Robert Richardson
Division Chief
Media Distribution Division

Hello from the Media Distribution Division here in Saint Louis, Missouri where 'Distribution' is our middle name. MDD is comprised of 5 sections that work together to provide our vital products, such as Technical Manuals, Field Manuals and forms to our soldiers worldwide. These sections are:

- Logistics Management Branch (LMB)
- Systems Analysis Branch (SAB)
- Resupply/Classified & Accountable Group
- Maintenance/Distribution Group
- Receiving/Packaging Group

For this newsletter I would like to introduce you to some of the members of the LMB and SAB branches. These sections have a diverse mission in providing life-cycle management of our products, ordering supplies, processing contracts, full service customer service, and maintenance of all IT systems. We couldn't do it without 'em!

These gentlemen make up part of our Systems Analysis Branch (SAB) and they provide automation support for Logistic Service Washington, Media Distribution Division (LSW-MDD). Their support includes IT security, desktop support, LAN/WAN maintenance, analysis for automation requirements, and application development. SAB made a major contribution to the Department of the Army by converting the old legacy Standard Army Publications System (STARPUBS) to a web-based application in 2011. They also survived the rigors of a DoD Network Accreditation inspection last year and passed with flying color; Just another day in the SAB!



From Left to Right: Jeffrey Christian, Network Administrator; Leon Shaefer, Network Administrator; Michael Lojan, Database



Top Row-Left to Right
Linda Logan, LMB & SAB Secretary; Rosa Ellis, LMB Customer Service
Bottom Row-Left to Right
Robert Lee, Supply Systems Analyst; Tommy Smith, Chief, Systems/Analysis Branch; Sharon Ray, Supply Systems Analyst; Robin Richardson, LMB Customer Service

Robin, Rosa and Carlos (not pictured) make up the Customer Service team. They are responsible for establishing and maintaining our customer accounts and process emergency requisitions. They receive hundreds of emails and phone calls worldwide from our soldiers and do a fantastic job ensuring they have what they need to meet their mission requirements. Linda has been our utility person in this section and has helped out immensely in all areas of LMB. Sharon and Rob have provided invaluable analysis of our systems to ensure we remain on track to keep up with our customers' demands. Also, our Item Managers (not pictured) do a terrific job in managing over 18K publications and our Supply Technicians (also not pictured) ensure all supplies and equipment are purchased to keep the operation running smooth every day.

Operations Branch

A Message from the Operations Division Chief

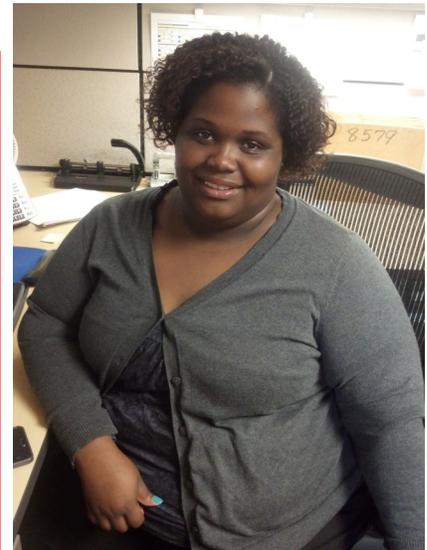
There have been quite a few changes in the Operations Division within the past two months. We have lost a couple of employees; Ms. Cris L. Oladipo moved on to become the Property Book Officer and Ms. Kisha Taylor transferred to Army Publishing Directorate. On another note, we did gain a student intern, Ms. Taylor Young, who will be with us throughout the summer months.

Ms. Young is a sophomore, currently attending the University of

Baltimore where she is majoring in Human Services Administration

She was born and raised in the beautiful State of Maryland. Her main interests are music; she dabbles with the guitar a bit and movies. She is a Christian young lady who has been a welcome addition to the Operations Division, especially since this is a time when she is most needed.

Those of you who have not had the opportunity to meet her, stop by and say hello when you have time.



Taylor Young
Student Intern
Operations Branch

Passport Acceptance Agent Training



We are halfway through the monthly Passport Acceptance Agents Training for 2014. Ms. Amy Kesler, Training Coordinator, just returned from back to back off site trainings in San Diego, CA and Millington, TN. Both sessions were well attended and the students were very receptive to the course material and information provided. Below is a photograph of the class in Millington, TN. There are still many opportunities for students to register for the training through the remainder of this year. Please visit the Passport Matters Website for additional information and registration.

Logistics Management Division (LMD)

A Message from the Division Chief



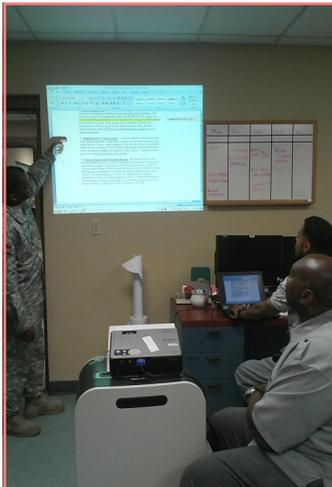
Ronald Smith
Division Chief
Logistics Management Division

Greetings from the Division Chief: In this newsletter I would like to bring you up to date on a few organizational changes and our efforts to improve the overall operations and customer service in the Logistics Management Division (LMD). Our organization has changed a bit since the last newsletter. We now have the following four Branches: Warehouse Storage and Distribution Branch, Warehouse Property Transfer and Movements Branch, HQDA Support Branch - A (Pentagon Mail Room), and HQDA Support Branch - B (Pentagon Property Transfer & Movements). Our objectives: to improve customer service; develop and implement standard operational processes; capture functional requirements for focus areas; and to develop clear areas of responsibilities have not changed. In line with these objectives, a team from the Deputy Chief of Staff G-4 recently completed an inventory and review of our warehouse operations on Fort Belvoir. The G-4 Team made several observations and recommendations that will improve our overall operations and customer service. We are working those recommendations now as well as some of our own.

Prior to the G-4 visit, while working to update our internal and external SOPs, we realized the need to work in teams.

Working in teams has enhanced our ability to use several Lean Six Sigma (LSS) tools to improve our products and services as well as update our SOPs. Employees learned that working as part of a team was different from working on their own. Working as part of a team required them to maintain their focus as they developed a common understanding of the issues. The primary techniques we used were planning, meeting, and evaluating. Planning helped team members know what was expected of them individually and collectively. Effective meetings allowed team members to share and exchange ideas and contribute to the team's progress. Evaluating alternative solutions helped the employees draw on all team members' knowledge and experience, and make better choices.

Using the LSS DMAIC (Define-Measure-Analyze-Improve-Control) process, we were able to do some value stream mapping of our processes and functions which will improve both property accountability and customer service. We will continue to use these tools to validate our customers and their inputs, processes, and outputs. The LSS process has also allowed us to review financial benefits that measure cycle time, customer satisfaction, and cost avoidance. It will also improve how customer requests, services, and deliveries are made.



Logistics Management Division (Continued)

The need to meet or exceed our customer expectations is clear to us; we're using a continuous quality improvement strategy to bring about dramatic changes in our operations. In pursuing this continuous quality improvement 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, that deliver quality products and services, will enable us to meet today's challenges and to be prepared for those down the road.

You can help us with our efforts to improve our overall operations and customer service by providing feedback on how we're doing.

Please feel free to contact me or anyone in the leadership chain to let us know what is working and what needs improvement. Our email addresses follow: Mr. Ronald Smith, Chief, Logistics Management Division, ronald.smith60.civ@mail.mil, Mr. Robinson Herndon, Chief, Storage Branch, robinson.g.herndon.civ@mail.mil, Mr. Charles Grier, Chief, Property Transfer and Movements Branch, charles.w.grier2.civ@mail.mil, Ms. Michelle Moore, Chief, HQDA Support Branch - A (Pentagon Mail Room), michelle.d.moore36.civ@mail.mil, and 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 Management Branch

The former OAA Property Book Officer, Mr. Robert Eich, has accepted a position outside of OAA and has since departed the organization. LSW wishes him well in his future endeavors and we send him off with many thanks for his hard work while serving as the OAA Property Book Officer.

Ms. Cris Oladipo has filled the position as the OAA Property Book Officer. Also joining the Property Book Office is Ms. Rosalind Miller and SFC Fabian Egejuru. We look forward to the great things to come from this Branch.

Records Update: Due to the outgoing and incoming Property Book Officers, Primary Hand Receipt Holders have been asked to update their PHRH Appointment Memorandums and their DA Form 1687s. Detailed information on the requirements can be obtained by contacting the PHRH's designated Hand receipt Manager within the Property Book Office.

LSW and ITA Property Accountability Initiative: LSW and ITA are working hand-in-hand to document property accountability procedures and implement process improvements to the issuance, transfer, and turn-in of property (most of which is IT Equipment).

LSW and ITA's working relationship is already showing in the increased awareness of regulatory requirements; improvements in communications; and the mapping of process in ITA, the LSW Warehouse, and the OAA Property Book Office.

The results of this initiative will be an OAA-level Property Accountability SOP, integrated with the ITA Asset Management SOP and the LSW Warehouse Receiving and Shipping SOP.

Property Management Branch POCs:

Ms. Cris Oladipo, OAA Property Book Officer
 Ms. Dyanne Cusseaux, HQDA Organizations Hand Receipt Manager
 Ms. Veneda James, AHS Hand Receipt Manager
 Ms. Aleta Taylor, RPA and CMH Hand Receipt Manager
 SFC Fabian Egejuru, ITA Hand Receipt Manager
 Ms. Rosalind Miller, ITA Hand Receipt Manager