



Office of the
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Logistics Services
Washington (LSW)

June 2014

DoD Passport and Visa Newsletter

A Message from the Division Chief



Tom Wiecks
Division Chief
Travel Services Division, LSW

Welcome to the June issue of our Newsletter. Since we have officially entered the busy season for passports and visas, this issue will be entirely dedicated to the DoD passport and visa mission.

The Passport and Visa Office at Fort Belvoir shipped more than 13,000 passports in the month of May, submitted 2,350 visa requests to DC embassies, and answered

more than 2,000 customer inquiries.

In addition, LSW continues to work on multiple projects to improve the service we provide to our customers. We have been busy updating the Passport Matters website daily to reflect the most current information and introducing additional online resources for passport agents, such as a status check system and adding the Agent Directory.

Moreover, I'm excited to announce that we will hold a quarterly Video TeleConference (VTC) for all DoD passport agents, in order to provide everyone with the opportunity to ask us questions.

I look forward to meeting you and addressing any concerns you may have. The first VTC is scheduled

for the third quarter. The details will be distributed to passport agents by email and the Passport Matters website in the coming weeks.

All these changes are made with our customers in mind. We are dedicated to providing you the highest level of customer service and will continue to incorporate the many suggestions and comments we receive. Thank you for your continued support.

Email:
Thomas.w.wiecks.civ@mail.mil

“The Passport and Visa Office at Fort Belvoir shipped more than 13,000 passports in the month of May.”

Peak Season Processing Times:

The processing time for a no-fee passport is currently 6-8 weeks.

Visa processing times vary by country. Please check the Passport Matters website and the DoD Foreign Clearance Guide for specific requirements. Apply early (at least 30-60 days prior to departure).

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Contact Us:

Travel Services Division
DoD Passport and Visa Office
9301 Chapek Road, Bldg. 1458
Fort Belvoir, VA 22060

Counter: Monday - Friday 8am - 3pm (excluding federal holidays)
24/7 phone and email customer support for visa status requests and general information.

For all other inquiries: Monday - Friday 8am - 4pm (excluding federal holidays)

**Please Note:
The May 30 deadline for obtaining your new numeric Agent ID from the State Department has passed. Old alpha-numeric codes are no longer acceptable.**



SGT Tiffany Millender processing visa requests.

The Peak Season is here!

The peak season for passports and visas is from May to September. During this busy time, it is even more important that passport agents take the time to ensure that customers have submitted the necessary documents to apply for a no-fee passport and / or visa in order to avoid unnecessary delays and missed travel dates.

Make sure you are taking advantage of all the resources at your disposal as a passport agent:

1) Review the Passport Matters website Important Notices section for daily updates and country-specific requirements. The DoD Foreign Clearance Guide (FCG) and the Passport Agents Reference Guide (PARG) outline passport procedures and passport and visa requirements.

2) Register to conduct online status checks for applications submitted to the DoD Passport and Visa Office, Fort Belvoir.

<https://secure.appcac2.hqda.pentagon.mil>

3) Refer your customers, located elsewhere, to another certified DoD Passport Agent by accessing the current listing of Passport Agents by using the same self-registration process.

4) 24/7 customer support is available to assist with inquiries. Our Tier II team at Fort Belvoir is available to assist with no-fee passport status checks Monday to Friday, from 8am to 4pm (excluding federal holidays).

Recent Changes and Updates

Country Requirements

Turkey: A new visa application form is now available on the Passport Matters website.

China: Visa applications for China must be typed. Handwritten visa requests are no longer acceptable.

Tanzania: A new visa application is now available. Old applications will no longer be accepted.

Brazil: The Brazilian Embassy is expecting an influx in visa requests (and processing times) due to the 2014 World Cup.

UAE: The processing time for UAE continues to be up to 180 days.

Schengen Visa Requirements: Several European countries in the Schengen Area will require individuals to appear at their embassy in person for fingerprints. So far, LSW has received confirmation for the following: Portugal, Greece (for TDY travel only), Poland (90 days or more). Please advise your customers that their projected travel may be affected for any country in the Schengen area. We will share new developments on the Passport Matters website.

Spain: Will issue a national as opposed to a Schengen visa.

In addition, effective May 1, most Passport Acceptance Facilities at Fort Belvoir were closed due to our office's location. Affected offices will redirect applications to our office in Building 1458.



Important Reminders



1. Encourage your customers to apply early!

2. Factor in sufficient time for routine processing (6-8 weeks) of a no-fee passport and all required visas.

3. Check the DoD Passport Matters website daily for procedures, important updates, and notifications.

4. Ensure that Block 13 of the DD Form 1056 Authorization for a No-Fee Passport and/or Visa lists the correct return address for your Passport Agent Acceptance Facility (PAAF).

Note: The return address must match the information provided on the Compliance Form to DoS.

5. Ship passport and visa applications via traceable delivery to the correct address. Passport applications must be shipped directly to the State Department for processing. Passport applications, sent to Fort Belvoir in error, will be returned to the sender.

6. Visa applications must be shipped directly to the DoD Passport and Visa Office at Fort Belvoir for processing.

7. Record the tracking information for each passport or visa application submitted.

8. Clearly note your numeric Agent and Facility IDs on all the required passport and visa application documents and your email inquiries.

9. When executing a DS-11 passport application, all applicants **MUST** appear in front of a certified Passport Acceptance Agent.

No Exceptions!!

10. Status information will only be provided to the Passport Agent, the sponsor, or the applicant listed on the application.



Amy Kesler, Training Coordinator, and Deastra Hobbs, Passport Acceptance Facility Inspections

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

www.fcg.pentagon.mil

Passport Acceptance Agent Training Program

The complete list of training dates for 2014 and 2015 has been training posted under the TRAINING tab on the Passport Matters website.

Please visit <https://passportmatters.hqda.pentagon.mil/> for training information and to register for one of the classes online.

The Training Coordinator can be contacted via phone at (703) 545-9029 or email usarmy.pentagon.hqda-oaa-dol-w.list.east-executive-office@mail.mil

Note: Early departures on the designated training dates is NOT authorized. Certification requires all-day attendance!

Website:

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

Contact Us:

(703) 545-0003/0004 or

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

Director, LSW:

toye.y.latimore.civ@mail.mil

Chief, Travel Services Division:

Thomas.w.wiecks.civ@mail.mil

Chief, Customer Service Branch:

nicole.e.jungermann.civ@mail.mil

Chief, Visa Branch:

marvin.e.hicks.mil@mail.mil

For suspended applications at DoS:

(202) 485-8200 or

CA-PPT-SIA-Passports@state.gov



Debbi Cheek and Nicole Jungermann assisting a customer.

DoD personnel are not authorized to contact any embassy in Washington, DC directly. All visa inquiries must be made through the Customer Service Branch, Fort Belvoir.

Mailing Addresses:

Passport applications:

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

Visa applications:

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



Daniel Washington, Michael Stancil, and Ricky Kannamore working at the front counter.

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



Bledar Puli, Kathy Knott, and Tony Gorga processing mail.

The following are accepted by DoS and DoD:
FedEx, UPS, DHL, Priority Mail (USPS).

The following are currently **NOT** acceptable:
Priority Express Mail, Collect on Delivery, Insured Mail, Registered Mail, Restricted Delivery, Special Handling, Adult Signature Required and Adult Signature restricted delivery.