



## A MESSAGE FROM THE DIRECTOR



**TOYE Y. LATIMORE**  
**DIRECTOR**  
**LOGISTICS SERVICES WASHINGTON (LSW)**

As the Director, of Logistics Services Washington, this past year has been interesting and challenging to say the least. From June 2013 to January 2014, LSW experienced a backlog in processing applications for the UAE Embassy. This was due to numerous units deploying simultaneously, poor customer service in LSW and embassy resource constraints. In January 2014, this backlog was eliminated, and the directorate has been processing new work to all the embassies.

On behalf of LSW, I would like to apologize to the customers within the Department of Defense (DoD) for these unfortunate events. Moving forward, LSW has reviewed all of its processes and procedures and has implemented the following improvements:

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\*All Passport Agents have access to our Visa and Passport Application System (VPAS) to check the status of Passports and Visas.

\*LSW is currently in the process of providing 24/7 Help Desk Support, to take calls/emails from customers after hours and on the weekends. This is scheduled to begin 15 Apr 14.

\*LSW will only work with the Passport Agent(s) when providing status of passports/visa applications (due to PII information, this status can only be given to trained and certified Passport Agents).

\*LSW has partnered with various communities such as Capstone, ARCENT, CENTCOM, and G-3/5/7 to work requirements in advance.

\*LSW is working with the G-3/5/7 RAF Planners to better facilitate passport and visa processing times.

\*LSW is in the process of implementing customer service training for all of our employees.

\*LSW has launched a monthly newsletter that will be distributed to the DoD community and posted to the Passport Matters website that delivers the most up-to-date news of Passport/Visa issues.

\*The Passport Matters website is updated daily with new information for customers and Passport Agents.

\* The customer service counter is now open from 0800-1500 EST each day to include lunch time hours so that customers and soldiers can conduct their business during lunch time hours.

\*LSW has implemented and distributed to all employees a Travel Services Division SOP, which details step-by-step procedures on how to process a passport and/or visa application, mailroom procedures, customer service procedures and courier operations.

\* LSW has partnered and will continue to work closely with the embassies to ensure applications are being processed in a timely manner. Please note that many embassies will not allow visa applications to be submitted until 30 days prior to the departure date.

\* LSW has updated the Passport Matters website with various telephone numbers for customer service representatives and all emails will be answered within a 24-hour timeframe.

With these changes and many more on the horizon, LSW is committed to making your customer service experience, a positive experience. Lastly, I want to hear from the customers in our DoD community. What can we do to help make your experience with LSW better? Please send your emails directly to the Director, LSW at [Toye.Y.Latimore.civ@mail.mil](mailto:Toye.Y.Latimore.civ@mail.mil). Service members, families and civilians are our number one priority and if we fail you, we fail the entire DoD community. I look forward to hearing your suggestions, and most importantly, know that we are here to serve you. On behalf of LSW, please accept my personal apology to all of our customers for the issues/problems over the last 12 months. We have turned the page.

1. All passport and visa applications must be submitted by a Passport Agent, no exceptions. If you do not know who your passport agent is please contact the Customer Service Branch by phone at 703-545-0003/0004 or email [usarmy.pentagon.hqda.mbx.lsw-passport-visa-customer-service@mail.mil](mailto:usarmy.pentagon.hqda.mbx.lsw-passport-visa-customer-service@mail.mil).
2. Peak season at the DoD Passport and Visa Office is from May through September.
3. Plan accordingly for peak season by getting your documents to the DoD Passport and Visa Officer early (60-120 days prior to the departure date). For some embassies, we cannot submit your visa applications until 30 days prior to the departure date. This extra time is needed to prepare the paperwork.
4. Under no circumstance should you contact an embassy directly. On 27 June 2013 a [memorandum](#) regarding this was posted to the Passport Matters website.
5. A “note vebale” may also be referred to as visa letter. Note vebales are controlled documents signed by authorized officials in LSW. Do not request this document; it will not be provided to you.
6. We do not give out personally identifiable information (PII); it is protected information.
7. Regarding Passport Application Acceptance Facility (PAAF), AFO is in the process of inspecting all facilities. If you do not pass, make sure you take the necessary actions. Please ensure you are accepting passports in adherence with the policies in the Passport Agent’s Reference Guide (PARG).
8. Processing times for visas constantly vary for each embassy. Please remember to check the [Passport Matters](#) website daily for embassy updates and change in processing times.
9. Under no circumstance should you attempt to drop off a passport application at the Special Issuance Agency (SIA).
10. The DoD Passport and Visa Newsletter will be issued monthly and can be accessed on the Passport Matters website.

## PASSPORT AND VISA STATUS CHECKS

In order to better serve our customers, DoD Passport Agents are now able to conduct online status checks for passport and visa applications submitted to our office at Fort Belvoir. An email with detailed information has been sent to all compliant DoD Passport Agents. Included in the email is a self-registration feature to access status information for applications located at the DoD Passport and Visa Office.

To conduct status checks in the database the authorized agent must use their new State Department issued Agent Identification Number.

Agents are only able to access applications submitted by them. The status check will display the name of the applicant, application status, last update, and the Federal Express tracking number (if completed and shipped).

Agents may still submit passport and visa inquiries/status checks to the Customer Service Branch by phone at 703-545-0003/0004 or email

[usarmy.pentagon.hqda.mbx.lsw-passport-visa-customer-service@mail.mil](mailto:usarmy.pentagon.hqda.mbx.lsw-passport-visa-customer-service@mail.mil).

Direct all questions regarding online status checks to our Customer Service Branch.

## NEW ACCEPTANCE FACILITY AND AGENT ID NUMBERS

The Department of State, Passport Services, is issuing unique identification numbers to all compliant DoD Passport Acceptance Agents, and Facility Managers. If you have not received your new Identification Number, please contact the Special Issuance Agency (SIA). An SIA representative is available from 0830-1600 EST, Monday through Friday.

Upon receipt of your Agent Identification Number and Facility Number, begin using them on all accepted DS-11 passport applications and DD Form 1056s. Using your old agent IDs can lead to applications being suspended and cause delays in processing your submissions.

It is important to remember that passport agent numbers are unique to each individual and must not be shared between multiple agents.

**SPECIAL ISSUANCE AGENCY  
TOLL FREE PHONE NUMBER:**

**1-202-485-8200**



SFC Marvin Hicks  
NCOIC & Acting Visa Branch Chief  
Logistics Services Washington (LSW)

Nicole Jungermann  
Passport Branch Chief  
Logistics Services Washington (LSW)

As the Visa Branch Chief, SFC Hicks is responsible for ensuring that the DoD Passport and Visa Office provides assistance worldwide to U.S. military personnel, DoD civilians, and their family members and Passport Agents traveling on official orders. He is also responsible for dispatching couriers to embassies to deliver and retrieve visa requests.

As the Passport Branch Chief, Ms. Jungermann is responsible for ensuring the DoD Passport and Visa Office provides assistance to eligible DoD personnel and their families and Passport Agents in obtaining no-fee passports. She is also responsible for passport acceptance at the customer service counter and for mail room operations, where passport and visa documents are received and shipped to customers.



Ms. Angela Johnston and Ms. Rachael Hofford discussing new visa requirements.



SSG Tigue and Ms. Kathy Knott sorting outgoing mail.



Mr. Brandon Davis assisting customers at the front counter.



Mr. Marcus Shields processing visas and passports.



## ACCEPTED MAIL FOR PASSPORT AND VISA DOCUMENTS

All passport and visa mail must be sent by traceable delivery services! We accept FedEx, UPS, DHL, Priority Mail (USPS), etc. Regarding U.S. Postal Service mail, the following are **NOT** acceptable: Priority Express Mail, Collect on Delivery, Insured Mail, Registered Mail, Restricted Delivery, Special Handling, Adult Signature Required and Adult Signature Restricted Delivery.

## CHANGE IN HOURS OF OPERATION

Effective Monday, 10 March 2014, the Passport & Visa Office at Fort Belvoir will be open from 0800-1500 EST, Monday-Friday, with no lunchtime closing.

## CONTACT US

### Customer Service Branch

703-545-0370  
703-545-9103  
703-545-9146  
703-545-0003  
703-545-0004

### Visa Branch

703-545-1182  
(Branch Chief)  
703-545-4149  
703-545-9144  
703-545-0686  
703-545-9033  
703-545-0415

### Passport Branch

703-545-0376  
(Branch Chief)  
703-545-0406  
703-545-0369  
703-545-0692  
703-545-2185

### Mail Room

703-545-0448  
703-545-9147  
703-545-0428

## ISRAEL

The Embassy of Israel in Washington, DC has suspended **ALL** consular services, including the issuance of visas. Check the [Passport Matters Website](#) for updates.

## RUSSIA

According to the White House, the U.S. Government has implemented visa restrictions on Russians and others who are “threatening the sovereignty and territorial integrity of Ukraine.” These restrictions were put in place by the State Department and are in addition to the earlier decision to deny entry to those involved in human right abuses connected to political oppression in Ukraine.

## TURKEY

Beginning 10 April 2014, the Turkish Ministry of Foreign Affairs will no longer provide visas upon arrival to foreign travelers. Visitors will be required to obtain their visa in advance from a Turkish Embassy or Consulate. For detailed information regarding this change please consult the [Foreign Clearance Guide](#).

DATES		LOCATION	PROVIDED BY
March 11, 2014	March 12, 2014 (Closed)	9301 CHAPEK ROAD, BUILDING 1458 FORT BELVOIR, VA 22060	DOS/DOD
April 1, 2014	April 2, 2014 (Open)	Airmen & Family Readiness Center Bldg 460 RAF Mildenhall Suffolk IP28 8NF UK	DOS/DOD
April 8, 2014	April 9, 2014 (Open)	US Consulate General Frankfurt, Giessener Str 30, 60435 Frankfurt am Main	DOS/DOD
May 14, 2014	May 14, 2014 (Open)	9301 CHAPEK ROAD, BUILDING 1458 FORT BELVOIR, VA 22060	DOS/DOD
June 10, 2014	June 11, 2014 (Open)	Bldg 3290 (Ste 1), 3975 Norman Scott Rd., San Diego CA	DOS/DOD
June 17, 2014	June 18, 2014 (Open)	Pat Thompson Center, 5700 Atuu St., Millington, TN 38054	DOS/DOD
July 8, 2014	July 9, 2014 (Open)	9301 CHAPEK ROAD, BUILDING 1458 FORT BELVOIR, VA 22060	DOS/DOD
August 7, 2014	August 8, 2014 (Open)	Yokota AB Japan Bldg 316, Rm 234-236	DOS/DOD
August 12, 2014	August 13, 2014 (Open)	PACIFIC/OKINAWA JAPAN	DOS/DOD
September 10, 2014	September 10, 2014 (Open)	9301 CHAPEK ROAD, BUILDING 1458 FORT BELVOIR, VA 22060	DOS/DOD
October 14, 2014	October 15, 2014 (Open)	9301 CHAPEK ROAD, BUILDING 1458 FORT BELVOIR, VA 22060	DOS/DOD
November 5, 2014	November 5, 2014 (Open)	9301 CHAPEK ROAD, BUILDING 1458 FORT BELVOIR, VA 22060	DOS/DOD
December 1, 2014	December 31, 2014 (Closed)	NA	NA