



October 2014

# Logistics Services Washington (LSW)

## Message from the Director



LSW Director, Dr. Toye Latimore (center), presenting awards to the Property Book team. From left to right: Ms. Dyanne Cusseaux, Ms. Veneda James, Ms. Rosalind Miller, and Ms. Aleta Taylor.

Welcome to the October issue of the LSW Newsletter. This newsletter is dedicated to sharing our continued efforts to improve the directorate's processes and procedures and the progress we have made on our various projects.

On the passport and visa side, LSW continues to work closely with its colleagues at the State Department and the Foreign Clearance Program Office, as well as the various stakeholders to address

the passport and visa requirements of the DoD community.

A revision of the Passport Agent Training Program is also under way to ensure that every DoD passport agent in the field is able to complete the required training every two years.

The joint DoD/DoS trip to Germany was a great success and an eye-opening experience. The work that the Consular staff and the Passport Acceptance Facilities do to support the DoD Com-

munity is tremendous, and I was able to see some of the challenges they are facing daily. My special thank you for making this trip successful goes to Lindssay Henerson, Carl Siebentritt, Valerie Grice, Annette Davenport, Edmund Snead, and Sean Osborne.

During my visits and the past training sessions, many passport agents were not familiar with all the resources available to them to ensure the correct and timely processing of their passport and visa requests. Most significantly, the online status check system, which was created to eliminate any delay in getting a status update from our office, has not yet been used by some of our customers.

Since March 2014, DoD Passport Agents can check the status of their passport and visa requests submitted to our office at Fort Belvoir in the Visa Passport Auto-

mated System (VPAS). If you have not already done so, please register to check the status of your applications from your computer.

Thank you for all you do to support the mission!

Email:

[Toye.Y.Latimore.civ@mail.mil](mailto:Toye.Y.Latimore.civ@mail.mil)

**Register for VPAS using the following link:**

<https://secureappcac2.hqda.pentagon.mil/vpas/>

### Inside this issue:

<b>Message from the Director</b>	<b>P. 1</b>
<b>Passport and Visa News</b>	<b>P. 2-4</b>
<b>Logistics Management Division</b>	<b>P. 5</b>
<b>Media Management Division</b>	<b>P. 6</b>
<b>Property Book Office News</b>	<b>P. 7</b>

## Travel Services Division (TSD)

### Message from the Acting Division Chief



Steve Morgan  
Acting Division Chief, TSD

Thanks for all the words of welcome I received from my note just after the release of the last newsletter.

There is so much going on, I could take up this entire newsletter and still have more to tell you. That being said, I will give a summary and you can find the remaining details on Passport Matters. Our mission is to be more transparent and keep in touch.

I am going to start off with the VTC we have planned. In the past, training and State Department visits were not on the agenda, they will be in the future. The intent of the VTCs is to

have a two-way discussion on what is going on in your areas and inform you of what is heading your way. Communication is the key to understanding the impact of the changes that have been made or the changes that are coming.

The State Department has been busy putting into play two procedures that will help us and you facilitate compliance and tracking. On September 4, 2014 the State Department started their Annual Recertification request, which will come to an end October 31, 2014. This process should provide the best contact information for us to use in reaching out to you. The second procedure is the requirement to use the new transmittal (DS-7691) effective October 1, 2014. This form is available from the State Department web at <http://eforms.state.gov/editdocument.aspx?documentid=267> or [DS-7691](http://eforms.state.gov/editdocument.aspx?documentid=267). Per the FM PARG, DoD facilities

are obligated to maintain a copy of each submitted transmittal under lock and key for 24 months.

Let's discuss Passport Agent Training for FY15. We have developed a regional training plan that will help us get to more locations. We divided our CONUS sites into six regions, as well as having PACOM and EUCOM. This may make it more difficult for some to get the training dates they desire, but it should reduce the local command travel requirements. In our training classes, we will be introducing the tools of VPAS. Visas -this tool will help you check the status of all visa applications that you submitted and search for other facilities within your area. Passports - you will only be able to check the status for applications that are submitted through the customer service window at the DoD Passport and Visa Office at Fort Belvoir.

Also in FY 15, the State Department will be enforcing both the two -year training requirement and the need to have an active clearance in order to attend the training.

The third requirement by the State Department is the Acceptance Facility Oversight (AFO) visits. Facilities will be required to have an inspection every two years to ensure they are working within the guidelines established in the FM PARG and covered in training.

We will be working closely with you to maximize your awareness of requirements, your inspection experience, and promote success. My team and I look forward to working with you and creating a more user friendly system to ensure positive results.

Email:  
[stephen.j.morgan.civ@mail.mil](mailto:stephen.j.morgan.civ@mail.mil)



Passport Acceptance Agent Training Coordinators (left to right): Britney Coles, Marcus Shields, and Veronica Meadows.

## Travel Services Division (Continued)

### Recent Changes and Updates

1. The Special Issuance Agency (SIA) has an updated mailing address. Mail forwarding has been set-up, so all incoming mail sent to the previous address will be delivered. SIA does not anticipate any additional processing time as a result of the new mailing address. Please direct all mail to:

U.S. Department of State  
Passport Services  
Special Issuance Agency (CA/PPT/SIA)  
44132 Mercure Cir  
PO Box 1185  
Sterling, VA 20166-1185

Please Note: This change does not affect VISA applications for DoD personnel and their eligible family members.

2. All DoD Passport Acceptance Facilities are required to complete and submit the Military Acceptance Facility Certification of Program Compliance packet by October 31, 2014 to meet the annual certification requirement. Please complete and submit all four pages of the DoD 2014 Annual Certification packet, available in the link below, for your Acceptance Facility to both [CA-PPT-SIA-AnnualCertification@state.gov](mailto:CA-PPT-SIA-AnnualCertification@state.gov) and [usarmy.belvoir.hqda-oaa-dol-w.mbx.executive@mail.mil](mailto:usarmy.belvoir.hqda-oaa-dol-w.mbx.executive@mail.mil) by no later than October 31, 2014. The annual certification form can be downloaded from the Passport Matters Website <https://passportmatters.hqda.pentagon.mil/>

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 submitted to the Special Issuance Agency. All fields on Form DS-7691 must be completed to ensure proper processing.

Separate transmittals must be completed for routine and expedite applications and then shipped in different envelopes. The new No-Fee Transmittal Form DS-7691 can be obtained from <http://eforms.state.gov/editdocument.aspx?documentid=267> or the Passport Matters Website <https://passportmatters.hqda.pentagon.mil/>. Per the FM PARG, DoD facilities are obligated to maintain a copy of each submitted transmittal under lock and key for 24 months.

#### 4. UAE:

Please review the new requirements for diplomatic and PCS travel. Provide the following information in Block 17 of the DD Form 1056: Job title, orders, physical location of the applicant's position, name and title of the person the applicant is replacing, flight itinerary (travel must be within 60 days of the visa issue date). Coordinate 50 or more visa requests with the NCOIC, SFC Hicks.

#### 5. 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, in particular Greece and Portugal, and you may be asked to submit additional information and/or appear in person at the Embassy.

- **France:** The Embassy of France in Washington, DC is switching from the Schengen visa to issuing a French visa. The new visa application form will be added to the Passport Matters website shortly. Please check the website before submitting a new request.

6. **United Kingdom:** The British Consulate General in New York no longer accepts FedEx return labels. Whether the visa application is submitted to the DoD Passport and Visa Office at Fort Belvoir or the Consulate in New York, the application packet MUST include a self addressed UPS or USPS shipping label or your visa request cannot be processed.

**Contact Us:**

(703) 545-0003/0004 or

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

**Director, LSW:**

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**Acting Chief, Travel Services Division:**

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**NCOIC, UAE Visa Requests:**

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**Chief, Customer Service Branch:**

[nicole.e.jungermann.civ@mail.mil](mailto:nicole.e.jungermann.civ@mail.mil)

**Chief, Visa Branch:**

[mark.a.villarreal2.civ@mail.mil](mailto:mark.a.villarreal2.civ@mail.mil)



SGT Barker packaging mail.



Ms. Kathy Knott processing mail.



Front to back: Mr. Warren Johnson and Ms. Kathy Relerford working at the front counter.

**Always check the DoD Passport Matters website and the Foreign Clearance Guide (FCG) to verify country requirements.**

**Mailing Addresses**

**Passport applications:**

U.S. Department of State  
 Passport Services  
 Special Issuance Agency (CA/PPT/SIA)  
 44132 Mercure Cir  
 PO Box 1185  
 Sterling, VA 20166-1185  
 (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



Mr. Ricky Kannamore checking visa requirements on Passport Matters.

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

## Logistics Management Division (LMD)

### Greetings from the Division Chief



Ronald Smith  
Division Chief, LMD

Greetings from the Division Chief: As we continue to improve the overall operations and customer service in the Logistics Management Division (LMD) our organizational structure has changed since the last newsletter.

The HQDA Support Branch - A (Pentagon Mail Room) was moved from LMD to the Logistics Services Washington, Operations Division. We now have the following three Branches: Warehouse Storage and Distribution Branch, Warehouse Property Transfer and Movements Branch, and the HQDA Support Branch - B (Pentagon Property Transfer & Movements).

Our LMD objectives: To improve customer service; develop and implement standard operational processes; capture func-

tional requirements for focus areas; and to develop clear areas of responsibilities have not changed.

In August of this year, and in line with these objectives, we briefed Mr. Gerald B. O’Keefe, Administrative Assistant to the Secretary of the Army, on the following warehouse core missions:

Storage and Distribution Branch – provides warehousing services that include receipt, storage, issue, and turn-in. The branch accounts for all stock using the Standard Army Retail Supply System and provides Defense Automatic Addressing Systems Center management on behalf of HQDA.

Property transfer and Movements Branch – provides transportation, movement, disposal, and reutilization in support of Department of Defense customers located within the National Capital Region.

We also gave Mr. O’Keefe an update of the completed actions and significant improvements that we have made in our warehouse operations. These completed actions and significant improvements were

based on recommendations from an earlier Deputy Chief of Staff G-4 inventory and review of our warehouse operations on Fort Belvoir.

We continue to use the Lean Six Sigma (LSS) DMAIC (Define-Measure-Analyze-Improve-Control) process to do value stream mapping of our processes and functions, which has improved 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 DMAIC process has also allowed us to review financial benefits that measure cycle time, customer satisfaction, and cost avoidance. It has also improved how customer requests, services, and deliveries are made.

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 im-

prove 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.

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

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

#### LMD Contact Information

Ronald Smith, Chief, LMD  
[ronald.smith60.civ@mail.mil](mailto:ronald.smith60.civ@mail.mil)

Robinson Herndon  
Chief, Storage Branch  
[robinson.g.herndon.civ@mail.mil](mailto:robinson.g.herndon.civ@mail.mil)

Charles Grier  
Chief, Property Transfer and Movements  
[Charles.w.grier2.civ@mail.mil](mailto:Charles.w.grier2.civ@mail.mil)

Lloyd Diggs  
Chief, HQDA Support Branch-B (Pentagon Property & Movements)  
[Lloyd.j.diggs.civ@mail.mil](mailto:Lloyd.j.diggs.civ@mail.mil)

## Media Distribution Division (MDD)

### Message from the Division Chief



Robert Richardson  
Division Chief, MDD

Hello from the Media Distribution Division here in Saint Louis, Missouri. Now that FY14 has come to an end I would like to share a few of our year-end numbers. In FY14 the staff at MDD:

- Received over 2,700 individual items (800 tons of material)
- Shipped 326,166 orders (over 30 million ‘eaches’)
- Processed 17,927 Classified/Serialized orders
- Kept average throughput shipping time under 3 days
- Had only 1 minor accident

Although these are great numbers it doesn't tell the story of the trials and tribulations we endured throughout the year and how we came together as a team to meet our customer's needs. Great job and thanks to all!

In the last newsletter I introduced everyone to our Logistics Management Branch and Systems Analysis Branch. In this article I would like to introduce the Maintenance/Distribution Group. This group is responsible for the day-to-day maintenance of all warehouse systems and material handling equipment. They are also responsible for processing packages for shipment, return mail and CD-ROM Burn On Demand (BOD) program. They provide a vital role in ensuring our equipment is running at peak performance as well as processing thousands of shipments every day.

Email: [Robert.A.Richardson.civ@mail.mil](mailto:Robert.A.Richardson.civ@mail.mil)  
Phone: 314-592-0930

### Meet the Maintenance / Distribution Group

This great team is comprised of

From left to right: Denver Sullens (Electronic Industrial Control Mechanic), Danny Phelps (Electronic Industrial Control Mechanic), Al Sumler (Laborer Leader), Ken Allen (Supervisor), Jeff Kolodgie (Laborer), Stan Litty (Laborer), Dan Wilson (Mail/Processing Equipment Operator) and Mike Teal (General Mechanic), Jim Reichert (General Mechanic) not pictured.



## Property Book Office

### Meet Our New Team Members



Left to right: Arthur Hutchinson, Andrew Carpenter, and Paolo Perez.

### PBUSE Training

The OAA Property Book Office wrapped up a five day, Property Book-level PBUSE training course and three days of Primary Hand Receipt Holder-level PBUSE training. These courses were held from 23 September through 2 October and had 80 participants.

The training was well-received and the feedback has been tremendously positive. We look forward to completing an After Action Review (AAR) at the next OAA Property Accountability Quarterly Workshop.

The OAA Property Book Office continues to grow, both in the size of the property book as well as its personnel.

We welcome Mr. Arthur Hutchinson, who is joining our team from the RPA Special Programs Office. Mr. Arthur is a retired Master Sergeant (MSG) with 24 years of service and was previously assigned to AMC's Army Contracting Command.

We also welcome Mr. Paolo Perez and Mr. Andrew Carpenter from Sure Secure Solutions. Mr. Perez and Mr. Carpenter will be providing Property Book administrative support for the Office of the Administrative Assistant to the Secretary of the Army (OAA).

Welcome to the team!

### Property Management Branch POCs:

Ms. Cris Oladipo, OAA Property Book Officer, [cris.l.oladipo.civ@mail.mil](mailto:cris.l.oladipo.civ@mail.mil)

Ms. Dyanne Cusseau, HQDA Organizations Hand Receipt Manager, [dyanne.m.cusseau.civ@mail.mil](mailto:dyanne.m.cusseau.civ@mail.mil)

Ms. Veneda James, AHS Hand Receipt Manager, [veneda.f.james.civ@mail.mil](mailto:veneda.f.james.civ@mail.mil)

Ms. Aleta Taylor, RPA and CMH Hand Receipt Manager, [aleta.a.taylor.civ@mail.mil](mailto:aleta.a.taylor.civ@mail.mil)

SFC Fabian Egejuru, ITA Hand Receipt Manager, [fabian.o.egejuru.mil@mail.mil](mailto:fabian.o.egejuru.mil@mail.mil)

Ms. Rosalind Miller, ITA Hand Receipt Manager, [rosalind.l.miller.civ@mail.mil](mailto:rosalind.l.miller.civ@mail.mil)