



March 2015

Passport and Visa Newsletter

Message from the Director



Dr. Toyé Latimore (center) and LSW soldiers (left to right): SGT Unique Battles, SPC Cinnamon Tua, SGT Adam Barker, SFC Marvin Hicks, and SGT Tiffany Millender.

We recently received several requests for large groups deploying to the UAE. LSW has a process in place for groups of soldiers, and all deployments are relayed/confirmed with the Liaison Officers in the UAE. In order to expeditiously complete your requirements, you must adhere to the established process.

Once approval from the Liaison Officers in the UAE is provided, we will process your documents. Please note: We will not process any large groups of visas until confirmation is

provided by the Liaison Officers in the UAE.

UAE Process

Step 1: Please visit the Passport Matters website to review the requirements for processing UAE documents. The complete list of UAE passport and visa requirements can be found on pages 3-4.

Step 2: Obtain a spreadsheet from LSW for large groups (50 and over), complete and return. The spreadsheet must be completely filled in correctly and have all pertinent information. LSW will not process any documents without the spreadsheet. The completed spreadsheet must be sent on the high side to SFC Marvin Hicks, Thomas Wiecks, and Anthony Lipanovich. Email addresses are listed on page 2.

Step 3: SFC Hicks and/or Dr. Latimore will confirm the deployment with the Liaison Officer in the UAE via email and send a

copy of the confirmation to the State Department.

Step 4: Upon receipt of the confirmation from the Liaison Officer in the UAE and receipt of all the required documents and spreadsheet, LSW will review your applications, work with the passport agent(s) to make corrections, and begin processing the documents.

Step 5: Once the documents are correct, LSW will process the documents for passports with the State Department, and if only a visa is required, we will scan the documents to the UAE Embassy upon receipt from the passport agent.

Step 6: The UAE Embassy will send the scanned documents back to their home country for approval. This takes time.

Continued on Page 2

Check Passport & Visa Requirements:

<https://passportmatters.hqda.pentagon.mil/Requirements/Visas.aspx>

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UAE Visa Process (Continued)

Step 7: Once the UAE Embassy receives confirmation that the document is approved from their home country, the Embassy will contact LSW and ask for the original passport book, so that a visa stamp can be inserted into the book.

Step 8: The LSW Couriers will retrieve the documents (hardcopies) and take the documents to the UAE Embassy to have the visa stamp applied. All passport books remain locked up at LSW until the UAE request they be forwarded.

Step 9: Once the visa stamp is applied, we will bring the documents back to LSW, close out the documents in the automated system at LSW, complete the spreadsheet, bundle all documents and send them via overnight mail to the passport agent only.

Step 10: The passport agent receives the documents (passport/visa) and confirms receipt.

As you can see, this process is very meticulous and was developed by LSW and UAE officials. Senior leadership has approved this process, and LSW will not

deviate from this process. In addition, this process has been developed to ensure that we process requests for individuals who need to deploy versus requests for “we may deploy.” We look forward to working with everyone to ensure a smooth transition. We are here to assist you in processing these documents and to ensure that you deploy in a timely and efficient manner.

Dr. Toye Latimore
Director, LSW
Toye.Y.Latimore.civ@mail.mil

Contact the UAE Team:
SFC Marvin Hicks (NCOIC): marvin.e.hicks.civ@mail.mil
Tom Wiecks (Division Chief): thomas.w.wiecks.civ@mail.mil
Anthony Lipanovich: anthony.m.lipanovich.civ@mail.mil



Trish Hiles and David Venor



Towanda Nathan and Kathy Knott



Ms. Betty Siadto

Tell us how we are doing:
https://ice.disa.mil/index.cfm?fa=card&sp=133921&s=341&dep=*DoD&sc=30

UAE Passport / Visa Requirements

https://passportmatters.hqda.pentagon.mil/Requirements/Visa_Requirements.aspx?country_name=United Arab Emirates

Visa Requirements:

Apply for Passport / Visa at same time: Passport must be signed prior to obtaining visa.

Min Passport Validity for Visa Issuance: Seven (7) Months.

Obtain prior to departure: Ninety (90) Days prior to departure.

Visa Type / Validity: Multiple entry / Visa valid for 5 years from issue date and valid for a stay of 180 days.

DD Form 1056:

- Submit one (1) original and three (3) copies.
- Provide exact purpose in Block 17.
- For PCS moves and diplomatic passport holders, provide the following in Block 17:
- Job title
- Orders
- Physical location the applicant will be working at
- Name and title of the person the applicant is replacing
- Flight itinerary (travel date must be within 60 days of visa issue date)

Visa Application:

- Application MUST be typed and printed in color. Handwritten application will be returned.
- One (1) (Signed)
- "PARTICULARS OF APPLICANT" - Please make sure that every space in this section is completed. If Mother or Father's name is not known or deceased, please put "Unknown" or "Deceased".

Category: Ordinary

- "ACCOMPANIED BY" - Please leave this section BLANK
- "PERMANENT ADDRESS" - This MUST be a U.S. Address. If the applicant is overseas, they may use an address of the military base in the U.S. they originated from, a personal address or an address of a family member. This rule applies to soldiers based in Puerto Rico, they must use a U.S. address.
- "PURPOSE OF ENTRY" - IN SUPPORT OF THE MILITARY MISSION automatically generates, please do not change this.
- "RELATIONSHIP BETWEEN SPONSOR & APPLICANT" - Please leave BLANK.
- "PARTICULAR OF SPONSOR/HOST" & "RESIDENCE ADDRESS" - Please do not change or add anything to the information that automatically generates.
- Please make sure the application is signed and dated. If not, the application will be returned.
- After completing the application and attaching the photo to it, provide one (1) color copy of the original application and passport data page.
- Do NOT change any information already on the form.

UAE Visa Requirements (Continued)

Photos:

- Two (2)-2X2 colored photos with a white background only, no glasses.
- One (1) photo can be affixed to the visa application using tape. Do not staple the photo to the application. Leave the second photo in the envelope unattached.

Other Special Requirements:

- Family members and people assigned to a personal change of station will only receive a single entry visa.
- If you already have a valid UAE visa in an expired passport you will need to carry both your expired passport with the visa and your new passport when traveling. You do not need to apply for a new visa.
- Ensure all fields of the visa application are completed, including the applicant's mother's and father's information. In addition, a permanent U.S. address must be provided on the visa application.
- The following exceptions apply to U.S. military personnel holding official U.S. passports:
- A visa is not needed if transiting through a military base without entering the UAE.
 1. In the event they do need to enter the UAE, a transit visa can be issued at the military base, which is valid for 40 days.
 2. A visa is not needed if transiting through a military base without entering the UAE.
- Single-entry PCS visa holders must enter the country within 60 days from the issue date of the visa!!



Back to front: Ricky Kannamore, Warren Johnson, Keith Garrison, Debbi Cheek, Joanna Jerrell, and Addison Spencer



SGT Unique Battles, Mr. Maurice Robinson, and SGT Tiffany Millender

Message from the Editor

I would like to thank our customers for all the feedback we continue to receive. Your comments and suggestions have been instrumental in making significant changes in the way we provide service to our customers, and we continue to review and revise our internal processes to better serve you. I encourage you to continue sending me your ideas, topics, and I.C.E. comments to let us know how we are doing and where we can improve.

Nicole E. Jungermann
Chief, Customer Service Branch
Email: nicole.e.jungermann.civ@mail.mil



Nicole Jungermann

Travel Services Division (TSD)

Message from the Division Chief

TSD participated in a training day stand down on 12 Feb 15. The agenda was to review operational procedures and make any necessary updates to our SOP procedures, thereby ensuring we have all personnel operating under the same guidance. Training was attended by all personnel and was considered a success.

I will be introducing different personnel each month with the goal to introduce our customers to each member of our team. This month, I would like to introduce Mr. Watson and Ms. Kathy Knott. Mr. Watson is a retired senior Army NCO, who spent 25 years in the military. His last assignment was as the Non-Commissioned Officer in Charge, J-3, in the Pentagon. He served in numerous positions overseas and stateside to include special assignments in Recruiting Duty and as an Assistant Inspector General working on the Department of the Army Staff. Mr. Watson initially worked as a DoD contractor in the administrative field for six years after retiring from the military. He joined TSD since 25 August 2014 and has worked in the Visa Branch as a letter writer since his arrival. Please join me in welcoming him on board.

Ms. Kathy Knott was recently selected for promotion. Originally from Kannapolis, NC, Ms. Knott has worked in LSW since the summer of 1999 and has been a mainstay in TSD, supporting most recently our mailroom operation. Due to her diligence and hard work, she has been selected to move temporarily to the Pentagon mailroom until the onsite personnel shortages are backfilled. During her stay in TSD, Ms. Knott performed as a courier on both of our routes and also worked in data entry, closeouts and customer service. We wish her the best during her tour at the Pentagon and look forward to her return.

Tom Wiecks
Division Chief, TSD

Tell us how we are doing:

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

Members of LSW displayed coins presented to them by Lt. Col. Fernando Martinez, Chief of Student Operations at the Air War College (AWC), Maxwell AFB, Alabama. Each year, AWC students, travel to numerous countries as part of their curriculum to build partnership with host nations, for which they require official passports and visas.

The class of 2015 consists of 245 senior leaders from the Army, Navy, Air Force, Marine Corps, Coast Guard, Air Force Guard, Reserves, DoD Civilians, and international students from 44 different countries. The students created and paid for the coins and requested that the coins be presented to the LSW team as a token of their appreciation for securing the travel documents on short notice.

Lt. Col. Martinez also took the time to explain AWC's mission and the importance of these host nation visits, conducted by the students. The Visa Branch Chief stated that it was truly a team effort, from data entry to the letter writers and couriers, which made this a success.

Congratulations to our LSW Team Members



Left to right: Derek Goodwin, Timothy Quinn, Philip Christie, Mike Stancil, Fabian Watson, Lt. Col. Martinez, Lionel Norman, Addison Spencer, and Debbie Boch.

Customer Service Operations (CSO)

Message from the Division Chief

Before I get into the major thrust of our effort this past month, I want to touch on a recent change in how our office assists customers with their passport status inquiries. Per the recently signed Memorandum of Understanding between LSW and the Department of State (DoS), a transition will be made from using the Travel Document Issuance System (TDIS) to the American Citizen Records Query (ACRQ) System. This transition will not only change our office's internal business process, but may also impact our customers in a number of ways:

1. The status information customers receive will be either "Pending", "Issued", or "Not Issued." We will work with our colleagues at the State Department if additional information is required regarding the status of your application. A complete list of these new status definitions will be posted on the Passport Matters website in the near future.
2. LSW will need one of the following combinations of parameters sent in an encrypted email or via phone call to support your inquiry. This list represents the minimum set of required parameters, however additional parameters may still be entered to narrow the result set.
 - a) Given Name and Surname, Date of Birth and Place of Birth (U.S. state or territory or the country of birth, if born outside the U.S.);
 - b) Surname and Passport Number;
 - c) Social Security Number

3. DoD has several policies and directives that address the transmitting of PII via email and for that reason most of our agents should use the first option listed above. If the SSN is required LSW is asking that the Agent call the Customer Service team to pass that information along.

4. The State Department will continue to provide assistance regarding applications, placed on hold for additional information.

Moreover, I want to touch on inspections and training. Acceptance Facility Oversight (AFO) has a new Division Chief, Mr. Dan Bilow, and he has been down in the trenches working with his analyst. Mr. Bilow told me he spent two weeks of the first month accompanying his team on inspections. I think he will be an asset to the program. As an update, AFO has inspected 461 (74%) of our facilities and we are well on the way to hit the goal of inspecting all of our facilities every two years.

We are looking at the training projections against the actual numbers of attendees to see how FY16 might look for the training mix. There are no decisions yet on FY16, but as we look at the critiques and remaining number of agents who require getting trained, FY16 is coming into focus. Our data has 255 agents who still need to get the required training before the end of FY16. That is a rather large number of agents who

are shown as non-compliant with the State Department's requirement to complete training every two-years. I need to stress the importance of getting this training out of the way.

This last month, the Customer Service Division has looked at our internal processes. Specifically, conducting an in-depth analysis on how both passports and visas are tracked from one action to the next within our system. What does that mean to you? Ultimately, improved capabilities to report passport and visa actions and the time required for each step in our office will help manage your customer expectations and allow for better planning on our end and yours.

We briefed the following metrics to our senior leadership for the first quarter of 2015: Our data shows that LSW processed a total of 31,876 passports, 31,801 within an average processing time of 14 days. In addition, our team processed 3,970 visas, 96% of which had an average processing time of 24 days.

On a closing note, the facility stamp is now a requirement. Failure to have a stamp will result in delays and possible mission failure for short suspense actions. Please let me know if you have any issues getting the stamp.

Steve Morgan
Division Chief, CSO

Tell us how we are doing:

https://ice.disa.mil/index.cfm?fa=card&service_provider_id=133862&site_id=341&dep=DoD