



SPECIAL ISSUANCE AGENCY

The U.S. Department of State, Bureau of Consular Affairs

PLEASE BE AWARE THAT SIA's MAILING ADDRESS WILL BE CHANGING IN THE NEAR FUTURE. CHECK YOUR E-MAIL AND <https://passportmatters.hqda.pentagon.mil> FOR UPDATES.

PASSPORT ACCEPTANCE FACILITY CHANGES- WHAT YOU NEED TO KNOW

In the past year, LSW and SIA have been working hard to better manage information regarding DoD Passport Application Acceptance Facilities (AFs). Now that we are getting a firm handle on the location and personnel at existing AFs, we can start implementing the changes necessary to better manage resources and ensure facilities are operating in an efficient manner. Our primary goal is to make sure facilities are maintaining the high standards of the F.M. PARG (Federal and Military Passport Agent Reference Guide). Acceptance Facility Oversight (AFO) analysts have begun traveling to DoD facilities to inspect each passport program. AFO inspections are scheduled well in advance, test the knowledge of passport acceptance agents onsite, and make sure a facility is set up and operating within the regulations of the F.M. PARG. These inspections allow agents, facilities, and SIA to gauge the needs and success of an Acceptance Facility, acknowledge exceptional work, and correct potential mistakes. SIA thanks you for your cooperation with AFO during facility inspections. For additional information, please refer to the contact information on page 3.

ID Requirements on a DS-11

All passport application acceptance agents must record the applicant's ID when executing form DS-11. If the applicant is a minor, then his/her parents' ID should be recoded on the form DS-11. Providing a copy of the ID alone does not take the place of recording ID.

DOD, SUMMER 2014

- Passport Acceptance Facility Changes P. 1
- Tips and Reminders for Acceptance Agents P. 2
- Checking 'Passport Matters' Really Does Matter P. 3
- Add/Change Forms on Passport Matters P. 4



Ask your CSM's!

Why do passport agents have to attend training every two years?

SIA requires refresher training every two years to ensure active passport application agents stay abreast of all updates to existing policy, while reinforcing the skills required to properly execute duties as a passport agent. If you are nearing your 2 year training mark, visit Passport Matters (<https://passportmatters.hqda.pentagon.mil>) to sign up for the next available class.



WHAT PASSPORT AGENTS REALLY NEED TO KNOW

HELPFUL REMINDERS FOR AGENTS THAT WILL HELP US PROCESS APPLICATIONS QUICKLY AND EFFICIENTLY.

- An agent may not execute Form DS-11 unless the applicant is physically present. According to Title 22, Chapter 4, of the U.S. Code, “If the applicant has not previously been issued a United States passport, the application shall be duly verified by his oath before a person authorized and empowered by the Secretary of State to administer oaths.” If you do not witness the signature of the applicant and execute form DS-11 in his/her presence, you are in direct violation of the U.S. Code.
- Passport agents completing Form DD-1056 must list ALL of their information on the DD-1056. This includes Acceptance Agent ID, full email address, commercial phone number, and the full name of your facility.
- DoD applicants are required to use the online 2D barcode forms. If your facility received new hard copy passport applications, then it is best to keep them as a backup, destroy old versions of the form, but still continue to refer customers to the online 2D barcode application .
- Transmittals are being rolled out as a requirement for all DoD AFs. Transmittal records are to be kept for a minimum of 24 months (unless facility internal controls demand a longer holding period). After 2 years, transmittals must be properly destroyed by shredding.
- Stateside (CONUS) Passport Acceptance Facilities must send in the original DD-1056 and **3 additional copies for each applicant**. Overseas (OCONUS) facilities must submit the original DD-1056 and one additional copy with each application. Hawaii and Alaska are subject to the CONUS requirements.

Please reference the [Foreign Clearance Guide \(FCG\)](#) and [Passport Agent’s Reference Guide \(PARG\)](#) for more detailed guidelines.

TRAINING CALENDAR

In order to sign up for a 2014 Passport Acceptance Agent Training class, please go to the Passport Matters website and click on the ‘Training’ tab. From here you are able to:

- See training dates and locations
- Check the status of a class to see if it’s available or closed.
- Gain access to the Registration Portal
- Find the LSW Training Representative’s contact information.

Agents are reminded that passport refresher training is mandatory every 2 years.



Why Checking Passport Matters Actually Matters

The Customer Service team is always here to help with questions, but you may find times when we cannot respond quickly due to demand. For this reason, we encourage everyone to first check Passport Matters; it may save you a lot of time. The website is a wonderful tool for DoD passport agents; it has the latest updates and information regarding all aspects of the job. These updates come from LSW and SIA so that all changes and instructions can be found in one convenient location. It's especially important to look at the updates listed on the home page of the website. These contain everything from changes in policy to instructions and deadlines. Passport Matters contains forms that agents (new and old) need to fill out, such as the compliance forms and Facility/Agent change forms. The training tab lists the dates and locations of passport classes and allows you to see if a particular class is still available. It gives explicit instructions on how to sign up for a particular class so the earlier you register, the better. There is also valuable contact information listed on Passport Matters that will allow you to speak with the appropriate people from the correct agency when inquiring about different subjects. You can also check out the Frequently Asked Questions page to see if your inquiry has already been answered. Passport Matters also now allows you to do passport status checks through the website instead of calling in or emailing SIA directly. Frequently checking Passport Matters and learning all that it has to offer is extremely important when it comes to being an effective and well informed passport agent. It is important to check the website every day; the contents are frequently updated with important information. If for any reason you have trouble accessing passport matters, please contact LSW at:

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

Passport Validity— Keeping up with expiration dates

Once a passport is issued, many people forget to make note of the expiration date. Some don't realize that no-fee passports are issued for 5 years and regular passports for 10 years, or they simply forget to check before traveling. Many countries have strict rules requiring a certain amount of validity on the passport when entering the country. The most common demand is for travelers to have a minimum of 6 to 9 months validity on a passport prior to entering the country. SIA encourages agents to remind all customers to check country requirements and their passport expiration date well before traveling. A complete list of country requirements can be found at Travel.State.Gov. This is the easiest way to ensure smooth, uninterrupted travel plans.

CONSULAR AFFAIRS LEADERSHIP TENET: BUILD GREAT TEAMS

We recruit high-caliber candidates for consular job vacancies, train them right from the start, build trust, and foster a sense of pride and mutual support in the team. We serve the team by eliminating obstacles, resolving conflicts, obtaining appropriate resources, and celebrating success.

Lost or Stolen Passport?

Did you know passports reported lost or stolen are no longer valid for travel? The Department can assist when a passport is lost or stolen. Inside the United States, contact the National Passport Information Center at 1-877-487-2778 to report a lost or stolen passport. Outside the United States, you should contact the nearest U.S. embassy or consulate.

CONTACT SIA

NEW PHYSICAL ADDRESS
600 19th Street NW (South Entrance)
Washington, D.C. 20006

Public Hours: 9:00-4:00 EST
Monday thru Friday

(202)-485-8200
travel.state.gov/

Logistics Services Washington (LSW)

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

Communications (General Questions)

[CA-PPT-SIA -Passports@state.gov](mailto:CA-PPT-SIA-Passports@state.gov)

Customer Service

CA-PPT-SIA-CS@state.gov

Please be aware that our current mailing address will soon change!

Mailing Address:
U.S. Department of State
CA/PPT/SIA
1125 Special Place
Dulles, VA 20189-1125

THE NEW FACES OF SIA

Thamina Zamarial— joined the SIA team in September of 2013. She was born in Afghanistan and grew up as a Midwestern girl in Idaho. She attended George Mason University to study Government and International Politics with a focus on law and political theory. Her background and education led her to SIA because she thought this was a good first step to begin her career as a public servant.

Melina Higgins- is a newest addition to SIA's processing staff. She started in early January, and has already proven to be a valued employee. She's a native of New Hampshire, but has a passion for all things middle eastern. Melina has her BA in Arabic Language and Middle Eastern studies from Bryn Mawr college, and is now working on her masters degree. She joined SIA in order to gain valuable experience within the State Department, and has already learned so much in her short time here.

Marcus Miller— recently joined the ranks of our processing team in March. He is native to Fredericksburg, VA, and attended Regent University in Virginia Beach, where he majored in Animation.



SIA has seen an increase in cases where an agent has executed form DS-11 without the applicant being physically present. This is not acceptable. According to Title 22, Chapter 4, of the U.S. Code, "If the applicant has not previously been issued a United States passport, the application shall be duly verified by his oath before a person authorized and empowered by the Secretary of State to administer oaths." If you do not witness the signature of the applicant and execute form DS-11 in his/her presence, you are in direct violation of the U.S. Code. This is ground for immediate deactivation of a passport agent.

Add/ Change Forms on Passport Matters

In the Resources tab on passport matters, there is a section labeled 'Update Facility/ Passport Agent Information'. The documents listed below can be used to update any information about your facility whether it's related to personnel or the facility itself. The document called 'Agent Information Updates' can be used if you're adding an agent, dropping an agent, or an agent has to update their name (i.e. marriage or divorce, etc.). The 'Facility Changes' form is used when you are making updates about facility information such as the name of facility, the facility manager or point of contact, and the contact information. There is also an instruction document to help guide you through the use of these forms. If you have any questions, please do not hesitate to contact SIA or LSW.

SHIRIN BASKEY PASSPORT SPECIALIST

- Shirin hails from Houston, Texas.
- She attended Trinity University in San Antonio, TX and American University in Washington, DC.
- Shirin recently celebrated her one year anniversary in the Special Issuance Agency.
- Though she's new to Consular Services, she has 2 years of prior experience in government service.
- Shirin chose to work in public service because she wanted to give back to the community that has given her so much.
- She enjoys yoga, swimming, cooking, reading, and listening to music.
- Her workplace philosophy is inspired by Abraham Lincoln, "Whatever you are, be a good one".
- Shirin's number one tip to all passport agents is "an informed customer is a happy customer". Always inform applicants of everything they need to bring and do in order to get their passport.

SIA IS HOSTING A PASSPORT DAY FOR GOVERNMENT EMPLOYEES AND THEIR FAMILIES! When: Saturday, September 20th, 2014 9:00 am — 3:00 pm

Where: 600 19th Street NW (South Entrance)

Washington, D.C. 20006