



DEPARTMENT OF THE ARMY
ADMINISTRATIVE ASSISTANT TO THE SECRETARY OF THE ARMY
105 ARMY PENTAGON
WASHINGTON DC 20310-0105

MEMORANDUM THRU CHIEF MANAGEMENT OFFICER OF THE DEPARTMENT
OF DEFENSE

FOR SEE DISTRIBUTION

SUBJECT: Passport Processing During COVID-19 Pandemic

1. References:

- a. Department of Defense (DoD) Directive 1000.21.E (DoD Passport and Passport Agent Services), 20 October 2009, incorporating Change 2, 21 June 2017
- b. DoD Manual O-1000.21 (Passport and Passport Agent Services), 6 March 2017, incorporating Change 1, 14 March 2019
- c. Secretary of Defense memorandum (Modification and Reissuance of DoD Response to Coronavirus Disease 2019 – Travel Restrictions), 20 April 2020
- d. Secretary of the Army memorandum (Delegation of Authority for Department of Defense Executive Agent Responsibility for Department of Defense Passports and Passport Agent Services), 25 August 2016

2. As the DoD Executive Agent for DoD Passports and Passport Services, I am writing to inform you about the measures we are taking to address challenges to timely passport and visa issuances posed by the COVID-19 pandemic disruption. I ask for your assistance in implementing new application procedures and best practices to ensure the fastest processing times.

3. Department of State (DoS) passport processing facilities had been closed as a force protection measure during the COVID-19 outbreak. They have recently begun to re-open and are slowly ramping up production. Over the last two weeks, we have collaborated with DoS to develop a time-phased approach to processing applications for official (or “no fee”) passports and visas. These procedures apply to servicemembers, DoD civilians, and their dependents in connection with permanent changes of station. Our goal is to get passports and visas to these travelers by the date they are needed while also recognizing temporary limitations to DoS passport processing. Guidance on passport and visa application procedures for temporary duty travel (TDY) will be issued under separate cover.

4. Effective immediately, DoD passport agents will accept passport and visa applications within the time-specified parameters described in enclosure 1. To facilitate passport and visa application acceptance, commands will staff their passport acceptance facilities as

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mission-essential, in accordance with established force protection measures. Passport agent compliance with the time-phased approach will discipline the process and help ensure DoD applications flow to DoS in roughly the order they are needed. Passport agents should also increase scrutiny of applications to ensure the accuracy and completeness of submissions. Accurate and complete passport applications help to reduce delays and processing times. See enclosure 2, Important Notice to Passport Application Acceptance Agents, for an application checklist and helpful hints to avoid common mistakes that can delay passport processing.

5. If expedited processing is required due to extenuating circumstances, the application must be accompanied by an approved Request Expedite of Passport Application for Official Travel memorandum (see enclosure 3). We will continue to work with DoS to identify delays and resolve bottlenecks to improve results.

6. For questions or further assistance, please contact the Director of Executive Travel, Mr. Stuart Archer at (703) 785-8821 or stuart.k.archer.civ@mail.mil.

Encls

KATHLEEN S. MILLER

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TIME-SPECIFIED PARAMETERS FOR PHASED PASSPORT APPLICATION SUBMISSION

1. Servicemembers, DoD civilians, and dependents on PCS orders to OCONUS locations requiring a no-fee passport, pursuant to the foreign clearance guide, will submit passport applications to their local passport acceptance facility no earlier than 60 days and no later than 45 days from OCONUS departure date.
2. If a visa is also required, the passport application will be submitted no earlier than 80 days and no later than 65 days before departure date. Failure to adhere to these timeframes increases the chance that command-sponsored dependents will not receive their passport and/or visa in time to travel concurrently with their DoD sponsors.
3. Servicemembers, DoD civilians, and command-sponsored dependents on PCS orders to OCONUS locations with departure dates before 30 June 2020, and who are traveling under one of the stop movement order exemptions approved in Secretary of Defense memorandum (Modification and Reissuance of DoD Response to Coronavirus Disease 2019 – Travel Restrictions), of 20 April 2020, or have been granted an exception to policy to the stop movement order, should immediately submit their passport applications if they have not already done so. Servicemembers and DoD civilians who require expedited processing should follow the procedures for completing a Request Expedite of Passport Application for Official Travel memorandum (see enclosure 3).



Special Issuance Agency
Passport Services
Bureau of Consular Affairs
U.S. Department of State

IMPORTANT NOTICE
TO
PASSPORT APPLICATION ACCEPTANCE AGENTS
May 2020

The Special Issuance Agency (SIA) will produce passports with the greatest efficiency possible to meet elevated demand for Department of Defense passports. To accomplish that, SIA would like to emphasize for DOD acceptance agents and applicants the critical importance of adhering to the DOD passport application checklist and the following helpful tips:

For Employees and Eligible Family Members:

☐ **AUTHORIZATION DOCUMENT:**

- Unredacted, 2D barcoded DD Form 1056 *generated and signed by an authorized Passport Acceptance Agent*. Submit the original and one copy.
- If applying for a diplomatic passport include also one copy of your single-sided finalized travel orders.

☐ **PASSPORT APPLICATION:** Print one single-sided copy. Double-sided pages will cause a delay in processing your application.

☐ **EVIDENCE of U.S. CITIZENSHIP:** A photocopy of the most recent passport is acceptable; **do not** send an original regular passport. (The agent must sign/date and stamp the photocopy.) Birth certificates or CRBAs must be original documents.

☐ **PHOTO IDENTIFICATION:** Provide front/back photocopy of your government-issued photo identification. A copy of the most recent passport can also serve as photo ID.

☐ **PHOTO:** One 2" x 2" color photograph, taken within the last six months. No eyeglasses or uniforms.

NOTE: Following this guidance ensures DOD applications are processed quickly:

- 1) Acceptance agents *must* check the Foreign Clearance Guide to ensure at least one destination country in Box 13 of the DD-1056 requires a special issuance passport *vice* CAC card and orders.
- 2) Mark the correct box in Block 4 of the DD-1056. For example, military dependents should not be marked as "No-Fee Regular". No-Fee Regular passports are generally for contractors and Red Cross employees.
- 3) DS-82s move faster than DS-11s. Only use a DS-11 if the service member lost his or her most recently issued passport or has never had a prior adult passport. Minor EFM applicants, of course, must use a DS-11.
- 4) Do not submit regular passports with an application – photocopies are sufficient.

- 5) Digital signatures in Box 18 of the DD-1056 must be CAC-signed.
- 6) Finalized travel orders must be complete; all pages and modifications must be included.
- 7) If there are child custody arrangements, the applicant must submit an official court order clearly showing the legal custody arrangement between the parents.

Thanks to all acceptance agents and heads of facilities in helping SIA operate at the highest level of efficiency.

PROCEDURES FOR COMPLETING REQUEST TO EXPEDITE PASSPORT APPLICATION FOR OFFICIAL TRAVEL

Replace all italicized/underlined text in the sample memorandum provided on the next page.

1. Place the expedite letter on the front of application. (See the sample on the next page.)
 - a. One original memo must be submitted. If more than one individual is on the expedite request, make copies and highlight each individual's name, then attach it to each corresponding application. The group request must be submitted on the same day.
 - b. The memo must be signed by Major Command Commander/Equivalent/Headquarters Principal.
 - c. The Non-NATO country stated in the expedite memo must coincide with the Non-NATO country stated on the passport application and DD Form 1056.
 - d. All Expedited and Walk-through requests for a passport must have orders and an itinerary submitted with the expedite memo. Blanket orders are not accepted by the Department of State. Orders must state same departure date and Non-NATO country that is stated in the expedite memo, passport application, and DD Form 1056.
2. Expedited processing is not available for the dependents of command-sponsored personnel.
3. Partially completed packages will not be accepted by DoD agents for later piecework. Applications must be complete at the time of submission. Orders, Expedite letters, and all supporting documents must be provided during initial submission.
4. Expedited Service requests must include the Checklist of required documents for an expedite process, if required. This is used when travel will take place in 30 days or less, or when the situation involves the processing of a visa.
5. Walk-through Service requests must include Checklist of required documents for an expedite process, walk-through for same-day service if required. Use when travel will take place in 10 days or less.
6. Required supporting documents:
 - a. Waiver memorandum must be provided by the applicant if available (such as EOD JEOD)
 - b. Expedite Memo with signature of the Major Command Commander/Equivalent/Headquarters Principal, listing each member (signature block required)
 - c. Application package and accompanying citizenship proof
 - d. Travel Orders, approved for each member (assigning orders, PCS or TAD/TDY orders)
 - e. Flight Itinerary for each member

(UNIT LETTERHEAD)

DATE

MEMORANDUM FOR U.S. DEPARTMENT OF STATE
Special Issuance Agency
44132 Mercure Cir
P.O. Box 1185
Sterling, VA 20166-1185

FROM: *Unit/Squadron*
Unit/Squadron Complete
Mailing Address

SUBJECT: Request Expedite of Passport Application for Official Travel

1. Request passport application(s) for official travel be expedited for the following individual(s):

Individual's Full Name *SSAN* *DOB* *(as completed on application)*

2. Individual(s) will be departing CONUS date of departure for # of days/months and requires the passport by date passport required by individual(s). Individual(s) was/were notified date notified that he/she would be traveling to state Non-NATO country requiring individual to have a passport for the purpose of state purpose of travel. **Destination on this memorandum must match the DD-1056, application, orders, and itinerary.**
3. The last-minute processing of this request was necessary because state reason for last minute processing to obtain a passport for official travel. *(such as only individual qualified to complete mission/task or individual did not have a passport for official travel before notification because his current duties did not require one.*
4. Travel cannot be postponed to a later date because *(state reason travel date cannot be altered)*.
5. Your prompt attention to this request would be greatly appreciated. Direct any questions concerning this request to name of POC at Commercial and DSN number.
6. **Explanation indicating the absence or inability of a general officer or SES equivalent signature.**

(Digital signature or hand written signature.
Rank/Title of the signing individual)
SIGNATURE BLOCK
(Major Command Commander/
Equivalent/Headquarters Principal)