Travel Management Division (TMD)
Travel Business Line Meeting

Office of Financial Management
Office of Financial Reporting, Internal Controls, and Travel (OFRICT)
Travel Management Division
Date: September 1, 2022

Travel Business Line (TBL)

Quarterly Meeting/Training

General Information

Introductions:

New Hires or Newly Assigned - Primary/Backups:

- Travel Points of Contact (POCs) and Agency/Organizational Program Coordinators (A/OPCs)

- Approvers

- Arrangers

- Travel Stakeholders (Budget, Policy, etc)

TMD Operating Hours

The Travel Management Division (TMD) hours of operation are Monday through Friday from **9:00 am – 3:30 pm**.

For Passport/Visa appointments email: OFM-DOCPassportVisaHelpdesk@doc.gov

Central Mailbox Use

Travel Management Division (TMD) central mailboxes:

- Direct Travel Policy questions to: OFM-DOCTravelPolicyHelpdesk@doc.gov
- Direct Travel Card Program questions to: OFM-DOCTravelCardProgram@doc.gov
- Direct Conference Policy questions, pre-approval, and reporting submissions to: DOCConferences@doc.gov
- Direct Premium Travel questions to: OFM-DOCPremiumTravelHelpdesk@doc.gov
- Direct Passport and Visa questions to: OFM-DOCPassportVisaHelpdesk@doc.gov

Contact Information

- **Travel Management Division (TMD), Room HCHB-D-100**

  ❑ **Travel Management Division Webpage:**
  https://www.commerce.gov/ofm/offices/office-financial-reporting-policy-internal-controls-and-travel/travel-management

Contact Information

- **Travel Management Division (TMD), Room HCHB-D-100**

    Team Members:
    - Cecelia Kizer, Director, Travel Management Division, CKizer@doc.gov
    - Vernita Tyler-Brown, Lead, Travel Management Specialist, VTyler-Brown@doc.gov
    - April Banks, Program Management Specialist, ABanks@doc.gov
    - Christopher Brown, Program Management Specialist, CBrown3@doc.gov
    - Angela Lee, Program Management Specialist, ALee@doc.gov
    - Rholondra Louis, Program Management Specialist, RLouis@doc.gov
    - Byron Martin, Travel Management Specialist, BMartin@doc.gov

Travel Business Line Quarterly Meeting/Training

Module 1

Travel Updates

Here is a better summary of the overall update:

As soon as possible and no later than Monday, August 22, 2022, agencies should take the following three actions:

1. Stop implementing any COVID-19 serial screening testing programs that differentiate among individuals based on their COVID-19 vaccination status, and stop implementing any point-in time screening testing requirements that differentiate among individuals based on their vaccination status.

2. Pause asking employees, onsite contractor employees, visitors to Federal facilities, or in-person attendees at agency-hosted meetings, events, and conferences to provide information about their COVID-19 vaccination status, regardless of COVID-19 Community Levels, where COVID-19 safety protocols do not vary based on vaccination status. The Government-wide Certification of Vaccination form *should not* continue to be used.
   - When agencies pause requesting and collecting vaccination status information, such agencies should continue to preserve their vaccination information collection systems and the information collected to date from employees in accordance with National Archives and Records Administration records schedules; COVID-19 workplace safety may change in the future, or collection of this information from Federal employees may otherwise need to resume.

3. No longer require that individuals who are not up to date with COVID-19 vaccines and who have been exposed to the virus do not enter Federal facilities or do not interact with members of the public in person as part of their official responsibilities for at least 5 full days. Rather, agencies should instruct all individuals exposed to someone with COVID-19 to follow post-exposure protocols in line with previously issued Task Force post-exposure guidance for individuals who are up to date with COVID-19 vaccines, which is consistent with CDC's newly updated guidance for what to do if any individual is exposed to COVID-19 (which is described further below).

Agencies should continue to monitor COVID-19 Community Levels for each Federal facility, continue to require mask-wearing for all individuals in Federal facilities when COVID-19 Community Levels are HIGH, and otherwise wait for further guidance from the Task Force, prior to further updating their COVID-19 workplace safety plans, protocols, and policies beyond the changes described in this section of this email.

DOC Quarantine Policy (Close Contact, but not COVID +)

If you were identified **as a close contact** to COVID-19, these are the steps you should take, regardless of your vaccination status or if you have had a previous infection. A close contact is anyone who was within six (6) feet of an infected person for 15 minutes or more. Please visit CDC guidance for further details.

Start Precautions Immediately

- **Wear a mask as soon as you find out you were exposed.** Start counting from Day 1.
  - ○ **Day 0** is the day of your last exposure to someone with COVID-19
  - ○ **Day 1** is the first full day after your last exposure.

Continue Precautions for 10 Full Days

- **You can still develop COVID-19 up to 10 days after you have been exposed.**
- **Take precautions**:
  - ○ Wear a high-quality mask or respirator (e.g., N95) any time you are around others inside your home or indoors in public.
  - ○ Do not go places where you are unable to wear a mask, including travel and public transportation settings.
  - ○ Take extra precautions if you will be around people who are more likely to get very sick from COVID-19.
- **Watch for symptoms**, which might include a fever (100.4°F or greater), cough, or shortness of breath.
  - ○ If you develop symptoms, isolate immediately, get tested, and stay home until you know the result.
  - ○ If your test is positive, follow the isolation recommendations.

Get Tested on Day 6 (Even if You Don't Develop Symptoms)

- **If you test negative**: Continue taking precautions through day 10.
  - ○ Wear a high-quality mask when around others at home and indoors in public.
  - ○ You can still develop COVID-19 up to 10 days after you have been exposed.
- **If you test positive**: Isolate immediately.

For more information, please refer to the Department's Info Hub.

U.S. Department of Commerce   **AUGUST 2022**

DOC Isolation Policy (Confirmed COVID +)

Isolation separates sick people with confirmed COVID-19 from people who are not sick and is different than Quarantine. Please refer to the Department's Isolation Policy below and reach out to your facility leadership with any questions regarding Isolation Policy specific to your role or location.

ISOLATION

Symptomatic COVID-19	Stay Home Until
	A negative COVID-19 test is obtained after 5 full days of isolation (onset of symptoms or positive test is day 0) and no fever is present without the use of fever-reducing medication, and other symptoms are improving. Individuals should continue to wear a mask around others for the remainder of 10 days avoid high risk people, and not travel. O R **10 days have passed since symptoms first appeared** and **24 hours have passed with no fever** without the use of fever-reducing medication, and other symptoms are improving.

Asymptomatic COVID-19	Stay Home Until
	A negative COVID-19 test is obtained after 5 full days of isolation (positive test is day 0) and no symptoms have occurred. Individuals should continue to wear a mask around others for the remainder of 10 days, avoid high risk people and do not travel. O R **10 days have passed since the positive COVID-19 test** and **no symptoms have occurred.**

For more information, please refer to the Department's Info Hub.

U.S. Department of Commerce   **AUGUST 2022**

GSA and OIG Reporting

GSA Reporting:

- **Premium Class Travel Reporting** - Agency report due by **November 30**

- **Senior Federal Travel Reporting -** twice a year for Period 1 (October 1 to March 31) is due on **April 30**, and Period 2 (April 1 to September 30) is due on **October 31**.

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- **Business and Relocation Travel Reporting / Travel Reporting Information Profile (TRIP) -** agency's summarized total travel and relocation expenditures by **November 30**.

OIG Reporting:

- **Conference Q4 Report**

- **Annual Conference Report**

- **OIG Webpage Report**

CWTSato is currently:

Aggressively hiring for the government customer service desk. *As of June, CWT had hired 161 new positions for the government help desk since the beginning of the year and are continuing to aggressively hire and bring staffing levels in line with demand.*

Piloting call-back technology that enables callers to leave their phone numbers for a call back without losing their place in the queue. *The new system will also provide callers with an estimated wait time. DOC will be one of the first agencies when the call back feature.*

CWTSato continues to recommend travelers to:
- Book online with E2 as much as possible;
- Encourage travelers to book travel well in advance to provide ample time to plan and communicate properly with a CWTSato travel consultant;
- Ensure the traveler confirms that their authorization has been timely approved with a ticketed itinerary before departure, and
- Confirm that the traveler's E2 profile has the correct cell phone number and email address for communications.

Travel Business Line Quarterly Meeting/Training

Module 2

Travel Training Overviews and Updates

Senior Travel Official (STO) Packages

Senior Travel Official (STO) Training

- Travel Training

- Travel Authorizations Key Points

- Senior Travel Official Authorization and Voucher Package Preparation

- Approval of travel documents

- Amendments to Travel Authorizations

- Cancelation of Travel

- Military Aircraft (Mil-Air) Transportation

Senior Travel Official (STO) Training (Continued)

- **Objective/Background**

  - Packages for Bureau Heads are required to be completed for review by the Department to ensure travel is within DOC policy, conducted in the most effective, efficient manner, and only when necessary to accomplish the mission of the Government.

- **STO Approving Official Responsibilities**

  - Must have knowledge of employee's travel activities

  - Approve the obligation of funds and the validity of all travel expenses

Senior Travel Official (STO) Overview

- Serve as the final approver on the travel
  - They must ensure:
    - The claim is properly prepared.
    - The types of expenses claimed are authorized and allowable expenses.
    - The amounts claimed are accurate and within prescribed rates.
    - Receipts for expenses over $75, all applicable receipts are scanned into E2 and submitted with the travel voucher for reimbursement.

Travel Training Requirements

- **Travel Policy Training**
  - Commerce Learning Center (CLC)
    - Travel Basics
    - Fly America Act
    - Approving Official
- **E2 Solutions Training**
  - E2 training materials are located on the website – https://e2.gov.cwtsatotravel.com/ThinkCAP/e2/login?execution=e1s1
  - **Ad-hoc Training on package preparation available by TMD**
    - STO
    - PCT

Travel Authorization Key Points

- **Key Points**
  - Travel Authorizations are the "backbone" of the travel process.
  - The Travel Authorization lists all pertinent information about the trip and what will be allowed to be claimed on the voucher.
  - The amounts used are estimates but should be as accurate as possible.
- **Prudent Person Rule**
  - eCFR §301-2.3 - You must exercise the same care in incurring expenses that a prudent person would exercise if traveling on personal business.

Travel Authorization

- **Authorization Checklist**
  - Verify if the trip is necessary
  - Itinerary: Dates to and from destinations
  - Trip Information: Type purpose and destination
  - Reservations: Find cheapest authorized travel
  - Provide appropriate justifications
  - Ensure Travel Authorization is in STO queue

STO Package Authorization Preparation

- **Documents required for processing STO Travel Authorization packages:**

  Travel Authorization Packages for Travel Management Division (TMD) to review
  and approve contents.

  - Memo for the Chief Financial Officer and Assistant Secretary for
    Administration (CFO/ASA) or designee
  - Travel Authorization
  - CWTSato Travel Itinerary with appropriate justifications
  - Hotel Information if outside of Travel Management Center (TMC) and/or not
    on the CWTSato Travel itinerary provide copy to TMD
  - Detailed Travel Agenda/Scheduling Information

STO Package Authorization Preparation

- Include all necessary justifications as per the electronic <u>Code of Federal Regulations (eCFR)</u>
- OGC Ethics Review
- Any other additional supporting documentation

Airfare

- **GSA City Pair contracted flights CA vs. YCA**

- Travelers are encouraged to book their flights early in order to utilize CA fares. YCA fares are not as cost effective, but they are a Government fare that must be used when CA fares are not available.

  - Saves money, allows budgeting, refundable tickets, no blackout periods, and last seat.

  - When no contract fare is available, you must use the lowest cost service, unless your agency determines that the use of a higher cost service is more advantageous.

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Airfare

- Any additional costs or penalties incurred by the traveler resulting from unauthorized use of non-contract service are borne by you.

- Personal **use of contract** fare not allowed.

- Contract fares are only applicable to official Temporary Duty Travel (TDY) and may not be used for any personal travel taken in conjunction with the official business trip.

Lodging & Rental Car

- **Lodging**
  - Special circumstances – Authorizing Officials (AO's) can approve up to 300% over lodging portion of per diem rate
    - Provide justification
    - Approval must be before travel occurs
    - No lodging reimbursement when staying with friends, and relatives
- **Rental Car**
  - Reimbursable rental car expenses.
    - Rental price, taxes, local assessments, and gas.

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Amendments to Travel Authorizations

- **Amendments must be prepared if one or more of the following circumstances occur:**
  - For travelers deployed in E2, the amendment process will be based on the configuration of E2 Solutions.
    - Travel costs will be materially affected ($250 or more).
    - There are changes to the itinerary.
    - Required justifications need to be added.

Travel Authorization Memo

UNITED STATES DEPARTMENT OF COMMERCE
Economic Development Administration
Washington, DC 20230

Date

MEMORANDUM FOR: Name, Chief Financial Officer
                    And Assistant Secretary for Administration

FROM:

SUBJECT: Travel Request – Traveler Name

The attached travel authorization is being submitted for your review.

Traveler:

Destination(s):

Dates:

Purpose of Trip:

Department of Commerce employees attending:

Cost of trip (approximate):

_____   _____   _____

Approved   Let's Discuss   Deny

Department of Commerce
Travel Policy Handbook
Cost Comparison Worksheet
Official Travel from Alternate Location

1. Traveler's Name		2. Organization/Unit		
3. Email Address		4. Dates of Travel	-	
I. Alternate Location Transportation Details (from/to)		II. Common Carrier Details (Air, Train, Rental Car, Bus, etc.,)		

Estimated Cost – Travel from Alternate Location		Estimated Cost – Travel by Common Carrier to Official TDY Location	
a) Cost of Common Carrier from Alternate Location		a) Cost of Common Carrier Fare	
b) Total Cost of Estimated Expenses	$0.00	b) Total Cost of Estimated Expenses	$0.00
i. Baggage Fees		i. Baggage Fees	
ii. Service Fees		ii. Service Fees	
iii. Taxes		iii. Taxes	
iv. TMC Fees		iv. TMC Fees	
v. Other Cost _____		v. Other Cost _____	
Note: A copy of the ticket information must be provided.		**Note:** A copy of the common carrier information must be provided.	
Remarks		Remarks	
c) Estimated Grand Total	$0.00	c) Estimated Grand Total	$0.00

ESTIMATED AMOUNT TO BE REIMBURSED TO TRAVELER
$0.00

THE FOLLOWING PROCEDURES SHOULD BE COMPLETED ON THE TRAVEL AUTHORIZATION OR IN ETS IF:

1. Enter Travel mode of the common carrier (e.g. Contract Flight, Train, Bust etc.)

2. Enter the total amount to be reimbursed to Traveler as Other Expense "Cost to Traveler"

Attach this document to the Travel Authorization and Travel Voucher

Print Form   Reset Form

- **Vouchers**

  - eCFR §301-52.7 - When must I submit my travel claim?

  - Unless your agency administratively requires you to submit your travel claim within a shorter timeframe, you must submit your travel claim as follows

  - Within 5 working days after you complete your trip or period of travel; or

  - Every 30 days if you are on continuous travel status.

  - Use local vouchers for travel in Permanent Duty Station.

  - Always update voucher with actual expenses.

  - Approving Official signature certifies travel was taken, charges are reasonable, and approves reimbursement.

Travel Vouchers

- **Vouchers record money spent during travel**
  - Created from an authorization
    - Trip dates, length, locations
    - Expenses; adjust lodging per diem as applicable
  - Claim authorized expenses incurred during travel
  - Include ATM fees if traveler used a Government Travel Charge Card (GTCC)
  - Commercial Ticket Office (CTO) fees
- **Traveler is responsible for the data on the voucher**
- **Additional documentation**
  - The AO may request additional receipts or documentation.
- **Unused tickets must be returned to CWTSato travel**
  - Ensure change of flight fees are added to voucher, not duplicated.

Local Travel Vouchers

- **Local vouchers**
  - Expenses incurred in and around local travel.
- **Local Travel**
  - Travel within a 50-mile radius of the official duty station that is performed wholly within one day and does not involve an overnight stop or per diem claim.

  Entitlement

  - No entitlement to employee for per diem or other subsistence allowances.
    - Unless travel to recurring worksite that is greater than 50 miles, as long as the travel status (from point A to point B back to point A) does not require:
    - Travel status that exceeds 12 hours (in this case meals and incidentals are authorized);
    - Lodging; and
    - Use of a rental vehicle

STO Package Voucher Preparation

- **Documents needed for processing STO travel voucher packages:** Documents should be processed by Bureau prior to providing it to TMD. Incomplete packages will be returned for corrections.

- **TMD Internal Review**
  - E2 Travel Voucher
  - All applicable receipts
  - All necessary justifications as per the eCFR
  - Any other additional supporting documentation

- **Receipts**
  - Airfare rail transportation, rental car, lodging (itemized) expenses over $75.00 other expenses as required
  - **Common issues with/on vouchers**
    - Not legible, receipts not attached to voucher
    - Receipts must show actual amount paid
- **Receipts Required**
  - Airfare
  - Rental Car
  - Lodging
  - Expenses over $75.00 (as required)

Travel Voucher Checklist

- **Verify expenses are valid**
- **Verify expense amounts and dates**
  - Per diem, lodging, transportation costs, and CTO fees
  - CONUS – taxes (are separated), parking, etc.
  - OCONUS – taxes included with lodging cost
  - When traveler stays in more expensive room without approval, justification is required after the fact
- **Receipts are attached**
  - Voucher amounts and dates must match receipts

Meals and Incidental Expenses (M&IE)

- **Meals and Incidental Expenses**
  - First and last day – 75% of the rate
  - All other days – authorized rate unless meals provided
  - Provided – Government purchased meals such as in a conference/registration fee or meeting
  - Complementary – on flights, in hotels; traveler receives full M&IE rate
- **Incidental Expenses:**
  - Designed to cover small out-of-pocket costs
  - Received by traveler even if meals provided

Leave while on TDY

- **Reimbursement for per diem or actual expenses on leave or non-workdays while on official travel**
  - Personal leave must be authorized on travel order.
  - If travel status requires stay to include a non-workday and not for the convenience of the traveler.
  - Agency determines reimbursement for non-workdays when leave is taken immediately before or after non-workdays.
  - Traveler may not claim per diem for any day that four hours of leave is used except for emergency sick leave.

Methods of Payments

- **GTCC and Traveler without**
  - **Centrally Billed Accounts (CBA)**
    - CBA: For travelers without GTCC
    - Reimbursement responsibility of Government, non-reimbursable to traveler
  - **Individually Billed Account (IBA)**
    - Payment is responsibility of cardholder even if they have not been reimbursed by the servicing finance office. Should only be used:
  - By traveler only
  - While on official travel only
  - Pay for travel-related expenses like lodging, rental car, and meals
  - ATM advances

❑ **Verbal Orders-** (Also known by some as "Short Notice") Mission requirements may dictate the need to deviate from the standard process of using E-2. While we would like to utilize E-2 at the fullest capacity, TMD understands unforeseen circumstances do exist. (It is recommended that each Bureau have a process in place to for approval of emergency orders).

- The following individuals are **only** authorized to approve verbal orders at CWTSato Travel: Steve Kunze, Julie Tao, Cecelia Kizer and Vernita Tyler- Brown.

❑ **Post-Approvals-** After travel, expenses that were not authorized on the "initial" travel authorization are considered post-approved. While post-approvals happen, we prefer to have the best estimates upfront. Note: Future discussions or system enhancements may include post-approvals happening with the "liquidation/voucher" and away from the "obligation/authorization" instead.

❑ **Queue-** A list of "pending" PCTs/STOs retrieved from E-2 in a definite order, usually the order of insertion.

<u>Note:</u> Please ensure that the <mark>signed</mark> CD-334 is forwarded the same day it's entered into E-2 and/or our Queue.

Premium Class Travel (PCT) Packages

Premium Class Travel (PCT) Packages

Premium Class Travel (PCT)

Regularly scheduled flights between origin/destination points (including connecting points) provide only such accommodations. CFR, Title 41, Chpt. 301, Sub Chpt. B, PART 301-10 - TRANSPORTATION EXPENSES
https://www.ecfr.gov/current/title-41/part-301-10

- **When submitting, remember to check for and/or provide the following info:**
  - CD-334
  - "Travel Order Number" inserted (Blk. 7)
  - The correct "Purpose Code" (Blk. 10)
  - The correct "Travel Exception Code" (Blk. 11)

- Correct "Justification" for (Blk. 13). Note: should align with "Travel Exception Code"
- Specify "Business/First" Class (Blk. 15)
- Correct "Calculations" in (Blk. 15/16)
- Receipts
- Breakdown of "Foreign Currency"
- Post required documents only. Note: refrain from posting the same document more than once.
- If required content is missing, "Recall" will be selected in E-2
- Send packages to TMD central mailbox: OFM-DOCPremiumTravelHelpdesk@doc.gov
- Reasonable Accommodation Letter (RAC)
- Signatures in assigned places
- Contractors are NOT allowed to approve in E-2/call CWTSATO for Verbal Approval

CD-334 Form

Form CD-334
(Rev 7-11)
DAO 204-1

U.S. Department of Commerce

REQUEST FOR APPROVAL OF OTHER THAN COACH-CLASS ACCOMMODATIONS

1. Name of Traveler	2. Title	3. Date of Request

4. Bureau Name/Organizational Unit	5. Present Official Station	6. Office Phone Number

7. Travel Order Number	8. Period of Travel	Beginning Date	Ending Date

9. Mode of Travel ☐ Air ☐ Ship ☐ Train	10. Travel Purpose Code	11. Travel Exception Code

12. Itinerary (as shown on the CD-29, Travel Order)

13. Specific Justification for use of other than coach-class accommodations must be included for each leg of the trip.
(Must comply with the Federal Travel Regulation referenced at 301-10.123-125, 301-10.162, or 301-10.183)

14. Name of Carrier(s) and Flight/Train/Ship Number(s)	15. Costs—Specify ☐ One Way or ☐ Round Trip
	Costs of Extra Fare $
	☐ Business
	☐ First Class
	Cost of Coach Fare $
	Additional Cost $

16. Indicate where Other Than Coach-Class Accommodations Travel Segments begin, end, and cost (enter all segments). Provide the difference between other than coach-class fare and coach fare.

Origin	Destination	Other than Coach Fare	Coach Fare	Difference in Fares
(1)				
(2)				
(3)				
(4)				
(5)				
Totals				

17. Printed Name, Signature, and Title of Requesting/Approving Official

Printed Name	Signature and Title	Date

18(a). Assistant Secretary for Administration or Designee   Signature of Authorizing Official
☐ Approved as Requested
☐ Approved as Modified Below
☐ Disapproved

Printed Name (Required)	Date	Signature of Authorizing Official
		Assistant Secretary for Administration or Designee

18(b). Modification(s) (if applicable)
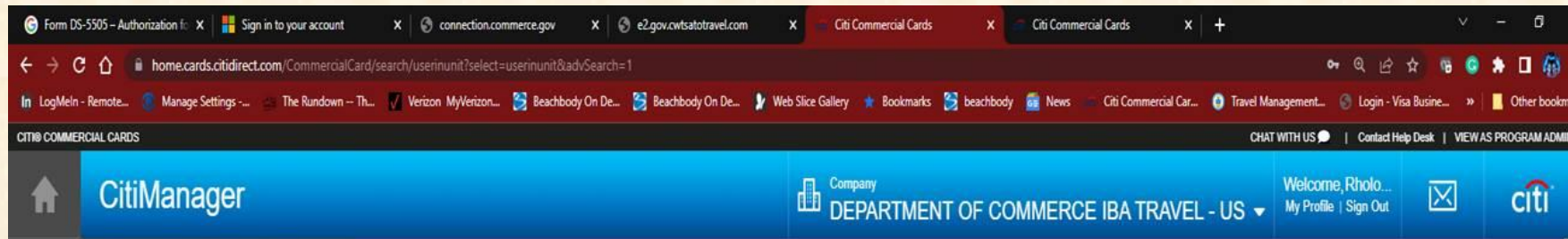
Travel Card (IBA/CBA)

HelpDesk: ofm-doctravelcardprogram@doc.gov

Travel Card (IBA/CBA)

- **Dual Roles – Cardholder and Supervisor; Non-cardholder and Supervisor**
  - Check the program area in the upper right-hand corner
  - Remind supervisors to "only" approve their applicant's application(s).

- **Credentials do not work for new travel card applications**
  - The inviter's email address tide to the PASSCODE may be inactive due to inactivity
  - Under user search, input the email address, if its inactive, you will need to reactivate. Select Activate/Deactivate users and reactivate the account

- **Interagency Transfer**

  When a cardholder transfers within the Department, TMD will transfer the <u>card account</u> to the new bureau. At this time, Citi does not allow the <u>user account</u> to be transferred. The AOPC must deactivate the user account and the cardholder will need to create a new user account under the new bureau.

Travel Card (IBA/CBA)

- **Delinquency information as of August 22, 2022**

Days Past Due	Number of Accounts	Total Balances
91-120	2	$1,183.61
Charged off	42	$59,038.22

- Pre-Delinquency Reports and Delinquency Reports can be found in Citibank Reporting in the Global Shared Reports Folder.
- Charge offs greatly affects the Departments quarterly rebates from Citibank.

- **Replacement CBA cards**
  - All replacement cards are sent to our office for accountability. Once the account information is logged, we will send out the replacement card.
  - Replacement cards can be sent via FedEx or UPS once we receive the prepaid label from the bureau or the bureau POC can make an appointment with TMD for card pickup.

Passport/Visa

- Help Desk, **OFM-DOCPassportVisaHelpdesk@doc.gov**

Agenda

The goal is to provide an overview of the Passport/Visa process

We will:

- Provide roles responsibilities for the following
    1. Passport acceptance agents
    2. Travelers
    3. Travel point of contacts
    4. Managers
- Review passport forms
- Update you on Passport/Visa policy and procedures

➢ *Introduce you to the Visa/Passport Database*

Authorized Personnel

❑ A passport is one of the most important forms of identification a person can possess. It is important to have a passport if you plan to travel to a different country so that you will be able to prove who you are and where you are from. Since travel security measures have increased it is almost impossible to travel without a passport.

❑ Official passports are issued to Department of Commerce (DOC) official or direct hire employees of the U.S. government traveling abroad to carry out official duties.

❑ A Diplomatic passport is issued to a Foreign Service Officer or to a person having diplomatic status or comparable status because he or she is traveling abroad to carry out diplomatic duties on behalf of the U.S. government. This includes All foreign commercial service personnel dependents assigned to an international post as well.

Authorized Personnel

- **The Department of State issues one or the other**
  1. Cannot have both
  2. Can have more than one official or more than one diplomatic passport
- **More than one passport can be helpful to frequent travelers**
  1. One passport can be used to obtain a visa
  2. Other one is being used to travel with
- **More than one passport can be helpful to frequent travelers**
  1. One passport can be used to obtain a visa
  2. Other one is being used to travel with

Passport Acceptance Agent and/or Preparer

- Check the Letter of Authorization (LOA) which is a memo signed by a DOC approving official authorizing the applicant to apply for the special issuance passport
  1. Is the LOA signed by an official within the Department
  2. Does the LOA contain the required traveler information?
  3. Is the LOA printed on the headquarters letterhead?

- If the LOA does not meet the above, the LOA and applicable documents should be returned with an explanation of what needs to be completed to accept the LOA for processing.

Passport Acceptance Agent:

Upholding legal responsibilities as an acceptance agent. By signing the passport application, the acceptance agent certifies that:

1. The applicant has personally appeared before him/her
2. The applicant has presented ID as documented on the application
3. The applicant has taken the oath
4. She/he has personally witnessed the applicant signing the application
5. She/he has verified that the photo on the identification, the photo submitted with the application, and the applicant's personal appearance are the same individual

- Ensuring that special issuance passport applications are only submitted for eligible individuals.
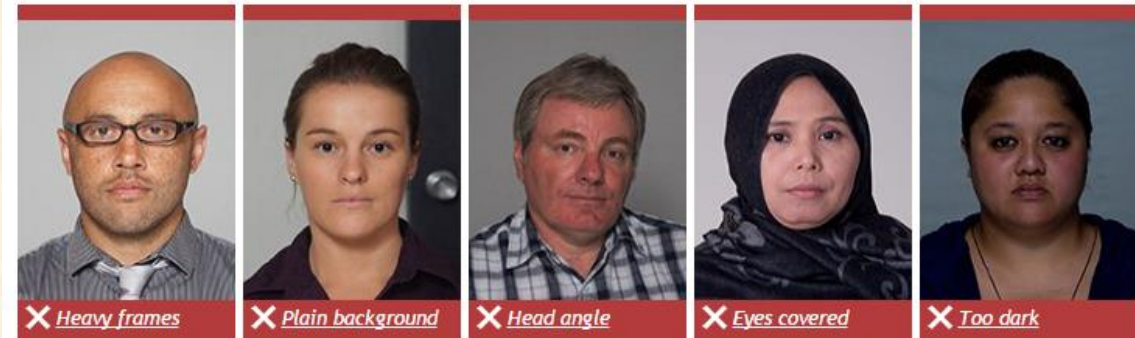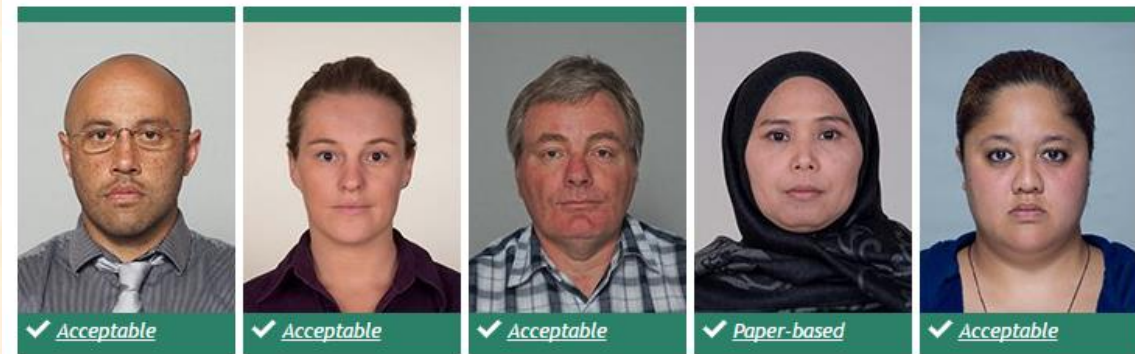
Photo Basics

1.Submit a color photo, taken in last 6 months.

1.Use a clear image of your face. Do not use filters commonly used on social media.

2.Have someone else take your photo. No selfies.

3.Take off your eyeglasses for your photo.

4.Use a plain white or off-white background.

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Most Common Forms for a U.S. Passport

1. Application For A U.S. Passport (DS-11)

- You should complete this form if you're <u>applying for the first time</u>, you're applying for your <u>child who is under age 16</u>, or you don't meet our requirements to renew your passport.

2. Renewal Application (DS-82)

- You should complete this form if you meet our requirements to <u>renew your passport</u>. Keep in mind that children under age 16 cannot renew their passports.

3. Data Corrections, Some Name Changes, and Limited-Validity Passports (DS-5504)

- You may be eligible to use this form if you need to <u>change or correct your passport</u>, or you need to <u>replace a passport that was limited</u> to less than 10 years validity (which is the normal validity period for an adult's passport.

4. Reporting Your Passport Lost or Stolen (DS-64)

- You should complete this form if you <u>lost your passport or it has been stolen</u>. To replace a lost or stolen passport, you must apply in person and submit Form DS-11 in addition to Form DS-64.

5. Statement of Special Family Circumstances (DS-5525)

- You should complete this form if one parent or guardian cannot locate the other parent or guardian. The parent who is applying should submit this special form in addition to their child's application (DS-11).

Passport/Visa Database

The Visa/Passport application

- This tool is designed to track information related to passports, passport applications, and visa applications for persons and their relations traveling on behalf of the Department of Commerce (DOC) and to provide standardized letters and messages to be used when communicating with the U.S. Department of State, embassies, and travelers. The Visa/Passport application will help make sure that a passport is always in a known location and that the needs of a traveler's itinerary are met before travel begins.

Passport/Visa Database

The Visa/Passport homepage is divided into four main areas:

- Traveler – enables users to create new travelers, modify information on existing traveler profiles, and create and modify passport applications, passports, and visa applications

- Reports – provides a variety of reports about travelers within the application

- Stats – provides various statistical reports on passports and visas within the application

- Administration – enables certain users the ability to update templates, messages, and embassies

Visa Processing Procedures

- **Check the embassy website for the most recent requirements for that country**

- **Check the passport to determine if it has been signed**

  1. If not, please obtain the traveler's signature

- **Check the passport to review the expiration dates**

  1. Some Embassies require that the passport have at least six months validity before issuing the visa endorsement

  2. If the passport is due to expire, instruct the traveler to have the passport renewed

Visa Processing Procedures

- **Check to make certain that a travel order is attached**
    1. Information from the travel order is required to obtain the diplomatic note from the SIA.
    2. If the traveler can not provide a travel order, ask them to complete a hand carry form
- **Check to make certain that the signature of the passport matches the signature on the application, if applicable**

Visa Courier Service

- **Required Documents**
  1. Visa forms
  2. Supplemental documents
  3. Applicable photos

- **If serviced by the Travel Management Division**
  1. Bring those documents Room D-100
  2. We will send your documents to State and Embassy's on your behalf

MOST COMMON REASONS

1. Failure to use correct form
2. Photos not properly attached to application, thus lost
3. Did not provide the correct passport
4. Dates of travel not reflected on Letter of Authorization (LOA)
5. No purpose on LOA
6. No copy of the LOA

FY23 Quarterly Meetings

❑   Here's a tentative list the FY23 Quarterly Travel Card AOPCs, Travel Approvers, Travel Arrangers, and Travel Business Line Stakeholders meetings that will be held every 3rd Wednesday of the following months beginning in January:

  ❑   18 January 2023
  ❑   19 April 2023
  ❑   19 July 2023
  ❑   20 September (exception due to EOFY)

❑   TMD is looking forward to seeing you virtually at the Quarterly Travel Business Line Meetings.

Questions

Please provide your feedback and thoughts about the current and future program at the:

202-482-1818/OFM-DOCPassportVisaHelpdesk@doc.gov