



CHARLESTON PASSPORT CENTER

United States Department of State, Bureau of Consular Affairs
Month 0000 Passport News for the Southeast Region - Kentucky, Tennessee, North Carolina, & South Carolina

Mailing Fees for Applications

Per the Passport Agent's Reference Guide, page 48, mailing fees for traceable mail **CANNOT** be passed onto the applicant, unless the applicant *request* a faster method of sending *their* application **TO** Passport Services.

Your facility is responsible for the mailing cost of both Routine and Expedited applications to the lockbox addresses.

Up to 7 expedited applications can be placed into a priority mail envelope, to be sent to the expedited address.

Acceptance Agents Number

We have updated our phone system. We now have one number for Passport Agents, 843-746-1760. When you call you will receive the message, **"Please hold for the next available representative."** We will answer your call. If all our representatives are on another line, we will return your voicemail.



For those facilities that have not received the new DS-71, a new form is attached on the last page of the newsletter.

U.S. Passport Services Info

FOR PUBLIC USE

National Passport Information Center:

Phone: 877-487-2778

TTD: 877-874-7793

Email: npic@state.gov

Hours: 8:00 am-10:00 pm EST

Monday - Friday

(except Federal holidays)

24 hr. automated service

NOT FOR PUBLIC USE

(For Acceptance Agent use ONLY)

Charleston Passport Center

1269 Holland St, Bldg 643

Charleston, SC 29405

Agents' Assistance:

(For Acceptance Agent use ONLY)

Phone Numbers:

843-746-1760

Email: CPC-AA@state.gov

Fax: 843-746-1779

Supplies:

Postal AFs: 800-332-0317

Non-postal AFs: 603-692-4118

To Add Agents

1. Acceptance Agent, Add/Change/Remove form (signed and dated by the program manager, **AND**
2. Acceptance Agent New Agent Eligibility form (page 2), include the agents work related email address, initialed, signed and dated by the acceptance agent; **AND**
3. A copy of the training certificate

1.

U.S. Department of State
Passport Services
Passport Application Acceptance Program

Acceptance Agent Add/Change/Remove

Facility Name: _____ Facility Number: _____

New Acceptance Agent Information
Please print new Agent names and sign in cursive. Managers must note the type of evidence of U.S. citizenship provided by the Agent. If needed, copy this page to continue adding agents. Do not add additional agents to the back of this sheet. Each new agent must also complete and sign an Agent Eligibility page and submit it along with proof of training completion.

Acceptance Agent Name (type or print)	Acceptance Agent Signature	U.S. Citizenship Evidence U.S. Birth Certificate, Naturalization Cert, Citizenship Certificate, U.S. Passport or Consular Report of Birth Abroad
		U.S. Birth Certificate
		U.S. Birth Certificate
		U.S. Birth Certificate
		U.S. Birth Certificate

Acceptance Agent Name Changes
Please print old (on record) and new (changed) Acceptance Agent name and sign new name in cursive. If needed, copy this page to continue adding information.

Acceptance Agent Former Name	Acceptance Agent's New Name	Acceptance Agent Number

Acceptance Agent Removal
Please print the names of any Acceptance Agents who are no longer working or accepting applications at this Acceptance Facility.

Acceptance Agent Name	Acceptance Agent Number	Other Facilities Where This Agent Will Continue to Work

Program Manager Signature: _____ Date: _____

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Page 1

2.

U.S. Department of State
Passport Services
Passport Application Acceptance Program

Acceptance Agent New Agent Eligibility

Acceptance Agent Eligibility
Passport Acceptance Program Managers must accept responsibility for each Acceptance Agent in their facility. This includes determining an Acceptance Agent's eligibility prior to designation.

Each Acceptance Agent must (1) complete a separate copy of this form; (2) initial all of the requirements below; (3) sign at the bottom; and (4) attach a copy of his/her proof of training.

Acceptance Agent Name: _____
Agent Email Address (Business, Not Personal): _____
Training Completion Date: _____ Facility Number: _____

I am eighteen years of age or older. Initial _____

I am a U.S. citizen, and my evidence of U.S. citizenship has been verified by my Passport Program Manager and documented on Page 1 of this packet. Initial _____

I am a permanent full-time or part-time employee of the designated facility (not temporary, contractual, ad hoc, or volunteer). Initial _____

I am unable to issue, print, create records for, or amend birth or identity documents (such as birth certificates, driver's licenses, state identification cards, and renewals), and have no access to information or electronic systems/databases used for these functions. Initial _____

I am not presently under indictment, parole, or probation related to any Federal, State, or local felony or misdemeanor related to breach of trust or moral turpitude (i.e. drug offense, embezzlement, document fraud, or dishonesty carrying out a responsibility involving public trust). Initial _____

I am free of any Federal, State, or local felony convictions or misdemeanor convictions related to breach of trust or moral turpitude. Initial _____

Have you ever previously been designated as an Acceptance Agent? Yes No

If yes, please indicate the facility where you were designated: _____

I agree to accept U.S. passport applications on behalf of the Department of State in accordance with the directives of Passport Services.

Acceptance Agent Signature: _____ Date: _____

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Page 2



Postal Web Based training



In-Person training



Non-Postal Web Based

Minors - 16-17 years old, must sign their application

Remember that although 16 and 17 year olds are minors, they still are eligible to receive the full 10-year adult passport. However, there are still some differences of which Acceptance Agents must be aware, to ensure their applications are correctly executed.

Identification -The minor can submit their own identification if it meets the ID guidelines listed on page 123 in the PARG

- ◆ Minors without identification, applying with a parent, may have that parent identify them. In this case, the parents must submit a copy of their identification (fulfilling the identification requirement).
- ◆ If a parent is present with the minor, always have the parent sign the application along with the minor. (A copy of the parent’s ID must also be submitted and notated in the ID section).

Parental Consent –Although 16 & 17 year olds may apply on their own, Passport Services may request a statement of consent if parental awareness is not indicated or implied on the application. So, what constitutes *implied parental awareness*?

- ◆ Is the minor applying with their parent’s check? If yes, write “Paid with Parent’s Check” on the application in the ID section or in the margin by the photo . By the time the application arrives at a passport specialist’s desk, the funds have already been processed and the specialist has no way of knowing how the applicant paid without your help.

- ◆ Is one of the parents the Emergency Contact?
Parents’ may be listed as the emergency contact on page 2.

20. Emergency Contact - Provide the information of a person not traveling with you to be contacted in the event of an emergency.				
Name		Address: Street/RFD # or P.O. Box		Apartment/Unit
City	State	Zip Code	Phone Number	Relationship

- ◆ To prevent any delays, it is recommended that a statement of parental consent from one parent be submitted if the minor is applying without a parent.

Perfect Scores

Excellent job!

The following facilities received a PERFECT SCORE on their recent AFO audit.

Donalds Post Office, SC

Sumner County Clerk, TN

Nashville Main Office Window, TN

Henderson Post Office, TN

Passport Fair

The Rowan County Register of Deeds in North Carolina, conducted a Passport Fair on Tuesday April 2nd. It was a success! Although it was a last minute request from Catawba College, we were able to process 36 applications for their students and faculty. We are looking forward to partnering with them in the Fall semester when their students return.



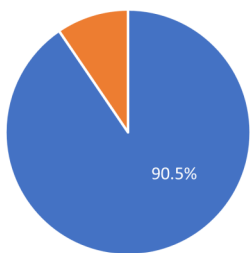
Mailing Addresses for DS-11 Applications

<u>Routine Applications</u>	<u>Expedite Applications</u>	<u>Always use as a Return Address:</u>
National Passport Processing - CPC P.O. Box 640114 Irving, TX 75064-0114	National Passport Processing - CPC P. O. Box 90999 Philadelphia, PA 19190-0999	<i>Your Facility Name</i> C/O Charleston Passport Center 1269 Holland Street, Building D Charleston, SC 29405

If an applicant returns to your facility with a letter from the Department of State—follow the instructions on the letter.

ACCEPTANCE FACILITY REMINDERS AND BEST PRACTICES

Forms Compliance



■ In Compliance ■ Not in Compliance

KEEPING CURRENT WITH APPLICATION FORMS

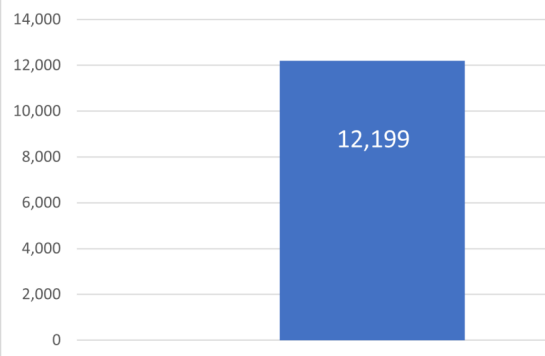
During FY 2022, 90.5 percent of facilities were in compliance with the Acceptance Facility Oversight (AFO) Scorecard question 51: “Does facility have the most current versions of the forms?” This question is the seventh most commonly missed question during an AFO Inspection. To prevent delayed processing, make sure applicants are offered and submit the most current versions of applications.

COMPLETING THE DS-64 IN DETAIL

In FY 2022, one of the most common reasons for passport issuance delay was due to applicants not filling out a DS-64, *Statement Regarding a Lost or Stolen Passport*. Four percent of all letters sent to applicants were requesting that a DS-64 be completed. This is up from 3.4 percent in FY 2021.

12,199 applicants experienced delays in their application process due to the lack of a DS-64. If an applicant’s passport has been lost or stolen, it has not been previously reported as lost or stolen, and it is uncertain if it is valid or not, a DS-64 must be submitted.

DS-64 Letters Sent to Applicants



ACTIONS FOR IMPROVING FACILITY PERFORMANCE:

- ◇ Make sure applicants complete a DS-64 in full detail if their previous passport has been lost or stolen.
- ◇ Only accept the most current version of each DS form.
- ◇ Make sure forms are typed or filled out in black ink.
- ◇ Make sure forms are signed and dated.

BEST PRACTICES

AFO often observes practices or procedures set up by facilities that may benefit others. Below highlights a best practice that may assist your facility in the future:

- ⇒ Routinely check the expiration date at the top right corner of each form or order new forms if necessary.

Forms expire every few years or are updated with a new version. It is best to make sure acceptance agents have access to a supply of the current version of each of the 10 types of applications forms which include the DS-10, DS-11, DS-60, DS-64, DS-71, DS-82, DS-86, DS-3053, DS-5504, and DS-5525. Outdated forms can be recycled once new forms arrive.

- ◇ If forms have expired, order a current supply.

FOR YOUR REFERENCE (In the 2019 PARG)



U.S. Department of State
AFFIDAVIT OF IDENTIFYING WITNESS
 IDENTIFICATION OF A PASSPORT APPLICANT

OMB CONTROL NO. 1405-0088
 EXPIRATION DATE: 10-31-2025
 ESTIMATED BURDEN: 5 MIN

This form should be completed **ONLY** by the identifying witness and used **only** in conjunction with form DS-11, Application for a U.S. Passport. This form must be completed in the presence of an authorized Passport Agent, Passport Acceptance Agent, or Consular Officer.

1. Passport Applicant's Name (Last, First, Middle) _____

2. How do you (*the Witness*) know the passport applicant? _____

3. How long have you (*the Witness*) known the passport applicant? _____ Years _____ Months

WITNESS INFORMATION

4. *Witness*' Name (Last, First, Middle) _____

5. *Witness*' Residential Street Address _____

City, State, ZIP Code _____

6. *Witness*' Place of Birth (City, State) _____ 7. *Witness*' Date of Birth (mm-dd-yyyy) _____

8. *Witness*' Telephone Number _____ 9. *Witness*' Social Security Number _____ 10. Have you (*the Witness*) ever been issued a U.S. passport?
 Yes No If yes, continue with questions 11 - 12

11. *Witness*' Passport Number _____ 12. Date of Issue (mm-dd-yyyy). If unknown, give approximate date. _____

STOP! DO NOT SIGN THE AFFIDAVIT UNLESS REQUESTED TO DO SO BY AN AUTHORIZED PASSPORT AGENT, PASSPORT ACCEPTANCE AGENT, OR CONSULAR OFFICER

NOTE TO THE WITNESS: You must include a photocopy of the front and back of your government-issued photo identification
 I declare under penalty of perjury that I know or have reason to believe the above-named passport applicant is a citizen or non-citizen national of the United States; and the above statements are true and correct.

Signature _____ Date (mm-dd-yyyy) _____

FOR AUTHORIZED AGENT'S USE ONLY

Subscribed and sworn to (affirmed) before me _____ (Seal) _____

Signature _____

Acceptance Agent _____ Location _____
 Passport Staff Agent _____
 (Vice) Consul USA _____ Date (mm-dd-yyyy) _____

WITNESS' PRIMARY IDENTIFICATION

Issued in the Name of _____	Type of Document _____	Document Number _____
Place of Issue _____	Date of Issue (mm-dd-yyyy) _____	Date of Expiration (mm-dd-yyyy) _____

WITNESS' SECONDARY IDENTIFICATION

Issued in the Name of _____	Type of Document _____	Document Number _____
Place of Issue _____	Date of Issue (mm-dd-yyyy) _____	Date of Expiration (mm-dd-yyyy) _____