



Greetings fellow passport agents. For the past several months the hot topic has been “Exception Options” to obtain passports. It is our intent to keep you as up-to-date as possible on any change to processes that are currently in place. That said, I take this time to introduce you to a new member of the team that will be supporting the processing of travel order exception requests, Ms. Candace White. Candace is not new to the Passport and Visa Office, but will now support this growing effort.

Next we focus on the exception options process and point out common errors that can cause a delay in the approval process:

Common errors/mistakes on the memorandum in lieu of orders requests:

1. Ensure the request is signed by an O-6, civilian equivalent or higher.
2. Ensure the request has approved/disapproved lines for DET to sign.
3. The request must state the destination and estimated dates of travel.
4. Request must state the reason why travel orders are

not available for the applicant.

5. Requestor must provide supporting documentation (i.e., tasker, OPOD, EX-ORD, etc.).

Common errors/mistakes on the deployment/movement memorandum:

1. Ensure the request is signed by an O-6, civilian equivalent or higher.
2. Provide deployment/mobilization orders/Force Tracking Number for the unit.
3. Ensure the number of passports requested on the request matches the number of personnel listed on the applicant roster.

Common errors/mistakes on the unit passport waiver requests:

1. Ensure the request is signed an O-6, civilian equivalent or higher.
2. Provide complete answer to required questions.

3. Ensure the unit historical mission analysis covers at least the past two years (five preferred).
4. Justification must be detailed and clearly show a bona fide need.

Additional information may be requested.

For basic written guidance and information on the exception options process, refer to the attachments in the FY18, Quarter 3 newsletter. Questions and/or concerns reference travel order exception options may be directed to the DoD Passport and Visa Office customer service line at 703-545-0003/0004 or at the exception options new email at:

[usarmy.belvoir.hqda-oaa-det.mbx.exception-options@mail.mil](mailto:usarmy.belvoir.hqda-oaa-det.mbx.exception-options@mail.mil)