

7 FAM 1340 MOU

Noting that 7 FAM 1340 was published on July 2, 2012 and that each BUE has been provided five hours to review the document, and that training may have been varied from agency to agency, and in the mutual interest of developing process and procedures for properly notating passport applications to establish an accurate archival record, the parties agree to the following:

1) Meaningfully identical notational variations from the examples listed in 7 FAM 1340 will be considered acceptable by management. Note: The list below demonstrates examples of meaningfully identical notational variations but this is not an exhaustive list. (This language is currently codified in 7 FAM Exhibit 1340(A) - Standard Passport Adjudication Abbreviations). The exemplar in the FAM is the preferred notation, however that may not be the required notation.

Examples include:

"B/C" vs "BC"

"Dad" vs "Father"

"S/A 21 vs "same as #21"

"LexNex" vs "L/N"

"not listed" vs "none per BC"

"N/S" vs "not submitted"

"Smith to Jones" vs "Mary Jane Smith to Mary Jane Jones"

"L/N NLETS OK" vs "OK per L/N NLETS OK"

For a Nat Cert: "Orange County CA Courthouse, 12/21/2011,

"A#123456789" vs "A#123456789, 12/21/2011, Orange County CA Courthouse" (order of required data not important)

"Rtn Pstg ." vs "Return Postage"

"see 21" vs "see #21"

"No dad list." vs "no father listed"

"No Mom list." vs "no mother listed"

"rel. vfd." vs "relationship verified"

(date of marriage) vs (marriage file date)

"rel vfd see 21" vs "relationship verified App #1234567 (Issue Date)" (in instances where information in #21 supplies the necessary relationship information)

"ID – Not Vfd" vs. "ID- not verified"

- 2) Management will consider input from passport specialist, during management calibration discussions over notations, to determine if the notation is meaningfully identical before deciding whether or not an error be charged. Members of management charging an error for a notation deemed not meaningfully identical to the notations specified in the FAM must notify the passport specialist about the error normally within 2 weeks of charging the error, in accordance with Article 18, Section 3c of the CBA. Upon request, members of management will have additional discussions with the passport specialist on any error charged if the passport specialist has additional concerns or challenges the determination made.
 - 3) The agency affirms the purpose of notations is to create an archival record that is easily understood by individuals with access to passport records, which is not strictly limited to individuals who work for Passport Services. Agency management will adhere to this principle when considering whether an error has been made regarding meaningfully identical notations.
 - 4) All adjudicators of passport applications are responsible for establishing an accurate archival record through appropriate notations.
 - 5) Failure to make a required notation may be an indicator, but might not be sufficient alone to establish failure to review and consider the information from the application. Passport specialists may present to management evidence that the full review was performed.
 - 6) When appraising Passport Specialist performance, management may consider:
 - a.) Any lack of available standardized letters, guidance that is unavailable to the employee, and other deficiencies that are beyond the Passport Specialist's control;
 - b.) When and how much training the Passport Specialist has had on 7 FAM 1340;
and
 - c.) Potentially conflicting and inconsistent directives in different sections of 7 FAM 1340 and other sources of authority (e.g. memos, ALDACs, guidance from PPT/A)
 - 7) Passport Specialists are encouraged to bring Acceptance Agent errors to the attention of the Customer Service Manager, other management official, and/or Union representatives. In the mutual interest of reducing errors from Acceptance Facilities, this should be a regular topic of discussion at local and national Union/Management councils.
 - 8) The agency will clarify what information is required to be notated when a court order is submitted by the applicant and will address any discrepancies between the FAM text and exemplars. If the type of court order is required, that will be made clear when the 7 FAM transitions to the 8 FAM.
 - 9) Abbreviations currently mentioned in 7 FAM Exhibit 1340(A) Section (b) are also acceptable abbreviations when notating passport applications.
 - 10) The terms of this agreement will be in effect for two years. After the two year anniversary date from the signing of the agreement either party may elect to reopen the agreement for negotiation. It will otherwise remain in effect until a party elects to reopen.
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For NFFE Local 1998

For the Agency:

 Rob Arnold 7/11/18

 Kayla Dely 7/11/18

 [Signature] 7/16/18
