

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.

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)

2.) All adjudicators of passport applications are responsible for establishing an accurate archival record through appropriate notations.

3.) 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.

4.) 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, guidance from PPT/A)

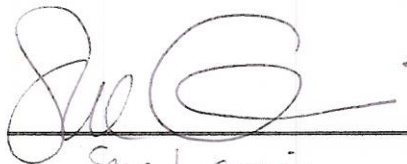
5.) Passport Specialists will be provided a nationally developed, standardized training on the procedural and notational requirements of 7 FAM 1340.


6.) 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.

7.) The terms of this agreement will be in effect for two years, may be extended for a third year upon mutual agreement of the parties, and can be renegotiated in accordance with the timelines set forth in Article 12 of the Master Agreement at the request of either party. Request to renegotiate must be made prior to the expiration date of the agreement.

For NFFE Local 1998


Rob Arnold


Sue Lammie


B. Hinton

December 3, 2014

12/3/2014.

For the Agency


SA


Bennett


Robert E. May