DoD Visa Process:

Mailbox DIA SPV usarmy.pentagon.hqda-oaa-det.mbx.dia@army.mil

- DoD visa processing workflow has been integrated into VPAS beginning 10 Aug 2023. Prescreening of all visa applications with supporting documents will be completed by PSD via digital format.
- DoD agents may only forward the visa applications and transmittals when written confirmation is provided by the PSD.
- Applications received without confirmation will cause a delay as they will be returned to the agent for correction.
- Please review Passport Matters for updates. Please contact our customer service team if you have questions.
- DoD Agents are to hold all original visa applications, passports and visa support documents until provided email confirmation from PSD. As visa applications are reviewed based off of their date of departure, and not date of submission, agents must be prepared to hold documentation for multiple weeks, potentially months, in order for the request to be reviewed and approved.

ALL VISA PACKAGES MUST INCLUDE A VPAS TRANSMITTAL FOR DELIVERY TO PSD

New Visa Workflow Steps for Agents:

- DoD agents must follow Passport Matters for each countries visa requirements.
- After reviewing the applicant's information and ensuring it meets Passport Matters requirements, create a DD-1056 for the applicant as before.
- Scan Documents for one applicant into one PDF in the following order (If submitting for multiple personnel, ensure each applicant has their own PDF Document):
    - DD-1056
    - Visa Application
    - Passport Data Page
    - Orders
    - Additional Supporting Documentation per Country Requirements
- Password protect the scanned documents by opening the scan in Adobe Acrobat, and selecting 'Protect' under the toolbar. After this, select 'Protect Using Password'. The standardized password will be shown in the banner on VPAS. If you cannot locate the password, please contact Customer Service for Assistance.
- All Visa Application packages must be scanned and provided to the following email in PDF format for review.
    - usarmy.pentagon.hqda-oaa-det.mbx.dia@army.mil
    - **Individuals:**
        - The following format must be used for the subject line for the email:
        - SPV (DD-1056 # 0000), (Country), (Travel Date in dd mmm yyyy format), (Last Name, First Name), (Unit), (Exercise Name)
        - **Example:** SPV 3ABC, ECUADOR, 10 OCT 2023, DOE, JOHN, 355 FSS, SENTINEL EXERCISE
    - **Units/Families:**
        - The following format must be used for the subject line for the email:
        - SPV (Unit/Family of #), (Country), (For Families, Include Families Last Name), (Travel Date in dd mmm yyyy format), (Unit), (Exercise Name)

        - **Example:** SPV Family of 3, ECUADOR, 10 OCT 2023, DOE FAMILY, 355 FSS, SENTINEL EXERCISE
        - For units and families, please state the Barcodes and Names of individuals included in that email in the body of the email.
    - Once the scanned visa package has been reviewed by PSD the DoD agent will receive a confirmation authorization via email.
    - Confirmation email must be printed and included in the visa package when mailing to PSD representing the cover page.
- Once the confirmation authorization is received the DoD agents will be authorized to create the transmittal and forward the confirmation, original hard copy forms and supporting documents to PSD for processing.
- Once received by PSD, the visa packet will be processed as before. No changes have occurred after this step in the process.