

## **PASSPORT/VISA – IMPLEMENTED CHANGES**

Effective 22 March 2011

- Barbara Allen office move to room 203. Joint passport/visa office.
  - Appointments scheduled in ONLY 30 minute blocks. 1 HOUR blocks for VISAS, Large families & case by case CRBA packages.
  - New Operating times: Mon-Fri 0900-1400 for Appointments
  - Thurs 0900-1230 Appointments/ Walk-in's from 1300-1700
  - Simplified Customer Instructions/ Copies added to Customer Self Service Station
  - Alphabetical /Centrally Located Filing for Pending Pickup (incoming mail/discrepancies)
  - Agent Checklists on all applications ~ (Specifically out of norm applications)
  - Passport photos provided for Official applications only ~ No fee, Official passports & CRBA packages
  - Customer sign in log (Walk ins, questions, appointments; type passports)
  - ORG box utilization, responses within 72 hours
  - Application Review – 48 hour turn around w/ appointment scheduling (pre-appt)
  - New/Added signature blocks attached to all emails w/ information on new processes
  - CRBA packages emailed to AFRC for Bundles for Babies briefings
  - Packages mailed every TUESDAY & THURSDAY, unless EMERGENCY
  - New tracker created effective 21 March, encompass ALL PASSPORTS/VISAS with tracking #'s, mail out dates, pick up dates etc.
  - Email templates for:
    - Initial (attachment) applications
    - Processed packages/Outgoing Mail & Incoming Mail (GOOD NEWS)
    - Discrepancies & Declined Payments
    - Application Review
  - Status CHECK link in signature block for customer use
  - Step-By-Step templates