



Negotiated Agreement Regarding CPC Adjudication Acceptance Facility Feedback Process



This Memorandum of Agreement is entered into pursuant to Article 12 of the Master Agreement between Passport Services and the National Federation of Federal Employees – Local 1998, dated July 20, 2009 (hereafter referred to as the “Master Agreement”), regarding Acceptance Facility Feedback Process at CPC.

Once effective, all CPC BUEs will be afforded 15 minutes of non-productive time to review this MOA. This will be listed in MIS.

With the upcoming region realignment, CPC has reviewed the current acceptance facility (AF) processes & would like to make some enhancements to the AF Feedback process. When a passport specialist adjudicates (BUE) an application that has any issues that require AF feedback the following are steps for providing AF Feedback are as follows:

1. Make photocopy of application (color copy is **NOT** required).
2. Fill out attached AF Feedback form & record any comments necessary.
3. Place in the AF Feedback batch on the team table.

The Customer Service office will provide AF Feedback batch boxes to each team (will be available in each team area) & feedback will be collected from these batch boxes on a daily basis by the CS staff. The revised form will be emailed to all specialists, posted on CPC’s SharePoint site, and available in the public folders.

CPC bargaining unit employees completing the Acceptance Facility Feedback sheet shall be afforded 15 minutes of non-productive time per acceptance agent feedback referral (to be noted as “other” category in MIS for recording this work as noted to be typed in as “AF Feedback” in the comments section) that will be counted for the completion of each AF Feedback sheet to include; securing ones workstation, finding an available/operational photocopy machine and making photocopies of the passport application, filling out the AF Feedback sheet with the necessary comments and attaching the AF Feedback sheet to the photocopy of the passport application, and placing the AF Feedback form in the proper AF Feedback box located in the designated area, and unsecuring ones workstation.

Our goal with these revisions is to encourage passport specialists to utilize the AF Feedback process more by simplifying it. The more feedback we provide to AFs, the more informed they are & their quality of work improves.

Effective date:

For CPC Management: 

Date: 2/22/2010

For CPC Union:  

Date: 2/18/2010 2/18/2010