



## Navy Passenger Transportation Office (NAVPTO) | Passport Services

POC: MNCC PAO | (901) 874-2242

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### **BLUF**

The Navy Passenger Transportation Office (NAVPTO) processes and renews special issuance (“official”) passports for all DOD members. Sixteen offices around the globe issue passports to members with a bona fide need per the DOD’s Foreign Clearance Guide (FCG).

### **Who needs to know?**

- Sailors
- Other service uniformed members
- DOD civilians
- Command triads
- CPPAs

### **Sample POD/POW Note**

**NAVPTO Passport Services:** NAVPTO processes special issuance (also known as “official”) passports for Sailors, Navy civilians, or any DOD member. NAVPTO does not perform tourist passport services. Find your passport office and more information on the MyNavy HR website at <https://www.mynavyhr.navy.mil/Support-Services/MyNavy-Career-Center/Pers-Pay-Support/Sailor-Self-Service/NAVPTO/>. Plan ahead if you need a new or renewed special issuance passport – they take about 4-6 weeks. Make sure you keep in touch with your passport agent for status updates.



## Questions and Answers

**Q: Who does NAVPTO provide passport services?**

**A:** NAVPTO provides special issuance passport services to all DOD uniformed members and civilians.

**Q: What passport services does NAVPTO provide?**

**A:** NAVPTO provides special issuance passport services, not tourist passport services.

**Q: Where are NAVPTO's passport offices located and how can I get in touch with them?**

**A:** NAVPTO has 16 passport offices around the globe. You can find a list with contact information at [https://www.mynavyhr.navy.mil/Portals/55/Support/PayPers/CPCResources/Passport\\_Agents\\_Worldwide\\_15\\_Mar\\_24.pdf](https://www.mynavyhr.navy.mil/Portals/55/Support/PayPers/CPCResources/Passport_Agents_Worldwide_15_Mar_24.pdf).

**Q: Why would a member need an official passport?**

**A:** If a member has a bona fide need to enter certain countries or territories requiring a special issuance passport, they need to obtain one. Members must refer to the Foreign Clearance Guide (FCG) for the country to which they are traveling to see if an official passport is required. Members can access the FCG via the Aircraft and Personnel Automated Clearance System (APACS) portal. A CAC-login APACS account is required, which takes a few minutes to set up. Access the portal at <https://apacs.milcloud.mil/apacs/login.jsp>.

**Q: How long does it take NAVPTO to process a new official passport?**

**A:** NAVPTO both processes *and* renews special issuance passports in approximately 4-to-6 weeks. Members with a bona fide need for new or renewed passports must plan ahead accordingly.

**Q: How can members track their passport processing or renewal status?**

**A:** For status updates, members should communicate with the passport agent who helped with their new passport or renewal request, so they should retain the agent's contact information and their case number.

**Q: What's the difference between a special issuance and tourist passport?**

**A:** These are two types of passports issued by the State Department per DOD Directive 1000.21E. Special issuance passports are issued to members "traveling abroad in the discharge of official duties," while tourist passports are "for personal or business reasons."