



DEPARTMENT OF THE ARMY
UNITED STATES ARMY COMBINED ARMS SUPPORT COMMAND
2221 ADAMS AVENUE
FORT LEE VIRGINIA 23801-2102

ATCL-CS

CASCOM Policy 15-21

13 JAN 2016

MEMORANDUM FOR See Distribution

SUBJECT: CASCOM Distinguished Visitors Policy

1. Purpose: This policy outlines the duties, roles and responsibilities for distinguished visitors. The impression we leave will help guide their decisions when dealing with our organization in the future.

2. Escort Officer Rank Requirements:

US Visitors

Visitor Grade	Escort Grade
Four Star or SES equivalent	COL
Three Star or SES equivalent	LTC or above
Two star or SES equivalent	CPT or above
Other visitors on as needed basis	

Foreign Visitors

Visitor Grade	Escort Grade
General Officer	Colonel
Field Grade	CWO 4-5, MAJ-LTC
Company Grade	CWO 2-5, CPT- LTC
NCOs	Equal Rank or Higher

3. Responsibilities of the Project Officer: The project officer will plan and coordinate with the involved staffs, schools and directorates. The project officer may also be the escort officer. Additional responsibilities include:

- a. Meet with the Command Planning Group (CPG) for initial guidance.
- b. Make initial contact with Executive Operations (Exec Ops).
- c. Make initial contact with the representative of the distinguished visitor.
 - i. Determine number of personnel in the delegation.
 - ii. Obtain name, rank and position of all members and biographies for key members of the delegation.

ATCL-CS

SUBJECT: CASCOM Distinguished Visitors Policy

iii. Determine any known food allergies or special meal requirements for distinguished visitors.

iv. Obtain any pertinent information on handling emergencies such as transportation and medical needs.

d. Obtain and maintain points of contact for each school, section, unit or directorate involved in the visit to facilitate notification and updating of visit materials.

e. Develop draft and final itineraries IAW format provided by CPG.

f. Coordinate for and attend all IPRs.

g. Coordinate with schools, staff sections, directorates and tenant units for tours of facilities and reserving facilities.

h. Coordinate and conduct all necessary rehearsals and walkthroughs to include route recons, full dress rehearsals, rehearsal briefings and tours with pertinent representatives from participating units and driver(s)

i. Coordinate for final IPR with the CASCOM Commanding General (CG) 3-5 days out and if necessary, a full rehearsal with the CASCOM CG or Chief of Staff (CoS).

ii. Verify all personnel (by name) who will be in each briefing or travelling with the delegation to include en-route briefers and entourage to facilitate load planning and talking point creation.

i. Discuss escort responsibilities with CPG.

j. Receive the current version of the applicable briefing(s) from CPG.

k. Ensure driver has a strip map of routes.

l. If applicable, schedule office call with the CASCOM CG through the CGs Executive Officer or Executive Assistant.

m. NLT three days prior to execution ensure escort officer is properly briefed and prepared to execute.

n. With the escort officer, produce an Executive Summary (EXSUM) IAW CPG's standard format within 24hrs following the conclusion of the visit. Provide this EXSUM to CPG. Depending on the level of visibility of the visit, the EXSUM will be sent through CPG and the CASCOM CG to TRADOC. The EXSUM should include a brief synopsis of the tour and any special notes and Q&A's discussed during the visit.

ATCL-CS
SUBJECT: CASCOM Distinguished Visitors Policy

o. With the escort officer, be prepared to conduct an After Action Review (AAR) and prepare AAR comments for the CASCOM CoS, NLT 3 working days after completion of the visit.

p. If directed, co-author an article about the visit with the escort officer. The article will be submitted through and reviewed by the CASCOM Public Affairs Office (PAO).

4. Responsibilities of the Escort Officer:

a. Meet with the CPG for initial guidance.

b. Conduct an IPR with the project officer, Exec Ops, PAO, CPG and all involved staffs, schools and directorates.

c. Accompany and lead the delegation for the duration of the visit (during normal duty hours unless specified by the Chief of Staff, CASCOM).

d. During visit execution, ensure itinerary times are met. When deviations occur, contact units with the updated ETAs so briefers can be in place at the correct time.

e. Make note of questions to and from the delegation, and their responses. Ensure any special tasks or requests for information (RFI) by the delegation are collected and recorded.

f. With the project officer, produce an EXSUM IAW CPG's standard format within 24hrs following the conclusion of the visit. Provide this EXSUM to CPG. Depending on the level of visibility of the visit, the EXSUM will be sent through CPG and the CASCOM CG to TRADOC. The EXSUM should include a brief synopsis of the tour and any special notes and Q&A's or RFI's discussed during the visit.

g. With the project officer, be prepared to conduct an AAR and prepare AAR comments for the CASCOM CoS NLT 3 working days after completion of the visit.

h. If directed, co-author an article about the visit with the project officer. The article will be submitted through and reviewed by PAO.

5. Responsibilities of the Command Planning Group (CPG):

a. Obtain visit purpose and key points of interest from VIP representative.

ATCL-CS
SUBJECT: CASCOM Distinguished Visitors Policy

b. Assist the Project Officer in building the itinerary based on requests from the visiting delegation and guidance from the CG/DtCG).

i. Adjust tour based on guidance from CG or DtCG.

ii. Ensure itinerary accounts for appropriate travel time between locations, to include time to load and unload vehicles.

iii. Ensure itinerary reflects required time for each tour.

iv. Determine length of visit with arrival and departure times.

v. Determine mode of arrival and departure.

c. Prepare any speeches or remarks to be given by the CG during the visit.

d. Provide a representative to all IPRs.

e. Coordinate with PAO for support if applicable.

f. Package and disseminate all read ahead materials.

g. Build a command briefing and any other required topics. Ensure copies are maintained and customized per CG/DtCG guidance.

i. Create and outline the narrative for the presentation.

ii. Coordinate with schools, staff sections, directorates and tenant units for appropriate slides or briefings.

6. Responsibilities of Executive Operations (Exec Ops):

a. Manage all US visit requests.

b. Provide a representative to all IPRs.

c. Prepare seating charts for all conference rooms and modes of transportation in support of the visit for distribution to the delegation and participating schools, staff sections, directorates and tenant units.

d. Coordinate conference room scheduling for briefings involving members of the Command Group. The Command Conference Room (CCR) is typically used, but the James Madison Room (JMR) may be used for visits with a larger delegation.

ATCL-CS

SUBJECT: CASCOM Distinguished Visitors Policy

e. Coordinate for the Davis House, transportation, dining and welcome letter as applicable.

f. Determine gift exchange procedures for international visits if applicable.

g. Coordinate, as applicable, catering for special events requiring a meal.

h. If needed, ensure escort officer receives a copy of a signed memo allowing international visitors to use the Post Exchange (PX) or commissary.

i. Coordinate with installation video services (VIOS) to take a group picture and provide a copy of the picture to the visitor(s) before departure.

7. Responsibilities of the G-3:

a. Manage all foreign visit requests.

b. Publish a TASKORD for all DV events, US and foreign.

c. Coordinate with international delegation representatives to ensure purpose and scope of the visit are clear. Verify inclusive dates of visit to CASCOM organizations, to include those at Joint Base Langley Eustis and Fort Jackson, SC as applicable. Conduct pre-coordination with applicable CASCOM organizations to ensure visit dates are supportable.

8. Responsibilities of the Public Affairs Office (PAO):

a. Provide assistance and professional guidance to project officer and escort officers writing articles about the visits.

b. Provide still photo support for required articles.

c. Provide Army Public Affairs guidance to shape talking points on relevant matter.

d. Provide PAO review of briefings or other materials for release determination.

9. Responsibilities of Foreign Disclosure:

a. Receive, review, and approve foreign visit requests (FVRs). Contact organizations to be visited to ensure visit is supportable.

b. Confirm visitor's country clearances.

c. Clear all briefs and read ahead materials for foreign visitors.

ATCL-CS
SUBJECT: CASCOM Distinguished Visitors Policy

10. Points of Contact for this memorandum are:

a. LTC Chris Liermann, Chief of Command Planning Group; 804-728-7287,
christopher.r.liermann.mil@mail.mil.

b. Ms Esvelia Baez, Chief, Executive Operations; 804-734-0783,
Esvelia.e.baez.civ@mail.mil.

c. Ms Jennifer Gunn, Director of Public Affairs; 804-765-7197,
jennifer.s.gunn.civ@mail.mil.

Encl
DV Checklist
International Officer Checklist


ROBERT L. HATCHER
COL, GS
Chief of Staff

DISTRIBUTION
LEEKEY
US ARMY ORDNANCE SCHOOL
US ARMY TRANSPORTATION SCHOOL
US ARMY QUARTERMASTER SCHOOL
ARMY LOGISTICS UNIVERSITY
HQ, CASCOM
FORT LEE GARRISON
SOLDIER SUPPORT INSTITUTE

CASCOM Foreign Visitor Worksheet

Event/Visit Date: _____

Visitor (Rank & Title): _____

Organization/Address: _____

Purpose of Visit: _____

Accompanied by: _____

Visitor's Office POC: _____

Arrival/Departure Time: _____

CASCOM Lead POC/Office: _____

CASCOM Supporting POCs: _____

Escort Officer: _____

	ACTION	REMARKS
1	Notification: <ul style="list-style-type: none"> - Acknowledge receipt of tasking to the G3 Ops POC listed in Tasking Order - Identify yourself as lead agent to the CASCOM Chief of Staff/Deputy CoS; receive CoS planning and execution guidance - Identify yourself to the appropriate CASCOM Foreign Liaison Officer, if applicable. 	
2	Foreign Visit Request (FVR): <ul style="list-style-type: none"> - Confirm approval of FVR by Deputy CoS. Obtain copy for information on visit objectives, visitor names and POC data 	Note that visitors will need to request copies of all briefings in their FVR in order to receive paper/electronic copies during their visit (AR 380-10, Para 3-3a(3)).
3	Initiate Contact: <ul style="list-style-type: none"> - Establish contact with visitor's office POC to confirm travel plans and special requirements (dietary constraints, mobility issues, etc.) 	
4	Provide Courtesy Documents: <ul style="list-style-type: none"> - Provide the visitor POC maps, directions, restaurant info, lodging info, leader bios, etc., as requested 	
5	Itinerary Preparation: <ul style="list-style-type: none"> - Analyze FVR objectives & CoS guidance - Draft and staff itinerary for supportability (Cc non-tasked organizations who were listed in the original TASKORD) - Seek G3 Operations assistance for supplemental taskings, as needed 	
6	Staff Synchronization: <ul style="list-style-type: none"> - Conduct staff synchronization meeting on tasks & responsibilities - Keep CoS and G3 Operations POC advised on changes to the itinerary and visit status 	
7	Briefing Venue: <ul style="list-style-type: none"> - Reserve appropriate briefing venue(s) (conf room, classroom, etc.) 	

8	Lodging: - Reserve lodging (if applicable). Seek Exec Ops assistance, as needed	
9	Access: - Coordinate with Exec Ops for base access of delegation personnel and vehicle(s) - Coordinate with Exec Ops for Authorization Letters for access to PX and other base facilities	
10	Parking: - Reserve VIP parking, if applicable, through Exec Ops	
11	Ground Transportation: - Request ground transportation, if applicable, through Exec Ops	
12	Dining: - Reserve dining venue(s), as needed	
13	Meal Payment: - Coordinate payment for visitor's meals, as needed	
14	Refreshments: - Coordinate refreshments/working lunches, as needed	
15	Photographer: - Coordinate Photographer/PAO support through Exec Ops, as needed	
16	Gifts: - Coordinate gift purchase and exchange with Exec Ops, as needed	
17	Briefing Products: - Prepare, solicit and package briefings - Coordinate for Command Briefing through the Command Planning Group (CPG) - Clear briefings through the Foreign Disclosure Officer (DPTMS/OD) - Forward briefings to the Visitor's Office POC for translation, as needed	
18	Rehearsal: - Conduct staff rehearsal(s), as needed	
19	Senior Leader Preparation: - Obtain visitor bios - Prepare and submit senior leader engagement pre-visit information packet - Conduct senior leader pre-visit briefing, as needed	
20	Finalize Preparation: - Prepare final agenda/distribute - Brief escort officer on duties, positioning and expectations	
21	Execution: - Monitor. Be prepared for crisis management (carry POC numbers for delays, changes in itinerary, etc.)	
22	Closure: - Document agreements during visit - Submit visitor departure report to G3 Operations POC - Submit AAR with agreements and lessons learned to G3 Operations POC	

NOTES:
