



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

CASCOM POLICY # 20-04

JUN 30 2020

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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. Responsibilities of the Command Planning Group (CPG):

- a. Obtain visit purpose and key points of interest from VIP representative.
- b. Determine best organization for project officer and request through G3.
- c. Assist the Project Officer in building the itinerary based on requests from the visiting delegation and guidance from the CG/DtCG.
 - (1) Adjust tour based on guidance from CASCOM CG or DtCG.
 - (2) Ensure Itinerary accounts for appropriate travel time between locations, to include time to load and unload vehicles.
 - (3) Ensure itinerary reflects required time for each tour.
 - (4) Determine length of visit with arrival and departure times.
 - (5) Determine mode of arrival and departure.
- d. Prepare any speeches or remarks to be given by the CG during the visit.
- e. Provide a representative to all IPRs.
- f. Coordinate with PAO for support if applicable.
- g. Package and disseminate all read ahead materials.
- h. Build a command briefing and any other required topics. Ensure copies are maintained and customized per CG/DtCG guidance.

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(1) Create and outline the narrative for the presentation.

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

3. Responsibilities of Executive Operations (EXECOPS):

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 rooms scheduling for briefs 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.

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, for catering for special events requiring a meal.

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

i. Coordinate with the Public Affairs Office (PAO) to take a group picture.

4. Responsibilities of the G-3:

a. Manage all foreign visit requests

b. Assign project officer/escort officer after receiving guidance from the command group.

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

d. 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.

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e. Provide copy of this policy letter to project officer.

5. 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. Report to Command Planning Group (CPG), 4th Floor CASCOM, for initial guidance.

b. Make initial contact with EXECOPS, 1st Floor CASCOM.

c. Make initial contact with the representative of the distinguished visitor.

(1) Determine number of personnel in the delegation.

(2) Obtain name, rank and position of all members and biographies for key members of the delegation.

(3) Determine any known food allergies or special meal requirements for distinguished visitors.

(4) 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 the driver(s).

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

(2) 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 EXECOPS.

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 CG's 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.

o. With the escort officer, be prepared to conduct an After Action Review (AAR) and prepare AAR comments for the Chief of Staff, CASCOM 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).

6. 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
One star or SES equivalent	CPT
Other visitors on as needed basis	CPT

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

7. Responsibilities of the Escort Officer:

- a. Meet with the CPG and EXECOPS for initial guidance.
- b. Conduct an IPR with the project officer, executive operations, PAI, CPT, and involved staff, schools and directorates.
- c. Lead delegation along tour for the entirety 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. Record questions to and from the delegation and their responses and their responses. Ensure any special tasks given to subordinate units by the delegation are collected and recorded.
- f. With the project officer, produce an Executive Summary (EXSUM) IAW CPG's standard format within 24 hours 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 After Action Review (AAR) and prepare AAR comments for the CoS, CASCOM 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.

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

- a. Provide assistance and professional guidance to project officer and escort officer writing articles about the visits.
- b. Provide still photo support for required articles.

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- 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.

10. Points of Contact for this memorandum are:

- a. Chief, Executive Operations; 804-734-0783.
- b. Director of Public Affairs; 804-765-7197.

2 Encls

- 1. DV Checklist for Project/Escort Officers
- 2. CASCOM Foreign Visitor Worksheet



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Chief of Staff

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(ENCLOSURE 1)

**DISTINGUISHED VISITORS
CHECKLIST FOR
PROJECT/ESCORT OFFICERS**

INITIAL NOTIFICATION

1. Contact Executive Operations (EXECOPS) at (804) 734-0783 and CPG at (804) 734-0212.
 - a. Notify them of the visit.
 - b. Set up an appointment to discuss project officer responsibilities.
 - c. Check billeting availability with EXECOPS for General Officers billeting at Davis House.
2. Provide lodging guidance. All members must make their own reservations via IHG.
3. Ensure visitor's office submits airlift request as needed.
4. Confirm FVR for foreign visitors confirm has been submitted.
5. Contact visitor's office:
 - a. Obtain biography on DV.
 - b. Specifics on visit requirements.
 - c. Does the visitor have any dietary restrictions?
 - d. Does visitor need secure telephone requirements?
 - e. Specifics on briefings.

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6. Contact G3 at (804) 765-7056.

- a. Notify of briefing requirements (seating charts and nameplates for briefings) tours.
- b. Determine procedure for briefing topic tasker to directorates.

7. Contact EXECOPS at (804) 734-1710 or email: usarmy.lee.tradoc.list.lee-scoe-hq-execops-mgr1@mail.mil to reserve the Larkin or JMR conference rooms.

8. Schedule office call for visitor with CG or DtCG, if appropriate. (NOTE: only principals attend). Develop staff package.

9. Coordinate transportation requirements with EXECOPS.

10. Coordinate social events:

- a. Catering: (Check with the EXECOPS POC for list of recommend sites).
- b. Contact EXECOPS for off-base dining recommendations.
- c. EXECOPS POC will assist/provide guidance with seating arrangements.

11. For funds official representation visitors, coordinate funds request via memo format thru EXECOPS. If appropriate, coordinate gift exchanges with your director and EXECOPS. Prior approval is required for .0012 funded gifts. Contact EXEOPS at (804) 734-2922.

12. Coordinate all security clearance requirements and notify all appropriate agencies. SGS, will offer guidance on foreign national visits or special visits requiring SCI access.

13. Arrange for senior officer to meet and send off DV.

14. Coordinate attendees for briefings and/or meals.

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****NOTE:** Project officer is responsible for calling all attendees to verify their availability as well as notify them on times, dates, and locations.

15. If appropriate, coordinate photo coverage with base photo lab at (804) 734-7323. For press interviews contact CASCOM PAO at (804) 765-7197.

16. Determine requirement for Exchange/Commissary/DV base entrance passes foreign nationals. Obtain installation access/pass thru EXECOPS.

17. Submit staff summary sheet with proposed itinerary to all appropriate agencies NLT 4 duty days prior to visit.

a. Distribute final itinerary NLT 48 hours prior to visit to all appropriate agencies.

b. IMMEDIATELY coordinate any changes with all appropriate agencies.

Escort Officer

1. Verify briefings and room set-ups.

2. Verify transportation requirements.

3. Verify arrival times and notification procedures with EXECOPS.

4. Finalize all meal arrangements.

5. For Davis House only --pre-register DV and official party prior to arrival. Pick up keys and place welcome folders, if any, in rooms.

- Inspect room

-- Lights work

-- Hot water

-- Phones operational and labeled with instructions

-- Extra clean towels

-- TV operational with clicker

-- Internet is operational

-- Welcome packets to include itinerary

6. Meet DV.

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(ENCLOSURE 2)

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/Driver: _____

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	ACTION	REMARKS
1	<p>Notification:</p> <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	<p>Foreign Visit Request (FVR):</p> <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	<p>Initiate Contact:</p> <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	<p>Provide Courtesy Documents:</p> <ul style="list-style-type: none"> - Provide the visitor POC maps, directions, restaurant info, lodging info, leader bios, etc., as requested. 	
5	<p>Itinerary Preparation:</p> <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	<p>Staff Synchronization:</p> <ul style="list-style-type: none"> - Conduct staff synchronization meeting on tasks & responsibilities. 	

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	<ul style="list-style-type: none"> - Keep CoS and G3 Operations POC advised on changes to the itinerary and visit status. 	
7	<p>Briefing Venue:</p> <ul style="list-style-type: none"> - Reserve appropriate briefing venue(s) (conference room, classroom, etc.). 	
8	<p>Lodging:</p> <ul style="list-style-type: none"> - Reserve lodging (if applicable). Seek Exec Ops assistance, as needed. 	
9	<p>Access:</p> <ul style="list-style-type: none"> - 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	<p>Parking:</p> <ul style="list-style-type: none"> - Reserve VIP parking, if applicable, through Exec Ops. 	
11	<p>Ground Transportation:</p> <ul style="list-style-type: none"> - Request ground transportation, if applicable, through Exec Ops. 	
12	<p>Dining:</p> <ul style="list-style-type: none"> - Reserve dining venue(s), as needed. 	
13	<p>Meal Payment:</p> <ul style="list-style-type: none"> - Coordinate payment for visitor's meals, as needed. 	
14	<p>Refreshments:</p> <ul style="list-style-type: none"> - Coordinate refreshments/working lunches, as needed. 	
15	<p>Photographer:</p> <ul style="list-style-type: none"> - Coordinate Photographer/PAO support through Exec Ops, as needed. 	
16	<p>Gifts:</p> <ul style="list-style-type: none"> - Coordinate gift purchase and exchange with Exec Ops, as needed. 	
17	<p>Briefing Products:</p> <ul style="list-style-type: none"> - Prepare, solicit and package briefings. 	

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	<ul style="list-style-type: none"> - 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	<p>Rehearsal:</p> <ul style="list-style-type: none"> - Conduct staff rehearsal(s), as needed. 	
19	<p>Senior Leader Preparation:</p> <ul style="list-style-type: none"> - Obtain visitor bios. - Prepare and submit senior leader engagement pre-visit information packet. - Conduct senior leader pre-visit briefing, as needed. 	
20	<p>Finalize Preparation:</p> <ul style="list-style-type: none"> - Prepare final agenda/distribute. - Brief escort officer on duties, positioning and expectations. 	
21	<p>Execution:</p> <ul style="list-style-type: none"> - Monitor. Be prepared for crisis management (carry POC numbers for delays, changes in itinerary, etc.). 	
22	<p>Closure:</p> <ul style="list-style-type: none"> - Document agreements during visit. - Submit visitor departure report to G3 Operations POC. - Submit AAR with agreements and lessons learned to G3 Operations POC. 	

NOTES:
