

Department of the Army  
Headquarters  
Tobyhanna Army Depot  
Tobyhanna, PA 18466-5076

\*TYAD Regulation No. 360-2

11 March 2015

## Army Public Affairs

### Visit Procedure

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Applicability. This regulation applies to all organizational elements of Tobyhanna Army Depot (TYAD) and to tenant activities at TYAD.

Decentralized Printing. Activities of this installation are authorized to locally reproduce this regulation. Publications appearing in paper form are not controlled and will be checked against the intranet prior to use.

Supplementation. Supplementation of this regulation and establishment of local forms are prohibited unless prior approval is obtained from Tobyhanna Army Depot, ELTY-PA, Tobyhanna, PA 18466-5076.

Suggested Improvement. The proponent of this regulation is TYAD. Users are invited to send comments to: Tobyhanna Army Depot, ELTY-PA, 11 Hap Arnold Boulevard, Tobyhanna, PA 18466-5076.

Distribution. TYAD publications are distributed to all organizational elements and tenant activities that have a local domain account. Activities without a local domain account may obtain copies from Records Management, D/Installation Services.

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FOR THE COMMANDER:

Official:

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Commanding

//signed//  
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D/Information Management

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\*This regulation supersedes Tobyhanna Army Depot Regulation 360-2, 7 October 2013.

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## SUMMARY OF CHANGE

TYAD Regulation No. 360-2  
Visitor Procedure

This revision dated 7 October 2013:

- Updates administrative changes throughout the regulation.

This revision dated 21 March 2012:

- Updates ELTY Form 908, Visitor Request, Appendix A.

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1. Purpose. To standardize procedures and assign responsibilities for official visitors to TYAD and tenant activities. Visitors are defined by the following criteria:

a. Based on the rank or title of the visitors, visits will fall into one of two categories:

(1) Command visit.

(a) Initiated through TYAD directorate or staff office or tenant activity.

(b) Initiated through TYAD Command Group.

(2) Standard visit. Initiated through TYAD directorate/staff office or tenant activity.

b. Visitors constituting a command visit are:

(1) High ranking government officials (i.e., secretaries of services, chiefs of staff of services and other secretaries/under secretaries of all services and other federal agencies).

(2) General rank officers of all services.

(3) Members of Senior Executive Service.

(4) Members of Congress.

(5) State and local elected officials and regional community leaders.

(6) Military O-6/civilian GS-15 and equivalent.

(7) Military or civilian personnel of lower rank or grade, but determined to be of significant importance.

(8) Foreign officials. There are special requirements for visits of foreign officials, including off-post approval requirements that may take as long as six weeks. Early coordination with the Protocol Officer (PO) and Industrial Risk Management Division, D/Installation Services, is essential. The Action Officer (AO) may be required to obtain credentials and clearances to initiate or facilitate the approval process.

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c. Visitors constituting a standard visit are:

(1) Military personnel ranking below the grade of O-6.

(2) Civilian personnel ranking below the grade of GS-15.

(3) Community representatives, contractors, vendors, students, youth groups, business and fraternal groups, veterans' organizations and similar individuals and groups.

2. **Background.** Planning, coordination and communication are essential to successful visits to TYAD and its tenants. This regulation outlines the necessary actions and planning for all action officers and personnel involved in visit preparation and execution. The ELTY Form 908, Visitor Request (Appendix) is the vehicle to initiate visitor notification. **Submission of the form is a mandatory requirement for all visits, including repeat visitors.**

3. **Responsibilities.**

a. The Action Officer (AO) is the designated individual within the host organization responsible for initial coordination with the visitor. Upon notification of a visit, the hosting directorate/staff office or tenant activity AO or alternate AO will immediately contact the PO to advise of the visit.

(1) If the PO receives notification of the visit directly from the visiting company/installation, he/she will immediately notify the appropriate directorate/staff office to ensure that an AO and an alternate AO are appointed and procedures are followed.

(2) The PO and AO will check for conflicts wherever possible. The ELTY Form 908 initiates the visit planning and execution process. This process ensures timely notification and coordinated preparation for visits, including planning for large groups and/or conferences and the availability of key personnel and appropriate conference rooms.

b. The AO will complete the ELTY Form 908 and, through his/her directorate/staff office or tenant activity, will forward the form via e-mail to the PO. The submission of the ELTY Form 908 should not be delayed because all details related to the visit are not available. The AO will provide a draft itinerary, with planned activities and personnel required/requested to participate, should also be submitted with the ELTY Form 908. The ELTY Form 908 will be completed with the following information:

(1) Visit information.

(a) The visitor's company/installation, phone number and point of contact.

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- (b) Date of visit, as well as an estimated time of arrival.
  - (c) The names, organizational information and phone extensions of both the TYAD AO and alternate AO.
  - (d) The title(s), name(s), position(s) and rank(s)/grade(s) of the visitor(s) with the team lead/highest graded person listed first.
  - (e) Purpose of visit. Be specific, addressing who, what, when, where and why.
- (2) Special requests.
- (a) Requested parking location if vehicle access to the controlled area is required.
  - (b) Name of scheduled conference room, if applicable.
  - (c) Audio/visual and/or other Information Management Division, D/Installation Services support required, and the work order number that was generated by the AO's request to the Service Desk.
  - (d) Command Perspectives briefing request to include date, time, location and name of presenter, if applicable.
  - (e) Lodging requirements for entire party, if needed. PO maintains a list of regional hotels offering the Government rate to visitors to TYAD.
  - (f) Request for or identification of tour requirements and tour guides, if applicable.
  - (g) Request for transportation arrangements, if applicable, to include the number of individuals requiring transport, times needed, start/stop points and route.
  - (h) Request for courtesy call with Command Group representatives, if a command or otherwise qualifying visit, to include preferred date and time. Courtesy calls are subject to the availability of the Command Group.
  - (i) Lunch reservations, if applicable, to include date, time and number of individuals.
  - (j) Camera pass information, if required, to include reasons for request and camera's make, model, serial number and owner.
  - (k) Special accommodations for the visitor, if necessary (wheelchair, dietary, interpreter for deaf/hard of hearing, etc.)

(1) Additional remarks. Area provided to list any additional information not covered in any other section of the form, if necessary, including requests for refreshments, when applicable.

(3) Customer Survey. Note whether visitor is a current customer and, if yes, state the method the customer will use to complete a customer satisfaction survey.

c. The PO, upon receipt of an ELTY Form 908, will begin coordination with the AO and other involved and responsible organizations (see paragraph 3. d.) For a visit in which Command Group involvement is required, the PO will immediately notify the Command Group of the proposed visit to ensure there are no conflicting events or other visits. In general, visitors who fall into the categories described in paragraph 1. b. would be designated as command visits. A meeting among the PO, Public Affairs Officer, Chief of Staff (CoS) and Deputy Commander (DCO) will be scheduled as soon as possible to discuss the itinerary, proposed briefings, tour and other visit issues. The PO will then contact the AO to either notify him/her of any conflict or to confirm the date(s)/times of visit. The PO will also contact the Strategic Initiatives Office to advise them of any briefings that may be required for the visit.

d. The PO will review the ELTY 908 upon receipt. The PO will e-mail the complete and correct form to Distribution List - Visit, which includes designated personnel from the following TYAD organizations:

- (1) Command Group
- (2) Public Affairs and Protocol Office
- (3) Strategic Initiatives Office
- (4) Customer Service Branch, Information Management Division, D/Installation Services
- (5) Security Branch, Risk Management Division, D/Installation Services
- (6) Post Restaurant, Community Services Division, D/Installation Services
- (7) Equipment and Supply Branch, Logistics Support Division, D/Installation Services

e. For visits with Command Group involvement, the PO will coordinate with the Command Group secretaries to schedule a courtesy call. The PO will inform the AO of the date/time of courtesy call so that the AO can complete the draft itinerary. The AO will submit the draft itinerary to the PO. The PO will meet with the CoS and DCO to review the draft itinerary. Upon Command Group approval, the PO will send the itinerary to distribution.

f. The PO will notify Strategic Initiatives Office of required briefing(s) and briefer(s). At that

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time, the PO will send the approved draft itinerary to Distribution List Visit (see paragraph 3. d.), B (all command and staff, directorate, division and branch secretaries), S (command and staff, directorate, division and branch supervisors) and T (tenant activities) and any organizations/individuals outside of TYAD, as required.

g. The PO will schedule a tour and tour guide(s), as required. All mission directors, deputy directors and supervisors will serve as tour guides as required; therefore, it is the responsibility of these personnel to be familiar with the standard TYAD tour route. All directorates will appoint a tour guide point of contact and maintain a list of supervisors who can conduct tours on a rotating basis. The list will be provided to the PO and updated by the directorate tour guide point of contact every quarter.

h. Dry runs of the tour routes and/or briefings may be conducted for command visits. The PO will schedule the dry run with the CoS and the Command Group secretaries. Participants will always include representatives of the Command Group and the Public Affairs and Protocol Office as well as mission directors and other key personnel. For dry runs of tour routes, representatives from Equipment and Supply Branch, and Risk Management Division, D/Installation Services will participate along with the tour guide(s). For dry runs of briefings, representatives from the Strategic Initiatives office and Information Management Division, D/Installation Services, will participate along with the briefer(s).

i. If required, the PO will coordinate all entertainment, meals and social activities during the visit. The PO will prepare all invitations, menus, restaurant facility coordination and seating arrangements for any social event.

j. The PO will determine what flags are required for the visit, if necessary.

k. The PO will arrange for an escort(s) for the visitor(s).

l. The PO will prepare the seating chart(s) for the conference room(s) and ensure that nameplates are placed accordingly. The PO will submit the electronic work order to welcome visitor(s) on the Building 11 Lobby sign and exterior sign(s), when appropriate.

m. Upon approval, the PO will distribute the final itinerary to Distributions Visit, B, S and T and organizations outside TYAD, as required, and directly to personnel designated to participate in the visit.

n. When Command-level visitors are traveling via aircraft, the PO will contact the visitors' company/installation to verify flights/travel are all on schedule. Prior to visitors' departure from TYAD, the PO will confirm departure flights are on schedule.

o. The PO will maintain an automated visitors log of all visitors coming to the installation, to

include purpose of the visits and the point of contact and organization hosting the visit. This log is available on computer desktops to all personnel.

p. Post Restaurant staff will ensure that all refreshments/beverages are in place at least 30-minutes prior to the visit. Post Restaurant will develop menus for luncheons, dinners, receptions and other events. For designated Command visits, Post Restaurant will use only china, glass and silverware (no plastic, paper or Styrofoam).

q. The Strategic Initiatives Office personnel will notify and work with the appropriate TYAD personnel to develop briefings. They will work with Information Management Division, D/Installation Services personnel, as required, and ensure that all appropriate work orders are provided as needed. The Strategic Initiatives Office will ensure that briefing books and/or any other marketing material is placed on the conference table for the visitor(s).

r. Information Management Division, D/Installation Services personnel will be in place and ensure that all presentations are ready no less than 30-minutes before visit. For conferences, Information Management Division, D/Installation Services will coordinate production of briefing books/DVDs, special conference nametags and other administrative material.

s. The Motor Vehicle Operator Leader, Equipment and Supply Branch, Logistics Support Division, D/Installation Services will provide drivers and vehicles for transportation, (on- and off-post) as necessary. The Equipment and Supply Branch will provide room and event set up including staging, tables and chairs, as necessary.

t. D/Systems Integration and Support will produce nameplates when requested by the PO.

u. All directors will be familiar with the Command Perspectives briefing and be prepared to present to visitors.



SPECIAL REQUESTS			
Does visitor require vehicle access to controlled area? <input type="checkbox"/> YES <input type="checkbox"/> NO			
If YES, Requested Parking Location:		Number of Vehicles:	
<input type="checkbox"/> CONFERENCE ROOMS: (To be scheduled by Action Officer)	IDENTIFY LOCATION SCHEDULED		
<input type="checkbox"/> N/A			
<input type="checkbox"/> AV/PHOTO/GRAPHICS SUPPORT: (To be scheduled by Action Officer)	Click here to submit Change Order		Change Order #:
<input type="checkbox"/> N/A			
<input type="checkbox"/> COMMAND PERSPECTIVES	Date:	Location:	
<input type="checkbox"/> N/A	Time:	Presenter:	
<input type="checkbox"/> HOTEL RESERVATIONS: Include date(s), preferences, if any. For list of hotels with government rates, contact Protocol Officer for details.			
<input type="checkbox"/> N/A For on-site accommodations, contact Tobyhanna Villas, X56343 Type:			
<input type="checkbox"/> TOUR: <input type="checkbox"/> Host organization will conduct tour and provide guides <input type="checkbox"/> Request Protocol Officer to provide tour guides			
<input type="checkbox"/> N/A			
<input type="checkbox"/> TRANSPORTATION: Include number of individuals, times, start point, stop point and route.			
<input type="checkbox"/> N/A <input style="width: 500px; height: 15px;" type="text"/>			
<input type="checkbox"/> COURTESY CALL WITH COMMAND GROUP: Include preferred date and time. Courtesy Call will be based on Command Group availability.			
<input type="checkbox"/> N/A <input style="width: 500px; height: 15px;" type="text"/>			
<input type="checkbox"/> LUNCH RESERVATIONS: Include date/time/number of individuals.			
<input type="checkbox"/> N/A <input style="width: 500px; height: 15px;" type="text"/>			
<input type="checkbox"/> CAMERA PASS: Reason for needing camera on post:			
<input type="checkbox"/> N/A	Make:	Serial:	
	Model:	Owner:	
<input type="checkbox"/> SPECIAL ACCOMMODATIONS: (i.e. wheelchair, dietary, interpreter for deaf/hard of hearing, other)			
<input type="checkbox"/> N/A <input style="width: 500px; height: 15px;" type="text"/>			
Additional Remarks:			
CUSTOMER SURVEY			
(Feedback provided through Customer Surveys enables us to enhance TYADs service and support)			
IS VISITOR A CURRENT DEPOT CUSTOMER? <input type="checkbox"/> YES <input type="checkbox"/> NO			
If YES, completing a Customer Satisfaction Survey is encouraged. Customer prefers:			
<input type="checkbox"/> Face-to-Face Interview (Depot POC should call Customer Focus Team, X58629, to schedule)			
<input type="checkbox"/> Complete hard copy survey, ELTY Form 6123 (available via the intranet, Electronic Forms or in Public Affairs Office)			
<input type="checkbox"/> Web-based survey at www.tobyhanna.army.mil under Customer Service link			