

**APPENDIX A**

SERVICES REFLECTED HEREIN MAY NOT BE AVAILABLE. Levels of Service; their frequency, quality, quantity and timeliness are influenced by the installations' funding posture and changes from higher headquarters. Customers will reimburse for all services above Common Levels of Support (CLS) in accordance with DODI 4000.19 for any service that “. . . increases the support supplier's direct costs (i.e., incremental direct cost). Costs associated with common use infrastructure are non-reimbursable, except for support provided solely for the benefit of one or more tenants. . .” Reimbursable costs may include but are not limited to overtime for Garrison employees, actual cost of contract support or any other incremental direct costs to provide services beyond the common level of support for a tenant or other customer.

**Service 16 – Visual Information Processes**  
**Directorate of Plans, Training, Mobilization, and Security (DPTMS)**  
**Point of Contact: [dptmsorg@conus.army.mil](mailto:dptmsorg@conus.army.mil), 301-677-1566/DSN 622-1566**

**VISUAL INFORMATION**

**Common Level of Support:**

Provide Visual Information (VI) mission support to include services associated with production, acquisition and support pertaining to still photography (official studio and event), videography (capture and productions), multimedia presentations, graphic design and illustration, presentation support, audiovisual equipment loans and customer consultations.

Provide services support to all governmental agencies within the Department of the Army assigned area of responsibility IAW AR 5-9, Intraservice Support Installation Area Coordination.

VISUAL INFORMATION SERVICES - IAW AR 5-9, AR 25-1 and DA PAM 25-91, provide VI services and products, including acquisition and support pertaining to still photography, videography, multimedia presentations, graphic design and illustration, presentation support, audiovisual equipment loans and customer consultations. (Standard Support Level Services may increase from year to year according to the funded CLS levels for that FY).

**Receiver responsibilities:**

VISUAL INFORMATION SERVICES (VI) (.XXXX90):

Initiate requests using the DA Form 3903 (Request for VI Services) through the Visual Information Ordering Site (VIOS) at [www.vios.army.mil](http://www.vios.army.mil). Establish and keep current DA Form 1687 (Signature Card) for VI equipment loans. Provide justification and funding for VI equipment purchases and items needed on a long-term basis. Maintenance and lifecycle of VI authorized/customer funded equipment will be the customer's responsibility. Provide funding for reimbursement of items as described below. VI equipment includes all color graphics hardware (commercial-grade, high-volume, and large-format printers) and software.

**Reimbursable Support:**

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- a. Materials exceeding normal quantity or of nonstandard type (i.e., special paper, large number of copies, large format printing). ACTUAL COST
- b. Overtime funding must be provided for personnel required to work outside of normal work hours. OVERTIME RATE
- c. Priority Service Charges: Priority or rush services may be scheduled after normal duty hours, as to not cause a disruption in scheduled work. Overtime funding must be provided. OVERTIME RATE
- d. No hard copy Official File photographs will be covered under the standard level of service. The condition of the uniform and the alignment of the uniform is the Soldier's responsibility. Once the soldier leaves the photo facility, any retakes will be approved by the VI Manager, charged to the Soldier's unit and will be done on 'stand-by' basis only.
- e. TDY expenditures will be reimbursed. ACTUAL COST

QUANTITY: As Required

FREQUENCY: As Required

POC: 301-677-6843/DSN 622-6843