



DEPARTMENT OF THE ARMY
INSTALLATION MANAGEMENT COMMAND
HEADQUARTERS, UNITED STATES ARMY GARRISON, FORT LEAVENWORTH
290 GRANT AVENUE UNIT 1
FORT LEAVENWORTH, KANSAS 88027-1292

AMIM-LVG-ZA (AR 640-3b)

16 February 2023

MEMORANDUM FOR RECORD

SUBJECT: Garrison Command Policy Letter #18, No-Show Procedures for Department of the Army (DA) Photography Appointments

1. Soldiers will schedule DA and professional photo appointments by utilizing the Visual Information Ordering System (VIOS) <https://VIOS.army.mil>. Soldiers who are unable to keep a scheduled appointment must contact the DA photo studio immediately to cancel the appointment or they will be considered a No-Show.

2. No-Show Rescheduling Procedures.

(Command General Staff College (CGSC) students to paragraphs 2c and 3).

a. The first No-Show will result in the Soldier's appointment being cancelled and the Soldier will need to re-schedule another appointment using VIOS. The Soldier will lose waitlist privileges. Additionally, the Soldier will need to bring, or email, a memorandum signed by the Commander explaining the reason for the missed appointment to the photographer when reporting to the re-scheduled appointment after the No-Show.

b. The second No-Show will require the Soldier to be escorted by a supervisor (1SG or above) in addition to meeting the requirements outlined in paragraph 2a above.

c. The third No-Show will require the Soldier, with their supervisor, to schedule an appointment with the Garrison Chief of Public Affairs, Mr. Thomas Gibson, at (913) 684-1725 or thomas.s.gibson4.civ@army.mil to explain the reason for the No-Shows. The Soldier may be required to select another location to obtain their DA photo if their request is not approved.

3. CGSC students will be required to have a DA photo form signed prior to their next appointment after a No-Show. This form is obtained from the CGSC Student Division. Additionally, paragraph 2c. above applies.

4. The point of contact for this policy memorandum is the Garrison Chief Public Affairs Officer, Thomas Gibson, at (913) 684-1725 or thomas.s.gibson4.civ@army.mil.

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Commanding