

VIOS

VISUAL INFORMATION ORDERING SITE

<https://vios-europe.army.mil>



STEP-BY-STEP GUIDE

SUBMITTING A WORK REQUEST

(INCL. FUNDING PROCESS)

VISE

VISUAL INFORMATION SERVICES EUROPE

Enterprise Multimedia Center
Photo, Graphic, Audio, Visual

GENERAL FUND ENTERPRISE BUSINESS SYSTEM (GFEBs)

ORDERING VISE PRODUCTS AND SERVICES

GFEBs is the process customers must use to transfer funds from their units to VISE to obtain above baseline products and services. VISE cannot accept GPC payments or cash. GFEBs accounts are established through your Resource Manager, S4, G8 or Comptroller Representative.

WHAT YOU NEED TO DO TO START A GFEBs PROCESS

1. When filling out the work request, make sure that your input details are relevant to your project in the VIOS "Special Instruction" window. The work request must detail exactly what products you want produced (materials, amounts, size(s), etc). Ensure you include a comment that explains your intentions (and the steps you have taken) to fund the project with GFEBs. Failure to add this information may result in a disapproval of your work request.

2. Ignore the cost estimate generated by VIOS. The VISE work order manager or a direct representative will review your work request and generate a cost estimate for your project. Once the cost estimate is received, funding must be made within three (3) business days. Failure to transfer funds with three business days, may result in cancellation of your work request.

3. Provide the cost estimate to your Resource Manager, S4, G8 or Comptroller Representative. The VISE work order manager will assist your unit's RM in finalizing the GFEBs funding actions for your project.

4. VISE will not process this process your work request until the unit Finance POC and the Project POC send written confirmation that they agree with the cost estimate. Once the Project POC and Finance POC concur, VISE will establish a WBS (Work Breakdown Structure) in GFEBs, and forward the WBS number to the action officer and/or G8/RM/S-4 representative of the requesting organization. A WBS is an account code that allows the transfer of funds between organizations.

5. Please notify the VISE GFEBs Point of Contact once the WBS is funded. Upon receiving funding confirmation, your project will be scheduled for production. Customers should allow three to ten working days for project completion depending on the complexity of the project.

REMEMBER: If no action is taken to fund your work request within 3 business days, your work request will be cancelled. You must resubmit your request after funding is finalized.

VISE GFEBs Point of Contacts:

Mr. Roland Ankert

DSN: 544-8403
IMCOM-E (GSE)

Mr. Tom Cain

DSN: 544-8404
IMCOM-E (GSE)

FOR ANY VISE ASSISTANCE OR QUESTIONS
PLEASE CONTACT:

VISE FRONT DESK

DSN: 483-7415 OR 483-8696

COM: 0631-411-7415/8696

DSN: 544-8403

Visual Information Services Europe (VISE)
IMCOM-E

Kleber Kaserne, Bldg. 3266
Kaiserslautern, Germany

HOW TO SUBMIT A VIOS WORK ORDER

1. Log in to <https://vios-europe.army.mil>
2. Double click on the map of Europe
3. Type in your CAC-Card password. If you don't have an account, select "New User"
4. Please select "VIOS Kaiserslautern" for your installation.
5. Click on the 3903 Work-Request-Symbol.
6. Fill in the pink fields if you're a new user (make sure you put in your government e-mail address).
7. Check the box "Shipping Address same as above".
8. Type in the "Justification" box for which mission or event you need our service for.
9. Select by scrolling down to what type of product you need.
10. Upload your files you may have (you can load up to 30MB file size total). If you're not uploading a file, click on "From Hardcopy Original". Select your required date, click on indoor or outdoor use, and fill out the requested quantity.

NOTE: Disregard "Cost", a VISE rep. will produce an estimate for you.

11. When the "Additional Comments" screen appears, type in any instructions related to your work request. Please add a comment explaining in DETAIL what type of work/service is requested. Add the purpose of work and the material needed (if unsure contact VISE for guidance).

REMEMBER: The more detail you provide, the better the final product will be, and the service can be provided!



GRAPHIC SELF HELP AND "BASELINE" SERVICE

Baseline (no-cost) services as prescribed by the Command, Control, communication, Computers, and Information Management (Reg. C4IM) Services List must be produced at the VISE Graphic SELF-HELP SHOP located at Kleber Kaserne, BLDG 3266.

BASELINE services at our SELF-HELP SHOP include:

Baseline Services	Limit per Customer	Additional Details
Paper Poster (24"x36")	2	Paper print only (no lamination or mounting) NOTE: only 2 posters per person per week
Vehicle/ Equipment Stencils	2	Up to 3" letters, max. stencil length of 18" wide
Small laminated products	2	Up to 16.5"x11.5"
Plastic Book Binding	2	Customer must print their materials at their unit or DLA Document Services
Photo Prints	2	Up to 8"x10"

Hours of Operation:
0800-1200, Monday through Friday

A VISE employee is available to assist customers and answers questions.

DSN 483-8696 or 483-4715
COM 0631-411-8696/7415

"ABOVE BASELINE" SERVICE

Above Baseline Services are products and services that are available through VISE, but are not provided by the SELF-HELP SHOP.

The services include (but are not limited to) poster mounting/lamination, target production, photography, image editing, graphic design/layout, and video production services.

TIPS FOR MASS PRODUCTION AND DUPLICATION

VISE does not provide document reproduction or copier services such as document printing, or business cards. Customer who need document reproduction services must contact their unit Printing Control Officer for approval and funding.

- Ms. Susan Morrin (IMCOM-E)
DSN 496-5825
- DLA Document Services
DSN 480-6476, Bldg. 404,
Ramstein AFB

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