Staff Assistance Visits (SAVs) are tailored to respond to particular problem areas, as identified by a command or installation that are beyond local capabilities to resolve. During coordination for the SAV, installation food service leaders identify and communicate the specific problem areas that will be addressed during the SAV to the Army Center of Excellence Subsistence, Management Assistance Division, or Reserve Component division chief. The division chief uses this information to assemble subject matter expertise personnel for the SAV based upon the identified areas.

The unit or command requesting the SAV is responsible for funding TDY expenses.

Active Army:

1. Contact the Management Assistance Division (MAD) chief to outline the specific problem areas requiring assistance. A team of personnel with subject matter expertise covering the identified problem areas will be tentatively scheduled for the SAV. For MAD contact info, go to: <http://www.quartermaster.army.mil/jccoe/Operations_Directorate/MAD/MAD_main.html>
2. Provide the MAD chief with the name, rank, and telephone number of the designated individual who will be the point of contact from the requesting installation [DA PAM 30-22, 3-67.*a*(1)].
3. Request funding through the unit chain of command for the personnel conducting the SAV.
4. Forward the funding information to the Director, Army Center of Excellence, Subsistence (ATSM-CES), Fort Lee, VA 23801-1620. For contact info, go to: <http://www.quartermaster.army.mil/jccoe/Operations_Directorate/Operations_Directorate_main.html>
5. Once funding is confirmed and the mission is approved, the MAD chief will contact the designated installation point of contact to coordinate the details of the SAV.

Army National Guard:

1. Contact the State Adjutant General for management or technical assistance.
2. If the request is deemed appropriate, and assistance cannot be gained from other sources, the State Adjutant General will forward the request to the Chief, National Guard Bureau for appropriate action [DA PAM 30-22, 3-67.*a*(2)].
3. For additional information, contact the Reserve Component Division chief at: <http://www.quartermaster.army.mil/jccoe/Operations_Directorate/reserve_component/reserve_main.html>

Army Reserve:

1. Send a request for management or technical assistance to the Regional Support Command/Direct Reporting Command (RRC/DRC) through command channels. If the RRC/DRC determines that assistance cannot be adequately provided from other sources, the request will be forwarded through U.S. Army Reserve Command to FORSCOM then to ACES for action [DA PAM 30-22, 3-67.*a*(3)].
2. For additional information, contact the Reserve Component Division chief at: <http://www.quartermaster.army.mil/jccoe/Operations_Directorate/reserve_component/reserve_main.html>