



**DEPARTMENT OF THE ARMY
HEADQUARTERS
U.S. ARMY MANEUVER SUPPORT CENTER AND FORT LEONARD WOOD
FORT LEONARD WOOD, MISSOURI 65473-5000**

FLW Supplement 1
to AR 210-7

30 June 2003

**Installations
COMMERCIAL SOLICITATION ON ARMY INSTALLATIONS**

Summary. This supplement delineates installation-specific restrictions on home businesses and specifies unit commanders' responsibilities for establishing appropriate locations for service member interviews for solicitation purposes.

Applicability. This supplement applies to all agents of commercial enterprises desiring to conduct business on Fort Leonard Wood. It further applies to all Department of the Army military and civilian personnel, members of other services residing on Fort Leonard Wood, and other personnel assigned to Fort Leonard Wood for periodic training.

Supplementation. Issue of further supplements to this regulation by subordinate commanders is permitted but not required. If supplements are issued it must be approved by this headquarters

Administrative Note. The words "he", "his", or "him" are used for clarity only, and represent both gender forms unless specifically stated otherwise.

Suggested Improvements. The proponent agency of this supplement is the Garrison Command. Users are invited to send comments and suggested improvements on DA Form 2028 (Recommended Changes to Publications and Blank Forms) to Commander, United States Army Maneuver Support Center and Fort Leonard Wood, ATTN: ATZT-GC, Fort Leonard Wood, MO 65473-5000.

FOR THE COMMANDER:



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1. AR 210-7, 15 December 1978 is supplemented as follows:

Page 1, paragraph 1-5. Added.

Responsibilities.

a. The Garrison Commander exercises overall supervision over the solicitation and sale of goods, services, and commodities on the Fort Leonard Wood installation. The Garrison Command Regional Planner is designated the Commercial Solicitation Officer for Fort Leonard Wood (FLW). He is responsible to ensure the issuance of permits to companies and individuals for solicitation of the sale of goods and services provided to individuals on this installation is in compliance with this regulation. He has the authority to act for the Commander to approve or disapprove requests for solicitation privileges within the guidelines specified by this regulation.

b. Commanders of all units and activities will:

(1) Ensure solicitation practices listed in paragraph 2-8f are prohibited.

(2) Ensure members of their commands are aware of the contents of AR 210-7 and this supplement. Particular emphasis is placed on the service member's responsibilities and prohibited practices.

(3) Report illegal or unauthorized solicitation practices and personnel to the Garrison Commander or Provost Marshal as appropriate.

c. Commanders of subordinate commands up to the battalion level, and including other service detachments, will:

(1) Designate a suitable location where agents may interview prospective purchasers. This excludes any area where initial entry training (IET) is being conducted (see paragraph 2-8f(1)).

(2) Designate specific days and hours for interviews.

(3) Designate an individual to monitor interviews and ensure the monitor understands his responsibilities as explained in 1-5d, below. This individual may be the Staff Duty Officer or Staff Duty Noncommissioned Officer.

(4) Ensure designated areas, days, and hours for interviews are posted on all unit bulletin boards and that a copy is furnished this headquarters, ATTN: Commercial Solicitation Officer.

d. Monitors will:

(1) Require agents to show proof in the form of a reply card from the individual service member that he has requested an interview with the agent and on which the service member has provided a specific time and date when he desires to be interviewed.

(2) Ensure that the agent interviews only one person at a time.

(3) Ensure the agent registers on a log sheet, the name of each person interviewed, the date and time of interview and the time the interview was completed. The Staff Duty log may be used for this purpose.

(4) Advise interviewees in the grades E-1, E-2, and E-3 to return to their Unit Personal Affairs Officer for counseling.

Page 2, paragraph 2-4(a), 2-4(b), and 2-4(c). Added.

a. Commercial agents desiring to transact business on this installation will do so on an "appointment only" basis and only with individuals who have indicated in person, by mail, electronic mail, or telephone a desire for their products or services. The

commercial agent will submit a letter addressed to the Commander, Garrison Command, 320 MANSCEN Loop, Ste 120, Fort Leonard Wood, MO 65473-5000. The letter will contain the following information:

(1) List the products or services to be furnished and an explanation of how business activities will be accomplished.

(2) List the full name and address of each agent for whom the company desires a solicitation permit.

(3) Provide a statement that the privilege of conducting business on any military installation is not currently suspended or withdrawn from the company or the agent by any military department or installation.

(4) Provide a statement that the company assumes full responsibility for the actions of its agents.

(5) Provide a statement that the company will inform this headquarters within two calendar weeks when an agent authorized to transact business at this installation leaves the company's employ or is transferred from the Fort Leonard area for any reason.

(6) Provide a statement that the company and its agents will subscribe to the Standards of Fairness (Appendix) and will make a full disclosure of the terms of the contract before the credit agreement or contract is executed.

b. Documentary evidence must accompany the letter that the company and its agents meet the licensing requirement of the State of Missouri. Such documentation may be in the form of a xerographic copy of the appropriate license for the company. The agent will submit a copy of his individual State license at the time of application.

c. In addition to the above requirements, letter applications requesting to sell insurance, financial counseling, or any other financial product or service must contain the following:

(1) The signature of the company's president or vice-president. A knowing and willful false statement is punishable by a fine or imprisonment (18 USC 1001).

(2) A list of States in which the company is licensed to sell insurance, provide financial counseling or any financial product or service.

(3) Provide the name, complete address and telephone number of each agent who will solicit on the installation if approval is granted, the States in which licensed, and the issue and expiration dates of each license.

Page 2, paragraph 2-5a. Add the following to the end of the paragraph:

Individuals are required to present the following:

(1) Fort Leonard Wood Form 18 (Application for Commercial Solicitation Privileges on Fort Leonard Wood). This form is available from the Commercial Solicitation Officer at the time of application.

(2) A xerographic copy of the individual's valid Missouri license.

Page 2, paragraph 2-7a and 2-7a (1) and 2-7a (2). Added.

(1) Solicitation permits and registrations are issued at the Garrison Command Headquarters by appointment. A Frequent Visitor Access Card will be issued to agents conducting business through direct sales calls. Frequent Visitor Access Cards replace FLW Form 216 (Commercial Solicitation Permit) by including the agent's registration number in the Category block along with the

name of the employing company. Registrations for home businesses, delivery services and other service providers will be maintained electronically. Permits and registrations for home businesses conducted in quarters expire on the last day of the month, one year from date of issue.

(2) Solicitation prior to the issuance of a permit is strictly prohibited and may be cause for the denial of solicitation privileges. Agents may be requested to produce their permits at any time while on the installation.

Page 2, paragraph 2-7c, 2-7d, 2-7e, 2-7f, 2-7g. Added.

c. Youth Services is granted the exclusive privilege to solicit magazine subscriptions and renewals within the housing and barracks areas. This does not authorize door-to-door sales.

d. The Directorate of Morale, Welfare, and Recreation Installation Single Fund is responsible for certifying private organizations to operate on the Fort Leonard Wood military reservation. Organizations seeking certification primarily for the purpose of obtaining the right for fund-raising will not be certified to operate on the military reservation. Approval will not be granted for organizations not authorized to operate on the installation to conduct fund-raising activities. However, certified FLW private organizations may request permission to conduct a fund-raiser on behalf of a non-certified organization provided that the FLW private organization co-sponsors and supervises the event and accepts financial liability for any fees or damages due the installation or its non-appropriated fund instrumentalities.

e. Charitable organizations must fall under the Combined Federal Campaign and will be included within the parameters of the CFC solicitation process on the installation. A FLW Solicitation permit is not required for these organizations. Charitable organizations may not solicit individually.

f. The Directorate of Logistics, Transportation Division, controls operating licenses for all transportation services such as limousines, taxicabs, buses, and air or water taxis operating on the installation. A FLW solicitation permit is not required for these businesses.

g. A solicitation permit is not sufficient reason to obtain FLW Access Control decals or temporary access pass valid for longer than one day.

Page 2, paragraph 2-8a(4), 2-8a(5), and 2-8a(6). Added.

(4) Department of Defense personnel will not receive nor accept financial benefit nor other valuable consideration from another person to facilitate or assist in any manner of sales transaction or the obtaining of a sales appointment. This does not preclude the prospective purchasers on or after their appointment acceptance of memento-advertising material such as pens, calendars, notebooks and like items.

(5) Department of Defense personnel will not distribute nor display in any manner business reply cards or other type appointment cards or business cards of agents, or the advertising, sales material, or literature of any company.

(6) Military personnel residing in bachelor officer quarters (BOQ) or bachelor enlisted quarters (BEQ) and occupants of family housing may initiate appointments with business companies to visit their quarters to exhibit, deliver, or service merchandise. The business or its agent may not initiate the contact or contact persons other than the requestor while on the installation.

Page 2, paragraph 2-8b(2). Add the following to the end of the paragraph:

While on the installation all agents are restricted to the locations designated below and are restricted from being at any other location for any reason connected with the solicitation of any goods, services or commodities. Under no circumstances will any agent engage any person on this installation in conversation for the purpose of obtaining an appointment. Designated locations are:

a. BOQ and BEQ for the registered occupants therein.

b. Family quarters for the registered occupants therein.

c. Areas specifically designated by commanders for individuals not in family quarters, BOQ or BEQ. Specker Barracks is not an authorized location.

Page 2, paragraph 2-8 c. Add the following to the end of the paragraph: "FLW Form 18 (Application for Solicitation Privileges) will be completed by the agent to satisfy this requirement."

Page 2, paragraph 2-8f(2). Add the following to the end of the paragraph: "Two or more persons constitute a group for the purpose of solicitation."

This does not apply to registered home businesses that normally present their wares (i.e. Tupperware) through a home party format.

Page 2, paragraph 2-8f(14). Add the following to the end of the paragraph: This prohibition includes distributing or attempts to have personnel of this installation distribute or display for the agent or company any business reply cards or promotional literature, including flyers. Such cards and materials may be distributed only through the United States Postal Service when addressed to an individual or displayed on the installation only in places designated by the installation commander.

Page 3, paragraph 2-8f(19), 2-8f(20), and 2-8f(21). Added.

(19) Use of government telephones in any location for any purpose connected with solicitation. This includes initiating calls from non-government telephones to government telephones on post.

(20) Use of the name of any military or civilian member of this command for the purpose of influencing or intimidating any individual during the course of solicitation or business transactions.

(21) The "casual" presence of agents in unit and office areas to obtain introductions or to make appointments.

Page 3, paragraph 2-9. Add the following to the end of the paragraph:

a. The following are specifically prohibited as quarters-based business on FLW as unable to comply with applicable Federal or State regulations or policies:

b. Cosmetology services such as hairdressing, barbering, nail or manicure salons. This does not preclude the sale of pre-packaged cosmetics.

c. Food service such as catering, cakes or specialty foods, is prohibited by the Surgeon General's policy memorandum of 8 July 1990, Subject: Food Service Operations in Military Housing.

d. Mechanical or other services to motor vehicles, small engines, boats, trailers, or recreational vehicles within the housing areas.

e. Businesses or services normally considered for adult use only such as escort services or massage services unless applicant is a licensed massage therapist. A copy of the applicable license or

certificate must be presented at the time of registration of the home business.

Page 3, paragraph 2-10f. Added.

2-10f. Distribution or posting of externally produced publications, including pamphlets, newspapers, magazines, handbills, flyers or other printed material, will not be made on the reservation unless prior approval is obtained from the Garrison Commander or his authorized representative.

Page 4, paragraphs 2-13, 2-14, and 2-15. Added.

2-13. MUTUAL FUND SHARES OR OTHER LISTED OR UNLISTED SECURITIES.

Any agent soliciting the sale of mutual fund share or other listed or unlisted securities is required to furnish the purchaser with a full disclosure of information available concerning the security being offered, particularly as to any surrender charge imposed when the systematic (e.g. allotment) deposit program is discontinued by the purchaser prior to the originally anticipated completion date.

2-14. REPORTING.

a. It is the duty and responsibility of each military or civilian member of this installation to ensure compliance with this regulation and to immediately render to the Commercial Solicitation Officer an oral report of any suspected violation of the policies set forth herein. The immediate commander concerned will render a written complaint as soon as possible thereafter to the Commercial Solicitation Officer. An electronic mail message meets this requirement. The written complaint will state the name of the agent, the name of the company represented, and the name and rank of the person being solicited. The names of any witnesses or other knowledgeable persons will be included if known.

b. Anyone having knowledge of any person soliciting on the installation without a permit or of sales persons going door-to-door should immediately notify the Military Police desk sergeant.

2-15. FOODS AND OTHER DELIVERY SERVICES.

a. Deliveries are made only at the request of persons residing or working on the installation. Drivers must be able to produce the name and address of the person requesting the service or product. Deliveries within Specker Barracks will be made to the Charge of Quarters; not directly to the occupant's room.

b. Distribution of advertising materials, including menus, is prohibited with this exception: one advertising flyer, coupon, or menu may be attached to each individual delivery (i.e. pizza box, garment protective bag).

c. Newspaper vendors using coin distribution boxes will notify the Solicitation Officer by letter listing the location of each of the boxes by name, building number and specific location. Multiple boxes owned by a single vendor may be combined in the report (i.e., "Springfield News-Leader and USA Today, building 3001, southeast entrance door"). Vendors will include the name of the principal point of contact together with the business address and telephone number.

Page 4, paragraph 3-5a. Add subparagraphs (3), (4), (5), (6) and (7) after subparagraph (2):

(3) The agent shall possess a current Missouri insurance license.

(4) The agent provides a xerographic copy of his current Missouri insurance license.

(5) The agent provides two letters of reference, neither of which is from his current employer, a relative, or another insurance agent.

(6) The agent completes FLW Form 18 (Solicitation Application).

(7) The agent complies with the application procedures specified in this regulation and supplement.

Page 5, paragraph 3-10d. Add the following after the third sentence:

A copy of DA Form 2056 will accompany DA Form 1341 (JUMPS Army Allotment Authorization) sent to the disbursing officer.

Page 6, paragraph 4-4, Suspension approval. Add the following to the end of the paragraph:

When there are indications that unauthorized solicitation practices have occurred the Commercial Solicitation Officer for Fort Leonard Wood has the authority to temporarily suspend the solicitation privilege of any agent or firm for a period not to exceed 30 days for the purpose of conducting an investigation.

2. Post this supplement in accordance with Pam DA Pam 25-40.

3. File this supplement in the front of the basic publication.