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# **FMS Publications Support: Changes in an Electronic Environment**

**By**

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The Security Assistance Management Manual (SAMM) standardizes many policies and procedures in the foreign military sales community, but grants a great deal of flexibility to the implementing agencies in their goal of providing the best possible support to a foreign customer on an FMS case. The methods and procedures used by the implementing agencies in developing and managing foreign military sales cases are diverse and unique. The systems already used by each of the Military Departments (MILDEPs) and other Department of Defense (DoD) organizations to meet internal requirements have all been adapted for the FMS customer. Each MILDEP has its internal unique organizations, procedures, and vocabulary. Foreign customers and US personnel new to the FMS community often have difficulty understanding and accepting the differences between the implementing agencies' policies and procedures. This diversity is perhaps most evident in the area of publication support. There is virtually no similarity in the procedures used by the Army, Air Force, Navy, and the Defense Logistics Agency (DLA) to provide foreign customers with publications. There is, however, one element that is common to all three military services, and that is that hard-copy publications are becoming increasingly more difficult to obtain. The Military Departments are making more and more publications and blank forms available to the general public on the Internet and on CD-ROM, and eliminating their availability in hard copy. The general MILDEP trend is that if a publication is available on CD-ROM or on the Internet, hard copy will not be produced, potentially not even for FMS customers.

Publications which are available to foreign customers include a wide range of printed material, on paper or other media (such as microfiche, CD-ROM, diskette, etc.), including technical orders, compendiums/indexes, software, technical manuals, supply catalogs, training publications, administrative publications, engineering drawings and associated documents, Integrated Logistics Support publications and associated documents, equipment component lists, special file extracts, decals, forms, and audiovisual products. Under the Total Logistics Support concept, publications are an integral part of the support package for major weapons systems. Each major system sale includes those publications required to maintain the system. Technical publications are crucial items in the FMS program. They often provide the only operating and maintenance instructions for the equipment purchased by FMS customers. Without the proper publications, equipment may be misused or improperly maintained. It is up to the purchaser to ensure that such publications are kept current. The lack of up-to-date publications leads to system degradation and inoperative equipment.

Publications can be generally grouped into two categories: standard and non-standard. Standard publications are those that have been developed for use by the DoD, and which are also applicable and available to FMS customers. Standard publications include administrative, doctrinal, and procedural manuals, blank forms, catalogs, posters, decals, training manuals, videotapes or videodisks, and general technical manuals or technical orders for equipment common to the DoD and the FMS customer. Non-standard publications are those that have been developed specifically for FMS customers. Non-standard publications include software, and technical manuals or technical orders which have been modified (or sanitized) to reflect unique equipment configurations purchased by FMS customers. Non-standard publications are generally developed by contractors or by system program offices in support of a specific weapon sale to a specific foreign customer. The method in which they are developed, priced, and distributed will not change

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in the foreseeable future. The focus of this article is on the availability of standard publications to the FMS customer.

### **Current Publication Support Procedures**

The three MILDEPs' procedures in filling a foreign customer's publication requirements range from fully automated processes to procedures that are almost totally manual. Each MILDEP interfaces with a variety of computer systems and databases in different organizations and geographic locations. There are three categories of publication support. The first is the initial issue of publications as a result of a major system sale. The sponsors of the major weapon system determine the initial distribution requirements for publications, and issue them to the customer as part of the total package. The Army refers to these as *defined line requisitions*, the Navy calls them *initial distribution requisitions*, and the Air Force calls them *system sale requisitions*. The second type of publication support is follow-on support, which is defined as publication requisitions submitted by the customer after the initial system sale. The Army uses the terms *defined line* and *resupply*, the Navy uses the terms *follow-on* and *direct requisition procedure*, and the Air Force refers to these as *follow-on requisitions*. Automatic distribution of publications, the third category of support, is a process whereby the customer may receive changes, updates, and revisions to unclassified publications without submitting individual requisitions for each change. The publications distribution points automatically forward any changes to the FMS customer. Automatic distribution may be included with the initial issue of publications in a major system sale at the customer's request, or the customer may request automatic distribution as part of follow-on support. The Army and Air Force use the term *initial distribution*; the Navy uses the term *automatic distribution*. To give you an idea of just how complicated and different the publications support processes are, here is a summary of how the three MILDEPs provide publications to foreign customers.

The Navy has the most simplified procedures for FMS customers to requisition publications. Each publication or form, including changes, has been assigned a Navy Item Control Number (NICN), which is similar to a National Stock Number (NSN), allowing the use of the standard Military Requisitioning and Issue Procedures (MILSTRIP) format to order publications. The customer may submit a requisition via message format or send a DD Form 1348 to the Naval Inventory Control Point (NAVICP-OF) in Philadelphia, PA. The requisition format is essentially the same as that used for requisitioning any other item. Customers may use the NAVSUP Pub 2002F, which is the index of available Navy publications and forms, and is only available on CD-ROM.

The publication request in MILSTRIP format is automatically entered into the Navy's Management Information System for International Logistics (MISIL). All requisitions for publications are forwarded from NAVICP-OF via MISIL directly to the Navy Publications and Forms Branch (NPFB) in Philadelphia, which screens the requisitions for classification. Provided the publication is unclassified and releasable to the foreign customer, it will generally be released to the customer country automatically. The Navy International Programs Office (Navy-IPO) must approve requests for classified publications. The customer uses the same requisitioning procedures for both follow-on support and for automatic distribution of publications.

The Army's publications support procedures are less simplified than the Navy's. For starters, the customer must submit separate forms for follow-on support versus an automatic distribution request, to the US Army Security Assistance Command (USASAC) in New Cumberland, PA. The customer uses DA Form 12-99-R, "Initial Distribution Requirements for Publications," to obtain publications using the initial distribution method (sometimes called pinpoint distribution). On the other hand, requests for resupply by automatic distribution are submitted on DA Form 4569-1-R, "Security Assistance Publication Requisition Code Sheet." Department of the Army Pamphlet 25-30 is the index of available Army publications and blank forms, and is available to FMS customers

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on CD-ROM. The initial distribution hard-copy requisition must be mailed to USASAC-NC, whereas the customer can submit the resupply requisition electronically to USASAC-NC in a modified MILSTRIP format if he is a subscriber of STARR-PC or DAMES.

Publications requisitioning from the Army is accomplished under a combination of MILSTRIP and non-MILSTRIP requisition processes because the U.S. Army Publishing Agency (USAPA) in Alexandria, Virginia, does not have an automated internal supply system capable of accepting MILSTRIP requisition actions. Consequently, when the publications requisitions are received by USASAC-NC, they must be manually inputted into USAPA's Standard Army Publications System (STARPUBS) via the Internet, as well as the Army's Centralized Integrated System for International Logistics (CISIL) for shipping and billing purposes. USAPA then issues the available publications from its distribution facilities in St. Louis, and sends a notice of shipment back to USASAC-NC, which manually enters the shipment information into CISIL so that the customer and case managers have complete visibility of the requisition transactions. When a customer requests classified publications, USASAC takes the additional step of obtaining release approval from the proponent before passing the request to USAPA.

The Air Force's publications system is the least "user-friendly" of the three MILDEPs. To begin with, unlike the Army and Navy which process all publications in essentially the same manner, the Air Force distinguishes technical orders from other publications, and has completely separate organizations responsible for managing and distributing them.

The operation and maintenance of most Air Force hardware, from test equipment to aircraft, is governed by Technical Orders (TOs). Technical Orders come in two flavors: standard Technical Orders which are those used by the USAF as well as FMS customers, and Country Standard Technical Orders (CSTOs) which are written specifically for a foreign purchaser's program. The TOs and CSTOs are requisitioned on AFTO Form 187 or AFTO Form 276, and mailed or faxed to the Security Assistance Technical Order Distribution System (SATODS) office located at Oklahoma City ALC, Tinker AFB. AFTO Form 187 is also used to set up automatic distribution of changes, revisions, and supplements to technical orders. Upon receipt of the requisition forms, the SATODS office inputs the request into its database which validates the request and calculates the price of the TO. Then SATODS passes the requirement to the Air Force's domestic technical order database, GO22, which identifies the supply source, availability, and assigns a document number. Upon receipt of the document number, SATODS feeds into the Security Assistance Management Information System (SAMIS) for tracking, shipping and billing purposes. The TO/CSTO requirement is passed to the proponent Air Logistics Center (ALC) which ships the publication to the customer. Customers can refer to TO-00-5-19, Security Assistance Technical Order Program for more information on obtaining technical orders.

The Air Force defines publications as anything other than TOs or CSTOs. Publication requests are submitted to the Air Force Security Assistance Center (AFSAC) at Wright-Patterson AFB, OH on DD Forms 1348 or 1149. Upon receipt of the request, AFSAC validates the request for releasability, inputs the requirement into SAMIS, and then passes the requisition to the Air Force Publication Distribution Office (AFPDO) in Baltimore. The AFPDO ships the publication to the customer and mails the billing invoice to AFSAC, which then inputs the transaction into SAMIS. Classified publications are coordinated by AFSAC through the proponent ALC for release. Requirements for standard publications are determined using AFIND 20 and AFIND 22.

These complex procedures have served for many years as the sole means of providing hardcopy (paper) publications to foreign customers. But all that is changing rapidly.

### **The Shift to Paperless Publications**

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Executive Order 13011, issued by President Clinton on 16 July 1996, tasked United States government executive agencies to effectively use information technology to improve mission performance and service to the public. In response to EO13011, Secretary of Defense William S. Cohen unveiled the Defense Reform Initiative on 10 November 1997, which consists of four pillars: (1) **reengineer** by adopting the best private sector business practices in defense support activities; (2) **consolidate** organizations to remove redundancy and move program management out of corporate headquarters and back to the field; (3) **compete** many more functions now being performed in house, which will improve quality, cut costs, and make the DoD more responsive; and (4) **eliminate** excess infrastructure.

Under the pillar of Reengineering, examples of the Secretary's decisions to get results by using best business practices include instituting a paper-free contracting process for major weapons systems by 1 January 2000; creating paper-free systems for weapons support and logistics; shifting to the use of electronic catalogues and electronic "shopping malls;" ending printing of defense regulations by July 1, 1998, after which they will be available only on the Internet or CD-ROM; and replacing "just in case" military logistics with modern business "just in time" mindset.

To meet the reengineering goals, the MILDEPs have responded by establishing Internet web sites that provide access to databases, publications, forms, organizational lists, newsletters, and virtually any unclassified item of interest to DoD personnel and the general public. Voluminous publications that transitioned from paper to microfiche more than a decade ago, have transitioned again to CD-ROM.

- **Publications via Digital Media and the Internet**

The Defense Logistics Agency (DLA) was one of the first DoD organizations to recognize the benefits of digital media, and began publishing its various catalogs as early as 1989. The Defense Logistics Information Service (DLIS) is the DLA field activity designated as the manager of the Federal Catalog System (FCS). The FCS is the official U.S. government program under which equipment and supplies are uniformly named, described, classified, and stock numbered. DLIS offers a range of products containing FCS information, most of which are available to foreign customers through an FMS case. Certain products, such as Federal Logistics Data (FEDLOG), are available only to NATO and sponsored countries because they contain proprietary data and characteristics data of countries other than the U.S. The DLIS publishes the Master Cross Reference Data (MCRD); Management Data (MD) and Interchangeability and Standardization (I&S) catalog; DEMIL Catalog; Medical Catalog; AMMO Data; and the NATO Master Cross Reference List (NMCRL) on CD-ROM. A full menu of digital products is identified at the DLIS Web site at <http://www.dlsc.dla.mil>.

The MILDEPs are also converting many of their doctrinal and administrative publications to digital media. The Army Electronic Library on CD-ROM contains over 700 administrative publications and over 1600 forms, and is distributed to more than 27,000 locations. The Air Force is in the process of converting its inventory of approximately 250,000 legacy Technical Orders (TOs) to a digital Indexed Portable Document Format (IPDF), which can be accessed via the Internet. The Navy's Supply Command (NAVSUP) manages the Navy Logistics Library on the Internet (<http://www.nll.navsup.navy.mil/>), which provides access to several different Navy publications libraries on-line. All DoD publications are to be accessible eventually through the Joint Computer-aided Acquisition and Logistic Support (JCALS) program and the Joint Engineering Data Management Information and Control System (JEDMICS). JCALS is to be the backbone for the DoD infrastructure, eventually electronically linking all DoD sites in order to pass digital information. (See "JEDMICS-Further Expansion of Automated Data" in *The DISAM Journal*, Winter 1997/98, pp. 93-95.)

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There are numerous sources for DoD publications on the Internet, and with very few exceptions, most are accessible through any commercial Internet provider, and few have registration requirements. Foreign customers can download from the Internet for free many of the standard publications they require, assuming they know where to find them. And that raises several interesting issues.

First, there is no standard web site for DoD publications. Every MILDEP has several organizations with web sites, many duplicate each other's efforts, and the contents aren't always consistent. Often one can find several versions of blank forms and publications between the various sites. Then there are several DoD or Joint sites that also feature selected standard publications and forms, some of which can also be found on MILDEP sites. Fortunately, this free-for-all environment of multiple and duplicative web sites is starting to get organized, and the MILDEPs are slowly coordinating many of the Internet resources for publications, and are providing links to sites that have unique and broader publications resources. But there are still so many web sites for DoD publications that any user, U.S. or foreign, can easily become confused. A list of many of the current, reliable publication sites is provided at the end of this article. Be aware, however, that web sites change almost as frequently as the weather, and sites are continuously expanding, linking, or disappearing into others. There is also no standard access policy within each Military Department which is evidenced by some of the DoD activities permitting access to publication web sites to FMS customers free of charge, others requiring customer registration, and still others blocking access to anyone from outside a .mil or .gov network. Internet access to publications is currently at the discretion of the information systems managers at ICP or systems center level that own the web sites.

Army publications can be ordered on-line from the U.S. Army Publishing Agency (USAPA) by U.S. Army users with valid publication accounts, but FMS customers do not have access to the on-line ordering system. The USAPA does make available many standard publications and blank forms on its web site (<http://www-usappc.hoffman.army.mil>). There is no requirement for user registration, and the site is available without restrictions through any Internet provider. The Army's intention is to make available as many standard publications and forms as possible, and encourage users to download the products as they need them. The Department of the Army (DA) forms are available in three different formats: FormFlow™, PerForm™ and Jetform™. The user must have one of these three commercial forms reading programs in order to access DA forms. Army administrative publications are now available on-line in a readable format, requiring no additional software. However, the entire publication cannot be printed. Standard publications, such as Army Regulations, Department of the Army Pamphlets, and Technical Bulletins can be read using IBM Library Reader™, which can be downloaded free from the Internet at <http://booksrv2.raleigh.ibm.com/homepage/ilrserv.html>. The users' cost is only the Internet access charge for the amount of time it takes to download the selected products, from a few seconds to several minutes.

There are no Technical Manuals, training or doctrinal publications available from the USAPA site at this time, but another Army site, the Tank, Automotive, and Armaments Command's (TACOM) Soldier Support Network (<http://www-ssn.ria.army.mil>) does contain Technical Manuals, safety messages, and Modification Work Orders (MWO) for TACOM-ACALA managed equipment. However, the Soldier Support Network requires site registration and password for U.S. Army personnel, and no access is granted to FMS customers at this time. The Army Doctrine and Training Digital Library also provides access to Army Technical Manuals and training and doctrinal publications (<http://www.atsc-army.org/atdls.html>).

The USAPA recognizes that not all customers, foreign and domestic, have Internet access. The Army currently still stocks paper copies of standard publications and forms, and the Army intends to supply FMS customers with paper copies if they are requisitioned through USASAC, as long as supplies last.

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The Navy Supply Systems Command has established the Navy's Official Naval Logistics Library Website (<http://www.nll.navsup.navy.mil/>). This site contains approved Navy documents and is free to all users. All documents at this website require the Adobe Acrobat™ reader, which is available for free through an Internet link. The Logistics Library contains publications and forms and can be accessed from any location. There are links to other Navy libraries that contain publications in specific topics, and a link to the Navy's on-line publication ordering system for Navy personnel. Within the Navy Logistics Library is one screen that allows limited access to unregistered users, and another screen that allows full access to registered users. Registration is accomplished on-line, and an e-mail response provides the requestor with a password and log-on. The Navy Electronic Directives System (<http://www.dodssp.daps.mil/usndirs.htm>) contains Navy forms and administrative and Navy regulatory publications and requires Adobe Acrobat™ to view them.

The Navy's philosophy is to transition to a paperless information system, with publications available on the Internet or through CD-ROM, and the elimination of paper-based products.

The US Marine Corps and the US Coast Guard also maintain separate web sites for publications. The Marine Corps web site is grouped by category and by subject area (<http://www.hqmc.usmc.mil/directiv.nsf/web+orders>). The US Coast Guard web site contains Coast Guard forms (<http://www.uscg.mil/hq/g-s/g-si/g-sii/forms/formindx.htm>) and an index of publications (<http://www.uscg.mil/hq/g-s/g-si/g-sii/dpri/dprindex.htm>).

The Air Force has centralized Air Force publications, including selected Technical Orders, Air Force forms, and administrative publications at the USAF Departmental Publishing Electronic Products Library located at <http://afpubs.hq.af.mil/elec-products/>. The forms are only available in FormFlow format. The publications can be read using Adobe Acrobat. Access is unrestricted. Additionally, the Air Force Materiel Command's Publishing Distribution Library (AFMC/PDL) (<http://www.afmc.wpafb.af.mil/pdl/>) contains links to Air Logistics Centers' and Major Air Commands' libraries of publications and forms used at their locations. It also provides the best link to DoD publications. The Air Force is aggressively converting publications from paper-based to digital and electronic media, and will continue to provide FMS customers with paper-based publications as long as supplies last.

The Defense Logistics Agency has also established several sites containing DoD and DLA publications. The Defense Logistics Management Standards Office (DLMSO), and the Defense Administrative Support Center (DASC) have web sites containing publications and forms, as well as links to several other DoD and government web sites that contain regulatory and procedural guidance. These sites are listed at the end of this article.

DoD activities have determined that hard copy production of publications now available on electronic media is not cost effective in the small numbers requested by FMS customers. For DoD activities that operate on a reimbursable basis, funds to initially produce the hard copy publications are not available.

### **The Publications Dilemma**

So what happens when the paper-based products run out? That question is already being considered by the ILCOs who recognize that not all our foreign customers have reliable Internet capability. In its various web sites, Microsoft™ identified 112 countries other than the United States that have Internet providers in their countries.<sup>1</sup> A list of these countries can be found at the

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<sup>1</sup> Not all countries with Internet Providers are eligible for security assistance.

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end of this article. However, just having an Internet Provider in a country doesn't automatically give the customer access to the resources he needs. In many countries, access to an Internet Provider is an expensive luxury few ministries of defense or government agencies can afford. Not all countries have reliable communications lines, nor can they afford the high-tech computer equipment we U.S. citizens are taking for granted. Prices of computer equipment and Internet Service Providers are coming down, which may encourage more foreign customers to get on-line. But there are also cultural barriers that prevent widespread automation, and language barriers that limit the understanding of the use of many of the DoD web sites.

Access to many of the web sites contained in this article can only be achieved by using Windows 95™ and the latest web browsers (either Netscape™ 3.0 or Microsoft Internet Explorer™ 4.0), and by having either a high-speed modem (at least 33kps), an Integrated Switch Digital Network (ISDN) connection, a router, or some other direct connection. And unlike so many U.S. DoD offices where nearly every worker has a computer on his or her desk, the availability of computer equipment in many defense ministry offices is very limited, if it exists at all. A recent survey of international students attending a DISAM Foreign Purchaser Course revealed that less than one-third of those attending had access to the Internet in their work places, and of those that did, most of them were from Western Europe, Australia, and Canada. Chances are the clerk responsible for submitting publication orders to the United States Army, Navy, or Air Force doesn't have access to this sophisticated equipment. And it isn't just the Internet access that is a problem for some countries. CD-ROM products are also impossible to use without appropriate computer equipment.

Case managers and desk officers at the ILCOs and ICPs are already referring customers to Internet sites for their publication requirements. For the few customers that have access to it, the Internet is a pretty good thing. So what will happen when a less technologically advanced customer requests a publication through the ILCO that is no longer available on paper? Will the case manager or desk officer find the time to research the publication, obtain it on the Internet or on CD-ROM, print it out and mail it to the customer? Probably not. A proposed solution is to contract out the paper publications support service, perhaps even adding that requirement to the non-standard support providers in use now, such as SNAP, FASTLINE and PROS.

### **Internet vs. Paper Copy Costs**

Another factor to consider with publication access via the Internet is the cost, or rather lack of it, of providing such a service. Publications via the Internet are free. This is because the DoD has not incurred any measurable expense in making standard publications available on the Internet, and the effort and expense in obtaining the publication rests entirely with the foreign customer. The customer must pay for the computer equipment, the Internet connectivity, and the reproduction costs of the downloaded document.

If the FMS customer desires the traditional paper copies in lieu of making the Internet investment, the applicable printing and distribution costs must be collected by the USG. Chapter seven of the Financial Management Regulation (DoD 7000.14-R, Volume 15) has an elaborate publication pricing schedule which identifies the different pricing procedures for standard publications vice non-standard publications. A customer with Internet access can download a 500-page technical publication with no reimbursement to the US government. A customer without Internet access, requiring the same document, must establish an LOA for publication support, submit the appropriate requisition paperwork to the appropriate agency, pay \$117.00 for the publication, plus the three percent administrative charge, and wait for the product to be shipped from the publications distribution facility – if it is still available.

The publications pricing tables in the Financial Management Regulation, Volume 15, haven't been updated since they first appeared in 1986, and many of the publication media now offered are

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not listed. The regulation is in the process of being updated, and promises to include such media as videodisks, CD-ROMs, and VHS cassettes that currently are not listed. The MILDEPs and DLA have each developed their own unique pricing structures to charge foreign customers for these products. The charges vary from \$16 to \$174 per CD-ROM, depending on the amount of data on the disk, the agency issuing the product and the number of copies produced.

### **Will the Publications Process Ever Be Standardized?**

The Defense Security Assistance Management System (DSAMS) proposes to standardize many of the current publication processes when the Case Execution Module comes on-line in the future.<sup>2</sup> The publications work group has proposed to establish a single method for customer requisitions, preferably by electronic submission to DSAMS. DSAMS, in turn, will pass the requisition to the appropriate ILCO to fill the requirement. DSAMS will also consolidate many of the current tracking functions, and it proposes to standardize terminology. The customer will no longer have to be familiar with the different MILDEP submission procedures in place now. By then, pricing of electronic and digital media should be standardized as well. The issue of hard-copy publications availability has also been addressed by the Case Execution Work Group, with the proposal to pass the requirement for a hard-copy publication to a contractor or organization which has established access channels to obtain publications and print on demand. The details of such an arrangement have yet to be worked out.

### **Publications Web Sites**

The following web sites offer access to standard publications:

Air Force Administrative Publications and Forms <http://afpubs.hq.af.mil/>  
Air Force Materiel Command Publishing and Distribution Library (access to AF administrative publications, DoD regulations, technical orders and forms) <http://www.afmc.wpafb.af.mil/pdl/>  
Air Force Technical Order (TO) System Practices and Procedures  
<http://www.pdsm.wpafb.af.mil/to-system.html>  
Army Doctrine and Training Digital Library (access to Army Training, Doctrine and Technical Manuals) <http://www.atsc-army.org/atdls.html>  
Army Soldier Support Network (access to Army Technical Manuals and safety messages)  
<http://www-ssn.ria.army.mil> \*  
Army Publishing Agency (USAPA) (Army publications and forms. Provides access to the Army publications ordering system) <http://www-usappc.hoffman.army.mil> \*  
Defense Acquisition Deskbook (Publications and regulations with great search capability, register for CD ROM distribution and "Ask a Professor") <http://deskbook.wpafb.af.mil/>  
Defense Logistics Agency Publishing System (DLAPS) contains DLA publications and DoD regulations and manuals) <http://www.dlaps.hq.dla.mil/>  
Defense Logistics Management Standards Office (DLMSO) (contains DoD Logistics Regulations) <http://www.dlmso.hq.dla.mil/dlmso.htm>  
DoD Comptroller (Financial Management Regulation)  
<http://www.dtic.mil/comptroller/fmr/index.html>  
DoD Forms Program (access to DoD forms) <http://web1.whs.osd.mil/icdhome/forms.htm>  
Joint Electronic Library (access to doctrinal publications and Dictionary of Military Terms)  
<http://www.dtic.mil/doctrine/jel/index.html>  
Marine Corps Orders and Directives <http://www.hqmc.usmc.mil/directiv.nsf/web+orders>  
Navy Electronic Directives System (Navy administrative and doctrinal publications and Navy forms) <http://www.dodssp.daps.mil/usndirs.htm>

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<sup>2</sup> Not all countries with Internet Providers are eligible for security assistance.

\*Requires registration and password.

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Navy Logistics Library (access to Navy administrative publications)

<http://www.nll.navsup.navy.mil>\*, \*\*

US Coast Guard Forms Library <http://www.uscg.mil/hq/g-s/g-si/g-sii/forms/formindx.htm>

**Countries with Internet Providers:**

**Africa:** Algeria, Angola, Botswana, Cameroon, Chad, Djibouti, Eritrea, Ethiopia, Ghana, Kenya, Mauritius, Morocco, Mozambique, Namibia, Senegal, South Africa, Tanzania, Tunisia, Uganda and Zimbabwe.

**Central and East Asia and Pacific:** Australia, Bangladesh, Cambodia, China,\*\*\*\* India,\*\*\*\* Indonesia, Japan, Malaysia, Nepal, New Zealand, Pakistan\*\*\*\*, Philippines, Seychelles, Singapore, South Korea, Sri Lanka, Taiwan and Thailand.

**Europe:** Albania, Austria, Belarus, Belgium, Bulgaria, Croatia\*\*\*, Cyprus\*\*\*, Czech Republic, Denmark, Estonia, Finland, France, Germany, Greece, Hungary, Ireland, Italy, Lithuania, Luxembourg, Macedonia (FYROM), Malta, Netherlands, Norway, Poland, Portugal, Romania, Russia, Slovakia, Slovenia, Spain, Sweden, Switzerland, Turkey, Turkmenistan, Uzbekistan, and United Kingdom.

**Americas:** Argentina, Bahamas, Barbados, Belize, Bermuda\*\*\*, Bolivia, Brazil, Canada, Chile, Colombia, Costa Rica, Dominica, Dominican Republic, Ecuador, El Salvador, Guatemala, Haiti, Honduras, Jamaica, Mexico, Peru, Suriname, Trinidad and Tobago, Uruguay and Venezuela.

**Middle East:** Bahrain, Egypt, Israel, Jordan, Kuwait, Lebanon, Oman, Qatar, Saudi Arabia and United Arab Emirates.



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\*\* FMS customers may download administrative publications and forms without restriction, but may not use the online ordering system.

\*\*\* Not Eligible for FMS, FMFP or IMET.

\*\*\*\* Suspended for FMS, FMFP and IMET.