HOW TO ESTABLISH AND MAINTAIN AN ARMY PUBLICATIONS ACCOUNT

The Account Processing/Customer Service Team Can Help

If you have any questions about your account or need assistance filling out DA Form 12-R please contact a member of the **Account Processing/Customer Service Team**
Phone: DSN 693-9606 or commercial 314 592-0910,
E-mail: **dolwcustsrv@conus.army.mil**

The Account Processing/Customer Service Team can also provide information on how to order publications and forms, how to check on the status of an order, availability of publications and forms, subscriptions lists (12-Series), or emergency requisitions

FORM REQUIRED: DA Form 12-R. This form can be locally reproduced and is located at the back of DA PAM 25-33, the directive governing the form - or is available on the APD web site at http://www.apd.army.mil under Army Electronic Forms.

FAX COMPLETED FORM TO: ACCOUNT PROCESSING TEAM - DSN 892-0923 OR COMMERCIAL 314 592-0923.

Refer to prescribing directive PAM 25-33 for more information on who is authorized an Army publication account and how to manage your 12-Series subscription list.

NOTE: FOR UNITS IN EUROPEAN THEATER: Units in European Theater should coordinate establishment of accounts with AE Pubs Customer Service and provide them a copy of DA Form 12-R when submitting changes.

Phone: DSN (314) 496-5824 or commercial (+49) 06302-67-5824
FAX: DSN (314) 496-5828 or commercial (+49) 06302-67-5828
E-Mail: Customer.service.AEPUBS@EUR.ARMY.MIL

Establishing your new publications account: Please ensure all information provided on DA Form 12-R is accurate to ensure distribution of publications to your activity, both re-supply and initial distribution.

> **NOTE: Adding E-Mail Address:** The current DA Form 12-R does not provide a block for your e-mail address. You can add this online after the account has been activated. If you would like to include your e-mail address in order to be notified when we have received your DA Form 12-R, or to be notified of your new account number when assigned, **please write your valid official e-mail address in Block 7b of DA Form 12-R.**

BLOCK 1. Leave blank.

BLOCK 2. Enter the date you are preparing the form.

BLOCK 3. Mark box "a" – indicating Initial Submission.

BLOCK 4. Enter your complete mailing address. It must conform to the following.

a. Address cannot exceed four lines.
b. Each line must not exceed 24 characters, including spaces.
c. Authorized abbreviations should be used wherever possible.
d. Avoid office symbols as they change often. Do not use the name of individuals.
e. Enter the complete street address, including building and room numbers. Do not use Post Office Box numbers. (A complete address will help ensure delivery of your publications.)
f. Enter your 9- digit zip code.

BLOCK 5. Adhere to the routing and approval requirements contained in paragraphs 2-6 thru 2-9 of PAM 25-33 and your local procedures.

a. Route through the installation PCO or PSM, as determined by the installation DOIM.
b. National Guard activities must submit your DA Form 12-R through your state Adjutant General and then through the National Guard Bureau.
c. USAR units under the jurisdiction of the U.S. Army Reserve Command, send completed form to the Major U.S. Army Reserve Command (ATTN: PCO) for review and approval.

BLOCK 6. Media Distribution Division, ATTN: Accounts Processing, 1655 Woodson Road, St. Louis, MO 63114-6128

BLOCK 7. Mark the appropriate block for the type of service you need. Blank forms accounts are normally issued to the following activities and all permanent unclassified Active Army and U.S. Army Reserve units requesting this service:

1. Installation Publications Stockroom
2. Overseas Publications centers
3. Medical Department Activities
4. Active Army Service Schools
5. ARNG State Adjutant Generals

If you have a publications account it is not necessary to request a separate account for blank forms.

BLOCK 7 b. Enter the Publications Control Officer's (person who signed in Block 9) official e-mail address.

BLOCK 8 a. Check the block that applies to your organization.

BLOCK 8 b. If Army, enter your TOE or TDA number. This information may be found on your TOE or TDA document, or you can obtain it by contacting your supply or personnel office.

BLOCK 8c. Enter your UIC. Your UIC can be found in the header of the TOE or TDA document that applies to your organization, or from your supply or personnel office.

BLOCK 8 g. Enter your DOD Activity Address Code (for Non-Army) or UIC (for Navy).

BLOCKS 9 a, b, c. The person responsible for the maintenance of this account will complete these blocks.

BLOCK 10. Indicate the classification level required for your account.

Some blank forms are sensitive or accountable and may be subject to misuse for fraudulent purposes. If you require these types of forms, they must be safeguarded and your account must be authorized to receive classified materials. (You must have "blank forms" marked in block 7 and at least "confidential" marked in block 10 to receive accountable/sensitive forms.)

BLOCK 11 a, b, c. If "Confidential" or "Secret" is marked in block 10, your security officer responsible for safeguarding classified material must complete these blocks. By completing these blocks, you are indicating compliance with the security statement shown.

BLOCK 12 a, b. Submit at least 30 days prior to the effective date of change. (Mark 3 b)

BLOCK 13a, b, c. Your unit commander or an installation, agency or command-level officer must complete these blanks.

BLOCK 14 a, b, c. Your PCO, PSM, or DOIM-designate must complete these blocks and will forward the approved form to the address in block 6.

Maintain the original completed DA Form 12-R for your unit's records.

ATTENTION APO CUSTOMERS:

Do not FAX your completed DA Form 12-R directly to DOL-W for processing. All OCONUS units stationed in Europe or deployed to the Middle East MUST route their DA Form 12-R through the USAREUR Theater Publications Control Officer (PCO) for approval (FAX DSN (314) 496-5824 or commercial (+49) 06302-67-5828) or email customer.service.aepubs@eur.army.mil.

The PCO will then forward the approved DA Form 12-R to DOL-W for processing. For more information or help completing your form contact AEPUBS Customer Service.

E-mail: customer.service.aepubs@eur.army.mil

Route the completed form thru the addressee in Block 5. They may FAX the completed form to DSN 693-9620 OR COMMERCIAL 314-592-0923 or the form can be mailed to address in Block 6. Processing time is 5 working days.

Account Activated: DOL-W, MDD or the approving authority will notify you the account has been established. You can then log on to the APD Home Page at http://www.apd.army.mil, select Ordering from left side bar and log in to the Point and Click Ordering System with your new account number and zip code.

Instructions on how to order publications / forms or subscribe to publications are included in the HELP portion of the Point and Click Ordering System. You may also contact Customer Service at 314-592-0910 or DSN 892-0910 or send an e-mail to dolwcustsrv@conus.army.mil. One of our Customer Service representatives will be glad to help with questions you have on how to order, how to establish a subscription list or how to get various reports pertaining to your publications account.

Maintaining and Updating Publications Accounts

Once your account has been established, keep the information current. Accounts should be validated annually. If you order using the Point and Click Ordering System, you can satisfy your annual requirement to validate your account when you log on and verify your account address. The system will remind you to validate the address every 90 days.

Submit an updated DA Form 12-R when any one of the following changes occur—

a. Type of service (Block 7 a)
b. Unit description data (Blocks 8 a thru g)
c. Publication officer (Blocks 9 a thru c)
d. Classification level (Blocks 10 thru 11c)
e. Change of address (Block 12 a and b)

Closing a Publications Account

If you must close your publications account (such as for deactivation) enter the account number in Block 1 of DA Form 12-R and mark “close” in Block 3. PCO should complete Block 9 a, b, c and route according to your locally established procedures.