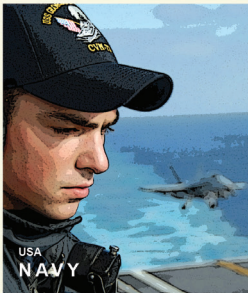
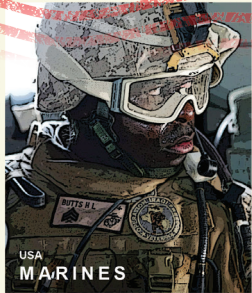


MILITARY MAIL: FAQ

MILITARY POSTAL SERVICE AGENCY

<http://hqdainet.army.mil/mpsa>



Military Postal Service Agency

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Q: When addressing mail to a Military Post Office™ (MPO), should I also use the city and country name?

A: No. Use APO (for Army/Air Force Post Office) or FPO (for Fleet Post Office) for the city, and either AA, AE, or AP for the state. Using the foreign city and country name might cause the item to be handled through international mail channels instead of the Military Postal System. As always, ensure that you use the Authorized Military Mailing Address as provided by the servicing MPO.

INCORRECT:



CORRECT:



Q: What is the difference between a Standard Post article and a Priority Mail article mailed to an MPO?

A: In most cases, a Standard Post article weighing more than 15 pounds or measuring more than 60 inches (length and girth combined) travels by ship from the U.S. gateway to the military address. A Priority Mail article receives air transportation from the U.S. gateway to the location of the military address.

Q: Are extra services such as insurance, Certified Mail, and USPS Tracking services available for military mail?

A: Yes. In general, an article mailed to an MPO is eligible for extra services — but extra services might not be available to each MPO. For more information, consult a USPS retail associate or the USPS Web Site at www.usps.com.

Q: Can I track a package addressed to an APO/FPO location with the customs declaration form number?

A: No — customs declaration numbers are used to track only international mail articles. To track an APO/FPO item, you must purchase an applicable extra service.

Q: How long will it take for mail to reach an MPO?

A: Listed below are the Department of Defense (DoD) mail transit times for delivering mail in the following services to APO/FPO locations (delivery time begins with the time of acceptance).

DoD MAIL TRANSIT TIMES

EUROPE / ATLANTIC

| | |
|--------------------------------|------------|
| Priority Mail Express Military | 4–5 Days |
| First-Class Mail/Priority Mail | 7–10 Days |
| Package Services* | 30–45 Days |

IRAQ / AFGHANISTAN / MIDDLE EAST

| | |
|--------------------------------|---------------|
| Priority Mail Express Military | Not Available |
| First-Class Mail/Priority Mail | 7–13 Days |
| Package Services* | 20–24 Days |

JAPAN / KOREA / PACIFIC ISLANDS / FAR EAST

| | |
|--------------------------------|------------|
| Priority Mail Express Military | 4–6 Days |
| First-Class Mail/Priority Mail | 7–9 Days |
| Package Services* | 30–45 Days |

CENTRAL AMERICA / SOUTH AMERICA / CARIBBEAN

| | |
|--------------------------------|---------------|
| Priority Mail Express Military | Not Available |
| First-Class Mail/Priority Mail | 7–9 Days |
| Package Services* | 18–21 Days |

* USPS Retail Ground and Parcel Select apply to Media Mail, Library Mail, and Bound Printed Matter. USPS Retail Ground and Parcel Select receive surface transportation by ship to certain locations.

Q: How do I know what restrictions and prohibitions apply to mail addressed to an APO/FPO?

A: For restrictions and prohibitions to military APO/FPO addresses, consult the USPS Web Site at <https://postcalc.usps.com/Restrictions.aspx> and enter the desired ZIP Code.

Q: What special precautions should I use when packaging military mail?

A: Use the following precautions to safeguard your package on the way to its final destination:

- Place the mailing address inside the parcel on a separate piece of paper.
- Use a box that is constructed to conform to the contents you are sending.
- Place items in the box so that the weight is evenly distributed.
- Add packing material on the inside if any portion of the box sags or is easily depressed.
- Use packaging tape for wrapping the outside of the box. Do not wrap with string.
- Cross out or cover excess markings or printing to prevent your box from being missent.
- Complete PS Form 2976, *Customs Declaration CN 22 — Sender's Declaration*, and attach it to the outside of the package.
- Use a sealable bag to enclose all personal hygiene items, such as deodorant, lotion, or shampoo.
- Use a plastic container to enclose all perishable items, such as cookies, chips, etc.
- Do not mail carbonated drinks, which can explode during transit. Mailing of alcohol is prohibited.
- Do not mail prohibited items — comply with the mailing prohibitions noted at <https://postcalc.usps.com/Restrictions.aspx>.

Q: Are there programs such as “Any Service Member or Any Wounded Warrior” that allow me to send items to any service member?

A: No. This practice is prohibited due to the risks facing deployed military forces. Previous programs that allowed people to send mail to service members unknown to them were discontinued following the terrorist attacks of 2001. This includes the “Any Service Member, Any Wounded Warrior, Any Soldier, Sailor, Airman or Marine” mail program for military personnel. Mail to “Any Service Member” will not be delivered. This restriction applies to all classes and types of mail.

- Mail without a valid addressee and address will be returned to sender.
- Mail without a return address will be opened in our Mail Recovery Center Network to determine the sender’s address.
- Mail without a means to determine the sender’s return address will be disposed of by the Mail Recovery Center.

FOR ADDITIONAL INFORMATION

United States Postal Service
800-ASK USPS (800-275-8777)

www.usps.com

Military Postal Service™ Agency

<http://hqdainet.army.mil/mpsa>

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