

**Postal Service Center**  
USAG WIESBADEN  
Community Mail Room (CMR 467), Building 1030

**Hours of operation**

Service Window: Monday – Friday from 10 a.m. to 6 p.m.

First and Third Saturday from 10 a.m. to 2 p.m.

**CLOSED SUNDAYS AND FEDERAL HOLIDAYS**

The information below will familiarize you with the services of our community mail room. Subjects such as your new address, how to open your mail box, who is authorized a mailbox and more are covered below. If you need any help or have any questions please feel free to ask any of our mail clerks or you can contact us at DSN: 337-5050/7630 or Civ. (0611) 705-5050/7630.

Your complete mailing address is as follows:

Your name (Rank, Last, First, MI)

CMR 467 Box #

APO AE 09096

**IN-PROCESSING:**

- Only ID card holders with logistical support and their dependants are authorized a box at the CMR. All family members who receive mail at your box must be listed on the DA Form 3955 at the time the box is opened. New family members can be added anytime thereafter.
- All new customers are asked to provide proof of Logistical Support in the form of: Orders, SF 50, or memorandum from employing agency. Retirees can receive limited service after presenting a valid retiree ID card and completing AE form 600-8-3C in our admin office.
- At in-processing, you will be required to complete a DA Form 3955 listing your previous address, email address, phone number, full SSN, and any and all dependant family members to include maiden names. \*\*This does not change your address with the USPS in CONUS. To do that go to [www.USPS.com](http://www.USPS.com) or fill out and mail a PS Form 3575 (available in the CMR admin office) to the post office at you last address.
- You are required to do an update when you have a change in your workplace or number of family members.
- Due to the fact that the CMR customer base has lot of common last names; it is required that you use both your last and first name with middle initial in your address.
- "In care of" (c/o) mail is only authorized if both parties have logistical support.
- Due to limited storage space, we ask that you check your receptacle daily.
- If for any reason you have to leave for more than 5 days (Leave, TDY, hospital, etc.), you must fill out a DD Form 2258, which is located in the CMR admin office. (We can only hold your mail for 30 days if you fail to notify us. Any mail after 30 days must be returned to sender).
- If you are sponsoring incoming personal, you can request a box for them 60 days prior to arrival.  
Note: You must have a copy of their orders.

**OUT-PROCESSING**

- All personnel clearing the installation must also clear the CMR. To do so, bring a copy of your orders (if applicable), a forwarding address (or an address that can be temporarily used until you reach your new assignment), and your clearing papers. You will be asked to complete a DA Form 3955 much the same as by in-processing.
- Upon PCS/ETS your first class mail will be forwarded for 12 months and second-class mail (magazines, periodicals, etc.) will be forwarded for 2 months. Bulk rate mail cannot be forwarded to the states (Junk mail, catalogs). It is suggested that you notify publishers of your change of address at least 30 days in advance to allow them to change your shipping address.
- Ensure you change all your default shipping information with companies, such as AMAZON, to prevent delaying your mail. It is suggested to stop having mail sent to you at least 2 weeks prior to your departure.

**OTHER NOTABLES:**

- The CMR also has boxes for private organizations, which are authorized by the USAG Wiesbaden, within the Wiesbaden Military Community. Bulk mailing to the CMR by private organizations must be in sequence by box number and have the return address of the sender. Private organizations use "PO" in the upper right corner in place of postage instead of "MPS".
- For inventory and location purposes, we ask that you leave all package notices (Yellow and pink cards) in your box when we are closed. Without the location number printed on your card, we will not be able to offer you prompt service.
- When mailing packages to yourself while on leave/TDY, we request that you mail them a few days prior to your return due to limited storage space at your CMR.
- For security purposes we do not give out any information concerning mail or personnel over the phone, nor are we authorized to check your receptacles for you.
- We cannot accept mail from private carriers. All mail we receive must be first processed by the USPS. (Ex: UPS, Federal Express).
- Official mail cannot be received in your personal box. It must be picked up at the Official Mail Room by the Official Mail Clerk for the Unit.
- Mailing to another APO, AE and selected AP addresses does not require postage. Just print "MPS" in the upper right hand corner in place of postage.
- All claims for certified, registered, insured, and express mail must be filed at the Army Post Office (APO).
- Accountable mail can only be held for 15 days by the CMR. Non-accountable mail can only be held for 30 days by the CMR. All mail that exceeds these time limits will be RETURNED TO SENDER.
- The Christmas hours and all mailing deadlines will be posted for the holidays at both the CMR and the APO.
- Regulations that govern the CMR are DOD REG 4525.6-M, UASEUR REG 600-8-3, ARMY REG 600-8-3, and ED 10-4.

For more information, send an email to: [cmr467@eur.army.mil](mailto:cmr467@eur.army.mil)