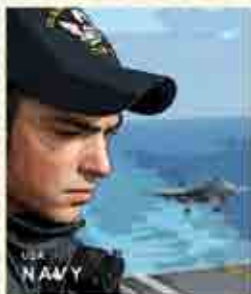
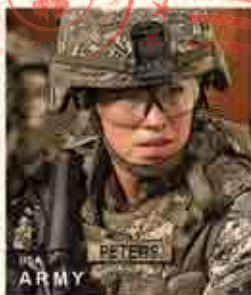


MILITARY MAIL: **FAQ**

MILITARY POSTAL SERVICE AGENCY

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

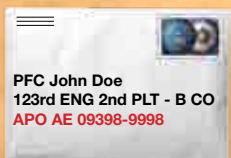
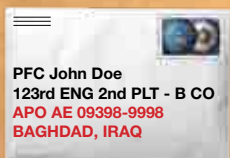


Q: When addressing mail to a Military Post Office™ (MPO), should I also use the city and country name?

A: No. Always use the APO or FPO address, without the name of the city and country. This is to make sure the item is handled in the military mail system instead of the international mail system.

INCORRECT:

CORRECT:



Q: What is the difference between Parcel Post® and Priority Mail® articles mailed to an MPO?

A: In most cases Parcel Post® articles weighing more than 15 pounds or measuring more than 60 inches (length and girth combined) will travel by ship from the U.S. gateway to the military address. Priority Mail® articles receive air transportation from the U.S. gateway to the location of the military address overseas.

Q: Are extra services such as Insured Mail, Registered Mail™, and Delivery Confirmation™ services available for military mail?

A: Yes. In general, articles mailed to MPOs are eligible for extra services; but extra services may not be available to all MPOs. 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 to overseas APO / FPO locations (delivery time begins with the time of acceptance).

DoD MAIL TRANSIT TIMES

EUROPE / ATLANTIC

(APO / FPO AE ZIP™ Codes beginning with 090–092 and 094–099)

- Express Mail® Military Service 3 Days
- First-Class Mail® / Priority Mail® Service7–9 Days
- Package Services^(*)30–45 Days

IRAQ / AFGHANISTAN / MIDDLE EAST

(APO / FPO AE ZIP™ Codes beginning with 093)

- Express Mail® Military Service Not Available
- First-Class Mail® / Priority Mail® Service7–13 Days
- Package Services^(*)20–24 Days

JAPAN / KOREA / PACIFIC ISLANDS / FAR EAST

(APO / FPO AP ZIP™ Codes beginning with 962–966)

- Express Mail® Military Service 3 Days
- First-Class Mail® / Priority Mail® Service7–9 Days
- Package Services^(*)30–45 Days

CENTRAL AMERICA / SOUTH AMERICA / CARIBBEAN

(APO / FPO AA ZIP™ Codes beginning with 340)

- Express Mail® Military Service Not Available
- First-Class Mail® / Priority Mail® Service7–9 Days
- Package Services^(*)18–21 Days

^(*) Package Services^(*) class of mail applies to mail sent at the surface or Parcel Post® rate. This class receives surface transportation by ship to certain locations.

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

A: For restrictions and prohibitions to military APO / FPO addresses, consult the “Supporting Our Troops” page on the USPS® Web Site at www.usps.com/supportingourtroops/welcome.htm.

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

A: Following these precautions will 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.
- Enclose all personal hygiene items, such as deodorant, lotion, or shampoo, in a sealable bag.
- Place all perishable items, such as cookies, chips, etc., in a plastic container.
- When mailing liquids, ensure they are properly packaged. Limit the quantity, use a leak-proof container, and wrap the articles in an absorbent material between the inner and outer containers.

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

A: 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 with no means to determine the sender’s return address will be sent to local charities.

FOR ADDITIONAL INFORMATION

United States Postal Service®

800-ASK USPS (800-275-8777)

www.usps.com

Military Postal Service™ Agency

800-810-6098

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

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Questions? Call the POP Hotline at **800-332-0317**, press # **4** and follow prompts for General Assistance.