



Communications and Information

USAFE POSTAL GUIDE

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OPR: USAFE AIRPS/PO (Ms. Radloff)
Supersedes USAFEPAM 33-102, 12 February 1998

Certified by: USAFE AIRPS/CC (Lt Col Connally)
Pages: 31
Distribution: F

This USAFE postal guide provides information on the use of the Military Postal Service (MPS) in this command. The postal information in this pamphlet is not all inclusive; however, it answers the most common questions patrons have so they might better use their postal privileges. This publication applies to all US Air Forces in Europe (USAFE) units. It does not apply to US Air Force Reserve or Air National Guard units.

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FOREWORD

One of our closest and strongest ties to home is the mail. Whether it be love letters, birthday cards from Grandma, holiday presents, bills, special catalog orders, hometown newspapers, or cookies from Mom; the mail touches each of us almost every day. Fortunately, mail service is relatively quick and efficient despite being overseas.

The purpose of this pamphlet is to help make postal service even quicker and more efficient--both sending and receiving mail. Knowing the rules and taking full advantage of the most appropriate postal services can save you both time and money.

This guide is not all-inclusive. It contains abridged information on many mail topics. The MPS operates under the United States Postal Service (USPS) directives. The guidance in this pamphlet is subject to change based on those directives. If you still have questions, please seek guidance and assistance from the people at your servicing Military Post Office (MPO). Our job is to provide you the most responsive, efficient, quality postal service possible. We will do everything in our control to best serve you--our customer.

HQ USAFE
DIRECTORATE OF COMMUNICATIONS AND INFORMATION
USAFE AIR POSTAL SQUADRON

	Page
Introduction to the Military Postal Service (MPS).....	3
USAFE Military Post Offices (MPO) Provide	3
Services Available and Payments.....	4
Who’s Authorized To Use the MPS?	4
As an Authorized MPS Patron, Your Responsibilities Are.....	4
MPS is a Privilege.....	5
How Do I Mail a Parcel?	5
Claims and Inquiries.....	24
General Information.....	27
Packaging, Insurance Receipts, and Mailing Containers	27
Nonmail Services.....	28
International Money Orders.....	28
USAFE MPO Receptacle Checks	28
USAFE Sponsorship Program	28
Delivery of Mail Order Catalogs	28
Authorized Visitors’ Mail	28
Holiday Mailing.....	29
Bulk Mail Got You Down?.....	29
Misaddressed Mail.....	29
Your Postmaster.....	30
Country Mail Movement Chart	30

INTRODUCTION TO THE MILITARY POSTAL SERVICE

The Military Postal Service (MPS) is an extension of the US Postal Service (USPS) and operates under an agreement between the Department of Defense (DoD) and the USPS. The Military Postal Service Agency (MPSA) manages the MPS which includes Army and Air Force post offices (APO) and Navy and Marine Corps fleet post offices (FPO).

The USAFE Air Postal Squadron (USAFE AIRPS) oversees total DoD postal management responsibility for the United States Air Forces in Europe (USAFE) to include Department of State (DoS) postal activities. We directly operate and manage 6 aerial mail terminals (AMT) and have mail control activities (MCA) at 23 airports, and provide operational and logistical oversight to MPOs located at various installations throughout the theater. Our AMTs and MCAs process over 100 million pounds of mail and USAFE MPOs generate about \$22 million in postal revenues annually. USAFE AIRPS is the single manager for all postal matters for USAFE.

As an extension of the USPS overseas, MPOs in Europe function as a branch of the New York Postmaster. You, the MPS customer, pay only the USPS domestic rate between New York and the final destination in the US and territories.

The DoD, through MPSA, pays for mail transportation costs between the overseas location and the US entry point. Annual cost to DoD exceeds \$136 million. This cost is the reason why we try to make postal operations as efficient as possible, and why use of the MPS is restricted to DoD and DoS authorized patrons. Finally, all mail going to and from an APO is subject to local customs inspection. Mail going to the US is subject to US Customs duty and inspection upon initial entry into the US.

NOTE: In this guide we refer to **APO as an address** and **MPO as a facility**.

USAFE MILITARY POST OFFICES PROVIDE:

- ◆ **General delivery service.**
- ◆ **Initial customer complaint and inquiry contact point.**
- ◆ **In and out processing of patrons.**
- ◆ **Mail receipt and mailing services.**
- ◆ **Cash and sale of USPS money orders.**
- ◆ **Stamp sales.**
- ◆ **Pickup point for accountable and nonaccountable mail, and oversized mail.**
- ◆ **Mail directory-locator services.**
- ◆ **USPS claims and inquiry services.**

SERVICES AVAILABLE AND PAYMENTS:

(Availability may vary locally, check your servicing MPO)

- * **You may purchase:** Stamps in books, rolls, or loose; stamped envelopes; postal cards; commemorative stamps; international mail service; special services; aerogrammes; international reply coupons; and USPS money orders.
 - * **Payments:** Only US currency is accepted; however, you may use personal checks for the exact amount of purchase. You cannot purchase money orders with personal checks. You may use travelers checks to purchase all services provided purchases total at least half the amount of the travelers check. **Debit/credit cards** are also acceptable at some locations. Debit cards are acceptable for money orders; credit cards are not. Debit cards are for purchases only.
-

WHO' S AUTHORIZED TO USE THE MPS?

The DoD determines who is authorized to use overseas military postal facilities. Refer eligibility to your local postal personnel. Authorized MPS patrons include the following:

- * Members of the US Armed Forces (on active duty) and their family members.
- * US citizen employees of DoD and DoS organizations and their family members.
- * Authorized DoD-related organizations that support a DoD mission, their US citizen employees, and family members.
- * Retired personnel of the US Armed Forces and their family members (on a limited basis).
- * Authorized US citizen contractors, other US Government agencies, and other organizations or individuals.

Authorized patrons receive their mail either through an assigned mail receptacle (lock box) at their assigned location or through a unit mailroom. All MPO patrons must present an authorized identification before being served in order to verify their eligibility.

AS AN AUTHORIZED MPS PATRON, YOUR RESPONSIBILITIES ARE:

- * Inform all correspondents of your correct mailing and forwarding address, using appropriate change of address cards, labels, etc.
- * Notify the MPO when you go on leave or TDY by completing DD Form 2258, **Temporary Mail Disposition Instructions**, or informing your unit mail clerk.
- * Report instances of inadequate mail service or other mail related problems to the MPO supervisor.
- * Check your mail receptacle frequently--**at least daily**.
- * Have the **proper identification** when using the MPS. Have postal notices and receipts available for mail pickup; i.e., parcels and accountable mail.

MPS IS A PRIVILEGE

NOTE: “...Under no circumstances shall receptacles be used to conduct private business.”
(DoD 4525.6-M, DoD Postal Manual)

Do not use your MPS receptacle or the MPS privilege for **business or commercial** purposes, or act as an agent for unauthorized users--for example; AMWAY or local Mary Kay cosmetics distributor. ***You may not use the MPS to mail or receive items you plan to sell.***

**“DON’T MISUSE YOUR MPS PRIVILEGE,
YOU MAY LOSE IT!”**

HOW DO I MAIL A PARCEL?

***This section provides helpful information
for each of the following steps:***

STEP 1: CAN I MAIL IT?.....	6
STEP 2: PACK ARTICLES	7
STEP 3: ADDRESS ARTICLES	10
STEP 4: CUSTOMS DECLARATION.....	11
STEP 5: DECIDE WHAT CLASS OF MAIL TO USE	13
STEP 6: DECIDE WHAT SPECIAL SERVICES TO USE	22

Hours of Operation? Call your local post office!

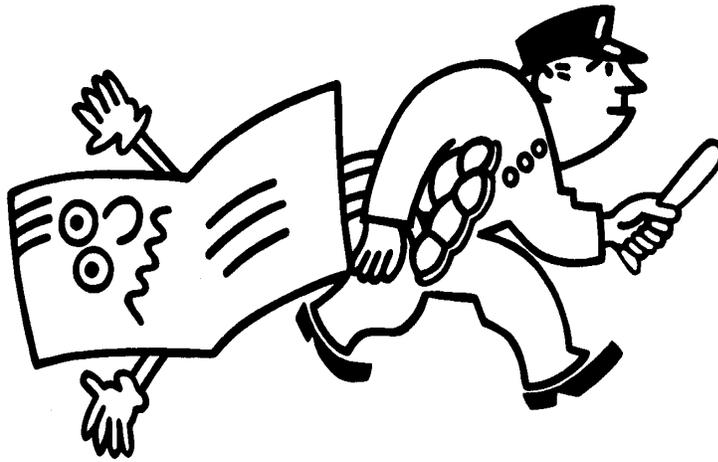
STEP 1: CAN I MAIL IT? *Determine If Items Are Mailable*

USPS imposes very specific mailing restrictions. If in doubt, always ask your local MPO.

NONMAILABLE MATTER:

Nonmailable matter is any item which is prohibited from the mails by treaty, regulation, or law. The USPS Domestic and International Mail Manuals, and USPS Pub 52, *Acceptance of Hazardous, Restricted, or Perishable Matter*, (available at your MPO) outline restrictions. A basic rule to remember:

* It is illegal to send through the US Mail any article, material, or composition that may kill or injure another person, obstruct mail service, or damage mail and property.



HARMFUL MATTER:

- * Poison or matter containing poison
- * Poisonous animals (poisonous insects, reptiles, snakes, and spiders)
- * Disease germs or scabs
- * Explosives; flammable material; dangerous machines; and mechanical, chemical, or other devices or compositions that may catch fire or explode

LEGAL RESTRICTIONS: (list below not inclusive, when in doubt, call your MPO for advise)

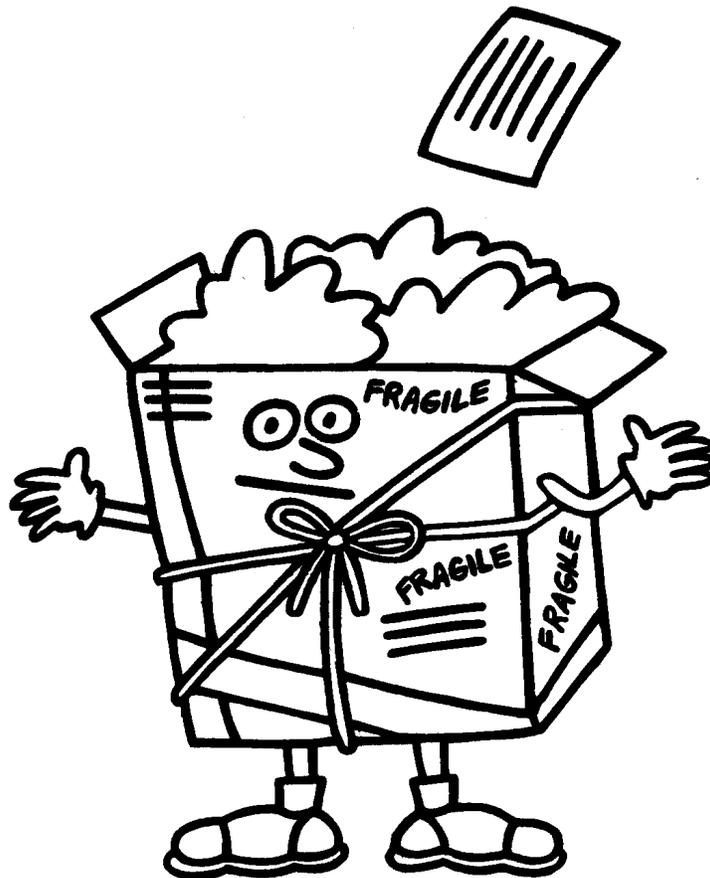
- * Rationed items (such as alcohol, coffee, etc.), non-rationed alcohol, agricultural and meat products
- * Obscene or indecent publications or films
- * Radioactive material
- * Firearms, knives (over 6”), and sharp instruments
- * Drugs and narcotics
- * Controlled substances defined by Federal law and related Federal regulations

STEP 2: PACK ARTICLES. *How Do I Pack And Wrap It?*

The Domestic Mail Manual, International Mail Manual, and USPS Pub 2, *Packaging for Mailing*, (available at your MPO), outline wrapping and packing requirements. Any postal clerk will be happy to help you in interpreting these requirements. The following guidelines are basic.

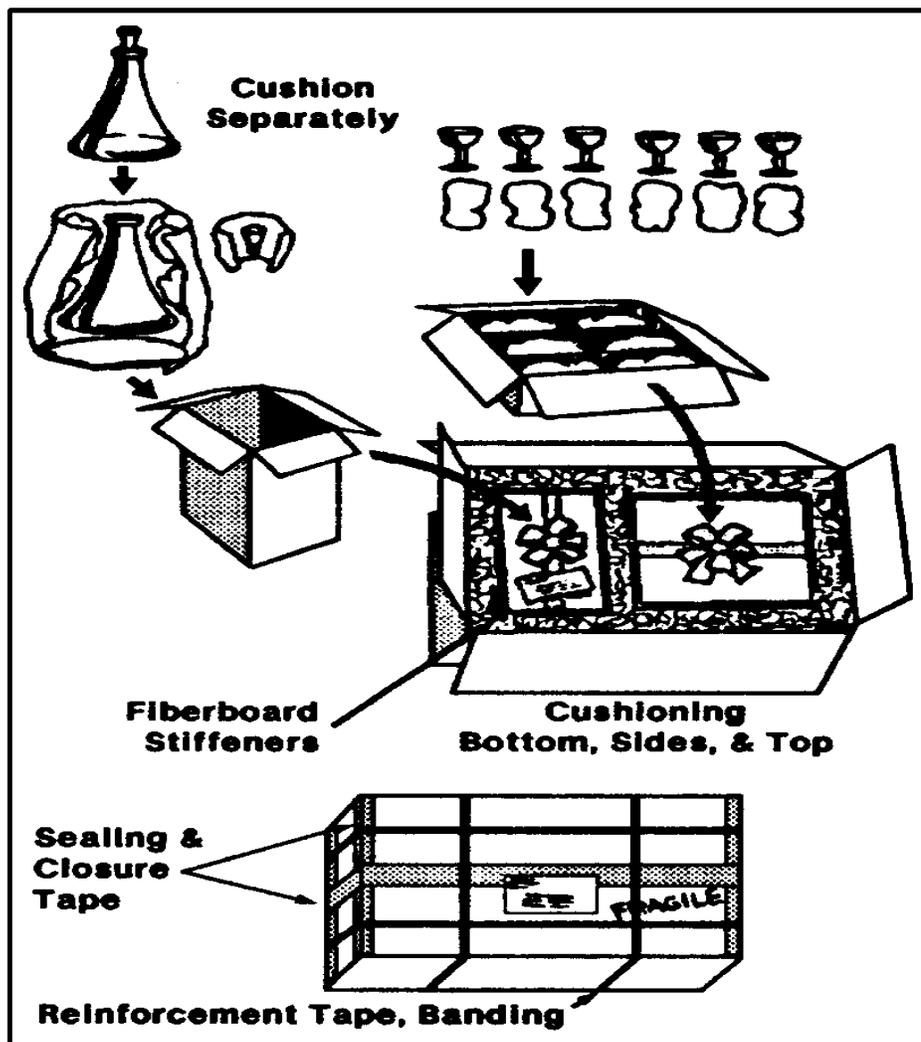
The essential requirement for proper packaging is an acceptable container and proper cushioning.

- Adequate containers include corrugated or solid fiber-board, chipboard (for small items), metal cans, tubes or boxes, wooden boxes or crates, fiber mailing tubes with metal ends, and envelopes.
- The criteria for acceptability is based on the container's ability (strength) to retain and protect contents during normal mail handling. The newer the box, the better the container.
- Pack the contents with sufficient padding (Styrofoam, cut paper, etc.) to prevent the contents from rattling and shifting around.
- Loose-fill cushioning must overfill the container before closure to hold the item and prevent its movement to an outside surface of the container or to other items in the package. Dissipate shock and pressure forces over as much of the surface of the item as possible.

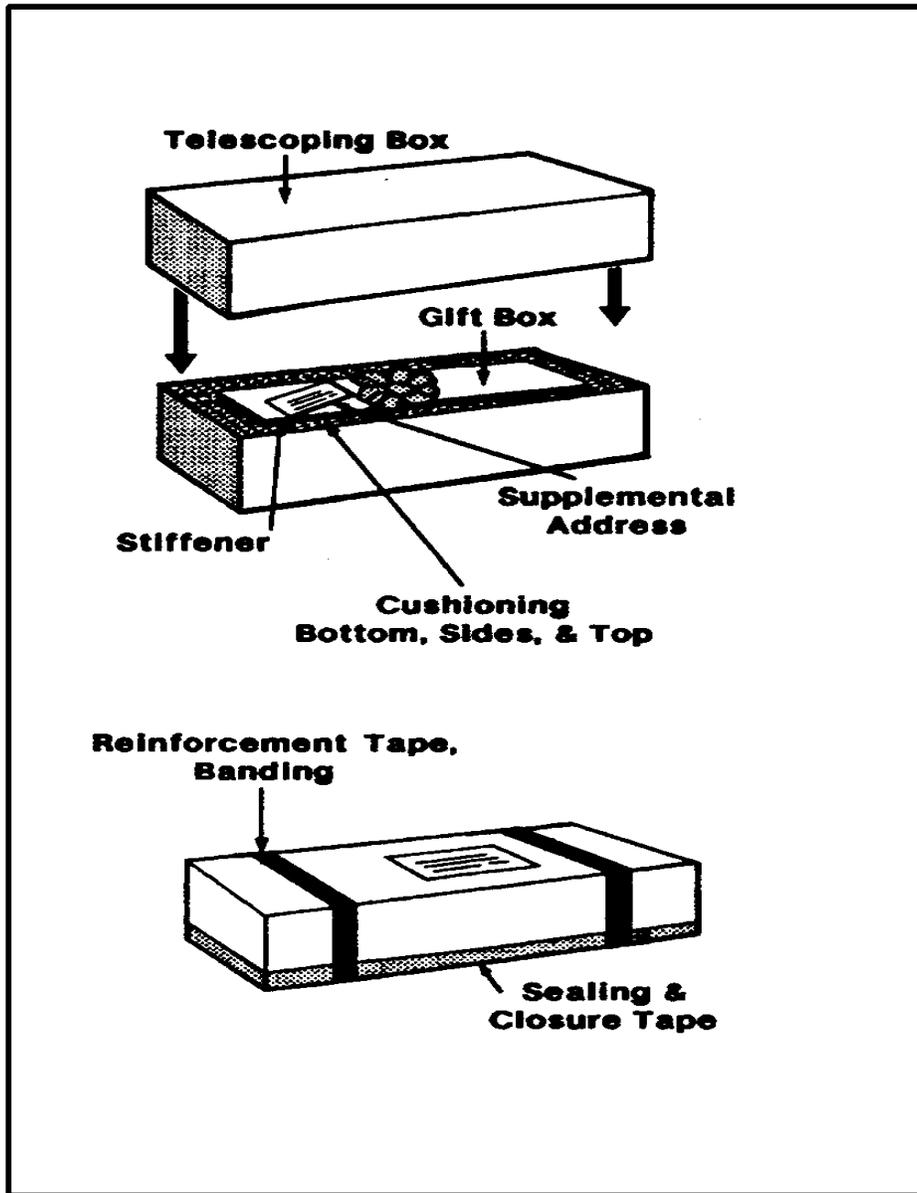


- When several items are inside a package, protect them from each other as well as from external forces. Avoid packing heavy items with fragile items, unless you exercise extreme care to separate them from each other. Heavy items must be adequately stabilized.
- Finally, **inside the package**, ensure you include a card listing the addressee and your return address. In case the outer package is damaged, postal personnel can properly forward the mail to the addressee if the address is also included inside the package.
- Omit wrapping paper if the box is an adequate shipping container. However, the address side of the box cannot have any other writing (i.e., labeling, advertisement, etc.). When using wrapping paper, it should be equivalent to the strength of the average large grocery bag.
- Use pressure-sensitive, filament-reinforced tape for closure and reinforcement.
- Do not use scotch tape or masking tape (postal directives prohibit their use). Do not use twine and cord since they tend to catch and bind in mechanized mail processing equipment.

HOW TO CUSHION FRAGILE ITEMS



HOW TO CUSHION FRAGILE ITEMS
(continued)



NOTE: *Items presented for registered mail must be sealed with a PAPER TAPE which will ABSORB INK POSTMARKS.*

STEP 3: ADDRESS ARTICLES. *How Do I Address It?*

A correct address must contain:

APO Address:

1. NAME
2. PSC # BOX #
3. APO AE #

Civilian Address:

1. NAME
2. STREET & NUMBER
3. CITY STATE ZIP

**For Air Force patrons, organization is optional. For typed addresses, USPS recommends you use Courier New 12-Point.*

NOTE: Typed address speeds mail's automated sorting process. The two most crucial elements in the address are the last two lines (2 & 3 above). This applies to incoming and outgoing mail. Any mixing or improper placement of components of these two crucial elements may create an incorrect address format and subsequently misaddressed or missent mail.

US INCOMING MAIL ADDRESSED TO YOUR APO:

- Tell your correspondents not include "City" and/or "Country" before or after the PSC, UNIT OR APO number. **THE APO AE NUMBER TELLS US THE CITY AND COUNTRY.**
- **The APO serves as the city and AE as the state code for postal processing.**
- International agreements call for mail addressed with city and country names anywhere on the address element to be sent to the HOST COUNTRY'S POSTAL SYSTEM.

The "FROM" and "TO" address **must be clear, legible**, and entered on **one side only** of each article accepted for mailing. We recommend you use nonsoluble ink.

Return address is mandatory on all mail to ensure undeliverable mail can be returned to sender

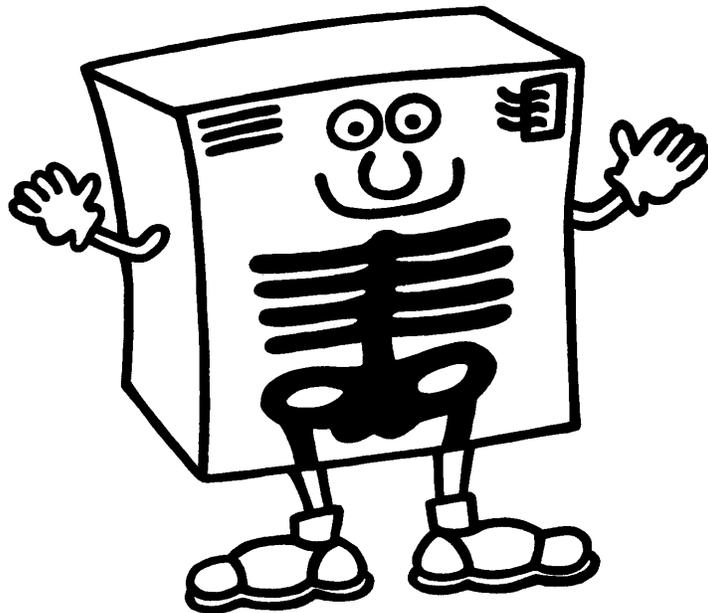
If you're addressing mail to an international address in the foreign country's writing (language), make sure you include a translation. If mailed through the MPS, you must include your APO address element. If you want to receive mail to your APO address from an international address, see samples below.

HOW TO ADDRESS MAIL FROM AN INTERNATIONAL ADDRESS TO THE MILITARY POSTAL SERVICE (MPS/APO) ADDRESS:

- Mail addressed to APO customers from international senders may enter the military postal service (MPS/APO address) in care of (C/O) the International Exchange Office in Hanau, Germany. To use this service, the international mailers must address items as follows:

<p>Example for personal address:</p> <p>MR. JOHN DOE PSC 59 BOX 923 APO AE 09624 C/O INTERNATIONAL EXCHANGE OFFICE 63450 HANAU GERMANY</p>	<p>Example for official address:</p> <p>MR. JOHN DOE UNIT 3340 BOX 190 APO AE 09094-3340 C/O INTERNATIONAL EXCHANGE OFFICE 63450 HANAU GERMANY</p>
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STEP 4: CUSTOMS DECLARATION. *Customs - The Inside Story*



1. US Customs Rules:

The US Customs Service is responsible for protecting US commerce from the import of dangerous and illegal products and for obtaining import duty on certain merchandise which is manufactured outside the US.

To ensure this process, all mail originating outside the US (the 50 states, the District of Columbia, and Puerto Rico) is subject to customs.

Large envelopes and letter mail and packages containing merchandise (anything other than letters and developed personal photos) you mail at an MPO must have one of the following customs declaration forms.

All foreign-made merchandise, regardless of where purchased, that enters the US, whether new or used, is subject to duty. There are exemptions, however:

*The customs forms tell US Customs
what's inside your package*

For US mailings, you may use any of the following:

- **PS Form 2976, Customs - CN 22 Sender's Declaration** (*small green and white 2-part form*)
- **PS Form 2966-A, Customs Declaration and Dispatch Note** (*large white 4-part form*)
- * **EXCEPTION:** Check with your local MPO on locations requiring the sole use of PS Form 2976-A.

2. APO and International Customs Rules:

When mailing from APO to APO or to an international address, you need to consult your local postal activity for the country's applicable restrictions and prohibitions, and appropriate customs declaration form to use.

- * **NOTE:** You must clearly describe all articles on the customs forms. Don't use general terms such as presents or merchandise.

FEDERAL AVIATION ADMINISTRATION (FAA) SECURITY STATEMENT

The customs forms contain a security statement. The FAA requires mailers to certify parcels do not contain any prohibited articles. It also requires you write the name and address of the mailer and addressee on the customs forms.

KEEP IT A SURPRISE!

- * If you wish to keep gifts a surprise by not listing the contents of the package on the wrapper, place the upper part of PS Form 2976 on the address side of the article and insert a PS Form 2976-A inside the parcel.

EXEMPTIONS

1. BONAFIDE GIFTS - \$100 PER DAY, PER PERSON:

A person in the CONUS may receive bonafide, unsolicited gifts with a retail value up to \$100 per day, tax and duty free.

- * You may consolidate gift articles into one package; however, you must individually wrap and address each gift and annotate the number of separate packages that are in the container. State on the customs forms:

- * **Name and recipient of each gift, nature of the gifts, and accurate fair retail value of each gift.**

Example: John Jones - 1 leather jacket, \$100

Example: Bobby Jones - 1 train set, \$65

Example: Karen Jones - 1 china figurine, \$100

Example: Mary Jones - 1 silk blouse, \$48

If you need assistance on what form to use and how to use it, ask your postal clerk for more information.

PAYMENT OF CUSTOMS DUTY

Mailers may not pay customs duty in advance. If customs duty is assessed, postal officials in the CONUS will collect it from the recipient.

2. PERMANENT CHANGE OF STATION (PCS) AND TEMPORARY DUTY (TDY) MAILINGS:

PCS OR TDY ORDERS AND MAILINGS:

Any US Government employee's personal and household effects are eligible for duty-free entry if that employee (military or civilian) is returning to the US upon completion of an assignment of extended duty abroad (140 days or more).

ENDORSEMENT OF PARCELS:

Endorse the address side of parcels containing such items as follows: **"Free Entry Claimed Under Public Law 89-436, Movement Orders Enclosed."** Enclose a copy of your PCS orders in an envelope marked **"Orders Enclosed,"** and attach it to the article or place it inside.

3. RETURNED US MERCHANDISE:

Mailers may also return articles duty-free which are produced or manufactured in the US and which, after export, have not increased in value or improved in condition. Endorse these packages:

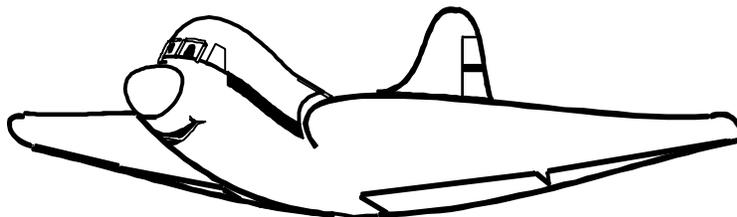
"RETURNED US MERCHANDISE"

NOTE: *Articles purchased through AAFES are not always considered US merchandise.*

STEP 5: DECIDE WHAT CLASS OF MAIL TO USE

STATESIDE DESTINED MAIL

All classes of mail move by air from the European theater to a CONUS gateway



The USPS has divided domestic mail into four basic classes of matter and service: **FIRST, SECOND (paper/periodicals), THIRD (Standard A), and FOURTH (Standard B)**. The USPS also provides **EXPRESS MAIL MILITARY SERVICE (EMMS (Expedited))**--designed to provide the fastest delivery (if available at your location).

CLASSES OF MAIL -- THEIR WEIGHT AND SIZE RESTRICTIONS:

The contents of the mail determine the class of matter

1. EXPRESS (EMMS): *EMMS is not available from APO to APO or to an international address.*

⇒ **EMMS is available only at locations (APOs and stateside cities) that have a transportation network to meet the 3-day delivery service. Check with your local post office.**

⇒ If EMMS is available at your location, you may use it for all mail matter.

⇒ EMMS provides the **fastest** delivery service. Check locally for 3-day service available to designated ZIP Code areas. The 3-day service guarantee from the CONUS to MPOs does not include days MPOs are closed; i.e., delivery date is on a Sunday or holiday.

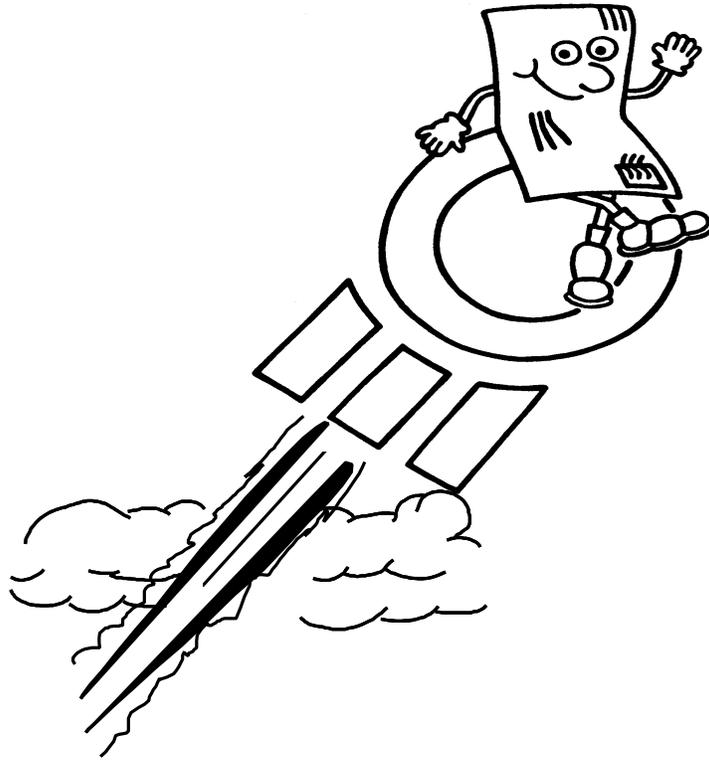
⇒ For example: 3-day service means items you mailed before the established cutoff time on Friday should be delivered by 3 p.m. local on Monday.

⇒ Matter sent EMMS automatically receives no-fee postal insurance coverage of \$500. Additional coverage fee is available for up to \$5,000.

NOTE: Only the sender can apply for postage refund if the delivery day guaranteed service is not met.

“Delay due to customs inspection does not afford a refund”

Up to 70 pounds and 108 inches in length and girth combined



2. FIRST-CLASS:

- Letters
- Postcards
- Bills and statements of accounts
- Blank printed forms, filled out in writing, such as notices, certificates and checks, either canceled or uncanceled

13 ounces or less

Transit time--normally 6-8 days

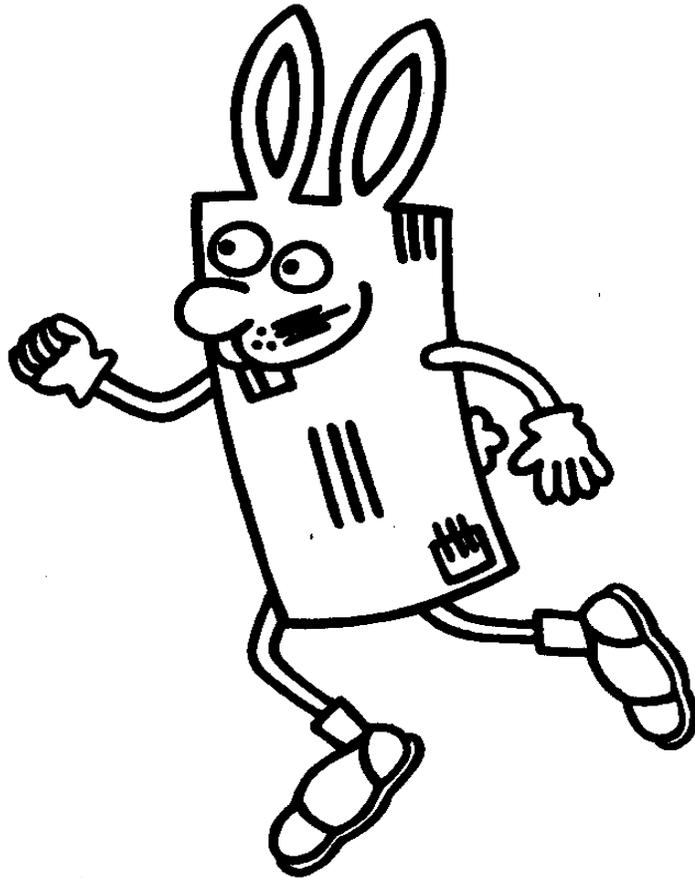
3. PRIORITY:

- First-class mail weighing more than 13 ounces.

Any matter for which the mailer wants to guarantee quick handling.

More than 13 ounces and up to 70 pounds and 108 inches in length and girth combined

Transit time--normally 7-10 days



4. SECOND-CLASS: (PAPER/PERIODICALS)

- * *Second-class* mail includes monthly magazines, newspapers, and other periodicals. Only publishers use second class rate of postage. Second-class mail is sent, from CONUS, by surface transportation; i.e., by ship. **MPS patrons may mail individual second-class pieces at the third- and fourth-class postage rate.**

Transit time from CONUS to overseas--normally 30-35 days (depends on location)

From Europe to CONUS—normally 10-15 days

Time Value Publications (TVP). The term *TVP* is only applicable to military mail. It is processed as second-class mail in the CONUS until it reaches the New Jersey USPS Bulk Mail Center (BMC). At the BMC, it is upgraded from surface transportation and flown to the European theater.

TVPs are periodicals published weekly or more frequently. Examples are: Time Magazine, Sports Illustrated, Air Force Times, hometown newspapers, etc.

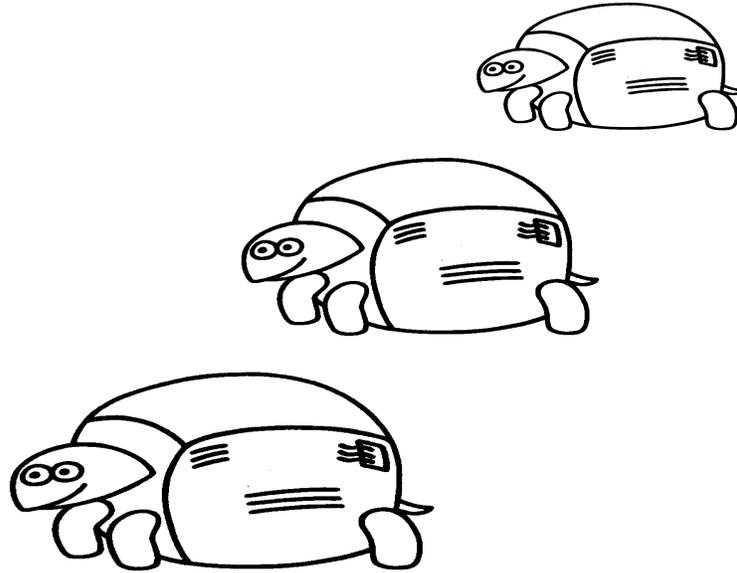
Transit time--normally 8-12 days

5. THIRD-CLASS: (STANDARD A)

- Contents not required to be mailed as first class.
- Is not guaranteed quick handling as priority mail.

Merchandise weighing 16 ounces or less

Transit time—normally 20-30 days (via ship) – 10-20 days if SAM



6. FOURTH-CLASS (STANDARD B), AND SPACE AVAILABLE MAIL (moves by air on space-available basis--referred to as SAM):

- Also called parcel post.
- Must weight more than **16 ounces**.
- Cheapest way to send heavy matter.

Fourth-class mail from the CONUS to APOs **weighing up to 15 pounds and measuring up to 60 inches in length and girth combined** is considered SAM and is flown from the CONUS to overseas.

Transit time - 10-20 days

Fourth-class mail from APOs to the CONUS **weighing up to 70 pounds and measuring up to 100 inches in length and girth combined** is also considered SAM and is flown from overseas to a CONUS gateway. From the gateway, SAM is trucked to its final destination.

Transit time - 10-20 days

Fourth-class mail from the CONUS to APOs **weighing from 15-70 pounds and measuring up to 130 inches in length and girth combined** travels via ship.

Transit time – 30-35 days

***From APO to APO, mailings are moved by air or surface (trucks) according to locations.**

7. PARCEL AIRLIFT (PAL):

- Airlifted **from Europe** to CONUS or **from CONUS** to Europe and then to its final destination via air on a space available basis.

30 pounds and 60 inches in length and girth combined

Transit time--normally 10-20 days

8. SPECIAL STANDARD MAIL:

- A reduced postage rate for books, film and microfilm, test materials, printed music, all sound recordings, and manuscripts for books.

70 pounds and 100 inches in length and girth combined

Transit time--normally 30-35 days – CONUS to APO via ship

9. INTRATHEATER DELIVERY SERVICE (IDS): APO AE TO APO AE DESTINED MAIL ONLY!

The DoD authorizes MPS patrons to mail articles between APOs in the **same geographical theater** free of postage.

- Called “*correspondence*” not mail.

There are three categories of IDS:

MPS -- Personal correspondence from an individual to another individual or organization.

Limit for MPS: 70 pounds and 130 inches in length and girth combined

COM -- Correspondence from authorized commercial (COM) activities; i.e., bank, credit union, etc.

Limit for COM: 13 ounces or less

PO -- Correspondence from morale, welfare and recreation (MWR) sanctioned private organizations (PO); i.e., wives' clubs, scouts, etc.

Limit for PO: 70 pounds and 130 inches in length and girth combined

- ◆ Place “**MPS, COM, or PO**” as applicable in the *upper right hand corner* of the article, instead of stamps.
- ◆ **IDS is correspondence and not mail.** It is not eligible for any USPS special services; i.e., insurance, registry, certified, etc. However, if you want any of these services, you can pay the **local zone rate of postage** and special services charges—**then it's mail.**

COM and **PO IDS** correspondence must be addressed correctly, *separated and banded by APO number*, and *sorted in numerical order by box number* before it's handed or sent to an APO.

**MPOs provide directory services for COM and PO IDS correspondence addressed to 09XXX within theater. Check with your local post office.*

“MPOs return the undeliverable or postage required articles to sender”

10. POSTAGE TO A GERMAN ADDRESS WITHIN GERMANY:

- * You may mail articles from an MPO in Germany at US local zone rate of postage to a Germany civilian address only.
- * You must use a complete **APO return address** and not an economy address.

“International rates apply for mail sent outside Germany”

SIZE RESTRICTIONS

GIRTH AND LENGTH COMBINED

EXPRESS
108-INCH
MAXIMUM

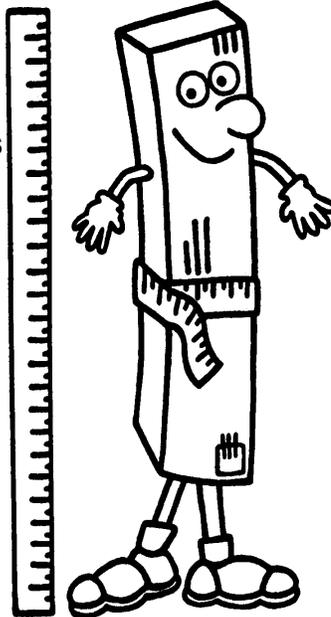
FIRST-CLASS
3X5-INCH
MINIMUM

PRIORITY
108-INCH
MAXIMUM

THIRD-CLASS
3X5-INCH
MINIMUM

SAM
100-INCH
MAXIMUM

PAL
60-INCH
MAXIMUM



WEIGHT RESTRICTIONS



EXPRESS
70-POUND MAXIMUM

FIRST-CLASS
13-OUNCE MAXIMUM

PRIORITY
70-POUND MAXIMUM

THIRD-CLASS
16-OUNCE MAXIMUM

SAM
70-POUND MAXIMUM

PAL
30-POUND MAXIMUM

11. INTERNATIONAL MAILINGS:

- ◆ Consult with your local MPO before you prepare a package for mailing to a foreign (international) country.
- ◆ Check the International Mail Manual at your local MPO.

“The same information does not apply to all countries”

- ◆ Sending parcels through international mail channels can be very expensive.
- ◆ The cheapest way to send merchandise international mail is via "SMALL PACKET".
- ◆ Check with your local MPO first, as weights and availability vary with each country.
- ◆ Customs form requirements vary also, and mailers should check with the MPO first for the particulars on mailing to different countries.

STEP 6: DECIDE WHAT SPECIAL SERVICES TO USE

SPECIAL POSTAL SERVICES

1. REGISTERED MAIL:

Registered mail is the **most secure service** the USPS/MPS offers. It incorporates a system of receipts to monitor the mail's movement from the point of acceptance to delivery. In other words, it's secured and signed for everywhere it stops.

- ◆ Requires you pay the **first class/priority/airmail rate** and registry fees dependent on amount of insurance requested.
- ◆ Provides indemnity coverage for loss or damage.

“Registered mail maximum indemnity is \$25,000”

2. CERTIFIED MAIL:

- ◆ Provides the sender with a mailing receipt and a record of delivery at the post office of address.
 - ◆ No record is kept at the post office from which certified mail is mailed.
 - ◆ It's dispatched and handled in transit as ordinary first class mail and no insurance coverage is provided.
 - ◆ Only available to the US and MPOs.
-

3. INSURED MAIL:

- ◆ Provides indemnity coverage for a lost, rifled, or damaged article.
- ◆ No record of insured mail is kept at the office of mailing. Dispatched and handled in transit as ordinary mail.

“Insured mail maximum indemnity is \$5,000”

- ◆ Fees depend on the amount of insurance desired.

NOTE: The USPS (MPS) keeps *no mailing records* for insured parcels. It's the **mailer's responsibility** to write the addressee's name and address on the insurance **receipt and keep it**.

Mailers must show the “Receipt for Insured Mail” when making a claim for loss or filing an inquiry

4. CERTIFICATE OF MAILING:

- ◆ Provides only evidence of mailing.
 - ◆ No receipt is obtained on delivery of the mail to the addressee.
 - ◆ Insurance is not provided against loss or damage.
-

5. RETURN RECEIPT:

- ◆ Provides evidence of delivery.
 - ◆ Available only for accountable mail; i.e., EMMS, insured for more than \$50, registered, or certified.
 - ◆ After delivery, the USPS/MPS mails the return receipt to the sender.
-

6. RESTRICTED DELIVERY:

Restricted delivery service permits a mailer to direct delivery only to the addressee or addressee's authorized agent.

The addressee must be an individual specified by name; not a business

- ◆ Available for insured for more than \$50, registered, or certified mail.

Service fee must be paid in addition to postage and other fees

7. RETURN RECEIPT FOR MERCHANDISE:

- ◆ Provides the sender with a mailing receipt, return receipt, and delivery record at the office of address.
- ◆ No record is kept at the office of mailing.
- ◆ Dispatched and handled in transit as ordinary mail.
- ◆ Does not include insurance coverage.

May not be requested after mailing, nor is restricted delivery service available

8. SPECIAL HANDLING:

- ◆ Provides preferential handling to the extent practical in dispatch and transportation--to and from the CONUS.
 - ◆ **Not available between APOs.**
 - ◆ **Does not provide special delivery service.**
 - ◆ Delivered on regularly scheduled trips as ordinary parcel post.
 - ◆ Available only for **third and fourth class mail.**
-

9. COLLECT ON DELIVERY (COD):

NOT AVAILABLE TO OR FROM APO OR FPO OR TO ANY ARMED FORCES AGENCIES

CLAIMS AND INQUIRIES

USPS AND MPS PHILOSOPHY:

The USPS and MPS encourage customers to report all instances of loss, rifling, and other mistreatment of mail, even when there may be no provisions for the payment of indemnity.

“Ordinary mail is not traceable--because no record is kept for its delivery”

You may request a tracer for registered, insured, certified mail, and return receipt for merchandise.

There are also special claim procedures for EMMS mail that is not delivered within the guaranteed time limit

HOW TO FILE A CLAIM?

Different forms and procedures exist for the different claim and inquiry situations. Refer to your MPO personnel for help in completing the appropriate form for your report or claim.

FOR WHAT SERVICE CAN I FILE A CLAIM?

1. EXPRESS MAIL REFUND:

- The USPS provides a money-back guarantee on express mail items that do not meet delivery time standards, unless the delay is caused by Customs, strike, work stoppage or delay, or flight cancellation.
 - The **mailer** may file the claim for postage refunds not **earlier than 7 days and not later than 90 days after the mailing date**. You must submit the mailer's receipt (original copy of the mailing label) with the PS Form 3533, **Application and Voucher for Refund of Postage and Fees**.
-

2. EXPRESS, REGISTERED, OR INSURED MAIL:

WHERE DO I BEGIN?

- **You must prove that insurance, registered mail, or express mail service was purchased**

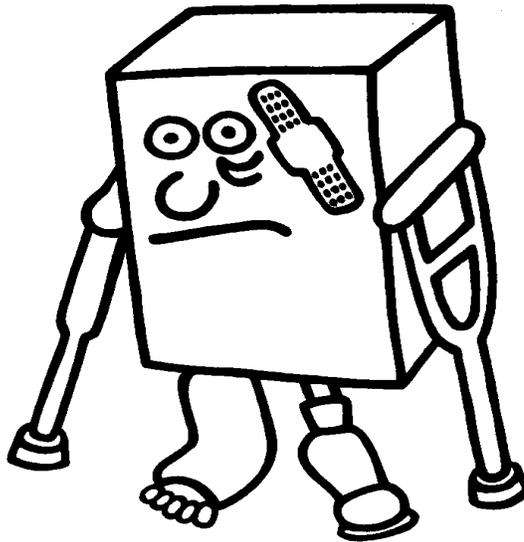
What is proof of service purchased?

- The original mailing receipt given to you at the time of mailing.
- The wrapper, which must have names and addresses of both the mailer and the addressee, along with the endorsement, tag, or label showing that the article was sent insured, registered, or by express mail.

What is an acceptable proof of value?

- A sales receipt.
- An invoice.
- A picture from a catalog showing the value of a similar article.
- A statement of value from a reputable dealer.
- Your own statement describing the lost or damaged article, including the date and place where it was purchased, how much it cost, and whether the article was new or used.
- If the article was handmade, state the price of materials and labor used.
- The items must be described in enough detail so the USPS Postal Data Center can determine the accuracy of the claim.

NOTE: If the claim is for partial damage, a paid repair bill, estimate of repair costs, or appraisal may be used instead of the above estimates of value.



What is proof of damage or loss?

- **Damage:** If the mailed article was damaged or if some or all of the contents are missing, keep the item, box, wrapper, and all of the packing material.
- **Loss:** If the article was lost, you must submit proof of the loss (not required for express mail). The following is acceptable proof of loss:

A letter or statement **from the addressee**, dated at least **30 days** (7 for EMMS and 15 for registered mail) after the date the article was mailed, stating that the addressee did not receive the article.

Indication by the addressee on the claim form that the article was not received. The addressee must sign the claim form and return it to the sender.

A statement from the receiving post office stating that a delivery record is not on file.

WHERE DO I FILE A CLAIM?

Take your proof of service purchased, evidence of value, and proof of loss (or the damaged item and package) to any post office and ask your claims clerk for assistance.

WHEN DO I FILE?

File claims immediately after you notice the contents of your package are damaged or missing. For lost articles, you must wait the prescribed time depending on the class of mail used.

WHO CAN FILE?

Either the sender or the addressee may file a claim, unless the claim is for the complete loss of a registered, insured or express mail article.

NOTE: Only the mailer can file a claim when a registered, insured, or express mail article is lost.

WHO PAYS?

Only the USPS Claims Section can make payments on claims. MPS personnel only assist in completing the required forms and their submission to the USPS.

GENERAL INFORMATION

PACKAGING, INSURANCE RECEIPTS, AND MAILING CONTAINERS

The only thing that will protect your articles from damage is the packaging. Remember that mailed parcels may weigh up to 70 pounds, and your package may be stacked under several of these items during normal transportation.

We suggest you use a professional packing service when available. However, if you do wrap your own parcels, ask your postmaster for US Postal Publication 2, **Packaging for Mailing**, or check the visual aids in your MPO lobby.

“DO NOT THROW AWAY MAILING CONTAINERS”

To file a claim for damage, you must submit the article, mailing container, and packaging to the postal service for inspection. You should file damage claims immediately.

“SAVE YOUR INSURANCE RECEIPTS”

You will need them in case the items you send are damaged. It's a good idea to list the articles which are in each parcel on the reverse of your insurance receipt. If you mail more than one article to the same address, you'll know which insurance number belongs to the damaged article. You may file for loss claims **45 days** after the mailing date for **first class/priority, PAL, and SAM**. (**75 days** for articles mailed **from CONUS to Europe** by ship.)

NONMAIL SERVICES

US Domestic Money Orders. Postal money orders up to \$700 may be purchased at a fee of 30 cents each. The sale of money orders is limited to \$10,000 per individual per day. You must complete a PS Form 8105-A, **Funds Transaction/Transfer Report**, for a daily purchase of \$3,000 and over.

INTERNATIONAL MONEY ORDERS

International money orders are not available at military post offices. Personnel should visit their host country post office or local bank facility.

USAFE MPO RECEPTACLE CHECKS: USAFE Form 416, Mail Receptacle Review

MPOs use **USAFE Form 416** to perform quarterly receptacle checks. Please put these forms in designated containers located in the post office lobby.

USAFE SPONSORSHIP PROGRAM

Under the USAFE Sponsorship Program you can get an incoming person's box assigned 90 days prior to member's report date. All you need is a copy of the incoming member's orders or sponsorship RIP showing the member's due date.

DELIVERY OF MAIL ORDER CATALOGS

Upon receipt of mail order catalogs, the MPO will place catalog wrappers in the receptacles in lieu of PS Form 3907, **Post Office Mail Pickup Notice**, (parcel pickup). Bring the wrapper to the parcel pickup window to receive your catalog.

AUTHORIZED VISITORS' MAIL

Authorized MPS users can receive mail for visiting family members for the duration of their visit or as long as they reside (permanent or temporary) in their household. Notify your servicing post office of their visit and names so clerks can deliver their mail in your receptacle.

HOLIDAY MAILING

Mail Early! You can save time (shorter mailing lines at the post office) and money (by sending packages SAM). The best time to start mailing holiday items is early November.

Mailing Deadlines: Check local bulletins, the Armed Forces Radio and Television Service, the Stars & Stripes newspaper, and your local MPO.

Mail by Appointment: Check with your local MPO for the local appointment system. Some MPOs provide this service all year.

BULK MAIL GOT YOU DOWN? AND YOU TRASH IT BEFORE YOU READ IT OR LEAVE THE MPO!

There is a quick and easy way to remove your name from bulk mailing lists. Complete a change of address card and write in "NEW ADDRESS" block: **"Please remove my name from all mailing lists"**

Send to:

**DIRECT MARKETING ASSOCIATION
MAIL PREFERENCE SERVICE
POB 9008
FARMINGDALE NY 11735-9008**

For advertisement mail, send to:

**DIRECTOR OF LIST MAINTENANCE
ADVO-SYSTEMS, INC.
239 WEST SERVICE ROAD
HARTFORD CT 06120-1280**

MISADDRESSED MAIL

You must notify your correspondents when you notice your mail is misaddressed or undeliverable as addressed; i.e., sent to another PSC and/or ZIP Code other than the one you provided to your correspondents, particularly, large mailers, such as: businesses, publishers, mail order companies, and bulk mailers.

Large mailers buy mailing lists from software vendor companies. Incorrect address format, a glitch in the software or automated sortation can result in your mail being misaddressed or missent to another post office (ZIP Code). Make sure your mail has the proper address format.

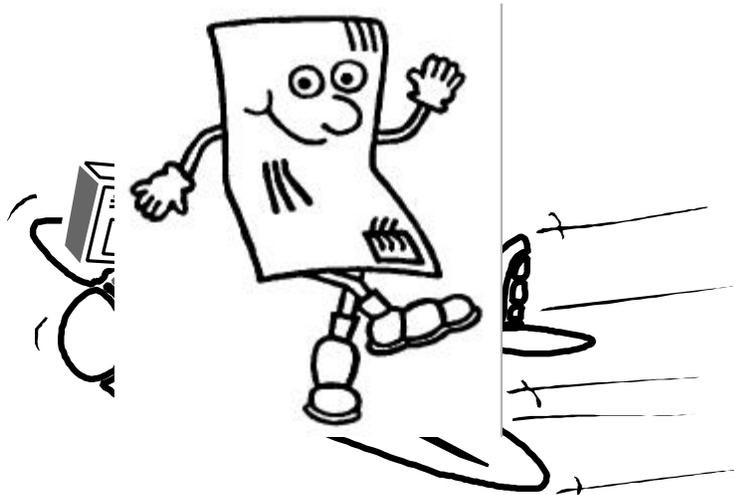
**MAJ JOHN DOE
PSC 2 BOX 5322
APO AE 09012**

NOTE: For Air Force patrons, organization is optional.

YOUR POSTMASTER

The USPS provides PS Form 4314-C, **USPS Customer Service Card**, specifically for customer requests, suggestions, compliments, and complaints. This card is available in all MPO lobbies and is a simple, effective way to communicate with your postmaster/postal unit and to receive an answer. Form completion is self-explanatory.

PLEASE CHECK AND PICK UP YOUR MAIL DAILY.



All CONUS-bound mail flies from Europe to US gateways and in some cases to military airports.

US gateways where USPS air mail centers receive and dispatch MPS mail:

<u>Air Mail Center</u>	<u>Abbreviation</u>
Chicago	ORD
Dallas-Fort Worth	DFW
Los Angeles	LAX
Miami	MIA
Newark NJ	EWR
*New York	JFK
San Francisco	SFO
Washington DC	IAD

**JFK is the sorting center for all CONUS letter class mail.*

Terms explained and other airport abbreviations:

AMC	Air Mobility Command
AMT	Aerial Mail Terminal
BMC	Bulk Mail Center

MICHAEL W. PETERSON, Colonel, USAF
Director, Communications and Information