

USPS®

# MILITARY MAIL GUIDE

Your Step-by-Step Guide on how to ship packages to Military Mail APO/FPO/DPO addresses using the USPS.



## WHAT IS A MILITARY ADDRESS?

### APO:

"Army Post Office" is associated with the Army or Air Force installations.

### FPO:

"Fleet Post Office" is associated with Navy installations and ships.

### DPO:

"Diplomatic Post Office" is associated with U.S. embassies overseas.

### MPO:

"Military Post Office" provides postal services for military personnel.



UNITED STATES  
POSTAL SERVICE®

delivers to  
APO/FPO/DPO  
locations

UPS  
cannot  
deliver

While carriers such as FedEx® and UPS® offer delivery to countries where military personnel may be stationed, **the USPS is the only carrier that can deliver mail and packages to APO/FPO/DPO locations.**

FedEx  
cannot  
deliver

Due to security restrictions, APOs, FPOs and DPOs cannot accept mail or packages from any other carrier, except the USPS.

# HOW TO ADDRESS A SHIPPING LABEL FOR AN APO/FPO/DPO PACKAGE

**1 NAME OF THE RECIPIENT**  
Rank/grade/rating is optional for APO or FPO. Do not include recipient's title for DPO.

**2 INCLUDE THE UNIT AND BOX NUMBER**

**3 CITY**  
APO, FPO or DPO

**4 STATE**  
AA (Armed Forces Americas)  
AE (Armed Forces Europe)  
AP (Armed Forces Pacific)

**5 ZIP CODE**

**Army:**  
Unit [Number] Box [Number]

**Air Force:**  
PSC\* [Number] Box [Number]

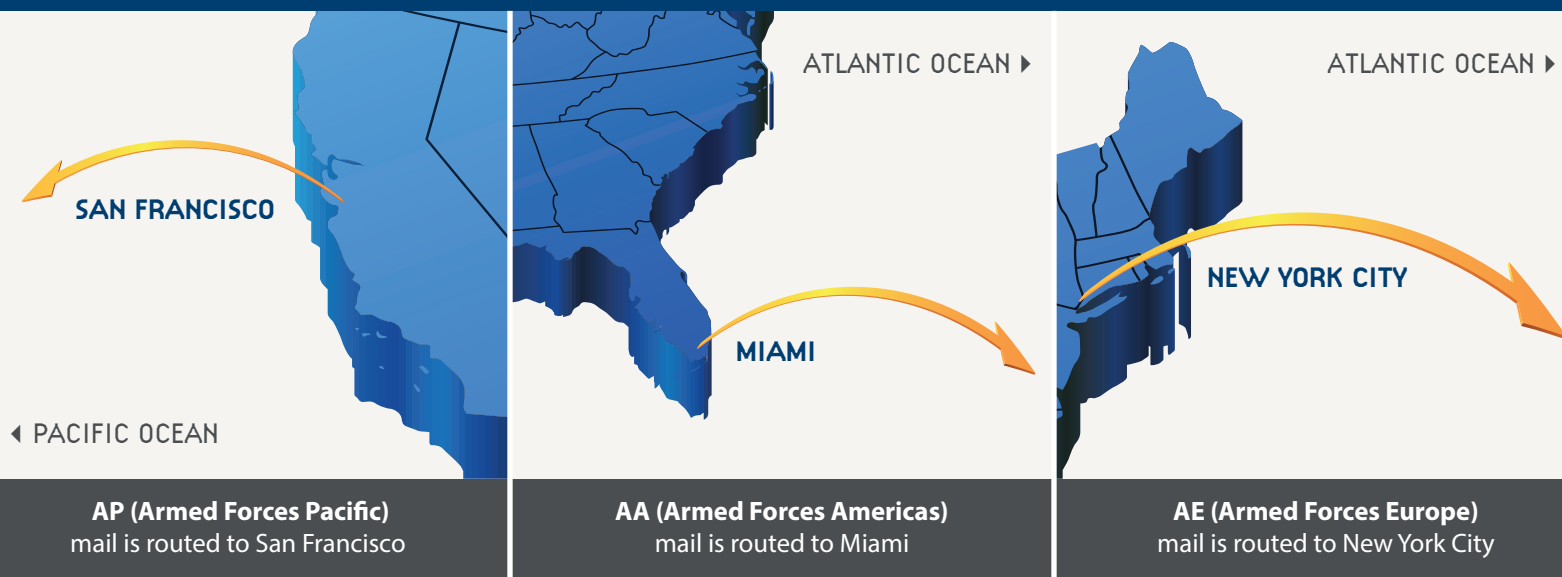
**Navy:**  
Ship [Number] Hull [Number]

**Embassy:**  
Unit [Number] Box [Number]

- 1 Enter the full name of the addressee.** Mail addressed to 'Any Service Member' or similar wording such as 'Any Soldier, Sailor, Airman or Marine' is prohibited. Mail must be addressed to an individual name or job title, such as 'Sergeant' or 'Private First Class.'
- 2 Enter the unit or Post Office box number.**
- 3 Enter the city.** The city must be entered as either "APO," "FPO" or "DPO." Don't put the name of the actual city.
- 4 Enter the state.** The State must be either "AA" "AE" or "AP" Don't put the name of actual state or country.
- 5 Enter the zip code.** Enter the 5-digit zip code for the military unit. It must start with a 0 or 9.

CORRECT FORMAT	WRONG FORMAT
CPT John Doe Unit 45013 Box 2666 USAG J APO AP 96338	CPT John Doe USAG J Box 2666 APO AP 96338
SFC Jane Doe 1st Cav Div A Co 1st Plt Camp Victory APO AE 09388	Camp Victory 1st Cav Div A Co 1st SFC Jane Doe APO AE 09388
John Doe USS Bainbridge DDG 96 A3 Div FPO AE 09565	John Doe A3 Div USS Bainbridge (DDG 96) FPO AE 09565
MSG John Doe PSC 123 Box 987 APO AE 96601	MSG John Doe PSC 123 & Box 987 APO AP 96601

# HOW IS MILITARY MAIL PROCESSED?



Letters and packages addressed to military personnel are first sent to Miami, New York City or San Francisco before being shipped to their international destinations.

Once the letter or package arrives in its destination country, it is handed over to a Military Postal Service representative who transports it to the Military Post Office, from where it is distributed to the service member's unit for delivery to the recipient.

## DO I NEED CUSTOMS FORMS? YES.

Since the recipient country may have restrictions on what can be imported, mailpieces addressed to a military destination must include a properly completed PS Form 2976 or PS Form 2976-A.

Package weighs **LESS than 1 lb (16 oz)**

↓

Use **PS Form 2976**  
(and Customs Declaration  
and Dispatch Note – CP 72)

Package weighs **MORE than 1 lb (16 oz)**

↓

Use **PS Form 2976-A**  
(and Customs  
Declaration CN 22)

First-Class Letters, Large Envelopes or Priority Mail Flat Rate Envelopes that weigh under 16 ounces DO NOT require Customs Forms.

# USPS TRACKING FOR APO/FPO/DPO ADDRESSES

Delivery tracking information is available for APO/FPO/DPO packages if one of the following services was used to ship the package (Using the customs declaration form number, buyers and sellers can track the status of their APO/FPO/DPO shipments):



- PRIORITY MAIL EXPRESS®
- PRIORITY MAIL®
- INSURANCE
- REGISTERED MAIL
- CERTIFIED MAIL
- USPS TRACKING™
- RETURN RECEIPT
- FIRST-CLASS PACKAGE SERVICE

## MISSING A PACKAGE?

If tracking isn't available and you need to track your package, first determine whether or not your mailpiece has left the jurisdiction of the USPS:

- If your mailpiece is still with the USPS, [file a case with the USPS here](#).
- If not, your mailpiece would have been handed over to the Military Postal Service Agency (MPSA). [File a case here](#) or write to: Deputy Director, Military Postal Service Agency (MPSA), 2900 Crystal Dr Ste 410, Arlington, VA 22202-3557

## ESTIMATED DELIVERY TIMES

The transit time for sending mail and packages to military addresses varies by destination and mail class. See the table below for delivery time estimates:

Destination	State	First 3 digits of zip code	MAIL CLASS		
			Priority Mail Express	Priority Mail / First-Class Mail Package Service	Parcel Select
Europe/Atlantic	AE	090-092 and 094-099	3 days	7 to 9 days	30 to 45 days
Iraq/Afghanistan/ Middle East	AE	093	Not available	7 to 13 days	20 to 24 days
Japan/Korea/Pacific Islands/Far East	AP	962-966	3 days	7 to 9 days	30 to 45 days
Central America/South America/Caribbean	AA	340	Not available	7 to 9 days	18 to 21 days

# USPS PRICING FOR APO/FPO/DPO PACKAGES

## ALWAYS PAY DOMESTIC POSTAGE RATES FOR MILITARY MAIL!

When sending packages to military destinations, you will always pay the same for postage as though your package was being shipped domestically.

## DISCOUNTS FOR LARGE FLAT-RATE PRIORITY MAIL BOXES

**There is one exception** – Large Flat-Rate Priority Mail boxes labeled for an APO/FPO/DPO destination cost \$13.80 if sent via an online postage provider, such as Stamps.com, compared to \$15.80 for a regular Large Flat Rate Priority Mail box. That's nearly a \$2 discount for APO/FPO/DPO packages!



### 2014 DISCOUNTED RATES FOR APO/FPO/DPO PACKAGES

Priority Mail	Post Office/ Retail Postage Rates	Stamps.com/ Online Postage Rates
Large Flat Rate Boxes	\$17.90	\$15.80
APO/FPO/DPO Large Flat Rate Boxes	\$15.90	\$13.80
<b>SAVINGS</b>	<b>\$2.00</b>	<b>\$2.00</b>

## THE USPS PROVIDES DOMESTIC LEVEL OF SERVICE TO MILITARY PERSONNEL.

Per a 1959 Interagency Agreement executed between the Department of Defense and the Post Office Department, the USPS is required to provide continued mail service to military personnel and their families worldwide. According to this agreement, the level of service provided to these overseas customers needs to be the same as though they were living in the U.S., which is why the price of Military Mail postage is always the same as that of domestic postage. Even though these customers reside in foreign countries, APO/FPO/DPO addresses are not considered international addresses by the USPS.

APO/FPO/DPO mail will be delivered to military personnel across the globe as long as the military service member has an assigned ZIP code, also referred to as an APO/FPO/DPO number.

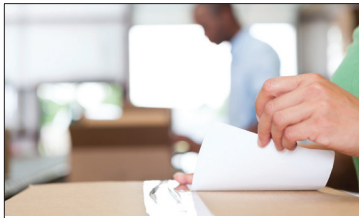


# PRODUCT RESTRICTIONS FOR MILITARY PACKAGES

**CERTAIN PRODUCTS ARE PROHIBITED FROM BEING SHIPPED TO MILITARY DESTINATIONS, SUCH AS:**

GPS hardware and software	Major appliances and oversized products
	
Mobile phones	Obscene articles
	
Family Radio Service (FRS) radios	Any matter depicting nude or seminude persons, pornographic or sexual items, or non-authorized political materials
	
Cordless phones	Bulk quantities of religious materials contrary to the Islamic faith (items for the personal use of the addressee are permissible)
	
FM transmitters	Pork or pork by-products
	

# APO/FPO/DPO SHIPPING TIPS



**INCLUDE A COPY OF THE MAILING ADDRESS.**  
Always place the mailing address inside the package on a separate piece of paper.



**USE A STURDY BOX.**  
Use a box constructed to conform to the contents you are sending.



**CHECK FOR WEIGHT DISTRIBUTION.**  
If shipping multiple items, place them in a way that the weight is evenly distributed throughout the box.



**ADD CUSHION.**  
If any portion of the box looks like it is sagging or can be easily depressed, add packing material on the inside.



**USE TAPE, NOT STRING.**  
Only use packaging tape for wrapping the outside of the box. Never wrap with string.



**SCRATCH OUT EXTRA MARKINGS.**  
To avoid your package being sent to an incorrect destination, always cross out or cover excess markings or printing.



**USE SEALABLE OR PLASTIC BAGS.**  
Enclose all personal hygiene items — such as deodorant, lotion, or shampoo — in a sealable bag. Also, place all perishable items such as cookies and chips in a plastic container.



**HOW TO SHIP LIQUIDS?**  
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.

Save time and money.  
**Print your postage online.**

**stamps.com**

No more trips to the Post Office™. Stamps.com lets you prepare and print USPS postage and shipping labels quickly and easily from your own computer. Sign up and experience an online suite of mailing, shipping and international services guaranteed to save you time and money. And that's just the beginning.

**www.stamps.com**

4-week trial • no risk • cancel anytime



DOWNLOAD THIS PDF AT: [WWW.STAMPS.COM/WHITEPAPERS](http://WWW.STAMPS.COM/WHITEPAPERS)