

This guide will explain your options for APO/FPO mailing and help you choose the services that are best for you.



For more than 110 years our goal has been to serve all Military Personnel, and we will continue to support our Troops abroad by utilizing the United States Postal Service

The purpose of this handbook is to provide information about how to ship to a Military APO/FPO box. It also provides information on various services that are available through the United States Postal Service (USPS), as well as providing specific information on online postage, shipping labels and free packaging.

This handbook is designed as a reference tool for our vendors. It should be kept readily available for reference when problems arise or for questions on APO/FPO addresses. This handbook will help you understand how simple it really is to ship to any APO/FPO address. Success to the AAFES organization requires that you ship to our Military customers through the U.S. Post Office on a DOD installation. It is essential that you have all the available options that will better serve our overseas customers.

The USPS Relationship with Military Service Members:

On February 2, 1959, the Department of Defense and the Post Office Department executed an Interagency Agreement. The Agreement was comprehensive in scope, addressing all aspects of mail service to military personnel serving in the United States and abroad.

- a. Provide postal services for the Armed Forces in areas where the U.S. civil postal service operates, to include the establishment of civil post offices on military installations and the usual postal services, mail handling, carrier delivery and collection, and special delivery services, consistent with U.S. postal laws and regulations, normal standards of the Post Office Department, and changing military requirements;
- b. Mail delivery service on military installations overseas should be commensurate with the delivery service that would be provided if the member was stationed at home of comparable characteristics.

In summary the United States Postal Service is required to provide continued mail service to our Military Members and their families worldwide. The policy of the U.S. Postal Service is to provide a level of service to DOD customers in the Military that they would receive if they were living in the United States of America.

The price of Military Mail postage is the same as domestic postage. The United States Postal Service processes APO/(Army/Air Force Post Office) and FPO (Fleet Post Office) Navy mail to all military locations, regardless of where they may be located around the globe, the benefit requires that the Military service member be assigned a ZIP code, referred to as an APO or FPO number.

**Example: SGT. SMITH
23rd BATTALION
UNIT 2340 BOX 132
APO AE 09350**

Processing Military Mail

The Postal Service places APO/FPO mail on international commercial passenger service and international cargo service aircraft from New York or San Francisco. When the plane lands overseas, the mail is tendered to the Military. The mail is then handled by Military Postal Service (Civilian) representative and transported to the Military Post Office for distribution to the service member's unit for delivery to the recipient.

The Military Postal Service Agency (MPSA) is an extension of the United States Postal Service providing Department of Defense personnel, their family members and other authorized users mail services around the world.

www.hqdainet.army.mil/mpsa/

APO/FPO addresses are not international addresses. Many businesses feel that because our customer's reside in a foreign country, military mail goes through an international system. All mail goes through the United States Postal Service at the same rate you would pay for delivery to a US address.

Mail addressed to most APO/FPO destinations can be combined with Delivery Confirmation (Tracking) either at the local post office or online at Click-n-Ship.

Typically military mail can be delivered between seven and 10 days depending on country of destination. Priority Mail parcels will take 10 to 15 days. Parcel Post takes about 24 days; Express Mail is the fastest option available with delivery within 3 to 7 days.

Standard Transit (Days)	Priority Mail	SAM Parcels	Surface Parcels	Parcels
Iraq	10-13	10-12	20-24	N/A
Kuwait	11-13	11-13	20-24	N/A
Afghanistan	10-12	11-13	20-24	N/A
Germany	7- 9	5-7	18-22	30-45
Japan	8-10	9-11	18-21	30-45
Korea	8-10	18-21	18-21	30-45

Transit times will vary depending on operational conditions and the unit of the addressee. However the system works similar to Federal Express or UPS, vendors have the ability to ship to an APO/FPO with tracking information. Just try Click-n-Ship to find out how easy and convenient it is to ship online with the Postal Service. www.usps.com/online/postage

Customs

Mail going to personnel through Military Postal Service is subject to the host country customs requirements, parcels and packages require customs forms. Consult your local USPS for specific requirements.

<http://www.usps.com/cpim/ftp/bulletin/2008/pb22234.pdf>

If you have a specific problem that you would like to discuss with the Postal Service you may contact our National Account Rep for AAFES

Deborah Howard 214.267.3186

Deborah.s.howard@usps.gov or for general questions www.usps.com

Rick Routt 214.267.3179 or 1-800-497-3318

Rick.r.routt@usps.gov



Today's United States Post Office meets the demands of small businesses because it's smarter, faster, and uses new technology. Your business can also ship through Federal Express or United Parcel Service or one of the many other consolidators to an APO/FPO address.

From the convenience of your home or office customers can create labels with postage, order free APO/FPO packaging and schedule a Carrier Pickup, saving time and a trip to the Post Office. Several new features were added to increase the value of the online shipping application, including service for packages destined to Army Post Office and Fleet Post Office addresses.

www.usps.com/shippingassistant

Click-n-Ship is one of many approved licensed vendors that the U.S. Postal Service uses to support military mail. With these new tools available there is no reason why one of our AAFES suppliers should have any difficulty shipping to an APO/FPO address.



Getting Started:

You can print either postage or shipping labels from your computer with the U.S. Postal Service or one of the approved USPS vendors. USPS offers several solutions for APO/FPO shipments.

***Click-n-Ship***

Allows you to print priority mail and express mail labels with postage. Priority Mail labels have free delivery confirmation and Express mail labels includes signature proof of delivery. Signature Confirmation is available for a small fee. Vendors can also receive FREE shipping supplies online from the Postal Store at no cost. **No monthly fee** is required to print labels or postage using Click-n-Ship.

You can also arrange for the Post Office to pick up your packages, you do not have to worry about time spent from your business to deliver packages. They will gladly come to you.

Stamps.com

Allows the same services as Click-n-Ship but charges a monthly fee. At stamps.com you can print postage and mailing labels or send Priority Mail packages from your computer. They offer a free trial period, including a free digital scale and a mailing supplies kit.

Stamps.com is a service that allows you to print official United States Postal Service postage directly from your PC and printer. No special hardware is needed. Once your package is ready to go, simply hand it to your mail carrier. It's that easy. Think of it as a bank account for postage. The postage that you print will automatically be deducted from your Stamps.com account.

Endicia

This vendor offers more services for businesses. Endicia offers discounted Delivery Confirmation and Signature Confirmation, low-cost insurance, and an option to print labels that don't show the postage paid (amount is imbedded in barcode). Any PC or Mac user with an internet connection can use it (there is no hardware to lease or install); there is a monthly service fee which includes a 30 day free trial.

Pitney Bowes Inc

For the larger shipper of parcels, Pitney Bowes Inc offers the Shipstream Manager which includes an integrated USB scale that automatically calculates postage rates, and free Delivery Confirmation with Priority Mail. In addition you can purchase insurance at special rates. There is a monthly fee for this service which does include a 60 day free trial.

If your business currently uses a parcel/package carrier such as UPS or Federal Express to deliver AAFES items you can use one of the many United States Postal Service authorized consolidators that fit your shipping needs. These consolidators offer a range of shipping services: they pick up, sort and deliver your APO/FPO package to USPS.

Consolidators can offer up-front estimates on expected delivery time, saving you both time and money with other value-added services to APO/FPO.

Customized Rates & Services

Delivery to APO/FPO

Delivery Confirmation

Tracking

Insurance

Pick Up Service

The decision to use or not to use any of these services will not result in any preferential treatment from AAFES. This list gives your organization the ability to choose several vendors that do ship to Military APO/FPO addresses.



ParcelPool.com



Kaleidoscope Services Inc.





[SP Express](#)



[WIT Postal Logistics Inc.](#)



[Newgistics, Inc.](#)



[Fairrington Transportation](#)



[FedEx SmartPost](#)



[Mystic Logistics](#)



[Blue Package Delivery LLC.](#)



[DHL Global Mail](#)

Some vendors may require that an account be set up before printing postage online. For additional information go to the online postage FAQ. www.usps.com/onlinepostage

Note: Army and Air Force Exchange Service does not endorse any company or product available through the United States Postal Service

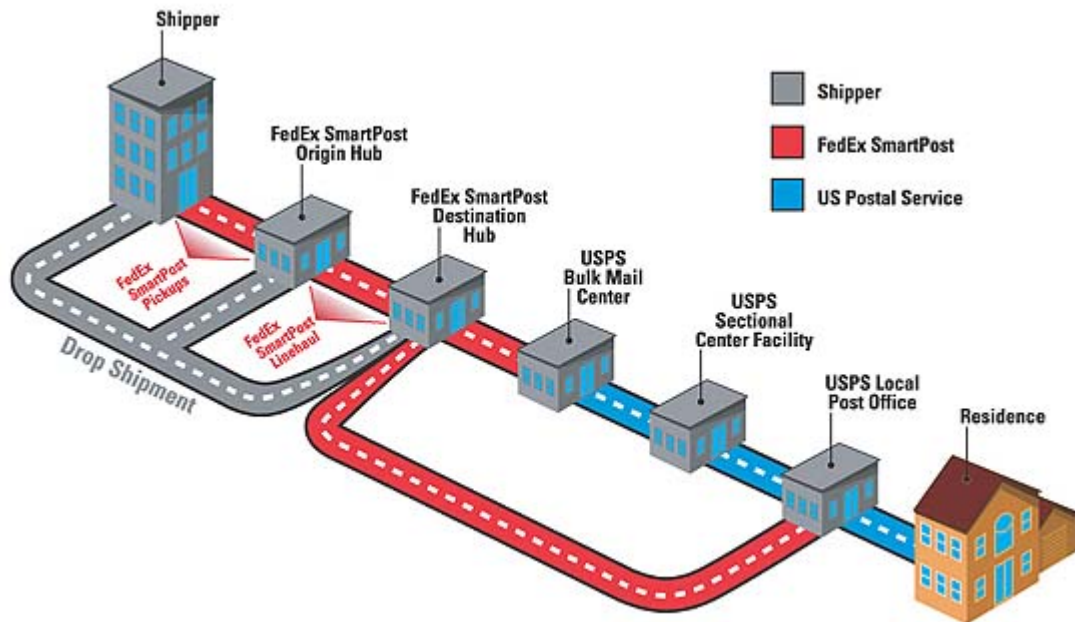
Many of our suppliers use, either Federal Express or UPS for regular shipments but do not realize that UPS and Federal Express can also ship to the APO/FPO addresses.

UPS mail innovations domestic services rely on an extensive network and unique work share program with the U.S. Postal Service. UPS Mail Innovations has been a National Account of the United States Postal Service since 1997. UPS will pick up your package sort it and transport it to the USPS for APO/FPO delivery! info@ups-mi.com



FedEx Smart Post picks up APO/FPO packages and delivers the packages to USPS facility for final delivery to the APO/FPO by Military Postal Service. They use Bulk Mail Centers (BMCs), Sectional Center Facilities (SCFs), and Destination Delivery Units (DDUs or local post offices). If Federal Express is your current carrier you can still deliver to APO/FPO addresses!

www.fedex.com/us/smartpost



Military Mail Acronyms & Definitions

AAFES-Army Air Force Exchange Service

APO (Army/Air Force Post Office) Military Post Office for Army/Air Force Personnel

FPO (Fleet Post Office) Military Post Office for Navy Personnel

MPO (Military Post Office) Provides Postal services for Military personnel

AE (Armed Forces Europe)

AP (Armed Forces Pacific)

AA (Armed Forces Americas)

PAL (Parcel Air Lift) An expedited service available for Package Services (Additional Fee)

SAM (Space Available Mail) An expedited service available for Package Services (No Fee)

MOM (Military Ordinary Mail) Department of Defense Mail

MPSA Military Postal Service Agency

Box R Retired Military Personnel

DMM Domestic Mail Manual

PSC Postal Service Center

COD Carrier Onboard Delivery

DOD Department of Defense

OIF Operation Iraqi Freedom

OEF Operations Enduring Freedom

Each country has customs regulations that apply to all incoming mail. These may include prohibitions on certain kinds of food or entertainment products. Military units may have additional restrictions imposed by the unit commanders, such as those on size and weight, to ensure logistics support can handle the mail along with other necessities. The maximum length of a package in any category is 72 inches. In addition, Military ZIP code restrictions may be revised as military units move to different locations. All applicable restrictions for about 3,000 overseas military zip codes are entered into the United States Postal Service computer terminals and published in the *Postal Bulletin*. Or, for specific restrictions to an APO/FPO location, you can call 1-800-275-8777.

www.usps.com/cpim/ftp/bulletin

The Department of Defense liaison agency with the Postal Service has overall responsibility for Postal operations at military locations overseas. For assistance contact 1-800-810-6098.

Deputy Director

Military Postal Service Agency (MPSA)

2461 Eisenhower Avenue

Alexandria, VA 22331-0006

USPS offers a quick, easy and convenient way for you to ship Priority Mail packages to military personnel serving overseas. The **Priority Mail APO/FPO Flat Rate Box** features predetermined rates regardless of weight (domestically) or destination, similar to other Flat Rate products by USPS.

Some key benefits:

- Box features the “**America Supports You**” logo and **APO/FPO** addressing block.
- Commercial prices are available for postage paid through Click-N-Ship service at usps.com, authorized PC Postage vendors, and other authorized postage payment methods.
- The U.S. Postal Service offers free Package Pickup from your home or office at a time and place convenient for you. To schedule Package Pickup and for other pickup options and availability, visit usps.com.

Search Results

Label/Receipt Number: **9101 8052 1390 7363 5733 77**
Status: **Arrival at Unit**

Your item arrived at 8:29 am on April 09, 2008 in APO, AE 09034.

Additional information for this item is stored in files offline.

[Restore Offline Details >](#)

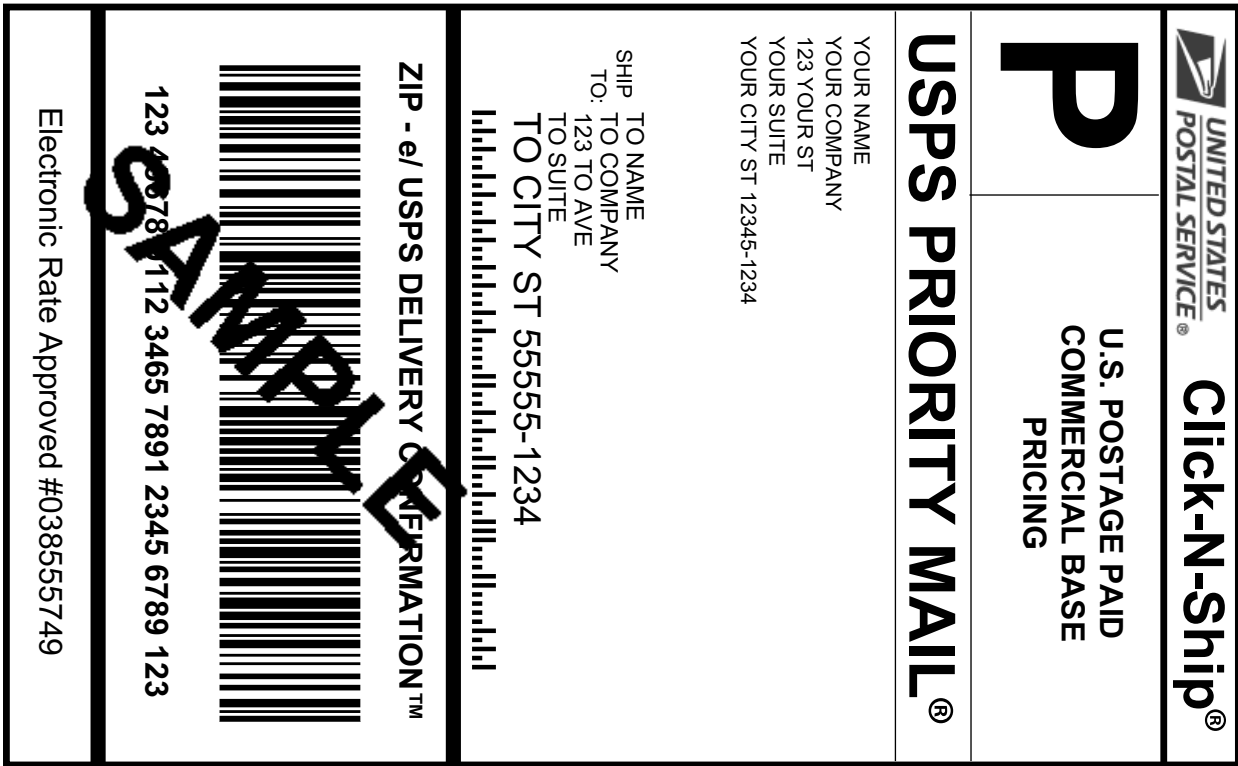


[Return to USPS.com Home >](#)

Track & Confirm

Enter Label/Receipt Number.

Go >



Cut on dotted line.

Instructions

1. Each Click-N-Ship® label is unique. Labels are to be used as printed and used only once. DO NOT PHOTO COPY OR ALTER LABEL.
2. Place your label so it does not wrap around the edge of the package.
3. Adhere your label to the package. A self-adhesive label is recommended. If tape or glue is used, DO NOT TAPE OVER BARCODE. Be sure all edges are secure.
4. Affix Priority Mail postage to your label or take to a Post Office™.
5. Stamped packages weighing 13 ounces or more may not be placed in USPS collection boxes.
6. Mail your package on the "Ship Date" you selected when creating this label.

Online Label Record (Label 1 of 1)

Delivery Confirmation™ Number:
2346 5789 1234 5678 9123

Paid Online	Priority Mail® Postage:	
Print Date:	Total:	\$5.25
Ship Date:		
Weight:		

From: YOUR NAME
YOUR COMPANY
123 YOUR ST
YOUR SUITE
YOUR CITY ST 12345-1234

To: TO NAME
TO COMPANY
123 TO AVE
TO SUITE
TO CITY ST 55555-1234

* Commercial Base Pricing Priority Mail rates apply. There is no fee for Delivery Confirmation service on Priority Mail service with use of this electronic rate shipping label. Delivery information is not available by phone for the electronic rate. Refunds for unused postage paid labels can be requested online 10 days from the print date.



Thank you for shipping with the United States Postal Service!

Check the status of your shipment on the Track & Confirm page at usps.com

PRIORITY MAIL
UNITED STATES POSTAL SERVICE
AMERICA SUPPORTS YOU
OUR MILITARY MEN & WOMEN

 **PRIORITY MAIL**
UNITED STATES POSTAL SERVICE

APO/FPO Flat Rate Box
For APO/FPO Addresses Use Only

Visit us at usps.com

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OUR MILITARY MEN & WOMEN
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