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.

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.

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**
   - **Army:** Unit [Number] Box [Number]
   - **Air Force:** PSC* [Number] Box [Number]
   - **Navy:** Ship [Number] Hull [Number]
   - **Embassy:** Unit [Number] 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**
   - Enter the 5-digit zip code for the military unit. It must start with a 0 or 9.

**CORRECT FORMAT**

- CPT John Doe
  - Unit 45013 Box 2666
  - USAG J
  - APO AP 96338

**WRONG FORMAT**

- 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

*Postal Service Center*
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.
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:

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

<table>
<thead>
<tr>
<th>Priority Mail</th>
<th>Post Office/Retail Postage Rates</th>
<th>Stamps.com/Online Postage Rates</th>
</tr>
</thead>
<tbody>
<tr>
<td>Large Flat Rate Boxes</td>
<td>$17.90</td>
<td>$15.80</td>
</tr>
<tr>
<td>APO/FPO/DPO Large Flat Rate Boxes</td>
<td>$15.90</td>
<td>$13.80</td>
</tr>
<tr>
<td><strong>SAVINGS</strong></td>
<td><strong>$2.00</strong></td>
<td><strong>$2.00</strong></td>
</tr>
</tbody>
</table>

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:

<table>
<thead>
<tr>
<th>Product Type</th>
<th>Prohibited Items</th>
</tr>
</thead>
<tbody>
<tr>
<td>GPS hardware and software</td>
<td>Major appliances and oversized products</td>
</tr>
<tr>
<td>Mobile phones</td>
<td>Obscene articles</td>
</tr>
<tr>
<td>Family Radio Service (FRS) radios</td>
<td>Any matter depicting nude or seminude persons, pornographic or sexual items, or non-authorized political materials</td>
</tr>
<tr>
<td>Cordless phones</td>
<td>Bulk quantities of religious materials contrary to the Islamic faith (items for the personal use of the addressee are permissible)</td>
</tr>
<tr>
<td>FM transmitters</td>
<td>Pork or pork by-products</td>
</tr>
</tbody>
</table>
**APPO/FPO/DPO SHIPPING TIPS**

<table>
<thead>
<tr>
<th><strong>INCLUDE A COPY OF THE MAILING ADDRESS.</strong></th>
<th><strong>USE A STURDY BOX.</strong></th>
<th><strong>CHECK FOR WEIGHT DISTRIBUTION.</strong></th>
<th><strong>ADD CUSHION.</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td>Always place the mailing address inside the package on a separate piece of paper.</td>
<td>Use a box constructed to conform to the contents you are sending.</td>
<td>If shipping multiple items, place them in a way that the weight is evenly distributed throughout the box.</td>
<td>If any portion of the box looks like it is sagging or can be easily depressed, add packing material on the inside.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th><strong>USE TAPE, NOT STRING.</strong></th>
<th><strong>SCRATCH OUT EXTRA MARKINGS.</strong></th>
<th><strong>USE SEALABLE OR PLASTIC BAGS.</strong></th>
<th><strong>HOW TO SHIP LIQUIDS?</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td>Only use packaging tape for wrapping the outside of the box. Never wrap with string.</td>
<td>To avoid your package being sent to an incorrect destination, always cross out or cover excess markings or printing.</td>
<td>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.</td>
<td>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.</td>
</tr>
</tbody>
</table>

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

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