

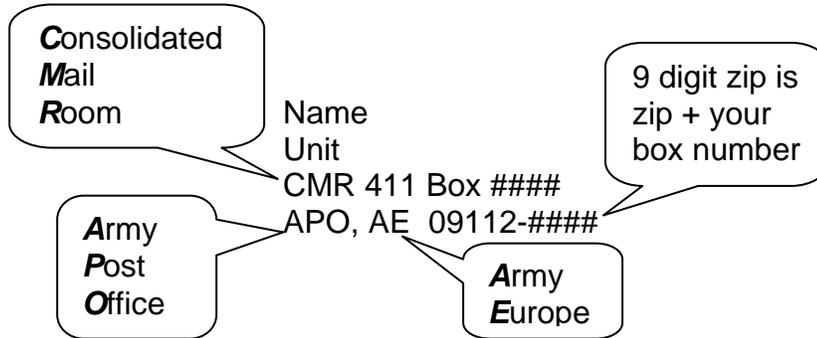
Q: How will I be assigned a mailbox in the community?

A: Once you arrive in the community, you will go to the CMR in your community with a copy of your orders and will then fill out the necessary paperwork needed to establish a CMR box.

Q: Will I have a combo or key?

A: All of our mailboxes use combinations.

Q: What information composes my new mailing address?



A:

Q: What's my City? What's my state?

A: City is APO.

State is AE. If you are ordering off the Web and AE is not an option, use NY and enter the city as APO AE.

Q: What is the 9 digit zip code for my new address?

A: The 9 digit zip is 09112 + your box number. If your box is 33, then it would be 09112-0033, if your box is 9999, then it would be 09112-9999.

Q: Can I receive mail at my house or at my government quarters?

A: Mail that comes to the CMR will not be delivered to your physical address. It is only delivered to your CMR box number. The local Bundespost (German Post Office) does not deliver to on post housing or government quarters. If you live off post, you can have mail sent to your physical address if you wish, but it will cost more if coming from the states. Your local phone and energy bills can be sent to the physical address off post.

Q: Do I need to include Germany in my address?

A: No. Do not include Germany in your address. If you do, and someone sends you something from the States, they may have to pay the international rate rather than domestic rate for the mail.

Q: Do the cards I fill out when I in process notify others of my change in address or do I need to notify all my correspondences?

A: The cards that you fill out at the CMR are for our records and for the APO records only. The cards in no way notify others of your new address. You will need to contact all of your correspondences of your correct address as well as your previous servicing Post Office.

Q: How many mailboxes are authorized for me and my family?

A: One per sponsor. If both spouses are military, then they are authorized a mailbox each, however, we recommend one per family.

Q: Do I have to list all of my command sponsored dependents?

A: Yes, if we receive mail for dependents that are not listed, or that do not match dependents that we have listed, then the mail will be returned to sender as "Attempted Not Known".

Q: If something has the wrong or incomplete address and arrives at the CMR, will I still get it?

A: Yes, so long as we have the name in our system, we will redirect the item to the correct mailbox.

Q: How long will it take before I get mail at my new address?

A: After you have notified the USPS of your change of address, it could take about a week for mail to begin arriving at your new address. Several factors will have an impact:

* *How far in advance did you notify the USPS of your move? (We recommend that you notify the USPS at least two weeks before your move date.)*

* *What date did you request to have your mail forwarded?*

* *How far did you move?*

Q: How long will the post office forward my mail and what are the costs?

A: *First-Class Mail®*, *Priority Mail®*, and *Express Mail®*: All forwarded for 12 months at no charge. Periodicals: Forwarded for 60 days at no charge (includes newspapers and magazines).

Standard Mail (formerly Standard Mail A): Not forwarded unless requested by the mailer. These items include circulars, books, catalogs, and advertising mail weighing less than 16 ounces.

Package Services (formerly Standard Mail B): Forwarded locally for 12 months at no charge. Additional forwarding charges are paid by you if you move outside the local area (includes packages weighing 16 ounces or more not mailed as *Priority Mail®*).

Special Services: Certified, insured, registered, or special handling mail is forwarded without additional special service fees when mail is being forwarded to a domestic address only. Mail is subject to the applicable postage for each specific service.

Note: COD, Delivery Confirmation, Signature Confirmation are not possible at APO's

Q: How does mail get from the states to my mailbox?

A: *Express, First Class (Priority), SAM, PAL*: Brought by plane from the states to Frankfurt. The GMAT (German Mail Air Terminal) in Frankfurt separates and loads trucks destined for all Regional Post Offices (RPO) in Germany. The mail truck arrives around 0800 at our RPO/APO each day of the week, Mon-Fri. The APO then breaks down the mail for the community. We (the CMR) then pick up the mail from the APO. We then sort, process, and pitch the mail into the mailboxes. Transit time is between 5-14 days. Express is 2-3 days.

Pre-Sorted standard catalogs and PO: May travel by the same means as *Express, First Class (Priority), SAM, and PAL* or by the same means as the following:

Parcel post, 4th class, and standard, bulk: Travels over ground from point of origin in the states to New Jersey in semi containers. Once in NJ, it is loaded onto a boat that travels to Bremerhaven, Germany. The container is down loaded and delivered to the RPO/APO once a week, usually on Tuesdays. Transit time is between 4-6 weeks.

- Q: Will extra postage be required for mail to be shipped to me or from me?**
A: No, there is no difference from the states to here or from here to the states. Domestic rates apply regardless of states or from APO (example= if you mailed a letter home, it would cost only 39 cents, and if home mailed you a letter it would cost them also 39 cents). *(as of 14 May 07, the cost goes up to 41 cents)*
- Q: Do I have to put a stamp on an envelope that has the endorsement “No Postage Necessary if Mailed in the United States?”**
A: No, postage is not required.
- Q: How must I wrap my packages?**
A: Normal cardboard boxes can be used with brown/clear packing tape. If the boxes being used previously contain merchandise, the box can be used provided that any markings on the outside have been marked out or the box is covered with brown wrapping paper. If the box contains the merchandise then the box only needs to be sealed with brown/clear packing tape. The APO has brown wrapping paper available in their lobby free of charge. For more info:
<http://www.usps.com/send/prepemailandpackages/preparingpackages.htm>
- Q: How big can incoming and outgoing packages be?**
A: *Parcel Post:* Packages can weigh up to 70 lbs. and measure up to 130 inches in combined length and distance around the thickest part. Parcel post is deliverable to every U.S. address, including PO boxes and military addresses. Delivery time is around 4-6 weeks. *Priority Mail:* Maximum weight is 70 pounds, and the maximum size is 108 inches in length and distance around the thickest part combined. Priority mail is deliverable to every address in the United States - including PO Boxes and military addresses. Delivery time is around 7-10 days.
- Q: Can I send or receive over night express? If not, how long does it take express mail to transit?**
A: No, over night express is not possible. Normal express takes 2-3 days to transit the system, not counting the day mailed. Express Mail Military Service is guaranteed for delivery in 2-3 days, not counting the day mailed. Postage is refundable if not received within the given times.
- Q: Can I use other than the U.S. Postal System to receive parcels (I.E. UPS and Fed EX)?**
A: Yes, you can have items sent to your physical address, but at a much higher cost and it may be subject to import and costumes taxes of the host country.
- Q: Who can pick up my mail?**
A: You and your command sponsored dependents. You can also fill out a PS form 3801 (Standing Delivery Orders) to have others pick up your mail so long as they are an ID card holder with the same privileges for mail.
- Q: If I have friends or family that come to Germany for a visit, can they receive mail through my box?**
A: No, the only command sponsored dependents (family members listed on your orders) may receive mail through your mailbox.

Q: How often should I check my mail?

A: Daily if possible, but at a minimum weekly.

Q: What happens to my mail if I do not pick it up?

A: By regulation we are required to check mailboxes monthly for aged mail or non use. If we find old mail in a mailbox, we attempt to contact the sponsor of the box, if unable to do that we then attempt to contact the unit CO or 1SG to find out where the soldier is. We then act on what ever information we find out. If there is no reason for the mail being old, we then do one of two things:

1. We return the old mail back to the sender as “unclaimed”.
2. We close the mailbox.

Q: What if I am unable to make it to the CMR during normal hours of operations?

A: You can appoint someone on a PS Form 3801 to pick up your mail, or you can request the use of the After Hours Parcel Area (request forms located in CMR lobby).

Q: What if I am unable to pick up mail (I.E. leave, TDY, deployed, etc...) for more than 8 working days?

A: Come to the CMR before leaving and fill out a DD form 2258 (Temporary Mail Disposition Instructions). If you leave with short or no notice, and the window is closed, we have 2258s in the hallway. Fill one out and drop in the drop boxes by the customer service window or at the end of the hall.

Q: When I deploy, do I still get my mail?

A: Yes, the mailbox remains open and you need to fill out a DD Form 2258, if gone for more than 8 working days. You can have your mail held or forwarded to you. We recommend that if you do not have dependents here to pick up mail for you while you are gone, that you have your mail forwarded to you.

Q: What type of identification do I need to pick up mail at the customer service window?

A: Your military ID card is all that is required and is the only ID accepted.

Q: Can I check my mail at anytime of the day or night?

A: The lobby is open 24-7, unless otherwise posted. The service window is opened from Mon- Fri from 1000-1730 hours, unless otherwise posted.

Q: How will I know that mail has been distributed for the day?

A: There are 2 marquees at each end of the CMR that we change daily, Mon-Fri, to show mail is distributed or has not been distributed for the day.

Q: When is daily mail distribution normally completed?

A: Monday times are around 1700. The rest of the week is around 1530. Times may vary based on the amount of mail and the time in which the mail truck arrives.

Q: Can I run a business through my CMR address?

A: No. Any business related mail can not come to your CMR address. You can have business items sent to your physical address; however it may be subject to customs and import taxes.

- Q: Can products I order from the states be delivered to me at the CMR?**
A: Yes, so long as the items are not on the prohibited list or business related. For a list of prohibited items, contact the APO or Customs.
- Q: Are there any items that I can not receive through my CMR mailbox?**
A: Yes. Coffee, cigars, alcohol, and cigarettes to list a few of the items not allowed to be received through your receptacle. For a complete list, contact the APO or Customs.
- Q: Can I mail TA50 to my personal mailbox?**
A: No. TA50 can not be mailed to your or anyone's personal mailbox.
- Q: What are the procedures if I have not received a package that should have arrived?**
A: *Uninsured and Certified:* The sender can go to the local Post Office and fill out a PS Form 1510 (Mail loss/Riffling Report).
Insured, Express, and Registered: Only the sender may file a postal insurance claim, PS Form 1000. The sender needs to go to the local Post office and fill out the claim there. For more information, go to the USPS web site, click on receiving your mail and check out FAQ's, topic claims, sub-topic domestic mail.
- Q: What happens to parcels / mail that arrives damaged at the Post Office / CMR?**
A: Whenever an item arrives at the APO (post office) that is damaged, the APO endorses it as having received the item in a damaged, opened, or wet status. However, if the APO misses it for some reason, then the CMR endorses it as having received it damaged, opened, or wet. This way by the time it gets to you, you know that it was received in that condition.
- Q: What are the procedures for packages received where some items that were supposed to be included are missing?**
A: *Uninsured and Certified:* The sender or addressee can go to the local Post Office and fill out a PS Form 1510 (Mail loss/Riffling Report)
Insured, Express, and Registered: The sender or addressee may file a postal insurance claim. The sender or addressee needs to go to the local Post office and fill out a PS Form 1000.
For more information, go to the USPS web site, click on receiving your mail and check out FAQ's, topic claims, sub-topic domestic mail.
- Q: What are the procedures for packages received with items that are broken?**
A: *Uninsured and Certified:* If the parcel we received with contents damaged and / or broken and you feel that it should not have been damaged and / or broken, contact the servicing APO.
Insured, Express, and Registered: The sender or addressee may file a postal insurance claim. The sender or addressee needs to go to the local Post office and fill out a PS Form 1000.
For more information, go to the USPS web site, click on receiving your mail and check out FAQ's, topic claims, sub-topic domestic mail.