

Postal FAQ's

Q: How do I volunteer at the Post Office?

A: The Post Office welcomes volunteers at any time during the regular hours of operation. Volunteers may enter through the back door. Next to the loading dock, the door is located opposite the building's front door. Ring the doorbell for access.

Q: What is the age limit?

A: We encourage members over 16 years or older. 15 years old & younger will need an adult escort.

Q: Where can I find my tracking number?

A:

- Sales Receipt
- Self Service kiosk eReceipt
- Mailing Receipt

Q: Do I need a Customs Form to ship to an APO/FPO address?

- **APO/FPO: Overseas Military Installations**

A: Yes, each parcel needs a customs form when shipping to APO/FPO. (EXC: Documents & Photos).

Q: Can I ship alcohol and Tabaco products?

A: All alcoholic beverages, including those mailable under Publication 52, Part 421, are prohibited. Cigarettes and other tobacco products, including tobacco leaves, chewing & pipe tobacco, snuff and cigars are prohibited, including those that are authorized in Publication 52 under PACT.

Other prohibited Items:

- Fruits
- Vegetables
- Live animals
- Live plants
- Sealed packages of meat

Q: What is the maximum weight and dimension of a parcel that I can ship?

A: Priority/Express mail: 70 lbs/108 inchs (Length + Girth)

Retail Ground: 70 lbs/130 inches (Length + Girth)

- Measure in combined length and girth more than 108 inches but not more than 130 inches, use oversized prices, regardless of weight, based on destination entry.
- Priority/Express mail service is not available for oversized package.

Q: What is “Military Postal Service (MPS)” free mail service?

A: MPS is free mail service for all APO/FPO users to send mail between general overseas military installations.

Q: Can I use the base Post Office for my personally-owned business?

A: No. Operating a business or conducting activities associated with running a business (e.g., eBay store with MPO address; mail order businesses; shipping supplies, equipment, or merchandise for a physical or home-based store) are prohibited within the Military Postal System. Please use the local Japanese Post Office or system for business mail.

Reference: DOD 4525.6-M – DOD Postal Manual and DOD 4525.9 – PACAF AIRPS/PO Postal Guidance Memorandum for the Postal Mission of the Pacific Air Forces.

Q: How should official mail be addressed?

A: **OFFICIAL BUSINESS**

NAME: First Last

UNIT: 374 XXXXX

APO, AP 96328

Q: How should personal mail be addressed?

A: **FIRST LAST NAME**

PSC 78, BOX XXX

APO, AP 96326

Q: How can someone pick up my mail on my behalf if I have to TDY, on leave, or am in quarantine?

A: Option 1: Complete a power of attorney with the legal office.

Option 2: Your First Sergeant can visit the customer service center to fill out a form 3801, which authorizes the First Sergeant to pick up parcels on your behalf.

Q: What is the Japanese postal address and what is address do I use when ordering from a local company (e.g. Amazon Japan)?

A: Name: First and last

Telephone:

Box# xxxx Yokota Air Base, Fussa Tokyo

197-0001

Q: How do I file an insurance claim?

A: To file a claim you can call USPS National Materials Customer Service Center during their hours of operation.

National Material Customer Service: 1-800-332-0317

Hours of Operations: Mon-Fri 6am-6pm CT

Link: (www.usps.com/domestic-claims)

Q: How and where do I get boxes to ship my items?

A: The Finance/Outbound section provides customers with priority boxes. In addition, the BX Exchange has boxes available for purchase.