

Customer Service:
MON-FRI 1000-1700
CLOSED SAT-SUN
634-4458

Finance (PARCEL MAILING)
TUES-FRI 1000-1700
SAT 0900-1500
CLOSED SUN-MON

Parcel Pick-Up Window
MON-FRI 1000-1730
SAT 0900-1500
CLOSED SUN

OFFICIAL MAIL CENTER
MON-FRI 1000-1300
CLOSED SAT-SUN

*Closed on all Federal Holidays
Family Days: Parcel Pick-Up ONLY 1000-1500*

Mailing Address:
First & Last Name
PSC 80 BOX _____
APO, AP 96367



Things One Must Know

*Steps to pick up packages: Receive an email notification from us for pickup/provide your CAC ID card for scanning to retrieve your parcels.

*Check your mailbox weekly at the very least

*Keep the following updated: dependents, last names, rank, unit, phone #s, marital status changes

*Going TDY/Leave? Don't forget to put your mail on hold through customer service. If Leave/TDY is greater than 30 days, please provide a mail representative to collect your mail. Stop by customer service and fill out PS Form 3801.

*Mail classes & Transit Times

Express: 3-5 Business Days

Priority/1st Class: 7-14 days (Sent from Chicago/ORD)

Retail Ground: 4-6 weeks (Sent from SFO)

Registered Mail: 4-8 weeks

*Make sure to update your new address at your last duty station to prevent delay of mail

*Authorized personnel for use of MPO are SOFA status personnel and family members on orders

*Use of IDS/MPS for transport of personal property in connection with PCS/TDY moves is PROHIBITED, with the exception of uniforms and personal gear required to perform official duties at next duty station

*Use of Post Office for home business is not authorized

*Use of Post Office to send or receive humanitarian items is not authorized

*When mailing out items, the customs form must have a detailed description (Incorrect terms: toiletries, food, household goods, makeup, electronics, etc.)

CALCULATING YOUR COST

EASILY CALCULATE RETAIL POSTAGE RATES AND ESTIMATED DELIVERY TIMES.

[HTTP://WWW.USPS.COM/TOOLS/CALCULATEPOSTAGE/WELCOME.HTM?FROM=HOME_SHIPSTARTFINISH&PAGE=CALCULATECOSTS](http://www.usps.com/tools/calculatepostage/welcome.htm?from=home_shipstartfinish&page=calculatecosts)

Frequently Asked Questions:

1. I have accidentally deleted my package notification email, can you check to see where it is located?

A: Go to the Package Pick-up window and present your CAC Id card to the Postal Clerk.

2. What is required in order for me to in-process an inbound member?

A: Copy of member's orders (Advanced assignment/30 days out)

3. What items are not authorized to send out?

A: Alcohol Content/Installed lithium batteries/Flammable products etc...

4. My package has left Chicago and my Amazon/EBay tracking has stated that my package has been delivered, but I have not received an email. Where is it?

A: Your package has not been processed through PSC 80/96367. It may be still in transit from Naha and/or the Air Mail Terminal.

The official source for tracking is www.usps.com

Please plug your tracking # in the link provided above

5. Why am I not receiving emails for my packages?

A: Please stop by customer service to verify your email address is correct

6. My PO Box does not open, can you help?

A: Yes, if you have attempted your combination and it does not work, please see customer service for assistance.

7. Why am I still receiving emails even though my mail box is on hold status?

A: It is normal to continue to receive email notifications while mail box is on hold status. Keep the emails for reference to pick up your packages once you have returned

8. Why did my package return back to sender?

A: Your package was RTS due to: Incorrect address provided on the box or failure to claim package within the required time

9. I live on Kadena, but I am assigned at another base. Can I receive a PO box at Kadena?

A: We will issue a PO box to members who have *orders* assigned to Kadena only. This is due to limited quantity of receptacles located within our facility

10. Can I add an email to my account for package notifications?

A: Yes, you may have more than one email address.

11. My packages were sent together, why are they not arriving together?

A: Airlines have a weight cut off and some of your packages may have missed it. It will be placed on the next available transportation service.

12. What steps should I take when receiving a damaged package?

A: If you received the package from a:

Retailer: Please contact the seller to initiate the claim

Friend or Family Member: Please go to USPS.com -> Help Tab -> File a Claim

(Register/Sign in with USPS account)

*Or you may refuse the package by writing "Refused by: Printed Name/Signature/date at the parcel pickup window"

If you think this package was rifled (Content Missing or stolen)

Please visit <https://postalinspectors.uspis.gov> -> Contact Us -> File a Complaint -> Mail Theft -> You will be directed to the USPS website ->

Enter Tracking # -> Enter Applicable Information

13. Why am I still receiving emails even though you are closed or my box has been on hold?

A: Though we are closed or your box is on hold, the Post Office will continue to process mail within our automated email system. Please keep the emails for next available pick up opportunity.