



DEPARTMENT OF THE AIR FORCE
PACIFIC AIR FORCES

27 August 2024

MEMORANDUM FOR PSC 80 KADENA MILITARY POST OFFICE CUSTOMERS

FROM: 718 FSS/FSX

SUBJECT: Kadena Post Office Patrons

1. At the Kadena Post Office, our priority is to meet all your postal needs efficiently. To ensure smooth service, please review the following key points regarding mail handling and services:

a. Household Information: Ensure we have accurate details for everyone in your household to avoid mail being flagged as undeliverable. This includes updating us with any name or email changes, which helps in proper notification of package arrivals. Additionally, if your orders are extended or curtailed, please provide a copy to Customer Service to reflect the new tour length.

b. Package Pickup: Packages are held for 15 days with the exception of personnel who are TDY, deployed, or taking 30 days of leave off-island. To avoid having your package returned to the sender, please pick it up before the 15-day period expires, as per the Military Postal Manual (MPM) dated 26 June 2024, Section 20.2, Item A.

(1) Mail Hold and Authorized Agents (AA): If you are TDY, deployed, or taking leave off-island for more than 30 days, place your mailbox on hold before departing. Members who do not request/notify the Post Office Customer Service prior to departing, risk their mail received *prior* to the hold period of being returned; emergency leave, TDY, and/or deployments are the only exceptions to this policy. For absences exceeding 45 days, appoint an AA to collect your mail or provide a forwarding address by completing a PS Form 3801 located on our Force Support Squadron Post Office page: <https://kadenafss.com/post-office/>. This form is available at the Customer Service counter, via email, or online. Fill out the form with your details and the appointed member's information, including their DoD ID number, and submit it to Customer Service.

c. Restrictions on Use of Intra/Inter Theater Delivery Service (IDS): Per MPM dated 26 June 2024, para 1.16, the Military Postal Service will not be used to send or receive items to advertise home businesses, sell merchandise, conduct business, or for purposes where DoD funds transportation costs (e.g. household good shipments). Receipt of "Any Service Member" (ASM) mail, care packages, or donated items for distribution from an individual, charitable group, or organization are all **prohibited** through our post office. Violations to any of these rules may result in the permanent closure of your post office box.

d. International Mail and Customs: For international mail, ensure electronic customs data is provided to comply with export control laws. Provide a detailed description of the contents in the package on the Customs Form. Use Customs Forms Online at <http://cfo.usps.com> or utilize our in-office tablets with label printers, scales, and measuring tapes for convenience. Create an account on Pirateship.com for easy mailing with the ability to drop off your items at the Post Office without waiting in line.

2. For questions or concerns, contact us at 718FSS.FSXP.KadenaPostOffice@us.af.mil or DSN 634-4455. Stay updated on our Facebook page <https://www.facebook.com/KadenaPostOffice/> for closures, changes in hours, and assistance via Messenger. Thank you for your cooperation!

A handwritten signature in black ink, appearing to read "CASSIDY L. WONG".

CASSIDY L. WONG, SMSgt, USAF
Superintendent, Postal Operations