

Customs Declaration

The Form

All mail items that contain anything other than paper require a customs declaration form.

Enter a detailed description of each article.
General description – e.g., “samples, food products, clothes” – are not permitted.

Receiving Mail (Pickup)

Accountable mail and non-accountable mail pickup is easy.

Accountable Mail:

PS Form 3849, Delivery Notice/
Reminder/Receipt will be emailed to
You after processing.

Non-Accountable Mail:

A notice to pick up a package at the customer service window will be emailed to you after processing. For non-accountable mail small enough to fit in your mail receptacle, we will deliver it to your receptacle.

Checking Assigned Receptacles

Mail receptacle are checked weekly for excessive mail accumulation, old mail, or non-use. If mail is not picked up within 30 days of receipt at the APO It will be returned to the sender as "Unclaimed".

Holding Mail

If you plan to be out of town on business or vacation for more than 7, you should fill out a DD Form 2258 "Temporary Mail Disposition Instructions" form at the APO. When you return, you can pick up your mail from the APO.

Change of Address and Mail Forwarding

Before you move notify your APO to ensure uninterrupted mail service. Individuals should complete DA Form 3955, Change of Address and Directory Card. Priority Mail Express, Priority Mail, and First-Class Mail will be forwarded at no charge for one year. Magazines and newspapers will be forwarded for 60 days.



Keep the Mail Safe: Hazardous and Restricted Materials

Some things cannot be mailed for safety and legal reasons:

Aerosol cans
Ammunition
Firearms
Tobacco and tobacco products
Flammable materials
Lottery tickets
Currency
Poisons
Alcoholic beverages
Drug paraphernalia
Medicines/ Prescriptions of any kind
Vitamins/supplements
Fireworks and other explosives
Certain Batteries

FOR ADDITIONAL INFORMATION

Tower Barracks PSC

Unit 28130
APO AE 09114

Phone: 09641-70-526-1502
09641-70-526-1503

DSN: 526-1502
526-1503

Rose Barracks PSC

Unit 28038
APO AE 09112

Phone: 09641-70-599-4700
09641-70-599-4728

DSN: 599-4700
599-4728

Hours of Operation

To Mail Items (Letters, Packages):

Monday to Friday: 1030—1630
Thursday: 1200—1630

Mail Pickup

Monday to Friday: 1030—1745
Thursday: 1200—1745

Tower Barracks Postal Service Center

Rose Barracks Postal Service Center



Customers Guide to Mailing Military Mail



usarmy.bavaria.id-europe.mbx.dhr-tower-barracks-psc@army.mil

usarmy.bavaria.id-europe.list.dhr-rose-barracks-psc@army.mil



Customers

Guide to Mailing Military Mail



Addressing Your Mail

The accuracy of the address affects the speed and handling of your mail.

Clear Space

A clear space must be available on all mail for the address, postage (permit imprint, postage stamp, or meter stamp), postmarks, and postal endorsements.

Legible

Type or print clearly with a pen or permanent marker so the address is legible from an arm's length away.

Placement

Print the delivery and return addresses of your envelope, card, or package visible and legible, only on the side of the piece bearing postage. Print or type your return address in the upper left corner. The delivery and return address should be written parallel to the longest side.

Address:

Your Full Name

PSC 415/411 Box _____

APO AE 09114/09112-_____

Retiree

Your Full Name

Unit 28120 / 28044 Box XXXR

APO AE 09114/09112-_____



Military Mail

Military addresses must show the full name with middle name or initial and the PSC number, unit number, or ship name. Replace the city name with APO, FPO or DPO, and the state with AA, AE, or AP, and include the ZIP Code.

- * THIS IS A USA ADDRESS! Do not include any localities such as "Vilseck," "Grafenwoehr," "Bavaria," or "Germany." Doing so will route your mail to the German Zoll and most likely get your package returned to sender.

Preparing Packages

The Box

Choose a box with enough room for cushioning material around the contents. Sturdy paper-board or corrugated fiberboard boxes are best for weights up to 10 pounds. If you are reusing a box, totally remove or obliterate all previous labels and markings with heavy black marker.

Cushioning

Place the cushioning all around your item or items. You can use newspaper, "foam peanuts," or shredded paper. Close and shake the box to see if you have enough cushioning. If you hear items shifting, add more cushioning. Placing an extra address label with the delivery and return addresses inside the package will ensure that the item can be delivered in case the outside label becomes damaged or falls off.

Mailing Fragile Items

Use foamed plastic or padding to protect your items, placing the cushioning inside hollow items as well. Mark the package "Fragile". Careful packaging is the best way to safeguard your valuable items against damage.

Mailing Heavy Items

If you are mailing a very heavy or very dense item, start with a sturdy box, pack the contents securely with a strong material for bracing to prevent shifting, and tape all the edges with reinforced tape. Packages heavier than 70 pounds cannot be mailed.

Sealing

Tape the opening of your box and reinforce all seams with 2-inch-wide tape. Use clear or brown packaging tape, reinforced packing tape, or paper tape. Do not use cord, string, twine, or masking tape. Place a strip of clear packaging tape over your label to prevent the address from smearing.

Tape and Tape Size

Except for pressure-sensitive filament tape, tapes used for closure and reinforcement should be at least 2 inches (or 48 mm metric) wide. Non-reinforced plastic tapes must be at least as strong in the cross direction as in the machine (long) direction.

Sending Mail

Here are some useful mailing hints for senders

FIRST CLASS

- * Packages weighing 13 ounces or less may be sent as a First Class Parcel with lower shipping costs and decent delivery times.

EXPRESS

- * Guaranteed 3-5 Business Day delivery timeframe makes this the fastest shipping option from this location.

PRIORITY

- * Average of 7-10 day delivery timeframe. Parcels come with tracking and includes \$100 of insurance for each package.

STANDARD (RETAIL GROUND)

- * If your item weighs more than 13 ounces you can send your parcel Standard. This is the most cost efficient option for sending parcels and takes an average of 10-20 business days to get delivered in the states.

LETTER MAIL

- * Mail deposited after the last collection time will not be processed or postmarked until the following duty day.

INTERNATIONAL MAIL

- * It is best to contact us about your options. We want to meet your shipping goals and we would be happy to assist you!