



LAJES FIELD POST OFFICE NEWSLETTER

VOLUME I

AUGUST 2024

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GENERAL FACTS

Welcome to the Lajes Field Post Office Newsletter! This is a monthly newsletter that will provide general information regarding the post office and the services it provides.

Who can use Post Office services?

- Members of the US Armed Forces (on active duty) and their command sponsored family members.
- US citizen employees of DoD and their family members
- Retired personnel of the US Armed Forces and their family members
- Authorized US citizen contractors and other US Government agencies

Note: Receptacles cannot be used to conduct private business. If discovered it could lead to revoke of mailing privileges.

Tips for filling out Customs Forms (PS Form 2976-R).

Filling out a Customs Form is a requirement when sending out mail from the Post Office. The only exception is first class mail (document only) and some return labels provided by companies such as Amazon (We cannot accept UPS or FedEx return labels and the member will need to fill out a Customs Form and pay for the return). Most of the form is straightforward on what is required but there are a few additional things to consider:

- Ensure you sign and date at the end of the form (box 23)
- Boxes 7-21, 24 & 25 are optional
- Weight can be retrieved via the scale in the post office
- When listing contents, ensure you are specific. For example:
 - Incorrect: Clothes, appliances, electronics, gift, etc.
 - Correct: Men's denim jacket, microwave oven, wireless headset, scented candle, etc.

Note: The description should be precise enough to allow customs agents to identify the goods listed. Avoid ambiguous or obscure language.

- Use blue or black ink

Mailing Options

- **Customs Form Online** - Allows you to fill out a Customs Form online and print it out to be processed at the post office. This requires that you pay for it at the counter.

- **Click-N-Ship** - Allows you to prepay for your package online. After you print out the prepaid shipping label you'll be able to bring it to the post office where it is scanned and processed immediately at the counter without the contents having to be input manually.

Both of these options require a USPS.com account. We have a laptop in the finance lobby that can be used to complete and print out each of these forms. However, it is quicker to accomplish from your office or home. Please be mindful that you will need a scale to input the weight of the package.

USPS®-USE ONLY: Place barcode label here.

USPS Customs Declaration and Dispatch Note

- Print in English using blue or black ink.
- Complete all SHADED fields before acceptance.
- See the Privacy Notice on the reverse of Copy 4.

SENDER'S INFORMATION		SHIPMENT INFORMATION (Continued) - BOXED AREA IS FOR USPS-USE ONLY	
Full Last Name		USPS Retail Use	USPS Corporate Account
Business Name (if applicable)		Total Postage Fees (U.S. \$)	Insured Value (U.S. \$)
Address-1		Sender's Telephone (if applicable and known)	Receiver's Telephone (if applicable and known)
Address-2		11. Importer's Reference (if applicable and known)	12. Importer's Telephone (if applicable and known)
City		13. AITI (ITN) (if applicable)	14. AITI EORI (if applicable)
State		15. License Number (if applicable)	16. Certificate Number (if applicable)
ZIP Code*		17. Invoice Number (if applicable)	18. Weight (pounds)
Country		19. Length (inches)	20. Width (inches)
Status/Province		21. Restrictions (if applicable - check all that apply)	22. Non-duty Exemptions (check one)
Country		23. Sender's Signature and Date	24. Return to Sender
Country		25. Sender's Signature and Date	26. Treat as Absconder
Country		27. Sender's Signature and Date	28. Treat as Absconder
Country		29. Sender's Signature and Date	29. Sender's Signature and Date
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PS Form 2976-R, April 2016 PSN 7530-17-000-7002 IMPORTANT: This package may be opened officials. 1 - Customs Declaration

Going on leave or TDY?

Come by the Post Office to fill out a Temporary Mail hold form (DD Form 2258). This will be put your box on hold and prevent your inbound mail from being returned.

DAMAGED AND "DEAD MAIL"

Why did my package arrive so damaged?

It's easy to believe that your package is being purposely mishandled but the truth is each smaller to medium sized box has the possibility of being consolidated with other packages in the purple priority bags used at all post office locations. These bags can hold up to 70 pounds and can be mostly filled with other boxes of varying sizes and weight. Additionally, these purple bags are transported from carrier port to carrier port stacked on top of each other and if the box isn't doesn't have a strong structural integrity then it is easy for it to get partially crushed in the process of shipping.

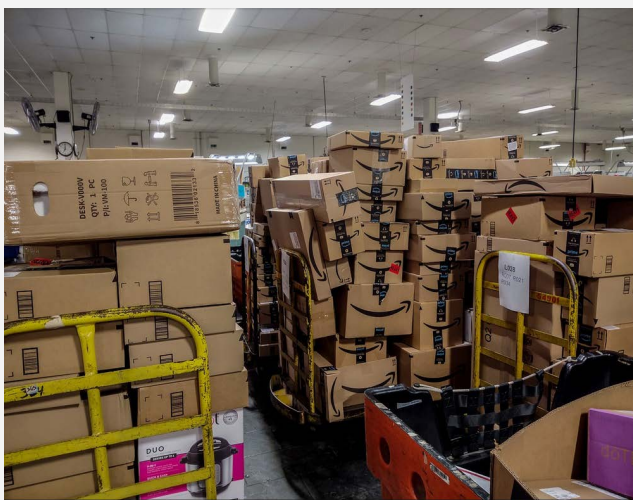
When your package is received in this state, post office personnel do their best to tape up the parcel to the best of their ability, ensure any items that may have fell out in transit are located and then scan the package under the status "visible damage" in case a customer needs to get in contact with the company should their item not work or arrive as intended.

There are times when a box is too destroyed to be salvaged and in the event that happens, post office personnel place the contents of the box in an appropriate plastic bag, cut the label from the destroyed box if possible and create a label using that tracking number after taping it to the front of the bag.



RECEIVED IN DAMAGED CONDITION:

INITIALS _____



What is Dead Mail?

Formally known as "Dead Mail", Undeliverable-As-Addressed (UAA) mail occurs when mail becomes undeliverable and cannot be returned to sender from the last office of address. Every reasonable effort is made to match articles found loose in the mail with the envelope or packaging. Here at Lajes, if a loose item cannot be identified to a specific box it is kept in the box for 30 days. Customers can claim this item if they arrive at the post office and can show the order of the item prior to seeing it. Otherwise, this mail is sent to the Mail Recovery Center (MRC) in Atlanta Georgia.

DID YOU KNOW?

- When members open a mail box they usually use their military email address for package arrival notifications. However, you can add any personal email you'd like.
- Mail receptacles cannot be assigned earlier than 90 days prior to the estimate arrival of the sponsor. However, we recommend 60 days prior to their arrival.
- When receptacles are assigned, a sponsor and family members are considered one. However, when each member of a married couple has post office privileges by their military or civilian status, each may be assigned a separate mail receptacle even if the couple is assigned to the same location. Although, sharing a receptacle is encouraged.
- In the event that a member is involved in divorce or legal separation proceedings, either member may receive mail through General Delivery (see July Newsletter). If a sponsor and spouse cannot work out a solution between themselves for jointly addressed mail then they will be referred to the legal authorities since at that point it is a legal matter.
- When putting in your receptacle combination, be sure to push in and turn to the right once you get to the last number. Sometimes it takes practice for us too. :)



765 ABS/FSX

Unit 7700
 APO AE 09720
 Phone: 535-1207/1203
 E-mail: 765 ABS/Post Office
 65cs.postoffice@us.af.mil

References

DoD 4525.6M – Postal Manual
 USAFE-AIRPS/PO Postal Guide 12 January 2024
 Postal Training Guide 1 - General Postal Knowledge
 Postal Training Guide 5 - Receipt and Dispatch and PSC
 Postal Training Guide 6 - Receptacles, Directory, Claims and Inquiries
 USPS.com

Business Hours:

Mon: Closed for Mail Processing
Tues: 1000-1700
Wed: Closed for Mail Processing
Thurs: 1000-1700
Fri: 1000-1300

Family Days (Parcel Pick-up Only):
 1000-1300

Federal Holidays - Closed

Dispatch Days:

Wed & Fri between 1300-1600

If you'd like to see a specific Post Office topic on our next newsletter, please send an email to our org box with your suggestion.