

# Understanding The Military Postal Service *‘Returning Merchandise’*

## USPS - List Of Restricted Items



URL <https://go.usa.gov/x6zkN>

## USPS - Tracking/ Reporting Missing Mail



URL <https://go.usa.gov/x7KE2>

## USPS - Insurance Claims



URL <https://go.usa.gov/x7KEb>

**Note:** If your mail/package is not insured, you cannot file a claim.

Contact your installation postal officer with questions about protecting your mail from theft or damage.

**December 23, 2022**

NAVEUR-AF military postal service (MPS) customer,

Do you wish to return a purchased item received from a commercial retailer using a CONUS return address? If yes, follow the guidance below to ensure your returned item arrives securely to its destination:

**#1 – Verify refund policy** -> Many CONUS-based retailers have a refund/return policy, but not all of them. So, confirm policy with the vendor before completing the online purchase.

**#2 – Request correct return label** -> If you wish to return a purchased item via MPS, be sure to obtain a prepaid **USPS** return label from the retailer prior to returning the merchandise to the states. Some retailers offer prepaid USPS return labels. In other instances, the customer is responsible to pay USPS postage costs for returning items via MPS.



## More Information About Returning Items

- Your installation's military postal facility will not accept packages with prepaid "stateside" FEDEX or UPS ground shipment return labels.
- Do not assume commercial shipping companies who operate off-base overseas, like FEDEX or UPS, will accept "stateside" return packages dropped off at non-MPS facilities. The packages will be outside of MPS control and will likely be disposed or sent to overgoods.
- **FAQ:** Will MPS accept a package with a NON-USPS prepaid return label?
- **FAQ Answer:** No. In order to return a package via MPS, customers must obtain a prepaid USPS label, or pay USPS postage at the military post office.

# Understanding The Military Postal (MPS) Service *'Completing Mail Customs Forms'*

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URL <https://go.usa.gov/x7KEb>

**Note:** If your mail/package is not insured, you cannot file a claim.

Contact your Installation Postal Officer with questions about Global Trade Compliance and Mail Customs forms.

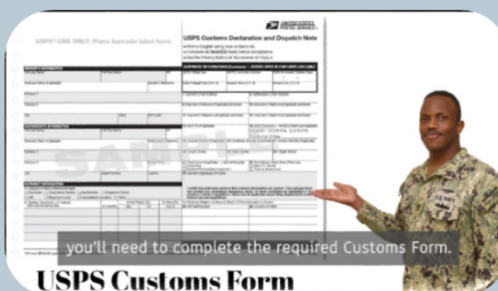
December 23, 2022

NAVEUR-AF military postal service (MPS) customer,

Copy/paste the URLs below into an internet browser to view instructions about correctly completing mail customs forms.

URL #1: <https://www.dvidshub.net/video/864753/customs-forms>

URL #2: <https://youtu.be/UDMSWzI4ILI>



**TIP!** When completing mail customs forms, it is necessary to clearly and precisely describe the package's contents. Otherwise, mailers risk non-compliance with Global Trade Compliance (GTC) regulations that could result in the package being returned-to-sender (RTS).

### REMINDER

- It is the customer's responsibility to comply with GTC requirements when shipping packages via MPS/USPS.
- USPS clerks are responsible for enforcing and identifying GTC Compliance at package entry level for mail originating in CONUS.
- Commercial Vendors must also comply with GTC regulations, otherwise stateside purchases may not be accepted by USPS.

### More Information About Complying With GTC Requirements

- In recent months, many packages being sent from BOTH CONUS and OCONUS mail facilities are being RTS by USPS for not meeting GTC customs form requirements.
- Most GTC compliance issues that result in RTS for mail leaving overseas military post offices heading to CONUS have been due to customers writing vague descriptions on the customs forms or attempting to mail prohibited or restricted items.