

# Understanding The Military Postal (MPS) Service

## 'Completing Mail Customs Forms'

### 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 Global Trade Compliance and Mail Customs forms.

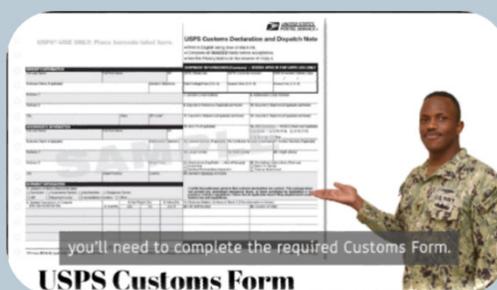
December 23, 2022

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.