

HEADQUARTERS  
UNITED STATES EUROPEAN COMMAND  
UNIT 30400  
APO AE 09131-0400

DIRECTIVE  
Number 10-2

3 May 2004

**POSTAL AND COURIER SERVICES**

USEUCOM Minimum Theater Post Office Standards of Service

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1. **Summary.** This Directive establishes the minimum Theater Postal Standards of Service for Army, Navy and Air Force Post Offices anywhere in the USEUCOM Area of Responsibility (AOR).
2. **Applicability:** This Directive applies to all Army and Air Force Post Offices (APO) and Navy Fleet Post Offices (FPO) within the USEUCOM AOR. This Directive does not apply to FPOs on-board ships or to APOs/FPOs opened for contingency operations.
3. **Suggested Improvements.** The proponent for this Directive is the Adjutant General Division, Manpower, Personnel and Administration Directorate. Suggested improvements should be forwarded to HQ, USEUCOM, ATTN: ECJ1-A, Unit 30400, APO AE 09131-0400.
4. **References:**
  - a. DoD 4525.6-M, Department of Defense Postal Manual.
  - b. DoD 4525.8-M, Department of Defense Official Mail Manual.
5. **Explanation of Terms.**
  - a. **APO/FPO.** Army, Air Force or Fleet Post Office. Locations where customers can purchase postage stamps, dispatch letters and packages and purchase special services such as Registered, Certified and Insured Mail.
  - b. **MPS.** Military Postal Service.
  - c. **Mail Room.** Locations where customers pick-up their incoming mail and packages. This includes Community Mail Rooms (CMR) and Unit Mail Rooms (UMR).
  - d. **Postal Service Center (PSC).** An Air Force delivery location similar to a Post Office.
6. **Authorized Military Postal Service (MPS) Customers.** Personnel authorized to use MPS facilities are listed in Appendix 1 of the DoD Postal Manual (Reference 4a). Listed below are the major APO/FPO authorized users. Refer to the DoD Postal Manual for the complete listing.

- a. Active duty members of the Armed Forces and their command-sponsored family members.
- b. DoD organizations and their U.S. citizen employees and command-sponsored family members.
- c. U.S.-owned contractors providing goods or services in direct support of DoD activities for contract-related mail only, their U.S. citizen employees and sponsored family members **may** be authorized personal mail. The extent of postal support will be set forth in the contract. Such contracts will be reviewed for supportability by the area Administrative Agent. Following the review, the Administrative Agent will forward the contract to the Military Department concerned for approval **prior** to execution of the contract.

7. **Determining APO/FPO Locations and Operating Hours.** APOs/FPO will be established based on the population of authorized users within 15 minutes driving time to the APO/FPO location from duty locations, barracks and family housing areas. Locations and operating hours will be based on the below listed standards and will be tailored to each location. Adjustments, such as particular days of service (i.e. Mon-Fri, Tue-Sat, etc) and opening and closing times will be made by using customer survey input and in coordination with the local Community Commander.

- a. Populations of 199 or less will coordinate/negotiate postal support with the designated Administrative Agent.
- b. Populations of 200 authorized users up to 2000 authorized users will have an APO/FPO operating a minimum of 2 days per week with a minimum of 12 hours customer service time per week.
- c. Populations of 2001 authorized users up to 3500 authorized users will have an APO/FPO operating a minimum of 3 days per week with a minimum of 18 hours customer service time per week.
- d. Populations of over 3500 authorized users will have an APO/FPO operating a minimum of 5 days per week with a minimum of 30 hours customer service time per week.

8. **Training Holidays.** As a general rule, all APOs/FPOs will be open on training holidays. Occasionally, APOs/FPOs will participate in training holidays and close so that APO/FPO employees can have the benefit of the training holiday. APOs/FPOs will coordinate with their local Community Commander for closure approval. On those occasions, a minimum of **one week (7 calendar days)** notification will be made to the serviced locations. This notification should be accomplished in as many ways as possible.

- a. Some possible means of notification are, advertising the training holiday closure on Armed Forces Television and Radio Network and local community newspapers/newsletters. Signs posted at the APO/FPO facility and DEC 55-H/DEC 55-B (Collection Schedule) will be annotated to letter drop boxes. The collection schedule for letter drop boxes should also indicate the last time the drop box will be emptied before the training holiday, especially if the training holiday is in conjunction with a weekend and/or Federal Holiday or both.

b. The one week notification also applies to **any closing** of an APO/FPO outside of normal operating hours, such as Unit Organization Days or Change of Command Ceremonies.

c. All announcements will indicate when the APO/FPO will return to a normal operating schedule.

9. **Surge Periods.** During periods when large volumes of mail are expected, APOs/FPOs will extend operating hours to efficiently handle the anticipated increase in mail. The Holiday Season will include the months of November, December and January. The exact beginning and ending date of the Holiday Season schedule will be determined by each component (USAREUR, USAFE, NAVEUR). As a minimum, the following standards will be applied to the Holiday Season:

a. All designated APO/FPO and remote locations will have customer service windows open on Saturdays throughout the holiday season in addition to normal operating hours, providing current manning posture can support the additional hours.

b. In those locations where APO/FPO also perform a mail room function (Air Force PSCs), the following standards will also apply during the Holiday Season:

(1) Parcel pick-up available on Saturdays, in addition to normal services.

(2) Parcel pick-up on 24 December. Customer service (finance services) is not required to be open on 24 December.

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