



## **Army Europe mail flights resume, mail on the way to customers**

HEIDELBERG, Germany - Commercial flights in Europe carrying U.S. Forces mail resumed Thursday after volcanic ash brought commercial aviation to a standstill for six days. Army postal patrons will see mail arrive in their post boxes as early as Friday.

Earlier this week, two commercial flights departed the mail processing center from Frankfurt, Germany moving 728 kilograms of letter mail to the U.S.

“Those letters were airlifted with the date and time stamp of when they were received at respective garrison PSCs,” said Billy Smith, IMCOM Europe Region Host Nation Liaison Field Operating Activity, Project Manager for Postal Transformation

“The fact that mail will start to arrive Friday is great news. However, people still need to tend to their personal mailing needs and check on bills, track what they've sent, and keep tabs on what they're expecting,” said Smith. “Customers should contact crediting agencies to ensure bills obligations are met.”

Army Europe postal service centers will gear up immediately to reduce a backlog of mail, according to Installation Management Command-Europe postal operations officials. Trucks will begin transporting mail from local Army postal services centers (PSC) to the processing center in Frankfurt for delivery to the U.S. on Friday as well.

“We’re prepared to move a tremendous amount of mail as quickly and efficiently as possible,” said Smith. “Our postal employees are prepared to work as hard as possible to make this process seamless to our customers.”

Smith explained the anticipated load of mail is similar to seasonal customer peak mailing periods.

“We expect to handle mail volumes similar to our Christmas holiday season rush, except this is like everyone came to the PSCs the same day,” said Smith.

Customers should check mail frequently because some PSCs have limited processing and storage space.

“When customers pick up their mail, it frees up space which enables postal workers to bring in, process and deliver more mail at each PSC,” said Smith.

“There may be longer lines and delayed service, however, postal officials will ask for volunteers to help if delays continue,” said Smith.

“Certainly, we have some catching up to do to get mail out, as well as receive mail from CONUS. But we believe volunteers will rise to the cause and help us help our customers,” said Smith.