

ODC FREQUENTLY ASKED QUESTIONS

Q: Why isn't the Official Document Center open more?

A: Based on the current Incirlik population/per EUCOM 8701.1 we are required to provide minimum operating hours of 3 days/18 hours of customer service per week. We current provide **6 days/39 hours** of customer service per week in addition to 24-hour mailbox access.

Q: I ordered 2 items. They were sent at the same time and I only received one. Where's my item?

A: While mail may be sent on the same day it often travels in different bags and can await transport for several days/weeks after the first package is mailed out. If an item is Space Available Mail (SAM), it can sometimes take upwards of 6-8 weeks before arriving.

Q: When does the Official Document Center have all the mail out?

A: This is dependent upon several factors such as manning, space, and amount of mail received. During the peak holiday season it sometimes takes 2 full days before all mail is out due to our lack of space. We usually have all mail out by 1500 daily.

Q: I checked online and it says my package is delivered. Can you verify this for me?

A: We require a Delivery Confirmation Number in order for us to check the status of your package. If your item has arrived at Incirlik it will state "Delivered 09824". "Arrived APO" only means your item made it to the processing facility in the States.

Q: How does mail get to Incirlik?

A: All mail is routed in the States via JFK airport. Once it arrives at JFK, it may sit for several days/weeks until it finds a place on our commercial airlines. After leaving JFK, it arrives at Istanbul and is usually trucked to Incirlik the next morning.

Q: Do I need to check my box even if I do not get a package notification?

A: Yes, you will only receive an e-mail notification for packages too large to fit in your box. You will not be notified of letters or packages small enough to fit in your receptacle.

Q: I am going on leave for more than 10 days, what should I do?

A: Visit Customer Service and complete a DD Form 2258 and we will hold all of your mail until you return.