

Canadian Forces Morale Mail guidelines from Canada to Theatre

The Morale Mail service provides families and friends within Canada a cost-free alternative to using Canada Post to send care packages to those serving at a CF deployed operation.

Eligibility - Families and friends within Canada may send letters and parcels to Canadian Forces members, DND employees, CFPSA personnel, and CF Contractors.

Delivery time frame – because Morale Mail is often sent only once weekly from locations across Canada, it may take as long as 28 days from the time of mailing to delivery to the addressee in Theatre.

Indemnity or expediency – if either is a concern, it is strongly encouraged that the item is sent via Canada Post with an appropriate amount of insurance or with a service that has a faster delivery time such as Canada Post Express Post or Priority Courier service.

Where to mail – Morale Mail can be dropped off typically at a Base or Wing Military Family Resource Centre, Mail Room, or Military Post Office.

Within the National Capital Region (Ottawa) - Morale Mail may be sent within the internal mail system. It is essential to write “Via HCC” on the item to the right of the address.

Mailing Guidelines - As per the [Guidelines for mailing by Canada Post](#). Customs Documentation is not required but the contents must be written on all parcels; just below the return address is an ideal location to list the contents.

Charitable Donations/Humanitarian Aid - not acceptable within the Morale Mail system and will be returned to sender.

Donations to the troops - not accepted in Morale Mail. Please refer to the [Donations](#) web page.

Security Screening - Senders are encouraged to place their address and phone number on the top left corner of the parcel thus enabling the CF Postal Service to contact them should there be address or content concerns. If the parcel contains questionable contents and there is no return address, the parcel will be opened, the contents verified, prohibited items removed, a letter enclosed explaining the actions of the CF Postal Service, and the parcel sent to the addressee. A record of the parcel, the contents removed, a copy of the enclosed letter, and disposition of the contents will be maintained by the CF Postal Service.

Loss of personal property - Morale Mail Service is not recommended for sending personal property or items of any significant value. For those items, customers are advised to use the Canada Post mail service and to purchase insurance. DND employees and CF members wishing to submit a claim for damage or loss pursuant to Defence Administrative Orders and Directives 7004-2 are to complete and submit the form according to the guidelines at DAOD 7004-2B and submit to their serving AJAG office.

Limitation of Liability - As this service is provided entirely by the Canadian Forces, no claim is to be raised against Canada Post Corporation. Except as specified at the “Loss of personal property” paragraph above. The Canadian Force Postal Service and the Department of National Defence shall not be responsible for any direct, indirect, general, special or consequential damages regardless of whether such damages result from the loss or mishandling, damage or delay in delivering of items mailed through Morale Mail service.

Return mail service - The Morale Mail service should not be used if the addressee is scheduled to return to Canada within **four** weeks of the mailing date. Should a parcel be undeliverable in theatre, the parcel shall be taxed, and forwarded to the addressee in Canada. If the addressee did not leave any forwarding address, the parcel shall be taxed and **returned to sender**. If there is no forwarding information or return address, the parcel shall be opened in an effort to discover where the parcel is to be sent and, failing that, the contents disposed of in theatre.

Inquiries - To ask a question regarding the Morale Mail service, please [click here](#) to send us an e-mail.