UPDATE 10: International Mail Service Disruptions Due to COVID-19

On March 27, 2020, the Postal Service™ received notifications from various postal operators regarding changes in international mail services due to the novel coronavirus (COVID-19).

The following countries have suspended certain mail services:

- **Panama**: Correos de Panamá has advised that the Panamanian government has adopted new public health measures, and has extended the countrywide curfew to 24 hours a day effective March 25, 2020, for the duration of the state of national emergency. Given this situation, all categories of inbound and outbound mail are suspended until further notice. Furthermore, Correos de Panamá is no longer in a position to guarantee delivery standards for incoming and outgoing mail and is invoking force majeure, until further notice.

- **Romania**: CN Poșta Română SA has advised that, owing to the suspension of flights, it is currently unable to send letter-post and parcel-post items to an increasing number of countries both within and outside the European Union. Therefore, it is no longer accepting letter-post and parcel-post items for international destinations to which transport capacities are unavailable. In addition, it is unable to send any outbound Express Mail Service (EMS) items and will no longer accept such items until sufficient transport capacity becomes available.

As a convenience for our customers, the Postal Service will continue to accept and process mail destined for the aforementioned countries. This mail will be held within our network and will be delivered once mail service is restored.

The following countries have announced service disruptions:

- **Cape Verde**: Correios de Cabo Verde has advised that the government of Cabo Verde has declared an emergency for at least three weeks beginning March 18, 2020. Cape Verde has closed its borders and suspended all flights to all EU countries, United States of America, Brazil, Senegal and Nigeria. All UPU member countries are advised to expect serious delays for both inbound and outbound mail as a result of the numerous flight reductions and cancellations. Correios de Cabo Verde will continue to operate during its normal working hours.

- **France**: La Poste has advised that, until further notice, it is implementing additional safeguards for parcel-post items to protect the health and safety of La Poste’s staff, including:
  - Offices of exchange FRAINB, FRLDBD, FRCYMA, FRDVRB, FRENAV, FRERNB, FRMCRA, FRSLMB and FRTLSJ will be closed on Monday, March 30, Tuesday, March 31, and Saturday, April 4, 2020;
  - Effective Monday, March 30, 2020, only items weighing less than 15 kg and with a maximum package size of 12.5 x 9.4 x 9.4 inches (32 cm x 24 cm x 24 cm) will be delivered by its commercial network;
  - Every effort will be made to provide the service, but delivery standards will not be guaranteed;
  - All other packages will be subject to delayed service.

- **Germany**: Deutsche Post has advised that owing to a lack of transport capacity following the cancellation of numerous international flights they have suspended the acceptance of postal items destined for the affected countries. The list of affected destination countries is likely to change every day, and an overview is available online at https://www.deutschepost.de/en/coronavirus.html. Suspensions will apply until sufficient transport capacities become available. Additionally, Deutsche Post has implemented physical distancing requirements: inbound items requiring a payment by the recipient, such as cash-on-delivery (COD) or the payment of customs duties and taxes, will be immediately directed to a postal outlet for collection. Recipients will receive a notification as to which postal outlet is holding their item for collection.

- **Hong Kong**: Hongkong Post has announced temporarily changes its delivery process for all items requiring signature on delivery. Effective, March 28, 2020, for letter-post, parcel-post and EMS items requiring signature on delivery, when performing at-the-door delivery, mail carrier will not obtain a signature from the recipient to reduce human interaction. In case of an unsuccessful delivery attempt, the recipient will receive a notification with instructions to collect the item at a designated post office. The collection arrangements at the post office remains unchanged.

- **Iceland**: Iceland Post has advised that many international flights have been cancelled, resulting in a lack of transport capacity. Consequently, Iceland Post is currently unable to send postal items to any countries outside the European Union, with the exception of Australia, Canada, Hong Kong, Japan, South Korea, Liechtenstein, Norway, Russian Federation, Switzerland, the United Kingdom and the United States of America. Iceland Post is therefore declaring a situation of force majeure. Delays are also to be expected for postal items destined for the Union member countries listed above.

- **New Zealand**: New Zealand Post has advised that effective March 25, 2020, the Government of New Zealand has raised the COVID-19 alert level to 4 (the highest level) and introduced wide-ranging measures to combat the spread of COVID-19. New Zealand Post will remain in operation during the alert level 4 lockdown period, insofar as possible. However, New Zealand Post can no longer guarantee service delivery standards. It is therefore invoking a situation of force majeure in relation to any such standards, until further notice. A number of measures have been implemented to ensure the safety of both customers and staff, effective until further notice. These include the following:
  - Delivery changes: The mail carrier will knock at the door as usual, step back away from the door, and ask for the recipient’s name to record proof of delivery.
  - Over-the-counter services have been discontinued effective March 25, 2020. It will also mean a reduction in the capacity to accept international outbound items, and a reduction in export volumes is therefore to be expected while alert level 4 remains in effect.
  - Businesses that are deemed to provide essential services are still able to send their products.
  - Owing to suspension of many flights and the resulting reduction in transport capacity, New Zealand Post is limited in its ability to send outbound mail (letter-post, parcel-post and EMS items) to foreign countries. Please visit www.nzpost.co.nz/contact-support/international-email-updates for up-to-date information on the affected countries.

- **Russian Federation**: Russian Post has advised that, owing to the quarantine measures implemented in Moscow to reduce the spread of the coronavirus (COVID-19) and the fact that the principal office of exchange for imports is located in Moscow, Russian Post is unable to guarantee compliance with delivery standards. As a result, Russian Post is invoking a situation of force majeure with regard to quality of service for all categories of mail (letter-post, parcel-post and EMS items) until further notice.

- **Ukraine**: Ukrposhta has advised that the Government of Ukraine declared a state of emergency across the country until April 24, 2020, to reduce the spread of the novel coronavirus. Ukrposhta is maintaining its operations, with measures in place to protect staff and customers. Delays are to be expected in the delivery of all inbound mail (letter-post, parcel-post and EMS items) to Ukraine. In order to minimize human contact, it will not be mandatory for mail carriers to collect and provide written proof of delivery; registered items (other than summons) will be left in addressees’ mailboxes, and inbound international postal items will be stored at post offices free of charge until the end of the state of emergency.

These service disruptions affect Priority Mail Express International® (PMEI), Priority Mail International® (PMI), First-Class Mail International® (FCMI), First-Class Package International Service® (FCPIS®), International Priority Airmail® (IPA®), International Surface Air Lift® (ISAL®), and M-Bag® items.

The DMM Advisory will continue to update mailers regarding new service disruptions as they are received. For a full list of international service disruptions, please visit https://about.usps.com/newsroom/service-alerts/international/welcome.htm

The Domestic Mail Manual (DMM®) and DMM Advisories are available on Postal Explorer® (pe.usps.com)
UPDATE 9: International Mail Service Disruptions Due to COVID-19

On March 26, 2020, the Postal Service™ received notifications from various postal operators regarding changes in international mail services due to the novel coronavirus (COVID-19).

The following countries have suspended certain mail services:

India: The Department of Posts (India Post) has advised that owing to the suspension of air and rail services, and various other extraordinary measures taken by the Government of India, India Post has suspended all international mail exchanges until further notice. The postal service is being maintained as an essential service; domestic mail exchanges are continuing, and all international mail received before March 22, 2020 are being delivered with limited staff. India Post can no longer guarantee service delivery standards.

Maldives UPDATE: Maldives Post has advised that the government of Maldives has decided to extend the measures adopted as a precaution against the spread of the global COVID-19 pandemic. Therefore, Maldives Post is suspending the processing of all inbound and outbound mail (letter-post, parcel-post and EMS items) from March 19, 2020 through April 4, 2020. This will have a major impact on operations and, consequently, on quality of service for all types of mail. The disruption is expected to continue until the epidemic is over. Consequently, service delivery standards cannot be guaranteed, and a situation of force majeure has been declared.

Zimbabwe: Zimbabwe Posts (Pvt) Ltd. (Zimpost) has advised that, following the suspension of flights into and out of Zimbabwe by its partner airlines, it has suspended all inbound and outbound international mail operations effective March 19, 2020 until further notice. Zimpost is therefore declaring a force majeure situation. It is unable to guarantee inbound and outbound mail standards.

As a convenience for our customers, the Postal Service will continue to accept and process mail destined for the aforementioned countries. This mail will be held within our network and will be delivered once mail service is restored. These service disruptions affect Priority Mail Express International® (PMEI), Priority Mail International® (PMI), First-Class Mail International® (FCMI), First-Class Package International Service® (FCPIS®), International Priority Airmail® (IPA®), International Surface Air Lift® (ISAL®), and M-Bag® items.

The DMM Advisory will continue to update mailers regarding new service disruptions as they are received. For a full list of international service disruptions, please visit https://about.usps.com/newsroom/service-alerts/international/welcome.htm

UPDATE 8: International Mail Service Disruptions Due to COVID-19

On March 25, 2020, the Department of Defense notified the Postal Service™ that effective March 25, 2020 through April 15, 2020 military mail will be temporarily suspend to the following ZIP codes, due to the loss of transportation to/from Norway:

<table>
<thead>
<tr>
<th>City</th>
<th>State</th>
<th>ZIP Code</th>
</tr>
</thead>
<tbody>
<tr>
<td>FPO</td>
<td>AE</td>
<td>09204</td>
</tr>
<tr>
<td>FPO</td>
<td>AE</td>
<td>09216</td>
</tr>
<tr>
<td>APO</td>
<td>AE</td>
<td>09706</td>
</tr>
</tbody>
</table>

Additionally, the Postal Service received notifications from various postal operators regarding changes in international mail services due to the novel coronavirus (COVID-19).

The following countries have suspended certain mail services:

Cayman Islands UPDATE: the Cayman Islands Postal Service has advised that it is now required to suspend all postal operations, owing to measures taken to reduce the spread of the COVID-19 pandemic. From March 25, 2020 to April 6, 2020, the Cayman Islands Postal Service is closing all operations to comply with a government direction that all but essential workers remain at home during this period.

Chad: Société Tchadienne des Postes et de l’Epargne (STPE) has advised that the government of Chad has decided to close its land borders and suspend all flights, except for cargo, from March 19, 2020 until further notice. Consequently, STPE is no longer able to send postal items to other designated operators or receive postal items from them.

Madagascar: P GASITRA MALAGASY has advised that the Government of Madagascar has declared a state of sanitary emergency for a period of 15 days, with effect from March 20, 2020. These measures are having a severe impact on postal operations. Until further notice, post offices will be operating a minimum service and the delivery of mail (letter-post, parcel-post and EMS items) is suspended. Consequently, P GASITRA MALAGASY is no longer able to guarantee quality of service for all categories of inbound and outbound mail (letter-post, parcel-post and EMS items).

Samoa: Samoa Post has advised that the Government of Samoa has declared a state of emergency, with effect from Saturday, March 21, 2020. Samoa has therefore closed its borders and suspended all flights in and out of the country. Samoa Post will be closed from Thursday, March 26, 2020 until further notice; no inbound or outbound mail will be processed during this period.

South Africa: South African Post Office Ltd., has advised that the government has taken in the past a number of steps aimed at reducing social contacts and physical movements to a minimum. In addition, because of the suspension of many flights, exchanges of both inbound and outbound mails are currently blocked. All post offices nationwide will be closed while the country is on lockdown, and all mail classes will be delayed. South Africa Post Office therefore requests that delivery standards be suspended in this force majeure situation. At present, normal services are due to resume as of April 17, 2020.

As a convenience for our customers, the Postal Service will continue to accept and process mail destined for the aforementioned countries. This mail will be held within our network and will be delivered once mail service is restored.

The following countries have announced service disruptions:

France UPDATE: La Poste has advised that all its offices of exchange (international processing centers) will be subject to an exceptional closure, as follows:
- On Wednesday, March 25, 2020;

The delivery of EMS items will be maintained, but may be subject to delays.

Indonesia: Pos Indonesia has advised that operations, for all outbound and inbound mail (letter post, parcel post and EMS items) are being disrupted. Delivery standards cannot be guaranteed; addressee signature on delivery of inbound items has been suspended, and a situation of force majeure has been declared from March 23, 2020 until the situation returns to normal. Pos Indonesia remains committed to keeping its services running as far as the steps being taken in the national interest to protect citizens allow.

United Arab Emirates: Emirates Post has advised that a state of alert has been declared, at least until April 2, 2020. Emirates Post is required to take strict ad hoc measures aimed at minimizing human contact, during both sorting and delivery. These are likely to have an impact on operations and, consequently, on quality of service for all types of inbound and outbound mail (letter-post, parcel-post and EMS). For this reason, service delivery standards cannot currently be guaranteed. While airports remain open, passenger flights to and from the UAE have been suspended. The delivery of international mail will be subject...
UPDATE 7: International Mail Service Disruptions Due to COVID-19

On March 24, 2020, the Postal Service™ received notifications from various postal operators regarding changes in international mail services due to the novel coronavirus (COVID-19).

The following countries have suspended certain mail services:

Chile: CorreosChile, has advised that, owing to the suspension of flights from Chile and the resulting lack of transportation, CorreosChile is unable to accept or dispatch outbound international letter-post, parcel-post and EMS items. CorreosChile is monitoring the situation and will adopt corrective measures as the situation evolves.

Honduras: Empresa de Correos de Honduras (Honducor) has advised that it is necessary to suspend postal services until March, 29, 2020, or a later date to be communicated in due course. The suspension affects imports of international mail at land and sea borders, and at Ramon Villeda Morales Airport in San Pedro Sula and Toncontin Airport in Tegucigalpa. It therefore asks countries that normally send their mail to Honduras by air cargo flights not to do so for the time being; to avoid mail being stored in customs warehouses, generating significant extra costs. An exception may be made for humanitarian aid, which Honducor is able to process with the knowledge and prior authorization of the Honduran Government. Honducor asks to be excused from delivery time requirements and compensation for late delivery of postal items until normal operations resume.

Montenegro: Montenegro Post has advised that all inbound and outbound postal traffic will be suspended until further notice.

As a convenience for our customers, the Postal Service will continue to accept and process mail destined for the aforementioned countries. This mail will be held within our network and will be delivered once mail service is restored.

The following countries have announced service disruptions:

Bhartan: Bhutan Post has advised that it experiencing significant disruption to its daily operations due to the closure of businesses, airlines and other transportation providers. This is having a direct impact on service quality for international inbound and outbound services, and severe delays are to be expected until normal transport capacity becomes available. Bhutan Post is therefore declaring a situation of force majeure in relation to all international letter-post (including Prime Express), parcel-post and EMS services.

Canada: Canada Post has advised that additional measures are being taken in response to the spread of the novel coronavirus (COVID-19). In accordance with physical distancing requirements, Canada Post has implemented revised delivery procedures. Items destined to Canada requiring the payment of customs duties and taxes will be sent to a retail post office for collection. Customers will receive a delivery notice card telling them which post office is holding their item. All other items that would ordinarily require a signature will be left in a safe location without a signature from the recipient. This change eliminates the need for signature at the doorstep and greatly reduces the number of parcels sent to Canada Post offices for collection.

Estonia: Estonian Post, has advised that the Estonian Government declared a state of emergency on 12 March. This is provisionally due to last until 1 May 2020. Estonian Post is therefore considering the situation as a case of force majeure, and wishes to inform its partners of some temporary changes to the services provided.

Air services to most countries have been interrupted, and shipments to some countries have been temporarily suspended. Estonian Post is trying to find alternatives (including replacing air links by road) wherever possible, but in most cases, these will involve increased transmission times, with a major impact on operations and, consequently, on quality of service for letter-post, parcel-post and EMS items.

Signature on delivery has suspended for inbound items requiring proof of delivery in order to avoid human contact. Registered items will be delivered to mailboxes where possible. In case of delivery to the person, the courier will enter the receiver’s name on the handheld device, but with the word “Courier” in place of the signature. Courier parcels will still be delivered to the addressee, but in place of the signature, there will be an image (picture) of an address

These service disruptions affect Priority Mail Express International® (PMEI), Priority Mail International® (PMI), First-Class Mail International® (FCMI), First-Class Package International Service® (FCPIS®), International Priority Armal® (IPA®), International Surface Air Lift® (ISAL®), and M-Bag® items.

The DMM Advisory will continue to update mailers regarding new service disruptions as they are received. For a full list of international service disruptions, please visit https://about.usps.com/newsroom/service-alerts/international/welcome.htm

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March 24, 2020

DMM Advisory

Keeping you informed about classification and mailing standards of the United States Postal Service
**Israel UPDATE:** Israel Postal Company has advised that, effective March 22, 2020, the Israeli Ministry of Health has introduced measures including self-isolation, limiting the number of personnel at the workplace and advising people to work from home and restrict travel. Israel Postal Company will continue to provide services for vital mail, giving rise to Express and PRIME, and will make every effort to ensure the regular distribution of mail. Israel Postal Company can no longer guarantee service delivery standards and is invoking force majeure. In addition, since 17 March 2020, a signature is no longer required for items requiring signature on delivery, and such items will be left at the door after being scanned and photographed to prove that delivery has been made. If it has been possible, the name of the addressee will be recorded.

**Luxembourg UPDATE:** Post Luxembourg has advised that International and domestic operations will continue as normal insofar as possible. However, measures have been implemented to ensure the safety of both customers and staff, including the following:

- In general, post offices will remain open, but will be closed on Saturdays;
- For letter-post, parcel-post and EMS items requiring signature on delivery, the addressee’s signature will be replaced by the mail carrier’s signature, together with the delivery code, in the signature field;
- Post Luxembourg is no longer able to guarantee delivery times or comply with standard rules for signature on delivery.

**Malaysia UPDATE:** Pos Malaysia, has advised that delays are expected to be expected in the processing, transportation and delivery of both incoming and outgoing international shipments of letter-post, parcel-post and EMS items, owing to the suspension of services, cancellation of flights, shutdown of airports and implementation of preventative measures to reduce the risk of the spread of COVID-19. The dispatching of all outbound airmails (letter-post, parcel-post and EMS items) to destinations is severely impacted and will delay delivery.

- **Austria, Belgium, China (People’s Rep.), Croatia, Czech Rep., Denmark, France, Germany, Greece, Italy, Japan, Kazakhstan, Mongolia, Norway, Oman, Poland, Portugal, Romania, Russian Federation, Serbia, Slovakia, Spain, Sweden, Switzerland, Thailand, Turkey, Ukraine and United Kingdom (from 18 March 2020):**

  - Cathay Pacific and United States of America (from 30 March 2020).

- For inbound deliveries, letter-post, parcel-post and EMS items will be handled as follows:
  - Items requiring signature on delivery will no longer be signed for at the moment of handover to the recipient. Instead, the mail carrier will ask for the recipient’s name and will enter this information in the signature field of the handheld device or delivery manifest.

- For delivery of items to a mail room, the addressee will receive a text message or telephone call.

- Deliveries to premises or areas needing to be closed down due to COVID-19 are suspended.

- **Pos Malaysia is therefore declaring a situation of force majeure in relation to all international mails (letter-post, parcel-post and EMS items) to the following countries is expected to be severely delayed:**

  - Brazil, Canada, Costa Rica, Ecuador, Germany, Japan, Mexico, Spain, Switzerland.

- Deliveries to premises or areas needing to be closed down due to COVID-19 are suspended.

- For letter-post, parcel-post and EMS items requiring signature on delivery, the addressee’s signature will be replaced by the mail carrier’s signature, together with the delivery code, in the signature field.

**Philippines UPDATE:** Philippine Postal Corporation (PHLPost) has advised that international air and sea transport from and to international airports and seaports throughout the Philippines will remain operational during the community quarantine. However, domestic air, land and sea transport is suspended for the duration of the community quarantine imposed in Metro Manila, the rest of Luzon island, and several areas of the Visayas and Mindanao islands. In view of this, the government and PHLPost are working to suspend operations for the period of community quarantine (currently scheduled to run until April 12, 2020):

- **International mail processing centers will maintain a skeleton workforce in order to accept incoming international dispatches. Inbound items received up to April 12, 2020 will not be processed and forwarded to delivery post offices until the normal work schedule resumes (as from April 13, 2020).**

- **There will be no outbound international dispatches from the international mail processing centers from March 17, 2020 until end of the community quarantine.**

- **Outbound postal items received up to April 12, 2020 by post offices located in areas under community quarantine and in other areas of the Visayas and Mindanao islands will be processed and forwarded to destination countries upon resumption of the normal work schedule (April 13, 2020).**

- Delays to inbound and outbound postal items are expected during the community quarantine period. Detailed information on the areas covered by the community quarantine will be provided as soon as it is available.

**Saint Lucia:** Saint Lucia Postal Service has advised that it is currently operating a restricted postal service with reduced hours, reduced personnel and fewer sub-post offices, effective Monday, March 23, 2020. This response plan will affect the processing of inbound and outbound mail as well as timely replies to queries.

**Senegal:** La Poste du Sénégal has advised that measures to close the borders and restrict travel have been implemented by the Government of Senegal and the airlines. These decisions will have a significant impact on shipment and delivery times for letter post, parcel post and packets. Consequently, La Poste du Sénégal is unable to guarantee compliance with delivery standards and is invoking a situation of force majeure with regard to quality of service. La Poste du Sénégal will continue to offer postal services insofar as possible.

**Slovenia:** Slovenska Pošta, a.s., has advised that the Slovenian government has introduced measures including self-isolation, social distancing, advising people to work from home and restricting travel. Given these new measures, all inquiries, including those handled electronically through Internet-based systems for parcel-post, EMS, registered and tracked items, are liable to be disrupted. In addition, call agents may be unable to deal with telephone inquiries. Consequently, there may be a severe impact on service quality for international inbound and outbound services and service delivery standards. Slovenska Pošta has therefore invoked, until further notice, force majeure and analogous provisions of all such standards.

- Special processes have been put in place for postal items subject to delivery, specifically as follows:
  - Parcels that would ordinarily require the addressee’s signature can now be deposited in parcel terminals;
  - Delivery of registered items is suspended and will only be notified. These items will be deposited at post offices and the customer will receive a notification (electronic notification sent by e-mail or SMS);
  - Slovenska Pošt has also extended by 14 days the current period of 18 days during which postal items will be stored at post offices.

- Furthermore, Slovenska Pošt wishes to emphasize that, owing to the suspension of flights, it is currently unable to send letter-post, parcel-post and EMS items to an increasing number of countries both within and outside the European Union. Therefore, temporarily, Slovenska Pošt will no longer accept letter-post, parcel-post and EMS items for destinations to which transport capacities are unavailable.

**Spain UPDATE:** Correos y Telégrafos has advised that, owing to the suspension of flights from and to Spain, and the ensuing lack of transport capacity, it is currently unable to accept and deliver, for Spain, (letter-post, parcel-post and EMS items) to all destinations outside the European Union. As a result, Correos y Telégrafos is therefore declaring a situation of force majeure and ceasing, with immediate effect, to accept letter-post, parcel-post and EMS items destined for all concerned Union member countries, until sufficient transport capacity becomes available. Moreover, the Spanish Government has extended the “state of alert” that was declared on March 14, 2020, with effect until April 11, 2020, in order to reduce the risk of the spread of the novel coronavirus (COVID-19). The state of alert may yet be extended again. This will have a major impact on operations and, consequently, on quality of service for all types of inbound and outbound letter-post, parcel-post and EMS items.

**Switzerland UPDATE:** Swiss Post has advised that it has changed its delivery process for all items requiring signature on delivery. Effective March 16, 2020, letter-post, parcel-post and EMS items requiring signature on delivery will not be signed for by the recipient. In place of the recipient’s signature, the delivery agent will enter a code in the signature field of the handheld device. This temporary measure will apply until further notice. As a result, Swiss Post is no longer able to guarantee inbound and outbound mail standards, and is therefore invoking a situation of force majeure with regard to quality of service and remuneration for all categories of mail item (letter-post, parcel-post and EMS items) until further notice.
The following countries have suspended certain mail services:

Cyprus: Cyprus Post has advised that effective Saturday, March 21, 2020; all commercial flights to Cyprus are suspended for 14 days. Therefore, until further notice, all letter-post, parcel-post and EMS items destined to Cyprus will be sent by alternative transportation (e.g. surface). Customers should expect delivery delays.

Alternatively, in common with many other postal operators, given the diminishing number of flights and reduced capacity, bpost is temporarily unable to send outbound items that would normally require a signature.

Cyprus Post has advised that Priority Mail Express International® (PMEI), Priority Mail International® (PMI), First-Class Mail International® (FCMI), First-Class Package International Service® (FCPIS®), International Priority Airmail® (IPA®), International Surface Air Lift® (ISAL®), and M-Bag® items.

These service disruptions affect Priority Mail Express International® (PMEI), Priority Mail International® (PMI), First-Class Mail International® (FCMI), First-Class Package International Service® (FCPIS®), International Priority Airmail® (IPA®), International Surface Air Lift® (ISAL®), and M-Bag® items.

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March 20, 2020

UPDATE 5: International Mail Service Disruptions Due to COVID-19

On March 19, 2020, the Postal Service™ received notifications from various postal operators regarding changes in international mail services due to the novel coronavirus (COVID-19).

The following countries have suspended certain mail services:

Bulgaria: Bulgarian Posts plc has advised that it is currently not able to send letter-post, parcel-post or EMS items to many countries inside and outside the European Union, with the list changing on a daily basis. For this reason, Bulgarian Posts has ceased to accept any outbound EMS items destined to international locations. The company will continue to accept letter-post and parcel-post items sent to destinations for which transport capacity is still available. Customers should expect delays for all inbound and outbound mail until further notice.

Cyprus: Cyprus Post has advised that effective Saturday, March 21, 2020; all commercial flights to Cyprus are suspended for 14 days. Cyprus Post is therefore suspending all outgoing dispatches to international destinations. (Note: see below regarding change for mail destined to Cyprus.)

Morocco: Poste Maroc has advised that following the suspension of international commercial air traffic, it is suspending outbound letter-post, parcel-post and EMS items to international destinations until normal flight operations resume. (Note: see below regarding change for mail destined to Morocco.)

As a convenience for our customers, the Postal Service will continue to accept and process mail destined for the aforementioned countries. This mail will be held within our network and will be delivered once mail service is restored.

The following countries have announced service disruptions:

Austria: Österreichische Post AG has advised that it is currently unable to send letters and parcels to a constantly increasing number of countries both within and outside of the European Union due to the suspension of flights from Austria. Therefore, Österreichische Post AG has stopped accepting letter-post and parcel-post items for those destinations to where transportation is unavailable. Delivery standards and times can no longer be guaranteed until the situation has returned to normal. Additionally, all items that require the addressee’s signature are now deposited in the addressee’s mailbox or in a secure location on their premises, with signature by the mail carrier on their portable device. In cases where items are delivered to the recipient in person, the mail carrier will likewise sign on the recipient’s behalf.

Belgium: bpost has advised that operations will continue to operate normally as far as possible. However, several measures have been implemented to ensure the safety of both customers and staff, including the following:

- Post offices will remain open in general, but will be closed on Saturdays;
- For domestic and inbound international items that would normally require a signature, the mail carrier will sign for delivery in place of the customer (but in the customer’s presence);
- bpost is no longer able to guarantee delivery times, standard rules for signature on delivery, or availability of tracking data for shipments.

Furthermore, in common with many other postal operators, given the diminishing number of flights and reduced capacity, bpost is temporarily unable to send outbound international mail and parcels (letter post, parcel post and EMS) to destinations outside Europe.

Cyprus: Cyprus Post has advised that effective Saturday, March 21, 2020; all commercial flights to Cyprus are suspended for 14 days. Therefore, until further notice, all letter-post, parcel-post and EMS items destined to Cyprus will be sent by alternative transportation (e.g. surface). Customers should expect delivery delays.

Djibouti: La Poste has advised that Djibouti has suspended all international flights arriving in and departing from Djibouti, with the exception of cargo flights, until further notice. Therefore, delays are expected in the handling and delivery of letter-post, parcel-post and EMS items, until sufficient transport capacity becomes available.

Finland: Posti and Åland Post have advised that owing to a lack of transport capacity, they are currently unable to transport outbound letter-post, parcel-post and EMS items to many international destinations. Effective March 18, 2020, Posti and Åland Post will only be able to transport letter-post, parcel-post and EMS items destined for the countries listed below, with delays to be expected owing to limited capacity:

- All EU countries, with the exception of Cyprus, Greece, Ireland, Malta, Slovakia and Spain;
- Australia, Canada, China (People’s Rep.), Israel, Japan, Norway, Russian Federation, Serbia, Switzerland, United Kingdom and United States of America.

France: La Poste has advised that the French Government has reinforced the measures in place to limit the spread of COVID-19. La Poste’s network and national and international operational centres remain open and continue to operate. However, given the reduced workforce, La Poste can no longer guarantee delivery lead times, the collection of signatures on delivery, delivery to the addressee in person, tracking of items (scanning and shipment lead times), the processing of items for...
reimbursement, and insured items. This concerns in particular registered letters, tracked small packets with signature, parcels and EMS items. Additionally, numerous post offices are closed, and the opening hours of those remaining open have been reduced.

**Georgia:** Georgian Post has advised that the Government of Georgia has taken measures to reduce the spread of COVID-19. As these measures include the self-quarantine of staff, significant delays are to be expected in the delivery of all inbound letter-post, parcel-post and EMS items. Severe delays are also to be expected for outbound mail to all destinations, as a result of flight suspensions. Indirect delivery methods will be implemented temporarily for letter-post, parcel-post and EMS items that would ordinarily require the addressee’s signature. Consequently, it will not be mandatory for Georgian Post to collect and provide written proof of delivery.

**Liechtenstein:** Liechtensteinische Post has advised that all letter-post, parcel-post and EMS items requiring a signature upon delivery are no longer being signed when handed over to the addressee. For such items, the mail carrier will leave a note in the signature field of the handheld device. This temporary measure will apply until further notice.

**Mauritius:** Mauritius Post has advised that all post offices are closed until 2 April 2020. As a result, severe delays are to be expected in the processing, transport and delivery of both inbound and outbound letter-post, parcel-post and EMS items due to the suspension of postal services and various flight cancellations. Moreover, signature on delivery will no longer be required at the time delivery is made. Instead, the mail carrier will ask the recipient’s name and will record it on the delivery receipt. Customers should expect delivery delays.

**Mexico:** Correos de México has advised that, owing to the cancellation of international flights it is facing significant disruption to its operations. Until further notice, only services to Canada and the United States of America will be maintained. Customers should expect delivery delays.

**Morocco:** Poste Maroc has advised that incoming mail has been processed and delivered as normal. However, delivery services may suffer certain delays, because of limited staff in processing and delivery centers. Postal parcels, EMS items and registered mail are being delivered without the addressee’s signature being requested. For such items, the mail carrier will ask the addressee for their identification card number and record it. This exceptional measure will apply until further notice.

**New Caledonia:** OPT–NC has advised that owing to the reduction in the number of flights offered by partner airlines, and new measures to protect against the spread of COVID-19, the shipment of inbound and outbound letter-post, parcel-post and EMS items is currently limited to mainland France only. OPT–NC is ceasing to accept any mail originating from other Union member countries with immediate effect. For all letter-post, parcel-post and EMS items requiring a signature on delivery, the addressee’s signature will be replaced by that of the mail carrier or OPT–NC agent. Customers should expect delivery delays.

**North Macedonia:** Post of North Macedonia has advised that the government has officially declared a state of emergency for 30 days from March 19, 2020, (period subject to extension). Skopje Airport is closed to all international flights until further notice. Exchanges of mail with the designated operators of neighbouring countries are being organized where possible. This situation will have a major impact on operations, and quality of service for all types of inbound and outbound letter-post, parcel-post and EMS items. This is expected to remain the case until the end of the pandemic.

**Poland:** Poczta Polska has advised that until further notice delivery delays are should be expected for all types of inbound and outbound EMS, parcel-post and letter-post items. Additionally, Poczta Polska has stopped accepting outbound international mail until further notice, with the exception of mail destined to: Australia, Belarus, Belgium, Czech Republic, Canada, Denmark, Germany, Ireland, Latvia, Lithuania, Mexico, Netherlands, Portugal, Slovakia, Spain, Ukraine, United Kingdom and United States of America.

**Switzerland:** Swiss Post Ltd has advised that owing to the cancellation of most international flights it is currently unable to send letter-post, parcel-post and EMS items to any countries outside the European Union, with the exception of: Brazil, Canada, New Zealand, Norway, the Russian Federation, the United Kingdom and the United States of America. Delays are also to be expected for postal items destined for the member countries listed above.

**Vietnam:** VNPost has advised that delivery of letter-post, parcel-post and EMS items to the following locations may be delayed:

- Hanoi (100000–159999)
- Hai Phong (180000–189999)
- Quang Ninh (200000–209999)
- Soc Trang (950000–959999)
- Hung Yen (160000–169999)
- Quang Binh (510000–519999)
- Quang Nam (560000–569999)
- Da Nang (550000–559999)
- Hau Giang (910000–919999)
- Binh Dinh (590000–599999)
- Bac Giang (230000–239999)
- Hue (530000–539999)
- Thai Nguyen (250000–259999)
- Ninh Thuan (660000–669999)
- Kien Giang (920000–929999)
- Quang To (520000–529999)
- Ha Tinh (480000–489999)
- Nghe An (460000–479999)
- Ninh Binh (430000–439999)
- Ho Chi Minh (700000–769999)
- Thanh Hoa (440000–459999)

These service disruptions affect Priority Mail Express International® (PMEI), Priority Mail International® (PMI), First-Class Mail International® (FCMI), First-Class Package International Service® (FCPS™), International Priority Airmail™ (IPA™), International Surface Air Lift™ (ISAL™), and M-Bag™ items.

The P&C Weekly will continue to update employees regarding new service disruptions as they are received. For a full list of international service disruptions, please visit the P&C Weekly’s online service alerts page at https://about.usps.com/newsroom/service-alerts/international/welcome.htm.

The P&C Weekly is intended for Postal Service employees only. To subscribe, request access to the PC Weekly distribution list using eAccess. To unsubscribe, use eAccess to revoke your access under the My Access tab.

March 18, 2020

**DMM Advisory**

Keeping you informed about classification and mailing standards of the United States Postal Service

### UPDATE 3: International Mail Service Disruptions Due to COVID-19

On March 18, 2020, the Postal Service™ received notifications from various postal operators regarding changes in international mail services due to the novel coronavirus (COVID-19).

The following countries have suspended some or all mail services:

**Cayman Islands:** Cayman Islands Postal Service has advised that the government has suspended all international flights. Therefore, the processing of all letter-post, parcel-post and EMS items will be suspended from March 20, 2020, through April 12, 2020.

**French Polynesia:** OPT PF – FARE RATA has advised that it is currently unable to accept letter-post, parcel-post or EMS items until March 31, 2020.

**Lebanon:** LibanPost has advised that all passenger flights to and from Beirut–Rafic Hariri International Airport have been suspended until March 29, 2020. Owing to this situation, LibanPost will be unable to offer outbound mail services (letter-post, parcel-post and EMS items) to international destinations.

**Maldive:** Maldives Post has advised that it is suspending the processing of all inbound and outbound letter-post, parcel-post and EMS items until March 28, 2020.

**Mongolia:** Mongol Post, has advised that all international flights to and from Ulaanbaatar are suspended until March 30, 2020, or later. Mongol Post is temporarily closing its international mail center until April 1, 2020.

**Tunisia:** La Poste Tunisienne has advised that all international flights in and out of Tunisia have been suspended. Therefore, the processing of all letter-post, parcel-post and Express Mail Service (EMS) items will be suspended until sufficient transport capacity becomes available.

As a convenience for our customers, the Postal Service will continue to accept and process mail destined for the aforementioned countries. This mail will be held within our network and will be delivered once mail service is restored.
DMM Advisory
Keeping you informed about classification and mailing standards of the United States Postal Service

**UPDATE 2: International Mail Service Disruptions Due to COVID-19**

On March 17, 2020, the Postal Service™ received notifications from various postal operators regarding changes in international mail services due to the novel coronavirus (COVID-19).

The following countries have suspended some or all mail services:

**Chile:** CorreosChile has advised that the following service changes are in affect for letter-post, parcel-post and EMS items:
1. Owing to a lack of international air transport capacity, international outbound mail has been suspended to all countries except Argentina, Bolivia, Brazil, Colombia, Ecuador, Paraguay and Uruguay;
2. International inbound mail addressed to Easter Island will no longer be accepted;
3. There will be delays in the processing and delivery of international inbound mail;
4. Signature on delivery for international inbound mail will be suspended and replaced by delivery methods that limit direct physical contact.

**Germany:** Deutsche Post has announced changes for all letter-post, parcel-post and EMS items requiring signature on delivery. Beginning March 13, 2020, items that would ordinarily require the addressee's signature can now be deposited in the addressee's mailbox or in a secure location on their premises, with signature by the mail carrier on their portable device. In cases where items are delivered to the recipient in person, the mail carrier will likewise sign on the recipient's behalf.

**Honduras:** Empresa de Correos de Honduras (Honducor) has advised that the entire territory of Honduras is under quarantine until at least March 21, 2020, or later. As a result, Honducor significantly reduced its workforce across the logistics chain the distribution of international mail will be subject to major delays until the situation returns to normal.

**Jamaica:** Jamaica Post has advised that from March 18, 2020, through March 24, 2020, Jamaica Post will be implementing a restructured operations program and will be unable to guarantee delivery standards for letter-post, parcel-post and EMS items, owing to adjusted operating hours of post offices and postal agencies. Customers should expect delays.

**Philippines:** Philippine Postal Corporation has advised that an enhanced community quarantine has been imposed in Metropolitan Manila and rest of Luzon island and several areas on Visayas and Mindanao islands, effective through April 12, 2020. Philippine Postal Corporation it will operate as follows during the community quarantine:
1. International mail processing centers will maintain a skeleton staff, in order to accept incoming mail until the total lockdown of international air and sea transport on March 20, 2020.
2. All post offices in areas placed under quarantine are closed.

**Romania:** Poșta Română has advised that new travel restrictions have led to massive cancellations of international flights. Owing to the suspension of air services to a number of international destinations, Poșta Română is facing difficulties sending international postal items, and delays are to be expected for all types of inbound and outbound letter-post, parcel-post and EMS items.

These service disruptions affect Priority Mail Express International® (PMEI), Priority Mail International® (PMI), First-Class Mail International® (FCMI), First-Class Package International Service® (FCPIS®), International Priority Airmail® (IPA®), International Surface Air Lift® (ISAL®), and M-Bag® items.

The DMM Advisory will continue to update mailers regarding new service disruptions as they are received. For a full list of international service disruptions, please visit [https://about.usps.com/newroom/service-alerts/internationalwelcome.htm](https://about.usps.com/newroom/service-alerts/internationalwelcome.htm)

The Domestic Mail Manual (DMM®) and DMM Advisories are available on [Postal Explorer®](http://pe.usps.com).

March 17, 2020
UPDATE: International Mail Service Disruptions Due to COVID-19

On March 16, 2020, the Postal Service™ received notifications from various postal operators regarding changes in international mail services due to the novel coronavirus (COVID-19).

Australia: Australia Post has advised that written proof of delivery is suspended, until further notice, for inbound items.

Austria: Austrian Post has advised that significant delays are to be expected in the delivery of all inbound mail until April 14, or until regulatory measures are lifted. As a result, customers should expect delivery delays for all letters and parcels.

Cyprus: Cyprus Post has advised that significant delays are to be expected in the delivery of all inbound letter-post, parcel-post and Express Mail Service (EMS) items. Postal items that would ordinarily require written proof of delivery may, with the addressee’s consent, be deposited in the addressee’s mailbox or in a secure location on the addressee’s premises, with signature by the mail carrier.

El Salvador: Correos de El Salvador has advised that it will need to reduce its workforce across the logistics chain. As a result, customers should expect delivery delays for all letter-post, parcel-post and EMS items.

Lithuania: Lithuania Post, has advised that all letter-post, parcel-post and EMS items requiring signature on delivery will be delivered to customers indirectly. Consequently, it will not be mandatory for mail carriers to collect and provide written proof of delivery.

Netherlands: PostNL has advised that all letter-post, parcel-post and EMS items requiring signature on delivery will no longer be signed at the time of delivery. For these items, the mail carrier will ask the recipient for the last three digits of the recipient’s ID reference number, and this information will be entered by the carrier in the signature field on their handheld device. This temporary measure will be effective until further notice.

Saudi Arabia: Saudi Post has advised that all letter-post, parcel-post and EMS items requiring signature on delivery will be delivered to customers indirectly. The mandatory written proof of delivery will be suspended and instead delivery will be based on a code sent to the addressee’s mobile phone.

The service disruptions affect Priority Mail Express International® (PMEI), Priority Mail International® (PMI), First-Class Mail International® (FCMI), First-Class Package International Service® (FCPIS®), International Priority Airmail® (IPA®), International Surface Air Lift® (ISAL®), and M-Bag® items.

Resumption of Mail Service to Designated Areas of Italy

Effective March 6, 2020, the designated operator of Italy, Poste Italiane, will resume mail service throughout Italy. However, the following temporary and precautionary measures will be applied nationwide, until March 15, 2020, or until new guidance is provided by the relevant authorities:

- All mail items, including registered mail, insured letters and parcels, will be deposited in mailboxes, with a notice signed by the mail carrier, informing the recipient of this temporary measure;
- If the addressee is absent or refuses to accept this mode of delivery, the mail carrier will leave a specific form (notice of delivery) and instructions in the recipient’s mailbox, enabling the recipient to collect the item from a post office;
- Items rejected by the addressee will be returned to sender.

The US Postal Service is closely monitoring the coronavirus (COVID-19) situation and is undertaking all reasonable measures to minimize the impact to our customers.

Service Delays to Italy Due to Temporary Service Suspension

On February 24, 2020, the Postal Service™ received notification from Poste Italiane that mail service will be temporarily suspended to designated areas in Italy due to recent cases of the novel coronavirus (Covid-19).

The postal code locations affected by the temporary service suspension include:

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<th>City</th>
<th>Postal Code</th>
<th>City</th>
<th>Postal Code</th>
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<td>Corno Gavone</td>
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<td>Maleo</td>
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</table>
Priority Mail Express International Guarantee Suspension to China and Hong Kong beginning February 10th

The U.S. Postal Service (USPS) will be temporarily suspending the guarantee on Priority Mail Express International (PMEI) destined for China and Hong Kong, effective Monday, Feb. 10, 2020, due to widespread airline cancellations and restrictions into this area. USPS is undertaking all reasonable measures to minimize the impact to our customers.

Please contact Ashok Parasuram at Ashok.Parasuram@usps.gov with any questions.

The Domestic Mail Manual (DMM®) and DMM Advisories are available on Postal Explorer® (pe.usps.com)

In addition to the above-listed locations, delivery may also be affected in neighboring areas as a result of the precautionary temporary closure, by local order or individual initiative, of public institutions (schools, universities, nurseries, theatres, etc.), or businesses open to the public (restaurants, cafes, etc.).

As a convenience for our customers, the United States Postal Service® will continue to accept and process mail destined for the affected areas. This mail will be held within Poste Italiane’s network and will be delivered once mail service is restored. Customers should expect delays in delivery times to the affected locations.

The suspension affects Priority Mail Express International® (PMEI), Priority Mail International® (PMI), First-Class Mail International® (FCMI), First-Class Package International Service® (FCPIS®), International Priority Airmail® (IPA®), International Surface Air Lift® (ISAL®), and M-Bag® items.

Regardless of the duration of the suspension, USPS customers can avoid any service disruptions by sending letters and packages using our date-certain international shipping option — Global Express Guaranteed® (GXG®) service. GXG service is available online at www.usps.com and at thousands of participating USPS retail locations.

The Domestic Mail Manual (DMM®) and DMM Advisories are available on Postal Explorer® (pe.usps.com)