UPDATE 30: International Mail Service Disruption Due to COVID-19

On April 28, 2020, the Postal Service received notification from CN Poșta Română SA, the designated operator for Romania, advising that the President of Romania has extended the state of emergency until May 14, 2020. Therefore, the previously declared force majeure remains in effect. Delays are to be expected for all types of inbound and outbound letter-post, parcel-post and EMS items until the end of the state of emergency.

This service disruption 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.

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)

April 27, 2020

UPDATE 29: International Mail Service Disruptions Due to COVID-19

On April 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:

Nepal UPDATE: Nepal Post has advised that the suspension of all postal operations has been extended until May 15, 2020.

Peru UPDATE: Servicios Postales del Perú - SERPOST S.A, has advised that the suspension of all postal operations has been extended until May 10, 2020.

Unless otherwise noted, service suspensions to a particular country do not affect delivery of military and diplomatic mail.

The following countries have announced service disruptions:

Albania: Albanian Post advises that the Government of Albania has extended the state of emergency until June 26, 2020. As a result, Albanian Post is declaring a situation of force majeure with regard to all letter-post and parcel-post items. Customers should expect delivery delays for all items destined to Albania. Furthermore, Albanian Post has ceased to accept EMS items within its network, and letter-post and parcel-post items will be accepted only for those destinations where transport capacity is available.

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)

April 23, 2020

International Service Impact: Alternate Transport – Air to Sea Diversion in Effect

Effective April 20, 2020, the Postal Service™ will utilize sea transportation to address the issue of limited air transportation resulting from widespread flight cancellations and restrictions due to COVID-19. This option will remain in effect until sufficient air transportation capacity becomes available.

The first sea transport departed from the JFK International Service Center on April 20, 2020, and is estimated to arrive at the Rotterdam (Netherlands) port on May 7, 2020. Sea route arrival dates are not exact and may vary depending on weather related events and queuing at port of arrival. The vessel is carrying 6,036 receptacles in 5 containers weighing 32,768 kilograms. It is serving mail destined to:

- Austria
- Czech Republic
- Denmark
- Hungary
- Poland
- Sweden
- Finland
- Netherlands
- Spain
- Switzerland

When calculating estimated delivery times, additional days required for unloading, customs clearance and road transit should be considered. The table below outlines a typical sea transit delivery cycle that begins upon arrival to the destined port:

<table>
<thead>
<tr>
<th>RotterDam Port Unloading</th>
<th>RotterDam Port Custom Clearance/Clear Customs</th>
<th>RotterDam Port Transit to Den Hague OE</th>
<th>Den Hague OE Acceptance &amp; Sorting</th>
<th>Den Hague OE Road Transit to Delivery Address</th>
</tr>
</thead>
<tbody>
<tr>
<td>1-2 Days</td>
<td>2 Days</td>
<td>1 Day</td>
<td>2-3 Days</td>
<td>1-4 Days</td>
</tr>
</tbody>
</table>

OE – Office of Exchange

This transportation alternative will be used for the following mail classes; 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 Postal Service is closely monitoring the situation and will continue to update customers until the situation returns to normal. Please visit our International Service Alerts page for the most up to date information: https://about.usps.com/newsroom/service-alerts/international?utm_source=residential&utm_medium=link&utm_campaign=res_to_intl

The Domestic Mail Manual (DMM®) and DMM Advisories are available on Postal Explorer® (pe.usps.com)
UPDATE 28: International Mail Service Disruptions Due to COVID-19

On April 22, 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 announced service disruptions:

- **Australia UPDATE:** Australia Post has advised that they are declaring a situation of force majeure for all inbound and outbound letter-post, parcel-post and Express Mail Service (EMS) items until further notice. Customers should expect delivery delays.

- **Georgia UPDATE:** Georgian Post has advised that the Government of Georgia has extended the measures aimed at reducing the spread of COVID-19 until May 22, 2020. The declaration of force majeure therefore remains in effect and unchanged. Customers should expect delays for inbound and outbound letter-post, parcel post and EMS items.

These service disruptions affect Priority Mail Express International®, 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](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)

April 22, 2020

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

International Service Impacts – Country Suspensions as of April 24, 2020

The Postal Service™ will temporarily suspend international mail acceptance for certain destinations due to service impacts related to the COVID-19 pandemic.

Effective April 24, 2020, the Postal Service will temporarily suspend international mail acceptance to destinations where the foreign postal operator has indicated that they are unable to process or deliver international mail or services originating from the United States.

Customers are asked to refrain from mailing items addressed to the following country, until further notice:

- Dominican Republic

In addition, effective April 24, 2020, the Postal Service will temporarily suspend international mail acceptance to destinations where transportation is unavailable due to widespread cancellations and restrictions into the area.

Customers are asked to refrain from mailing items addressed to the following countries, until further notice:

- Algeria
- Antigua & Barbuda
- Argentina
- Aruba
- Azerbaijan
- Bahamas
- Bahrain
- Bangladesh
- Barbados
- Belize
- Chile
- Burkina Faso
- Colombia
- Egypt
- Estonia
- Ethiopia
- Faroe Island
- Ghana
- Grenada
- Haiti
- Iraq
- Israel
- Jamaica
- Kazakhstan
- Liberia
- Mauritania
- Montenegro
- Morocco
- Nicaragua
- Nigeria
- Pakistan
- Philippines
- Qatar
- Sierra Leone
- St. Martin
- Suriname
- Trinidad & Tobago
- Tunisia
- Turks & Caicos

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.

Unless otherwise noted, service suspensions to a particular country do not affect delivery of military and diplomatic mail.

For already deposited items, other than Global Express Guarantee® (GXG®), Postal Service employees will endorse the items as “Mail Service Suspended — Return to Sender” and then place them in the mail stream for return.

Due to COVID-19, international shipping has been suspended to many countries. According to DMM 604.9.2.3, customers are entitled to a full refund of their postage costs when service to the country of destination is suspended.

The detailed procedures to obtain refunds for Retail Postage, eVS, PC Postage, and BMEU entered mail can be found through the following link: [https://postalpro.usps.com/international-refunds](https://postalpro.usps.com/international-refunds)

The Postal Service is closely monitoring the situation and will continue to update customers until the situation returns to normal. Please visit our International Service Alerts page for the most up to date information [https://about.usps.com/newsroom/service-alerts/international/?utm_source=residental&utm_medium=link&utm_campaign=Res_toIntl](https://about.usps.com/newsroom/service-alerts/international/?utm_source=residental&utm_medium=link&utm_campaign=Res_toIntl)

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

April 21, 2020

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

UPDATE 27: International Mail Service Disruptions Due to COVID-19
On April 21, 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 country has suspended certain mail services:

**Honduras UPDATE:** Empresa de Correos de Honduras (Hondurcor) has advised that they are extending the suspension of mail services until April 26, 2020, or a later date to be communicated in due course.

Unless otherwise noted, service suspensions to a particular country do not affect delivery of military and diplomatic mail.

The following country has announced service disruptions:

**Spain UPDATE:** Correos y Telégrafos has advised that the Spanish Government has extended the state of alert until May 10, 2020. As a result, major impacts on processing and distribution of all international mail should be expected until the situation returns to normal.

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](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](http://pe.usps.com))

**April 20, 2020**

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**DMM Advisory**

**Classification** — keeping you informed about classification and mailing standards of the United States Postal Service

**Monthly Labeling List Changes**

Effective May 1, 2020, the Postal Service™ will revise Labeling List(s) L006, L007, L012, and L606 to reflect changes in mail processing operations. Mailers are expected to label according to these revised lists for mailings inducted on or after the May 1, 2020, effective date through the June 30, 2020, expiration date. The changes can be found in the April 9, 2020, Postal Bulletin.

Current Labeling Lists can be found on the FAST website at [https://fast.usps.com/fast/fastApp/resources/labellistFiles.action](https://fast.usps.com/fast/fastApp/resources/labellistFiles.action)

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

**April 20, 2020**

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**DMM Advisory**

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

**UPDATE 26: International Mail Service Disruptions Due to COVID-19**

On April 20, 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:

**Cayman Islands UPDATE:** The Cayman Islands Postal Service has advised that the suspension of all postal operations has been extended until May 4, 2020.

**Curaçao UPDATE:** Cpost International N.V. has advised that the suspension of all postal operations has been extended until April 27, 2020.

**France UPDATE:** La Poste has advised that the French Government has extended the measures aimed at combating the spread of COVID-19 until May 11, 2020. As previously advised, La Poste has suspended the following services: signature on delivery, International Surface Air Lift (ISAL), M-bags, returns, and International Business Reply Service (IBRS). Additionally, items weighing less than 33 lbs (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. All other packages will be subject to delayed service.

**Maldives UPDATE:** Maldives Post has advised that the suspension of all postal operations has been extended until May 3, 2020, or a later date to be communicated in due course.

**Rwanda UPDATE:** The National Postal Corporation (Iposita) has advised that the suspension of all postal operations has been extended until April 30, 2020. Unless otherwise noted, service suspensions to a particular country do not affect delivery of military and diplomatic mail.

The following countries have announced service disruptions:

**Jordan:** Jordan Post Company has advised that, owing to measures taken to limit the spread of COVID-19, its ability to send outbound letter and parcel mail is currently limited to items for Turkey, Saudi Arabia, the United Arab Emirates and the United Kingdom only. Express Mail Service (EMS) is available internationally to all destinations other than India. Additionally, all items destined to Jordan are being sanitized, and no signatures are being required for letter-post, parcel-post or EMS items.

**Portugal UPDATE:** CTT Correios de Portugal has advised that the Portuguese Government has extended the measures aimed at combating the spread of COVID-19 until May 2, 2020. This includes changes for items that require signature on delivery and declaration of force majeure. Mailers should expect delivery delays.

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](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](http://pe.usps.com))

**April 17, 2020**

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**DMM Advisory**

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

**UPDATE 25: International Mail Service Disruptions Due to COVID-19**

On April 21, 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 country has suspended certain mail services:

**Honduras UPDATE:** Empresa de Correos de Honduras (Hondurcor) has advised that they are extending the suspension of mail services until April 26, 2020, or a later date to be communicated in due course.

Unless otherwise noted, service suspensions to a particular country do not affect delivery of military and diplomatic mail.

The following country has announced service disruptions:

**Spain UPDATE:** Correos y Telégrafos has advised that the Spanish Government has extended the state of alert until May 10, 2020. As a result, major impacts on processing and distribution of all international mail should be expected until the situation returns to normal.

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](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](http://pe.usps.com))

**April 20, 2020**

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**DMM Advisory**

**Classification** — keeping you informed about classification and mailing standards of the United States Postal Service

**Monthly Labeling List Changes**

Effective May 1, 2020, the Postal Service™ will revise Labeling List(s) L006, L007, L012, and L606 to reflect changes in mail processing operations. Mailers are expected to label according to these revised lists for mailings inducted on or after the May 1, 2020, effective date through the June 30, 2020, expiration date. The changes can be found in the April 9, 2020, Postal Bulletin.

Current Labeling Lists can be found on the FAST website at [https://fast.usps.com/fast/fastApp/resources/labellistFiles.action](https://fast.usps.com/fast/fastApp/resources/labellistFiles.action)

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

**April 20, 2020**

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**DMM Advisory**

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

**UPDATE 26: International Mail Service Disruptions Due to COVID-19**

On April 20, 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:

**Cayman Islands UPDATE:** The Cayman Islands Postal Service has advised that the suspension of all postal operations has been extended until May 4, 2020.

**Curaçao UPDATE:** Cpost International N.V. has advised that the suspension of all postal operations has been extended until April 27, 2020.

**France UPDATE:** La Poste has advised that the French Government has extended the measures aimed at combating the spread of COVID-19 until May 11, 2020. As previously advised, La Poste has suspended the following services: signature on delivery, International Surface Air Lift (ISAL), M-bags, returns, and International Business Reply Service (IBRS). Additionally, items weighing less than 33 lbs (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. All other packages will be subject to delayed service.

**Maldives UPDATE:** Maldives Post has advised that the suspension of all postal operations has been extended until May 3, 2020, or a later date to be communicated in due course.

**Rwanda UPDATE:** The National Postal Corporation (Iposita) has advised that the suspension of all postal operations has been extended until April 30, 2020. Unless otherwise noted, service suspensions to a particular country do not affect delivery of military and diplomatic mail.

The following countries have announced service disruptions:

**Jordan:** Jordan Post Company has advised that, owing to measures taken to limit the spread of COVID-19, its ability to send outbound letter and parcel mail is currently limited to items for Turkey, Saudi Arabia, the United Arab Emirates and the United Kingdom only. Express Mail Service (EMS) is available internationally to all destinations other than India. Additionally, all items destined to Jordan are being sanitized, and no signatures are being required for letter-post, parcel-post or EMS items.

**Portugal UPDATE:** CTT Correios de Portugal has advised that the Portuguese Government has extended the measures aimed at combating the spread of COVID-19 until May 2, 2020. This includes changes for items that require signature on delivery and declaration of force majeure. Mailers should expect delivery delays.

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](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](http://pe.usps.com))

**April 17, 2020**
On April 17, 2020, the Postal Service™ received a notification from Instituto Postal Dominican (INPOSTDOM), the designated postal operator of Dominican Republic, indicating that they are declaring a situation of force majeure for letter-post and parcel-post items, until further notice. Delays in processing and delivery should be expected.

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)

April 16, 2020

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

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**UPDATE 24: International Mail Service Disruptions Due to COVID-19**

On April 16, 2020, the Postal Service™ received a notification from Correo Argentino, the designated postal operator of Argentina, indicating that they are extending the previously announced suspensions for signature service and service standards until April 27, 2020.

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)

April 15, 2020

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

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**International Service Impacts as of April 17, 2020**

Effective April 17, 2020, the Postal Service™ will temporarily suspend international mail acceptance to destinations where transportation is unavailable due to impacts related to the COVID-19 pandemic and restrictions into the area. Customers are asked to refrain from mailing items addressed to any of the following countries, until further notice:

- Bemuda
- Cape Verde
- Oman
- South Sudan
- Swaziland (Eswatini)
- Yemen

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.

For already deposited items, other than Global Express Guarantee (GXG®), Postal Service employees will endorse the items as “Mail Service Suspended — Return to Sender” and then place them in the mail stream for return.

For any returned item bearing a customs form, the Postal Service will, upon request, refund postage and fees on mail returned due to the suspension of service.

For all other returned items not bearing a customs declaration form, the Postal Service will, upon request, refund postage and fees on mail returned due to the suspension of service, or the sender may re-mail them with the existing postage once service has been restored. When remaining under this option, customers must cross out the markings “Mail Service Suspended — Return to Sender.”

Unless otherwise noted, service suspensions to a particular country do not affect delivery of military and diplomatic mail.

USPS is closely monitoring the situation and will continue to update customers until the situation returns to normal. Please visit our International Service Alerts page for the most up to date information https://about.usps.com/newsroom/service-alerts/international/?utm_source=residential&utm_medium=link&utm_campaign=res_to_intl

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

April 15, 2020

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

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**UPDATE 23: International Mail Service Disruptions Due to COVID-19**

On April 15, 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:

Honduras UPDATE: Empresa de Correos de Honduras (Honducor) has advised that they are extending the suspension of mail services until April 19, 2020, or a later date to be communicated in due course.

Mauritius UPDATE: Mauritius Post has advised that they are extending the suspension of mail services until May 4, 2020.

Nepal UPDATE: Nepal Post has advised that they are extending the suspension of mail services until April 30, 2020.

Sri Lanka UPDATE: Department of Posts has advised that they are extending the suspension of mail services until April 20, 2020.

Unless otherwise noted, service suspensions to a particular country do not affect delivery of military and diplomatic mail.
UPDATE: Servicios Postales Nacionales S.A. 4-72, has advised that, owing to the emergency resulting from the spread of the novel coronavirus (COVID-19), there continues to be significant delays in all of its international inbound and outbound letter-post, parcel-post and Express Mail Service (EMS) items.

Georgia UPDATE: Georgian Post has advised that the Government of Georgia has decided to extend the measures aimed at reducing the spread of COVID-19 until May 10, 2020. This includes the suspension of signature service and suspension of service standards. Ireland UPDATE: An Post has advised that owing to the cancellation of numerous international flights, it is currently limited in its ability to send outbound mail (letter-post, parcel-post and EMS items) to some countries and ceasing to accept mail destined for those countries until further notice. Details of these destinations can be found at https://www.anpost.com/Coronavirus/Mails-Parcels-services. As of April 15, An Post is sending only letters, large envelopes and packets to the United States; no parcels.

Italy UPDATE: Poste Italiane has advised that the Italian Government has extended the measures aimed at minimizing the spread of COVID-19 until May 3, 2020. This includes the suspension of signature service and service standards; limitations on the size and weight of parcels; and changes to the number delivery attempts that will be made before a package is returned to sender.

Jamaica UPDATE: Jamaica Post has advised that the suspension of service standards has been extended until further notice.

United Arab Emirates UPDATE: Emirates Post has advised that it is carrying out contactless deliveries during the COVID-19 pandemic. Deliveries to the addressee’s home require the courier to confirm the recipient’s name by asking to see ID, recording name and releasing item to recipient.

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-disruptions/international-welcome.htm

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

April 14, 2020

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

UPDATE 22: International Mail Service Disruptions Due to COVID-19

On April 14, 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:

Cuba: Correos de Cuba has suspended all international mail operations due to the cancellation of flights to and from Cuba. Correos de Cuba cannot guarantee delivery times or comply with the established rules for the processing and delivery of letter-post, parcel-post or EMS items.

Peru UPDATE: Servicios Postales del Perú - SERPOST S.A, has extended the suspension of all mail services until April 26, 2020.

Unless otherwise noted, service suspensions to a particular country do not affect delivery of military and diplomatic mail.

The following country has announced the resumption of mail services:

Saudi Arabia UPDATE: Saudi Post Corporation has advised that all postal services have resumed effective April 12, 2020. Until further notice, Saudi Post cannot guarantee quality of service for delivery times and other quality standards.

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-disruptions/international-welcome.htm

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

April 13, 2020

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

UPDATE 21: International Mail Service Disruptions Due to COVID-19

On April 13, 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 country has suspended certain mail services:

Maldives UPDATE: Maldives Post has advised that the Government of the Maldives has decided to extend and update measures taken to limit the spread of the coronavirus (COVID-19), until further notice. Therefore, Maldives Post is suspending the processing of outbound mail destined to foreign countries, including the United States. It is unable to guarantee delivery standards for all inbound mail (letter-post, parcel-post and EMS items), and signature on delivery is also suspended. The disruption is expected to continue until the epidemic is over. Consequently, service delivery standards cannot be guaranteed, and the previously declared situation of force majeure remains in effect.

Unless otherwise noted, service suspensions to a particular country do not affect delivery of military and diplomatic mail.

The following country has announced service disruptions:

Iran: Iran National Post has advised that the government of the Islamic Republic of Iran has declared a reduction of public services from March 24, 2020 to avoid the spread of COVID-19. Service delivery standards cannot be guaranteed. Owing to insufficient transport capacity following cancellation and reduction of many international flights, Iran Post has limited sending outbound mails (letter-post, parcel-post and EMS items) to a growing number of destinations. As a result it is declaring a situation of force majeure, with immediate effect and ceasing to accept mails to those destinations until sufficient transport capacity becomes available.

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.
Customers are asked to refrain from mailing items addressed to the following countries,
effective April 10, 2020, the Postal Service™ will temporarily suspend international mail acceptance to destinations where the foreign postal operator has indicated that they are unable to process or deliver international mail or services originating from the United States.

Customers are asked to refrain from mailing items addressed to the following countries, until further notice:

<table>
<thead>
<tr>
<th>Country</th>
<th>Country</th>
</tr>
</thead>
<tbody>
<tr>
<td>Curacao</td>
<td>Mauritius</td>
</tr>
<tr>
<td>Malawi</td>
<td>Nepal</td>
</tr>
</tbody>
</table>
In addition, effective April 10, 2020, the Postal Service will temporarily suspend international mail acceptance to destinations where air and sea transportation is unavailable due to widespread cancellations and restrictions into the area. Customers are asked to refrain from mailing items addressed to any of the following countries, until further notice:

<table>
<thead>
<tr>
<th>Country</th>
<th>Region</th>
</tr>
</thead>
<tbody>
<tr>
<td>Burundi</td>
<td>Lesotho</td>
</tr>
<tr>
<td>Cuba</td>
<td>New Guinea</td>
</tr>
<tr>
<td>Democratic Republic of the Congo</td>
<td>Republic of Congo</td>
</tr>
<tr>
<td>Guinea Bissau</td>
<td>Rwanda</td>
</tr>
<tr>
<td>Guyana</td>
<td>UAE</td>
</tr>
<tr>
<td>Kenya</td>
<td>Zambia</td>
</tr>
<tr>
<td>Kiribali</td>
<td></td>
</tr>
</tbody>
</table>

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.

For already deposited items, other than Global Express Guarantee (GXG®), Postal Service employees will endorse the items as “Mail Service Suspended — Return to Sender” and then place them in the mail stream for return.

For any returned item bearing a customs form, the Postal Service will, upon request, refund postage and fees on mail returned due to the suspension of service.

For all other returned items not bearing a customs declarations form, the Postal Service will, upon request, refund postage and fees on mail returned due to the suspension of service, or the sender may re-mail them with the existing postage once service has been restored. When remailing under this option, customers must cross out the markings “Mail Service Suspended — Return to Sender.”

Unless otherwise noted, service suspensions to a particular country do not affect delivery of military and diplomatic mail.

USPS is closely monitoring the situation and will continue to update customers until the situation returns to normal. Please visit our International Service Alerts page for the most up to date information https://about.usps.com/newsroom/service-alerts/international/?utm_source=residential&utm_medium=link&utm_campaign=res_to_intl

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

April 8, 2020

DMM Advisory

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

UPDATE 18: International Mail Service Disruptions Due to COVID-19

On April 8, 2020, the Department of State notified the Postal Service™ that effective April 9, 2020 through May 8, 2020 diplomatic mail will be temporarily suspended to the following ZIP codes:

<table>
<thead>
<tr>
<th>City</th>
<th>State</th>
<th>ZIP Code</th>
</tr>
</thead>
<tbody>
<tr>
<td>DPO</td>
<td>AE</td>
<td>09175-9997</td>
</tr>
<tr>
<td>DPO</td>
<td>AE</td>
<td>09178-9997</td>
</tr>
<tr>
<td>DPO</td>
<td>AE</td>
<td>09197-9997</td>
</tr>
<tr>
<td>DPO</td>
<td>AE</td>
<td>09223-9997</td>
</tr>
<tr>
<td>DPO</td>
<td>AE</td>
<td>09229-9997</td>
</tr>
<tr>
<td>DPO</td>
<td>AE</td>
<td>09488-9997</td>
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<tr>
<td>DPO</td>
<td>AE</td>
<td>09489-9997</td>
</tr>
<tr>
<td>DPO</td>
<td>AE</td>
<td>09614-9997</td>
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<tr>
<td>DPO</td>
<td>AE</td>
<td>09701-9997</td>
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<tr>
<td>DPO</td>
<td>AE</td>
<td>09734-9997</td>
</tr>
<tr>
<td>DPO</td>
<td>AE</td>
<td>09802-9997</td>
</tr>
<tr>
<td>DPO</td>
<td>AE</td>
<td>09808-9997</td>
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<tr>
<td>DPO</td>
<td>AE</td>
<td>09813-9997</td>
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<tr>
<td>DPO</td>
<td>AE</td>
<td>09817-9997</td>
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<tr>
<td>DPO</td>
<td>AE</td>
<td>09820-9997</td>
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<tr>
<td>DPO</td>
<td>AE</td>
<td>09828-9997</td>
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<tr>
<td>DPO</td>
<td>AE</td>
<td>09831-9997</td>
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<tr>
<td>DPO</td>
<td>AE</td>
<td>09836-9997</td>
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<tr>
<td>DPO</td>
<td>AE</td>
<td>09842-9997</td>
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<tr>
<td>DPO</td>
<td>AE</td>
<td>09848-9997</td>
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<tr>
<td>DPO</td>
<td>AE</td>
<td>09854-9997</td>
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<td>DPO</td>
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<tr>
<td>DPO</td>
<td>AE</td>
<td>09864-9997</td>
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<tr>
<td>DPO</td>
<td>AE</td>
<td>09867-9997</td>
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<tr>
<td>DPO</td>
<td>AE</td>
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</tr>
<tr>
<td>DPO</td>
<td>AE</td>
<td>09895-9997</td>
</tr>
<tr>
<td>DPO</td>
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</tr>
<tr>
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</tr>
<tr>
<td>DPO</td>
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<td>34020-9997</td>
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<tr>
<td>DPO</td>
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<tr>
<td>DPO</td>
<td>AA</td>
<td>34024-9997</td>
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<tr>
<td>DPO</td>
<td>AA</td>
<td>34030-9997</td>
</tr>
<tr>
<td>DPO</td>
<td>AA</td>
<td>34031-9997</td>
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<tr>
<td>DPO</td>
<td>AA</td>
<td>34032-9997</td>
</tr>
<tr>
<td>DPO</td>
<td>AA</td>
<td>34033-9997</td>
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<tr>
<td>DPO</td>
<td>AA</td>
<td>34034-9997</td>
</tr>
<tr>
<td>DPO</td>
<td>AA</td>
<td>34035-9997</td>
</tr>
<tr>
<td>DPO</td>
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<td>34036-9997</td>
</tr>
<tr>
<td>DPO</td>
<td>AA</td>
<td>34039-9997</td>
</tr>
<tr>
<td>DPO</td>
<td>AA</td>
<td>34068-9997</td>
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<tr>
<td>DPO</td>
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<tr>
<td>DPO</td>
<td>AP</td>
<td>96532-9997</td>
</tr>
<tr>
<td>DPO</td>
<td>AE</td>
<td>09857-9997</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 country has suspended certain mail services:

**Kuwait UPDATE**: Kuwait Postal Sector has extended the suspension of all inbound and outbound letter-post, parcel-post and Express Mail Service (EMS) items until May 1, 2020. Therefore, the situation of force majeure declared previously is to be extended until May 1, 2020.

**Luxembourg UPDATE**: Post Luxembourg has advised that the delivery of letter post will be suspended on April 10, 2020, until further notice.

Unless otherwise noted, service suspensions to a particular country do not affect delivery of military and diplomatic mail.

The following countries have announced service disruptions:

**Nepal UPDATE**: Nepal Post has advised that all international flights are further suspended until April 30, 2020. The lockdown remains in force until April 15, 2020. Collection, transmission and delivery of all postal products is significantly impacted.

**Spain UPDATE**: Correos y Telégrafos has advised that, owing to the suspension of flights to and from Spain, it is currently able to send mail (letter-post, parcel-post and EMS items) and parcels to the following countries only; Austria, Belgium, Brazil, Canada, China, Colombia, Finland, France, Germany, Hungary, India, Ireland, Israel, Italy, South Korea, Netherlands, Portugal, Russia, Sweden, Switzerland, United Kingdom, and United States of America. The Spanish
Government has extended the state of alert until April 26, 2020 in order to reduce the risk of the spread of the novel coronavirus. This state of alert may be further extended. As a result, the distribution of international mail will be subject to major delays until the situation returns to normal.

**Vietnam**

UPDATE: VNPost has advised that since the government is extending the measures to minimize the spread of COVID-19 to nine new locations (see red text), delivery of letter-post, parcel-post and EMS items may be delayed to the following areas:

- Bac Ninh (220000–229999)
- Binh Duong (700000–709999)
- Can Tho (900000–909999)
- Dak Lac (630000–639999)
- Dong Nai (610000–619999)
- Khanh Hoa (560000–569999)
- Lang Son (240000–249999)
- Long An (580000–589999)
- Tra Vinh (940000–949999)
- Ha Noi (100000–159999)
- Hai Phong (180000–189999)
- Quang Ninh (200000–209999)
- Soc Trang (650000–659999)
- Hung Yen (160000–169999)
- Quang Binh (510000–519999)
- Quang Nam (560000–569999)
- Da Nang (550000–559999)
- Ha Giang (910000–919999)
- Binh Dinh (590000–599999)
- Bac Giang (230000–239999)
- Hue (530000–539999)
- Thai Nguyen (250000–259999)
- Ninh Thuan (680000–689999)
- Kien Giang (920000–929999)
- Quang Tri (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® (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

April 7, 2020

**DMM Advisory**

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

**UPDATE 17: International Mail Service Disruptions Due to COVID-19**

On April 7, 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 country has suspended certain mail services:

**Cayman Islands**

**UPDATE:** The Cayman Islands Postal Service has advised that the suspension of all postal operations has been extended until April 20, 2020.

**French Polynesia**

**UPDATE:** OPT PF – FARE RATA has advised that it is currently unable to accept letter-post, parcel-post or Express Mail Service (EMS) items until national and international flights have resumed.

**Malawi**

Malawi Post Corporation (MPC) has advised that, owing to the grounding of flights into and out of Malawi by its partner airline because of the COVID-19 pandemic, MPC is suspending international mail operations until further notice. MPC is therefore declaring a situation of force majeure. It is unable to guarantee outbound and inbound mail standards for all categories of mail (letter-post and parcel-post items).

**Mongolia**

UPDATE: Mongol Post has advised that all international flights to and from Ulaanbaatar are suspended until April 30, 2020, or later. Its international mail center will remain closed until May 1, 2020.

**Samoa**

UPDATE: Samoa Post has advised that the suspension of all postal operations has been extended until further notice.

Unless otherwise noted, service suspensions to a particular country do not affect delivery of military and diplomatic mail.

The following countries have announced service disruptions:

**Curaçao**

Cpost International N.V. has advised that the Government of Curaçao has suspended all inbound and outbound international flights which is having a direct impact on service quality for both international inbound and outbound services. Cpost International is experiencing significant disruption to its daily operations and is therefore declaring a situation of force majeure and ceasing to accept inbound letter-post and parcel-post items until sufficient transport capacity becomes available. It will continue to provide restricted postal services. This means that it is unable to guarantee delivery standards for letter-post, parcel-post and EMS items. Signatures will no longer be requested for any deliveries, and no proof of delivery can be provided until further notice.

**Nepal**

UPDATE: Nepal Post has advised that the lockdown has been extended until April 15, 2020. These measures have a significant impact on the collection, transmission and delivery of all postal products.

**Portugal**

UPDATE: CTT Correios de Portugal has advised that the state of emergency has been extended until at least April 17, 2020 and additional precautionary measures have been implemented. Registered mail is now deposited in mailboxes, with the exception of registered mail with associated special services. Instead of collecting the recipient’s signature, the mail carrier will ask for the recipient’s name, and will enter this information, followed by “CV19” or “Contingência”, in the signature field on the handheld device. Items subject to a delivery notice are now available for collection at post offices for a period of 15 working days. The situation of force majeure has been extended until further notice. Further, CTT Correios de Portugal is unable to dispatch postal items to many destinations. Please visit www.ctt.pt/transversais/alertas-envios-internacionais/#dfmt-tab1 for up-to-date information on the countries concerned.

**Togo**

The Togo Postal Corporation has advised that the Togolese Government has declared a curfew and modified working hours. It has also suspended commercial flights to and from most other countries, restricted movements around Togo and closed land borders, and is promoting social distancing. These various measures will impact the collection, transmission and delivery of mail. Consequently, the Togo Postal Corporation will no longer be able to fulfill its obligations in terms of mail processing standards, or guarantee quality of service for letter-post, parcel-post or EMS items, until the situation returns to normal. It is therefore declaring a case of force majeure for all categories of inbound and outbound mail, though it will carry on providing postal services as far as it is able to.

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)

April 6, 2020

**DMM Advisory**

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

**Temporary Service Suspension**
Effective April 3, 2020, the Postal Service will temporarily suspend international mail acceptance to destinations where the foreign postal operator has indicated that they are unable to process or deliver international mail or services originating from the United States. Customers are asked to refrain from mailing items addressed to any of the following countries, until further notice:

1. Botswana
2. Cayman Islands
3. Chad
4. Ecuador
5. Fiji
6. French Polynesia
7. Honduras
8. India
9. Kuwait
10. Libya
11. Madagascar

Effective April 7, 2020, the Postal Service will temporarily suspend international mail acceptance to destinations where air and sea transportation is unavailable due to widespread cancellations and restrictions into the area. Customers are asked to refrain from mailing items addressed to any of the following countries, until further notice:

1. Angola
2. Benin
3. Bosnia and Herzegovina
4. Cameroon
5. Cook Islands
6. Costa Rica
7. Gambia
8. Guatemala
9. Kyrgyzstan
10. Laos
11. Lebanon
12. Malawi
13. Mongolia
14. Mozambique
15. Papua New Guinea
16. Paraguay
17. Republic of the Congo
18. Senegal
19. Seychelles
20. Solomon Islands
21. Sudan
22. Tajikistan
23. Tanzania
24. Timor-Leste
25. Tonga
26. Uganda
27. Uruguay
28. Vanuatu
29. Venezuela


For already deposited items, other than Global Express Guaranteed®, Postal Service employees must endorse them “Mail Service Suspended — Return to Sender” and then place them in the mail stream for return.

For any returned item bearing a customs form, the Postal Service will, upon request, refund postage and fees on mail returned due to the suspension of service.

For all other returned items not bearing a customs declarations form, the Postal Service will, upon request, refund postage and fees on mail returned due to the suspension of service, or the sender may remail them with the existing postage once service has been restored. When remailing under this option, customers must cross out the markings “Mail Service Suspended — Return to Sender.”

Unless otherwise noted, service suspensions to a particular country do not affect delivery of military and diplomatic mail.

For the most up-to-date information, visit our International Service Alerts page at 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)

April 6, 2020

UPDATE 16: International Mail Service Disruptions Due to COVID-19

On April 6, 2020, the Postal Service received notification from the designated operator of Rwanda regarding changes in international mail services due to the novel coronavirus (COVID-19).

The National Postal Corporation (Iposita) has advised that the Rwandan Government has enforced measures aimed at combating the spread of COVID-19. These measures affect the country's postal services and will remain in force through April 19, 2020. While these restrictions are in force, Iposita will not be able to meet its normal obligations in regards to quality standards (e.g. delivery times). All passenger flights to and from Rwanda are suspended and the entire postal network has been shutdown since March 23, 2020. Additionally, the processing of physical and electronic inquiries is not possible during this time.

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.

Unless otherwise noted, service suspensions to a particular country do not affect delivery of military and diplomatic mail.

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)

April 3, 2020

UPDATE 15: International Mail Service Disruptions Due to COVID-19

On April 3, 2020, the Postal Service received notifications from various postal operators regarding changes in international mail services due to the novel coronavirus (COVID-19).

The Postal Service™ will temporarily suspend international mail acceptance for certain destinations due to service impacts related to the COVID-19 pandemic.
UPDATE 14: International Mail Service Disruptions Due to COVID-19

On April 2, 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 announced service disruptions:

Estonia UPDATE: Estonian Post has advised that the Government of Estonia declared a state of emergency due to last until May 1, 2020. Estonian Post therefore wishes to inform its partners of some temporary changes to the services provided. Estonian Post can no longer guarantee the service delivery standards and is declaring a situation of force majeure.

Iceland UPDATE: Iceland Post has advised that it has suspended signature on delivery for inbound items as of March 19, 2020. Delivery will be conducted via methods that limit direct contact.

Slovakia UPDATE: Slovenská pošta has advised that special processes have been put in place for postal items subject to delivery, specifically as follows:

- Special post offices have been established to accept outgoing items.
- Items may only be delivered by authorized personnel.
- Customers will be notified if an item cannot be delivered.

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

April 2, 2020
UPDATE 13: International Mail Service Disruptions Due to COVID-19

On April 1, 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:

**Botswana:** BotswanaPost has advised that the President of Botswana has declared a state of emergency from April 2, 2020, until further notice. A lockdown of all the country’s services has been effected, except for essential services. In compliance with the lockdown, BotswanaPost is therefore suspending all international mail operations, including the acceptance and processing of all inbound and outbound letter-post, parcel-post and Express Mail Service (EMS) items until April 30, 2020, or a later date announced by the government.

**Fiji:** Post Fiji Ltd has advised that effective March 23, 2020, all international flights to and from Fiji are suspended until further notice. Post Fiji is therefore, experiencing significant disruption in its daily operations, which has led to suspension of collection and deliveries for all international letter-post, parcel-post and EMS items and services. Unless otherwise noted, service suspensions to a particular country do not affect delivery of military and diplomatic mail.

The following countries have announced service disruptions:

**Argentina:** Correo Argentino has implemented health and safety measures to limit the spread of COVID-19. No letter-post, parcel-post or EMS items will require signatures upon delivery. Instead, the mail carrier will ask the addressee for a piece of ID and will record the number in the signature field. Owing to the cancellation of many international flights and diminished transportation capacity, Correo Argentino is unable to transport mail to an increasing number of countries. As a result, it has arranged for mail items addressed to foreign countries to be admitted on a conditional basis. These circumstances affect the quality of service for all inbound and outbound mail. As such, Correo Argentino, has declared force majeure and will be unable to guarantee delivery service standards (e.g. delivery time).

**Greece:** Greek Post (ELTA) has advised that, effective March, 30 2020, Hellenic Post will only be able to send – with delays expected due to limited capacity – letter-post and parcel-post items destined to:

- Europe (EU and non-EU countries): Albania, Austria, Belgium, Bulgaria (Rep.), Czech Rep., Denmark, Finland, France, Germany, Great Britain, Hungary, Iceland, Italy, Latvia, Lithuania, Luxembourg, North Macedonia, Netherlands, Norway, Poland, Portugal, Romania, Slovakia, Slovenia, Sweden and Switzerland.
- Rest of the world: Canada, Japan and Qatar.

The above list is subject to change on a daily basis. A situation of force majeure is declared and the acceptance of letter-post and parcel-post items destined to all other countries (including the United States) is suspended with immediate effect, until sufficient transport capacity becomes available.

**Japan:** Japan Post has advised that the coronavirus pandemic has caused many countries and territories to take measures such as ceasing to accept inbound international postal items, or significantly reducing or suspending flights to and from Japan. As a result, Japan Post’s transportation performance has significantly declined. Therefore, acceptance of international mail items (letter post, parcel post and EMS) by air and S.A.L. for various countries and territories is being temporarily suspended effective April 2, 2020. Further details are provided on the Japan Post website at [www.post.japanpost.jp/int/information/2020/0401_02_en.html](http://www.post.japanpost.jp/int/information/2020/0401_02_en.html).

**Mail:** La Poste du Mali has advised that the Malian Government suspended of all commercial flights (other than cargo flights) from affected countries, which will affect postal services. This measure will remain in force until May 8, 2020, and may be extended as necessary. During this time, La Poste du Mali will be unable to meet its contractual obligations, particularly those relating to quality standards.

**Serbia:** La Poste has advised that, effective March 11, 2020, La Poste has suspended the following letter-post or EMS items to and from the United States of America.

**Thailand:** Thailand Post has advised that a state of emergency has been declared effect from March 26 to April 30, 2020 (or a later date that may be communicated in due course). There may be a severe impact on service quality for international inbound and outbound services, and service delivery standards cannot be guaranteed in advance. Moreover, owing to the suspension of flights from and to Thailand, and the resulting lack of transport capacity, Thailand Post is currently unable to send mail (letter-post, parcel-post and EMS items) to a growing number of countries. Please visit [www.thailandpost.co.th/un/article_detail/article/11/17151](http://www.thailandpost.co.th/un/article_detail/article/11/17151) for up-to-date information on the countries concerned.

**Turkey:** Turkish PTT Corporation has advised that numerous international flights have been cancelled, resulting in a lack of transport capacity. Consequently, Turkish PTT Corporation is declaring a situation of force majeure with immediate effect, and delays are also to be expected for all other inbound and outbound postal items.

**Further details are provided on the Japan Post website at [www.post.japanpost.jp/int/information/2020/0401_02_en.html](http://www.post.japanpost.jp/int/information/2020/0401_02_en.html).**

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

March 31, 2020

**UPDATE 12: International Mail Service Disruptions Due to COVID-19**

On March 31, 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:

**Bolivia:** Agencia Boliviana de Correos has advised that effective from March 22 to April 15, 2020, it is temporarily suspending all mail services. Agencia Boliviana de Correos is therefore declaring a situation of force majeure in relation to all letter-post, parcel-post and Express Mail Service (EMS) items.

**France:** La Poste has advised the French Government has extended the measures aimed at combating the spread of COVID-19 until April 15, 2020. As previously advised, La Poste has suspended the following letter-post services; International Surface Airlift (ISAL), M-bags, returns, and International Business Reply Service (IBRS).

**Kyrgyzstan:** Kyrgyz pochtasy has advised that in accordance with the declaration of the Government of Kyrgyzstan in response to the worldwide coronavirus (COVID-19) pandemic, it is temporarily suspending the shipment of outbound mail destined to foreign countries. Mail destined to Kyrgyzstan will continue to be delivered as usual.

**Peru:** Servicios Postales del Perú - SERPOST S.A, has extended the suspension on delivery of domestic and international mail. Therefore, postal services in Peru are suspended until April 12, 2020.
Zimbabwe UPDATE: Zimbabwe Posts (Pvt) Ltd. (Zimpost) has advised that the President of Zimbabwe has declared a state of emergency for 21 days starting Monday, March 30, 2020 to curb the spread of the coronavirus (COVID-19). A lockdown of all services in the country has been effected, except for a few specified critical utilities that exclude postal services. In compliance with the lockdown, ZIMPOST is therefore suspending all operations (counter and mail services), including the acceptance and processing of all inbound and outbound mail (letters, parcels and EMS) until the end of the lockdown on Tuesday, April 19, 2020, or any other date announced by the government.

Unless otherwise noted, service suspensions to a particular country do not affect delivery of military and diplomatic mail.

Furthermore, 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:

**Italy UPDATE:** Poste Italiane has advised that it has implemented further measures with regard to the acceptance and delivery of parcels, in accordance with physical distancing requirements. If the addressee cannot be contacted, or in the case of parcels addressed to businesses and other entities that are temporarily closed, items can be returned to sender after the first delivery attempt. Furthermore, in order to minimize the spread of COVID-19 and protect employees’ health by enabling processing by a single person, only parcels below 25 kg in weight, 120 cm in length and 150 cm for the three dimensions combined can be accepted. Parcels exceeding these weight and size limits will not be accepted until further notice. These restrictions do not apply to donations. Finally, owing to the increasing lack of transport capacity following the cancellation of numerous international flights, and further to the declaration of force majeure and the suspension of postal services in a number of countries, Poste Italiane is constantly updating its list of admitted outbound destinations. Please visit [www.poste.it/emergenza-covid19.html](http://www.poste.it/emergenza-covid19.html) for up to date information on the most affected municipalities.

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](https://about.usps.com/newsroom/service-alerts/international/welcome.htm).

**DMM Advisory**

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

**UPDATE 11: International Mail Service Disruptions Due to COVID-19**

On March 27, 2020, the Department of Defense notified the Postal Service™ that effective March 30, 2020, the temporary service suspension to the APO/FPO ZIP codes listed below will be **LIFTED** immediately:

<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, on March 30, 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:

**France UPDATE:** La Poste has advised that effective March 30, 2020, it will be unable to accept inbound letter-post flows in their entirety for the upcoming weeks, during which there will be four days of reception: Tuesday, Wednesday, Thursday and Friday. Efforts will be focused on urgent flows and the delivery of small packets able to help people during this confinement period. Therefore, La Poste is asking mailers worldwide to defer their non-urgent shipments to France and requesting that postal operators reduce the volume of dispatches. For the same reason, La Poste will be unable to receive the following letter-post items; International Surface Airlift, M-bags, returns, and International Business Reply Service (IBRS).

**Honduras UPDATE:** Empresa de Correos de Honduras (Honducor) has advised that it has extended the suspension of postal services until April 12, 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 Toncontín Airport in Tegucigalpa. Honducor 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.

**Kazakhstan:** Kazpost JSC has advised that it has suspended the dispatch of all types of postal items to the following countries; Algeria, Australia, Azerbaijan, Brazil, Canada, Georgia, Hungary, India, Iran, Israel, South Korea, Kyrgyzstan, Malaysia, Moldova, Mongolia, New Zealand, Norway, Pakistan, Philippines, Qatar, Spain, Tajikistan, Turkey, Turkmenistan, United Arab Emirates, United Kingdom and United States of America. (See below for information regarding new restrictions).

**Saudi Arabia UPDATE:** Saudi Post Corporation has advised that, owing to the COVID-19 pandemic, the dispatch and receipt of all ordinary and registered letter-post and parcel-post items has been suspended for two weeks beginning Sunday, March 29, 2020. Dispatch and receipt of Express Mail Service (EMS) items weighing up to 11 pounds (5 kg) will, however, continue. During this time, quality of service, including delivery times and other quality standards, cannot be guaranteed.

Unless otherwise noted, service suspensions to a particular country do not affect delivery of military and diplomatic mail.

Furthermore, 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:

**Colombia,** Servicios Postales Nacionales S.A. 4-72, has advised that, owing to the emergency resulting from the spread of the novel coronavirus (COVID-19), there is a suspension of all of its mail services. Only letter-post, parcel-post, and EMS can be accepted.

**Denmark UPDATE:** Post Danmark (PostNord Denmark) has advised that effective March 27, 2020, it is able to send mail (letter-post, parcel-post and EMS items) only to countries within the Economic Union (EU), with the exception of Cyprus and Malta. It is also able to send mail to the following countries: Canada, Hong Kong, Iceland, Iran, Japan, South Korea, Liechtenstein, Norway, Qatar, Russia, Singapore, Switzerland, Turkey, Ukraine, United Kingdom, United States of America and Vietnam. Service availability is subject to change on a daily basis. Please visit [www.postnord.dk/en/service-interruptions/how-is-covid-19-affecting-postnord](http://www.postnord.dk/en/service-interruptions/how-is-covid-19-affecting-postnord) for up-to-date information. Furthermore, PostNord Denmark has suspended signature on delivery. Delivery will be conducted via methods that limit human contact, with immediate effect.

**Grenada:** Grenada Postal Corporation, has advised that the Government of Grenada has declared a limited state of emergency for 21 days effective March 25, 2020. This has resulted in the closure of the airport and a number of businesses, and includes restrictions on movement of people and transport capacity. Outbound and inbound mail delivery services and other services will be affected.

**Outbound and inbound mail delivery services and other services will be affected.**
Kazakhstan: Kazpost JSC has advised that a state of emergency has been declared throughout the country until April 15, 2020 and a quarantine has been imposed in the cities of Nur-Sultan and Almaty in response to the COVID-19 pandemic. Currently, mail deliveries and distribution of newspapers and magazines are carrying on as normal. However, given the imposition of quarantine and the restriction of air and train transportation to and from Nur-Sultan and Almaty, delays in mail delivery to all areas are possible.

Lithuania: Lithuania Post has advised that the Government of Lithuania has decided to extend the nationwide quarantine for at least two more weeks until April 13, 2020 in order to limit the spread of the novel coronavirus (COVID-19). To eliminate customer interaction at the doorstep, Lithuania Post has suspended the collection of signature on delivery for inbound letter mail items and, wherever possible, is sending parcels to parcel lockers for contact-free collection. Courier items are still delivered to the door, but the four last digits of the recipient’s ID are recorded in place of a signature. For this reason, service delivery standards cannot be guaranteed and Lithuania Post is therefore invoking a situation of force majeure with regard to quality of service, until the situation returns to normal.

Nepal: Nepal Post has advised that the Government of Nepal has extended the suspension of all incoming international flights to Nepal until April 15, 2020, and the country is in lockdown until April 7, 2020. These measures are adversely affecting the collection, transmission and delivery of mail items.

Sweden: Sweden Post (PostNord Sweden) has advised that effective March 27, 2020, it is able to send mail (letter-post, parcel-post and EMS items) only to countries within the European Union, with the exception of Cyprus and Malta. It is also able to send mail to Canada, Hong Kong, Iceland, Iran, Japan, South Korea, Liechtenstein, Norway, Qatar, Russia, Singapore, Switzerland, Turkey, Ukraine, United Kingdom, United States of America and Vietnam. This list is subject to change on a daily basis. Please visit www.postnord.se/en/about-us/how-the-coronavirus-is-affecting-our-deliveries for up-to-date information. PostNord Sweden is therefore declaring a force majeure and has suspended signature on delivery for items destined to Sweden, with the exception of items that are delivered through a retail outlet. Delivery will be conducted via methods that limit human contact, with immediate effect.

Vatican: Poste Vaticane has advised that it will carry on operating and provide its services as far as it is able to. The current situation will have repercussions in terms of quality of service for all types of inward and outward mail. Under these circumstances, Poste Vaticane will no longer be able to guarantee delivery service standards. Owing to insufficient transport capacity following the cancellation of many international flights, Poste Vaticane is currently unable to transport mail (letter-post and parcel-post items) to a growing number of countries. Poste Vaticane is therefore no longer accepting postal destined for the countries concerned until further notice. The list of destination countries affected is liable to change on a daily basis.

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)

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

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 Posta 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. Correos 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, FRBLDB, FRCYMA, FRDVRB, FERINA, FERBNN, FRMCRA, FRLSMB 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/c/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: Hong Kong 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.
The following countries have suspended certain mail services:

- Cayman Islands: The Cayman Islands Postal Service has advised that it is now required to suspend all postal operations, owing to measures taken by the Government of the Cayman Islands to combat the spread of COVID-19. Therefore, Maldives Post is suspending the processing of all inbound and outbound mail (letter-post, parcel-post and EMS items) destined to the Cayman Islands. Mail will be held at post offices free of charge until the end of the state of emergency.

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

- 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) destined 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 summonses) 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

**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) destined to Maldives. 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.

**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 suspended 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’Épargne (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: Paositra 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 21, 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, Paositra 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 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 African 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) 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 to potential delays until the situation returns to normal. As a result, Emirates Post is unable to offer various services at the moment. The provisions set out above will remain in effect until further notice.

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)

March 24, 2020

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

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 UPDATE: 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 UPDATE: Empresa de Correos de Honduras (Honudcor) 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 Honudcor is able to process with the knowledge and prior authorization of the Honduran Government. Honudcor 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:

Belarus: the Republican Unitary Enterprise of Posts “Belpochna” (RUE “Belpochna”) has advised that, owing the suspension of flights and various measures taken by countries (such as self-isolation, social distancing, advising people to work from home), it is currently unable to send mail (letter-post, parcel-post and EMS items) to a number of countries. The current situation will have a major impact on quality of service for all types of inbound and outbound mail. Under these circumstances, RUE “Belpochna” can no longer guarantee service delivery standards (including delivery times and other quality parameters). As far as possible, international and domestic operations will be continued on a regular basis.

Bhutan: 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 Express Services), parcel-post and EMS services.

Canada UPDATE: 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 obtaining a signature from the addressee. This change eliminates the need for that doorstep and greatly reduces the number of parcels sent to Canada Post offices for collection.

Estonia UPDATE: 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 address, but in place of the signature, there will be an image (picture) of an address card, which the recipient will first be asked to sign (preferably using their own pen). This temporary measure came into force on 16 March 2020 and will last until further notice.

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 process incoming and outgoing mail, giving priority to premium services such as 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 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 all 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 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 import/export restrictions.同时, if 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 the following countries is expected to be severely delayed:

- 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);
- Canada and United States of America (from 30 March 2020).

For inbound mail 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 the signature in the signature field of the handheld device or delivery manifest. This temporary measure came into force on Monday, 16 March 2020 and will remain in effect until further notice.
- For delivery of items to a mail room, the addressee will receive a text message or telephone call.
- For delivery of items 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), owing to COVID-19 and its effects on postal services worldwide, until sufficient transport capacity becomes available.

Mongolia UPDATE: Mongol Post, has advised that all international flights to and from Ulaanbaatar are suspended until April 30, 2020. The international mail processing center (MNURNA) will remain closed until April 1, 2020. This closure may be extended.

Papua New Guinea: Post PNG, has advised that the Government of Papua New Guinea has officially declared a state of emergency for 14 days, effective March 24, 2020. In order to minimize human contact and preserve the personal safety of Post PNG’s employees and customers, it has been deemed necessary to take certain preventative measures, including;

- restricting access to post offices;
- limiting the processing of all inbound and outbound mail (letter-post, parcel-post and EMS items);
- in order to minimize human contact, it will not be mandatory for to collect and provide written proof of delivery for items that would normally require a signature.

This is expected to remain the case until the end of the pandemic. For this reason, service delivery standards cannot be guaranteed and Post PNG is invoking a situation of force majeure with regard to quality of service, until the situation returns to normal.

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 following changes are being made to PHLPost operations for the period of community quarantine (currently scheduled to run until April 12, 2020):

- International mail processing centers will maintain a skeleton workforce to ensure acceptance of 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-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.

Slovakia: Slovenská Pošta, a.s., has advised that the Slovakian 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. Slovenská Pošta is therefore invoking the force majeure and analogous provisions of all such standards, until the situation has returned to normal. 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 (announcement to mailbox, electronic notification sent by e-mail or SMS).
- Slovenská Pošta has also extended by 14 days the current period of 18 days during which postal items will be stored at post offices.

Furthermore, Slovenská Pošta 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, Slovenská Pošta 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 send mail (letter-post, parcel-post and EMS items) to an increasing number of countries both within and 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.

Turkey UPDATE: Turkish PTT Corporation, has advised a period of leave has been declared for certain parts of its workforce, especially those in high-risk categories, in both the public and private sectors. This will have a major impact on operations and, consequently, on quality of service for all types of inbound mail (letter-post, parcel-post and EMS items). For this reason, service delivery standards cannot be guaranteed and a situation of force majeure has been declared until the situation returns to normal.

Ukraine: Ukrposhta has advised that effective Monday, March 23, 2020, the Government of Ukraine has taken measures to reduce the spread of the novel coronavirus (COVID-19), including the self-quarantine of staff. Delays are to be expected in the delivery of all inbound mail. Severe delays are also to be expected for outbound mail to all destinations, as a result of flight suspensions. Ukrposhta’s national and international operations centers remain open and continue to operate, but it is necessary to declare a situation of force majeure, with immediate effect, until sufficient transport capacity becomes available. In order to minimize human contact, it will not be mandatory for Ukrposhta to collect and provide written proof of delivery for letter-post, parcel-post and EMS items that would normally require a signature.

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-disruptions/internationalwelcome.htm

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

March 20, 2020

P&C Weekly

Product Classification Message Board

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 exception of the U.S. 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 delivered 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.

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 address the addressee for their identity card number and record it. This exceptional March 17, 2020, and will remain in effect 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, Italia, 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:

| Ha Noi (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 (590000–599999) | Hau Giang (910000–919999) |
| Binh Phuoc (580000–589999) | Bac Giang (120000–129999) | Hue (580000–589999) |
| Quang Tri (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&I Weekly will continue to update employees 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 P&I 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 section.
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.

Maldives: 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.

Additionally, the following countries have announced service disruptions:

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.

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 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 will operate as follows during the community quarantine:
1. International mail processing centers will maintain a staff skeleton, 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.

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/internationalwelcome.htm

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

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:

Kuwait: Kuwait Postal Sector has suspended all inbound and outbound mail (letter-post, parcel-post and Express Mail Service (EMS) items) until further notice.

Norway: Posten Norge AS has advised that it is unable to send letter mail to all countries outside the European Union except for the following: Arab Emirates, Australia, Brazil, Canada, Hong Kong, Great Britain, Iceland, Israel, Japan, South Korea, Liechtenstein, New Zealand, Philippines, Singapore, Switzerland, Thailand and Turkey.
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.

Additionally, the following countries have announced service disruptions:

**Estonia:** Estonian Post has advised that it has suspended signature on delivery for inbound items. Where possible, items will be delivered to mailboxes; otherwise, they will be delivered in person, but without signature. The courier will enter the recipient’s name in the handheld device, but in place of the signature, there will be the indication “Courier”. This temporary measure will last until further notice.

**Latvia:** Latvijas Pasts has advised that the processing of all inbound and outbound international mail conveyed via passenger air transport has been suspended until further notice. Latvijas Pasts will strive to find alternative means to convey its outbound mail by truck or cargo air transport. However, there may be significant delays in the meantime. For preventive purposes, shipments are stored in a warehouse for 72 hours prior to transport. Customers should expect delays.

**Luxembourg:** Post Luxembourg has advised that delivery will be conducted via methods that restrict direct contact. For all 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.

**New Zealand:** New Zealand Post has announced changes for all letter-post, parcel-post and EMS items requiring signature on delivery. Effective immediately, the mail carrier will ask for the recipient’s name (to record proof of delivery), and leave the item on the doorstep. The person receiving the item will not sign for the delivery directly. If no one comes to the door and there is no Parcel Leave service in place, the carrier will leave a card with details of the delivery, and return the item to the Post Office. This temporary measure will remain in effect until further notice.

**Panama:** Correos de Panama has advised that it is currently unable to send outgoing mail (letter-post, parcel-post or EMS items) to the following destinations: Africa, Asia, Europe and Oceania; Certain Latin American countries (Argentina, Aruba, Ecuador, Haiti, Honduras, Peru, Suriname and Venezuela, Bolivia). Additionally, delays are expected in the delivery of all inbound items to addressees in Panama.

**Portugal:** CTT Correios de Portugal has announced changes for letter-post, parcel-post and EMS items requiring signature on delivery. Effective immediately, the mail carrier will ask the recipient for their given name and family name, and will enter this information, followed by “CV19”, in the signature field on the handheld device. This temporary measure will remain in effect until further notice.

**Slovenia:** Poštarna Slovenije has advised that significant delays are to be expected for all inbound and outgoing letter post, parcel post and EMS items until the end of the epidemic. Furthermore, should the situation worsen, it will be forced to temporarily suspend the acceptance of mail for destinations outside Slovenia to which transport is not available.

**Spain:** Correos y Telégrafos has advised that many airlines have cancelled their flights to Madrid. As a result, the distribution of international mail will be subject to major delays until the situation returns to normal.

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.

For the latest news regarding international service disruptions, 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: 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).

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

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

**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.

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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.

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

February 26, 2020

**DMM Advisory**

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

**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>
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<td>Meleti</td>
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<td>Castelgerundo</td>
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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.

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.

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)