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:

- Slovenská pošta has suspended the collection of a signature on delivery for inbound registered letter-post items. These are now placed in the addressee's mailbox with no personal contact with the addressee, and the details are recorded in delivery books.
- Items that do not fit in the mailbox, or those with an unsuccessful delivery attempt, will be stored at the delivery post office for an extended period (32 days in total). A notification, including instructions, will be placed in the mailbox. The same applies to ordinary mail, including small packages;
- Inbound registered letter-post items with value-added services, such as delivery in person, written proof of delivery, the cash-on-delivery service or other additional payments etc. In such cases, deliveries have been suspended, and only a notification that the item is available at the post office will be provided (physical notification in the mailbox, or electronic notification by e-mail or SMS).
- Where a customer is in compulsory quarantine or has been diagnosed with COVID-19, their items will be deposited at the delivery post office for the extended storage period, and customers in quarantine will be able to wait until the quarantine is lifted.
- Parcels that would ordinarily require the addressee's signature are still delivered to the door, but extra steps are taken to minimize interaction.
- Furthermore, as of April 1, 2020, Slovenská pošta is able to send mail (letter-post, parcel-post and EMS items) only to countries within the European Union (with the exception of Cyprus, Greece, Ireland, Malta and Spain), and to Belarus, Canada, Serbia, Switzerland, Ukraine, the United Kingdom and the United States of America. Slovenská pošta will continue to accept letter-post and parcel-post items sent to destinations for which 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 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 1, 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 will 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** UPDATE: Hellenic 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/international/information/2020/b0401_02_en.html](http://www.post.japanpost.jp/international/information/2020/b0401_02_en.html).

**Mail**: La Poste du Mali has advised that the Malian Government suspended 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.
**UPDATE 11: International Mail Service Disruptions Due to COVID-19**

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

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>
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</tr>
<tr>
<td>FPO</td>
<td>AE</td>
<td>09216</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.

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

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

**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 UPDATE:** 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 UPDATE:** 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 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 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

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:
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 (Hondurcor) 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. Hondurcor 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 Hondurcor is able to process with the knowledge and prior authorization of the Honduran Government. Hondurcor asks to be excused from delivery time requirements and compensation for late delivery of postal items until normal operations resumes.

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 mail destined to Kazakhstan.)

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 will be significant delays in all of its international inbound and outbound letter-post, parcel-post and EMS services.

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 European 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-postord 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.

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 UPDATE: 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 UPDATE: 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 UPDATE: 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 situation of 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

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March 27, 2020

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

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

The following countries have announced service disruptions:

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

**France:** La Poste has advised that, until further notice, it is implementing additional safeguards for parcel-post items to protect the health and safety of La Poste’s staff, including:
- Offices of exchange FRAINB, FRBLDB, FRNCYA, FRDVRB, FRERNA, FRERNB, FRMCRA, FRLSLMB and FRTLSJ will be closed on Monday, March 30, Tuesday, March 31, and Saturday, April 4, and further notice.
- 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.deutschpost.de/en/coronavirus.html](https://www.deutschpost.de/en/coronavirus.html). Suspensions will apply until sufficient transport capacities become available. Additionally, Deutsche Post has implemented physical distancing requirements: inbound items requiring a payment by the recipient, such as cash-on-delivery (COD) or the payment of customs duties and taxes, will be immediately directed to a postal outlet for collection. Recipients will receive a notification as to which postal outlet is holding their item for collection.

**Hong Kong:** 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.

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

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

**Ukraine:** Ukrposhta has advised that the Government of Ukraine declared a state of emergency across the country until April 24, 2020, to reduce the spread of the novel coronavirus. Ukrposhta is maintaining its operations, with measures in place to protect staff and customers. Delays are to be expected in the delivery of all inbound mail (letter-post, parcel-post and EMS items) 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 returns) 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](https://about.usps.com/newsroom/service-alerts/international/welcome.htm)

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March 26, 2020

**DMM Advisory**

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

**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:
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>APO</td>
<td>AE</td>
<td>09204</td>
</tr>
<tr>
<td>APO</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** 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 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)
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 (Honducor) has advised that it is necessary to suspend postal services until March, 29, 2020, or a later date to be communicated in due course. The suspension affects imports of international mail at land and sea borders, and at Ramon Villeda Morales Airport in San Pedro Sula and Toncontin Airport in Tegucigalpa. It therefore asks countries that normally send their mail to Honduras by air cargo flights not to do so for the time being; to avoid mail being stored in customs warehouses, generating significant extra costs. An exception may be made for humanitarian aid, which Honducor is able to process with the knowledge and prior authorization of the Honduran Government. Honducor asks to be excused from delivery time requirements and compensation for late delivery of postal items until normal operations resume.

Montenegro: Montenegro Post has advised that all inbound and outbound postal traffic will be suspended until further notice. As a convenience for our customers, the Postal Service will continue to accept and process mail destined for the aforementioned countries. This mail will be held within our network and will be delivered once mail service is restored.

The following countries have announced service disruptions:

Belarus: the Republican Unitary Enterprise of Posts “Belpochta” (RUE “Belpochta”) 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 “Belpochta” 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 Prime Express), 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 recipient. This change eliminates the need for signature at the doorstep and greatly reduces the number of parcels sent to Canada Post offices for collection.

Estonia 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 addressee, 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
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 inbound 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 implementation of preventative measures to reduce the risk of the spread of COVID-19. The dispatching of all outbound airmails (letter-post, parcel-post and EMS items) to 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).

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 this information in the signature field of the handheld device or delivery manifest. This temporary measure came into force on 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.
• Deliveries to premises or areas needing to be closed down due to COVID-19 are suspended.

Post 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 30 April, 2020. The international mail processing center (MNU/LNA) 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 Monday, March 23, 2020. 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 postal outlets.
• 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 customers to 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 decisions will have to be made:

• Postponing all international air and sea freight operations for the period of community quarantine (currently scheduled to run until April 12, 2020).
• International mail processing centers will maintain a skeleton workforce in order to accept incoming international dispatches. Inbound items received up to April 12, 2020 will not be processed and forwarded to delivery post offices until the normal work schedule resumes (as from April 13, 2020).
• There will be no outbound international dispatches from the international mail processing centers as of March 17, 2020 until the 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 completion 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 has advised that international and domestic operations will continue, but it is necessary to declare a situation of force majeure, with regard to quality of service. La Poste du Sénégal will continue to offer postal services insofar as possible.

Slovenia: Slovenska Pošta, a.s., has advised that the Slovenian government has introduced measures including self-isolation, social distancing, advising people to work from home and restricting travel. Given these new measures, all inquiries, including those handled electronically through Internet-based systems for parcel-post, EMS, registered and tracked items, are liable to be disrupted. In addition, call agents may be unable to deal with telephone inquiries.

Consequently, there may be a severe impact on service quality for international inbound and outbound services and service delivery standards. Slovenska Pošta will in such circumstances:

• Temporarily suspending operations for the period of community quarantine.
• Requiring a minimum workforce to carry out essential operations and maintaining essential systems and services, including delivery services.

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 notice to retrieve them via SMS.
• Slovenska Pošta has also extended by 14 days the current 12 days of operational suspension.

Furthermore, Slovenska 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, Slovenska 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 unfeasible to provide letter-post, parcel-post and EMS items to the following countries:

• 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 the delivery code, in the signature field.

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.

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 unfeasible to provide letter-post, parcel-post and EMS items to the following countries:

• 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 the delivery code, in the signature field.

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.

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 international mail (letter-post, parcel-post and EMS items). The reason for this is that, due to the suspension of flight services, there will be an increased risk of a delay in delivery. Special processes have been put in place for postal items subject to delivery, specifically 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 the delivery code, in the signature field.

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.

Ukraine: Ukropsha 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. Ukropsha’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.
The following countries have suspended certain mail services:

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).

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

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

The following countries have suspended certain mail services:

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

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

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

The following countries have announced service disruptions:

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

Belgium: bpost has advised that operations will continue to operate normally as far as possible. However, several measures have been implemented to ensure the safety of both customers and staff, including the following:
- Post offices will remain open in general, but will be closed on Saturdays;
- For domestic and inbound international items that would normally require a signature, the mail carrier will sign for delivery in place of the customer (but in the customer’s presence);
- bpost is no longer able to guarantee delivery times, standard rules for signature on delivery, or availability of tracking data for shipments.

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

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

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

Finland: Posti and Åland Post have advised that owing to a lack of transport capacity, they are currently unable to transport outbound letter-post, parcel-post and EMS items to many international destinations. Effective March 18, 2020, Posti and Åland Post will only be able to transport letter-post, parcel-post and EMS items destined for the countries listed below, with delays to be expected owing to limited capacity:
- All EU countries, with the exception of Cyprus, Greece, Ireland, Malta, Slovakia and Spain;
- Australia, Canada, China (People’s Rep.), Israel, Japan, Norway, Russian Federation, Serbia, Switzerland, United Kingdom and United States of America.

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

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

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 addressees for their identity card number and record it. This exceptional March 17, 2020, and will remain in effect until further notice.

Poland: Polandische Post 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 operator 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.

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:

<table>
<thead>
<tr>
<th>Location</th>
<th>Region/Province</th>
<th>Postal Code</th>
</tr>
</thead>
<tbody>
<tr>
<td>Ha Noi</td>
<td>(100000–159999)</td>
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<tr>
<td>Hai Phong</td>
<td>(180000–189999)</td>
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<tr>
<td>Quang Ninh</td>
<td>(200000–209999)</td>
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<td>Soc Trang</td>
<td>(950000–959999)</td>
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<td>(160000–169999)</td>
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<td>Da Nang</td>
<td>(550000–559999)</td>
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<tr>
<td>Hau Giang</td>
<td>(910000–919999)</td>
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<td>(590000–599999)</td>
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<td>Bac Giang</td>
<td>(230000–239999)</td>
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<td>Hue (159000–159999)</td>
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</tr>
<tr>
<td>Than Hoa</td>
<td>(440000–459999)</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™ (FCPS™), International Priority Airmail™ (IPA™), International Surface Air Lift™ (ISAL™), and M-Bag™ items.

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

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

March 18, 2020

**DMM Advisory**

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

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

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

The following countries have suspended some or all mail services:

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

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

**Lebanon:** LibanPost has advised that all passenger flights to and from Beirut–Rafic Hariri International Airport have been suspended until March 29, 2020. Owing to this situation, LibanPost will be unable to offer outbound mail service (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.
Germany: Deutsche Post has announced changes for all letter-post, parcel-post and EMS items requiring signature on delivery. Beginning March 13, 2020, items that would ordinarily require the addressee’s signature can now be deposited in the addressee’s mailbox or in a secure location on their premises, with signature by the mail carrier on their portable device. In cases where items are delivered to the recipient in person, the mail carrier will likewise sign on the recipient’s behalf.

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

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

Philippines: Philippine Postal Corporation has advised that an enhanced community quarantine has been imposed in Metropolitan Manila and rest of Luzon island and several areas on Visayas and Mindanao islands, effective through April 12, 2020. Philippine Postal Corporation will operate as follows during the community quarantine:

1. International mail processing centers will maintain a skeleton staff, in order to accept incoming mail until the total lockdown of international air and sea transport on March 20, 2020.
2. All post offices in areas placed under quarantine are closed.

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

These service disruptions affect Priority Mail Express International® (PMEI), Priority Mail International® (PMI), First-Class Mail International® (FCMI), First-Class Package International Service® (FCPIS®), International Priority Arma® (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

March 17, 2020

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

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

The following countries have suspended some or all mail services:

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

Moldova: Posta Moldovei has suspended all inbound and outbound mail (letter-post, parcel-post and 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.

Peru: Servicios Postales del Perú - SERPOST S.A, has suspended all delivery of domestic and international mail for 15 days, and Jorge Chavez International Airport has been closed. Therefore, postal services in Peru are suspended until March 30, 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.

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, Araba, 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 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.

Slovenia: Poštarna Slovenije has advised that significant delays are to be expected for all inbound and outbound 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 Arma® (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
UPDATE: International Mail Service Disruptions Due to COVID-19

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

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

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

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

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

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

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

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

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

Resumption of Mail Service to Designated Areas of Italy

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

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

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

Service Delays to Italy Due to Temporary Service Suspension

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

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

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<thead>
<tr>
<th>City</th>
<th>Postal Code</th>
<th>City</th>
<th>Postal Code</th>
</tr>
</thead>
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<tr>
<td>Livraga</td>
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<td>Codoigno</td>
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<td>Corno Gavone</td>
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<td>Brembio</td>
<td>26822</td>
<td>Maleo</td>
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<td>San Fiorano</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.

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

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

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