UPDATE 90: International Mail Service Updates Related to COVID-19

On September 28, 2020, the Postal Service™ received a notification from Samoa Post, the designated postal operator for Samoa, advising that a government issued state of emergency is in effect until October 26, 2020. Due to limited international transport, Samoa Post can only send outbound mail and receive inbound mail once per week. Additionally, all inbound mail is subject to a seven-day quarantine before being processed and delivered. Owing to these conditions, delays are to be expected.

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

This service update 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 provide updates 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)

September 24, 2020

UPDATE 89: International Mail Service Updates Related to COVID-19

On September 23, 2020, the Postal Service™ received a notification from Empresa de Correos de Honduras (Honducor), the designated postal operator of Honduras, advising that it has extended the suspension of postal services until October 4, 2020, or a later date to be communicated in due course.

The following countries have provided updates to certain mail services:

- **China UPDATE:** China Post has advised that it is closing the case of force majeure and postal services are now back to normal.
- **Jamaica UPDATE:** Jamaica Post has advised that the Government of Jamaica has extended the national curfew until October 7, 2020.

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

These service updates 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 provide updates 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)

September 23, 2020

UPDATE 88: International Mail Service Updates Related to COVID-19

On September 23, 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 provided updates to certain mail services:

- **China**
- **Ecuador**
- **Kiribati**
- **Kyrgyzstan**
- **Venezuela**

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

This service update 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 provide updates 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)

September 23, 2020

International Service Resumption Notice – effective September 25, 2020

Effective September 25, 2020, the Postal Service™ will resume acceptance of mail destined to the following five (5) countries:

- Bolivia
- Ecuador
- Kiribati
- Kyrgyzstan
- Venezuela

These service resumptions affect 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 service impacts related to the COVID-19 pandemic 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 87: International Mail Service Updates Related to COVID-19

On September 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 provided updates to certain mail services:

Canada UPDATE: Canada Post has advised that the delivery procedure changes previously announced remain in effect. Items requiring a signature, proof of age or the collection of customs fees will continue to be delivered directly to a nearby post office for pickup by the customer. Additionally, Canada Post has recently restored the 15-day limit for customers to retrieve their parcels after receiving a card with instructions. Items will be returned to the sender if they are not collected within 15 days. Force majeure remains for all international letter-post, parcel-post and Express Mail Service (EMS) items.

El Salvador UPDATE: Correos de El Salvador has advised that the government-mandated closure of El Salvador International Airport has had a direct impact on the receipt, processing and delivery of letter-post, parcel-post, EMS and registered items. El Salvador International Airport will gradually reopen to incoming and outgoing commercial flights effective September 19, 2020, and a normal flight schedule is expected to be operational by October 4, 2020. As a result, the processing and delivery of letter-post and registered items remain subject to delays. Unless otherwise noted, service updates to a particular country do not affect delivery of military and diplomatic mail.

These service updates 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 provide updates 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

September 16, 2020

International Service Resumption Notice – effective September 18, 2020

Effective September 18, 2020, the Postal Service™ will resume acceptance of mail destined to the following eight (8) countries:

- Bahamas
- Eswatini (Swaziland)
- Bhutan
- Lesotho
- Botswana
- Malawi
- Cayman Islands
- South Africa

These service resumptions affect 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 service impacts related to the COVID-19 pandemic and will continue to update customers until the situation returns to normal.

Please visit the 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®

UPDATE 86: International Mail Service Updates Related to COVID-19

On September 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 provided updates to certain mail services:

Honduras UPDATE: Empresa de Correos de Honduras (Honducor) has advised that Honduras will remain in lockdown until September 20, 2020, or a later date to be communicated in due course.

Hong Kong UPDATE: Hongkong Post has advised that the measures taken to limit the spread of COVID-19 have been lifted and the force majeure situation previously announced is closed as of September 15, 2020.

Israel UPDATE: Israel Postal Company has advised that, owing to increasing COVID-19 cases, the Government of Israel and the country’s health authorities have declared a general lockdown for the whole country effective September 18, 2020 through October 11, 2020. Postal services will continue to function with restrictions and items normally requiring the addressee’s signature upon delivery will be handed over without signature. Delays should be expected in the processing and delivery of all types of letter-post, parcel-post and EMS items. All previously issued restrictions regarding service standards continue to apply and force majeure remains in effect.

Poland UPDATE: Poczta Polska has advised that the measures aimed at slowing the spread of COVID-19 are still in force in Poland, and will continue to affect its services. As a result, all previous measures for items requiring a signature remain in place.

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

These service updates 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 provide updates 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®
UPDATE 85: International Mail Service Updates Related to COVID-19

On September 14, 2020, the Postal Service™ received a notification from the Government of the Philippines advising that the period of community quarantine has been extended through September 30, 2020, for various areas. All previous measures remain in place.

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

This service update 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 provide updates 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 84: International Mail Service Updates Related to COVID-19

On September 11, 2020, the Postal Service™ received a notification from Empresa de Correos de Honduras (Honducor), the designated postal operator of Honduras, advising that it has extended the suspension of postal services until September 13, 2020, or a later date to be communicated in due course.

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

This service update 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 provide updates 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

International Service Resumption Notice – effective September 11, 2020

Effective September 11, 2020, the Postal Service™ will resume acceptance of mail destined to the following country:

- Cook Islands

This service resumption affects 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 service impacts related to the COVID-19 pandemic 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

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

UPDATE 83: International Mail Service Updates Related to COVID-19

On September 3, 2020, the Postal Service™ received a notification from Jamaica Post, the designated operator of Jamaica, advising that the Government of Jamaica has extended the national curfew until September 23, 2020. Therefore, the processing and delivery of mail along with responses to online customer inquiries may be delayed. Force majeure remains with an impact on quality of service for all types of mail, including inbound and outbound letter-post, parcel-post and Express Mail Service (EMS) items.

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

This service update 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 provide updates 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

International Service Resumption Notice – effective September 4, 2020

Effective September 4, 2020, the Postal Service™ will resume acceptance of mail destined to the following six (6) countries:
These service disruptions affect 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 service impacts related to the COVID-19 pandemic 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)

September 2, 2020

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

International Service Suspension Notice – effective September 4, 2020

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

Effective September 4, 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:

- Lesotho
- Niger
- Swaziland
- Western Samoa

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 International Service Center (ISC) 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

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)

September 1, 2020

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

UPDATE 82: International Mail Service Updates Related to COVID-19

On September 1, the Postal Service™ received a notification from SERPOST S.A, advising that the national state of emergency has been extended until September 30, 2020 and force majeure remains.

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

This service update 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 provide updates 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)

August 31, 2020

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

UPDATE 81: International Mail Service Updates Related to COVID-19

On August 31, the Postal Service™ received a notification from Samoa Post advising that a government issued state of emergency is in effect until September 27, 2020. Due to limited international transport, Samoa Post can only send outbound mail and receive inbound mail once per week. Additionally, all inbound mail is subject to a seven-day quarantine before being processed and delivered. Owing to these conditions, delays are to be expected.

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

This service update 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.

Fiji
French Guiana
Kosovo
Mauritania
Sudan
Tonga

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The Domestic Mail Manual (DMM®) and DMM Advisories are available on Postal Explorer® (pe.usps.com)
The DMM Advisory will continue to provide updates 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)

August 26, 2020

**DMM Advisory**

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

**International Service Suspension Notice – effective August 28, 2020**

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

Effective August 28, 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:

- **Bhutan**

Effective August 28, 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 country, until further notice:

- **Lebanon**

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 International Service Center (ISC) 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

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

August 26, 2020

**DMM Advisory**

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

**UPDATE 80: International Mail Service Updates Related to COVID-19**

On August 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 provided updates to certain mail services:

**Jamaica** **UPDATE**: Jamaica Post has advised that as a result of the national curfew imposed until September 2, 2020, processing and delivery of mail along with responses to online customer inquiries may be delayed. Force majeure remains with an impact on quality of service for all types of mail, including inbound and outbound letter-post, parcel-post and Express Mail Service (EMS) items.

**Philippines** **UPDATE**: Philippine Postal Corporation has advised that the period of community quarantine has been extended through August 31, 2020, for various areas. All previous measures remain in place.

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

These service updates 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 provide updates 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)

August 25, 2020

**DMM Advisory**

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

**UPDATE 79: International Mail Service Updates Related to COVID-19**

On August 25, 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 provided updates to certain mail services:

**Honduras** **UPDATE**: Empresa de Correos de Honduras (Honduscor) has advised that Honduras will remain in lockdown until September 6, 2020 or a later date to be communicated in due course.
**UPDATE**: Israel Postal Company has advised that the restriction of physical distancing between postal employees and customers remain in place. Therefore, delays may continue to occur in the processing and delivery of all types of letter-post, parcel-post and EMS items. In addition, Israel Postal Company requests the addresseses’ mobile phone numbers to be displayed on items so that customers can be contacted by SMS to improve the delivery process. All previously issued restrictions regarding addressee signature and service standards continue to apply and force majeure remains in effect.

**Spain UPDATE**: Correos y Telégrafos has advised that it is now able to send mail to the majority of countries and territories with which routes are open. Nevertheless, problems persist with regard to the capacity, frequency and regularity of international flights. Therefore, the situation of force majeure previously declared remains in place. Consequently, until further notice, Correos y Telégrafos remains unable to guarantee quality of service for all types of inbound and outbound mail (letter-post, parcel-post and EMS items) and compliance with delivery standards for items requiring signature.

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

These service updates 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 provide updates 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 76: International Mail Service Updates Related to COVID-19**

On August 19, the Postal Service™ received a notification from Suriname Postal Corporation (SURPOST) advising that due to a rapid increase in the number of COVID-19 infections, SURPOST has suspended a number of postal services. As a result, the processing and delivery of all types of mail, including outbound and inbound Express Mail Service (EMS), parcel-post and letter-post services, with an impact on quality of service.

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

This service update affects 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 provide updates 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 77: International Mail Service Updates Related to COVID-19**

On August 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 countries have provided updates to certain mail services:

**Vietnam UPDATE**: VNPost has advised that force majeure continues to apply with an impact on quality of service for all types of mail, including inbound and outbound letter-post, parcel-post and EMS items.

**Bhutan UPDATE**: Bhutan Post has advised that in an effort to contain the local transmission of the novel coronavirus (COVID-19), the Royal Government of Bhutan has declared a nationwide lockdown until further notice. Therefore, Bhutan Post is suspending daily domestic and international mail operations. Service quality and severe delays on inbound and outbound mail are to be expected until the lockdown is lifted and normal transport capacity becomes available. As a result, Bhutan Post has declared a situation of force majeure in relation to all international letter-post, parcel-post and EMS services.

Nevertheless, problems persist with regard to the capacity, frequency and regularity of international flights. Therefore, the situation of force majeure previously declared remains in place. Consequently, until further notice, Correos y Telégrafos remains unable to guarantee quality of service for all types of inbound and outbound mail (letter-post, parcel-post and EMS items) and compliance with delivery standards for items requiring signature.

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

These service updates 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 provide updates 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 78: International Mail Service Updates Related to COVID-19**

On August 24, 2020, the Postal Service™ received a notification from Hongkong Post advising that the previously announced special working arrangements have been extended and will remain in force until further notice. Force majeure remains and is affecting the processing and delivery of all types of mail, including outbound and inbound Express Mail Service (EMS), parcel-post and letter-post services, with an impact on quality of service.

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

This service update affects 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 provide updates 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 69: International Mail Service Updates Related to COVID-19**

On August 19, 2020, the Postal Service™ received a notification from Suriname Postal Corporation (SURPOST) advising that due to a rapid increase in the number of COVID-19 infections, SURPOST has suspended a number of postal services. As a result, the processing and delivery of all types of mail, including inbound and outbound letter-post, parcel-post and EMS items, will not be provided until further notice.

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

This service update affects 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 provide updates 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)

August 24, 2020
Effective August 21, 2020, the Postal Service™ will resume acceptance of mail destined to the following fifteen (15) countries:

- Angola
- Dominican Republic
- Ivory Coast
- Bermuda
- Dominican Republic
- Rwanda
- Cameroon
- Gambia
- Tanzania
- Democratic Republic of the Congo
- Guyana
- Uganda
- Dominica
- Haiti
- Zimbabwe

These service resumptions affect 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 service impacts related to the COVID-19 pandemic 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 75: International Mail Service Updates Related to COVID-19

On August 18, the Postal Service™ received a notification from Hongkong Post advising that the previously announced special working arrangements have been extended until August 23, 2020. Force majeure remains and is affecting the processing and delivery of all types of mail, including outbound and inbound Express Mail Service (EMS), parcel-post and letter-post services, with an impact on quality of service.

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

This service update 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 provide updates 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)

International Service Impacts – Country Suspensions as of August 14, 2020

Effective August 14, 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 country, until further notice:

- Syria

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.

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 International Service Center (ISC) 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

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)
Effective August 14, 2020, the Postal Service™ will resume acceptance of mail destined to the following countries:

- Costa Rica
- Guatemala
- Samoa

These service resumptions affect 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 service impacts related to the COVID-19 pandemic 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_int

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

August 12, 2020

**DMM Advisory**

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

**UPDATE 74: International Mail Service Updates Related to COVID-19**

On August 12, 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 provided updates to certain mail services:

**Cape Verde UPDATE:** Correios de Cabo Verde has advised that following the Government of Cape Vert’s announcement of the end of the lockdown, normal inbound and outbound mail operations have resumed and there are no longer any restrictions on the acceptance of postal items.

**New Zealand UPDATE:** New Zealand Post has advised that, as a result of a confirmed community outbreak of COVID-19 in Auckland after 102 days without community transmission, the New Zealand Government has moved the Auckland region to national COVID-19 Alert Level 3 from Wednesday, August 12, 2020, provisionally until Friday, August 14, 2020. The rest of New Zealand has moved to COVID-19 Alert Level 2 for the same period. New Zealand Post will continue domestic and international inbound/outbound operations as was the case during the previous heightened COVID-19 alert levels in New Zealand between March and June 2020. Contactless delivery and pick up processes apply, with delivery staff capturing the name of the receiving customer to avoid physical contact. Given the current restrictions, New Zealand Post can no longer guarantee service delivery standards for letter-post, parcel-post and EMS items, and is invoking force majeure until further notice.

**Portugal UPDATE:** CTT Correios de Portugal has advised that a state of alert is in force throughout the country until further notice. Impacts on quality of service and on the processing and delivery of all types of mail, including outbound and inbound EMS, parcel post and letter post should be expected. As a result, the previously invoked force majeure remains in effect.

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

These service updates 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 provide updates 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)

August 11, 2020

**DMM Advisory**

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

**UPDATE 73: International Mail Service Updates Related to COVID-19**

On August 11, 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 provided updates to certain mail services:

**Honduras UPDATE:** Empresa de Correos de Honduras (Honducor) has advised that Honduras will remain in lockdown until August 23, 2020 or a later date to be communicated in due course.

**Philippines UPDATE:** Philippine Postal Corporation has advised that the period of community quarantine has been extended through August 18, 2020 for various areas. However, all post offices remain open and the international mail processing centres continue to operate with a skeleton workforce. Consequently, delays are expected in the processing and delivery of all inbound international postal items.

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

These service updates 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 provide updates 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)

August 10, 2020

**DMM Advisory**

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

**UPDATE 72: International Mail Service Updates Related to COVID-19**

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On August 10, 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 provided updates to certain mail services:

**Hong Kong UPDATE:** Hongkong Post has advised that the special working arrangements have been extended until August 16, 2020. Force majeure remains and is affecting the processing and delivery of all types of mail, including outbound and inbound Express Mail Service (EMS), parcel-post and letter-post services, with an impact on quality of service.

**Mali UPDATE:** La Poste du Mali has advised that normal postal services have resumed as of Wednesday, August 5, 2020.

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

These service updates 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 provide updates 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 71: International Mail Service Updates Related to COVID-19**

On August 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 countries have provided updates to certain mail services:

**Brazil UPDATE:** Correios has advised that the previous measures implemented and force majeure invoked with regard to COVID-19 remain in place.

**Colombia UPDATE:** Servicios Postales Nacionales S.A. 4-72 has advised that the Colombian Government has extended the period of mandatory preventative isolation until September 1, 2020. The postal service will continue to provide mail services, however, significant delays of international inbound and outbound letter-post, parcel-post and Express Mail Service (EMS) items should be expected. As a result, force majeure remains.

**Honduras UPDATE:** Empresa de Correos de Honduras (Honduco) has advised that Honduras will remain in lockdown until August 9, 2020 or a later date to be communicated in due course.

**Lebanon UPDATE:** LibanPost has advised that it is planning to resume postal services as of Monday, August 10, 2020.

**Trinidad and Tobago:** Trinidad and Tobago Postal Corporation (TTPost) has advised that due to border closures in an effort to limit the spread of COVID-19, postal service quality for international inbound and outbound services and service delivery standards cannot be guaranteed until further notice. TTPost is therefore declaring a situation of force majeure for all categories of inbound and outbound letter-post and parcel-post items.

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

These service updates 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 provide updates 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)

**International Service Resumption Notice – effective August 7, 2020**

Effective August 7, 2020, the Postal Service™ will resume acceptance of mail destined to the following country:

- New Caledonia

This service resumption affects 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 service impacts related to the COVID-19 pandemic 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)

**International Service Impacts – Country Suspensions as of August 7, 2020**

Effective August 7, 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 country, until further notice:
Effective July 31, 2020, the Postal Service™ will resume acceptance of mail destined to the following country:

Pakistan:

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://about.usps.com/newsroom/service-alerts/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=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 69: International Mail Service Updates Related to COVID-19
August 3, 2020

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

On July 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 provided updates to certain mail services:

Hong Kong UPDATE: Hongkong Post has advised that the special working arrangements has been extended until August 9, 2020. Force majeure remains and is affecting the processing and delivery of all types of mail, including outbound and inbound Express Mail Service (EMS), parcel-post and letter-post services, with an impact on quality of service.

Peru UPDATE: Servicios Postales del Peru - SERPOST S.A, has advised that the national state of emergency has been extended until August 31, 2020 and force majeure remains.

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

These service updates 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 provide updates 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 70: International Mail Service Updates Related to COVID-19
August 3, 2020

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

On August 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 following countries have provided updates to certain mail services:

Hong Kong UPDATE: Hongkong Post has advised that the special working arrangements has been extended until August 9, 2020. Force majeure remains and is affecting the processing and delivery of all types of mail, including outbound and inbound Express Mail Service (EMS), parcel-post and letter-post services, with an impact on quality of service.

Peru UPDATE: Servicios Postales del Peru - SERPOST S.A, has advised that the national state of emergency has been extended until August 31, 2020 and force majeure remains.

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

These service updates 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 provide updates 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 69: International Mail Service Updates Related to COVID-19
July 30, 2020

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

On July 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 provided updates to certain mail services:

Honduras UPDATE: Empresa de Correos de Honduras (Honducor) has advised that it has extended the suspension of postal services until August 2, 2020, or a later date to be communicated in due course.

Lebanon UPDATE: LibanPost has advised that due to the latest increase in the number of Covid-19 cases, the Lebanese Government has declared a complete lockdown in the country from Thursday, July 30 to Monday, August 3 (end of day) and from Thursday, August 6 to Monday, August 10 (end of day). However, during this period post offices and distribution networks will remain open and continue to process inbound and outbound mail with reduced capacity which will affect service quality of all mail classes (letter-mail, parcels and EMS).

Pakistan: Pakistan Post has advised that measures taken to prevent the spread of COVID-19 in Pakistan will have a major impact on operations and, consequently, on quality of service for all inbound letter post, parcel post and Express Mail Service (EMS) items. For this reason, service delivery standards cannot be guaranteed, and force majeure is declared until the situation returns to normal.

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

These service updates 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 provide updates 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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UPDATE 70: International Mail Service Updates Related to COVID-19
July 30, 2020

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

On August 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 following countries have provided updates to certain mail services:

Hong Kong UPDATE: Hongkong Post has advised that the special working arrangements has been extended until August 9, 2020. Force majeure remains and is affecting the processing and delivery of all types of mail, including outbound and inbound Express Mail Service (EMS), parcel-post and letter-post services, with an impact on quality of service.

Peru UPDATE: Servicios Postales del Peru - SERPOST S.A, has advised that the national state of emergency has been extended until August 31, 2020 and force majeure remains.

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

These service updates 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 provide updates 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)
This service resumption affects 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 service impacts related to the COVID-19 pandemic 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)

July 28, 2020

UPDATE 68: International Mail Service Updates Related to COVID-19

On July 28, 2020, the Postal Service™ received a notification from Hongkong Post advising that the previously announced special working arrangements have been extended until August 2, 2020, and will continue to affect the processing and delivery standards of all types of services, including outbound and inbound letter-post, parcel-post and EMS services.

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

This service update 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 provide updates 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)

July 23, 2020

UPDATE 67: International Mail Service Updates Related to COVID-19

On July 23, 2020, the Postal Service™ received a notification from Empresa de Correos de Honduras (Honducor), the designated postal operator of Honduras, advising that it has extended the suspension of postal services until July 26, 2020, or a later date to be communicated in due course.

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

This service update 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 provide updates 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)

July 22, 2020

Effective July 24, 2020, the Postal Service™ will resume acceptance of mail destined to the following six (6) countries:

- Argentina
- Chile
- Colombia
- Paraguay
- Peru
- Uruguay

These service resumptions affect 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 service impacts related to the COVID-19 pandemic 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)

July 21, 2020

UPDATE 66: International Mail Service Updates Related to COVID-19
On July 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 countries have provided updates to certain mail services:

Hong Kong UPDATE: Hong Kong Post has announced special working arrangements have been imposed in an effort to reduce the risk of the spread of COVID-19. These measures will affect the quality of all Hong Kong Post's services including the processing and delivery of outbound and inbound letter-post, parcel-post and Express Mail Service (EMS) items until July 26, 2020.

Indonesia UPDATE: Pos Indonesia has advised that due to insufficient means of transportation, distribution of inbound mail to remote customs and delivery offices is still subject to delays and therefore cannot guarantee the quality of service or delivery standards for letter-post, parcel-post and EMS items. As a result, all previously issued restrictions regarding suspension of signature at time of delivery and service standards continue to apply and force majeure remains in effect.

Maldives UPDATE: Maldives Post has advised that due to the resumption of limited international flights, service for outbound letter post, parcel post and EMS items is gradually returning to normal.

Togo UPDATE: The Togo Postal Corporation has advised that it has restored some of its capacity to process inbound and outbound items. However, due to suspension or cancellation of some flights and limited transport capacity, delivery times remain impacted and may be delayed. The Togo Postal Corporation therefore cannot guarantee that processing standards for the different categories of items will be met. Unless otherwise noted, service updates to a particular country do not affect delivery of military and diplomatic mail.

These service updates 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 provide updates 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

International Service Resumption Notice – effective July 17, 2020

Effective July 17, 2020, the Postal Service™ will resume acceptance of mail destined to the following twenty-four (24) countries:

<table>
<thead>
<tr>
<th>Bahrain</th>
<th>Ethiopia</th>
<th>Lebanon</th>
<th>Pakistan</th>
</tr>
</thead>
<tbody>
<tr>
<td>Benin</td>
<td>Faroe Island</td>
<td>Lesotho</td>
<td>St. Martin</td>
</tr>
<tr>
<td>Burkina Faso</td>
<td>Ghana</td>
<td>Maldives</td>
<td>Sri Lanka</td>
</tr>
<tr>
<td>Burundi</td>
<td>Grenada</td>
<td>Mozambique</td>
<td>Suriname</td>
</tr>
<tr>
<td>Cape Verde</td>
<td>Guinea Bissau</td>
<td>Namibia</td>
<td>Swaziland (Eswatini)</td>
</tr>
<tr>
<td>Curacao</td>
<td>Kenya</td>
<td>Nigeria</td>
<td>Zambia</td>
</tr>
</tbody>
</table>

These service resumptions affect 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 service impacts related to the COVID-19 pandemic 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)

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

UPDATE 65: International Mail Service Updates Related to COVID-19

On July 15, 2020, the Postal Service received notifications from various postal operators regarding changes in international mail services due to the novel coronavirus (COVID-19).

Djibouti UPDATE: Djibouti S.A. has advised that postal services will return to normal effective July 17, 2020.

Honduras UPDATE: Empresa de Correos de Honduras (Honducor) has advised that the suspension of postal services has been extended until July 19, 2020, or a later date to be communicated in due course.

Malta UPDATE: MaltaPost has advised that the collection of signature on delivery resumed as of July 1, 2020 for all items requiring signature. Confirmation of deliveries will be provided via the usual tracking event scans for products that allow tracking. Due to the cancellation of international flights, MaltaPost is still unable to guarantee quality of service and delivery standards for letter-post, parcel-post and Express Mail Service (EMS) items. Force majeure remains until further notice.

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

These service updates 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 provide updates 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
International Service Impacts – Country Suspensions as of July 17, 2020

Effective July 17, 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:

- French Guiana
- Guatemala
- New Caledonia

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 International Service Center (ISC) 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://about.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=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)

July 14, 2020

DMM Advisory

E-USPS Delivery Confirmation International Service

Countries Accepting Electronic USPS Delivery Confirmation International Service (E-USPS DELCON INTL) entered on or after July 1, 2020:

<table>
<thead>
<tr>
<th>Australia</th>
<th>Estonia</th>
<th>Indonesia</th>
<th>New Zealand</th>
</tr>
</thead>
<tbody>
<tr>
<td>Belgium</td>
<td>France</td>
<td>Israel</td>
<td>Poland</td>
</tr>
<tr>
<td>Canada</td>
<td>Germany</td>
<td>Japan</td>
<td>Portugal</td>
</tr>
<tr>
<td>Croatia</td>
<td>Gibraltar</td>
<td>Lithuania</td>
<td>Singapore</td>
</tr>
<tr>
<td>Cyprus</td>
<td>Hong Kong</td>
<td>Luxembourg</td>
<td>Thailand</td>
</tr>
<tr>
<td>Denmark</td>
<td>Iceland</td>
<td>Netherlands</td>
<td>United Kingdom of Great Britain and Northern Ireland</td>
</tr>
</tbody>
</table>

Postal Bulletin 22658 on page 4, the availability of E-USPS DELCON INTL service to other countries will be posted as the information becomes available.

The Domestic Mail Manual (DMM®) and DMM Advisories are available on Postal Explorer® (pe.usps.com). To subscribe or unsubscribe to DMM Advisory, please hit reply and send us your request.

July 10, 2020

DMM Advisory

UPDATE 64: International Mail Service Updates Related to COVID-19

On July 10, 2020, the Postal Service™ received a notification from Israel Postal Company advising that due to the increase of new COVID-19 cases, the return to normal status has been suspended. Therefore, delays may continue to occur in the processing and delivery of all types of letter-post, parcel-post and EMS items. All previously issued restrictions regarding addressee signature and service standards continue to apply and force majeure remains in effect.

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

This service update 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 provide updates 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)

July 9, 2020

DMM Advisory

UPDATE 63: International Mail Service Updates Related to COVID-19

On July 9, 2020, the Postal Service™ received a notification from La Poste advising that due to the French Government extending the measures aimed at combating the spread of COVID-19, it cannot guarantee meeting normal delivery times in certain regions. Additionally, La Poste is now able to process parcels up to 66 lbs (30 kg) in weight, subject to the longest dimension not exceeding 39 inches and/or the three dimensions combined do not exceed 59 inches (i.e. L+W+H equals less than 59 inches). All previous issued service standard restrictions continue to apply and force majeure remains in effect until September 30, 2020.
International Service Resumption Notice – effective July 10, 2020

Effective July 10, 2020, the Postal Service™ will resume acceptance of mail destined to the following countries:

- Bahamas
- Bangladesh
- Egypt
- India
- Guatemala
- Kuwait
- Oman
- Philippines
- Thailand
- Senegal
- UAE

These service resumptions affect 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 service impacts related to the COVID-19 pandemic 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/welcome.htm

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

UPDATE 62: International Mail Service Updates Related to COVID-19

On July 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 following countries have provided updates to certain mail services:

Montenegro UPDATE: Montenegro Post has advised that all conditions are back to normal and, therefore, it is able to send and receive items without restrictions.

Jamaica UPDATE: Jamaica Post has advised that although operational activities have been partially restored, normal delivery standards, especially for EMS deliveries, cannot be fully met. Jamaica Post will provide notification when the situation has returned to normal.

Tunisia UPDATE: La Poste Tunisienne is accepting inbound mail originating from all countries and is delivering it in accordance with the measures put into place by the Tunisian government to limit the spread of COVID-19. While every effort is being made to resume domestic and international postal services, La Poste Tunisienne continues to be unable to guarantee delivery deadlines and quality standards for all types of products, in accordance with the force majeure declared on March 17, 2020. This will continue to be the case until services and regular flight plans to all destinations have resumed as normal.

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

These service updates 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 provide updates 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 61: International Mail Service Updates Related to COVID-19

On July 2, 2020, the Postal Service™ received a notification from Empresa de Correos de Honduras (Honducor), the designated postal operator of Honduras, advising that it has extended the suspension of postal services until July 12, 2020, or a later date to be communicated in due course.

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

This service update 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 provide updates as they are received. For a full list of international service disruptions, please visit https://about.usps.com/newsroom/service-alerts/international/welcome.htm
E-USPS Delivery Confirmation International Service

International Mail Manual Exhibit 252.22 Update

Countries Accepting Electronic USPS Delivery Confirmation International Service (E-USPS DELCON INTL) entered on or after July 1 2020:

<table>
<thead>
<tr>
<th>E-USPS DELCON INTL Service</th>
<th>Australia</th>
<th>Estonia</th>
<th>Indonesia</th>
<th>New Zealand</th>
</tr>
</thead>
<tbody>
<tr>
<td>Belgium</td>
<td>Belgium</td>
<td>France</td>
<td>Israel</td>
<td>Poland</td>
</tr>
<tr>
<td>Canada</td>
<td>Canada</td>
<td>Germany</td>
<td>Japan</td>
<td>Portugal</td>
</tr>
<tr>
<td>Croatia</td>
<td>Croatia</td>
<td>Gibraltar</td>
<td>Lithuania</td>
<td>Singapore</td>
</tr>
<tr>
<td>Cyprus</td>
<td>Cyprus</td>
<td>Hong Kong</td>
<td>Luxembourg</td>
<td>Thailand</td>
</tr>
<tr>
<td>Denmark</td>
<td>Denmark</td>
<td>Iceland</td>
<td>Netherlands</td>
<td></td>
</tr>
</tbody>
</table>

Postal Bulletin 22658 on page 4, the availability of E-USPS DELCON INTL service to other countries will be posted as the information becomes available.

The Domestic Mail Manual (DMM®) and DMM Advisories are available on Postal Explorer® (pe.usps.com). To subscribe or unsubscribe to DMM Advisory, please hit reply and send us your request.

July 1, 2020

UPDATE 60: International Mail Service Updates Related to COVID-19

On July 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 provided updates to certain mail services:

Maldives UPDATE: Maldives Post has advised that the Government of the Maldives has decided to extend the sanitary measures, including the lockdown of the Malé region, until July 4, 2020.

Nepal UPDATE: Nepal Post has advised that the Government of Nepal has decided to continue the partial nationwide lockdown and suspension of incoming international flights until July 22, 2020.

Spain UPDATE: Correos y Telégrafos has advised that it is now able to send mail to many destinations. Nevertheless, problems persist with regard to the capacity, frequency and regularity of international flights. Therefore, the situation of force majeure previously declared remains in place. Consequently, until further notice, Correos y Telégrafos remain unable to guarantee quality of service for all types of inbound and outbound mail (letter-post, parcel-post and EMS items) and compliance with delivery standards for items requiring signature.

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

These service updates 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 provide updates 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)

COVID-19 CONTINUITY OF OPERATIONS UPDATE

Effects on Requalification Efforts for Periodicals Publications

The Postal Service understands that the Periodicals industry continues to have a difficult time renewing requester and subscriber/paid publications due to the COVID-19 outbreak. To address this, in an April 2, 2020 Industry Update, we temporarily extended expiration dates of all legitimate requests for extension by legitimate subscribers for six (6) months, effective from January 15, 2020.

Due to continuing issues with COVID-19, we are extending this temporary exception to the Domestic Mail Manual (DMM) 207.4.2 and DMM 207.7.6 mailing standards until October 31, 2020. This new temporary extension is available until October 31, 2020 to legitimate requesters or legitimate subscribers whose paid subscriptions would have expired on January 15, 2020.

This should allow publishers to count requests or subscriptions that either expired or would have expired between January 15, 2020 and October 31, 2020 as legitimate requesters or legitimate subscribers/paid publications. This new temporary extension includes renewals related to membership renewals. It is only applicable to legitimate subscribers and legitimate requesters who continued to receive the publications during this period.

This is a temporary exception to DMM 207.4.2 and DMM 207.7.6. Starting on November 1, 2020, this temporary exception to the DMM will no longer be in effect and the 3-year requester requirement and the paid subscriber requirement will apply.

Please note that publishers are not exempt from submitting and publishing (if required) their PS Form 3526, Statement of Ownership, Management, and Circulation, by October 1, 2020 at the original entry Post Office as required under DMM 207.8.3.1.
Effective July 2, 2020, the Postal Service™ will resume acceptance of mail destined to the following countries:

- Algeria
- Egypt
- Kazakhstan
- Morocco
- Qatar
- Tunisia

These service resumptions affect 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 service impacts related to the COVID-19 pandemic 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/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)

**UPDATE 59: International Mail Service Updates Related to COVID-19**

On June 30, 2020, the Postal Service™ received a notification from Thailand Post that it is now able to send mail to many destinations, though delays are to be expected. In addition, Thailand Post has advised that it is accepting inbound mail as usual and delivering them in compliance with government-mandated measures to prevent the spread of COVID-19. However, transit à découvert via Thailand and closed transit services for letter-post, parcel-post and Express Mail Service (EMS) items remain temporarily unavailable.

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

These service updates 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 provide updates 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)

**UPDATE 58: International Mail Service Updates Related to COVID-19**

On June 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 provided updates to certain mail services:

**Albania** **UPDATE:** Albanian Post has advised that the Albanian Government has now declared the state of emergency to be over, but is continuing to enforce measures aimed at minimizing the spread of COVID-19. Albanian Post’s operations are returning to normal, however, transport capacity remains variable and liable to change from day to day. Although Albanian Post is endeavouring to meet delivery standards for letter-post, parcel-post and Express Mail Service (EMS) items, force majeure remains.

**Poland** **UPDATE:** Poczta Polska has advised that there are not any significant changes. Registered items that do not require proof of delivery will be delivered to the recipient’s mailbox. Parcels, insured parcels and EMS requiring signature, will be delivered with signature. If the mailer refuses to sign, the mail carrier will record the last four digits from the ID document, as well as the type of ID and the exact name of the receiver.

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

These service updates 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 provide updates 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)

**UPDATE 57: International Mail Service Updates Related to COVID-19**

On June 26, 2020, the Postal Service™ will temporarily suspend international mail acceptance to destinations where widespread cancellations and restrictions into the area.

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

- Cambodia
- Dominica
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

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)

June 25, 2020

**DMM Advisory**

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

**International Service Resumption Notice – effective June 26, 2020**

Effective June 26, 2020, the Postal Service™ will resume acceptance of mail destined to the following countries:

- British Virgin Islands
- Saudi Arabia

These service resumptions affect 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 service impacts related to the COVID-19 pandemic 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)

June 23, 2020

**DMM Advisory**

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

**UPDATE 57: International Mail Service Updates Related to COVID-19**

On June 23, 2020, the Postal Service™ received a notification from Posta Moldovei that all postal services have resumed.

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

This service update 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 provide updates 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)

June 17, 2020

**DMM Advisory**

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

**International Service Impacts – Country Suspensions as of June 19, 2020**

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

Effective June 19, 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 country, until further notice:

- Jordan

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.

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
UPDATE 55: International Mail Service Disruptions Due to COVID-19

On June 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 certain mail services:

Indonesia UPDATE: Pos Indonesia has advised that the Jakarta office of exchange (IDKTC) has resumed its operational activities as of June 18, 2020.

Lithuania UPDATE: Lithuania Post has advised that the Lithuanian Government has lifted the quarantine regime as of June 17, 2020. However, measures to prevent the spread of COVID-19 may still result in staff shortages or temporary suspension of the work of some post offices. Lithuania Post will continue to provide services according to safety guidelines, but all letter-post, parcel-post and Express Mail Service (EMS) items requiring signature on delivery will be delivered to the addressees directly, and addressee signatures will be collected (except in cases where the addressee is isolating). Operational conditions remain difficult (with cancellation of international flights, etc.), and may cause delays. Accordingly, the usual service delivery standards still cannot be guaranteed, and force majeure remains in effect.

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

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 Armalift® (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 54: International Mail Service Disruptions Due to COVID-19

On June 17, 2020, the Postal Service™ received a notification from Empresa de Correos de Honduras (Honducor), the designated postal operator of Honduras, advising that it has extended the suspension of postal services until June 28, 2020, or a later date to be communicated in due course.

The following countries have provided updates to certain mail services:

Estonia UPDATE: Estonian Post has advised that the Estonian Government ended the state of emergency on May 17, 2020 and all postal services have resumed. Signature and delivery standards will be met as agreed.

Maldives UPDATE: Maldives Post has advised that they are extending the suspension of all postal operations until June 30, 2020, or a later date to be communicated in due course. Therefore, all previously announced measures, including force majeure, continue to apply.

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

These service updates affect Priority Mail Express International® (PMEI), Priority Mail International® (PMI), First-Class Mail International® (FCMI), First-Class Package International Service® (FCPIS®), International Priority Armalift® (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 53: International Mail Service Disruptions Due to COVID-19

On June 19, 2020, the Postal Service™ received a notification from Lithuania Post, the designated postal operator of Lithuania, advising that it has extended the suspension of postal services until June 28, 2020, or a later date to be communicated in due course. Therefore, all previously announced measures, including force majeure, continue to apply.

Lithuania UPDATE: Lithuania Post has advised that the Lithuanian Government has lifted the quarantine regime as of June 17, 2020. However, measures to prevent the spread of COVID-19 may still result in staff shortages or temporary suspension of the work of some post offices. Lithuania Post will continue to provide services according to safety guidelines, but all letter-post, parcel-post and Express Mail Service (EMS) items requiring signature on delivery will be delivered to the addressees directly, and addressee signatures will be collected (except in cases where the addressee is isolating). Operational conditions remain difficult (with cancellation of international flights, etc.), and may cause delays. Accordingly, the usual service delivery standards still cannot be guaranteed, and force majeure remains in effect.

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

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 Armalift® (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 52: International Mail Service Disruptions Due to COVID-19

On June 19, 2020, the Postal Service™ received a notification from Indonesia Post, the designated postal operator of Indonesia, advising that it has extended the suspension of postal services until June 28, 2020, or a later date to be communicated in due course. Therefore, all previously announced measures, including force majeure, continue to apply.

Indonesia UPDATE: Pos Indonesia has advised that the Jakarta office of exchange (IDKTC) has resumed its operational activities as of June 18, 2020.

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

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 Armalift® (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 53: International Mail Service Disruptions Due to COVID-19

On June 16, 2020, the Department of Defense notified the Postal Service™ that effective June 18, 2020, the temporary service suspension to the DPO ZIP codes listed below will be LIFTED:

<table>
<thead>
<tr>
<th>City</th>
<th>State</th>
<th>ZIP Code</th>
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<tbody>
<tr>
<td>DPO</td>
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<td>AP</td>
<td>96210-9997</td>
</tr>
</tbody>
</table>

Additionally, on June 16, 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:

Indonesia UPDATE: Pos Indonesia has advised that the Jakarta office of exchange (IDKTC) will be temporarily closed for three days from June 15 – 17, 2020. This closure will lead to delays in the processing and delivery of inbound items, response to inquiries, RESDES messages and customs processes.

Jordan UPDATE: Jordan Post Company has advised that they are now able to send outbound letter and parcel mail to the following countries: Austria, Belgium, China (People's Rep.), Denmark, France, Germany, India, Ireland, Italy, Morocco, Netherlands, Norway, Oman, Pakistan, Portugal, Qatar, Saudi Arabia, Spain, Sudan, Sweden, Switzerland, Turkey, United Arab Emirates, United Kingdom, and United States of America. Express Mail Service (EMS) is available to all international destinations. The COVID-19 pandemic continues to have a major impact on operations, and consequently on quality of service for all types of inbound and outbound mail (letter and parcel post).

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

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)

June 15, 2020

UPDATE 52: International Mail Service Disruptions Due to COVID-19

On June 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:

Maldives UPDATE: Maldives Post has advised that they are extending the suspension of all postal operations until June 18, 2020, or a later date to be communicated in due course. Therefore, all previously announced measures, including force majeure, continue to apply.

United Kingdom UPDATE: Royal Mail Group has advised that Saturday deliveries of untracked letters and small packets have resumed as of June 13, 2020.

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

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)

June 11, 2020

International Service Impacts – Country Suspensions as of June 12, 2020

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

Effective June 12, 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:

- Colombia
- Ivory Coast
- Kosovo
- Myanmar

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 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/Welcome.htm

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

**UPDATE 50: International Mail Service Disruptions Due to COVID-19**

On June 5, 2020, the Postal Service™ received a notification from Liechtensteinische Post, the designated postal operator of Liechtenstein, advising that the COVID 19 situation in Liechtenstein has now improved sufficiently for postal services to again be provided as normal.

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)

**UPDATE 49: International Mail Service Disruptions Due to COVID-19**

On June 4, 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:

**Czech Republic:** Česká Pošta s.p. has advised that owing to the cancellation and postponement of flights, the processing of inbound and outbound items may be subject to significant delays. Consequently, Česká Pošta has declared a situation of force majeure and delays in delivery of letter-post, parcel-post and EMS items may occur.

**France:** La Poste has advised that the French Government has extended the measures aimed at combating the spread of COVID-19 until July 10, 2020. La Poste is affected by these measures and cannot guarantee meeting normal delivery times in certain regions. Additionally, La Poste requests to avoid mailing large or heavy parcels exceeding 44 lbs (20 kg) in weight or whose longest dimension exceeds 39 inches and/or whose three dimensions combined exceed 59 inches (i.e. L+W+H equals less than 59 inches). Delays in delivery should be expected and force majeure remains in effect.

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

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)
The Postal Service™ is closely monitoring service impacts related to the COVID-19 pandemic and will continue to update customers until the situation returns to normal.

Alternate transit options will remain in effect until sufficient air transportation capacity becomes available.

On May 29, 2020, a sixth sea transport departed with volume from the Chicago, JFK, and Miami International Service Centers and is estimated to arrive at the Rotterdam (Netherlands) port on June 23, 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 approximately 7,099 receptacles in seven (7) containers weighing approximately 42,592 kilograms. It is serving mail destined to:

- Austria
- Czech Republic
- Denmark
- Finland
- Hungary
- Netherlands
- Poland
- Sweden
- Switzerland (Geneva and Zurich)

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.

Alternate transit options will remain in effect until sufficient air transportation capacity becomes available.

The Postal Service™ is closely monitoring service impacts related to the COVID-19 pandemic 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](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®](https://pe.usps.com)

June 2, 2020

**UPDATE 48: International Mail Service Disruptions Due to COVID-19**

On June 2, 2020, the Department of Defense notified the Postal Service™ that effective June 4, 2020, the temporary service suspension to the DPO ZIP codes listed below will be LIFTED:

<table>
<thead>
<tr>
<th>City</th>
<th>State</th>
<th>ZIP Code</th>
</tr>
</thead>
<tbody>
<tr>
<td>DPO</td>
<td>AE</td>
<td>09857-9997</td>
</tr>
<tr>
<td>DPO</td>
<td>AE</td>
<td>09880-9997</td>
</tr>
<tr>
<td>DPO</td>
<td>AE</td>
<td>09854-9997</td>
</tr>
<tr>
<td>DPO</td>
<td>AE</td>
<td>09853-9997</td>
</tr>
</tbody>
</table>

Additionally, on June 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 suspended certain mail services:

**Honduras UPDATE:** Empresa de Correos de Honduras (Honducor) has advised that it has extended the suspension of postal services until June 7, 2020, or a later date to be communicated in due course.

**Israel UPDATE:** Israel Postal Company has advised that owing to the cancellation and postponement of flights, the processing of outbound items may be subject to significant delays. In addition, although the situation is returning to normal, for safety reasons, all inbound letter-post, parcel-post and EMS items requiring signature on delivery remains suspended and the previous established procedure to leave the item at the door after being scanned and photographed to ensure that delivery has been made, and if possible, record the name of the addressee, continues. Consequently, the situation of force majeure remains in effect and delays may occur in the treatment and delivery of all types of letter-post, parcel-post and Express Mail Service (EMS) items.

**Nepal UPDATE:** Nepal Post has advised that the suspension of all postal operations has been extended until June 14, 2020. Unless otherwise noted, service suspensions to a particular country do not affect delivery of military and diplomatic mail.

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

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

May 27, 2020
International Service Resumption Notice – effective May 29, 2020

Effective May 29, 2020, the Postal Service™ will resume acceptance of mail destined to the following country:

- Cambodia

This service resumption affects 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 service impacts related to the COVID-19 pandemic 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=to_intl

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

May 26, 2020

UPDATE 47: International Mail Service Disruptions Due to COVID-19

On May 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 announced service disruptions:

- **Honduras** UPDATE: Empresa de Correos de Honduras (Honducor) has advised that it has extended the suspension of postal services until May 31, 2020, or a later date to be communicated in due course.
- **Peru** UPDATE: Servicios Postales del Perú - SERPOST S.A, has advised that the suspension of all postal operations has been extended until further notice.
- **Slovenia** UPDATE: Slovenia, Pošta Slovenije, has advised that postal services are now returning to normal. The sending of outbound mail (letter-post, parcel-post and EMS items) will resume gradually, depending on the availability of flights and transport capacity. All postal items will continue to be delivered in line with national health guidelines. Registered letters, parcels and EMS items will be delivered and a signature collected whilst respecting social distancing measures. Consequently, the situation of force majeure will remain in effect until June 1, 2020.
- **Spain** UPDATE: Correos y Telégrafos has advised that the Spanish Government has extended the state of alert until June 7, 2020, or later, and the previously declared force majeure remains in effect. Consequently, until further notice, Correos y Telégrafos remains unable to guarantee quality of service for all types of inbound and outbound mail (letter-post, parcel-post and EMS items) and compliance with delivery standards for items requiring 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-alerts/international/welcome.htm

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

May 22, 2020

UPDATE 46: International Mail Service Disruptions Due to COVID-19

On May 22, 2020, the Postal Service™ received a notification from Zimbabwe Posts (Pvt) Ltd (Zimpost), the designated postal operator of Zimbabwe, advising that the international service suspension remains in effect until further notice.

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

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)

May 21, 2020

International Service Impacts – Country Suspensions as of May 22, 2020

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

Effective May 22, 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:
In addition, effective May 22, 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:

- Brunei
- Cambodia
- Uzbekistan

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

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)

May 21, 2020

**DMM Advisory**

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

**International Service Resumption Notice – effective May 22, 2020**

Effective May 22, 2020, the Postal Service™ will resume acceptance of mail destined to the following countries:

- Antigua and Barbuda
- Aruba
- Barbados
- Belize
- Colombia
- Jamaica
- New Caledonia
- Nicaragua
- Trinidad and Tobago

These service resumptions affect 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 service impacts related to the COVID-19 pandemic 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)

May 20, 2020

**DMM Advisory**

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

**UPDATE 45: International Mail Service Disruptions Due to COVID-19**

On May 20, 2020, the Department of Defense notified the Postal Service™ that effective May 21, 2020, the temporary service suspension to the DPO ZIP codes listed below will be LIFTED:

<table>
<thead>
<tr>
<th>City</th>
<th>State</th>
<th>ZIP Code</th>
<th>City</th>
<th>State</th>
<th>ZIP Code</th>
</tr>
</thead>
<tbody>
<tr>
<td>DPO</td>
<td>AE</td>
<td>09175-9997</td>
<td>DPO</td>
<td>AA</td>
<td>34032-9997</td>
</tr>
<tr>
<td>DPO</td>
<td>AE</td>
<td>09614-9997</td>
<td>DPO</td>
<td>AA</td>
<td>34033-9997</td>
</tr>
<tr>
<td>DPO</td>
<td>AE</td>
<td>09836-9997</td>
<td>DPO</td>
<td>AA</td>
<td>34034-9997</td>
</tr>
<tr>
<td>DPO</td>
<td>AA</td>
<td>34011-9997</td>
<td>DPO</td>
<td>AA</td>
<td>34035-9997</td>
</tr>
<tr>
<td>DPO</td>
<td>AA</td>
<td>34020-9997</td>
<td>DPO</td>
<td>AA</td>
<td>34036-9997</td>
</tr>
<tr>
<td>DPO</td>
<td>AA</td>
<td>34024-9997</td>
<td>DPO</td>
<td>AA</td>
<td>34039-9997</td>
</tr>
<tr>
<td>DPO</td>
<td>AA</td>
<td>34030-9997</td>
<td>DPO</td>
<td>AA</td>
<td>34068-9997</td>
</tr>
<tr>
<td>DPO</td>
<td>AA</td>
<td>34031-9997</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Additionally, on May 20, 2020, the Postal Service™ received a notification from Empresa de Correos de Honduras (Honducom), the designated postal operator of Honduras, advising that it has extended the suspension of postal services until May 24, 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.

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
**UPDATE 44: International Mail Service Disruptions Due to COVID-19**

On May 19, 2020, the Postal Service™ received a notification from La Poste de Djibouti S.A., the designated postal operator of Djibouti, advising that in an effort to reduce the spread of COVID-19, effective immediately a signature is no longer required upon delivery and items normally requiring a signature will be delivered using methods that minimize direct contact.

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](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)).

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**UPDATE 43: International Mail Service Disruptions Due to COVID-19**

On May 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 certain mail services:

- **Maldives** **UPDATE**: Maldives Post has advised that they are extending the suspension of all postal operations until May 28, 2020, or a later date to be communicated in due course. Therefore, all previously announced measures, including force majeure, continue to apply.

- **Nepal** **UPDATE**: Nepal Post has advised that the suspension of all postal operations has been extended until June 2, 2020.

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

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)).

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

On May 15, 2020, a third sea transport departed with volume from the Chicago, JFK, and Miami International Service Centers and is estimated to arrive at the Rotterdam (Netherlands) port on June 9, 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 24,013 receptacles in twenty-two (22) containers weighing 143,807 kilograms. It is serving mail destined to:

- Austria
- Czech Republic
- Denmark
- Hungary
- Netherlands
- Poland
- Spain
- Sweden
- Switzerland (Geneva and Zurich)

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 Hague OE</th>
<th>Den Hague OE Acceptance &amp; Sorting</th>
<th>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>

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.

Alternate transport options will remain in effect until sufficient air transportation capacity becomes available.

The Postal Service is closely monitoring service impacts related to the COVID-19 pandemic 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](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](http://pe.usps.com)).
UPDATE 42: International Mail Service Disruptions Due to COVID-19

On May 14, 2020, the Postal Service received notification from CN Poșta Română SA, the designated operator for Romania, advising that the state of emergency in Romania is being replaced by a state of alert effective May 15, 2020. Therefore, the previously declared force majeure remains in effect until further notice. For this reason, Poșta Română can no longer guarantee service delivery standards.

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](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)

May 14, 2020

International Service Resumption Notice – effective May 15, 2020

Effective May 15, 2020, the Postal Service™ will resume acceptance of mail destined to the following countries:

- Bosnia and Herzegovina
- Estonia
- Moldova
- Montenegro
DMM Advisory
Keeping you informed about classification and mailing standards of the United States Postal Service

UPDATE 40: International Mail Service Disruptions Due to COVID-19

On May 12, 2020, the Postal Service™ received a notification from bpost, the designated postal operator of Belgium, advising that effective May 12, 2020, it is able to send letter-post and parcel-post items to certain destinations, including the United States of America. Owing to limited transportation, bpost is still not able to guarantee delivery standards, therefore force majeure continues.

This service disruption affects Priority Mail Express International® (PMEI), Priority Mail International® (PMI), 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)

May 12, 2020

UPDATE 39: International Mail Service Disruptions Due to COVID-19

On May 11, 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:

Latvia UPDATE: Latvijas Pasts has advised that the Latvian Government has extended the state of emergency until at least June 9, 2020. Therefore, the situation of force majeure declared by Latvijas Pasts remains in effect and all previous announcements including no guarantee of service delivery standards and significant delays continue to apply until further notice.

Peru UPDATE: Servicios Postales del Perú - SERPOST S.A, has advised that due to the Peruvian Government decision to extend the state of emergency until May 24, 2020, the suspension of all postal operations remains in effect until that date.

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

May 8, 2020

UPDATE 38: International Mail Service Disruptions Due to COVID-19

On May 8, 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:

France UPDATE: La Poste has advised that the French Government has extended the measures aimed at combating the spread of COVID-19 until July 10, 2020. Additionally, La Poste requests to avoid mailing large or heavy parcels exceeding 33 lbs (15 kg) or larger than 12.5 x 9.4 x 9.4 inches (32 cm x 24 cm x 24 cm) until the situation returns to normal.

Russian Federation UPDATE: Russian Post has advised that, owing to the measures taken by the Russian government to limit the spread of COVID-19, air connections between the Russian Federation and other countries have been significantly reduced, thus resulting in continued service 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

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

May 7, 2020
**UPDATE 37: International Mail Service Disruptions Due to COVID-19**

On May 7, 2020, the Postal Service™ received a notification from Liechtensteinische Post, the designated postal operator of Liechtenstein, advising that effective May 11, 2020, delivery of registered letters and parcels will require the addressee’s signature or at the addressee’s option, the deliverer’s signature. If the customer is not at home to sign, the item will be delivered to the relevant postal branch as usual.

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](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)*

**International Service Resumption Notice – Effective May 8, 2020**

Effective May 8, 2020, the Postal Service™ will resume acceptance of mail destined to the following country:

- **Israel**

This service resumption will affect 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 continues to closely monitor 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](https://about.usps.com/newsroom/service-alerts/international/?utm_source=residential&utm_medium=link&utm_campaign=res_to_intl)

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)*

**UPDATE 36: International Mail Service Disruptions Due to COVID-19**

On May 6, 2020, the Department of Defense notified the Postal Service™ that effective May 7, 2020, the temporary service suspension to the DPO ZIP codes listed below will be LIFTED:

<table>
<thead>
<tr>
<th>City</th>
<th>State</th>
<th>ZIP Code</th>
</tr>
</thead>
<tbody>
<tr>
<td>DPO</td>
<td>AE</td>
<td>09289-9997</td>
</tr>
<tr>
<td>DPO</td>
<td>AE</td>
<td>09701-9997</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>
</tr>
<tr>
<td>DPO</td>
<td>AE</td>
<td>09842-9997</td>
</tr>
<tr>
<td>DPO</td>
<td>AE</td>
<td>09895-9997</td>
</tr>
<tr>
<td>DPO</td>
<td>AA</td>
<td>34004-9997</td>
</tr>
</tbody>
</table>

The following countries have suspended certain mail services:

- **Sri Lanka UPDATE**: Department of Posts has advised that the previously announced service suspension and declared force majeure remain in effect until further notice.

- **United Kingdom UPDATE**: Royal Mail Group has advised that, due to staffing issues, effective May 9, it will suspend Saturday delivery of untracked letters and small packets and will deliver these items Monday to Friday as normal.

- **Zimbabwe UPDATE**: Zimbabwe Posts (Pvt) Ltd (Zimpost) has advised that international service suspension remains in effect until May 17, 2020.

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

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)*

**UPDATE 35: International Mail Service Disruptions Due to COVID-19**

On May 5, 2020, the Department of Defense notified the Postal Service™ that effective May 7, 2020, the temporary service suspension to the DPO ZIP codes listed below will be LIFTED:

<table>
<thead>
<tr>
<th>City</th>
<th>State</th>
<th>ZIP Code</th>
</tr>
</thead>
<tbody>
<tr>
<td>DPO</td>
<td>AE</td>
<td>09289-9997</td>
</tr>
<tr>
<td>DPO</td>
<td>AE</td>
<td>09701-9997</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>
</tr>
<tr>
<td>DPO</td>
<td>AE</td>
<td>09842-9997</td>
</tr>
<tr>
<td>DPO</td>
<td>AE</td>
<td>09895-9997</td>
</tr>
<tr>
<td>DPO</td>
<td>AA</td>
<td>34004-9997</td>
</tr>
</tbody>
</table>

The Domestic Mail Manual (DMM®) and DMM Advisories are available on Postal Explorer® (pe.usps.com)
Additionally, on May 5, 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 (Honudcor) has advised that it has extended the suspension of postal services until May 17, 2020, or a later date to be communicated in due course.

Rwanda UPDATE: The National Postal Corporation (Pposita) has advised that due to the continuation of the prohibition of passenger flights to and from Rwanda, service suspension remains until further notice.

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

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)

May 5, 2020

DMM Advisory

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

UPDATE 34: International Mail Service Disruptions Due to COVID-19

On May 4, 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:

Mauritius UPDATE: Mauritius Post has advised that they are extending the suspension of mail service until June 1, 2020. Therefore, all previously announced measures, including force majeure, continue to apply.

Maldives UPDATE: Maldives Post has advised that they are extending the suspension of all postal operations until May 14, 2020, or a later date to be communicated in due course. Therefore, all previously announced measures, including force majeure, continue to apply.

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

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)

May 4, 2020

DMM Advisory

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

UPDATE 33: International Mail Service Disruptions Due to COVID-19

On May 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:

The state of emergency has been extended until May 11, 2020. Therefore, all previously announced measures, including force majeure, continue to apply.

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)

May 1, 2020

DMM Advisory

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

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

On April 27, 2020, a second sea transport departed with volume from the Chicago, JFK, and Miami International Service Centers and is estimated to arrive at the Rotterdam (Netherlands) port on May 15, 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 6,382 receptacles in six (6) containers weighing 33,593 kilograms. It is serving mail destined to:

- Austria
- Czech Republic
- Denmark
- Hungary
- Poland
- Sweden
- Switzerland
- (Geneva and Zürich)

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:
This transportation alternative will be used for the following mail classes: 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. Alternate transit options will remain in effect until sufficient air transportation capacity becomes available.

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)

April 30, 2020

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

**UPDATE 32: International Mail Service Disruptions Due to COVID-19**

On April 30, 2020, the Postal Service™ received a notification from Slovenska Pošta, the designated postal operator Slovakia, advising that effective April 23, 2020, collection of signature on delivery has resumed. Deliveries will not be made to customers who are quarantined. Effective May 1, 2020, standard collection arrangements will resume, but with a collection period of 18 calendar days. If it is not possible to deliver the item owing to quarantine measures, it will be returned to the sender with reason for return indicated as "quarantine".

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 30, 2020

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

**International Service Impacts – Country Suspensions as of May 1, 2020**

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

Effective May 1, 2020, the Postal Service will temporarily suspend international mail acceptance to a destination 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 country, until further notice:

- Namibia

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://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 29, 2020

**UPDATE 31: International Mail Service Disruptions Due to COVID-19**

On April 29, 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:

British Virgin Islands: BVI Post has advised that the Government of the Virgin Islands has suspended all inbound and outbound letter-post, parcel-post and Express Mail Service (EMS) items until further notice. As a result of this suspension, BVI Post is declaring a situation of force majeure.
Honduras **UPDATE**: Empresa de Correos de Honduras (Honducor) has advised that they are extending the suspension of mail services until May 3, 2020, or a later date to be communicated in due course.

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 June 1, 2020. Therefore, the previously declared force majeure is extended until June 1, 2020.

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:

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

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 28, 2020

**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.
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/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

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® (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 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

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)

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

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

April 20, 2020

**DMM Advisory**

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

**Monthly Listing List Changes**

Effective May 1, 2020, the Postal Service™ will revise Listing 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 Listing Lists can be found on the FAST website at 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)

April 20, 2020

**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 (posita) 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)

April 17, 2020

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

On April 17, 2020, the Postal Service™ received a notification from Instituto Postal Dominicano (INPOSDOM), 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](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

**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](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

**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:

- Bermuda
- 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 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.
**UPDATE 23: 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:

- **Honduras** **UPDATE:** Empresa de Correos de Honduras (Honucor) 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.

The following countries have announced service disruptions:

- **Colombia** **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](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.

- **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-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)
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.

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 10, 2020

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

UPDATE 20: International Mail Service Disruptions Due to COVID-19

On April 10, 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:

**Madagascar UPDATE:** Paoistra Malagasy has advised that the Government of Madagascar has extended the state of emergency in the country until April 19, 2020.

**South Africa UPDATE:** South African Post Office Ltd. has advised that the government has extended the lockdown until April 30, 2020. The previously declared force majeure situation remains in place. At present, normal services are due to resume as of May 4, 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:

**Philippines UPDATE:** Philippine Postal Corporation has advised the period of community quarantine has been extended until April 30, 2020.

- International mail processing centers will maintain a skeleton workforce in order to accept incoming international dispatches. However, items will be processed and forwarded to delivery post offices upon resumption of the normal work schedule, which is scheduled for April 30, 2020.
- There will be no international dispatches from the Philippines to the United States until end of the community quarantine.
- 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.

**South Korea UPDATE:** Korea Post has advised that, owing to the suspension of flights, the processing of all outbound letter-post, parcel-post and EMS items destined to Guam is suspended from April 10, 2020 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](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 9, 2020

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

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

On April 9, 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 changes to previously announced service disruptions:

**Latvia UPDATE:** Latvijas Pasts has advised that the state of emergency has been extended until at least May 12, 2020. Therefore, the situation of force majeure previously declared by Latvijas Pasts is being extended until further notice. Latvijas Pasts can no longer guarantee service delivery standards and significant delays should be expected.
International Service Impacts for April 10, 2020

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>Curacao</th>
<th>Mauritius</th>
</tr>
</thead>
<tbody>
<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>Burundi</th>
<th>Lesotho</th>
</tr>
</thead>
<tbody>
<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>Kiribati</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 any 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 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_int

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>09263-9997</td>
</tr>
<tr>
<td>DPO</td>
<td>AE</td>
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</tr>
<tr>
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<td>AE</td>
<td>09488-9997</td>
</tr>
<tr>
<td>DPO</td>
<td>AE</td>
<td>09489-9997</td>
</tr>
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<td>DPO</td>
<td>AE</td>
<td>09614-9997</td>
</tr>
<tr>
<td>DPO</td>
<td>AE</td>
<td>09701-9997</td>
</tr>
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<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>
</tr>
<tr>
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</tr>
<tr>
<td>DPO</td>
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</tr>
<tr>
<td>DPO</td>
<td>AE</td>
<td>09867-9997</td>
</tr>
<tr>
<td>DPO</td>
<td>AE</td>
<td>09869-9997</td>
</tr>
<tr>
<td>DPO</td>
<td>AE</td>
<td>09895-9997</td>
</tr>
<tr>
<td>DPO</td>
<td>AA</td>
<td>34004-9997</td>
</tr>
<tr>
<td>DPO</td>
<td>AA</td>
<td>34011-9997</td>
</tr>
<tr>
<td>DPO</td>
<td>AA</td>
<td>34020-9997</td>
</tr>
<tr>
<td>DPO</td>
<td>AA</td>
<td>34022-9997</td>
</tr>
<tr>
<td>DPO</td>
<td>AA</td>
<td>34024-9997</td>
</tr>
<tr>
<td>DPO</td>
<td>AA</td>
<td>34030-9997</td>
</tr>
<tr>
<td>DPO</td>
<td>AA</td>
<td>34031-9997</td>
</tr>
</tbody>
</table>
The following countries have announced service disruptions:

Cayman Islands: 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).

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

DMM Advisory
April 7, 2020

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 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.

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.

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 are 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 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:

<table>
<thead>
<tr>
<th>Province</th>
<th>City</th>
<th>Zip Code</th>
</tr>
</thead>
<tbody>
<tr>
<td>Bac Ninh</td>
<td>220000-229999</td>
<td>820000-829999</td>
</tr>
<tr>
<td>Dac Lac</td>
<td>630000-639999</td>
<td>810000-819999</td>
</tr>
<tr>
<td>Lang Son</td>
<td>240000-249999</td>
<td>850000-859999</td>
</tr>
<tr>
<td>Ha Noi</td>
<td>100000-159999</td>
<td>180000-189999</td>
</tr>
<tr>
<td>Soc Trang</td>
<td>950000-959999</td>
<td>160000-169999</td>
</tr>
<tr>
<td>Quang Nam</td>
<td>560000-569999</td>
<td>550000-559999</td>
</tr>
<tr>
<td>Binh Dinh</td>
<td>590000-599999</td>
<td>230000-239999</td>
</tr>
<tr>
<td>Quang Tri</td>
<td>520000-529999</td>
<td>480000-489999</td>
</tr>
<tr>
<td>Ninh Binh</td>
<td>430000-439999</td>
<td>700000-769999</td>
</tr>
</tbody>
</table>

These service disruptions affect Priority Mail Express International®, Priority Mail International®, First-Class Mail International®, 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 7, 2020
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#filtro-tab1](http://www.ctt.pt/transversais/alertas-envios-internacionais#filtro-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 he 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](http://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))

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**Temporary Service Suspension**

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

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. Bolivia | 12. Maldives |
| 2. Cayman Islands | 13. Mongolia |
| 3. Chad | 14. New Caledonia |
| 4. Ecuador | 15. Panama |
| 5. Fiji | 16. Peru |
| 6. French Polynesia | 17. Samoa |
| 8. India | 19. South Africa |
| 10. Libya | 21. Sri Lanka |
| 11. Madagascar | 22. Zimbabwe |

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 | 16. Paraguay |
| 2. Benin | 17. Republic of the Congo |
| 3. Bosnia and Herzegovina | 18. Senegal |
| 5. Cook Islands | 20. Solomon Islands |
| 7. Gambia | 22. Tajikistan |
| 8. Guatemala | 23. Tanzania |
| 10. Laos | 25. Tonga |
| 11. Lebanon | 26. Uganda |
| 12. Malawi | 27. Uruguay |
| 15. Papua New Guinea |


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 remit 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](http://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))

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**Domestic Mail Manual (DMM®) and DMM Advisories**

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

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**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 PAK® (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 following country has suspended certain mail services:

Maldives UPDATE: Maldives Post has advised that the Government of the Maldives has decided to extend the measures adopted as a precaution against the spread of the global coronavirus (COVID-19) pandemic. Therefore, Maldives Post is suspending the processing of all inbound and outbound mail (letter-post, parcel post and EMS items) from March 19, 2020 to April 11, 2020. This will have a major impact on operations and, consequently, on quality of service for all types of mail. The disruption is expected to continue until the epidemic is over. Consequently, service delivery standards cannot be guaranteed, and a situation of force majeure has been declared.

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

Until further notice, as a convenience for our customers, the Postal Service will continue to accept and process mail destined for the Maldives. This mail will be held within our network and will be delivered once mail service is restored.

The following countries have announced service disruptions:

Guatemala: The General Directorate of Posts and Telegraphs has advised that, as part of government measures to prevent the spread of COVID-19, it is operating with 50% of its normal staff until April 12, 2020 (subject to extension). All post offices have been closed, and only home deliveries are being provided by the reduced staff, with appropriate steps taken to protect employees and customers. These measures will result in delays to deliveries, quality of service for all types of inbound and outbound mails is affected, and service delivery standards cannot be guaranteed. Therefore, the General Directorate of Posts and Telegraphs is declaring a situation of force majeure with regard to quality of service until the situation returns to normal.

Italy UPDATE: Poste Italiane has advised that the Italian Government has decided to extend the measures aimed at minimizing the spread of COVID-19 until April 13, 2020.

Mauritius UPDATE: Mauritius Post has advised that the Government of Mauritius has decided to extend the suspension of flights to and from Mauritius, severe delays for all outbound and inbound mails (letter-post, parcel post and EMS items) are to be expected until sufficient transport capacity becomes available. Therefore, quality of service for all types of inbound and outbound mail is affected, and service delivery standards, which fall under the already invoked case of force majeure with regard to quality of service, cannot be guaranteed until the situation returns to normal.

South Korea: Korea Post has advised that, owing to the suspension of flights, the processing of outbound mail destined to: Costa Rica, the Dominican Republic, Hawaii, United States of America), Iceland, the Netherlands, Portugal, Qatar, Turkey, Uganda and Zambia has been suspended from April 3 2020 (April 2 in the case of Qatar) until further notice. The current situation will also have repercussions in terms of quality of service for all types of inbound and outbound mail. Korea Post can no longer guarantee quality of service standards. It is therefore declaring a situation of force majeure for all types of postal services in relation to the suspension of outbound mail to the above-mentioned destinations until the situation has returned 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

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April 2, 2020

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:
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 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

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:** Botswana Post 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, Botswana Post 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 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.int/en/information/2020/0401_02_en.html.

**Mail:** La Poste du Mali has advised that the Malian Government suspended all of 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 UPDATE:** Public Enterprise Post of Serbia has advised that owing to the extremely difficult air transport situation, it is no longer able to dispatch postal items to the majority of destinations. The dispatching of all types of postal items to 186 international destinations has therefore been temporarily suspended. Currently, Post of Serbia is still dispatching and receiving letter-post, parcel-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 can no longer be guaranteed. 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 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 declarating a situation of force majeure with immediate effect, and delays are also to be expected for all other inbound and outbound postal items.
These service disruptions affect Priority Mail Express International® (PMEI), Priority Mail International® (PMI), First-Class Mail International® (FCMI), First-Class Package International Service® (FCPIS®), International Priority Airmail® (IPA®), International Surface Air Lift® (ISAL®), and M-Bag® items.

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

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

March 30, 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 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 Air Lift (ISAL®), M-bags, returns, and International Business Reply Service (IBRS).

**Kyrrgyzstan:** Kyrgyz post 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 enable 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

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

March 30, 2020

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 parcels 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 despatches. For the same reason, La Poste will be unable to receive the following letter-post items; International Surface Air Lift, 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
Romania: CN Poșta Română SA has advised that it has suspended the dispatch of all types of postal items to the following countries: Algeria, Australia, Azerbaijan, Brazil, Canada, Georgia, Hong Kong, 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.)

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, Hong Kong, 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.)

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.

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 Vatican. Service availability is subject to change on a daily basis. Please visit www.postnord.dk/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.

- **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, whenever 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 destinations 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, FRCYMA, FRDVBR, FRERNA, FRERNB, FRMCRA, FRLSLMB and FRTLJS will be closed on Monday, March 30, Tuesday, March 31, and Saturday, April 4. 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.deutschepost.de/en/coronavirus.html](https://www.deutschepost.de/en/coronavirus.html). Suspensions will apply until sufficient transport capacities become available. Additionally, Deutsche Post has implemented physical distancing requirements: inbound items requiring a payment by the recipient, such as cash-on-delivery (COD) or the payment of customs duties and taxes, will be immediately directed to a postal outlet for collection. Recipients will receive a notification as to which postal outlet is holding their item for collection.

**Iceland:** Iceland 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.

**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. Delays are also to be expected for postal items destined for the Union member countries listed above.

**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 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.

**United Kingdom:** The Government of the United Kingdom has declared an emergency for at least three weeks beginning March 23, 2020, to contain the spread of COVID-19. Businesses that are deemed to provide essential services are still able to send their products.

**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.

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**UPDATE 9: International Mail Service Disruptions Due to COVID-19**

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

The following countries have suspended certain mail services:

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

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

**Zimbabwe:** Zimbabwe Posts (Pvt) Ltd. (Zimpost) has advised that, following the suspension of flights into and out of Zimbabwe by its partner airlines, it has suspended all inbound and outbound international mail operations effective March 19, 2020 until further notice. Zimpost is therefore declaring a force majeure situation. It is unable to guarantee inbound and outbound mail standards.
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 25, 2020

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

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

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

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

The following countries have suspended certain mail services:

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

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

**Madagascar:** Pacostr 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 impa 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, Pacostr 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
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 Toncontín 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, owning 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 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 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:
The Ukraine: Switzerland
Senegal: Senegal:
Philippines: Senegal:
Papua New Guinea: Senegal:
Mongolia
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 point of handover to the recipient. Instead, the mail carrier will ask for the recipient to confirm receipt of the item and sign information in 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 be texted a message or telephone call.
• Deliveries to premises or areas needing to be closed down due to COVID-19 are suspended.
• Postage items requiring a situation of force majeure in relation to all international mail services (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 (MNULNA) will remain closed until April 1, 2020. This closure may be extended.

Papua New Guinea: UPDATE: 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 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 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.

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.

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.

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.

Senegal: UPDATE: 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 fulfil its postal services as far as possible.

Slovenia: UPDATE: Slovenska 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. Slovenska 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).
• Slovenska Pošta has also extended by 14 days the current period of 18 days during which postal items will be stored at post offices.

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 Pošt will no longer accept letter-post, parcel-post and EMS items for destinations to which transport capacities are unavailable.

Spain UPDATE: Correos y Telégrafos has advised that, owing to the suspension of flights from and to Spain, and the ensuing lack of transport capacity, it is currently unable to send letter-post, parcel-post-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 its items requiring signature on delivery. Effective March 16, 2020, letter-post, parcel-post-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: Ukropostha 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. Ukropostha’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 Ukropostha 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-alerts/international/welcome.htm

The Domestic Mail Manual (DMM®) and DMM Advisories are available on Postal Explorer® (pe.usps.com)
UPDATE 5: International Mail Service Disruptions Due to COVID-19

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

The following countries have suspended certain mail services:

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

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

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

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

The following countries have announced service disruptions:

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

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

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

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

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

**Djibouti:** La Poste has advised that Djibouti has suspended all international flights arriving in and departing from Djibouti, with the exception of cargo flights, until further notice. Therefore, centres 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 all 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 add the addressee for their identity card number and record it. This exceptional March 17, 2020, and will remain in effect until further notice.
UPDATE 3: International Mail Service Disruptions Due to COVID-19

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

The following countries have suspended some or all mail services:

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

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

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

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

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

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

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

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**: Latvia has advised that the processing of all inbound and outbound international mail convoyed via passenger air transport has been suspended until further notice. Latvia 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 in the handheld device, but in place of the signature, there will be the indication “Courier”. 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 mail 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**: Posta 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 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 16, 2020
**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.

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March 9, 2020

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**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.

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

February 26, 2020

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**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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<tr>
<th>City</th>
<th>Postal Code</th>
<th>City</th>
<th>Postal Code</th>
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<tr>
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<td>San Fiorano</td>
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</tr>
</tbody>
</table>

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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.

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)