

United States Postal Service®

INDUSTRY ALERT

April 1, 2020

COVID-19 Continuity of Operations UPDATE 13: International Mail Service Disruptions

On April 1, 2020, the Postal Service received notifications from various postal operators regarding changes in international mail services due to the novel coronavirus (COVID-19).

The following countries have suspended certain mail services:

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

Fiji: Post Fiji Ltd has advised that effective March 23, 2020, all international flights to and from Fiji are suspended until further notice. Post Fiji is therefore, experiencing significant disruption in its daily operations, which has led to suspension of collection and deliveries for all international letter-post, parcel-post and EMS items and services.

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

The following countries have announced service disruptions:

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

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

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

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

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

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

Serbia *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 is declaring a situation of force majeure with immediate effect, and delays are also to be expected for all other inbound and outbound postal items.

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 a full list of international service disruptions, please visit <https://about.usps.com/newsroom/service-alerts/international/welcome.htm>.

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