

United States Postal Service®

INDUSTRYALERT

October 13, 2021

COVID-19 CONTINUITY OF OPERATIONS UPDATE INTERNATIONAL SERVICE SUSPENSION NOTICE

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

Effective October 15, 2021, the Postal Service will 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:

- Central African Republic
- Chad
- Liberia
- Sierra Leone

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. Customers may 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

##

Please visit us on the USPS [Industry Outreach/USPS Corporate Affairs](#) website.
Thank you for your support of the United States Postal Service.
Industry Engagement & Outreach/USPS Corporate Affairs

To subscribe or unsubscribe to Industry Alerts, please hit reply and send us your request. Or mail your request to:
Attn: Industry Engagement & Outreach
475 L'Enfant Plaza, RM 4411
Washington DC 20260

Privacy Notice: For information regarding our privacy policies, visit www.usps.com/privacypolicy