

March 16, 2020

DMM Advisory

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

UPDATE: International Mail Service Disruptions Due to COVID-19

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

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

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

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

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

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

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

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

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

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