

March 17, 2020

## **DMM Advisory**

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

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

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

#### **The following countries have suspended some or all mail services:**

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

**Moldova:** Posta Moldovei has suspended all inbound and outbound mail (letter-post, parcel-post and EMS items) until further notice.

**Norway:** Posten Norge AS has advised that it is unable to send letter mail to all countries outside the European Union except for the following: Arab Emirates, Australia, Brazil, Canada, Hong Kong, Great Britain, Iceland, Israel, Japan, South Korea, Liechtenstein, New Zealand, Philippines, Singapore, Switzerland, Thailand and Turkey.

**Peru:** Servicios Postales del Perú - SERPOST S.A, has suspended all delivery of domestic and international mail for 15 days, and Jorge Chavez International Airport has been closed. Therefore, postal services in Peru are suspended until March 30, 2020.

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

#### **Additionally, the following countries have announced service disruptions:**

**Estonia:** Estonian Post has advised that it has suspended signature on delivery for inbound items. Where possible, items will be delivered to mailboxes; otherwise, they will be delivered in person, but without signature. The courier will enter the recipient's name in the handheld device, but in place of the signature, there will be the indication "Courier". This temporary measure will last until further notice.

**Latvia:** Latvijas Pasts has advised that the processing of all inbound and outbound international mail conveyed via passenger air transport has been suspended until further notice. Latvijas Pasts will strive to find alternative means to convey its outbound mail by truck or cargo air transport. However, there may be significant delays in the meantime. For preventive purposes, shipments are stored in a warehouse for 72 hours prior to transport. Customers should expect delays.

**Luxemburg:** Post Luxembourg has advised that delivery will be conducted via methods that restrict direct contact. For all letter-post, parcel-post and EMS items requiring signature on delivery, the addressee's signature will be replaced by the mail carrier's signature, together with the delivery code, in the signature field.

**New Zealand:** New Zealand Post has announced changes for all letter-post, parcel-post and EMS items requiring signature on delivery. Effective immediately, the mail carrier will ask for the recipient's name (to record proof of delivery), and leave the item on the doorstep. The person receiving the item will not sign for the delivery directly. If no one comes to the door and there is no Parcel Leave service in place, the carrier will leave a card with details of the delivery, and return the item to the Post Office. This temporary measure will remain in effect until further notice.

**Panama:** Correos de Panama has advised that it is currently unable to send outgoing mail (letter-post, parcel-post or EMS items) to the following destinations: Africa, Asia, Europe and Oceania; Certain Latin American countries (Argentina, Aruba, Ecuador, Haiti, Honduras, Peru, Suriname and Venezuela, Bolivia). Additionally, delays are expected in the delivery of all inbound items to addressees in Panama.

**Portugal:** CTT Correios de Portugal has announced changes for letter-post, parcel-post and EMS items requiring signature on delivery. Effective immediately, the mail carrier will ask 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:** Pošta 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<sup>®</sup> (PMEI), Priority Mail International<sup>®</sup> (PMI), First-Class Mail International<sup>®</sup> (FCMI), First-Class Package International Service<sup>®</sup> (FCPIS<sup>®</sup>), International Priority Airmail<sup>®</sup> (IPA<sup>®</sup>), International Surface Air Lift<sup>®</sup> (ISAL<sup>®</sup>), and M-Bag<sup>®</sup> items.

For the latest news regarding international service disruptions, visit

<https://about.usps.com/newsroom/service-alerts/international/welcome.htm>

The *Domestic Mail Manual* (DMM<sup>®</sup>) and DMM Advisories are available on *Postal Explorer*<sup>®</sup> ([pe.usps.com](http://pe.usps.com))