

March 19, 2020

# **DMM Advisory**

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

## **UPDATE 4: 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 country has announced that operations have returned to normal:**

⊕ Hong Kong

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

**Ecuador:** Empresa Pública Correos del Ecuador CDE E.P has advised that all postal services in Ecuador are suspended until further notice.

**Myanmar (Burma):** Myanmar Post has advised that effective until April 30, 2020, it has suspended outbound mail services to international destinations owing to the suspension of all passenger flights from and to Yangon International Airport. *[See below for information regarding mail destined to Myanmar (Burma).]*

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:**

**Armenia:** Haypost CJSC, has advised that, owing to the suspension of flights, it expects serious delays in processing of inbound and outbound letter-post, parcel post and EMS items until further notice. For all items requiring signature on delivery, the addressee's signature may be replaced in the signature field by the mail carrier's signature and the delivery code.

**Canada:** Canada Post has advised that it is experiencing significant disruption to its daily operations owing to the temporary closure of many institutions, airlines and transportation providers. Customers should expect delays for all letter-post, parcel-post and EMS items. Additionally, Canada Post will no longer request a signature for any deliveries. Instead, mail carriers will apply "safe drop" procedures whenever it is possible to do so. If such procedures are not possible, the mail carrier will leave a delivery notice card indicating the retail location from which the item can be collected. A delivery notice card will be left for the addressee for all registered items and items requiring the payment of duties and taxes.

**Croatia:** Croatian Post has advised that a special process for postal items subject to signature upon delivery has been introduced. For registered, insured, and EMS items that would normally require a signature, the item will be placed in the addressee's mailbox or deposited at the front door of their home. In the signature field, the mail carrier will enter "C-19" to indicate that the item has been delivered without the recipient's signature. Additionally, customer should expect delays in the delivery of all mail items.

**Ireland:** An Post, has advised that it has suspended signature on delivery for inbound items. Delivery will be conducted via methods that limit direct contact, with immediate effect.

**Israel:** Israel Postal Company announced that it has suspended signature on delivery for inbound items. For all letter-post, parcel-post and EMS items that would normally require a signature, no signature will be required and the item will be left at the door, after being scanned and photographed to ensure that delivery has been made. If possible, the name of the addressee shall be recorded.

**Malaysia:** Pos Malaysia has advised that owing to suspension of services, cancellation of flights, shutdown of airports and implementation of other preventative measures, all inbound and outbound letter-post, parcel-post and EMS items are expected to be severely delayed. For mail destined to Malaysia, items will be handled as follows:

- ⊕ Items requiring signature on delivery will no longer be signed at the time of delivery. Instead, the mail carrier will ask for the recipient's name and will enter this information in the signature field of the handheld device or delivery manifest.
- ⊕ For delivery of items to a mail room, the addressee will receive a text message or telephone call.
- ⊕ Deliveries to premises or areas needing to be closed down due to COVID-19 are suspended.

**Malta:** MaltaPost 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 for the recipient's name and ID number, and this information will be entered by the mail carrier in the signature field on the registration barcode sticker. This temporary measure will be effective until further notice.

**Myanmar (Burma):** Myanmar Post has advised that domestic operations, including mail delivery, are still functioning under adapted conditions. Customers may continue to mail items destined to Myanmar, however, delivery delays should be expected.

**Norway *UPDATE!*:** Posten Norge AS has advised that it is unable to send mail to all countries outside the European Union except for the following: Australia, Brazil, Canada, Hong Kong, Iceland, Israel, Japan, South Korea, Liechtenstein, New Zealand, the Philippines, Singapore, Switzerland, Thailand, Turkey, the United Arab Emirates and the United Kingdom. *[Note: the previous notice from Norway was specific to letter-post items; the policy has been expanded to include parcel-post and EMS items.]*

**Serbia:** Public Enterprise Post of Serbia has advised that it has made organizational changes regarding the acceptance, processing and delivery of all inbound and outbound letter-post, parcel post and EMS items and customers should expect delivery delays until further notice.

**Singapore:** Singapore Post has advised that signature on delivery will be suspended for all letter-post, parcel-post and EMS items, effective immediately. All mailbox-sized items (including registered, tracked, parcel and EMS items) will be deposited in mailboxes. For items larger than mailbox-size, delivery will be made to parcel locker stations, post offices or collection points (in descending order of priority) for collection by the addressee. Mailers are encouraged to include the addressee's mobile number on all items, if possible, to expedite the above process. For items for which no mobile number has been provided, delayed delivery is to be expected. Singapore Post will not provide written proof of delivery. Delivery will be deemed to have occurred when collection is confirmed at the designated collection points. These temporary measures will be effective until further notice.

**Slovenia *UPDATE!*:** Slovenia, Pošta Slovenije, has advised that it is suspending signature on delivery for items destined to Slovenia. Additionally, in order to avoid human contact, Pošta Slovenije will deliver items using alternative delivery methods where possible. This includes delivery to agreed locations, such as P.O. boxes, mailboxes, parcel lockers. These measures will remain in place until further notice.

**Suriname:** Suriname Postal Corporation (SURPOST) has advised that the government has suspended international flights until further notice. Official ferry connections with French Guiana (on the eastern border) and Guyana (to the west) have also been discontinued. Therefore, SURPOST has significantly reduce the workforce deployed in the logistics chain, with regard to both sorting and delivery and customers should expect delivery delays.

**Turkey:** Turkish PTT Corporation has advised that a period of leave has been declared for certain parts of its workforce, especially those in high-risk categories. This is expected to have a major impact on operations and customers should expect delivery delays.

**United Kingdom:** Royal Mail Group has advised that they will make changes for all letter-post, parcel-post and EMS items requiring signature on delivery. Effective March 13, 2020, items requiring a signature on delivery will not always be signed for by the recipient. Instead, if the recipient is unable to sign for the item but has duly received it, a code (XP1) will be entered into the handheld device, and this will constitute evidence of receipt. Additionally, Royal Mail Group has advised that customers should expect delivery delays for all types of 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 the 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](https://pe.usps.com))