

Covid19 Service Update

Suspended Countries

Asia

Last Update	Country
23/04/2020	Turkmenistan

Caribbean

Last Update	Country
27/03/2020	Haiti

EMEA

Last Update	Country
22/06/2020	Reunion Island
23/07/2020	Liberia
23/07/2020	Sierra Leone

South America

Last Update	Country
14/09/2020	Bolivia
22/06/2020	Nicaragua
07/04/2020	Paraguay
27/03/2020	Venezuela

Suspension Lifted. Postal delays expected.

Last Update	Country
28/04/2020	Albania
27/03/2020	Armenia
07/05/2020	Bahamas
16/05/2020	Barbados
07/05/2020	Bermuda
29/04/2020	Bosnia
23/07/2020	Botswana
07/05/2020	Caribbean Islands –
07/05/2020	Caribbean Islands (BVI)
11/05/2020	Cayman Islands
28/05/2020	Chad
04/08/2020	Cuba
28/05/2020	Djibouti
20/05/2020	Ecuador
14/09/2020	Equatorial Guinea
23/05/2020	Fiji
23/05/2020	French Polynesia
30/04/2020	Georgia
07/05/2020	Grenada
07/05/2020	Guyana
28/04/2020	India
11/06/2020	Iraq
07/05/2020	Jamaica
29/04/2020	Jordan
07/08/2020	Kosovo
22/06/2020	Kuwait
30/04/2020	Lebanon
03/04/2020	Macedonia
27/05/2020	Malawi
21/05/2020	Maldives
04/05/2020	Mali
28/07/2020	Mauritania
18/04/2020	Mauritius
03/04/2020	Moldova

Suspension Lifted. Postal delays expected.

Last Update	Country
29/04/2020	Montenegro
04/05/2020	Morocco
30/06/2020	Nepal
23/09/2020	New Caledonia
16/04/2020	New Zealand
28/07/2020	Niger
29/04/2020	Oman
24/05/2020	Pakistan
19/05/2020	Peru
01/05/2020	Philippines
05/08/2020	Republic of Guinea
10/07/2020	Reunion Island
03/04/2020	Russia
21/05/2020	Rwanda
17/05/2020	Samoa
07/08/2020	Seychelles
06/05/2020	South Africa
06/04/2020	South Korea
07/05/2020	Sri Lanka
07/05/2020	St Kitts and Nevis
07/05/2020	St Lucia
07/05/2020	St Vincent and the Grenadines
07/05/2020	Taiwan
21/05/2020	Togo
27/05/2020	Tunisia
07/05/2020	Turks & Caicos
03/04/2020	Ukraine
06/04/2020	United Arab Emirates (UAE)
16/05/2020	Uzbekistan
23/05/2020	Vanuatu
18/06/2020	Zambia
27/05/2020	Zimbabwe

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Postal service delays expected	
Last Update	Country
19/06/2020	Australia*
29/09/2020	Bhutan
29/09/2020	Canada*
27/03/2020	Cape Verde
02/10/2020	Cyprus
22/09/2020	El Salvador
19/06/2020	Estonia
01/10/2020	France
17/03/2020	Honduras
02/09/2020	Hong Kong
23/06/2020	India*
10/07/2020	Japan*
30/03/2020	Kazakhstan
18/03/2020	Latvia
10/08/2020	Lebanon
10/07/2020	Malta
19/03/2020	Myanmar
02/04/2020	Netherlands
19/06/2020	New Zealand*
25/03/2020	Norway
26/03/2020	Romania
24/03/2020	Slovakia
02/09/2020	Spain
30/03/2020	Sweden
23/03/2020	Tonga
19/03/2020	Turkey
23/03/2020	Uruguay
19/06/2020	USA*
25/03/2020	Uzbekistan

Flights Suspended. Postal delays expected.	
Last Update	Country
17/03/2020	Costa Rica
16/03/2020	Israel
17/03/2020	Malaysia
07/04/2020	Mongolia *
12/08/2020	Nepal
28/02/2020	New Caledonia

Signatures on delivery suspended. Postal service delays expected.	
Last Update	Country
14/04/2020	Argentina
02/06/2020	Australia*
16/03/2020	Austria
24/03/2020	Belarus
24/03/2020	Bhutan
20/03/2020	Bulgaria
02/06/2020	Burkina Faso
19/03/2020	Chile
28/01/2020	China
22/04/2020	Colombia
23/03/2020	Croatia
16/03/2020	Cyprus
19/03/2020	France
19/03/2020	Georgia
11/05/2020	Grenada
28/01/2020	Hong Kong
25/03/2020	Hungary
02/04/2020	Iceland
11/05/2020	India
24/03/2020	Indonesia
14/04/2020	Iran
02/04/2020	Italy
22/04/2020	Jordan
18/03/2020	Lithuania
18/03/2020	Luxembourg
30/01/2020	Macao
04/06/2020	Maldives
20/03/2020	Mexico
24/03/2020	Papua New Guinea
16/03/2020	Poland
24/03/2020	Senegal
11/05/2020	South Korea
04/06/2020	Suriname
25/03/2020	Switzerland
04/06/2020	Togo
30/04/2020	Uganda

For additional detailed information for Countries marked with a star *, please see page 3 and beyond.

Covid19 Service Update

Other		
Last Update	Country	Update
01/10/2020	Ascension Islands & St Helena	The flight on 11 September left as planned. The next flights are due to close on Friday 2 October and Friday 23 October 2020.
06/10/2020	Cayman Island	All postal services currently suspended due to a severe weather warning triggered by the approach of Tropical Storm Delta. All international flights are suspended, and postal facilities will remain closed until it's safe to resume normal operations.
06/10/2020	Estonia	From the 1st October all inbound items will be delivered as per delivery standard. Letterbox-able registered letters under 2cm thick will be delivered to recipients mailbox without a signature, registered letters over 2cm thick will need to be collected from post offices.
19/03/2020	Germany	Deutsche Post has confirmed that services are running normally, nationwide and internationally. Postal services in Germany are on the same high level as medical products or food deliveries. It is a legal basic service. Please note that: Signature on delivery has been suspended and delays are still to be expected.
25/05/2020	Ireland	As an essential service An Post is continuing with business as usual. Signatures on delivery suspended. UPDATE: In light of the measures taken by An Post to protect both our staff and the community through staggered working and social distancing, with continued greater than peak volumes; we are now experiencing a delay in delivery of up to 3 days in some cases for deliveries in Ireland. An Post will keep you informed of any further updates in terms of our service levels throughout this difficult time.
10/08/2020	Lebanon	The explosion which occurred on 4 August in Beirut, has damaged some distribution centres. Post offices in the area have also been either partially or totally destroyed. They are planning to resume postal services from Monday 10 August nationwide, and where possible, in the directly impacted areas of Beirut by creating special delivery hubs. However, please note that delivery delays may still occur due to possible mail backlogs and conditions in the affected areas.
04/06/2020	Slovenia	Postal Services in Slovenia are now returning to normal, with signatures now being taken on delivery. Some restrictions are still in place, and flight capacity is still limited, so some delays may continue to be experienced.
07/04/2020	UK	Royal Mail remains open for business as the postal service is a key part of the UK's infrastructure. However there may be delays in some areas. Special Delivery guarantee is operating with minor delays. UPDATE: Whistl are cutting their operational days from 6 to 5. There will be no Saturday deliveries into Royal Mail or Saturday customer collections as of Monday. Delays expected. UPDATE: Letters and Magazine delivery has been suspended on Saturdays.

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Other		
Last Update	Country	Update
01/07/2020	USA	<p>For now we have agreed with Royal Mail that we can continue to use their services into the US. This may change at any time and we are pursuing alternatives as well. Signature of delivery suspended and delays expected.</p> <p>UPDATE: Mail and parcels are being moved around the USA and managed through many international mail centres across the country. This is outside of the normal operating procedures, and is so the United States Postal Service (USPS) can manage the very high volumes.</p> <p>Los Angeles - is processing 50% more than they do in Christmas peak period, and are experiencing significant delays.</p> <p>JFK (New York) & Miami - is up to date and processing normally.</p> <p>San Fransisco - is handling heavy volumes and have moved international work to domestic mail centres outside of the normal International Mail Centres to cope with high volumes. Customers should expect delays.</p> <p>Chicago - were experiencing a backlog and have now cleared their export mail and are up to date. However, they are now focusing on moving military freight and USPS are now redirecting flights to JFK for international items. This is currently resulting in an additional 7 – 10 days for items to sent via Chicago.</p> <p>Customers should expect delays across the USA, some are significant as USPS continues to deal with heavy increases in volumes.</p> <p>UPDATE: Significant delays are still being seen through the Chicago gateway. We're diverting traffic away from this gateway in consultation with United States Postal Service.</p> <p>UPDATE: Air routes are now working well but import volumes are still very high. Expected delivery times of up to 9 days.</p> <p>UPDATE: Due to the impact of peak volumes and limited availability or capacity at Postal Service entry points we are experiencing heavy delays on our shipments. Transit data shows that USPS is experiencing major backlogs in these entry points, resulting in for some volumes to experience delays of 6 weeks or more.</p>

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Detailed Information:		
Last update	Country	
19/06/2020	Australia	<p>Australia Post are currently experiencing higher than Christmas peak volumes of mail. There is currently no air backlogs, however we are currently only shipping into Sydney which means onward transport is required for mail to reach destination causing delays. There are also Coronavirus 'hot-spots' around Australia which may cause further delays.</p> <p>UPDATE: Significant delays within Australia of up to 15 days from arrival due to high volumes of mail and gateway closures.</p>
22/09/2020	Canada	<p>Canada Post are experiencing extremely high volumes of mail, customers can expect significant delays as Canada Post recover. There are large backlogs in Toronto, new mail postings into Toronto can expect delays of 7-10 days above normal delivery aims.</p> <p>UPDATE: Significant delays within Canada of up to 14 days from arrival due to high volumes of mail. Customers may also experience items being delivered out of sequence due to processing back log.</p> <p>UPDATE: Canada Post has received unprecedented volumes of mail in the past week, particularly at their Toronto gateway. They are recruiting additional staff and working overtime to reduce the impact, but delays will be evident.</p> <p>UPDATE: DELAYS: All mail being sent from the UK to Canada is facing severe delays because of the on-going impact of COVID-19 and record volumes of traffic being received in Canada. We are processing the mail as normal in the UK, but delays are taking place once the mail reaches the Canadian border. As a result, we are unable to advise on likely delivery times.</p> <p>UPDATE: Items requiring a signature or customs payments are to be delivered to nearby Post offices with a card delivered to addressee's mail box for them to collect within 15 days before being returned to sender.</p> <p>Canada continues to experience significant postal delays.</p>
25/09/2020	China	<p>Items leaving the UK for China</p> <p>We continue to deliver to China, Flights are limited. RM are working to secure alternative air capacity despite many other international postal operators having suspended their China service altogether.</p> <p>Delays to Deliveries in China</p> <p>Delays expected in China due to limited postal services.</p> <p>For international mail (letters, parcels and Express Mail Service items) China Post are contacting the recipient by phone, before delivery, to agree a delivery preference. The recipient has the option for mail to be stored temporarily at the postal outlet, made available for pick-up from the outlet, or delivered to a smart parcel locker or via other non-face-to-face methods. As result of this process, delays are to be expected for inbound international mail to these areas of China.</p> <p>UPDATE: China Post has advised that due to heavy rainfall, the Yangtze river has caused flooding in several provinces through which it flows. This is affecting the transportation of all mail products to and from the provinces listed below, where delays are likely.</p> <p>UPDATE: The flooding in the provinces is now over, and postal services are returning to normal in these areas.</p>
23/06/2020	India	<p>Hand Delivery service is temporarily unavailable due to localised lockdown in Chennai from 19th to 30th June. Mail will be held until lockdown has been eased.</p>

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Detailed Information:		
Last update	Country	
02/04/2020	Italy	<p>Poste Italiane advise if the addressee cannot be contacted, or in the case of parcels addressed to businesses and other entities which are temporarily closed, items can be returned to sender after the first delivery attempt. In order to protect employees' health, only parcels below 25kg weight and a combined length/width/height of 150cm can be accepted, to allow single-person processing.</p> <p>13/03/2020: There has been a heavy reduction in work force applied in the logistic chain within Italian Post, impacting on processing and delivery. Delays expected and Signature on delivery suspended.</p> <p>10/03/2020: Flights cancelled. Utilising Road network. Which will result in an additional 24-48 hours transit time.</p> <p>20/02/2020: Temporary closures will be applied to the following postcodes from 22 February 2020. As a result, the collection and delivery of letter-post, parcel-post and EMS items to/from the locations below is temporarily suspended:</p> <p>CASALPUSTERLENGO: 26814, 26821, 26822, 26823, 26826, 26827, 26828, 26841, 26842, 26843, 26844, 26845, 26846, 26847, 26848, 26849, 26856, 26861, 26862, 26863, 26864, 26865, 26867. LIVRAGA: 26814. BERTONICO: 26821. BREMBIO:26822. CASTIGLIONE D'ADDA: 26823. SECUGNAGO: 26826. TERRANOVA DEI PASSERINI: 26827. TURANO LODGIANIO:26828. CASALPUSTERLENGO:26841. CASELLE LANDI: 26842. CORNOVECCHIO: 26842. CASTELNUOVO BOCCA D'ADDA: 26843. MACCATORNA: 26843. MELETI: 26843. CASTELGERUNDO: 26844. CODOGNO: 26845. CORNO GIOVINE: 26846. MALEO: 26847. SAN FIORANO: 26848. SANTO STEFANO LODIGIANO: 26849. SENNA LODIGIANO: 26856. FOMBIO: 26861. GUARDAMIGLIO: 26862. ORIO LITTA: 26863. O SPEDALETTO LODIGIANO: 26864. SAN ROCCO AL PORTO:26865. SOMAGLIA: 26867. VENETO:35030.</p>
12/08/2020	Japan	<p>Japan Post has advised they are now behind in clearing their international mail centres for onward transit of items into the country. Customers should expect delays until backlogs are cleared.</p> <p>UPDATE: The country is experiencing heavy rains and flooding with the postal network severely affected. Some roads are also inaccessible to traffic, which is delaying the delivery of mail and parcels.</p> <p>UPDATE: Following the extensive flooding, postal service in all parts of Japan have</p>
13/05/2020	Lebanon	<p>Complete lockdown measures reinstated until 18 May 2020. Postal network closed and all mail items will be delayed.</p>
07/04/2020	Mongolia	<p>Flights suspended until 30 April 2020. Delays expected. Post is being accepted but mail centres closed and no delivery services are available.</p>
19/06/2020	New Zealand	<p>New Zealand Post has accumulated significant backlogs of mail, particularly for North Island. Customers can expect significant delays while the backlogs are being cleared.</p> <p>UPDATE: Significant delays within New Zealand from arrival due to large back logs and high volumes of mail. Customers may also experience items being delivered out of sequence due to processing back log.</p>