



Service updates due to COVID-19 outbreak | Posted on March 31, 2020

FedEx and TNT are facing increased demand despite the reduced capacity available in the global market due to the flight cancellations by passenger and cargo airlines. There are also new developments on local regulations related to COVID-19 containment. Those situations result in network changes and temporary service adjustments for FedEx Express and TNT shipments as outlined below.

Please note that the information is subject to change without notice due to the dynamic nature of the situation.

Signature suspension for delivery

For the safety and well-being of our couriers and customers, FedEx and TNT signature guidelines are temporarily adjusted for all shipments within APAC with some exceptions. In efforts to minimize physical interactions, our couriers will now only seek verbal confirmation of delivery for most shipments. This means that your recipients will not be asked to sign for most deliveries, until further notice.

Temporary service suspension and restrictions

Origin	Destination	Affected service	Service Impact	Effective period
<ul style="list-style-type: none"> APAC 	<ul style="list-style-type: none"> Worldwide 	<ul style="list-style-type: none"> All TNT Services, except for: <ul style="list-style-type: none"> TNT Express TNT Economy Express between Singapore, Malaysia, Thailand and Vietnam TNT Global Cross Border Economy (GCBE) between China, Vietnam, Thailand, Malaysia and Singapore 	Temporary service suspension	March 28 till further notice
		<ul style="list-style-type: none"> FedEx International Economy (IE) FedEx International Economy DirectDistribution (IED) 	Temporary service suspension	March 28 till further notice
		<ul style="list-style-type: none"> TNT Express 	Total combined shipments should not exceed 100kg maximum volume per consignee	
		<ul style="list-style-type: none"> FedEx International Priority Freight (IPF) FedEx International Economy Freight (IEF) 	Temporary service suspension of all bookable shipments	

Origin	Destination	Affected service	Service Impact	Effective period
<ul style="list-style-type: none"> APAC, except for: <ul style="list-style-type: none"> - China to APAC, Canada, Europe, Latin America and U.S. - Hong Kong SAR to APAC 	<ul style="list-style-type: none"> Worldwide 	<ul style="list-style-type: none"> FedEx International Priority (IP) FedEx International Priority DirectDistribution (IPD) 	Total combined shipments should not exceed 300kg maximum volume per consignee	March 28 till further notice
<ul style="list-style-type: none"> American Samoa 	<ul style="list-style-type: none"> Worldwide 	<ul style="list-style-type: none"> All FedEx and TNT services 	Temporary Service Suspension	March 25 till further notice
<ul style="list-style-type: none"> China 	<ul style="list-style-type: none"> APAC Canada Europe Latin America U.S. 	<ul style="list-style-type: none"> FedEx International Priority (IP) FedEx International Priority DirectDistribution (IPD) 	Total combined shipments should not exceed 100kg maximum volume per consignee	March 30 till further notice
	<ul style="list-style-type: none"> Uzbekistan 	<ul style="list-style-type: none"> All FedEx and TNT services 	Temporary service suspension	Till further notice
<ul style="list-style-type: none"> Fiji 	<ul style="list-style-type: none"> Worldwide 	<ul style="list-style-type: none"> All FedEx and TNT services 	Temporary service suspension	March 30 till further notice
<ul style="list-style-type: none"> French Polynesia 	<ul style="list-style-type: none"> Worldwide 	<ul style="list-style-type: none"> All FedEx and TNT services 	Temporary service suspension	March 30 – April 16
<ul style="list-style-type: none"> Hong Kong SAR 	<ul style="list-style-type: none"> APAC 	<ul style="list-style-type: none"> FedEx International Priority (IP) FedEx International Priority DirectDistribution (IPD) 	Total combined shipments should not exceed 100kg maximum volume per consignee	March 30 till further notice
	<ul style="list-style-type: none"> Uzbekistan 	<ul style="list-style-type: none"> All FedEx and TNT services 	Temporary service suspension	Till further notice
<ul style="list-style-type: none"> Laos 	<ul style="list-style-type: none"> Worldwide 	<ul style="list-style-type: none"> All FedEx and TNT services 	Temporary service suspension	March 30 – April 19
<ul style="list-style-type: none"> Mongolia 	<ul style="list-style-type: none"> Worldwide 	<ul style="list-style-type: none"> All FedEx services 	Temporary service suspension	March 11 – April 30
<ul style="list-style-type: none"> Myanmar 	<ul style="list-style-type: none"> Worldwide 	<ul style="list-style-type: none"> All TNT services 	Temporary service suspension	March 30 – April 13
<ul style="list-style-type: none"> Philippines 	<ul style="list-style-type: none"> Worldwide 	<ul style="list-style-type: none"> All FedEx and TNT services 	Temporary service suspension for all postal codes, except for: 1000, 1630, 1632, 1700, 1771, 2001, 2009, 2010, 2022, 2023, 2200, 2222, 2301, 2600, 3311, 4024, 4025, 4026, 4027, 4106, 4107, 4114, 4116, 4232, 4233, 4234	March 27 till further notice
<ul style="list-style-type: none"> Samoa 	<ul style="list-style-type: none"> Worldwide 	<ul style="list-style-type: none"> All FedEx and TNT Services 	Temporary service suspension	March 26 till further notice
<ul style="list-style-type: none"> Tonga 	<ul style="list-style-type: none"> Worldwide 	<ul style="list-style-type: none"> All FedEx and TNT services 		March 23 – April 4
<ul style="list-style-type: none"> Vanuatu 	<ul style="list-style-type: none"> Worldwide 	<ul style="list-style-type: none"> All FedEx and TNT service 		March 25 till further notice

Origin	Destination	Affected service	Service Impact	Effective period
<ul style="list-style-type: none"> Wallis and Futuna 	<ul style="list-style-type: none"> Worldwide 	<ul style="list-style-type: none"> All FedEx and TNT services 	Temporary service suspension	March 24 till further notice
<ul style="list-style-type: none"> Worldwide 	<ul style="list-style-type: none"> APAC 	<ul style="list-style-type: none"> All TNT services, except for: <ul style="list-style-type: none"> TNT Economy Express between Singapore, Malaysia and Thailand 	Total combined shipments should not exceed 100kg maximum volume per consignee	March 24 till further notice
	<ul style="list-style-type: none"> American Samoa 	<ul style="list-style-type: none"> All FedEx and TNT services 	Temporary service suspension	March 25 till further notice
	<ul style="list-style-type: none"> Fiji 			March 30 till further notice
	<ul style="list-style-type: none"> French Polynesia 			March 30 – April 16
	<ul style="list-style-type: none"> Laos 			March 30 – April 19
	<ul style="list-style-type: none"> Mongolia 	<ul style="list-style-type: none"> All FedEx and TNT services 	March 11 – April 30	
	<ul style="list-style-type: none"> Myanmar 	<ul style="list-style-type: none"> All TNT services 	March 30 – April 13	
	<ul style="list-style-type: none"> Norfolk Island 	<ul style="list-style-type: none"> FedEx International Priority (IP) 	March 30 till further notice	
	<ul style="list-style-type: none"> Philippines 	<ul style="list-style-type: none"> All FedEx and TNT Services 	Temporary service suspension for all postal codes, except for: 1000, 1630, 1632, 1700, 1771, 2001, 2009, 2010, 2022, 2023, 2200, 2222, 2301, 2600, 3311, 4024, 4025, 4026, 4027, 4106, 4107, 4114, 4116, 4232, 4233, 4234	March 25 till further notice
	<ul style="list-style-type: none"> Samoa 	<ul style="list-style-type: none"> All FedEx and TNT Services 	Temporary service suspension	March 26 till further notice
	<ul style="list-style-type: none"> Tonga 			March 23 – April 4
<ul style="list-style-type: none"> Vanuatu 	March 25 till further notice			
<ul style="list-style-type: none"> Wallis and Futuna 	March 24 till further notice			

Transit Time Extension

Note: The service adjustments under 'Temporary service suspension and restrictions' above will supersede the transit time extensions under this section in situations of any overlaps.

Origin	Destination	Affected service	Additional transit time (working days)	Effective period
<ul style="list-style-type: none"> ▪ Worldwide 	<ul style="list-style-type: none"> ▪ Cambodia 	<ul style="list-style-type: none"> ▪ All FedEx and TNT services 	5	March 27 till further notice
	<ul style="list-style-type: none"> ▪ Eastern China, except for: - Shanghai 		1	March 19 till further notice
	<ul style="list-style-type: none"> ▪ China [shipments to Shanghai city only] 		Delivery commitment will be changed to 1800hr	
	<ul style="list-style-type: none"> ▪ Brunei ▪ East Timor 		2	March 23 till further notice
	<ul style="list-style-type: none"> ▪ Guam 	<ul style="list-style-type: none"> ▪ All FedEx services 	4	
	<ul style="list-style-type: none"> ▪ Hong Kong SAR 	<ul style="list-style-type: none"> ▪ FedEx service only [Mask shipments only] 	2	February 12 till further notice
	<ul style="list-style-type: none"> ▪ Indonesia, except for: - Balikpapan - Batam 	<ul style="list-style-type: none"> ▪ All FedEx services 	1	March 31 - April 30
	<ul style="list-style-type: none"> ▪ Laos 	<ul style="list-style-type: none"> ▪ All FedEx and TNT services 	1	March 18 till further notice
	<ul style="list-style-type: none"> ▪ Palau 	<ul style="list-style-type: none"> ▪ All FedEx services 	4	March 23 till further notice
	<ul style="list-style-type: none"> ▪ Philippines [shipments to the following postal codes: 4107, 4106, 4114 4116, 2009, 2023 2010, 2001, 2022 4024, 4027, 4026 4025, 1000, 1700 1630, 1771, 1632 2222, 2200] 	<ul style="list-style-type: none"> ▪ All FedEx and TNT services 	4	March 27 till further notice
	<ul style="list-style-type: none"> ▪ Philippines [shipments to the following postal codes: 2600, 2301, 3311, 4232, 4234, 4233] 		6	
	<ul style="list-style-type: none"> ▪ New Caledonia 	<ul style="list-style-type: none"> ▪ All FedEx services 	3	March 30 till further notice

Origin	Destination	Affected service	Additional transit time (working days)	Effective period
<ul style="list-style-type: none"> Worldwide 	<ul style="list-style-type: none"> Vietnam [shipments via Ho Chi Minh City gateway only] 	<ul style="list-style-type: none"> All FedEx services 	1	For every Monday delivery starting February 26 till further notice
	<ul style="list-style-type: none"> Vietnam [shipments via Hanoi gateway only] 	<ul style="list-style-type: none"> All FedEx services 	2	For every Monday delivery starting March 27 till further notice
			1	For every Tuesday to Friday delivery starting March 27 till further notice
	<ul style="list-style-type: none"> East Malaysia 	<ul style="list-style-type: none"> All FedEx and TNT services 	3	March 23 till further notice
	<ul style="list-style-type: none"> Marshall Islands Micronesia Saipan 	<ul style="list-style-type: none"> All FedEx services 	4	
<ul style="list-style-type: none"> APAC, except for: <ul style="list-style-type: none"> - Indonesia - New Zealand - Vietnam 	<ul style="list-style-type: none"> Worldwide 	<ul style="list-style-type: none"> All FedEx services [shipments using manual air waybills only] 	1	March 24 till further notice
<ul style="list-style-type: none"> APAC, except for: <ul style="list-style-type: none"> - Australia - New Zealand 	<ul style="list-style-type: none"> Papua New Guinea 	<ul style="list-style-type: none"> TNT Express 	1	For every Monday pickup* starting March 13 till further notice
<ul style="list-style-type: none"> Australia 	<ul style="list-style-type: none"> Hong Kong SAR 	<ul style="list-style-type: none"> TNT Express 	1	March 3 till further notice
<ul style="list-style-type: none"> Australia [shipments via Melbourne gateway only] 	<ul style="list-style-type: none"> Hong Kong SAR 	<ul style="list-style-type: none"> FedEx International Priority (IP) 		March 4 till further notice
	<ul style="list-style-type: none"> Singapore 			March 20 till further notice
<ul style="list-style-type: none"> Australia [shipments via Sydney and Melbourne gateways only] 	<ul style="list-style-type: none"> Europe 	<ul style="list-style-type: none"> TNT Express 		March 4 till further notice
<ul style="list-style-type: none"> Australia [shipments vis Perth gateway only] 	<ul style="list-style-type: none"> Worldwide 	<ul style="list-style-type: none"> All FedEx services 		March 24 till further notice
<ul style="list-style-type: none"> Brunei 	<ul style="list-style-type: none"> Worldwide 	<ul style="list-style-type: none"> All FedEx and TNT services 	2	March 23 till further notice
<ul style="list-style-type: none"> Cambodia 	<ul style="list-style-type: none"> Worldwide 	<ul style="list-style-type: none"> All FedEx and TNT services 	4	For every Monday to Thursday pickup* starting March 27 till further notice

Origin	Destination	Affected service	Additional transit time (working days)	Effective period
▪ Cambodia	▪ Worldwide	▪ All FedEx and TNT services	2	For every Friday and Saturday pickup* starting March 27 till further notice
▪ China	▪ Hong Kong SAR	▪ FedEx service only [Mask shipments only]	2	February 12 till further notice
▪ Eastern China	▪ APAC ▪ Middle East	▪ TNT Express	1	March 3 till further notice
	▪ APAC, except for: - Eastern Japan - Hong Kong SAR	▪ All FedEx services,	1	March 26 till further notice
	▪ Europe	▪ TNT Express [Shipments with customs value less than RMB500 only]	1	March 4 till further notice
	▪ Hong Kong SAR	▪ All FedEx services,	2	March 26 till further notice
▪ Northern China	▪ Europe	▪ TNT Express [Shipments with customs value less than RMB500 only]	1	March 3 till further notice
	▪ APAC, except for: - Thailand - Hong Kong SAR - South Korea	▪ TNT Express		
▪ Southern China	▪ APAC, except for: - Australia [shipments via Sydney gateway only] - Indonesia - South Korea - Vietnam [Shipments via Hanoi gateway only]	▪ TNT Express	1	March 3 till further notice
▪ Southern China - Guangzhou - Foshan - Shunde	▪ Europe	▪ TNT Express	1	For every Friday and Saturday pickup starting March 3 till further notice
▪ East Timor	▪ Worldwide	▪ All FedEx and TNT services	2	March 23 till further notice
▪ Hong Kong SAR	▪ South Africa	▪ FedEx International Priority (IP) ▪ TNT Express	2	March 5 till further notice

Origin	Destination	Affected service	Additional transit time (working days)	Effective period
▪ Hong Kong SAR	▪ Australia, except for: - Sydney gateway	▪ FedEx International Priority (IP) [Shipments for select commodities ¹ only]	1	March 5 till further notice
	▪ Bangladesh ▪ Brunei ▪ Cambodia ▪ Laos ▪ New Zealand ▪ Pacific Islands ▪ Singapore ▪ South Korea ▪ Sri Lanka ▪ Timor-Leste			
	▪ Australia [shipments via Sydney gateway only]	▪ FedEx International Priority (IP)	1	March 28 till further notice
	▪ Northern China	▪ FedEx International Priority	1	March 5 till further notice
▪ Indonesia	▪ Worldwide, except for: - Canada - Hong Kong SAR - Latin America - Japan - Thailand - U.S.	▪ All TNT services	1	For pickup before 12:00 noon starting March 31 - April 30
			2	For pickup after 12:00 noon starting March 31 – April 30
▪ Indonesia, except for: - Balikpapan - Batam	▪ Canada ▪ Latin America ▪ U.S.	▪ All FedEx services	1	March 31 - April 30
▪ Indonesia, except for: - Balikpapan - Batam	▪ Singapore	▪ All FedEx services,	1	March 24 – April 30
▪ Eastern Japan	▪ China [Dalian city only]	▪ TNT Express	2	March 5 till further notice
	▪ Taiwan China		1	
	▪ South Korea			March 9 till further notice
▪ Western Japan	▪ Hong Kong SAR	▪ TNT Express	1	March 5 till further notice
▪ Laos	▪ Worldwide	▪ All FedEx and TNT services	1	March 18 till further notice
▪ Malaysia	▪ South Korea	▪ TNT Express	1	March 13 till further notice
▪ East Malaysia	▪ Worldwide	▪ All FedEx and TNT services	3	March 23 till further notice

Origin	Destination	Affected service	Additional transit time (working days)	Effective period
<ul style="list-style-type: none"> New Zealand 	<ul style="list-style-type: none"> Canada Europe Latin America U.S. 	<ul style="list-style-type: none"> FedEx International Priority (IP) 	1	March 30 till further notice
	<ul style="list-style-type: none"> Europe 	<ul style="list-style-type: none"> TNT Express 	1	For every Monday pickup* starting from March 5 till further notice
<ul style="list-style-type: none"> Philippines [shipments from the following postal codes: 4107, 4106, 4114, 4116, 2009, 2023, 2010, 2001, 2022, 4024, 4027, 4026, 4025, 1000, 1700, 1630, 1771, 1632, 2222, 2200] 	<ul style="list-style-type: none"> Worldwide 	<ul style="list-style-type: none"> All FedEx and TNT services 	1	March 27 till further notice
			<ul style="list-style-type: none"> Philippines [shipments from the following postal codes: 2600, 2301, 3311, 4232, 4234, 4233] 	
<ul style="list-style-type: none"> Singapore 	<ul style="list-style-type: none"> Hong Kong SAR 	<ul style="list-style-type: none"> TNT Express [Mask¹ shipments only] 	1	March 3 till further notice
	<ul style="list-style-type: none"> South Korea 	<ul style="list-style-type: none"> TNT Express 	1	March 13 till further notice
	<ul style="list-style-type: none"> Taiwan China 	<ul style="list-style-type: none"> TNT Express 	1	March 13 till further notice
<ul style="list-style-type: none"> South Korea 	<ul style="list-style-type: none"> Europe 	<ul style="list-style-type: none"> TNT Express 	1	March 19 till further notice
<ul style="list-style-type: none"> Vietnam [shipments via Ho Chi Minh City gateway only] 	<ul style="list-style-type: none"> All regions, except for: <ul style="list-style-type: none"> North America South America APAC 	<ul style="list-style-type: none"> All FedEx and TNT services 	1	For every Monday pickup* starting from February 10 till further notice
	<ul style="list-style-type: none"> APAC, except for: <ul style="list-style-type: none"> Japan 		1	For every Monday and Saturday pickup* starting March 27 till further notice

Origin	Destination	Affected service	Additional transit time (working days)	Effective period
<ul style="list-style-type: none"> Vietnam [shipments via Ho Chi Minh City gateway only] 	<ul style="list-style-type: none"> APAC, except for: <ul style="list-style-type: none"> - Japan 	<ul style="list-style-type: none"> All FedEx and TNT services 	2	For every Friday pickup* starting March 27 till further notice
	<ul style="list-style-type: none"> Europe 		1	For every Monday to Friday pickup* starting from March 26 till further notice
	<ul style="list-style-type: none"> Japan 		1	For every Tuesday to Thursday pickup* starting March 26 till further notice
			2	For every Friday pickup* starting March 27 till further notice
<ul style="list-style-type: none"> Vietnam [shipments via Hanoi gateway only] 	<ul style="list-style-type: none"> APAC Middle East/Indian Subcontinent/Africa (MEISA) 	<ul style="list-style-type: none"> All FedEx services, 	1	March 18 till further notice
	<ul style="list-style-type: none"> Canada Latin America U.S. 			March 26 till further notice
	<ul style="list-style-type: none"> Europe 	<ul style="list-style-type: none"> All FedEx and TNT services 	2	March 20 till further notice
	<ul style="list-style-type: none"> APAC, except for: <ul style="list-style-type: none"> - Eastern Japan - Hong Kong SAR Canada Latin America U.S. 	<ul style="list-style-type: none"> All TNT services 	1	March 20 till further notice

* If the shipment is picked up after the cut-off time, the pickup date will be the next day.

¹ Please contact your sales representative or our customer service hotline for more details.



FedEx and TNT operational arrangements by city/province in China

Most part of China has return to normal production activity with the resumption of work in many areas, but our operational capabilities in certain cities are being/may be adjusted according to the local authorities' regulation/measures against COVID-10 containment.

You may scan the QR codes below to find out more about FedEx and TNT operational arrangements for each city in China.

For FedEx services



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For TNT services



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