



Due to the COVID-19 coronavirus outbreak and measures imposed by governments around the world, there are currently unavoidable service impacts on both inbound and outbound FedEx and TNT shipments as outlined below.

This information is provided for general guidance only. Due to the dynamic nature of the situation, the information is subject to change without notice. We are closely monitoring the situation and will continue to provide updates as they become available.

### U.S. Service Impact of COVID-19 Measures in United States (as of March 19, 2020)

As an essential business, FedEx continues to operate across the U.S.

In certain locations, “shelter in place” guidelines are impacting our ability to service some zip codes.

In the San Francisco Bay area, all FedEx shipping services are available. Due to the crucial role we play in delivering critical supplies, we have been advised that FedEx is exempt from the “shelter in place” order as an essential business. However, prior to shipping, please check to see if your recipient is open, as many commercial businesses are now closed. In the event a business is closed, efforts will be made to successfully complete delivery following normal operating procedures.

#### Signature Suspension Notification

To help promote the safety of our employees and customers, FedEx’s Signature guidelines are being temporarily adjusted for all shipments within the United States, with the exception of Adult Signature Required (ASR) shipments. In efforts to minimize physical interactions, customers may be asked to verify recipient name in lieu of a physical signature. FedEx is still collecting recipient information; therefore, surcharges for these services will continue to be assessed. For shipments with the adult signature service option selected, couriers will still request a physical signature and require a government issued photo ID.

### Service Impact of COVID-19 Containment Measures in China (as of March 19, 2020)

City	Pick Up and Delivery (International Express, TNT, and China Domestic Express)
Wuhan	Temporary Service Suspension (1)

### Service Adjustments Related to COVID-19 Containment Measures for Shipments in APAC (Outside China) (as of March 19, 2020)

The transit time for select FedEx Express shipments from the below origins will be temporarily adjusted as per the table below.

#### Temporary Service Suspension:

Origins	Destination	Affected Services	Affected Shipments	Service Impact
<ul style="list-style-type: none"> <li>Worldwide</li> </ul>	<ul style="list-style-type: none"> <li>Mongolia</li> <li>Philippines</li> </ul>	All Services	All Commodities	Temporary service suspension
<ul style="list-style-type: none"> <li>Mongolia</li> <li>Philippines</li> </ul>	<ul style="list-style-type: none"> <li>Worldwide</li> </ul>			

- 1 - Except Select Shipments for Relief Efforts
- 2 – Delays may occur due to increased volume

**Transit Time Extension:**

Origins	Destinations	Affected Services	Commodities	Additional transit time (Business Days)
<ul style="list-style-type: none"> <li>Worldwide</li> </ul>	<ul style="list-style-type: none"> <li>Guam</li> <li>Palau</li> <li>Marshall Islands</li> <li>Micronesia</li> <li>Northern Mariana (Saipan)</li> </ul>	<ul style="list-style-type: none"> <li>FedEx International Priority (IP)</li> <li>FedEx International Economy (IE)</li> </ul>	All Commodities	1
	Indonesia, except for: <ul style="list-style-type: none"> <li>Balik Papan</li> <li>Batam</li> <li>Medan</li> </ul>			1
Indonesia except for: <ul style="list-style-type: none"> <li>Balik Papan</li> <li>Batam</li> <li>Medan</li> </ul>	<ul style="list-style-type: none"> <li>Canada</li> <li>Latin America</li> <li>U.S.</li> </ul>			1
<ul style="list-style-type: none"> <li>Hong Kong SAR</li> </ul>	<ul style="list-style-type: none"> <li>U.S.</li> <li>Canada</li> <li>Latin America</li> </ul>	<ul style="list-style-type: none"> <li>FedEx International Economy (IE)</li> <li>FedEx International Economy Freight (IEF)</li> </ul>	All Commodities	3
<ul style="list-style-type: none"> <li>U.S.</li> <li>Canada</li> <li>Latin America</li> </ul>	<ul style="list-style-type: none"> <li>Hong Kong SAR</li> </ul>	FedEx International Priority Freight (IPF)	All Commodities	1
		FedEx International Economy Freight (IEF)		2
<ul style="list-style-type: none"> <li>Europe</li> </ul>	<ul style="list-style-type: none"> <li>Hong Kong SAR</li> </ul>	FedEx International Priority Freight (IPF)	All Commodities	1
		FedEx International Economy Freight (IEF)		3

- 1 - Except Select Shipments for Relief Efforts
- 2 - Delays may occur due to increased volume

## Service Adjustments Related to COVID-19 Containment Measures for Shipments from APAC (China)

(as of March 19, 2020)

The transit time for select FedEx Express shipments from the below origins will be temporarily adjusted as per the table below.

### Temporary Service Suspension:

Origins	Destination	Affected Services	Affected Shipments	Service Impact
<ul style="list-style-type: none"> <li>China / Hong Kong</li> </ul>	<ul style="list-style-type: none"> <li>U.S.</li> </ul>	<ul style="list-style-type: none"> <li>FedEx International Economy (IE)</li> </ul>	Temporary service suspension of all bookable shipments above 300kg each	Temporary service suspension
		<ul style="list-style-type: none"> <li>FedEx International Economy Freight (IEF)</li> </ul>	Temporary service suspension of all bookable shipments	

### Transit Time Extension:

Origins	Destination	Affected Services	Additional Transit Time (Business Days)
<ul style="list-style-type: none"> <li>China / Hong Kong</li> </ul>	<ul style="list-style-type: none"> <li>U.S.</li> </ul>	<ul style="list-style-type: none"> <li>FedEx International Economy (IE)</li> <li>FedEx International Economy Freight (IEF)</li> </ul>	3

- 1 - Except Select Shipments for Relief Efforts
- 2 - Delays may occur due to increased volume

## Service Adjustments Related to COVID-19 Containment Measures for Shipments from the U.S., Canada, Latin America, Europe, and MEISA

(as of March 19, 2020)

The transit time for select FedEx Express shipments from the below origins will be temporarily adjusted as per the table below.

### Temporary Service Suspension:

Origins	Destination	Affected Services	Affected Shipments	Service Impact
<ul style="list-style-type: none"> <li>Europe (except United Kingdom)</li> </ul>	<ul style="list-style-type: none"> <li>U.S.</li> <li>Canada</li> <li>LAC</li> </ul>	<ul style="list-style-type: none"> <li>FedEx International Economy Heavy-Weight (IEHW)</li> </ul>	Total International Economy shipments should not exceed 1,000kg maximum volume per customer, per day (actual weight)	<ul style="list-style-type: none"> <li>Temporary service suspension</li> </ul>
		<ul style="list-style-type: none"> <li>FedEx International Economy Freight (IEF)</li> </ul>		
		<ul style="list-style-type: none"> <li>TNT Economy Express</li> </ul>		

### Transit Time Extension:

Origins	Destination	Affected Services	Additional Transit Time (Business Days)
<ul style="list-style-type: none"> <li>U.S.</li> <li>Canada</li> <li>Latin America</li> </ul>	<ul style="list-style-type: none"> <li>China / Hong Kong</li> </ul>	<ul style="list-style-type: none"> <li>FedEx International Priority Freight (IPF)</li> </ul>	1
		<ul style="list-style-type: none"> <li>FedEx International Economy Freight (IEF)</li> </ul>	2
	<ul style="list-style-type: none"> <li>Europe (including UK)</li> <li>Middle East</li> <li>India</li> <li>Africa</li> </ul>	<ul style="list-style-type: none"> <li>FedEx International Priority (IP)</li> <li>FedEx International Priority Freight (IPF)</li> <li>FedEx International Priority Direct Distribution (IPD)</li> </ul>	1
		<ul style="list-style-type: none"> <li>FedEx International Economy (IE)</li> <li>FedEx International Economy Freight (IEF)</li> <li>FedEx International Economy Direct Distribution (IED)</li> </ul>	2
<ul style="list-style-type: none"> <li>Europe (except United Kingdom)</li> </ul>	<ul style="list-style-type: none"> <li>U.S.</li> <li>Canada</li> <li>LAC</li> </ul>	<ul style="list-style-type: none"> <li>FedEx International Priority Freight (IPF)</li> </ul>	1
		<ul style="list-style-type: none"> <li>FedEx International Economy Freight (IEF)</li> </ul>	3

1 - Except Select Shipments for Relief Efforts

2 - Delays may occur due to increased volume

<ul style="list-style-type: none"> <li>• Middle East</li> <li>• India</li> <li>• Africa</li> <li>• Europe</li> </ul>	<ul style="list-style-type: none"> <li>• China / Hong Kong</li> </ul>	<ul style="list-style-type: none"> <li>• FedEx International Priority Freight (IPF)</li> </ul>	1
		<ul style="list-style-type: none"> <li>• FedEx International Economy Freight (IEF)</li> </ul>	3
<ul style="list-style-type: none"> <li>• Worldwide</li> </ul>	<ul style="list-style-type: none"> <li>• Saudi Arabia</li> </ul>	All Services	2
<ul style="list-style-type: none"> <li>• Saudi Arabia</li> </ul>	<ul style="list-style-type: none"> <li>• Worldwide</li> </ul>	All Services	2

### FOR ADDITIONAL INFORMATION

- Visit [fedex.com](https://www.fedex.com) for additional service updates.
- Use [fedex.com](https://www.fedex.com) or [tnt.com](https://www.tnt.com) to check the status of your shipments.

1 - Except Select Shipments for Relief Efforts  
2 - Delays may occur due to increased volume