



# Service Impact of COVID-19

March 31, 2020

## FedEx® is an essential business

Due to the crucial role we play in moving supply chains and delivering critical relief, FedEx is considered an essential business. We will continue to operate under state-of-emergency and shelter-in-place orders recently issued in the U.S.

These restrictions are disrupting the global supply chain. Air cargo capacity is limited, and we've had to make adjustments so that our international networks can best deliver much-needed goods and services in this constrained environment.

To continue providing the best possible service during this time, we are implementing a temporary surcharge on all FedEx Express and TNT international parcel and freight shipments beginning April 6th. [See Surcharge Details.](#)

Our FedEx Office® retail locations are also providing vital access points to our global network, hold locations for redirected shipments and urgent printing support for government agencies and customers.

When preparing your shipment, please confirm that your recipient is open for business. If not, you can select the Hold at Location option, available at more than 15,000 FedEx Office and Walgreens locations. We will attempt to complete deliveries for closed businesses at a later time, and we continue to evaluate our processes as this dynamic situation evolves.

## Global suspension of money-back guarantee

The impact of COVID-19 is causing local, state, and national governments around the world to issue work and travel restrictions on a daily basis, which is impacting our ability to meet our high standards of service. As a result, we have made the decision to suspend our money-back guarantee for all FedEx Express®, FedEx Ground®, FedEx Freight®, and FedEx Office services effective immediately until further notice. Because FedEx is an essential transportation service provider, we will continue operating as government restrictions and regulations allow.

## Signature suspension notification

To help promote the safety of our employees and customers, FedEx 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.

The safety and well-being of our 475,000 team members is our top priority as they continue to deliver critical goods and services to support communities across the globe. Please [visit this site](#) for more information on the FedEx response to COVID-19.

## Global Service Adjustments

Click to navigate directly to updates by service region

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- [Shipments in Europe](#)
- [Shipments in MEISA](#) (Middle East, India, Saudi Arabia)
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# Service adjustments related to COVID-19 containment measures for shipments in APAC

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

## Temporary Service Suspension: Shipments in APAC

Origins	Destination	Affected Services	Affected Shipments	Service Impact
Worldwide	American Samoa	All FedEx Services	All Commodities	Temporary service suspension
Worldwide	French Polynesia	All FedEx Services	All Commodities	Temporary service suspension
Worldwide	Mongolia	All FedEx Services	All Commodities	Temporary service suspension
Worldwide	Philippines	All FedEx 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	Temporary service suspension
Worldwide	Samoa	All FedEx Services	All Commodities	Temporary service suspension
Worldwide	Tonga	All FedEx Services	All Commodities	Temporary service suspension
Worldwide	Vanuatu	All FedEx Services	All Commodities	Temporary service suspension

## Temporary Service Suspension: Shipments in APAC

Origins	Destination	Affected Services	Affected Shipments	Service Impact
Worldwide	Wallis and Futuna	All FedEx Services	All Commodities	Temporary service suspension
Worldwide	Wuhan	All FedEx Services	All Commodities	Temporary service suspension
APAC	Worldwide	FedEx International Priority (IP) FedEx International Priority DirectDistribution Freight (IPD)	Total combined shipments should not exceed 300kg maximum volume per consignee	Temporary service suspension
APAC	Worldwide	FedEx International Economy (IE) FedEx International Economy DirectDistribution Freight (IED)	All Commodities	Temporary service suspension
APAC	Worldwide	FedEx International Priority Freight (IPF) FedEx International Economy Freight (IEF)	Temporary service suspension of all bookable shipments	Temporary service suspension
American Samoa	Worldwide	All FedEx Services	All Commodities	Temporary service suspension
French Polynesia	Worldwide	All FedEx Services	All Commodities	Temporary service suspension

## Temporary Service Suspension: Shipments in APAC

Origins	Destination	Affected Services	Affected Shipments	Service Impact
Mongolia	Worldwide	All FedEx Services	All Commodities	Temporary service suspension
Philippines	Worldwide	All FedEx 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	Temporary service suspension
Samoa	Worldwide	All FedEx Services	All Commodities	Temporary service suspension
Tonga	Worldwide	All FedEx Services	All Commodities	Temporary service suspension
Vanuatu	Worldwide	All FedEx Services	All Commodities	Temporary service suspension
Wallis and Futuna	Worldwide	All FedEx Services	All Commodities	Temporary service suspension
Wuhan	Worldwide	All FedEx Services	All Commodities	Temporary service suspension

## Transit Time Extension: Shipments in APAC

Origins	Destinations	Affected Services	Commodities	Additional Transit Time (Business Days)
Worldwide	Brunei	All FedEx Services	All Commodities	2
Worldwide	Cambodia	All FedEx Services	All Commodities	5
Worldwide	China [Shipments to Shanghai city only]	All FedEx Services	All Commodities	Delivery commitment will be changed to 1800hr
Worldwide	Eastern China, except for: - Shanghai	All FedEx Services	All Commodities	1
Worldwide	East Malaysia	All FedEx Services	All Commodities	3
Worldwide	East Timor	All FedEx Services	All Commodities	2
Worldwide	Guam	All FedEx Services	All Commodities	4
Worldwide	Hong Kong SAR	FedEx Service Only [Mask shipments only]	Mask shipments only	2

## Transit Time Extension: Shipments in APAC

Origins	Destinations	Affected Services	Commodities	Additional Transit Time (Business Days)
Worldwide	Marshall Islands	All FedEx Services	All Commodities	4
Worldwide	Micronesia	All FedEx Services	All Commodities	4
Worldwide	Palau	All FedEx Services	All Commodities	4
Worldwide	Philippines, except for: <ul style="list-style-type: none"> <li>• Outside coverage area locations (areas in Visayas and Mindanao)</li> <li>• Cebu</li> </ul>	All FedEx services, except for: <ul style="list-style-type: none"> <li>- FedEx International Priority Freight (IPF)</li> <li>- FedEx International Economy Freight (IEF)</li> </ul>	All Commodities	4
Worldwide	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]	All FedEx services, except for: <ul style="list-style-type: none"> <li>- FedEx International Priority Freight (IPF)</li> <li>- FedEx International Economy Freight (IEF)</li> </ul>	All Commodities	4

## Transit Time Extension: Shipments in APAC

Origins	Destinations	Affected Services	Commodities	Additional Transit Time (Business Days)
Worldwide	Philippines [shipments to the following postal codes: 2600, 2301, 3311, 4232, 4234, 4233]	All FedEx services, except for: - FedEx International Priority Freight (IPF) - FedEx International Economy Freight (IEF)	All Commodities	6
Worldwide	Saipan	All FedEx Services	All Commodities	4
Worldwide	Vietnam [shipments via Ho Chi Minh City gateway only]	All FedEx Services	All Commodities	1
Worldwide	Vietnam [shipments via Hanoi gateway only]	All FedEx Services	All Commodities	2 [For every Monday delivery starting March 27 until further notice]
APAC, except for: • Indonesia • New Zealand • Vietnam	Worldwide	All FedEx Services [shipments using manual airway bills only]	All Commodities	1
Australia [shipments via Perth gateway only]	Worldwide	All FedEx Services	All Commodities	1
Brunei	Worldwide	All FedEx Services	All Commodities	2



## Transit Time Extension: Shipments in APAC

Origins	Destinations	Affected Services	Commodities	Additional Transit Time (Business Days)
Cambodia	Worldwide	All FedEx Services	All Commodities	4 [For every Monday to Thursday pickup starting March 27 until further notice]
Cambodia	Worldwide	All FedEx Services	All Commodities	2 [For every Friday and Saturday pickup starting March 27 until further notice]
Canada	Guam Palau Marshall Islands Micronesia Northern Mariana (Saipan)	All FedEx Services	All Commodities	5
East Malaysia	Worldwide	All FedEx Services	All Commodities	3
East Timor	Worldwide	All FedEx Services	All Commodities	2

## Transit Time Extension: Shipments in APAC

Origins	Destinations	Affected Services	Commodities	Additional Transit Time (Business Days)
Hong Kong SAR	U.S. Canada Latin America	All FedEx Services	All Commodities	1  [For every Tuesday to Friday delivery starting March 27 until further notice]
Laos	Worldwide	All FedEx Services	All Commodities	1
Latin America	Guam Palau Marshall Islands Micronesia Northern Mariana (Saipan)	All FedEx Services	All Commodities	5
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]	Worldwide	All FedEx Services	All Commodities	1
Philippines [shipments from the following postal codes: 2600, 2301, 3311, 4232, 4234, 4233]	Worldwide	All FedEx Services	All Commodities	5

## Transit Time Extension: Shipments in APAC

Origins	Destinations	Affected Services	Commodities	Additional Transit Time (Business Days)
Singapore	All regions, except for: North America South America	All FedEx Services	All Commodities	1
U.S.	Guam Palau Marshall Islands Micronesia Northern Mariana (Saipan)	All FedEx Services	All Commodities	5

# Service adjustments related to COVID-19 containment measures for shipments in Europe

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

Temporary Service Suspension: Shipments in Europe				
Origins	Destination	Affected Services	Affected Shipments	Service Impact
Europe	Canada Latin America U.S.	FedEx International Economy (IE) FedEx International Economy Freight (IEF)	Total International Economy Shipments should not exceed 1000kg max volume per customer per day (actual weight)	Temporary service disruption

# Service adjustments related to COVID-19 containment measures for shipments in MEISA (Middle East, India, Saudi Arabia)

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

Temporary Service Suspension: Shipments in MEISA (Middle East, India, Saudi Arabia)				
Origins	Destination	Affected Services	Affected Shipments	Service Impact
Worldwide	Burkina Faso	All Services	All Commodities	Temporary service suspension
Worldwide	Chad	All Services	All Commodities	Temporary service suspension

## Temporary Service Suspension: Shipments in MEISA (Middle East, India, Saudi Arabia)

Origins	Destination	Affected Services	Affected Shipments	Service Impact
Worldwide	Democratic Rep. of Congo	All Services	All Commodities	Temporary service suspension
Worldwide	Equatorial Guinea	All Services	All Commodities	Temporary service suspension
Worldwide	Gambia	All Services	All Commodities	Temporary service suspension
Worldwide	Guinea	All Services	All Commodities	Temporary service suspension
Worldwide	India	All Services	All Commodities	Temporary service suspension
Worldwide	Liberia	All Services	All Commodities	Temporary service suspension
Worldwide	Mali	All Services	All Commodities	Temporary service suspension
Worldwide	Rwanda	All Services	All Commodities	Temporary service suspension
Burkina Faso	Worldwide	All Services	All Commodities	Temporary service suspension
Burundi	Worldwide	All Services	All Commodities	Temporary service suspension

## Temporary Service Suspension: Shipments in MEISA (Middle East, India, Saudi Arabia)

Origins	Destination	Affected Services	Affected Shipments	Service Impact
Chad	Worldwide	All Services	All Commodities	Temporary service suspension
Democratic Rep. of Congo	Worldwide	All Services	All Commodities	Temporary service suspension
Equatorial Guinea	Worldwide	All Services	All Commodities	Temporary service suspension
Gambia	Worldwide	All Services	All Commodities	Temporary service suspension
Guinea	Worldwide	All Services	All Commodities	Temporary service suspension
India	Worldwide	All Services	All Commodities	Temporary service suspension
Liberia	Worldwide	All Services	All Commodities	Temporary service suspension
Mali	Worldwide	All Services	All Commodities	Temporary service suspension
Rwanda	Worldwide	All Services	All Commodities	Temporary service suspension

## Transit Time Extension: Shipments in MEISA (Middle East, India, Saudi Arabia)

Origins	Destination	Affected Services	Additional Transit Time (Business Days)
Algeria	Worldwide	All Services	up to 3
Angola	Worldwide	All Services	up to 3
Benin	Worldwide	All Services	up to 3
Djibouti	Worldwide	All Services	up to 3
Ethiopia	Worldwide	All Services	up to 3
Eritrea	Worldwide	All Services	up to 4
Egypt	Worldwide	All Services	up to 3
Ghana	Worldwide	All Services	up to 3
Iraq	Worldwide	All Services	up to 5
Ivory Coast	Worldwide	All Services	up to 3
Jordan	Worldwide	All Services	up to 3
Kenya	Worldwide	All Services	up to 3

## Transit Time Extension: Shipments in MEISA (Middle East, India, Saudi Arabia)

Origins	Destination	Affected Services	Additional Transit Time (Business Days)
Kuwait	Worldwide	All Services	up to 2
Kyrgyzstan	Worldwide	All Services	up to 4
Lebanon	Worldwide	All Services	up to 4
Madagascar	Worldwide	All Services	up to 3
Mauritania	Worldwide	All Services	up to 3
Mauritius	Worldwide	All Services	up to 3
Morocco	Worldwide	All Services	1
Mozambique	Worldwide	All Services	up to 3
Niger	Worldwide	All Services	up to 3
Nigeria	Worldwide	All Services	up to 3
Pakistan (Sialkot/Lahore)	Worldwide	All Services	1



## Transit Time Extension: Shipments in MEISA (Middle East, India, Saudi Arabia)

Origins	Destination	Affected Services	Additional Transit Time (Business Days)
Reunion	Worldwide	All Services	up to 3
Saudi Arabia	Worldwide	All Services	up to 2
Senegal	Worldwide	All Services	up to 3
Tanzania	Worldwide	All Services	up to 3
Uzbekistan	Worldwide	All Services	up to 2
Zambia	APAC Europe LAC U.S.	All Services	1
Zimbabwe	Worldwide	All Services	up to 3

## Transit Time Extension: Shipments in MEISA (Middle East, India, Saudi Arabia)

Origins	Destination	Affected Services	Affected Shipments
Worldwide	Algeria	All Services	up to 3
Worldwide	Angola	All Services	up to 3
Worldwide	Benin	All Services	up to 3
Worldwide	Burundi	All Services	up to 3
Worldwide	Djibouti	All Services	up to 3
Worldwide	Ethiopia	All Services	up to 3
Worldwide	Eritrea	All Services	up to 4
Worldwide	Egypt	All Services	up to 3
Worldwide	Ghana	All Services	up to 3
Worldwide	Iraq	All Services	up to 5
Worldwide	Ivory Coast	All Services	up to 3

## Transit Time Extension: Shipments in MEISA (Middle East, India, Saudi Arabia)

Origins	Destination	Affected Services	Affected Shipments
Worldwide	Jordan	All Services	up to 3
Worldwide	Kenya	All Services	up to 3
Worldwide	Kuwait	All Services	up to 2
Worldwide	Kyrgyzstan	All Services	up to 4
Worldwide	Lebanon	All Services	up to 4
Worldwide	Madagascar	All Services	up to 3
Worldwide	Mauritania	All Services	up to 3
Worldwide	Mauritius	All Services	up to 3
Worldwide	Mozambique	All Services	up to 3
Worldwide	Niger	All Services	up to 3
Worldwide	Nigeria	All Services	up to 3

## Transit Time Extension: Shipments in MEISA (Middle East, India, Saudi Arabia)

Origins	Destination	Affected Services	Affected Shipments
Worldwide	Reunion	All Services	up to 3
Worldwide	Saudi Arabia	All Services	up to 2
Worldwide	Senegal	All Services	up to 3
Worldwide	Tanzania	All Services	up to 3
Worldwide	Uzbekistan	All Services	up to 2
Worldwide	Zimbabwe	All Services	up to 3
APAC	Pakistan (Karachi)	All Services	1
Canada	MEISA	FedEx International Priority (IP) FedEx International Priority Freight (IPF) FedEx International Priority Direct Distribution (IPD)	1
Canada	MEISA	FedEx International Economy (IE) FedEx International Economy Freight (IEF) FedEx International Economy Direct Distribution (IED)	2
Europe	Pakistan (Karachi)	All Services	1

## Transit Time Extension: Shipments in MEISA (Middle East, India, Saudi Arabia)

Origins	Destination	Affected Services	Affected Shipments
LAC	MEISA	FedEx International Priority (IP) FedEx International Priority Freight (IPF) FedEx International Priority Direct Distribution (IPD)	1
LAC	MEISA	FedEx International Economy (IE) FedEx International Economy Freight (IEF) FedEx International Economy Direct Distribution (IED)	2
U.S.	MEISA	FedEx International Priority (IP) FedEx International Priority Freight (IPF) FedEx International Priority Direct Distribution (IPD)	1
U.S.	MEISA	FedEx International Economy (IE) FedEx International Economy Freight (IEF) FedEx International Economy Direct Distribution (IED)	2
U.S.	Pakistan (Karachi)	All Services	1

### 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.