



# Service Impact of COVID-19

May 8, 2020, 10:00 AM CT

## 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.](#)

## 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

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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	East Timor	All FedEx Services	All Commodities	Temporary service suspension
Worldwide	French Polynesia	All FedEx Services	All Commodities	Temporary service suspension
Worldwide	Kiribati	All FedEx Services	All Commodities	Temporary service suspension
Worldwide	Laos	All FedEx Services	All Commodities	Temporary service suspension
Worldwide	Mongolia	All FedEx Services	All Commodities	Temporary service suspension
Worldwide	Norfolk Island	FedEx International Priority (IP)	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
APAC, except for: <ul style="list-style-type: none"> <li>• Economy shipments between Singapore and Malaysia</li> <li>• Economy shipments between Australia and New Zealand</li> </ul>	Worldwide	FedEx International Economy (IE) FedEx International Economy DirectDistribution Freight (IED)	All Commodities	Temporary service suspension
APAC, except for: <ul style="list-style-type: none"> <li>• Economy shipments between Singapore and Malaysia</li> <li>• Economy shipments between Australia and New Zealand</li> </ul>	Worldwide	FedEx International Economy Freight (IEF) FedEx International Express Freight (IXF)	Temporary service suspension of all bookable shipments	Temporary service suspension
APAC, except for: <ul style="list-style-type: none"> <li>• China</li> <li>• Hong Kong SAR</li> <li>• Japan</li> </ul>	<ul style="list-style-type: none"> <li>• Canada</li> <li>• Latin America</li> <li>• U.S.</li> </ul>	FedEx International Priority (IP) FedEx International Priority DirectDistribution (IPD) FedEx International Priority Freight (IPF)	Each shipment should not exceed 500kg maximum volume	Temporary service suspension

## Temporary Service Suspension: Shipments in APAC

Origins	Destination	Affected Services	Affected Shipments	Service Impact
American Samoa	Worldwide	All FedEx Services	All Commodities	Temporary service suspension
China	Worldwide	All FedEx Services [For Personal Protective Equipment (PPE) formal entry shipments only]	Personal Protective Equipment (PPE) shipments only	<p>Minimum weight of 100kg per airway bill for formal entry shipments</p> <p>Note: Personal PPE shipments will not be subject to this minimum weight limit of 100kg but must comply to China Customs requirement for personal shipment clearance.</p>
China	<ul style="list-style-type: none"> <li>• Canada</li> <li>• Latin America</li> <li>• U.S.</li> </ul>	FedEx International Priority Freight (IPF)	Temporary service suspension of all bookable shipments	Temporary service suspension
Northern China	<ul style="list-style-type: none"> <li>• Canada</li> <li>• Latin America</li> <li>• U.S.</li> </ul>	FedEx International Priority (IP) FedEx International Priority DirectDistribution (IPD)	Total combined shipments should not exceed 300kg maximum volume per pick up location per day	Temporary service suspension
<ul style="list-style-type: none"> <li>• Eastern China</li> <li>• Southern China</li> <li>• Northern China</li> </ul>	<ul style="list-style-type: none"> <li>• Canada</li> <li>• Latin America</li> <li>• U.S.</li> </ul>	FedEx International Priority (IP) FedEx International Priority DirectDistribution (IPD)	Total combined shipments should not exceed 100kg maximum volume per pick up location per day	Temporary service suspension
East Timor	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
Hong Kong SAR	<ul style="list-style-type: none"> <li>Canada</li> <li>Latin America</li> <li>U.S.</li> </ul>	FedEx International Priority Freight (IPF)	Temporary service suspension of all bookable shipments	Temporary service suspension
Hong Kong SAR	<ul style="list-style-type: none"> <li>Canada</li> <li>Latin America</li> <li>U.S.</li> </ul>	FedEx International Priority (IP) FedEx International Priority DirectDistribution (IPD)	<p>Each shipment should not exceed 300kg maximum volume per pick up location per day.</p> <p>Total combined shipments should not exceed 100kg maximum volume per shipper per pickup location per day</p>	Temporary service suspension
Hong Kong SAR	<ul style="list-style-type: none"> <li>Canada</li> <li>Latin America</li> <li>U.S.</li> </ul>	All FedEx Services [For Personal Protective Equipment (PPE) shipments only]	Personal Protective Equipment (PPE) shipments only	<p>Total combined shipments should not exceed 300kg maximum volume per shipper per day</p> <p>Note: Personal shipments do not have such weight restrictions.</p>
Laos	Worldwide	All FedEx Services	All Commodities	Temporary service suspension
Mongolia	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

## 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: <ul style="list-style-type: none"> <li>• Shanghai</li> </ul>	All FedEx Services	All Commodities	1
Worldwide	Cook Islands	All FedEx Services	All Commodities	7
Worldwide	East Malaysia	All FedEx Services	All Commodities	Up to 10
Worldwide	Fiji	All FedEx Services	All Commodities	7
Worldwide	Guam	All FedEx Services	All Commodities	4

## Transit Time Extension: Shipments in APAC

Origins	Destinations	Affected Services	Commodities	Additional Transit Time (Business Days)
Worldwide	Hong Kong SAR	FedEx Service Only [Mask shipments only]	Mask shipments only	2
Worldwide	Indonesia [shipments via Jakarta gateway only]	All FedEx Services	All Commodities	1
Worldwide	Indonesia, except for: <ul style="list-style-type: none"> <li>• Balikpapan</li> <li>• Batam</li> <li>• Jakarta</li> </ul>	All FedEx Services	All Commodities	1
Worldwide	Japan [shipments to FedEx Outside Delivery Area (ODA) in Kyushu only]	All FedEx Services	All Commodities	1
Worldwide	Japan [shipments to Okinawa only]	All FedEx Services	All Commodities	Up to 5
Worldwide	Laos	All FedEx Services	All Commodities	1
Worldwide	Marshall Islands	All FedEx Services	All Commodities	4
Worldwide	Micronesia	All FedEx Services	All Commodities	4



## Transit Time Extension: Shipments in APAC

Origins	Destinations	Affected Services	Commodities	Additional Transit Time (Business Days)
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	All Commodities	4
Worldwide	Philippines [shipments to Cebu only]	All FedEx services	All Commodities	7
Worldwide	Philippines [shipments to outside coverage area locations – areas in Visayas and Mindanao only]	All FedEx services	All Commodities	6
Worldwide	Saipan	All FedEx Services	All Commodities	4
Worldwide	Singapore	All FedEx Priority Services	All Commodities	Delivery commitment will be changed to 1800hr

## Transit Time Extension: Shipments in APAC

Origins	Destinations	Affected Services	Commodities	Additional Transit Time (Business Days)
Worldwide	Samoa	All FedEx Services	All Commodities	7
Worldwide	Thailand	All FedEx Services	All Commodities	Up to 3
Worldwide	Tonga	All FedEx Services	All Commodities	7
<ul style="list-style-type: none"> <li>• U.S.</li> <li>• Canada</li> <li>• Latin America</li> </ul>	Vietnam	All FedEx Services	All Commodities	1
APAC, except for: <ul style="list-style-type: none"> <li>• Indonesia</li> <li>• New Zealand</li> </ul> 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
Cambodia	Worldwide	All FedEx Services	All Commodities	4  [For every Monday to Thursday pickup starting March 27 until further notice]

## Transit Time Extension: Shipments in APAC

Origins	Destinations	Affected Services	Commodities	Additional Transit Time (Business Days)
Cambodia	Worldwide	All FedEx Services	All Commodities	2 [For every Friday and Saturday pickup starting March 27 until further notice]
Eastern China	U.S. Canada Latin America	All FedEx Services	All Commodities	1
Cook Islands	Worldwide	All FedEx Services	All Commodities	7
East Malaysia	Worldwide	All FedEx Services	All Commodities	Up to 10
Fiji	Worldwide	All FedEx Services	All Commodities	7
Indonesia [shipments via Jakarta gateway only]	U.S. Canada Latin America	All FedEx Services	All Commodities	1
Indonesia, except for: <ul style="list-style-type: none"> <li>• Batam</li> <li>• Jakarta</li> </ul>	U.S. Canada Latin America	All FedEx Services	All Commodities	Up to 4

## Transit Time Extension: Shipments in APAC

Origins	Destinations	Affected Services	Commodities	Additional Transit Time (Business Days)
Japan [shipments from FedEx Outside Delivery Area (ODA) in Kyushu only]	Worldwide	All FedEx Services	All Commodities	1
Japan [shipments from Okinawa only]	Worldwide	All FedEx Services	All Commodities	Up to 13
Laos	Worldwide	All FedEx Services	All Commodities	1
New Zealand	U.S. Canada Latin America Europe	All FedEx Services	All Commodities	1
Philippines [shipments from Luzon only]	Worldwide	All FedEx Services	All Commodities	1
Philippines [shipments from Cebu only]	Worldwide	All FedEx Services	All Commodities	6
Philippines [shipments from outside coverage area locations – Visayas and Mindanao only]	Worldwide	All FedEx Services	All Commodities	5

## Transit Time Extension: Shipments in APAC

Origins	Destinations	Affected Services	Commodities	Additional Transit Time (Business Days)
Samoa	Worldwide	All FedEx Services	All Commodities	7
Thailand	Worldwide	All FedEx Services	All Commodities	Up to 3
Tonga	Worldwide	All FedEx Services	All Commodities	7

# 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 Impacts: Shipments in Europe

Country	Zip Codes Suspended	Zip Codes Suspended EXCEPT for emergency relief shipments*	Remarks
France			Saturday Services (FedEx) – pick-up and delivery will be suspended for FedEx on Saturdays, nationwide
Gibraltar	Temporary service suspension of FedEx services destination Gibraltar until May 15th		FedEx Services –no pick-ups on Tuesdays and until May 1.
Italy	Domestic pick-ups are temporarily suspended throughout the entire country until further notice due to nationwide protests.		<p>Pick-up of domestic shipments with packages above 68kg and of domestic non-conveyable shipments is limited across Italy.</p> <p>Domestic and international pickup and delivery services may experience delays in the zip codes served by the station of Bologna, Bergamo, Milan and Modena.</p>
Portugal	9300 and 9304		For all FedEx shipments including healthcare.
Russia			Government suspension of all non-essential activities. Customers should validate if the receiving business is open prior to shipping.

## Temporary Service Impacts: Shipments in Europe

Country	Zip Codes Suspended	Zip Codes Suspended EXCEPT for emergency relief shipments*	Remarks
Spain			Government has issued a partial lifting of restrictions on businesses. Customers should validate if the receiving business is open prior to shipping.
Turkey	Until further notice we are not performing services in the following zip codes:  99000 to 99999		No Shipments available under the mentioned zip codes due to government curfew.  Saturday Services – pick-up and delivery will be suspended for FedEx on Saturdays, nationwide

# Service adjustments related to COVID-19 containment measures for shipments in MEISA (Middle East, Indian Subcontinent and Africa)

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, Indian Subcontinent and Africa)

Origins	Destination	Affected Services	Affected Shipments	Service Impact
Worldwide	Bhutan	All Services	All Commodities	Temporary service suspension
Worldwide	Burundi	All Services	All Commodities	Temporary service suspension
Worldwide	Cape Verde	All Services	All Commodities	Temporary service suspension
Worldwide	Congo Republic	All Services	All Commodities	Temporary service suspension
Worldwide	Eritrea	All Services	All Commodities	Temporary service suspension
Worldwide	Gambia	All Services	All Commodities	Temporary service suspension
Worldwide	Lesotho	All Services	All Commodities	Partial service suspension  Up to 7 days additional transit time
Worldwide	Liberia	All Services	All Commodities	Temporary service suspension



## Temporary Service Suspension: Shipments in MEISA (Middle East, Indian Subcontinent and Africa)

Origins	Destination	Affected Services	Affected Shipments	Service Impact
Worldwide	Nepal	All Services	All Commodities	Temporary service suspension
Worldwide	Seychelles	All Services	All Commodities	Temporary service suspension
Worldwide	Uganda	All Services	All Commodities	Temporary service suspension
Bhutan	Worldwide	All Services	All Commodities	Temporary service suspension
Burundi	Worldwide	All Services	All Commodities	Temporary service suspension
Cape Verde	Worldwide	All Services	All Commodities	Temporary service suspension
Congo Republic	Worldwide	All Services	All Commodities	Temporary service suspension
Eritrea	Worldwide	All Services	All Commodities	Temporary service suspension
Gambia	Worldwide	All Services	All Commodities	Temporary service suspension
Lesotho	Worldwide	All Services	All Commodities	Partial service suspension

## Temporary Service Suspension: Shipments in MEISA (Middle East, Indian Subcontinent and Africa)

Origins	Destination	Affected Services	Affected Shipments	Service Impact
Liberia	Worldwide	All Services	All Commodities	Temporary service suspension
Libya	Worldwide	All Services	All Commodities	Temporary service suspension
Seychelles	Worldwide	All Services	All Commodities	Temporary service suspension
Uganda	Worldwide	All Services	All Commodities	Temporary service suspension

## Transit Time Extension: Shipments in MEISA (Middle East, Indian Subcontinent and Africa)

Origins	Destination	Affected Services	Additional Transit Time (Business Days)
Algeria	Worldwide	All Services	up to 3
Angola	Worldwide	All Services	up to 3
Bangladesh	Worldwide	All Services	up to 5
Benin	Worldwide	All Services	up to 3
Botswana	Worldwide	All Services	up to 5
Burkina Faso	Worldwide	All Services	up to 3
Cameroon	Worldwide	All Services	up to 3
Chad	Worldwide	All Services	up to 3
Democratic Republic of Congo	Worldwide	All Services	up to 3
Djibouti	Worldwide	All Services	up to 3
Ethiopia	Worldwide	All Services	up to 3
Egypt	Worldwide	All Services	up to 2
Gabon	Worldwide	All Services	up to 3
Ghana	Worldwide	All Services	up to 3

## Transit Time Extension: Shipments in MEISA (Middle East, Indian Subcontinent and Africa)

Origins	Destination	Affected Services	Additional Transit Time (Business Days)
Guinea	Worldwide	All Services	up to 3
India	Worldwide	All Services	N/A
Iraq	Worldwide	All Services	up to 5
Ivory Coast	Worldwide	All Services	up to 3
Jordan	Worldwide	All Services	up to 5
Kazakhstan	Worldwide	All Services	up to 4
Kenya	Worldwide	All Services	up to 3
Kuwait	Worldwide	All Services	up to 2
Kyrgyzstan	Worldwide	All Services	up to 5
Lebanon	Worldwide	All Services	up to 3
Madagascar	Worldwide	All Services	up to 3

## Transit Time Extension: Shipments in MEISA (Middle East, Indian Subcontinent and Africa)

Origins	Destination	Affected Services	Additional Transit Time (Business Days)
Malawi	Worldwide	All Services	up to 5
Mali	Worldwide	All Services	up to 3
Mauritania	Worldwide	All Services	up to 3
Mauritius	Worldwide	All Services	up to 3
Morocco	Worldwide	All Services	up to 2
Mozambique	Worldwide	All Services	up to 3
Namibia	Worldwide	All Services	up to 5
Niger	Worldwide	All Services	up to 3
Nigeria	Worldwide	All Services	up to 3
Pakistan	Worldwide	All Services	up to 2
Qatar	Worldwide	All Services	up to 2

## Transit Time Extension: Shipments in MEISA (Middle East, Indian Subcontinent and Africa)

Origins	Destination	Affected Services	Additional Transit Time (Business Days)
Reunion	Worldwide	All Services	up to 3
Rwanda	Worldwide	All Services	up to 3
Saudi Arabia	Worldwide	All Services	up to 3
Senegal	Worldwide	All Services	up to 3
South Africa	Worldwide	All Services	1
Sri Lanka	Worldwide	All Services	up to 3
Swaziland	Worldwide	All Services	up to 5
Tanzania	Worldwide	All Services	up to 3
Togo	Worldwide	All Services	up to 3
Tunisia	Worldwide	All Services	up to 2
Uzbekistan	Worldwide	All Services	up to 5

## Transit Time Extension: Shipments in MEISA (Middle East, Indian Subcontinent and Africa)

Origins	Destination	Affected Services	Additional Transit Time (Business Days)
Zambia	Worldwide	All Services	up to 4
Zimbabwe	Worldwide	All Services	up to 3
Worldwide	Algeria	All Services	up to 3
Worldwide	Angola	All Services	up to 7
Worldwide	Bangladesh	All Services	up to 5
Worldwide	Benin	All Services	up to 3
Worldwide	Botswana	All Services	up to 5
Worldwide	Burkina Faso	All Services	up to 3
Worldwide	Cameroon	All Services	up to 3
Worldwide	Chad	All Services	up to 3
Worldwide	Democratic Republic of Congo	All Services	up to 3

## Transit Time Extension: Shipments in MEISA (Middle East, Indian Subcontinent and Africa)

Origins	Destination	Affected Services	Additional Transit Time (Business Days)
Worldwide	Djibouti	All Services	up to 3
Worldwide	Ethiopia	All Services	up to 3
Worldwide	Egypt	All Services	up to 2
Worldwide	Gabon	All Services	up to 3
Worldwide	Ghana	All Services	up to 3
Worldwide	Guinea	All Services	up to 3
Worldwide	India	All Services	N/A
Worldwide	Iraq	All Services	up to 5
Worldwide	Ivory Coast	All Services	up to 3
Worldwide	Jordan	All Services	up to 5
Worldwide	Kazakhstan	All Services	up to 4



## Transit Time Extension: Shipments in MEISA (Middle East, Indian Subcontinent and Africa)

Origins	Destination	Affected Services	Additional Transit Time (Business Days)
Worldwide	Kenya	All Services	up to 7
Worldwide	Kuwait	All Services	up to 2
Worldwide	Kyrgyzstan	All Services	up to 5
Worldwide	Lebanon	All Services	up to 3
Worldwide	Libya	All Services	up to 5
Worldwide	Madagascar	All Services	up to 3
Worldwide	Malawi	All Services	up to 7
Worldwide	Mali	All Services	up to 3
Worldwide	Mauritania	All Services	up to 3
Worldwide	Mauritius	All Services	up to 3
Worldwide	Morocco	All Services	up to 2

## Transit Time Extension: Shipments in MEISA (Middle East, Indian Subcontinent and Africa)

Origins	Destination	Affected Services	Additional Transit Time (Business Days)
Worldwide	Mozambique	All Services	up to 3
Worldwide	Namibia	All Services	up to 5
Worldwide	Niger	All Services	up to 3
Worldwide	Nigeria	All Services	up to 3
Worldwide	Pakistan	All Services	up to 2
Worldwide	Qatar	All Services	up to 2
Worldwide	Reunion	All Services	up to 3
Worldwide	Rwanda	All Services	up to 3
Worldwide	Saudi Arabia	All Services	up to 3
Worldwide	Senegal	All Services	up to 3
Worldwide	South Africa	All Services	up to 4

## Transit Time Extension: Shipments in MEISA (Middle East, Indian Subcontinent and Africa)

Origins	Destination	Affected Services	Additional Transit Time (Business Days)
Worldwide	Sri Lanka	All Services	up to 3
Worldwide	Swaziland	All Services	up to 5
Worldwide	Tanzania	All Services	up to 3
Worldwide	Togo	All Services	up to 3
Worldwide	Tunisia	All Services	up to 3
Worldwide	Uzbekistan	All Services	up to 5
Worldwide	Zambia	All Services	up to 4
Worldwide	Zimbabwe	All Services	up to 3

### 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.