



# Service Impact of COVID-19

August 28, 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](#).

## FedEx Ground service delays in various parts of the U.S.

Due to a significant surge in volume and other impacts of COVID-19, FedEx Ground is currently experiencing delays in various parts of the U.S. We are committed to providing service to the best of our ability and offer our sincerest apologies for any inconvenience caused by these delays. For specific shipment status information, please track your shipment at [FedEx.com](https://www.fedex.com).

## 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 promote the World Health Organization's guidance on social distancing and do our part to help prevent the spread of COVID-19 across our communities, effective immediately we have temporarily implemented no-contact pickups and deliveries, including temporarily suspending most signature requirements for FedEx Express and FedEx Ground deliveries in the U.S. and Canada. The signature suspension also includes FedEx Freight in the U.S. and those normally required as part of our same-day service, as well as in our FedEx Office retail stores and onsite locations at various retailers. In some cases, signatures will be captured by the driver manually entering the recipient's first initial, last name and "C-19."

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

- [Shipments in APAC](#)
- [Shipments in EUROPE](#)
- [Shipments in LAC](#) (Latin American and Caribbean)
- [Shipments in MEISA](#) (Middle East, Indian Subcontinent and Africa)
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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                          | China [Shipments to Urumqi, Xinjiang Uygur autonomous region only] | All FedEx Services                | All Commodities    | Temporary service suspension                                                        |
| Worldwide, except for:<br>• Europe | 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    | Maximum weight of 50kg per shipper<br><br>Maximum dimension of 40x30x30cm per piece |
| Worldwide                          | Mongolia                                                           | FedEx International Economy (IE)  | All Commodities    | Temporary service suspension                                                        |
| Worldwide                          | Norfolk Island                                                     | FedEx International Priority (IP) | All Commodities    | Temporary service suspension                                                        |
|                                    |                                                                    |                                   |                    |                                                                                     |

## Temporary Service Suspension: Shipments in APAC

| Origins                                                                                                                                                                                      | Destination                                       | Affected Services                                                                                             | Affected Shipments     | Service Impact                      |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------|---------------------------------------------------------------------------------------------------------------|------------------------|-------------------------------------|
| <p>APAC, except for:</p> <ul style="list-style-type: none"> <li>• Economy shipments between Singapore and Malaysia</li> <li>• Economy shipments between Australia and New Zealand</li> </ul> | <p>APAC<br/>Canada<br/>Latin America<br/>U.S.</p> | <p>FedEx International Economy (IE)<br/><br/>FedEx International Economy DirectDistribution Freight (IED)</p> | <p>All Commodities</p> | <p>Temporary service suspension</p> |

## Temporary Service Suspension: Shipments in APAC

| Origins                                                                                                                                                                           | Destination                                                                                                       | Affected Services                                                                        | Affected Shipments                                 | Service Impact                                                                                                                                                                                                                               |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------|----------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 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> | APAC<br>Canada<br>Latin America<br>U.S.                                                                           | FedEx International Economy Freight (IEF)                                                | All Commodities                                    | Temporary service suspension of all bookable shipments                                                                                                                                                                                       |
| APAC                                                                                                                                                                              | Worldwide, except for: <ul style="list-style-type: none"> <li>Shipments to India via New Delhi gateway</li> </ul> | FedEx International Express Freight (IXF)                                                | All Commodities                                    | Temporary service suspension of all bookable shipments                                                                                                                                                                                       |
| 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 | Minimum weight of 50kg per airway bill for formal entry shipments<br><br>Note: Personal PPE shipments will not be subject to this minimum weight limit of 50kg but must comply to China Customs requirement for personal shipment clearance. |
| China [Shipments from Urumqi, Xinjiang Uygur autonomous region only]                                                                                                              | 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     | Up to 3                                 |
| Worldwide | Cambodia      | All FedEx Services                       | All Commodities     | 5                                       |
| Worldwide | Cook Islands  | All FedEx Services                       | All Commodities     | 7                                       |
| Worldwide | East Timor    | All FedEx Services                       | All Commodities     | Up to 5                                 |
| Worldwide | East Malaysia | All FedEx Services                       | All Commodities     | Up to 10                                |
| Worldwide | Fiji          | All FedEx Services                       | All Commodities     | Up to 5                                 |
| 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)                                   |
|---------------------------------|-----------------------------------------------------------------------|--------------------|-----------------|---------------------------------------------------------------------------|
| U.S.<br>Canada<br>Latin America | Hong Kong SAR                                                         | All FedEx Services | All Commodities | 1<br><br>[For every Friday pickup starting August 3 till further notice]  |
| Worldwide                       | Indonesia                                                             | All FedEx Services | All Commodities | 1                                                                         |
| Worldwide                       | Japan [shipments to FedEx Outside Delivery Area (ODA) in Kyushu only] | All FedEx Services | All Commodities | 1<br><br>[For every Monday delivery starting April 8 till further notice] |
| Worldwide                       | Japan [shipments to Okinawa only]                                     | All FedEx Services | All Commodities | Up to 5                                                                   |
| Worldwide                       | Laos                                                                  | All FedEx Services | All Commodities | Up to 14                                                                  |
| U.S.<br>Canada<br>Latin America | Macau SAR                                                             | All FedEx Services | All Commodities | 1<br><br>[For every Friday pickup starting August 3 till further notice]  |
| Worldwide                       | Marshall Islands                                                      | All FedEx Services | All Commodities | 4                                                                         |

## Transit Time Extension: Shipments in APAC

| Origins   | Destinations                            | Affected Services                 | Commodities     | Additional Transit Time (Business Days)       |
|-----------|-----------------------------------------|-----------------------------------|-----------------|-----------------------------------------------|
| Worldwide | Micronesia                              | All FedEx Services                | All Commodities | 4                                             |
| Worldwide | Mongolia                                | FedEx International Priority (IP) | All Commodities | Up to 7                                       |
| Worldwide | New Caledonia                           | All FedEx Services                | All Commodities | 3                                             |
| Worldwide | Palau                                   | All FedEx Services                | All Commodities | 4                                             |
| Worldwide | Philippines<br>[shipments to Cebu only] | All FedEx services                | All Commodities | 3                                             |
| Worldwide | Saipan                                  | All FedEx Services                | All Commodities | 4                                             |
| Worldwide | Samoa                                   | All FedEx Services                | All Commodities | 7                                             |
| Worldwide | Singapore                               | All FedEx Priority Services       | All Commodities | Delivery commitment will be changed to 1800hr |
| Worldwide | Thailand                                | All FedEx Services                | All Commodities | 1                                             |



## Transit Time Extension: Shipments in APAC

| Origins                                      | Destinations                                                                                                                                                                           | Affected Services  | Commodities     | Additional Transit Time (Business Days)                                               |
|----------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------|-----------------|---------------------------------------------------------------------------------------|
| Worldwide                                    | Tonga                                                                                                                                                                                  | All FedEx Services | All Commodities | 7                                                                                     |
| Worldwide                                    | Vanuatu                                                                                                                                                                                | All FedEx Services | All Commodities | Up to 7                                                                               |
| Worldwide                                    | Vietnam [shipments to Da Nang only]                                                                                                                                                    | All FedEx Services | All Commodities | 1                                                                                     |
| Worldwide                                    | Vietnam [shipments to the following provinces only:<br><ul style="list-style-type: none"> <li>• Quang Binh</li> <li>• Quang Tri</li> <li>• Quang Nam</li> <li>• Quang Ngai]</li> </ul> | All FedEx Services | All Commodities | 2                                                                                     |
| Worldwide                                    | Wallis and Futuna                                                                                                                                                                      | All FedEx Services | All Commodities | Up to 7                                                                               |
| 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<br><br>[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<br>[For every Friday and Saturday pickup starting March 27 until further notice] |
| Eastern China    | U.S.<br>Canada<br>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                                                                           |
| East Timor       | Worldwide                       | All FedEx Services | All Commodities | Up to 7                                                                            |
| French Polynesia | Worldwide                       | All FedEx Services | All Commodities | Up to 7                                                                            |
|                  |                                 |                    |                 |                                                                                    |

## Transit Time Extension: Shipments in APAC

| Origins                                                                                                 | Destinations                              | Affected Services                 | Commodities     | Additional Transit Time (Business Days) |
|---------------------------------------------------------------------------------------------------------|-------------------------------------------|-----------------------------------|-----------------|-----------------------------------------|
| Fiji                                                                                                    | Worldwide                                 | All FedEx Services                | All Commodities | Up to 5                                 |
| Indonesia                                                                                               | U.S.<br>Canada<br>Latin America           | 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 | 6                                       |
| Mongolia                                                                                                | Worldwide                                 | All FedEx Services                | All Commodities | Up to 7                                 |
| New Zealand                                                                                             | U.S.<br>Canada<br>Latin America<br>Europe | FedEx International Priority (IP) | All Commodities | 1                                       |
| Philippines [shipments from Cebu only]                                                                  | Worldwide                                 | All FedEx Services                | All Commodities | 3                                       |
| Philippines [shipments from Outside Pickup Area (OPA) in Luzon and shipments from Visayas and Mindanao] | Worldwide                                 | All FedEx Services                | All Commodities | 2                                       |

## 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, except for APAC | All FedEx Services | All Commodities | 1                                       |
| Tonga                                                                                                                                                                          | Worldwide                  | All FedEx Services | All Commodities | 7                                       |
| Vanuatu                                                                                                                                                                        | Worldwide                  | All FedEx Services | All Commodities | Up to 7                                 |
| Vietnam [shipments from Da Nang only]                                                                                                                                          | Worldwide                  | All FedEx Services | All Commodities | 1                                       |
| Vietnam [shipments from the provinces only:<br><ul style="list-style-type: none"> <li>• Quang Binh</li> <li>• Quang Tri</li> <li>• Quang Nam</li> <li>• Quang Ngai]</li> </ul> | Worldwide                  | All FedEx Services | All Commodities | 2                                       |
| Wallis and Futuna                                                                                                                                                              | Worldwide                  | All FedEx Services | All Commodities | Up to 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 Restrictions: Shipments in Europe |                                 |                      |                    |                                                                         |
|-----------------------------------------------------|---------------------------------|----------------------|--------------------|-------------------------------------------------------------------------|
| Origins                                             | Destination                     | Affected Services    | Affected Shipments | Restrictions                                                            |
| Europe                                              | U.S.<br>Canada<br>Latin America | All Economy Services | All Commodities    | Total combined shipment should not exceed max 100KG per shipper per day |

# Service adjustments related to COVID-19 containment measures for shipments in LAC (Latin America and Caribbean)

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

| Transit Time Extension: Shipments in LAC (Latin America and Caribbean) |                    |                   |                    |                                             |
|------------------------------------------------------------------------|--------------------|-------------------|--------------------|---------------------------------------------|
| Origins                                                                | Destination        | Affected Services | Affected Shipments | Additional Transit Time (Business Days)     |
| Worldwide                                                              | Anguilla           | All Services      | All Commodities    | 1 on Mondays and Wednesdays                 |
| Worldwide                                                              | Bolivia            | All Services      | All Commodities    | Up to 2 days                                |
| Worldwide                                                              | Bahamas            | All Services      | All Commodities    | 1 on Mondays and Wednesdays                 |
| Worldwide                                                              | Belize             | All Services      | All Commodities    | 2 on Mondays<br>1 on Tuesdays and Thursdays |
| Worldwide                                                              | Dominican Republic | All Services      | All Commodities    | 1                                           |
| Worldwide                                                              | El Salvador        | All Services      | All Commodities    | 1                                           |
| Worldwide                                                              | Guatemala          | All Services      | All Commodities    | 1                                           |
| Worldwide                                                              | Guyana             | All Services      | All Commodities    | 1 on Mondays and Wednesdays                 |

## Transit Time Extension: Shipments in LAC (Latin America and Caribbean)

| Origins                           | Destination            | Affected Services | Affected Shipments | Additional Transit Time (Business Days) |
|-----------------------------------|------------------------|-------------------|--------------------|-----------------------------------------|
| Worldwide                         | Honduras               | All Services      | All Commodities    | 1 only on Fridays                       |
| Worldwide                         | Cayman Islands         | All Services      | All Commodities    | 1                                       |
| Worldwide                         | Nicaragua              | All Services      | All Commodities    | 1 on Mondays and Thursdays              |
| Worldwide                         | Paraguay               | All Services      | All Commodities    | Up to 4                                 |
| Worldwide                         | Suriname               | All Services      | All Commodities    | 1 on Wednesdays and Fridays             |
| Worldwide                         | British Virgin Islands | All Services      | All Commodities    | 1                                       |
| Antigua                           | Worldwide              | All Services      | All Commodities    | 1 only on Tuesday                       |
| Anguilla                          | Worldwide              | All Services      | All Commodities    | 1 on Tuesdays and Thursday              |
| Bolivia                           | Worldwide              | All Services      | All Commodities    | Up to 8                                 |
| Bonaire, Saint Eustatius and Saba | Worldwide              | All Services      | All Commodities    | 1 on Tuesdays and Thursdays             |

## Transit Time Extension: Shipments in LAC (Latin America and Caribbean)

| Origins       | Destination | Affected Services | Affected Shipments | Additional Transit Time (Business Days) |
|---------------|-------------|-------------------|--------------------|-----------------------------------------|
| Bahamas       | Worldwide   | All Services      | All Commodities    | 1 on Tuesdays and Thursdays             |
| Belize        | Worldwide   | All Services      | All Commodities    | Up to 5                                 |
| Ecuador       | Worldwide   | All Services      | All Commodities    | Up to 3                                 |
| French Guiana | Worldwide   | All Services      | All Commodities    | 1 on Tuesdays and Thursdays             |
| Guyana        | Worldwide   | All Services      | All Commodities    | Up to 3                                 |
| Haiti         | Worldwide   | All Services      | All Commodities    | 1                                       |
| St. Martin    | Worldwide   | All Services      | All Commodities    | 1 on Tuesdays and Thursdays             |
| Montserrat    | Worldwide   | All Services      | All Commodities    | 1 on Tuesdays and Thursdays             |
| Nicaragua     | Worldwide   | All Services      | All Commodities    | Up to 4                                 |
| Peru          | Worldwide   | All Services      | All Commodities    | Up to 2                                 |



## Transit Time Extension: Shipments in LAC (Latin America and Caribbean)

| Origins                | Destination | Affected Services | Affected Shipments | Additional Transit Time (Business Days) |
|------------------------|-------------|-------------------|--------------------|-----------------------------------------|
| Paraguay               | Worldwide   | All Services      | All Commodities    | Up to 6                                 |
| Suriname               | Worldwide   | All Services      | All Commodities    | Up to 3                                 |
| Turks & Caicos Islands | Worldwide   | All Services      | All Commodities    | Up to 4                                 |
| British Virgin Islands | Worldwide   | All Services      | All Commodities    | 1 only on Thursdays                     |

# 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 | Cape Verde  | 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    | Temporary service suspension |
| Worldwide | Liberia     | All Services      | All Commodities    | Temporary service suspension |
| Worldwide | Seychelles  | All Services      | All Commodities    | Temporary service suspension |
| Bhutan    | Worldwide   | 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               |
|------------|-------------|-------------------|--------------------|------------------------------|
| Cape Verde | 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    | Temporary service suspension |
| 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 |

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

| Origins                      | Destination | Affected Services | Additional Transit Time<br>(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                                    |
| Burundi                      | Worldwide   | All Services      | up to 3                                    |
| Cameroon                     | Worldwide   | All Services      | up to 3                                    |
| Chad                         | Worldwide   | All Services      | up to 3                                    |
| Congo Republic               | 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                                    |

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

| Origins                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       | Destination | Affected Services | Additional Transit Time<br>(Business Days)                                |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------|-------------------|---------------------------------------------------------------------------|
| Gabon                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         | Worldwide   | All Services      | up to 3                                                                   |
| Ghana                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         | Worldwide   | All Services      | up to 3                                                                   |
| Guinea                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        | Worldwide   | All Services      | up to 3                                                                   |
| India                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         | Worldwide   | All Services      | up to 2                                                                   |
| India District/State: <ul style="list-style-type: none"> <li>• Meghalaya</li> <li>• West Bengal</li> <li>• Gangtok, Sikkim</li> <li>• Patna, Bihar</li> <li>• Raipur, Chhattisgarh</li> <li>• Bhilai, Chhattisgarh                             <ul style="list-style-type: none"> <li>- Kabirdham</li> <li>- Rajnand Gaon</li> <li>- Balod</li> </ul> </li> <li>• Jammu District, Jammu &amp; Kashmir</li> <li>• Aluva, Ernakulum and nearby panchayats                             <ul style="list-style-type: none"> <li>- Chengamanadu</li> <li>- Karumalloor</li> <li>- Kadungaloor</li> <li>- Alangadu</li> <li>- Choornikara</li> </ul> </li> <li>• Edathala</li> </ul> | Worldwide   | All Services      | Temporary disruption of domestic and international pick-up and deliveries |
| Iraq                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          | 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<br>(Business Days) |
|-------------|-------------|-------------------|--------------------------------------------|
| 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 3                                    |
| Kyrgyzstan  | Worldwide   | All Services      | up to 5                                    |
| Lebanon     | Worldwide   | All Services      | up to 3                                    |
| Madagascar  | Worldwide   | All Services      | up to 3                                    |
| Malawi      | Worldwide   | All Services      | up to 5                                    |
| Mali        | Worldwide   | All Services      | up to 3                                    |
| Mauritania  | 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) |
|------------|-------------|-------------------|-----------------------------------------|
| 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 3                                 |
| Nepal      | Worldwide   | All Services      | up to 10                                |
| Niger      | Worldwide   | All Services      | up to 3                                 |
| Nigeria    | Worldwide   | All Services      | up to 3                                 |
| Oman       | Worldwide   | All Services      | 1                                       |
| Pakistan   | Worldwide   | All Services      | up to 2                                 |
| Qatar      | Worldwide   | All Services      | up to 2                                 |
| Reunion    | 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) |
|--------------|-------------|-------------------|-----------------------------------------|
| 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      | up to 4                                 |
| Sri Lanka    | Worldwide   | All Services      | up to 3                                 |
| Swaziland    | Worldwide   | All Services      | up to 10                                |
| Tanzania     | Worldwide   | All Services      | up to 3                                 |
| Togo         | Worldwide   | All Services      | up to 3                                 |
| Tunisia      | Worldwide   | All Services      | up to 2                                 |
| Uganda       | Worldwide   | All Services      | N/A                                     |
| 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 | Burundi      | All Services      | up to 3                                 |
| Worldwide | Cameroon     | All Services      | up to 3                                 |
| Worldwide | Chad         | All Services      | up to 3                                 |

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

| Origins   | Destination                  | Affected Services | Additional Transit Time<br>(Business Days) |
|-----------|------------------------------|-------------------|--------------------------------------------|
| Worldwide | Congo Republic               | All Services      | up to 3                                    |
| Worldwide | Democratic Republic of Congo | All Services      | up to 3                                    |
| 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      | up to 2                                    |
|           |                              |                   |                                            |
|           |                              |                   |                                            |

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

| Origins   | Destination                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    | Affected Services | Additional Transit Time<br>(Business Days)                                |
|-----------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------|---------------------------------------------------------------------------|
| Worldwide | India District/State: <ul style="list-style-type: none"> <li>• Meghalaya</li> <li>• West Bengal</li> <li>• Gangtok, Sikkim</li> <li>• Patna, Bihar</li> <li>• Raipur, Chhattisgarh</li> <li>• Bhilai, Chhattisgarh                             <ul style="list-style-type: none"> <li>- Kabirdham</li> <li>- Rajnand Gaon</li> <li>- Balod</li> </ul> </li> <li>• Jammu District, Jammu &amp; Kashmir</li> <li>• Aluva, Ernakulum and nearby panchayats                             <ul style="list-style-type: none"> <li>- Chengamanadu</li> <li>- Karumalloor</li> <li>- Kadungaloor</li> <li>- Alangadu</li> <li>- Chooranikara</li> <li>- Edathala</li> </ul> </li> </ul> | All Services      | Temporary disruption of domestic and international pick-up and deliveries |
| 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                                                                   |
| Worldwide | Kenya                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          | All Services      | up to 3                                                                   |
| Worldwide | Kuwait                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         | 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 | 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 5                                 |
| 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                                 |
| Worldwide | Mozambique  | All Services      | up to 3                                 |
| Worldwide | Namibia     | 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 | Nepal        | All Services      | up to 10                                |
| Worldwide | Niger        | All Services      | up to 3                                 |
| Worldwide | Nigeria      | All Services      | up to 3                                 |
| Worldwide | Oman         | All Services      | 1                                       |
| 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      | N/A                                     |
| 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 | Uganda      | All Services      | N/A                                     |
| Worldwide | Uzbekistan  | All Services      | up to 5                                 |
| Worldwide | Zambia      | All Services      | up to 4                                 |
| Worldwide | Zimbabwe    | All Services      | up to 3                                 |

### FOR ADDITIONAL INFORMATION

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