



Service Impact of COVID-19

July 27, 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 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 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 from Urumqi, Xinjiang Uygur autonomous region only]	All FedEx Services	All Commodities	Temporary service suspension
Worldwide, except for: • Europe	French Polynesia	All FedEx Services	All Commodities	Temporary service suspension
Worldwide	Kiribati	All FedEx Services	All Commodities	Temporary service suspension
Worldwide	Micronesia [shipments to Chuuk only]	All FedEx Services	All Commodities	Temporary service suspension
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"> Economy shipments between Singapore and Malaysia Economy shipments between Australia and New Zealand 	<p>APAC Canada Latin America U.S.</p>	<p>FedEx International Economy (IE) FedEx International Economy DirectDistribution Freight (IED)</p>	All Commodities	Temporary service suspension
<p>APAC, except for:</p> <ul style="list-style-type: none"> Economy shipments between Singapore and Malaysia Economy shipments between Australia and New Zealand 	<p>APAC Canada Latin America U.S.</p>	<p>FedEx International Economy Freight (IEF)</p>	All Commodities	Temporary service suspension of all bookable shipments
APAC	<p>Worldwide, except for:</p> <ul style="list-style-type: none"> Shipments to India via New Delhi gateway 	<p>FedEx International Express Freight (IXF)</p>	All Commodities	Temporary service suspension of all bookable shipments
American Samoa	Worldwide	All FedEx Services	All Commodities	Temporary service suspension

Temporary Service Suspension: Shipments in APAC

Origins	Destination	Affected Services	Affected Shipments	Service Impact
China	Worldwide	All FedEx Services [For Personal Protective Equipment (PPE) formal entry shipments only]	Personal Protective Equipment (PPE) shipments only	<p>Minimum weight of 50kg per airway bill for formal entry shipments</p> <p>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.</p>
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

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	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	6
Worldwide	Marshall Islands	All FedEx Services	All Commodities	4
Worldwide	Micronesia, except for: - Shipments to Chuuk	All FedEx Services	All Commodities	4

Transit Time Extension: Shipments in APAC

Origins	Destinations	Affected Services	Commodities	Additional Transit Time (Business Days)
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 [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

Transit Time Extension: Shipments in APAC

Origins	Destinations	Affected Services	Commodities	Additional Transit Time (Business Days)
Worldwide	Thailand	All FedEx Services	All Commodities	1
Worldwide	Tonga	All FedEx Services	All Commodities	7
Worldwide	Vanuatu	All FedEx Services	All Commodities	Up to 7
Worldwide	Vietnam	All FedEx Services	All Commodities	N/A
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 [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
East Timor	Worldwide	All FedEx Services	All Commodities	Up to 7
French Polynesia	Worldwide	All FedEx Services	All Commodities	Up to 7
Fiji	Worldwide	All FedEx Services	All Commodities	Up to 5

Transit Time Extension: Shipments in APAC

Origins	Destinations	Affected Services	Commodities	Additional Transit Time (Business Days)
Indonesia	U.S. Canada 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. Canada Latin America 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	Worldwide	All FedEx Services	All Commodities	N/A
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. Canada 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	Aruba	All Services	All Commodities	1 on Mondays and Wednesdays
Worldwide	Barbados	All Services	All Commodities	1 only on Mondays
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 1 on Tuesdays and Thursdays
Worldwide	Curacao	All Services	All Commodities	1 on Mondays and Wednesdays
Worldwide	Dominican Republic	All Services	All Commodities	1

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

Origins	Destination	Affected Services	Affected Shipments	Additional Transit Time (Business Days)
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
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	Trinidad and Tobago	All Services	All Commodities	1 on Mondays and Wednesdays
Worldwide	British Virgin Islands	All Services	All Commodities	1

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

Origins	Destination	Affected Services	Affected Shipments	Additional Transit Time (Business Days)
Antigua	Worldwide	All Services	All Commodities	1 only on Tuesday
Anguilla	Worldwide	All Services	All Commodities	1 on Tuesdays and Thursday
Aruba	Worldwide	All Services	All Commodities	1 on Tuesdays and Thursday
Barbados	Worldwide	All Services	All Commodities	1 only on Tuesdays
Bermuda	Worldwide	All Services	All Commodities	1 on Monday to 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
Bahamas	Worldwide	All Services	All Commodities	1 on Tuesdays and Thursdays
Belize	Worldwide	All Services	All Commodities	Up to 5
Colombia	Worldwide	All Services	All Commodities	1 only on Tuesdays

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

Origins	Destination	Affected Services	Affected Shipments	Additional Transit Time (Business Days)
Curacao	Worldwide	All Services	All Commodities	1 on Tuesdays and Thursdays
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
Paraguay	Worldwide	All Services	All Commodities	Up to 6

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

Origins	Destination	Affected Services	Affected Shipments	Additional Transit Time (Business Days)
Suriname	Worldwide	All Services	All Commodities	Up to 3
Turks & Caicos Islands	Worldwide	All Services	All Commodities	Up to 4
Trinidad and Tobago	Worldwide	All Services	All Commodities	1 on Tuesdays and Thursdays
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 (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 (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"> • Kolkata city and Howrah district, West Bengal • Patna, Bihar • Madhya Pradesh • Madurai City, Tamil Nadu • Trivandrum, Kerala • Kamrup district, Assam • Jorhat, Assam • Gangtok, Sikkim • Siliguri, Under Darjeeling district, West Bengal • Gwalior, Madhya Pradesh 	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

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

Origins	Destination	Affected Services	Additional Transit Time (Business Days)
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
Mauritius	Worldwide	All Services	up to 3
Morocco	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)
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
Rwanda	Worldwide	All Services	up to 3
Saudi Arabia	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)
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
Zambia	Worldwide	All Services	up to 4
Zimbabwe	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)
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
Worldwide	Congo Republic	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	up to 2
Worldwide	India District/State: <ul style="list-style-type: none"> • Kolkata city and Howrah district, West Bengal • Patna, Bihar • Madhya Pradesh • Madurai City, Tamil Nadu • Trivandrum, Kerala • Kamrup district, Assam • Jorhat, Assam • Gangtok, Sikkim • Siliguri, Under Darjeeling district, West Bengal • Gwalior, Madhya Pradesh 	All Services	N/A

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

Origins	Destination	Affected Services	Additional Transit Time (Business Days)
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
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

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

Origins	Destination	Affected Services	Additional Transit Time (Business Days)
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
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

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

Origins	Destination	Affected Services	Additional Transit Time (Business Days)
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
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

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

Origins	Destination	Affected Services	Additional Transit Time (Business Days)
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

- 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.