



Updated 7.7.20

Containment measures imposed by governments around the world to aid in preventing the spread of COVID-19 are currently causing unavoidable service impacts on both inbound and outbound shipments as outlined below. The virus has spread to over 216 countries, areas or territories and is classified by the World Health Organization (WHO) as a global pandemic.

Due to the role FedEx plays in facilitating crucial shipments and delivering critical relief, we are considered an essential business and may continue to operate under 'state of emergency' and 'shelter in place' orders issued in the U.S. Because we are an essential transportation service provider, we will continue global operations as government restrictions and regulations allow.

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

The safety and well-being of our team members and customers is our top priority. We are closely monitoring guidance from the U.S. Centers for Disease Control and the World Health Organization and taking all recommended safety precautions.

### **Service Impacts of COVID-19 Containment Measures (as of July 7, 2020)**

In response to the spread of COVID-19, many governments have implemented travel restrictions.

**All Air and Ocean Cargo Bookings to Europe, Asia and the U.S.:** Due to increased local and governmental directives related to COVID-19, some locations are experiencing issues and delays when attempting to arrange or execute final delivery to customers. Some customers have reduced capability to accept delivery of cargo or have temporarily suspended operations altogether. These impediments may result in storage charges, detention or demurrage, and/or additional unintended transportation charges.

In response to these circumstances, FedEx Logistics is providing the following general customer guidance:

- Prior to contacting FedEx Logistics to book an air or ocean shipment, customers are advised to confirm that the recipient address is open and able to accept and receive the shipment. This step is required for shipments into India, the United Kingdom and Mexico.
- At the time of booking shipments into India, the United Kingdom and Mexico, FedEx Logistics will attempt to determine, on behalf of the customer, that the recipient address is open and able to accept and receive the shipment.
- FedEx Logistics may decline to book a shipment if it cannot confirm the recipient's availability to receive the shipment.
- For any shipment that is booked by FedEx Logistics, in the event the shipment cannot be delivered, the customer may be subject to additional fees including transportation, demurrage, detention and storage charges.
- Customers should also confirm that:
  - The consignee or recipient will be available and capable to take delivery of the cargo on the estimated delivery date,
  - Your customs broker is available and operational to clear the goods, and
  - The local customs agency/authority for the delivery location is operational.

**United States:** The U.S. government has implemented travel restrictions, barring the entry of all foreign nationals who have visited the following countries since June 1: China, Iran, Austria, Belgium, Czech Republic, Denmark, Estonia, Finland, France, Germany, Greece, Hungary, Iceland, Ireland, Italy, Latvia, Liechtenstein, Lithuania, Luxembourg, Malta, Netherlands, Norway, Poland, Portugal, Slovakia, Slovenia,

Spain, Sweden, Switzerland, Monaco, San Marino, Vatican City and the United Kingdom (England, Scotland, Wales, Northern Ireland), the Republic of Ireland and Brazil. As a result, some airlines have canceled some flights. Closure of the U.S. borders with Mexico and Canada through July 21, applies only to non-essential traffic and these borders remain open for commercial traffic and goods.

Customers must verify that the recipient's location is open prior to shipping. Many commercial businesses are closed at this time, which impacts the delivery of goods. In the event a business is closed, we will follow current operating procedures to attempt to complete delivery at a later time. If a business recipient is unable to receive a shipment at their normal business address, storage and warehousing fees may apply.

**U.S. Customs Brokerage Entries:** Due to the COVID-19 public health emergency, several regulatory alerts have been released concerning shipping restrictions and requirements associated with personal protective equipment (PPE), such as medical masks, respirators, gowns and gloves, as well as certain medical devices, such as ventilators.

The U.S. Food and Drug Administration (FDA) will not approve PPE and medical device shipments for delivery without the required FDA information for clearance, so it's imperative for customers shipping these items to understand and follow the requirements outlined by the FDA. Detailed information regarding Food and Drug Administration instructions for the import of personal protective equipment and other medical devices during the COVID-19 outbreak can be found [here](#).

**Australia:** The March 24, 2020 overseas travel ban by the Australia government remains in effect. Commercial flight availability is affected, resulting in less air cargo belly space. FedEx Logistics offices remain operational with potentially delayed response times.

**Europe:** Export restrictions on PPE have been lifted by the European Union (EU). Some EU Member States and third countries are implementing additional national restrictions, by means of which:

- Medicines and medical equipment are subject to an export ban
- Movements within the EU customs territories are restricted
- PPE, medicines and medical equipment imports are subject to new requirements for different imports types including commercial import of masks and diagnostic kits or others (versus private individual imports of small quantities of masks).

Existing requirement on items being imported into the EU conforming to the applicable EU safety, health and environmental protection requirements remains in place. To avoid delays due to inspections and potential seizure of commodities:

- Foreign exporters must check with their EU importers in advance if their products require conformity to EU quality standards and additional required documentation. The following applies to these shipments:
  - Items subject to CE Marking requirements must have copies of the EU Declaration of Conformity scanned and indexed with the other clearance documents (e.g. the commercial invoice). The declaration must clearly identify the shipment reference (AWB) between the certificate/invoice and packing list, and must be available for import clearance pre-flight (for all shipments valued over €22) or it will be blocked on arrival.
  - All documents indicating EU conformity should be in English.
  - Items requiring further import approvals (e.g. extraordinary approvals issued by national health authorities) must have scanned copies and indexed with the other clearance documents (e.g. the commercial invoice).

Shippers should be aware that arriving air and ocean cargo may incur storage fees if the recipient is unable to receive freight and the customs broker is not available.



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**India:** International commercial flights remain suspended, with no indication of when normal flight operations will resume. However, international passenger flights converted to cargo flights are operating along with cargo flights and partly making up for reduction of cargo capacity thus caused. For Broker Select Option shipments, the recipient has to clear and pickup packages from the FedEx facility. For Broker Select Option shipments, the recipient has to clear and pickup packages from the FedEx facility.

**Italy:** The Italian government announced it has lifted the restriction on international travel effective June 3. A number of airlines have suspended flights to and/or from Italy. Existing containment measures in Italy continue to impact service throughout Italy.

**Malaysia:** The government has restricted entry of foreign nationals through August 31. The Movement Control Order (MCO), restricting foreign nationals from entering the country, has been extended until August 31.

**New Zealand:** The New Zealand border remains closed to non-essential air and ocean travel, per the government of New Zealand. Travel is restricted to citizens and residents.

**Saudi Arabia:** The Saudi Arabian government has opened limited domestic air travel, but international air travel remains suspended until further notice

**United Arab Emirates:** The FedEx Logistics Dubai office is open and continues to operate, and pickup and delivery goods is still active based on the exemption approved by the UAE government. In response to health and safety measures declared by the government, some of our staff is working from home so customers may experience delays linked to local COVID-19 impacts.

**Vietnam:** FedEx Logistics offices in Hanoi and Ho Chi Minh are open and operating as normal. Pickup and delivery of goods are available for all locations. International air cargo demands are being served by freighter flights, charter flights or passenger aircraft flights that are dedicated to cargo carriage.



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July 21: <https://mx.usembassy.gov/travel-restrictions-fact-sheet/>

Foreign Nationals (US): <https://www.cdc.gov/coronavirus/2019-ncov/travelers/from-other-countries.html>

Malaysia: <https://my.usembassy.gov/u-s-citizen-services/covid-19-information/#:~:text=Under%20travel%20restrictions%20announced%20on,discretion%20of%20the%20Malaysian%20government.>

Saudi Arabia: <https://sa.usembassy.gov/u-s-citizen-services/covid-19-information/>