

DHL

Status: Fully operational except for delays in cases of local government restrictions.

DHL is mobilizing Business Continuity plans to ensure that deliveries continue to be made. Top management is meeting each day to navigate the pandemic's swift evolution and daily hurdles. The carrier is ensuring that they follow all international and local government health protocols.

DHL eCommerce - Countries with Delays or Suspensions for Packet International & Packet Plus International Services

| Destination Country | Service Status |
|---------------------|----------------|
| Cayman Islands | Suspended |
| Djibouti | Suspended |
| Equador | Suspended |
| French Polynesia | Suspended |
| Kuwait | Suspended |
| Lebanon | Suspended |
| Libya | Suspended |
| Maledives | Suspended |
| Moldova | Suspended |
| Morocco | Suspended |
| Myanmar | Suspended |
| Peru | Suspended |
| Somalia | Suspended |
| Sri Lanka | Suspended |
| Suriname | Suspended |
| Tunisia | Suspended |

| | |
|----------------|---------|
| Australia | Delayed |
| Belgium | Delayed |
| Brazil | Delayed |
| Canada | Delayed |
| Chile | Delayed |
| Croatia | Delayed |
| Cyprus | Delayed |
| Czech Republic | Delayed |
| Denmark | Delayed |
| El Salvador | Delayed |
| Estonia | Delayed |
| France | Delayed |
| Germany | Delayed |
| Greece | Delayed |
| Hungary | Delayed |
| India | Delayed |
| Ireland | Delayed |
| Israel | Delayed |
| Italy | Delayed |
| Japan | Delayed |
| Latvia | Delayed |
| Malta | Delayed |
| Mexico | Delayed |
| Mongolian | Delayed |
| Netherlands | Delayed |
| New Zealand | Delayed |
| Norway | Delayed |
| Poland | Delayed |
| Portugal | Delayed |
| Romania | Delayed |
| Russia | Delayed |
| Spain | Delayed |
| Sweden | Delayed |
| Switzerland | Delayed |
| United Kingdom | Delayed |

FedEx

Status: Fully operational; waiving signature-on-delivery service in some countries.

The company is following CDC and WHO guidelines for health and hygiene, including educating team members, encouraging practices such as frequent hand-washing, and sanitation of workspaces and equipment.

1. FedEx is considered an essential business and is trying to maintain normal operations as much as possible.
2. FedEx US **store hours** may be reduced - check your local store for new operating hours and available services.
3. Due to travel restrictions and border closures, the carrier has suspending its money-back guarantee for all FedEx Express, FedEx Ground, FedEx Freight, and FedEx Office services until further notice.
4. Singature-on-delivery services within the US have been suspended, except for cases where Adult Signature Required (ASR) is in place. Couriers will ask for verbal confirmation of name and maintain a safe distance.
5. They're experiencing delays (on average, 1-2 days) on most services from to US to Hong Kong, China, Europe, the Middle East, India, and Africa.

USPS

Status: Fully operational domestically within the US; experiencing delays in Europe and parts of Asia.

The service disruptions affect Priority Mail Express International® (PMEI), Priority Mail International® (PMI), First-Class Mail International® (FCMI), First-Class Package International Service® (FCPIS®), International Priority Airmail® (IPA®), International Surface Air Lift® (ISAL®), and M-Bag® items.

1. USPS will hold mail delivered to closed business addresses for 10 days; businesses can request temporary mail suspension for 30 days.
2. Because it's classified as an essential service, mail services are still operational.
3. USPS is following CDC and WHO health guidelines and procedures. So far, three dozen USPS employees have contracted the virus, and the agency is taking extra precautions.
4. You can ship hand sanitizers and wipes, but only through Retail Ground, Parcel Select, or Parcel Select Lightweight; these are only available through your local post office branch.
5. Signature-on-delivery services has been suspended; couriers will request verbal confirmation on delivery while maintaining a safe distance.
6. USPS has suspended their guarantee on Priority Mail Express International mail being sent to China and Hong Kong.
7. There are some delays in mail to and from China, as well as Europe.

UPS

Status: Fully operational except where constrained by government restrictions.; waiving signature-on-delivery service in some countries.

1. UPS has been deemed to be critical infrastructure by the Department of Homeland Security and is continuing to operate throughout the US, including in rural and restricted areas.
2. UPS stores across the US remain open - you're advised to check operating hours before going.
3. From March 24, UPS is suspending its Service Guarantee for all US-origin shipments (for both domestic and international services).
4. Signature-on-delivery has been suspended within the US except for Adult Signature Required (ASR) services.

The company is following CDC and WHO guidelines for health and hygiene, including educating team members, encouraging practices such as frequent hand-washing, and sanitation of workspaces and equipment.

Aramex

Status: Operational, but experiencing some delays in international services.

1. Aramex have confirmed that all services are currently facing delays to most international destinations due to high cancellations of airline services. Some destination country services have been suspended.
2. Domestic Express shipments within the US is still operating, and the courier is working hard to deliver these on time.
3. Temporary emergency surcharges are being applied to shipments. These charges are already implemented for new shipments being created on Easyship.

| Destination Country | Service Status |
|------------------------|----------------|
| Algeria | Suspended |
| Armenia | Suspended |
| Azerbaijan | Suspended |
| Djibouti | Suspended |
| Iraq | Suspended |
| Jordan | Suspended |
| Kazakhstan | Suspended |
| Lebanon | Suspended |
| Libya | Suspended |
| Morocco | Suspended |
| Philippines | Suspended |
| Qatar | Suspended |
| Rwanda | Suspended |
| Sudan | Suspended |
| Syria | Suspended |
| Tunisia | Suspended |
| Ukraine | Suspended |
| Uzbekistan | Suspended |
| All other destinations | Delayed |