



We recognize the trust you place in us when we deliver to your doorstep, shipping dock or place of business.

FedEx and TNT are playing a crucial role in keeping necessary goods moving and delivering critical relief during the COVID-19 crisis. We are still delivering under state of emergency, lockdown and shelter in place restrictions issued in various parts of the world, as government restrictions allow and in accordance with World Health Organization (WHO) guidance.

These restrictions are disrupting the global supply chain. Cargo capacity is limited, and we've had to make adjustments so that our international networks can continue to deliver much-needed goods and services in this constrained environment.

"Safety Above All" is something we take incredibly seriously at FedEx, to help protect our customers and our team members.

We are adhering to all regulations and guidelines from government authorities related to containment of the virus. These regulations and guidelines may affect shipments to and from impacted areas, as well as shipments moving within those areas. Accordingly, we have adjusted our delivery commitments for certain impacted areas. **We are using our global logistics network to minimize service impacts so we can continue to deliver the best possible service to our customers.**

We will continue to update service information daily providing up to date information on impacted transit times and shipping services. To learn more about what FedEx is doing during the COVID-19 crisis click [here](#).



Temporary changes to operations in Europe

The COVID-19 outbreak remains a fluid situation. Our top priority is the safety and well-being of all our team members, customers and suppliers. FedEx operates a hub and spoke network and uses a combination of air and ground transportation modes to move customers' shipments. We operate three major air network gateways in Europe which are located in Cologne, Liege, and Paris, these gateways connect to further regional flight points across Europe. This, in addition to our pan-European road network allows us to continuously optimize the flow of shipments into, out of and across Europe.

Effective March 30th, 2020, we have made some adjustments to our normal flight patterns in order to:

- Ensure we continue to provide the safest possible conditions for all our employees and vendors ;
- Prioritize and enable the flow of all shipments, including priority flows for personal protective equipment (PPE) and medical supplies ;
- Maintain intercontinental connectivity with the rest of world.

As a result, the service expectation for intra-Europe FedEx Express Priority is 2 days but can go up to 3 days depending on the origin / destination of the shipment. There will be no changes to the Intercontinental air network, however customers may see delays as a consequence of the intra-European network changes.

Thank you for your understanding as we work to deliver the best possible service in this time of crisis.

Temporary service suspensions globally

Europe

COVID-19 urgent medical shipments to/from suspended zip codes may still be arranged via Special Services for shipments with origin in Europe, but only if exceptions for urgent medical shipments are allowed to / from these areas. Please note:

- It is not possible for Special Services to enter completely blocked areas,
- Delays may occur depending on the local situation,
- Special Services must comply with all rules on restricted / prohibited items as normal.

Country ¹	Zip codes suspended	Zip codes suspended except for emergency relief ² shipments	Remarks
Andorra	Only for inbound shipments		TNT shipments only available for hospitals, chemists and supermarkets (primary needs).
Austria		5540, 5541, 5700, 5753, 6450, 6452, 6456, 6458, 6552, 6553, 6555, 6561, 6562, 6563, 6580	Only delivery and reception of essential shipments (i.e. medical products, medicine, grocery goods, ...).
France			<ul style="list-style-type: none"> • Pick-up and deliveries for food and healthcare products remain possible. • FedEx Express retail points (Mondial Relay network) closed until further notice – nationwide. • TNT drop-off points (Relais Colis[®] network) closed until further notice – nationwide. • Saturday services (FedEx Express and TNT) – As of April 4th, 2020 and until further notice, pick-up and delivery will be suspended for FedExExpress and TNT services on Saturdays, nationwide.



Country ¹	Zip codes suspended	Zip codes suspended except for emergency relief ² shipments	Remarks
Italy	Due to the restrictions implemented by government authorities, until further notice we are not performing services in the zip codes of: 00017, 02043, 04022, 11024, 40059, 64030, 64031, 64033, 64034, 64035, 65010, 65017, 83031, 83037, 84031, 84035, 84036, 84038, 86016, 86036, 87020, 87021, 87023, 87038, 89060, 89064, 90030, 91018, 94011		<ul style="list-style-type: none"> Domestic pick-up for shipments above 68 kg and non-conveyable domestic shipments are limited across Italy. The export of Personal Protective Equipment (PPE such as FFP2 masks, goggles or visors, protective suits and gloves) is forbidden to be shipped out of Italy, without prior authorization from the Department of Civil Protection.
Norway			We anticipate service delays for all shipments, both domestic and international. Pick up and deliveries services are delayed as of March 13 th , 2020 in postal code from 3300 and above.
Portugal	Porto - OPO (3880, 3884, 3885 and 4960-300)		
Spain			We are open for business. However, on March 29 th , 2020, the government suspended all non-essential activities from Monday, March 30 th until Thursday, April 9 th , both inclusive. Customers should validate if the receiving business is open prior to shipping.
Turkish Republic of Northern Cyprus	99010, 99040, 99050, 99100, 99150, 99190, 99200, 99250, 99280, 99290, 99263, 99275, 99258, 99138, 99300, 99320, 99350, 99360, 99370, 99375, 99380, 99390, 99400, 99410, 99420, 99440, 99428, 99450, 99500, 99520, 99550, 99555, 99610, 99620, 99630, 99635, 99640, 99645, 99650, 99655, 99660, 99665, 99670, 99675, 99680, 99690, 99628, 99700, 99750, 99770, 99790, 99800, 99810, 99728, 99738, 99850, 99860, 99870, 99880, 99890, 99900, 99910, 99920, 99950, 99970		<ul style="list-style-type: none"> No shipments available due to government curfew. No Saturday pick-ups and deliveries are possible in the entire country.

¹ A growing number of businesses across Europe have closed. Prior to shipping, please check to see if the receiving business is still open.

² Relief or urgent medical and healthcare shipments differ by country but may include:

- Medical equipment, blood samples (UN3373), food, lights, breathing units; all relief shipments for or from hospitals or other companies, but all related to the COVID-19 outbreak.
- These can be shipments to / from healthcare customers, but also from non-healthcare customers (spare parts etc.).
- All shipments must be fit to travel and properly packed in accordance with business as usual requirements.



APAC and MEISA

Europe origin

Destination	Affected services	Service impact	Inbound / Outbound	Effective period
Australia New Zealand	<ul style="list-style-type: none"> All FedEx Express Economy services All TNT Economy services 	Temporary service suspension	Inbound and Outbound	Until further notice
American Samoa	All FedEx Express and TNT services	Temporary service suspension	Inbound and Outbound	Until further notice
Bangladesh	All FedEx Express and TNT services	Temporary service suspension	Inbound and Outbound	Until further notice
Bhutan	All FedEx Express and TNT services	Temporary service suspension	Inbound and Outbound	Until further notice
Burundi	All FedEx Express and TNT services	Temporary service suspension	Inbound and Outbound	Until April 13 th
Cape Verde	All FedEx Express and TNT services	Temporary service suspension	Inbound and Outbound	Until April 9 th
Chad	All FedEx Express and TNT services	Temporary service suspension	Inbound and Outbound	Until further notice
Congo	All FedEx Express and TNT services	Temporary service suspension	Europe Outbound	Until further notice
East Timor	All FedEx Express and TNT services	Temporary service suspension	Inbound and Outbound	Until further notice
Equatorial Guinea	All FedEx Express and TNT services	Temporary service suspension	Inbound and Outbound	Until further notice
Eritrea	All FedEx Express and TNT services	Temporary service suspension	Inbound and Outbound	Until April 16 th
Fiji	All FedEx Express and TNT services	Temporary service suspension	Inbound and Outbound	Until further notice
French Polynesia	All FedEx Express and TNT services	Temporary service suspension	Inbound and Outbound	March 30 th – April 16 th
Gabon	All FedEx Express and TNT services	Temporary service suspension	Inbound and Outbound	Until further notice
Gambia	All FedEx Express and TNT services	Temporary service suspension	Inbound and Outbound	Until further notice
Guinea-Bissau	All FedEx Express and TNT services	Temporary service suspension	Inbound and Outbound	Until April 13 th
Iraq	All FedEx Express and TNT services	Temporary service suspension	Inbound and Outbound	Until April 19 th
Kazakhstan	All FedEx Express and TNT services	Temporary service suspension	Europe Outbound	Until further Notice
Laos	All FedEx Express and TNT services	Temporary service suspension	Inbound and Outbound	Until further notice
Lesotho	All FedEx Express and TNT services	Temporary service suspension	Inbound and Outbound	Until further notice
Liberia	All FedEx Express and TNT services	Temporary service suspension	Inbound and Outbound	Until further notice
Libya	All FedEx Express and TNT services	Temporary service suspension	Inbound and Outbound	Until further notice
Mauritius	All FedEx Express and TNT services	Temporary service suspension	Europe Outbound	Until further notice
Mongolia	All FedEx Express and TNT services	Temporary service suspension	Inbound and Outbound	Until April 30 th , 2020



Destination	Affected services	Service impact	Inbound / Outbound	Effective period
Namibia	All FedEx Express and TNT services	Temporary service suspension	Inbound and Outbound	Until further notice
Nepal	All FedEx Express and TNT services	Temporary service suspension	Inbound and Outbound	Until further notice
Rwanda	All FedEx Express and TNT services	Temporary service suspension	Inbound and Outbound	Until further notice
Samoa	All FedEx Express and TNT services	Temporary service suspension	Inbound and Outbound	Until further notice
Seychelles	All FedEx Express and TNT services	Temporary service suspension	Inbound and Outbound	Until further notice
Sierra Leone	All FedEx Express and TNT services	Temporary service suspension	Inbound and Outbound	Until further notice
South Africa	All FedEx Express and TNT services	Temporary service suspension	Inbound and Outbound	Suspension lifted
Swaziland	All FedEx Express and TNT services	Temporary service suspension	Inbound and Outbound	Suspension lifted
Tonga	All FedEx Express and TNT services	Temporary service suspension	Inbound and Outbound	Until further notice
Uganda	All FedEx Express and TNT services	Temporary service suspension	Inbound and Outbound	Until further notice
Uzbekistan	All FedEx Express and TNT services	Temporary service suspension	Inbound and Outbound	Suspension lifted
Vanuatu	All FedEx Express and TNT services	Temporary service suspension	Inbound and Outbound	Until further notice
Wallis and Futuna	All FedEx Express and TNT services	Temporary service suspension	Inbound and Outbound	Until further notice
CAD	All TNT services	Temporary service suspension	Inbound and Outbound	Until further notice
Tuvalu	All TNT services	Temporary service suspension	Inbound and Outbound	Until further notice
Myanmar	All TNT services	Temporary service suspension	Inbound and Outbound	March 30 th – April 13 th
Kiribati	All TNT services	Temporary service suspension	Inbound and Outbound	Until further notice
Norfolk Island	FedEx International Priority® (IP)	Temporary service suspension	Inbound and Outbound	Until further notice
India	All FedEx Express and TNT Services Partial Service Suspension: FedEx Outbound, Inbound and Domestic service available for movement of essential goods only in select postal codes. Outbound and Inbound IXF services temporarily suspended		Inbound and Outbound	Until further notice
Philippines	All FedEx Express and TNT Services Temporary service suspension for all postal codes, except for: 1000, 1630, 1632, 1700, 1771, 2001, 2009, 2010, 2022, 2023, 2200, 2222, 2301, 2600, 3311, 4024, 4025, 4026, 4027, 4106, 4107, 4114, 4116, 4232, 4233, 4234		Inbound and Outbound	Until further notice
From Taiwan to Europe	TNT S87/ S88 (Air Freight D2D/ D2A)	Temporary service suspension	Europe Outbound	Until further notice
From Vietnam to Europe	TNT Global Cross Border Economy (GCBE)	Temporary service suspension	Europe Outbound	Until further notice



Update on the temporary suspension of FedEx Express services in India

Effective March 30th, 2020, FedEx Express will operate services to select postal codes across key cities in India.

Where possible, FedEx Express will prioritize and support pick-up, clearance, and delivery of essential, critical, COVID-19 related items and pharmaceutical shipments (testing kits, medicines, medical devices and bulk drugs/intermediaries) for both international and domestic services as allowed by the Government of India and local authorities.

Please ensure the integrity of your temperature sensitive shipment at origin owing to extended transit times and clearance delays at destination.

We continue to closely monitor the situation and make adjustments to our operations to ensure the health and safety of our customers and team members.

India key service updates for March 29th, 2020 are highlighted as follows:

- **India Outbound services**

FedEx Express continues to operate international scheduled cargo flights from the three FedEx Express gateways in India - Mumbai, Delhi and Bengaluru. FedEx Express will move shipments that are customs cleared and dropped off at the three gateways by your Customs Handling Agent (CHA).

- **India Inbound services**

For high value (greater than USD 1,500) cargo import shipments arriving into India, please use Broker Select Option (BSO). FedEx Express will issue a Delivery Order (DO) to your broker and it is the responsibility of the broker to customs clear at the three FedEx Express gateways (Mumbai, Delhi and Bengaluru) and deliver the shipment.

FedEx Express continues to clear low value (less than USD 1,500) courier import shipments to India. Due to current restrictions, door to door delivery service is suspended. The consignee will be responsible for scheduling a time to collect the shipment from select FedEx Express locations by calling FedEx Express international customer care.

- **Domestic services within India**

FedEx Express will support pick-up and delivery of essential and critical shipments as per Government of India and local authority directives.



Service restrictions globally

Europe restrictions

Origins	Destination	Affected services	Affected shipments	Effective period
Worldwide	Turkey	TNT Economy Services: Dangerous Goods shipments encoded with option codes HZ, LQ, DI, EQ	Service suspension	Until further notice
Turkey	Worldwide	TNT Economy Services: Dangerous Goods shipments encoded with option codes HZ, LQ, DI, EQ	Service suspension	Until further notice

Additional information on Europe restrictions

- The European Union has introduced temporary restrictions for the export of certain personal protective equipment (PPE) outside of the EU countries. The items listed below cannot be exported without a permit issued by the national authorities:
 - Protective spectacles and visors,
 - Face shields,
 - Mouth-nose-protection equipment,
 - Protective garments,
 - Protective gloves,
- Import into the EU of PPE, medicines and medical devices are also subject to new temporary restrictions, which vary per countries and will mainly depend on the quantities being imported and who the importer is (e.g., commercial import of masks, diagnostic kits or others, versus private individual imports of masks in small quantities). The usual requirement of the European Community marking remains in place overall, and non-adherence could mean shipments are blocked upon arrival.



APAC restrictions

Origins	Destination	Affected services	Service impact	Effective period
APAC including China	Worldwide	<ul style="list-style-type: none"> FedEx International Economy® (IE) FedEx International Economy® Direct Distribution (IED) FedEx International Priority® Freight (IPF) FedEx International Economy® Freight (IEF) 	Temporary service suspension	Until further notice
APAC including China	Worldwide	FedEx International Express Freight (IXF)	Temporary service suspension	Until further notice
APAC including China	Worldwide	All TNT Services, except for TNT Express (15D/15N) Services	Temporary service suspension	Until further notice
<ul style="list-style-type: none"> Southern China Eastern China 	Worldwide	<ul style="list-style-type: none"> FedEx International Priority® (IP) FedEx International Priority® Direct Distribution (IPD) TNT Express (15D/15N) Services 	Total combined shipments should not exceed 50 kg maximum volume per day per shipper ³	Until further notice
Northern China	Worldwide	<ul style="list-style-type: none"> FedEx International Priority® (IP) FedEx International Priority® Direct Distribution (IPD) TNT Express (15D/15N) Services 	Total combined shipments should not exceed 50 kg maximum volume per day per consignee ³	Until further notice
APAC except for China	Worldwide	<ul style="list-style-type: none"> FedEx International Priority® (IP) FedEx International Priority® Direct Distribution (IPD) 	Total combined shipments should not exceed 300 kg maximum volume per consignee ³	Until further notice
APAC except for China	Worldwide	TNT Express (15D/15N) Services	Total combined shipments should not exceed 100 kg maximum volume per consignee ³	Until further notice
Worldwide	APAC including China	All TNT services	Total combined shipments should not exceed 100 kg maximum volume per consignee, per day ³	Until further notice

³ Relief or urgent medical and healthcare shipments differ by country but may include:

- Medical equipment, blood samples (UN3373), food, lights, breathing units; all relief shipments for or from hospitals or other companies, but all related to the COVID-19 outbreak.
- These can be shipments to / from healthcare customers, but also from non-healthcare customers (spare parts etc.).
- All shipments must be fit to travel and properly packed in accordance with business as usual requirements.

Additional information for clarification on APAC restrictions

- Weight limitations do not include relief shipments,
- Restrictions are applicable for all cities in China,
- Weight refers to actual weight and volumetric weight (whichever is higher than 100 kg),
- Even if you bring a weight restricted shipment to a TNT/FedEx Express location, it cannot be shipped.