



From the beginning of the ongoing COVID-19 crisis, FedEx Express and TNT played a crucial role in the global supply chain, keeping necessary goods moving and delivering urgent shipments around the world.

With more than 500,000 team members, our unique “can do” spirit, a fleet of over 670 aircraft, around 180,000 motorized vehicles and a broad portfolio of solutions, we are well positioned to support you during these unprecedented times.

Managing the impact of COVID-19 and supporting your business means we are continuously adjusting our network as needed, reinstating as many services as possible as soon as possible, and operating as local conditions and restrictions allow.

We were, we are and we remain open for your business and we recognise the trust you place in us transporting your shipments.

It goes without saying that we are taking precautions to keep all involved parties safe. We are adhering to all regulations and guidelines from government authorities and following recommendations from the European Centre for Disease Prevention and Control (ECDC) and the World Health Organization (WHO).

No matter how long these unusual circumstances last, you can be assured that we will continue to deliver the best possible service for you.

To keep you up to date, we will regularly update our COVID-19 service information [here](#).



Temporary service suspensions and impacts globally

Europe

Country	Zip codes suspended	Zip codes suspended except for emergency relief shipments	Remarks
Armenia	Only for inbound shipments to Armenia.		TNT Economy services are suspended.

APAC and MEISA

Europe origin

Destination	Affected services	Service impact	Inbound / Outbound	Effective period
American Samoa	All FedEx Express and TNT services	Temporary service suspension	Inbound and Outbound	Until further notice
Angola	All TNT Economy services	Temporary service suspension	Europe Outbound	Until further notice
Australia	All FedEx Express and TNT Economy services	Temporary service suspension	Europe Outbound	Until further notice
Benin	All TNT Economy 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
Burkina Faso	All TNT Economy services	Temporary service suspension	Inbound and Outbound	Until further notice
Cape Verde	FedEx Express and TNT Economy services	Temporary service suspension	Inbound and Outbound	Until further notice
Chad	All TNT Economy services	Temporary service suspension	Europe Outbound	Until further notice
Congo	All TNT services	Temporary service suspension	Europe Outbound	Until further notice
Cote d'Ivoire	All TNT Economy services	Temporary service suspension	Europe Outbound	Until further notice
Equatorial Guinea	All TNT Economy services	Temporary service suspension	Inbound and Outbound	Until further notice
Eritrea	All FedEx Express and TNT services	Temporary service suspension	Inbound and Outbound	Until further notice
Fiji	All TNT Economy services	Temporary service suspension	Europe Outbound	Until further notice
French Polynesia	All FedEx Express and TNT Economy services	Temporary service suspension	Europe Outbound	Until further notice
Gambia	All FedEx Express and TNT Economy services	Temporary service suspension	Inbound and Outbound	Until further notice
Guam	All TNT Economy services	Temporary service suspension	Europe Outbound	Until further notice
Guinea-Bissau	All TNT services	Temporary service suspension	Europe Outbound	Until further notice
India	All FedEx Express and TNT services	Paracetamol and breathing appliances (only from India to Worldwide). IXF Service.	Europe Outbound	Until further notice
Indonesia	All TNT Economy services	Temporary service suspension	Europe Outbound	Until further notice
Kiribati	All TNT services	Temporary service suspension	Inbound and Outbound	Until further notice



Destination	Affected services	Service impact	Inbound / Outbound	Effective period
Lao People's Democratic Republic	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 Economy services	Temporary service suspension	Inbound and Outbound	Until further notice
Libya	All FedEx Express services	Temporary service suspension	Inbound and Outbound	Until further notice
Madagascar	All TNT Economy services	Temporary service suspension	Inbound and Outbound	Until further notice
Malaysia	All TNT Economy services	Temporary service suspension	Europe Outbound	Until further notice
Mali	All TNT Economy services	Temporary service suspension	Inbound and Outbound	Until further notice
Marshall Islands (the)	All TNT Economy services	Temporary service suspension	Europe Outbound	Until further notice
Mauritania	All TNT Economy services	Temporary service suspension	Europe Outbound	Until further notice
Mauritius	All FedEx Express and TNT Economy services	Temporary service suspension	Inbound and Outbound	Until further notice
Micronesia (Federated States of)	All FedEx Express and TNT Economy services	Temporary service suspension	Inbound and Outbound	Until further notice
Mongolia	All FedEx Express and TNT services	Temporary service suspension	Inbound and Outbound	Until further notice
Myanmar	All TNT Economy services	Temporary service suspension	Europe Outbound	Until further notice
Nepal	All TNT Economy services	Temporary service suspension	Europe Outbound	Until further notice
New Zealand	All FedEx Express and TNT Economy services	Temporary service suspension	Europe Outbound	Until further notice
Norfolk Island	All TNT Economy services	Temporary service suspension	Europe Outbound	Until further notice
Northern Mariana Islands (the)	All TNT Economy services	Temporary service suspension	Europe Outbound	Until further notice
Oman	All FedEx Express and TNT services in Wadi Kabir, Hamriya, Darsait, Ruwi, Wattayah, Wadi Adai, Dhofar and Duqm	Temporary service suspension	Inbound	Until further notice
Palau	All TNT Economy services	Temporary service suspension	Europe Outbound	Until further notice
Papua New Guinea	All TNT Economy services	Temporary service suspension	Europe Outbound	Until further notice
Philippines (the)	All TNT Economy services	Temporary service suspension	Europe Outbound	Until further notice
Reunion	All TNT Economy services	Temporary service suspension	Inbound and Outbound	Until further notice
Rwanda	All TNT services	Temporary service suspension	Inbound and Outbound	Until further notice
Senegal	All TNT Economy services	Temporary service suspension	Inbound and Outbound	Until further notice
Sierra Leone	All TNT Economy services	Temporary service suspension	Inbound and Outbound	Until further notice
Singapore	All TNT Economy services	Temporary service suspension	Europe Outbound	Until further notice



Destination	Affected services	Service impact	Inbound / Outbound	Effective period
Sri Lanka	All TNT Economy services	Temporary service suspension	Europe Outbound	Until further notice
Timor-Leste	All TNT Economy services	Temporary service suspension	Europe Outbound	Until further notice
Tuvalu	All TNT services	Temporary service suspension	Inbound and Outbound	Until further notice
Tuvalu	All TNT Economy services	Temporary service suspension	Europe Outbound	Until further notice
Uganda	All FedEx Express services	Temporary service suspension	Inbound and Outbound	Until further notice
Vietnam	All TNT Economy services	Temporary service suspension	Europe Outbound	Until further notice
Wallis and Futuna	All TNT Economy services	Temporary service suspension	Europe Outbound	Until further notice



Service restrictions globally

Europe restrictions

Destination	Affected services	Service impact	Inbound / Outbound	Effective period
United States Canada Latin America	All FedEx Economy services: total combined shipment should not exceed max. 100 kg per shipper per day TNT Economy services	Temporary service suspension	Outbound	Until further notice
French Guiana, Guadeloupe and Martinique	All TNT Freight services: TNT Freight shipments with weight of 68 kg (150 lbs.) or less and length plus girth (L+2W+2H) exceeding 130 inches or 330 cm for international	Temporary service suspension	Outbound	Until further notice
Australia New Zealand	All FedEx Express and TNT Express services: Total combined shipment should not exceed max. 100 kg per shipper per day All FedEx Express and TNT Economy shipments	Temporary service suspension	Outbound	Until further notice

APAC restrictions

Origins	Destination	Affected services	Service impact	Effective period
APAC including China	Worldwide except for Europe and MEISA	<ul style="list-style-type: none"> FedEx International Economy® Direct-Distribution (IED) FedEx International Economy® (IE) FedEx International Economy® Freight (IEF) 	Temporary service suspension	Until further notice Note: FedEx Express Economy services from APAC to Europe and Middle East / Indian Subcontinent / Africa (MESIA) have resumed starting from June 8 th , 2020.
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



Origins	Destination	Affected services	Service impact	Effective period
China	Europe	Only mask and google shipments of all TNT services.	Temporary service suspension	Until further notice
China	Worldwide	All FedEx Express and TNT services. For Personal Protective Equipment (PPE) formal entry shipments only.	<ul style="list-style-type: none"> Minimum weight of 50 kg (actual weight) per air waybill for formal entry shipments. Personal PPE shipments will not be subject to this minimum weight limit of 50 kg but must comply to China Customs requirement for personal shipment clearance. 	Until further notice
China South	Europe	<ul style="list-style-type: none"> FedEx International Economy (IE) FedEx International Economy Freight (IEF) FedEx International Economy DirectDistribution (IED) 	Temporary restriction to max 500 kg per shipment (actual or DIM weight, whichever is higher)	Until further notice
Europe	Australia New Zealand	All FedEx Express and TNT services	Temporary restriction to max 100 kg per day per shipper (actual or DIM weight, whichever is higher)	August 17 th , 2020 until further notice
Malaysia	Worldwide	All FedEx Express and TNT services	Shipments from selected areas from Kota Setar in state of Kedah only: Alor Malai, Alor Merah, Anak Bukit, Bukit Pinang, Derga, Gunungl Hutan Kampung, Kangkong, Kota Setar, Kuala, Kedah, Kubang Rotan, Langgar, Lengkus, Lepai, Limbong, Mergong, Padang Hang, Padang Lalang, Pengkalan Kudor, Pumpong, Sala Kechik, Sungai Baru, Tajar, Tebengau, Teluk Cengai, Teluk Kechai, Teluk Mas, Titi Gajah	September 11 th - 25 th
Worldwide	Malaysia	All FedEx Express and TNT services	Shipments from Melur in state of Kedah only	August 28 th - September 27 th
Worldwide	Laos	All FedEx Express and TNT services	Maximum weight of 50 kg per shipper (actual or DIM weight, whichever is higher). Maximum dimension of 40 x 30 x 30 cm per piece	August 27 th , 2020 until further notice

MEISA restrictions

Temporary disruption of international and domestic services in India

In response to the lockdown orders issued by certain state governments in India, FedEx Express and TNT international and domestic services are temporarily disrupted in the affected areas.

As a result, domestic pick-up and deliveries, and international pick-ups are temporarily impacted. Please refer to postal code serviceable area prior to finalizing and booking the shipment. Furthermore, International deliveries may also experience service delays.

Shipments may experience extended transit times due to the impact of COVID-19 and restrictions within India.



The list of items classified as prohibited, restricted or free for export is below:

S. No.	ITC HS Codes	Description	Revised / Amended Policy	Policy Condition
207 A	901850 901890 9020 392690 621790 630790	Personal Protection Equipment (PPEs) as kits or individual items		
		1. Medical coveralls of all classes / categories	Free	Freely exportable
		2. Medical goggles	Restricted	Monthly export quota of 2,000,000 units of medical goggles
		3. N95 / FFP2 masks or its equivalent	Restricted	Monthly export quota of 5,000,000 units
		4. All masks (except N95/FFP2 masks or its equivalent)	Free	All masks (except N95 / FFP2 masks or its equivalent) are freely exportable
		5. Nitrile/NBR gloves	Prohibited	
		6. Face shields	Free	Face shields are freely exportable
207 B	9018 9019 2020	All ventilators including any artificial respiratory apparatus or oxygen therapy apparatus or any other breathing appliance / device	Free	Freely exportable

Exporters in India are responsible for identifying any shipments with articles in scope of these regulations and for providing FedEx/TNT with all necessary information. Customers can visit www.dgft.gov.in for more details.