



## **Service updates due to COVID-19 outbreak | Posted on September 22, 2020**

Updates are highlighted.

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 commerce moving and delivering critical relief during the COVID-19 crisis. We are still delivering to and within impacted areas as local conditions and restrictions allow and adhering to all regulations and guidelines from government authorities related to containment of the virus.

FedEx and TNT are also facing increased demand despite the reduced capacity available in the global market due to the flight cancellations by passenger and cargo airlines

These situations result in network changes and temporary service adjustments for FedEx Express and TNT shipments as outlined below. We will continue to use our logistics network to minimize service impacts to deliver the best possible service to our customers.

Please note that the information is subject to change without prior notice due to the dynamic nature of the COVID-19 situation.

### **Temporary suspension of FedEx Express 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 are impacting our ability to meet our high standards of service.

As a result, Money-back guarantee (MBG) has been temporary suspended for all FedEx Express service till further notice.

### **Temporary signature suspension for delivery**

For the safety and well-being of our couriers and customers, FedEx and TNT signature guidelines are temporarily adjusted for all shipments within APAC with some exceptions. In efforts to minimize physical interactions, our couriers will now only seek verbal confirmation of delivery for most shipments. This means that your recipients will not be asked to sign for most deliveries, until further notice.

### **Submission of export declaration documents for Personal Protective Equipment (PPE) shipments outbound from China**

When planning your PPE export shipments from China, please note that shippers have to provide all required export declaration documents to complete clearance process within 5 working days from the date of pick-up.

If shippers fail to provide all required export declaration documents within the 5 working days period, FedEx and TNT China will return the PPE export shipments to the shippers.

Personal shipments do not have the above restrictions at this moment.



## Temporary service suspension and restrictions

**Note: FedEx Express economy services from APAC to Europe and Middle East/Indian Subcontinent/ Africa (MEISA) have resumed starting from June 8, 2020.**

**Selected FedEx Economy services from APAC to the rest of the world and TNT Economy services from APAC to worldwide remain temporarily suspended, kindly refer to the service impact table below for more details.**

Origin	Destination	Affected service	Service Impact	Effective period
<b>Outbound from APAC</b>				
<ul style="list-style-type: none"> <li>▪ APAC, except for:               <ul style="list-style-type: none"> <li>- TNT S87/ S88 (Air Freight D2D/ D2A) from Taiwan China to France, Germany, Italy, Switzerland and UK</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>▪ Worldwide</li> </ul>	<ul style="list-style-type: none"> <li>▪ All TNT Services, except for:               <ul style="list-style-type: none"> <li>- TNT Express</li> <li>- TNT Economy Express between Singapore, Malaysia, Thailand and Vietnam</li> <li>- TNT Economy Express between Australia, New Zealand and Papua New Guinea</li> <li>- TNT Global Cross Border Economy (GCBE) between China, Vietnam, Thailand, Malaysia and Singapore</li> <li>- TNT Special Services</li> </ul> </li> </ul>	Temporary service suspension	March 28 till further notice
<ul style="list-style-type: none"> <li>▪ APAC, except for:               <ul style="list-style-type: none"> <li>- Economy shipments between Singapore and Malaysia</li> <li>- Economy shipments between Australia and New Zealand</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>▪ APAC</li> <li>▪ Canada</li> <li>▪ Latin America</li> <li>▪ U.S.</li> </ul>	<ul style="list-style-type: none"> <li>▪ FedEx International Economy (IE)</li> <li>▪ FedEx International Economy DirectDistribution (IED)</li> <li>▪ FedEx International Economy Freight (IEF)</li> </ul>	Temporary service suspension	April 1 till further notice
<ul style="list-style-type: none"> <li>▪ American Samoa</li> </ul>	<ul style="list-style-type: none"> <li>▪ Worldwide</li> </ul>	<ul style="list-style-type: none"> <li>▪ All FedEx and TNT services</li> </ul>	Temporary service suspension	March 25 till further notice

Origin	Destination	Affected service	Service Impact	Effective period
<ul style="list-style-type: none"> <li>China</li> </ul>	<ul style="list-style-type: none"> <li>Worldwide</li> </ul>	<ul style="list-style-type: none"> <li>All FedEx and TNT services [For Personal Protective Equipment (PPE) formal entry shipments only]</li> </ul>	Minimum weight of 50kg per air waybill for formal entry shipments  <i>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.</i>	June 8 till further notice
	<ul style="list-style-type: none"> <li>Hong Kong SAR China</li> </ul>	<ul style="list-style-type: none"> <li>All FedEx and TNT services [Mask shipments only]</li> </ul>	Temporary service suspension	Till further notice
	<ul style="list-style-type: none"> <li>Macau SAR China</li> </ul>	<ul style="list-style-type: none"> <li>All FedEx and TNT services [Mask shipments only]</li> </ul>	Temporary service suspension	Till further notice
<ul style="list-style-type: none"> <li>Kiribati</li> </ul>	<ul style="list-style-type: none"> <li>Worldwide</li> </ul>	<ul style="list-style-type: none"> <li>All TNT services</li> </ul>	Temporary service suspension	March 31 till further notice
<ul style="list-style-type: none"> <li>Malaysia [Shipments from Melur in state of Kedah only]</li> </ul>	<ul style="list-style-type: none"> <li>Worldwide</li> </ul>	<ul style="list-style-type: none"> <li>All FedEx and TNT services</li> </ul>	Temporary service suspension	August 28 – September 27

Origin	Destination	Affected service	Service Impact	Effective period
<ul style="list-style-type: none"> <li>▪ Malaysia [Shipments from selected areas from Kota Setar in state of Kedah only:</li> <li>- Alor Malai</li> <li>- Alor Merah</li> <li>- Anak Bukit</li> <li>- Bukit Pinang</li> <li>- Derga</li> <li>- Gunung</li> <li>- Hutan Kampung</li> <li>- Kangkong</li> <li>- Kota Setar</li> <li>- Kuala Kedah</li> <li>- Kubang Rotan</li> <li>- Langgar</li> <li>- Lengkus</li> <li>- Lepai</li> <li>- Limbong</li> <li>- Mergong</li> <li>- Padang Hang</li> <li>- Padang Lalang</li> <li>- Pengkalan Kudor</li> <li>- Pumphong</li> <li>- Sala Kechik</li> <li>- Sungai Baru</li> <li>- Tajar</li> <li>- Tebengau</li> <li>- Teluk Cengai</li> <li>- Teluk Kechai</li> <li>- Teluk Mas</li> <li>- Titi Gajah]</li> </ul>	<ul style="list-style-type: none"> <li>▪ Worldwide</li> </ul>	<ul style="list-style-type: none"> <li>▪ All FedEx and TNT services</li> </ul>	Temporary service suspension	September 11 - 25
<ul style="list-style-type: none"> <li>▪ Tuvalu</li> </ul>	<ul style="list-style-type: none"> <li>▪ Worldwide</li> </ul>	<ul style="list-style-type: none"> <li>▪ All TNT services</li> </ul>	Temporary service suspension	March 31 till further notice
<b>Inbound to APAC</b>				
<ul style="list-style-type: none"> <li>▪ Worldwide</li> </ul>	<ul style="list-style-type: none"> <li>▪ American Samoa</li> </ul>	<ul style="list-style-type: none"> <li>▪ All FedEx and TNT services</li> </ul>	Temporary service suspension	March 25 till further notice
<ul style="list-style-type: none"> <li>▪ Worldwide, except for:</li> <li>- Europe</li> </ul>	<ul style="list-style-type: none"> <li>▪ French Polynesia</li> </ul>	<ul style="list-style-type: none"> <li>▪ All FedEx and TNT services</li> </ul>		April 1 till further notice
<ul style="list-style-type: none"> <li>▪ Europe</li> </ul>		<ul style="list-style-type: none"> <li>▪ All FedEx Economy services</li> <li>▪ TNT Economy Express</li> </ul>		April 1 till further notice
<ul style="list-style-type: none"> <li>▪ Worldwide</li> </ul>	<ul style="list-style-type: none"> <li>▪ Kiribati</li> </ul>	<ul style="list-style-type: none"> <li>▪ All FedEx and TNT services</li> </ul>		March 31 till further notice

Origin	Destination	Affected service	Service Impact	Effective period
<ul style="list-style-type: none"> <li>▪ Worldwide</li> </ul>	<ul style="list-style-type: none"> <li>▪ Laos</li> </ul>	<ul style="list-style-type: none"> <li>▪ All FedEx and TNT services</li> </ul>	<ul style="list-style-type: none"> <li>▪ Maximum weight of 50kg per shipper</li> <li>▪ Maximum dimension of 40x30x30cm per piece</li> </ul>	August 27 till further notice
	<ul style="list-style-type: none"> <li>▪ Malaysia [Shipments to Melur in state of Kedah only]</li> </ul>	<ul style="list-style-type: none"> <li>▪ All FedEx and TNT services</li> </ul>	Temporary service suspension	August 28 – September 27
	<ul style="list-style-type: none"> <li>▪ Malaysia [Shipments to selected areas from Kota Setar in state of Kedah only:</li> <li>- Alor Malai</li> <li>- Alor Merah</li> <li>- Anak Bukit</li> <li>- Bukit Pinang</li> <li>- Derga</li> <li>- Gunung</li> <li>- Hutan Kampung</li> <li>- Kangkong</li> <li>- Kota Setar</li> <li>- Kuala Kedah</li> <li>- Kubang Rotan</li> <li>- Langgar</li> <li>- Lengkus</li> <li>- Lepai</li> <li>- Limbong</li> <li>- Mergong</li> <li>- Padang Hang</li> <li>- Padang Lalang</li> <li>- Pengkalan Kudor</li> <li>- Pumpang</li> <li>- Sala Kechik</li> <li>- Sungai Baru</li> <li>- Tajar</li> <li>- Tebengau</li> <li>- Teluk Cengai</li> <li>- Teluk Kechai</li> <li>- Teluk Mas</li> <li>- Titi Gajah]</li> </ul>	<ul style="list-style-type: none"> <li>▪ All FedEx and TNT services</li> </ul>	Temporary service suspension	September 11 - 25
	<ul style="list-style-type: none"> <li>▪ Mongolia</li> </ul>	<ul style="list-style-type: none"> <li>▪ FedEx International Economy (IE)</li> <li>▪ TNT Economy Express</li> </ul>	Temporary service suspension	May 18 till further notice

Origin	Destination	Affected service	Service Impact	Effective period
<ul style="list-style-type: none"> <li>Worldwide</li> </ul>	<ul style="list-style-type: none"> <li>Norfolk Island</li> </ul>	<ul style="list-style-type: none"> <li>FedEx International Priority (IP)</li> </ul>	Temporary service suspension	March 30 till further notice
	<ul style="list-style-type: none"> <li>Tuvalu</li> </ul>	<ul style="list-style-type: none"> <li>All TNT services</li> </ul>		March 31 till further notice

## Transit Time Extension

**Note: The service adjustments under ‘Temporary service suspension and restrictions’ above will supersede the transit time extensions under this section in situations of any overlaps.**

Origin	Destination	Affected service	Additional transit time (working days)	Effective period
<b>Outbound from APAC</b>				
<ul style="list-style-type: none"> <li>APAC, except for:               <ul style="list-style-type: none"> <li>Australia</li> <li>New Zealand</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>Papua New Guinea</li> </ul>	<ul style="list-style-type: none"> <li>TNT Express</li> </ul>	1	For every Monday pickup* starting March 13 till further notice
<ul style="list-style-type: none"> <li>APAC</li> </ul>	<ul style="list-style-type: none"> <li>Angola</li> <li>Botswana</li> <li>Eswatini</li> <li>Kenya</li> <li>Lesotho</li> <li>Malawi</li> <li>Mozambique</li> <li>Namibia</li> <li>South Africa</li> <li>Zambia</li> </ul>	<ul style="list-style-type: none"> <li>All FedEx and TNT services</li> </ul>	Up to 7	April 15 till further notice
	<ul style="list-style-type: none"> <li>New Zealand</li> </ul>			
<ul style="list-style-type: none"> <li>Australia</li> </ul>	<ul style="list-style-type: none"> <li>Hong Kong SAR</li> <li>China</li> </ul>	<ul style="list-style-type: none"> <li>TNT Express</li> </ul>	Up to 3	June 16 till further notice
	<ul style="list-style-type: none"> <li>U.S.</li> </ul>	<ul style="list-style-type: none"> <li>All FedEx services</li> </ul>	2	September 1 till further notice
	<ul style="list-style-type: none"> <li>Canada</li> </ul>			September 10 till further notice
<ul style="list-style-type: none"> <li>Australia [Shipments via Melbourne gateway only]</li> </ul>	<ul style="list-style-type: none"> <li>Hong Kong SAR</li> <li>China</li> </ul>	<ul style="list-style-type: none"> <li>FedEx International Priority (IP)</li> </ul>	1	March 4 till further notice
	<ul style="list-style-type: none"> <li>Singapore</li> </ul>			March 20 till further notice
<ul style="list-style-type: none"> <li>Australia [Shipments via Sydney and Melbourne gateways only]</li> </ul>	<ul style="list-style-type: none"> <li>Europe</li> </ul>	<ul style="list-style-type: none"> <li>TNT Express</li> </ul>	1	March 4 till further notice



Origin	Destination	Affected service	Additional transit time (working days)	Effective period	
<ul style="list-style-type: none"> <li>Australia [Shipments via Perth gateway only]</li> </ul>	<ul style="list-style-type: none"> <li>Worldwide, except for:               <ul style="list-style-type: none"> <li>- Canada</li> <li>- U.S.</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>All FedEx services</li> </ul>	1	March 24 till further notice	
<ul style="list-style-type: none"> <li>Brunei</li> </ul>	<ul style="list-style-type: none"> <li>Worldwide</li> </ul>	<ul style="list-style-type: none"> <li>All FedEx and TNT services</li> </ul>	2	March 23 till further notice	
<ul style="list-style-type: none"> <li>Cambodia</li> </ul>	<ul style="list-style-type: none"> <li>Worldwide, except for:               <ul style="list-style-type: none"> <li>- Canada</li> <li>- U.S.</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>All FedEx services</li> </ul>	4	For every Monday to Thursday pickup* starting March 27 till further notice	
	<ul style="list-style-type: none"> <li>Worldwide</li> </ul>	<ul style="list-style-type: none"> <li>All TNT services</li> </ul>			
	<ul style="list-style-type: none"> <li>Worldwide, except for:               <ul style="list-style-type: none"> <li>- Canada</li> <li>- U.S.</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>All FedEx services</li> </ul>	2	For every Friday and Saturday pickup* starting March 27 till further notice	
	<ul style="list-style-type: none"> <li>Worldwide</li> </ul>	<ul style="list-style-type: none"> <li>All TNT services</li> </ul>			
	<ul style="list-style-type: none"> <li>U.S.</li> </ul>		<ul style="list-style-type: none"> <li>All FedEx services</li> </ul>	2	September 1 till further notice
	<ul style="list-style-type: none"> <li>Canada</li> </ul>				September 10 till further notice
<ul style="list-style-type: none"> <li>China</li> </ul>	<ul style="list-style-type: none"> <li>Europe</li> <li>Middle East/Indian Subcontinent/Africa (MEISA)</li> </ul>	<ul style="list-style-type: none"> <li>FedEx International Economy (IE)</li> <li>FedEx International Economy Freight (IEF)</li> </ul>	2	June 8 till further notice	
<ul style="list-style-type: none"> <li>Eastern China</li> </ul>	<ul style="list-style-type: none"> <li>APAC</li> <li>Middle East/Indian Subcontinent/Africa (MEISA)</li> </ul>	<ul style="list-style-type: none"> <li>TNT Express</li> </ul>	Up to 2	June 17 till further notice	
	<ul style="list-style-type: none"> <li>APAC, except for:               <ul style="list-style-type: none"> <li>- Eastern Japan</li> <li>- Hong Kong SAR</li> </ul> </li> <li>China</li> <li>Europe</li> <li>Middle East/Indian Subcontinent/Africa (MEISA)</li> </ul>	<ul style="list-style-type: none"> <li>All FedEx services</li> </ul>	1	March 26 till further notice	
	<ul style="list-style-type: none"> <li>Europe</li> </ul>	<ul style="list-style-type: none"> <li>TNT Express [Shipments with customs value less than RMB500 only]</li> </ul>	1	March 4 till further notice	



Origin	Destination	Affected service	Additional transit time (working days)	Effective period
▪ Eastern China	▪ Latin America	▪ All FedEx services	1	April 27 till further notice
	▪ U.S.	▪ All FedEx services	2	September 1 till further notice
	▪ Canada			September 10 till further notice
	▪ Hong Kong SAR China	▪ All FedEx services	2	March 26 till further notice
▪ Northern China	▪ Europe	▪ TNT Express [Shipments with customs value less than RMB500 only]	Up to 2	June 17 till further notice
	▪ APAC, except for: - Thailand - Hong Kong SAR China - South Korea	▪ TNT Express		
	▪ U.S.	▪ All FedEx services	2	September 1 till further notice
	▪ Canada			September 10 till further notice
▪ Southern China	▪ APAC, except for: - Australia [Shipments via Sydney gateway only] - Indonesia - South Korea - Vietnam [Shipments via Hanoi gateway only]	▪ TNT Express	Up to 2	June 17 till further notice
	▪ U.S.	▪ All FedEx services	3	September 1 till further notice
	▪ Canada			September 10 till further notice
▪ Cook Islands	▪ Worldwide	▪ All FedEx and TNT services	7	April 20 till further notice
▪ East Timor	▪ Worldwide	▪ All FedEx and TNT services	Up to 7	June 16 till further notice
▪ French Polynesia	▪ Worldwide	▪ All FedEx and TNT services	Up to 7	June 16 till further notice
▪ Fiji	▪ Worldwide	▪ All FedEx and TNT services	Up to 5	June 16 till further notice





Origin	Destination	Affected service	Additional transit time (working days)	Effective period
▪ Guam	▪ U.S.	▪ All FedEx services	2	September 1 till further notice
	▪ Canada			September 10 till further notice
▪ Hong Kong SAR China	▪ Europe ▪ Middle East/Indian Subcontinent/Africa (MEISA)	▪ FedEx International Economy (IE) ▪ FedEx International Economy Freight (IEF)	2	June 8 till further notice
	▪ Australia, except for: - Sydney gateway ▪ Bangladesh ▪ Brunei ▪ Cambodia ▪ New Zealand ▪ Pacific Islands ▪ Singapore ▪ South Korea ▪ Sri Lanka	▪ FedEx International Priority (IP) [Shipments for selected commodities <sup>1</sup> only]	1	March 5 till further notice
	▪ Australia [Shipments via Sydney gateway only]	▪ FedEx International Priority (IP)	2	June 19 till further notice
	▪ Northern China	▪ FedEx International Priority	1	March 5 till further notice
	▪ U.S.	▪ All FedEx services	2	September 1 till further notice
	▪ Canada			September 10 till further notice
	▪ Indonesia	▪ Latin America	▪ All FedEx and TNT services	1
▪ Canada ▪ U.S.		▪ All TNT services		
▪ U.S.		▪ All FedEx services	2	September 1 till further notice
▪ Canada				September 10 till further notice
▪ Singapore		▪ All FedEx services	1	June 1 till further notice
▪ Eastern Japan	▪ China [Shipments to Dalian city only]	▪ TNT Express	2	March 5 till further notice



Origin	Destination	Affected service	Additional transit time (working days)	Effective period
▪ Eastern Japan	▪ Worldwide, except for: - Northern China excluding TNT Express service to Dalian city - Philippines - Vietnam [Shipments via Ho Chi Minh City gateway only]	▪ All TNT services	1	April 20 till further notice
	▪ U.S.	▪ All FedEx services	1	September 1 till further notice
	▪ Canada			September 10 till further notice
▪ Western Japan	▪ Worldwide, except for: - Northern China - Taiwan China - Vietnam [Shipments via Ho Chi Minh City gateway only]	▪ All TNT services	Up to 3	April 20 till further notice
	▪ U.S.	▪ All FedEx services	2	September 1 till further notice
	▪ Canada			September 10 till further notice
▪ Japan [Shipments from Okinawa only]	▪ Worldwide	▪ All FedEx services	Up to 13	April 27 till further notice
▪ Laos	▪ Worldwide	▪ All FedEx and TNT services	6	July 20 till further notice
▪ Macau SAR China	▪ U.S.	▪ All FedEx services	2	September 1 till further notice
	▪ Canada			September 10 till further notice
▪ Malaysia	▪ South Korea	▪ TNT Express	1	March 13 till further notice
▪ Malaysia, except for: - East Malaysia	▪ U.S.	▪ All FedEx services	2	September 1 till further notice
	▪ Canada			September 10 till further notice
▪ East Malaysia	▪ Worldwide	▪ All FedEx and TNT services	Up to 10	April 7 till further notice
▪ Mongolia	▪ Worldwide	▪ All FedEx services	Up to 7	May 18 till further notice



Origin	Destination	Affected service	Additional transit time (working days)	Effective period
▪ Myanmar	▪ Worldwide	▪ All TNT services	Up to 7	June 2 till further notice
▪ New Zealand	▪ Canada ▪ Europe ▪ Latin America ▪ U.S.	▪ FedEx International Priority (IP)	1	March 30 till further notice
	▪ Europe	▪ TNT Express	1	For every Monday pickup* starting from March 5 till further notice
▪ Philippines, except for: - Cebu	▪ U.S.	▪ All FedEx services	2	September 1 till further notice
	▪ Canada			September 10 till further notice
▪ Philippines [Shipments from Cebu only]	▪ Worldwide	▪ All FedEx and TNT services	3	June 15 till further notice
▪ Philippines [Shipments from Outside Pickup Area (OPA) in Luzon and shipments from Visayas and Mindanao]	▪ Worldwide	▪ All FedEx and TNT services	2	June 1 till further notice
▪ Samoa	▪ Worldwide, except for: - Canada - U.S.	▪ All FedEx services	7	May 5 till further notice
	▪ Worldwide	▪ All TNT services		
	▪ U.S.	▪ All FedEx services	2	September 1 till further notice
	▪ Canada			September 10 till further notice
▪ Singapore	▪ Hong Kong SAR China	▪ TNT Express [Mask shipments only]	1	March 3 till further notice
	▪ South Korea ▪ Taiwan China	▪ TNT Express	1	March 13 till further notice
	▪ U.S.	▪ All FedEx services	1	September 1 till further notice
	▪ Canada			September 10 till further notice
▪ South Korea	▪ Europe	▪ TNT Express	1	For every Monday pickup* starting from March 19 till further notice



Origin	Destination	Affected service	Additional transit time (working days)	Effective period
▪ South Korea	▪ U.S.	▪ All FedEx services	1	September 1 till further notice
	▪ Canada			September 10 till further notice
▪ Taiwan China	▪ U.S.	▪ All FedEx services	2	September 1 till further notice
	▪ Canada			September 10 till further notice
▪ Thailand	▪ Worldwide, except for: - APAC	▪ All TNT services	1	May 18 till further notice
	▪ APAC	▪ All FedEx and TNT services	Up to 2	May 18 till further notice
	▪ Worldwide, except for: - APAC - Canada - U.S.	▪ All FedEx services	1	May 18 till further notice
	▪ U.S.	▪ All FedEx services	2	September 1 till further notice
	▪ Canada			September 10 till further notice
▪ Tonga	▪ Worldwide	▪ All FedEx and TNT services	7	April 20 till further notice
▪ Vanuatu	▪ Worldwide	▪ All FedEx and TNT services	Up to 7	June 2 till further notice
▪ Vietnam [Shipments via Ho Chi Min City gateway only]	▪ U.S.	▪ All FedEx services	3	September 1 till further notice
	▪ Canada			September 10 till further notice
▪ Vietnam [Shipments via Hanoi gateway only]	▪ U.S.	▪ All FedEx services	2	September 1 till further notice
	▪ Canada			September 10 till further notice
▪ Vietnam [Shipments from Da Nang only]	▪ Worldwide, except for: - Canada - U.S.	▪ All FedEx services	1	July 28 till further notice
	▪ Worldwide	▪ All TNT services		
	▪ U.S.	▪ All FedEx services	3	September 1 till further notice
	▪ Canada			September 10 till further notice



Origin	Destination	Affected service	Additional transit time (working days)	Effective period
<ul style="list-style-type: none"> <li>Vietnam [Shipments from the following provinces only:               <ul style="list-style-type: none"> <li>- Quang Binh</li> <li>- Quang Tri</li> <li>- Quang Nam</li> <li>- Quang Ngai]</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>Worldwide, except for:               <ul style="list-style-type: none"> <li>- Canada</li> <li>- U.S.</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>All FedEx services</li> </ul>	2	July 28 till further notice
	<ul style="list-style-type: none"> <li>Worldwide</li> </ul>	<ul style="list-style-type: none"> <li>All TNT services</li> </ul>	1	
	<ul style="list-style-type: none"> <li>U.S.</li> </ul>	<ul style="list-style-type: none"> <li>All FedEx services</li> </ul>	3	September 1 till further notice
	<ul style="list-style-type: none"> <li>Canada</li> </ul>			September 10 till further notice
<ul style="list-style-type: none"> <li>Wallis and Futuna</li> </ul>	<ul style="list-style-type: none"> <li>Worldwide</li> </ul>	<ul style="list-style-type: none"> <li>All FedEx services</li> </ul>	Up to 7	July 6 till further notice
<b>Inbound to APAC</b>				
<ul style="list-style-type: none"> <li>Worldwide</li> </ul>	<ul style="list-style-type: none"> <li>Brunei</li> </ul>	<ul style="list-style-type: none"> <li>All FedEx and TNT services</li> </ul>	Up to 3	June 16 till further notice
	<ul style="list-style-type: none"> <li>Cambodia</li> </ul>		5	March 27 till further notice
<ul style="list-style-type: none"> <li>APAC</li> <li>Europe</li> <li>Middle East//Indian Subcontinent/ Africa (MEISA)</li> </ul>	<ul style="list-style-type: none"> <li>Eastern China</li> </ul>	<ul style="list-style-type: none"> <li>All FedEx services</li> </ul>	1	March 19 till further notice
<ul style="list-style-type: none"> <li>Worldwide</li> </ul>	<ul style="list-style-type: none"> <li>Cook Islands</li> </ul>	<ul style="list-style-type: none"> <li>All FedEx and TNT services</li> </ul>	7	April 20 till further notice
	<ul style="list-style-type: none"> <li>East Timor</li> </ul>	<ul style="list-style-type: none"> <li>All FedEx and TNT services</li> </ul>	Up to 5	May 29 till further notice
	<ul style="list-style-type: none"> <li>Fiji</li> </ul>	<ul style="list-style-type: none"> <li>All FedEx and TNT services</li> </ul>	Up to 5	June 16 till further notice
	<ul style="list-style-type: none"> <li>Guam</li> </ul>	<ul style="list-style-type: none"> <li>All FedEx services</li> </ul>	4	March 23 till further notice
	<ul style="list-style-type: none"> <li>Hong Kong SAR China</li> </ul>	<ul style="list-style-type: none"> <li>FedEx service only [Mask shipments only]</li> </ul>	2	February 12 till further notice
<ul style="list-style-type: none"> <li>Canada</li> <li>Latin America</li> <li>U.S.</li> </ul>	<ul style="list-style-type: none"> <li>Hong Kong SAR China</li> </ul>	<ul style="list-style-type: none"> <li>All FedEx services</li> </ul>	1	For every Friday pickup starting August 3 till further notice
<ul style="list-style-type: none"> <li>Worldwide</li> </ul>	<ul style="list-style-type: none"> <li>Indonesia</li> </ul>	<ul style="list-style-type: none"> <li>All FedEx and TNT services</li> </ul>	1	June 1 till further notice
	<ul style="list-style-type: none"> <li>Japan [Shipments to Kyushu only]</li> </ul>	<ul style="list-style-type: none"> <li>All TNT services</li> </ul>	1	April 8 till further notice



Origin	Destination	Affected service	Additional transit time (working days)	Effective period
<ul style="list-style-type: none"> <li>Worldwide</li> </ul>	<ul style="list-style-type: none"> <li>Japan [Shipments to FedEx Outside Delivery Area (ODA) in Kyushu only]</li> </ul>	<ul style="list-style-type: none"> <li>All FedEx services</li> </ul>	1	For every Monday delivery starting April 8 till further notice
	<ul style="list-style-type: none"> <li>Japan [Shipments to Okinawa only]</li> </ul>	<ul style="list-style-type: none"> <li>All FedEx services</li> </ul>	Up to 5	April 27 till further notice
	<ul style="list-style-type: none"> <li>Laos</li> </ul>	<ul style="list-style-type: none"> <li>All FedEx and TNT services</li> </ul>	Up to 14	August 27 till further notice
<ul style="list-style-type: none"> <li>Canada</li> <li>Latin America</li> <li>U.S.</li> </ul>	<ul style="list-style-type: none"> <li>Macau SAR China</li> </ul>	<ul style="list-style-type: none"> <li>All FedEx services</li> </ul>	1	For every Friday pickup starting August 3 till further notice
<ul style="list-style-type: none"> <li>Worldwide</li> </ul>	<ul style="list-style-type: none"> <li>East Malaysia</li> </ul>	<ul style="list-style-type: none"> <li>All FedEx and TNT services</li> </ul>	Up to 10	April 7 till further notice
	<ul style="list-style-type: none"> <li>Marshall Islands</li> </ul>	<ul style="list-style-type: none"> <li>All FedEx services</li> </ul>	4	March 23 till further notice
	<ul style="list-style-type: none"> <li>Micronesia</li> </ul>			
	<ul style="list-style-type: none"> <li>Mongolia</li> </ul>	<ul style="list-style-type: none"> <li>FedEx International Priority (IP)</li> </ul>	Up to 7	May 18 till further notice
		<ul style="list-style-type: none"> <li>TNT Express</li> </ul>	Up to 7	June 24 till further notice
	<ul style="list-style-type: none"> <li>Myanmar</li> </ul>	<ul style="list-style-type: none"> <li>All TNT services</li> </ul>	Up to 7	June 2 till further notice
	<ul style="list-style-type: none"> <li>New Caledonia</li> </ul>	<ul style="list-style-type: none"> <li>All FedEx services</li> </ul>	3	March 30 till further notice
	<ul style="list-style-type: none"> <li>Palau</li> </ul>	<ul style="list-style-type: none"> <li>All FedEx services</li> </ul>	4	March 23 till further notice
	<ul style="list-style-type: none"> <li>Philippines [Shipments to Cebu only]</li> </ul>	<ul style="list-style-type: none"> <li>All FedEx and TNT services</li> </ul>	3	June 15 till further notice
	<ul style="list-style-type: none"> <li>Saipan</li> </ul>	<ul style="list-style-type: none"> <li>All FedEx services</li> </ul>	4	March 23 till further notice
	<ul style="list-style-type: none"> <li>Samoa</li> </ul>	<ul style="list-style-type: none"> <li>All FedEx and TNT services</li> </ul>	7	May 5 till further notice
	<ul style="list-style-type: none"> <li>Singapore</li> </ul>	<ul style="list-style-type: none"> <li>All FedEx Priority services</li> </ul>	Delivery commitment will be changed to 1800hr	April 21 till further notice
	<ul style="list-style-type: none"> <li>Solomon Islands</li> </ul>	<ul style="list-style-type: none"> <li>All TNT services</li> </ul>	Up to 7	June 4 till further notice
	<ul style="list-style-type: none"> <li>Thailand</li> </ul>	<ul style="list-style-type: none"> <li>All FedEx and TNT services</li> </ul>	1	May 18 till further notice
<ul style="list-style-type: none"> <li>Tonga</li> </ul>	<ul style="list-style-type: none"> <li>All FedEx and TNT services</li> </ul>	7	April 20 till further notice	



Origin	Destination	Affected service	Additional transit time (working days)	Effective period
<ul style="list-style-type: none"> <li>Worldwide</li> </ul>	<ul style="list-style-type: none"> <li>Vanuatu</li> </ul>	<ul style="list-style-type: none"> <li>All FedEx and TNT services</li> </ul>	Up to 7	June 2 till further notice
	<ul style="list-style-type: none"> <li>Vietnam [Shipments to Da Nang only]</li> </ul>	<ul style="list-style-type: none"> <li>All FedEx and TNT services</li> </ul>	1	July 28 till further notice
	<ul style="list-style-type: none"> <li>Vietnam [Shipments to the following provinces only:               <ul style="list-style-type: none"> <li>Quang Binh</li> <li>Quang Tri</li> <li>Quang Nam</li> <li>Quang Ngai]</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>All FedEx services</li> </ul>	2	July 28 till further notice
		<ul style="list-style-type: none"> <li>All TNT services</li> </ul>	1	
	<ul style="list-style-type: none"> <li>Wallis and Futuna</li> </ul>	<ul style="list-style-type: none"> <li>All FedEx and TNT services</li> </ul>	Up to 7	July 6 till further notice

\* If the shipment is picked up after the cut-off time, the pickup date will be the next day.

<sup>1</sup> Please contact your sales representative or our customer service hotline for more details.

## Latest news on other regions outside of APAC

You may log on to [fedex.com](http://fedex.com) or [tnt.com](http://tnt.com) of your selected regions/markets for the latest information.

Below are some links for your quick reference:

- France [fedex.com/en-fr/service-news.html](http://fedex.com/en-fr/service-news.html)
- Germany [fedex.com/en-de/service-news.html](http://fedex.com/en-de/service-news.html)
- India [fedex.com/en-in/service-news.html](http://fedex.com/en-in/service-news.html)
- Italy [fedex.com/en-it/service-news.html](http://fedex.com/en-it/service-news.html)
- Spain [fedex.com/en-es/service-news.html](http://fedex.com/en-es/service-news.html)
- U.S. [fedex.com/en-us/service-alerts.html](http://fedex.com/en-us/service-alerts.html)