

Erica Krauss

From: hpatzer@ups.com
Sent: Tuesday, March 17, 2020 8:48 AM
Subject: Worldwide intl. updates - COVID 19

Ireland :

Issued: 03/17/2020
Last Updated: 03/17/2020 8:34 AM GMT
Msg. No.: 11076 Type: Service Interruption
Ireland-COVID 19

Closure of all retail locations (such as shops, restaurants, bars, pubs, etc.) for delivery in Ireland. No Restrictions for Pick Up.

Denmark :

Issued: 03/17/2020
Last Updated: 03/17/2020 8:32 AM GMT
Msg. No.: 11075 Type: Service Interruption
Denmark-COVID 19

Denmark has full closure of all retail locations (such as shops, restaurants, bars, pubs, etc.).

Restrictions for Delivery to Retail locations. No Restrictions for Pick Up.

Finland : Norway :

Issued: 03/17/2020
Last Updated: 03/17/2020 8:30 AM GMT
Msg. No.: 11074 Type: Service Interruption
Norway and Finland-COVID 19

In Norway and Finland full Closure of all retail locations (such as shops, restaurants, bars, pubs, etc.) for deliveries-no Restrictions for Pick Up.

Moldova, Republic of :

Issued: 03/17/2020
Last Updated: 03/17/2020 7:35 AM GMT
Msg. No.: 11073 Type: Service Interruption
Moldova-Service Issues

Effective from Tuesday March 17 until April 17 2020, the Moldavian authorities have declared a state of emergency of 1 month, as prevention measure of COVID 19.

Only food stores, pharmacies, gas stations, some banks and government agencies will operate.

If delivery of our packages is not possible because the consignee address is closed, packages will be held at UPS Head office or potentially returned to shipper. Exceptions applied: DH - NO UPS CNTRL will be placed on impacted volume which is held in the building and C5 EMERGENCY scan exception for all on-road volume and related delays.

Postal Codes Affected:

3300;3200;3352: 4001;4301-4304;4501-4502;5501-5509 and 5401-5402

Saudi Arabia :

Issued: 03/17/2020

Last Updated: 03/17/2020 5:42 AM GMT

Msg. No.: 11072 Type: Service Interruption

Saudi Arabia-Service Issues

For all the below cities, service is not available due to COVID-19 Saudi security department decision to lock this area for 2 weeks.

Anak, Awamiah, Qatif, Rahima, Ras Tanura, Safwa, Seihat and Tarut.

For all other cities, service is available but transit time is been effected by 1-2 days extra time due to the difficulties being faced with load movements into Saudi Arabia.

Portugal :

Issued: 03/17/2020

Last Updated: 03/17/2020 4:39 AM GMT

Msg. No.: 11071 Type: Service Interruption

Portugal-Service Issues

As per government decree imposing the closure of all retail activities (shops, restaurants, bars, pubs) as prevention measures of COVID 19 for undefined time, if delivery of our packages is not possible in Portugal because the consignee address is closed, packages will be returned to the shipper. Exceptions applied: DH - NO UPS CNTRL for all volume which is held in the building and C5 - EMERGENCY for all on-road volume and related

Bulgaria :

Issued: 03/17/2020

Last Updated: 03/17/2020 4:24 AM GMT

Msg. No.: 11070 Type: Service Interruption

Bulgaria-Service Issues

Effective from Friday March 13 until April 13 2020, the Bulgarian authorities have declared a state of emergency of 1 month.

Only food stores, pharmacies, gas stations, some banks and government agencies will operate.

Affected shipments that are on hold at UPS centres will receive the exception scan DH - NO UPS CNTRL. All on-road volume will receive the exception scan C5 EMERGENCY.

Transborder shipments that cannot be delivered due to the closure of a retail location will be returned to the shipper on the same day. For international and EU transborder F/C only shipments, the ERN process will apply.

Czech Republic :

Issued: 03/17/2020

Last Updated: 03/17/2020 4:22 AM GMT

Msg. No.: 11069 Type: Service Interruption

Czech Republic-Service Issues

As per a decree issued by the Czech government imposing the closure of most retail activities (shops, restaurants, bars, pubs) as prevention measure of COVID 19 until March 24 2020, if delivery of our packages is not possible because the consignee address is closed, packages will be held or potentially returned to shipper. Exceptions applied: DH - NO UPS CNTRL for all volume which is held in the building and C5 - Emergency exception for all on-road volume and related delays.

The customer counter services in the Czech republic might be limited during this period. Additional border controls are applied and might cause delays in

Denmark : Finland : United Kingdom : Ireland : Norway : Sweden :

Issued: 03/17/2020

Last Updated: 03/17/2020 4:20 AM GMT

Msg. No.: 11068 Type: Operational Change

United Kingdom etc-COVID 19

In United Kingdom, Ireland, Denmark, Norway, Sweden and Finland the use of utilizing the release option in the DIAD to complete deliveries where there is a risk presented to the Shipper or Service Provider is being used.

Recipients details will be entered into DIAD as CV19 - surname.

Where commercial premises are closed due to COVID-19 outbreak and/or restrictions are in place that prevent delivery, the exceptions C5-Emergency-and/or DH-No UPS Control-will be placed on impacted volume.

Germany :

Issued: 03/17/2020

Last Updated: 03/17/2020 4:16 AM GMT

Msg. No.: 11067 Type: Service Interruption

Germany-Service Issues

The German government has declared a state of emergency, imposing the closure of all retail activities (shops, restaurants, bars, hairdressers, pubs) as prevention measure of COVID 19 for undefined time.

If delivery of our packages is not possible because the consignee address is closed, packages will be returned to the shipper. Exceptions applied: DH - NO UPS CNTRL for all volume which is held in the building and C5 - Emergency exception for all on-road volume and related delays.

Poland :

Issued: 03/17/2020

Last Updated: 03/17/2020 4:14 AM GMT

Msg. No.: 11066 Type: Service Interruption

Poland-Service Issues

The Polish government has declared a state of emergency, closing all non-essential shops in shopping malls (restaurants, bars, hairdressers, pubs, other non-essential shops etc.) as prevention of COVID 19 for undefined time.

If delivery of packages are not possible because the address is closed, packages will be returned to the shipper, without holding it in the Hold Cage.

Austria :

Issued: 03/17/2020

Last Updated: 03/17/2020 4:12 AM GMT

Msg. No.: 11065 Type: Service Interruption

Austria-Service Issues

The Austrian government has declared a state of emergency, imposing the closure of all retail activities (shops, restaurants, bars, hairdressers, pubs,) as prevention measure of COVID 19 for undefined time.

If delivery of our packages is not possible because the consignee address is closed, packages will be returned to the shipper. Exceptions applied: DH -

Philippines :

Issued: 03/17/2020

Last Updated: 03/17/2020 3:49 AM GMT

Msg. No.: 11064 Type: Service Interruption
Philippines - Service Disruptions

Luzon Island is on enhanced community quarantine to curb the spread of COVID-19, affecting all UPS sites (Package Centers, Hub/Gateway, ODC, Customer Service) except Cebu.

Major impact includes suspension of public transportation, regulation of movement of goods/cargo, and strict home quarantine.

Postal Codes (or Cities) Affected:

All Philippines postal codes EXCEPT 6000,6001,6014,6015,6016 (Cebu Brown)

Heather Patzer
International Account Manager
UPS
405.464.3626
hpatzer@ups.com
Customer Service 800.377.4877