

## Erica Krauss

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**From:** hpatzer@ups.com  
**Sent:** Tuesday, March 24, 2020 8:16 AM  
**Subject:** COVID 19 - UPS update - March 24

Good morning. I hope you are all staying safe and healthy. There are some major changes below. India is no longer accepting imports. Several countries have delays. Several other countries are no longer getting shipments (these are places I have never heard people shipping to). I have highlighted the major disruptions in yellow.

If you need anything or have any questions, please do not hesitate to call. UPS is working hard to continue servicing you and your customers.

Heather Patzer

405-464-3626

### Reunion : Mayotte :

Issued: 03/24/2020

Last Updated: 03/24/2020 7:29 AM GMT

Msg. No.: 11141 Type: Service Interruption

#### Reunion and Mayotte-Coronavirus

Reunion Island:

The island has restricted public gatherings until further notice in order to contain Coronavirus pandemic. Only essential business are operational, such as medical facilities and shops. Flights have been reduced from 6 to 3 per week. UPS Reunion is working with reduced staffing, but is maintaining service in pickup and delivery and customs clearance. Due to the restrictions, there might be delays in pickup, delivery, import and export.

Mayotte:

Mayotte has restricted public gatherings until further notice in order to contain Coronavirus pandemic. Only essential business are operational, such as medical facilities and shops. Flights have been reduced from daily flights to four per week. UPS in Mayotte is working with reduced staffing, but is maintaining service in pickup and delivery and customs clearance. Due to the restrictions, there might be delays in pickup, delivery, import and export.

### India :

Issued: 03/24/2020

Last Updated: 03/24/2020 7:02 AM GMT

Msg. No.: 11140 Type: Service Interruption

### India-Coronavirus

As a consequence of COVID-19 crisis, the Indian Government has imposed travel, work and movement restrictions on residents living in 75 districts across the country, including in major cities such as the capital New Delhi, Mumbai, Bangalore, Chennai, Hyderabad, and Kolkata.

As a consequence, **India IMPORT service is now temporary suspended.**

**UPS India maintains Export service for those customers able to drop volume at UPS Delhi Gateway.**

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### France : Monaco :

Issued: 03/24/2020

Last Updated: 03/24/2020 6:13 AM GMT

Msg. No.: 11139 Type: Service Interruption

### France-Coronavirus

For any retail consignee which should not be open as they are not considered essential, an immediate RTS will be made. For WW shipments the ERN process will be followed according to the normal process.

For any consignee (retail or non-retail) that is found to be closed while attempting a delivery, an immediate RTS will be made. For WW shipments the ERN process will be followed according to the normal process.

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### United Kingdom :

Issued: 03/24/2020

Last Updated: 03/24/2020 6:07 AM GMT

Msg. No.: 11138 Type: Service Interruption

### United Kingdom-Coronavirus

Government Instruction with immediate effect:

Closure of all shops selling non-essential goods, including clothing and electronic stores.

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### Rwanda :

Issued: 03/24/2020

Last Updated: 03/24/2020 5:53 AM GMT

Msg. No.: 11137 Type: Service Interruption

### Rwanda-Coronavirus

Our Kigali operations in Rwanda are temporarily suspended due to the Coronavirus crisis.

Following the latest Rwanda Authorities restrictive measures starting as from the 21 March 2020, collection and deliveries will not be possible during an initial period of 14 days.

### Morocco :

Issued: 03/24/2020

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

Msg. No.: 11136 Type: Service Interruption

### Morocco-Coronavirus

On March 15 2020., the government of Morocco extended the suspension to all passenger flights. Charter crews are not allowed to disembark, resulting in a quicker turnaround. **UPS continue to import and export volume-however, export is delayed to the next morning.**

As of 20 March, the Morocco Government declared a state of emergency until further notice. Leaving homes requires permission of local authorities. Critical business, such as supermarkets, medical facilities are exempted from the requirement.

While UPS is maintaining service, pick up and deliveries are subject to delays.

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## New Caledonia :

Issued: 03/24/2020

Last Updated: 03/24/2020 4:23 AM GMT

Msg. No.: 11135 Type: Service Interruption

### New Caledonia - Service Disruption

Export service from New Caledonia will be suspended till 30 April, 2020 while delay is expected for import service until further notice.

## Bangladesh :

Issued: 03/24/2020

Last Updated: 03/24/2020 4:20 AM GMT

Msg. No.: 11134 Type: Service Interruption

### Bangladesh-Coronavirus

From - WorldCom User, Brian Roe

The Bangladesh government has declared a state of emergency and decided to shut down all government, private offices and courts and declared a public holiday from March 26 to April 4 2020 in order to contain the pandemic spread of the Coronavirus.

The country has suspended all international flights, except to China, Hong Kong, Thailand and the UK until further notice. Armed forces have been deployed to support the civil administration. Packages of concerned countries must be held at origin and/or RTSd.

UPS continues to operate, but pickups and deliveries might be delayed.

## Mozambique :

Issued: 03/24/2020

Last Updated: 03/24/2020 4:16 AM GMT

Msg. No.: 11133 Type: Service Interruption

### Mozambique-Coronavirus

Due to the Corona pandemic the Government of Mozambique has decided to suspend all in- and outbound flights to and from the country until further notice, resulting in delays. Ground movements are established and operated as far as possible. The UPS office in Mozambique is operational. Pick up and deliveries are being made.

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## South Africa :

Issued: 03/24/2020

Last Updated: 03/24/2020 4:07 AM GMT

Msg. No.: 11132 Type: Service Interruption

### South Africa-Coronavirus

The President of South Africa announced on 23 March 2020 a complete lock down for the country as of midnight 26 March until 16 April due to the Corona pandemic. Exempted from the lockdown are essential services, such as Health and emergency personnel Security services, Production and distribution of food and basic supplies, essential banking services, Power, Laboratory services and Hygiene services, where UPS delivers some of it.

South Africa customs is still working, but clearance might be delayed. UPS is undertaking efforts to be exempted from the measures. **UPS is still operational**. Further updates are expected today.

## Nigeria :

Issued: 03/24/2020

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

Msg. No.: 11131 Type: Service Interruption

### **Nigeria-Coronavirus**

In an effort to contain Coronavirus from spreading, the Nigerian Government has decided to suspend all inbound and outbound flights from and to Nigeria as of 23 March 2020 until further notice.

Only essential and emergency (Medical, critical life support supplies) duties are exempted, requiring written Government approval.

Domestic business is operating as normal.

## American Samoa :

Issued: 03/24/2020

Last Updated: 03/24/2020 4:00 AM GMT

Msg. No.: 11130 Type: Service Interruption

### **American Samoa - Service Disruption**

**With immediate effect, import and export services are temporarily suspended from 24 March to 30 April, 2020.**

## Wallis and Futuna :

Issued: 03/24/2020

Last Updated: 03/24/2020 3:53 AM GMT

Msg. No.: 11129 Type: Service Interruption

### **Wallis and Futuna - Service Disruption**

**With immediate effect, import and export services are temporarily suspended from 24 March to 31 May, 2020.**

## Kiribati :

Issued: 03/24/2020

Last Updated: 03/24/2020 3:52 AM GMT

Msg. No.: 11128 Type: Service Interruption

### **Kiribati - Service Disruption**

**With immediate effect, import and export services are temporarily suspended from 24 March to 31 May, 2020.**

## Tuvalu :

Issued: 03/24/2020

Last Updated: 03/24/2020 3:32 AM GMT

Msg. No.: 11127 Type: Service Interruption

### **Tuvalu - Service Disruption**

From - WorldCom User, Esther Foo

**With immediate effect, import and export services are temporarily suspended from 24 March to 31 May, 2020.**

## Tonga :

Issued: 03/24/2020

Last Updated: 03/24/2020 3:27 AM GMT

Msg. No.: 11126 Type: Service Interruption

**Tonga - Service Disruption**

From - WorldCom User, Esther Foo

With immediate effect, import and export services are temporarily suspended from 24 March to 31 May, 2020.

**Fiji :**

Issued: 03/24/2020

Last Updated: 03/24/2020 3:19 AM GMT

Msg. No.: 11125 Type: Service Interruption

**Fiji - Service Disruption**

From - WorldCom User, Esther Foo

With immediate effect, import and export services are temporarily suspended from 24 March to 31 May, 2020.

WorldCom will continue to monitor the situation and advise of any updates.

Thank you, WorldCom

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**French Polynesia :**

Issued: 03/24/2020

Last Updated: 03/24/2020 3:16 AM GMT

Msg. No.: 11124 Type: Service Interruption

**French Polynesia - Service Disruption**

From - WorldCom User, Esther Foo

Import services will be temporarily suspended from 28 March to 28 April, 2020 while export services will be suspended from 29 March to 28 April, 2020.

WorldCom will continue to monitor the situation and advise of any updates.

Thank you, WorldCom

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**Cambodia :**

Issued: 03/24/2020

Last Updated: 03/24/2020 2:47 AM GMT

Msg. No.: 11123 Type: Service Interruption

**Cambodia - Service Disruption**

From - WorldCom User, Esther Foo

With immediate effect, export and import services are temporarily suspended from 24 March to 28 March, 2020.

WorldCom will continue to monitor the situation and advise of any updates.

Thank you, WorldCom

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**Italy :**

Issued: 03/23/2020

Last Updated: 03/24/2020 6:04 AM GMT

Msg. No.: 11116 Type: Service Interruption

### Italy-COVID 19

NO Delivery and Pick Up due to government restrictions (red zones, areas not accessible) packages will be stored for 15 days. Exceptions applied: DH - NO UPS CNTRL ;

FONDI 04022 MEDICINA 40059 MONTEFINO 64030 ARSITA 64031 BISENTI 64033 CASTIGLIONE MESSER RAIMONDO 64034 CASTILENTI 64035 ELICE 65010 ARIANO IRPINO 83031 SALA CONSILINA 84036 CAGGIANO 84030 POLLA 84035 ATENA LUCANA 84030 RICCIA 86016 SAN LUCIDO 87038 ROGLIANO 87054 SANTO STEFANO DI ROGLIANO 87056 MONTEBELLO JONICO 89064 SALEMI 91018 AGIRA 94011

2) Delivery and Pick up delayed due to local operating conditions. Modena 4152, Genova 1624 L'Aquila 6713. 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 (except for the red zones, areas not accessible).

MODENA:41010-41059; 41121 41126, GENOVA: 16010 -16049; 16121-16167 and LAQUILA: 67010-67069; 67100

3) by decree from the President of the Council of Ministers all retail activities are closed (shops, restaurants, bars, pubs). If delivery of our packages is not possible because consignee address is closed, packages will be returned to the shipper.

### Sri Lanka :

Issued: 03/23/2020

Last Updated: 03/24/2020 7:40 AM GMT

Msg. No.: 11112 Type: Service Interruption

### Sri Lanka-Service Issues

From - WorldCom User, Brian Roe

As an additional measure to contain COVID-19 spreading, since 24 March 2020, Sri Lanka authorities have imposed a curfew preventing non-essential activities and related people circulation, resulting in Delivery and Pick Up service delays.

WorldCom will continue to monitor the situation and advise of any updates

Thank you, WorldCom

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### Jordan :

Issued: 03/17/2020

Last Updated: 03/24/2020 8:34 AM GMT

Msg. No.: 11080 Type: Service Interruption

### Jordan-COVID 17

From - WorldCom User, Brian Roe

A national emergency declaration was issued by the government of Jordan locking down all public and private sectors with the exception of Health & Food supplies as of tomorrow morning until further notice. All international flights have been suspended. However, according to government officials import and exports of packages might be possible. **The packages will be subject to a four day quarantine, resulting in service delays.**

With immediate effect-24 March 2020-Jordan is banning all courier shipments (including UPS, FEDEX, DHL, TNT, etc.) **from China , Iraq , Lebanon , Italy , South Korea and Egypt for the private sector only.** Companies and Corporations are permitted to receive packages from concerned countries. Packages shipped for private individuals must be held at origin and/or RTSd.

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