

Erica Krauss

From: hpatzer@ups.com
Sent: Thursday, March 26, 2020 7:57 AM
Subject: UPS Corona Virus Update - 3/26

Good morning. India is probably the biggest change along with Kenya and Algeria. I will say I found the update from Monaco and interesting read.

India :

Issued: 03/26/2020
Last Updated: 03/26/2020 6:44 AM GMT
Msg. No.: 11159 Type: Service Interruption
India - Coronavirus

As a consequence of COVID-19 crisis, India government on 24th Mar imposed a nationwide lockdown from 25th Mar on residents living across the country for 3 Weeks to be under travel, work and movement restrictions.

In-country Air & Road movement is suspended by the authorities.

UPS India has at this moment only Delhi Gateway/Hub Operations open, on road delivery and pick up operations are suspended.

The UPS flight is operating to/from Delhi as normal. Customers can bring their volume to our Delhi Gateway and Export their goods through our air network.

Kenya :

Issued: 03/26/2020
Last Updated: 03/26/2020 4:58 AM GMT
Msg. No.: 11158 Type: Service Interruption
Kenya-Coronavirus

As from 26 March 2020, the Government of Kenya has put a ban on all international flights in order to contain the Coronavirus spread, resulting in export/import delays.

UPS in Kenya is still operational, making pickups and deliveries.

However the Kenyan Government has announced that there will be a curfew imposed from 19.00-05.00 starting on 27 March 2020. There will therefore be delays on pickups and deliveries.

Algeria :

Issued: 03/26/2020
Last Updated: 03/26/2020 4:54 AM GMT
Msg. No.: 11157 Type: Service Interruption
Algeria-Coronavirus

On March 19 2020, the President of Algeria declared a state of emergency and suspended all passenger flights. Only cargo flights can fly in/out of country. UPS continue to import and export volume. However, the current flights are operating only twice a week, resulting in import/export delays. All deliveries must be completed by 15:30 and pickups are done with a short cut-off time to respect the state of emergency.

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

France : Monaco :

Issued: 03/26/2020

Last Updated: 03/26/2020 4:50 AM GMT

Msg. No.: 11156 Type: Service Interruption

France-Coronavirus

This is a follow-up to Message number 11054.

Effective Saturday March 14th until April 15 2020, French authorities have put France on stage 3.

Shops, coffees shops, restaurants and commercial centers are closed until April 15th.

Domestic and 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.

The below RTS procedure concerns only the Retail B2B locations. The B2B enterprises are considered open and delivery attempts are made although most of them have closed of their own will. B2C deliveries go as normal.

For any retail consignee which should not be open as they are not considered essential, an immediate RTS will be made.

For any B2B 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.

List of open official open retail locations:

Hospitals, Food stores in general including groceries, Gas stations, Pharmacies, Tobacco and press shops, Pet food stores, Dry cleaning, Vapo stores, Banks, Garages, Hotels, Computer repairs and DIY / Do It Yourself / Hardware stores.

In a general way : everything is essential for the everyday life. But we need to be careful : all these categories could be opened but some closed their activity due to lack of employees . Schools and child cares are closed : lot of people are at home babysitting.

Companies are working but slowly as teleworking is recommended for a lot of people.

Denmark :

Issued: 03/26/2020

Last Updated: 03/26/2020 4:31 AM GMT

Msg. No.: 11155 Type: Service Interruption

Denmark-Coronavirus

This is a follow-up to message number 11075.

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

Finland : Norway :

Issued: 03/26/2020

Last Updated: 03/26/2020 4:29 AM GMT

Msg. No.: 11154 Type: Service Interruption

Norway and Finland-Coronavirus

This is a follow-up to Message number 11074.

In Norway and Finland full Closure of all retail locations (such as shops, restaurants, bars, pubs, etc.).

Ireland :

Issued: 03/26/2020

Last Updated: 03/26/2020 4:26 AM GMT

Msg. No.: 11153 Type: Service Interruption

Ireland-Coronavirus

This is a follow-up to Message number 11076.

Closure of all retail locations (such as shops, restaurants, bars, pubs, etc.) in Ireland.

Netherlands :

Issued: 03/26/2020

Last Updated: 03/26/2020 4:15 AM GMT

Msg. No.: 11152 Type: Service Interruption

Netherlands-Coronavirus

This is a follow-up to Message number 11060.

All restaurants, bars and pubs are closed.

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

Packages that cannot be returned to the original shipper due to business closure related to COVID-19 will be kept in the center until reopening of the shipper.

Belgium :

Issued: 03/26/2020

Last Updated: 03/26/2020 4:11 AM GMT

Msg. No.: 11151 Type: Service Interruption

Belgium-Coronavirus

All restaurants, bars and pubs are closed in Belgium. Other non essential retail and shops are closed, newspaper stores can remain open.

If delivery of packages are not possible because the address is closed, packages will be returned to the shipper, without holding it. Packages that cannot be returned to the original shipper due to business closure related to COVID-19 will be kept in the center until reopening of the shipper. Due to

Italy :

Issued: 03/26/2020

Last Updated: 03/26/2020 4:08 AM GMT

Msg. No.: 11150 Type: Service Interruption

Italy-Coronavirus

This is a follow-up to Message number 11116.

1) NO Delivery and Pick Up due to government restrictions (red zones, areas not accessible) packages will be stored for 15 days. 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 POZZILI 86077 VENAFRO 86079 SAN LUCIDO 87038 ROGLIANO 87054 SANTO STEFANO DI ROGLIANO 87056 BOCCHIGLIERO 87060 CUTRO 88842 MONTEBELLO JONICO 89064 SERRA SAN BRUNO 89822 VILAFRATI 90030 SALEMI 91018 AGIRA 94011 SERRA SAN BRUNO 89822

2) Delivery and Pick up delayed due to local operating conditions. Modena 4152, Genova 1624 L'Aquila 6713.

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.

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