

## Erica Krauss

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**From:** hpatzer@ups.com  
**Sent:** Monday, April 13, 2020 7:42 AM  
**Subject:** UPS Daily Covid-19 update 4/13/2020

Good morning. I hope everyone had a nice and safe Easter Weekend. Welcome back winter. Not included in the messages below is that we will not be servicing areas of the UP today. This is due to the massive amount of snow they got yesterday.

Also the US Government has place a ban on PPE (personal protection equipment) leaving the US. So you CANNOT **EXPORT** PPE equipment at this time.

Have a good day!

Country: **INDIA - IN**

Service Center(s) Impacted: **All India Centers**

Impacted Service: **All UPS services**

Disruption Type: **Novel Coronavirus**

Disruption Cause: **Disruptions caused by national or local events**

Service Disruption Details: **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.**

Uzbekistan :

Issued: 04/13/2020

Last Updated: 04/13/2020 5:13 AM GMT

Msg. No.: 11318 Type: Service Interruption

**Uzbekistan-Coronavirus**

In order to prevent COVID-19 virus from spreading, Uzbekistan has suspended all passenger flights until further notice, volume is moving on alternate cargo flights resulting in **export/import delays**.

**Volume for areas outside the city of Tashkent will be held for final deliveries due to local road / transport restrictions .**

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United Arab Emirates : Bangladesh : Bahrain : Algeria : Egypt : Jordan : Kuwait : Morocco : Oman : Pakistan : Qatar : Saudi Arabia :

Issued: 04/13/2020  
Last Updated: 04/13/2020 5:04 AM GMT  
Msg. No.: 11317 Type: Operational Change  
**Islamic Countries-Holy Month of Ramadan**

From - WorldCom User, Brian Roe

The Islamic Holy Month of Ramadan is planned to run from Friday April 24 2020 to Saturday May 23 2020 (Subject to moon sighting - dates may vary).

During this period, many countries in the Middle East and North Africa will amend their business hours. In addition, most government offices and commercial and financial companies will operate varied and reduced hours.

In addition with the Covid-19 restrictions in these countries, an additional service impact might be expected due to the reduced working time of both authorities and customers.

**In these impacted countries, UPS will do its best to maintain our service commitment.**

Please see link below:

<https://gulfnews.com/uae/covid-19-ramadan-eid-dates-in-2020-1.1586521127223>

## **Cambodia :**

Issued: 04/13/2020  
Last Updated: 04/13/2020 4:59 AM GMT  
Msg. No.: 11316 Type: Service Interruption  
**Cambodia - Service Disruption**

**Services to and from Cambodia are temporarily impacted with delays expected until further notice.**

## **Zimbabwe :**

Issued: 04/13/2020  
Last Updated: 04/13/2020 4:52 AM GMT  
Msg. No.: 11315 Type: Service Interruption  
**Zimbabwe-Coronavirus**

Due to COVID-19 pandemic, the Government of Zimbabwe has imposed a lockdown until 19 April 2020, suspending all passenger flights until further notice, **resulting in export/import delays.**

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## **Mauritius :**

Issued: 04/13/2020  
Last Updated: 04/13/2020 4:49 AM GMT  
Msg. No.: 11314 Type: Service Interruption  
**Mauritius-Coronavirus**

From - WorldCom User, Brian Roe

This is a follow-up to Message number 11265.

Due to the COVID-19 pandemic, the Government of Mauritius declared a state of emergency until 4 May 2020, suspending all passenger flights, public and private transportation.

Only essential goods, such as food and medical equipment are permitted to be processed resulting in pickup and delivery delays.

Consequently for all volume impacted

## Bangladesh :

Issued: 04/13/2020

Last Updated: 04/13/2020 4:42 AM GMT

Msg. No.: 11313 Type: Service Interruption

### Bangladesh-Coronavirus

In order to contain COVID-19 virus, the Bangladesh Government has decided to shut down all public sectors and declared a public holiday from March 26 2020 to April 25 2020 inclusive and imposed travel and movement restrictions across the country, including major cities such as the capital Dhaka, Chottogram, Sylhet, Rajshahi and Khulna, resulting in delays in pick up and delivery. Additionally all international flights have been suspended. **Customs has resumed clearance.**

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## New Caledonia :

Issued: 04/13/2020

Last Updated: 04/13/2020 3:52 AM GMT

Msg. No.: 11312 Type: Service Interruption

### New Caledonia - Service Disruption

**UPS services is now resumed back to normal.**

Country: **PORTUGAL - PT**

Service Center(s) Impacted: **Entire Country**

State(s):

Impacted Service: **All UPS services**

Disruption Type: **Novel Coronavirus**

Disruption Cause: **Disruptions caused by national or local events**

Service Disruption Details: **As per government decree imposing the closure of most retail activities (shops, restaurants, bars, pubs) as prevention measures of COVID 19 for undefined time, if delivery of our packages is not possible because consignee address is closed, packages will be returned to the shipper. In addition, due to quarantine restrictions from government we are not able to serve these postal codes until further notice:**

**3880-000 to 3880-999**

**3885-000 to 3885-999**

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