

## Erica Krauss

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**From:** hpatzer@ups.com  
**Sent:** Wednesday, April 15, 2020 7:43 AM  
**Subject:** UPS Covid-19 updates - 4/15/2020

Good morning. I hope you are safe and healthy.

### India :

Issued: 04/15/2020  
Last Updated: 04/15/2020 8:00 AM GMT  
Msg. No.: 11340 Type: Service Interruption

#### India-Coronavirus

As a consequence of COVID-19 crisis, the national lockdown imposed by government authorities in India has now been **extended to 3 May 2020**. Pickup and Deliveries are delayed/impacted due to the Government restrictions.

**Customers can self-drop & self-collect essential shipments at Mumbai, Delhi, Bangalore, Gurgaon, Chennai & Kolkata with appropriate local permissions.**

**Non-essentials will be held for clearance & delivery until the lock down restrictions are lifted.**

### Armenia :

Issued: 04/15/2020  
Last Updated: 04/15/2020 7:24 AM GMT  
Msg. No.: 11339 Type: Service Interruption

#### Armenia-Coronavirus

As per a decree issued by the Armenian government, imposed the closure of most retail activities (shops, restaurants, bars, pubs) except food stores and pharmacies as prevention measure of COVID 19 until May 14 2020 (new extended date).

**UPS is still trying to find options for both import and export as all commercial frights to/from Erevan are cancelled.**

### Italy :

Issued: 04/15/2020  
Last Updated: 04/15/2020 3:22 AM GMT  
Msg. No.: 11338 Type: Service Interruption

#### Italy-Coronavirus

From - WorldCom User, Brian Roe

This is a follow-up to Message number 11311.

- 1) NO Delivery and Pick Up due to government restrictions (red zones, areas not accessible) packages will be stored for 15 days.

NEROLA 00017 CONTIGLIANO 02043 LAURO 83023 PAOLISI 82011  
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 MOLITERNO 85047 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 VILLAFRATI 90030 SALEMI 91018 AGIRA 94011 TROINA  
94018 and SERRA SAN BRUNO 89822

2) Delivery and Pick up delayed due to local operating conditions. Modena 4152 area.  
MODENA:41010-41059; 41121 41126

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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## Czech Republic :

Issued: 04/15/2020

Last Updated: 04/15/2020 3:16 AM GMT

Msg. No.: 11337 Type: Service Interruption

### Czech Republic-Coronavirus

As per a decree issued by Czech government imposing the closure of most retail activities (shops, restaurants, bars, pubs) as prevention measure of COVID 19 until June 8 2020 (5 stages of gradual opening -new extended date)-if delivery of our packages is not possible because the consignee address is closed, packages will be held or potentially returned to shipper.

Additional border controls are applied and might cause delays in ground network, in case of service impact due to ground network delays,

## France :

Issued: 04/15/2020

Last Updated: 04/15/2020 2:59 AM GMT

Msg. No.: 11336 Type: Service Interruption

### France-Coronavirus

From - WorldCom User, Brian Roe

Effective Saturday March 14th until May 11 2020 (newly extended date), French authorities have put France on stage 3.

Shops, coffees shops, restaurants and commercial centres are closed.

Due to COVID -19 Virus local authorities have implemented restrictions within the public sector.

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.

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.

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 WW shipments the ERN process will be followed according to the normal process.

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 baby sitting.

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

## Uganda :

Issued: 04/15/2020

Last Updated: 04/15/2020 2:55 AM GMT

Msg. No.: 11335 Type: Service Interruption

### Uganda-Coronavirus

Uganda has suspended all passenger flights until further notice, resulting in export/import delays.

In addition, due to the ongoing Covid-19 pandemic, the Ugandan Government has announced a **complete lockdown until 5 May 2020**.

During the lockdown, pickups or deliveries are impacted. Import volume will be held until deliveries can be arranged.

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## Nepal :

Issued: 04/15/2020

Last Updated: 04/15/2020 2:52 AM GMT

Msg. No.: 11334 Type: Service Interruption

### Nepal-Coronavirus

Due to the COVID-19 epidemic, the Nepal Government shutdown of public and private sectors has been **extended until 27 April 2020-also international flights have been suspended until 30 April 2020**.

Only businesses, involved in providing food and medical supplies are exempt. At this point, there will be no pickup, delivery or customs clearance.

**Import volume will be held for clearance in transit until the flight restrictions are lifted.**

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