



Service Alerts

Severe weather, natural disasters, and other conditions beyond our control can occasionally disrupt our services. If there is an active service disruption, it will appear below. A gold alert ribbon will also appear at the top of all ups.com pages. If there is no service alert information below, the UPS transportation network is operating normally.

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Summary (Last Updated: 14/08/2020; 5:30) Coronavirus Update

Coronavirus Update

Governments of most European countries have implemented various containment measures in an attempt to stop the spread of the Novel Coronavirus. The movement of goods and UPS continues to operate a regular service.

We are currently operating Monday through Friday and serving our customers as usual. Despite current challenges, we continue to service our customers. Circumstances may cause some delays in transit. For example, new border controls, reduced air freight capacity in the market, and local protection impact service.

Within countries, some parcel deliveries may not be possible due to the closure of shops or businesses, or restrictions in various postcodes, in Undeliverable parcels due to this emergency carry either of the below tracking statuses:

C5 – An Emergency Situation or Severe Weather Condition Has Delayed Delivery

Please note that where non-essential retail locations remain closed, shipments to UPS Access Point™ locations could be impacted, although a network remains available. As some governments start to relax their restrictions on retail locations, a face mask may be required when entering.

For parcels requiring a signature, our drivers can temporarily do this on behalf of the customer to avoid unnecessary contact via hand-held device, accept the parcel and state their name for security purposes. Parcels that are not signed for will be marked with code UPSID plus 11 digit.

Due to the unprecedented nature of the current situation, the waiting times for our customer service desk may be longer than usual. For the latest information, please use shipment tracking on ups.com.

Suspension of Money Back Guarantee

Effective 26 March 2020 and until further notice, we have suspended the UPS Money Back Guarantee (also referred to as the UPS Service Guarantee) for international destinations.

Restrictions on Exports of PPE by European Countries

Several European countries have implemented national restrictions on the export of PPE (<https://www.cdc.gov/coronavirus/2019-ncov/hcp/prevention-recommendations.html>) and other medical equipment, including exports to other EU member states. Countries which have implemented some level of national restrictions include: Belgium / Czech Republic / France / Germany / Italy / Poland / Spain / Russia

As this is a dynamic situation subject to change without prior notice, businesses shipping PPE are advised to check in with the relevant nation for the latest governmental decrees.

Service Updates

Belgium:

Effective immediately, UPS drivers in Belgium are temporarily not accepting cash payments. For Collect on Delivery (COD) shipments, UPS will payment by bank transfer before their parcel is delivered or pay by card at the UPS service center. Please ensure consignee contact informati

Italy:

UPS Express deliveries on Saturday have been suspended.

Spain:

The committed delivery time for UPS Express deliveries on a Saturday has temporarily changed from noon to end of day.

International Dangerous Goods

Due to certain airline restrictions, International Dangerous Goods (IDG) shipments are temporarily suspended on a limited number of lanes to Dangerous Goods Approved Country list has been updated to reflect these suspensions.

Asia Pacific

UPS operations in the region continue, with daily pickups and deliveries, except where constrained by government restrictions.

For the latest information in English on service impacts please [visit here.](https://www.ups.com/cn/en/service-alerts.page?id=alert1) (<https://www.ups.com/cn/en/service-alerts.page?id=alert1>)

Important Updates on the Export of Medical Supplies from China

Export of Medical and Non-Medical Masks

- Effective 6 May 2020, in order to facilitate customs clearance process and prevent delays, customers who are shipping (medical and/or non-medical) masks China are required to provide customs declarations documents in one single file to UPS Customs Brokerage before a shipment pick-up order can be placed. a UPS China Customer Service Representative.

Export of Non-Medical Masks:

Effective 26 April 2020, the General Administration of Customs of China (GAC), the Ministry of Commerce (MOFCOM), and the General Admini new requirements for the export of non-medical masks out of China.

Non-medical masks cannot be exported if the Manufacturer is included in a "Black List" maintained by GAMS.

If the Manufacturer of the non-medical masks to be exported is not in the "Black List" but is included in a "[White List \(http://en.cccmhpie.org/queryStr=w7x08q7x15x15o3w8w1vS9z8w7x1X10x16x0X10x16o3w8w1u9v1u9v3v2v7\)](http://en.cccmhpie.org/queryStr=w7x08q7x15x15o3w8w1vS9z8w7x1X10x16x0X10x16o3w8w1u9v1u9v3v2v7)" maintained by the China Chamber of Commerce for I (CCCIEMHP), the Exporter of Record needs to provide a hard-copy Joint Declaration of the Importer and Exporter stating that the non-medica standards of the destination country to UPS Customs Brokerage before a shipment pick-up can be placed.

If the Manufacturer of the non-medical masks to be exported is neither in the "Black List" nor the "[White List \(http://en.cccmhpie.org/cn/We?queryStr=w7x08q7x15x15o3w8w1vS9z8w7x1X10x16x0X10x16o3w8w1u9v1u9v3v2v7\)](http://en.cccmhpie.org/cn/We?queryStr=w7x08q7x15x15o3w8w1vS9z8w7x1X10x16x0X10x16o3w8w1u9v1u9v3v2v7)", the Exporter of Record needs to provide a hard-copy stating that the non-medical masks to be exported comply with Chinese quality standards (GB 2626-2019 or GB/T 32610-2016) to UPS Custo placed.

Shippers should ensure that all shipment information provided is accurate and complete for export declaration. UPS will not be responsible for declaration of shipments.

For more information on how medical masks and non-medical masks are defined, please refer to this [advisory \(https://mp.weixin.qq.com/s/X](https://mp.weixin.qq.com/s/X) Customs.

Additional Requirements for Export of Medical Supply Commodities:

Effective 18 April 2020, export shipments from China containing any of the medical supply commodities listed in the table below, as well as non-Formal Entry for export customs clearance.

Further, with immediate effect, China's Ministry of Commerce (MOFCOM), the General Administration of Customs of China (GAC), and the China Customs require all shippers exporting 12 categories of medical supply commodities to provide the following documentation for export customs clearance:

1. Export Medical Supplies Statement, provided by the Exporter of Record (EOR); and
2. Medical Device Product Registration Certificate, issued by the National Medical Products Administration to the Manufacturer.

The 12 categories of medical supply commodities are:

No	Commodity	HS Code
1	COVID-19 Test Kits ¹	3822009000
	新型冠状病毒检测试剂	3002150090
2	Medical Mask	6307900010
	医用口罩	6210103010
3	Medical Protective Suit	6210103010
	医用防护服	3926209000
4	Infrared Thermometer	9025199010
	红外测温仪	9019200010
5	Ventilator	9019200010
	呼吸机	9019200090
6	Medical Surgical Hat	6505009900
	医用手术帽	9004909000
7	Medical Goggles	9004909000
	医用护目镜	3926201100
8	Medical Gloves	3926201900
	医用手套	4015110000
9	Medical Shoes Cover	4015190000
	医用鞋套	6307900090
10	Patient Monitor	3926909090
	病员监护仪	4016999090
11	Medical Disinfection Towel	3005901000
	医用消毒巾	9018193010
12	Medical Disinfectant	3005909000
	医用消毒剂	3808940010

To avoid potential delays, UPS recommends that –

Shippers of commodities listed as No.1 to 5 in the table above to:

- If the Manufacturer and Exporter of Record or Shipper are the same, confirm (a) the Manufacturer of goods to be exported, and (b) the specific goods to be exported in the National Medical Products Administration's Medical Protective Suits Registry (<http://www.nmpa.gov.cn/WS04/CL2138/376203.html>), and the Manufacturer has obtained a Medical Device Product Registration Certificate.

Note: An approved commodity in the Medical Protective Suits Registry will include (a) Product Registration Number, (b) Description of Approved Commodity, and (c) Product Registration Number.

- If the Manufacturer and Exporter of Record or Shipper are different, in addition to the above, the Manufacturer must obtain the Medical Product Device Registration Certificate. The Shipper must provide the Export Medical Supplies Statement.
- Provide original copies of the Export Medical Supplies Statement AND Medical Device Product Registration Certificate during shipment pick-up or tender.

Alternatively:

- Effective 26 April 2020, these commodities can be exported if, during shipment pick-up or tender, the Exporter of Record produces a hard-copy Export Declaration or registered by the quality standard of the destination country, and the Manufacturer of the exported goods is included in a 'White List' (<http://wms.mofcom.gov.cn/>) maintained by the China Chamber of Commerce for Import & Export of Medicines and Health Products (CCCIEMHP).
- Ensure that all shipment information provided is accurate and complete for export declaration. UPS will not be responsible for delays or regulatory issues related to the shipment.

Shippers of commodities listed as No.6 to 12 in the table above to:

- Provide original copies of the Export Medical Supplies Statement AND Medical Device Product Registration Certificate during shipment pick-up or tender.
- Ensure that all shipment information provided is accurate and complete for export declaration. UPS will not be responsible for delays or regulatory issues related to the shipment.

Middle East, Africa, Indian Subcontinent and Central Asia

Governments of several countries within the region are implementing various containment measures in an attempt to stop the spread of the virus. For the latest information in English on service impacts please [visit here.](https://www.ups.com/ae/en/service-alerts.page) (<https://www.ups.com/ae/en/service-alerts.page>)

The safety of our employees, our customers and the people in the communities we serve is a top priority. UPS has implemented various measures to ensure the safety of our employees and customers may be exposed. We are closely monitoring the situation and will take the necessary steps to ensure minimum impact to our industry-leading service to our customers throughout this challenging period.