



From the beginning of the ongoing COVID-19 crisis, FedEx Express and TNT played a crucial role in the global supply chain, keeping necessary goods moving and delivering urgent shipments around the world.

With more than 500,000 team members, our unique "can do" spirit, a fleet of over 670 aircraft, around 180,000 motorized vehicles and a broad portfolio of solutions, we are well positioned to support you during these unprecedented times.

Managing the impact of COVID-19 and supporting your business means we are continuously adjusting our network as needed, reinstating as many services as possible as soon as possible, and operating as local conditions and restrictions allow.

We were, we are and we remain open for your business and we recognise the trust you place in us transporting your shipments.

It goes without saying that we are taking precautions to keep all involved parties safe. We are adhering to all regulations and guidelines from government authorities and following recommendations from the European Centre for Disease Prevention and Control (ECDC) and the World Health Organization (WHO).

No matter how long these unusual circumstances last, you can be assured that we will continue to deliver the best possible service for you.

To keep you up to date, we will regularly update our COVID-19 service information [here](#).



Temporary service suspensions and impacts globally

Europe

Country	Zip codes suspended	Zip codes suspended except for emergency relief shipments	Remarks
Armenia	Only for inbound shipments to Armenia.		TNT Economy services are suspended.
Israel			Temporary service suspension of all TNT shipments to Egypt, Ethiopia, Tanzania, Uganda, Uzbekistan.
Italy			For domestic shipments: • Pick-up and delivery to and from businesses Domestic shipments with items above 50 kg must be palletized.
Norway			We anticipate service delays for all shipments, both domestic and international. Pick up and deliveries services are delayed as of March 13 th , 2020 in postal code from 3300 and above.
Turkey	Zip codes from 99000 to 99999		No shipments available under the mentioned zip codes due to government curfew.

APAC and MEISA

Temporary suspension of TNT Economy shipments from Europe to Singapore, Indonesia, Vietnam and Malaysia

Due to limited cargo capacity availability in the market, we are currently experiencing a high demand for shipments destined from Europe to Singapore, Indonesia, Vietnam and Malaysia.

In order to ensure our continuous operation in such a constrained environment, we are implementing extra measures to control the demand.

Effective July 13th and until further notice, all TNT Economy shipments from Europe to Singapore (SG), Indonesia (ID), Vietnam (VN) and Malaysia (MY) have been temporarily suspended.

Whilst all TNT Economy shipments to SG, ID, VN and MY are temporarily suspended, we will continue to accept TNT Express shipments and All FedEx Express shipments.

Europe origin

Destination	Affected services	Service impact	Inbound / Outbound	Effective period
American Samoa	All FedEx Express and TNT services	Temporary service suspension	Inbound and Outbound	Until further notice
Angola	All TNT Economy services	Temporary service suspension	Europe Outbound	Until further notice
Australia	All FedEx Express and TNT Economy services	Temporary service suspension	Europe Outbound	Until further notice
Armenia	All TNT Economy services	Temporary service suspension	Armenia inbound	May 31 th , 2020
Benin	All TNT Economy services	Temporary service suspension	Inbound and Outbound	Until further notice
Bhutan	All FedEx Express and TNT services	Temporary service suspension	Inbound and Outbound	Until further notice
Burkina Faso	All TNT Economy services	Temporary service suspension	Inbound and Outbound	Until further notice
Cape Verde	All FedEx Express and TNT services	Temporary service suspension	Inbound and Outbound	Until further notice
Chad	All TNT Economy services	Temporary service suspension	Europe Outbound	Until further notice
Congo	All TNT services	Temporary service suspension	Europe Outbound	Until further notice
Cote d'Ivoire	All TNT Economy services	Temporary service suspension	Europe Outbound	Until further notice



Destination	Affected services	Service impact	Inbound / Outbound	Effective period
East Timor	All FedEx Express and TNT services	Temporary service suspension	Inbound and Outbound	Until further notice
Egypt	All TNT services	Temporary service suspension	Inbound from Israel	Until further notice
Equatorial Guinea	All TNT services	Temporary service suspension	Inbound and Outbound	Until further notice
Eritrea	All FedEx Express and TNT services	Temporary service suspension	Inbound and Outbound	Until further notice
Ethiopia	All TNT services	Temporary service suspension	Inbound from Israel	Until further notice
Fiji	All TNT Economy services	Temporary service suspension	Europe Outbound	Until further notice
French Polynesia	All FedEx Express and TNT Economy services	Temporary service suspension	Europe Outbound	May 31 th , 2020
Gambia	All FedEx Express and TNT services	Temporary service suspension	Inbound and Outbound	Until further notice
Guam	All TNT Economy services	Temporary service suspension	Europe Outbound	Until further notice
Guinea-Bissau	All TNT services	Temporary service suspension	Europe Outbound	Until further notice
India	All FedEx Express and TNT services	Paracetamol and breathing appliances (only from India to Worldwide). IXF Service.	Europe Outbound	Until further notice
Indonesia	All TNT Economy services	Temporary service suspension	Europe Outbound	Until further notice
Israel	All TNT services	Temporary service suspension	From Israel Outbound to • Ethiopia • Egypt • Tanzania • Uganda • Uzbekistan	Until further notice
Kazakhstan	All FedEx Express and TNT services	Temporary service suspension	Inbound and Outbound	April 27 th , 2020
Kiribati	All TNT services	Temporary service suspension	Inbound and Outbound	Until further notice
Laos	All FedEx Express and TNT services	Temporary service suspension	Inbound and Outbound	Until further notice
Lesotho	All FedEx Express and TNT services	Temporary service suspension	Inbound and Outbound	Until further notice
Liberia	All FedEx Express and TNT services	Temporary service suspension	Europe Outbound	Until further notice
Libya	All FedEx Express services	Temporary service suspension	Inbound and Outbound	Until further notice
Madagascar	All TNT Economy services	Temporary service suspension	Inbound and Outbound	Until further notice
Malaysia	All TNT Economy services	Temporary service suspension	Europe Outbound	Until further notice
Mali	All TNT Economy services	Temporary service suspension	Inbound and Outbound	Until further notice
Marshall Islands (the)	All TNT Economy services	Temporary service suspension	Europe Outbound	Until further notice
Mauritania	All TNT Economy services	Temporary service suspension	Europe Outbound	Until further notice
Mauritius	All FedEx Express and TNT Economy services	Temporary service suspension	Inbound and Outbound	Until further notice



Destination	Affected services	Service impact	Inbound / Outbound	Effective period
Micronesia (Federated States of)	All FedEx Express and TNT Economy services	Temporary service suspension	Inbound and Outbound	Until further notice
Mongolia	All FedEx Express and TNT services	Temporary service suspension	Inbound and Outbound	Until further notice
Myanmar	All TNT Economy services	Temporary service suspension	Europe Outbound	Until further notice
Nepal	All TNT Economy services	Temporary service suspension	Europe Outbound	Until further notice
New Zealand	All FedEx Express and TNT Economy services	Temporary service suspension	Europe Outbound	Until further notice
Norfolk Island	All TNT Economy services	Temporary service suspension	Europe Outbound	Until further notice
Oman	All FedEx Express and TNT services in Wadi Kabir, Hamriya, Darsait, Ruwi, Wattayah, Wadi Adai, Dhofar and Duqm	Temporary service suspension	Inbound	Until further notice
Palau	All TNT Economy services	Temporary service suspension	Europe Outbound	Until further notice
Papua New Guinea	All TNT Economy services	Temporary service suspension	Europe Outbound	Until further notice
Philippines (the)	All TNT Economy services	Temporary service suspension	Europe Outbound	Until further notice
Reunion	All TNT Economy services	Temporary service suspension	Inbound and Outbound	Until further notice
Rwanda	All TNT services	Temporary service suspension	Inbound and Outbound	Until further notice
Senegal	All TNT Economy services	Temporary service suspension	Inbound and Outbound	Until further notice
Seychelles	All FedEx Express and TNT services	Temporary service suspension	Inbound and Outbound	Until further notice
Sierra Leone	All TNT services	Temporary service suspension	Inbound and Outbound	Until further notice
Singapore	All TNT Economy services	Temporary service suspension	Europe Outbound	Until further notice
Sri Lanka	All TNT Economy services	Temporary service suspension	Europe Outbound	Until further notice
Tanzania, the United Republic of	Philippines (the)	Temporary service suspension	Inbound from Israel	Until further notice
Timor-Leste	All TNT Economy services	Temporary service suspension	Europe Outbound	Until further notice
Tuvalu	All TNT services	Temporary service suspension	Inbound and Outbound	Until further notice
Tuvalu	All TNT Economy services	Temporary service suspension	Europe Outbound	Until further notice
Uganda	All FedEx Express and TNT services	Temporary service suspension	Inbound and Outbound	Until further notice
Uzbekistan	All TNT services	Temporary service suspension	Inbound from Israel	Until further notice
Vietnam	All TNT Economy services	Temporary service suspension	Europe Outbound	Until further notice
Wallis and Futuna	All TNT Economy services	Temporary service suspension	Europe Outbound	Until further notice



Service restrictions globally

Europe restrictions

Due to transatlantic backlogs, the decision has been taken to put a temporary restriction on all FedEx Express Economy shipments from Europe to the United States, Canada, Latin America and the Caribbean to a maximum of 100 kg per shipper per day.

The weight restriction applies to actual and volumetric weight (whichever is higher than 100 kg).

Destination	Affected services	Service impact	Inbound / Outbound	Effective period
United States	All TNT Economy services	Temporary service suspension	Outbound	Until further notice
Canada	All TNT Economy services	Temporary service suspension	Outbound	Until further notice
Latin America	All TNT Economy services	Temporary service suspension	Outbound	Until further notice

APAC restrictions

Origins	Destination	Affected services	Service impact	Effective period
APAC including China	Worldwide except for Europe and MEISA	<ul style="list-style-type: none"> FedEx International Economy[®] Direct-Distribution (IED) FedEx International Economy[®] (IE) FedEx International Economy[®] Freight (IEF) 	Temporary service suspension	Until further notice Note: FedEx Express Economy services from APAC to Europe and Middle East / Indian Subcontinent / Africa (MESIA) have resumed starting from June 8 th , 2020.
APAC including China	Worldwide	FedEx International Express Freight [®] (IXF)	Temporary service suspension	Until further notice
APAC including China	Worldwide	All TNT services, except for TNT Express (15D/15N) Services	Temporary service suspension	Until further notice
China	Europe	Only mask and google shipments of All TNT services.	Temporary service suspension	Until further notice
China	Worldwide	All FedEx Express and TNT services. For Personal Protective Equipment (PPE) formal entry shipments only.	<ul style="list-style-type: none"> Minimum weight of 50 kg (actual weight) per air waybill for formal entry shipments. Personal PPE shipments will not be subject to this minimum weight limit of 50 kg but must comply to China Customs requirement for personal shipment clearance. 	Until further notice



MEISA restrictions

India restrictions

The Directorate General of Foreign Trade (DGFT), Department of Commerce, Government of India has issued an amendment to the export policy prohibiting the export of all masks from India. As per the amended notification, non-medical or non-surgical masks made of cotton, silk, wool or knitted fabric are exempted and are allowed for export.

All other types of masks falling under any ITC HS code, including the HS codes mentioned below, will continue to remain prohibited for exports.

Below provides the list of items prohibited for export:

ITC HS Codes	Description	Revised / Amended Policy
ex392690 ex621790 ex630790 ex901890 ex9020	All masks except non-medical or non-surgical masks (cotton, silk, wool or knitted)	Prohibited

Temporary disruption of international and domestic services in North-East Region of India due to lockdown in Kamrup district, Assam

FedEx Express and TNT international and domestic services are temporarily disrupted in the North Eastern Region of India, including Arunachal Pradesh, Assam, Manipur, Meghalaya, Mizoram, Nagaland and Tripura.

As a result, all domestic pick-up and deliveries, and international pick-ups are temporarily not available. International deliveries may also experience service delays. Pickup services from other parts of India destined to the North Eastern Region are currently not available.

The service disruption is in response to the order issued by the Government of Assam, for a complete lockdown until July 12th, 2020.