

April 6, 2020

DMM Advisory

Keeping you informed about classification and mailing standards of the United States Postal Service

Temporary Service Suspension

The Postal Service™ will temporarily suspend international mail acceptance for certain destinations due to service impacts related to the COVID-19 pandemic.

Effective April 3, 2020, the Postal Service will temporarily suspend international mail acceptance to destinations where the foreign postal operator has indicated that they are unable to process or deliver international mail or services originating from the United States. Customers are asked to refrain from mailing items addressed to any of the following countries, until further notice:

1. Botswana	12. Maldives
2. Cayman Islands	13. Mongolia
3. Chad	14. New Caledonia
4. Ecuador	15. Panama
5. Fiji	16. Peru
6. French Polynesia	17. Samoa
7. Honduras	18. Saudi Arabia
8. India	19. South Africa
9. Kuwait	20. Bolivia
10. Libya	21. Sri Lanka
11. Madagascar	22. Zimbabwe

Effective April 7, 2020, the Postal Service will temporarily suspend international mail acceptance to destinations where air and sea transportation is unavailable due to widespread cancellations and restrictions into the area. Customers are asked to refrain from mailing items addressed to any of the following countries, until further notice:

1. Angola	16. Paraguay
2. Benin	17. Republic of the Congo
3. Bosnia and Herzegovina	18. Senegal
4. Cameroon	19. Seychelles
5. Cook Islands	20. Solomon Islands
6. Costa Rica	21. Sudan
7. Gambia	22. Tajikistan
8. Guatemala	23. Tanzania
9. Kyrgyzstan	24. Timor-Leste
10. Laos	25. Tonga
11. Lebanon	26. Uganda
12. Malawi	27. Uruguay
13. Moldova	28. Vanuatu
14. Mozambique	29. Venezuela
15. Papua New Guinea	

These service disruptions affect Priority Mail Express International®, Priority Mail International®, First-Class Mail International®, First-Class Package International Service®, International Priority Airmail®, International Surface Air Lift®, and M-Bag® items.

For already deposited items, other than Global Express Guaranteed®, Postal Service employees must endorse them “Mail Service Suspended — Return to Sender” and then place them in the mail stream for return.

For any returned item bearing a customs form, the Postal Service will, upon request, refund postage and fees on mail returned due to the suspension of service.

For all other returned items not bearing a customs declarations form, the Postal Service will, upon request, refund postage and fees on mail returned due to the suspension of service, or the sender may re-mail them with the existing postage once service has been restored. When re-mailing under this option, customers must cross out the markings “Mail Service Suspended — Return to Sender.”

Unless otherwise noted, service suspensions to a particular country do not affect delivery of military and diplomatic mail.

For the most up-to-date information, visit our International Service Alerts page at <https://about.usps.com/newsroom/service-alerts/international/welcome.htm>

The *Domestic Mail Manual* (DMM®) and DMM Advisories are available on *Postal Explorer*® (pe.usps.com)