

April 1, 2020

DMM Advisory

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

UPDATE: Temporary Service Suspension

The Postal Service™ received notice that various postal operators are no longer able to process or deliver international mail or services originating from the United States due to service disruptions related to the COVID-19 pandemic.

As a result, the Postal Service is currently unable to accept items destined for affected countries at any Post Office® or postal facility location, effective April 3, 2020, **until further notice**.

Customers are asked to refrain from entering items addressed to any of the below countries into the USPS system effective immediately:

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

These service disruptions affect Priority Mail Express International® (PMEI), Priority Mail International® (PMI), First-Class Mail International® (FCMI), First-Class Package International Service® (FCPIS®), International Priority Airmail® (IPA®), International Surface Air Lift® (ISAL®), and M-Bag® items.

For already deposited items, other than GXG, 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 remain 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.

Please visit our International Service Alerts page for the most up to date information https://about.usps.com/newsroom/service-alerts/international/?utm_source=residential&utm_medium=link&utm_campaign=res_to_intl

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