



# DHL GLOBALMAIL SERVICE UPDATE

Last updated: 04/01/2021

## Impact of the Coronavirus Pandemic on the DHL Globalmail Service

We regret to inform you that service is suspended to the following countries until further notice:

Bahamas	Dominica	Honduras	Nicaragua
Belize	Eritrea	Laos	Reunion
Bolivia	French Guiana	Libya	Sao Tome and Principe
Brunei Darussalam	French Polynesia	Martinique	St. Kitts and Nevis
Cape Verde	Guadeloupe	Mauritius	St. Vincent
Cayman Islands	Guinea-Bissau	Myanmar	Turkmenistan
Chile	Guyana	New Caledonia	Venezuela

### Service from the United Kingdom

Collections for the DHL Globalmail service will resume on 5<sup>th</sup> January 2021. Please ensure that all items containing goods have a CN22 customs declaration attached, including those being sent to one of the 27 EU member states. This also includes items which could not be collected before 1<sup>st</sup> January 2021 due to the suspension of the service. If these items do not already have the required CN22 declaration, unfortunately they must be relabelled and we sincerely apologise for any inconvenience and additional work this may cause.

Please note that items containing documents can continue to be forwarded without a CN22.

### Service to the United Kingdom and Ireland

Following the re-opening of the border between France and the United Kingdom, the DHL Globalmail service to the United Kingdom and Ireland has been re-instated.

### Service to Australia and New Zealand

Letter and Large Letter format items will be forwarded to Australia and New Zealand by air but Packet format items will be forwarded using a combination of air and sea transport. Therefore, please allow 30 days for delivery of Packet format items.

This information is subject to change at short notice. To stay informed about the latest situation, please refer to the News section on the Deutsche Post Customer Portal Home page or visit: <https://www.deutschepost.com/en/business-customers/downloads.html>

If you have any questions, please reach out to your DHL Express Account Manager.