



DHL GLOBALMAIL SERVICE UPDATE

Last updated: 16/03/2021

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:

Chile	Guadeloupe	Martinique	Reunion
Dominica	Guyana	Mauritius	Suriname
French Guiana	Honduras	New Caledonia	Turkmenistan
French Polynesia	Liberia	Nicaragua	

Service to Australia and New Zealand

Transport capacities to Australia and New Zealand are currently considerably reduced, so that the dispatch of letters and parcels can only be maintained under special measures. We have therefore developed a solution which combines air freight transport to the Middle East or South Asia with subsequent forwarding by sea freight and which enables us to lift previously existing restrictions on routing.

Please be advised that very long transit times must be expected with this combined air/sea diversion. The transit time is furthermore affected by the duration of import customs clearance at the ports and currently amounts to 40 days or more for shipments with destination Australia. To New Zealand, a transit time of 50 days and longer is to be expected..

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.