

Deutsche Post International

- Service Update -

Service disruptions due to COVID-19 pandemic

International items may be subject to delays or restrictions due to the COVID-19 pandemic. These may be caused by changes in transport procedures (e.g. border controls), changes in international transport (e.g. cancellation of previously used flight connections) and/or changes in delivery procedures in the destination country (e.g. quarantine or other protective measures).

Please check our Deutsche Post International [homepage](#) for update information.

To date, there are no major restrictions to our services to Germany (Destination Germany).

In addition, many of our delivery partners have adapted their delivery processes in light of the current challenges. Delivery services are temporarily suspended to the following countries until further notice.

Countries suspended for Deutsche Post PACKET and BUSINESS MAIL services:

Afghanistan (AF)
Cayman Islands (KY)
Dominica (DM)
French Polynesia (PF)
Honduras (HN)
Liberia (LY)
New Caledonia (NC)
Nicaragua (NI)
Trinidad and Tobago (TT)
Turkmenistan (TM)

Mail with a weight up to 500 g and maximum dimensions (35.3 cm x 25 cm x 3 cm):

Chile (CL)
French Guayana (GF)
Guadeloupe (GP)
Martinique (MQ)
Mauritius (MU)
Réunion (RE)

ADDITIONAL INFORMATION ON DESTINATIONS / TARGET AREAS:

People's Republic of China: Positive COVID19 cases have been detected at several airports in the People's Republic of China (including Shanghai and Nanjing). The Chinese authorities have imposed measures to contain these corona events (e.g. quarantine for airport staff), so cargo handling at these airports is significantly affected. As certain flights (both domestic and international) are diverted to other airports for Shanghai and Nanjing, operations there are also partially affected.

As a result of this situation, a number of airlines have cancelled flights from Europe to China. For this reason, there are currently unforeseen transit time delays in the dispatch of letter and parcel shipments to China, the extent of which will depend not least on the duration of the measures imposed by the Chinese authorities and the subsequent reduction of the freight backlogs.

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 for some products 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.

We hereby expressly draw your attention to the fact 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.

If the shipment volumes exceed the available capacities on the direct flights, we reserve the right to transport other products to the destination countries in the same way.

This list is subject to changes. Last update: 1st September 2021