

United States Postal Service®

INDUSTRYALERT

September 29, 2021

COVID-19 CONTINUITY OF OPERATIONS UPDATE INTERNATIONAL SERVICE SUSPENSION NOTICE

Effective October 1, 2021, the Postal Service will suspend international mail acceptance to **New Zealand** until further notice due to unavailable transportation.

Customers are asked to refrain from mailing the following services to New Zealand until further notice:

- Priority Mail International (PMI)
- First-Class Package International Service (FCPIS)
- Commercial ePacket (CeP)
- International Priority Airmail (IPA) Packets
- International Surface Air Lift (ISAL) Packets
- Airmail M-bags
- International Priority Airmail (IPA) M-bags
- International Surface Air Lift (ISAL) M-bags

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

For already deposited items (PMI, FCPIS, CeP, IPA Packets, ISAL Packets, Airmail M-bags, IPA M-bags, and ISAL M-bags entered prior to 10/1/21), the Postal Service will transport to destination and delays are to be expected. For deposited items (PMI, FCPIS, CeP, IPA Packets, ISAL Packets, Airmail M-bags, IPA M-bags, and ISAL M-bags entered on or after 10/1/21), the Postal Service will endorse the items as “Mail Service Suspended — Return to Sender” and place them in the mail stream for return to sender.

Due to COVID-19, international shipping has been suspended to many countries. According to DMM 604.9.2.3, customers are entitled to a full refund of their postage costs when service to the country of destination is suspended.

The detailed procedures to obtain refunds for Retail Postage, eVS, PC Postage, and BMEU entered mail can be found through the following link: <https://postalpro.usps.com/international-refunds>

The Postal Service is closely monitoring the situation and will continue to update customers until the situation returns to normal. 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

##

*Please visit us on the USPS [Industry Outreach/USPS Corporate Affairs](#) website.
Thank you for your support of the United States Postal Service.
Industry Engagement & Outreach/USPS Marketing*

*To subscribe or unsubscribe to Industry Alerts, please hit reply and send us your request. Or mail your request to:
Attn: Industry Engagement & Outreach
475 L'Enfant Plaza, RM 4411
Washington DC 20260*

Privacy Notice: For information regarding our privacy policies, visit www.usps.com/privacypolicy