



DHL eCommerce SOLUTIONS

COVID-19 INTERNATIONAL SERVICE UPDATE

Airline cancellations and capacity challenges, restrictions into affected areas and temporary staffing challenges continue as a result of COVID-19 and its multiple variants. Within this document, please find the product status for all countries which DHL eCommerce Solutions provides service to, as well as additional important information regarding our international services. **Updated January 10, 2022**

Suspended Countries

Origin: United States

X – service is not currently available to destination

✓ – service is currently available to destination

	Parcel International Standard (PLY) Packet Plus International (PKT)*		Packet International (PKY)	Packet IPA (PKA)	Parcel International Direct (PLT)
	Up to 4.4 lbs.	Above 4.4 lbs.	Up to 4.4 lbs.	Up to 4.4 lbs.	Up to 44 lbs.
Afghanistan	X	X	X	X	N/A
Albania	✓	✓	✓	✓	N/A
Algeria	✓	✓	✓	✓	N/A
American Samoa	✓	✓	✓	✓	N/A
Andorra	✓	✓	✓	✓	N/A
Angola	✓	✓	✓	✓	N/A
Anguilla	✓	✓	✓	✓	N/A
Antigua and Barbuda	✓	✓	✓	✓	N/A
Argentina	✓	✓	✓	✓	N/A
Armenia	✓	✓	✓	✓	N/A
Aruba	✓	✓	✓	✓	N/A
Australia	✓	✓	✓	✓	✓
Austria	✓	✓	✓	✓	✓
Azerbaijan	✓	✓	✓	✓	N/A
Bahamas	✓	✓	✓	✓	N/A
Bahrain	✓	✓	✓	✓	N/A
Bangladesh	✓	✓	✓	✓	N/A
Barbados	✓	✓	✓	✓	N/A
Belarus	✓	✓	✓	✓	N/A
Belgium	✓	✓	✓	✓	✓
Belize	✓	✓	✓	✓	N/A
Benin	✓	✓	✓	✓	N/A
Bermuda	✓	✓	✓	✓	N/A
Bhutan	✓	✓	✓	X	N/A

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Bolivia	✓	✓	✓	✓	N/A
Bonaire	✓	✓	✓	✓	N/A
Bosnia and Herzegovina	✓	✓	✓	✓	N/A
Botswana	✓	✓	✓	✓	N/A
Brazil	✓	✓	✓	✓	N/A
British Indian Territory	✓	✓	✓	✓	N/A
British Virgin Islands	✓	✓	✓	✓	N/A
Brunei Darussalam	✓	✓	✓	X	N/A
Bulgaria	✓	✓	✓	✓	✓
Burkina Faso	✓	✓	✓	✓	N/A
Burundi	✓	✓	✓	✓	N/A
Cambodia	✓	✓	✓	✓	N/A
Cameroon	✓	✓	✓	✓	N/A
Canada	✓	✓	✓	✓	✓
Cape Verde	✓	✓	✓	✓	N/A
Cayman Islands	✓	✓	✓	✓	N/A
Central African Republic	✓	✓	✓	X	N/A
Chad	✓	✓	✓	X	N/A
Chile	✓	✓	✓	✓	N/A
China	✓	✓	✓	✓	X
Christmas Island	✓	✓	✓	✓	N/A
Cocos Island	✓	✓	✓	✓	N/A
Colombia	✓	✓	✓	✓	N/A
Comoros	✓	✓	✓	✓	N/A
Cook Islands	✓	✓	✓	✓	N/A
Costa Rica	✓	✓	✓	✓	N/A
Croatia	✓	✓	✓	✓	✓
Curaçao	✓	✓	✓	✓	N/A

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Cyprus	✓	✓	✓	✓	✓
Czech Republic	✓	✓	✓	✓	✓
Democratic Republic of Congo	✓	✓	✓	✓	N/A
Denmark	✓	✓	✓	✓	✓
Djibouti	✓	✓	✓	✓	N/A
Dominica	✓	✓	✓	✓	N/A
Dominican Republic	✓	✓	✓	✓	N/A
Ecuador	✓	✓	✓	✓	N/A
Egypt	✓	✓	✓	✓	N/A
El Salvador	✓	✓	✓	✓	N/A
Equatorial Guinea	✓	✓	✓	✓	N/A
Eritrea	✓	✓	✓	✓	N/A
Estonia	✓	✓	✓	✓	✓
Eswatini	✓	✓	✓	X	N/A
Ethiopia	✓	✓	✓	✓	N/A
Falkland Islands	✓	✓	✓	✓	N/A
Faroe Islands	✓	✓	✓	✓	N/A
Federated States of Micronesia	✓	✓	✓	✓	N/A
Fiji	✓	✓	✓	✓	N/A
Finland	✓	✓	✓	✓	✓
France	✓	✓	✓	✓	✓
French Guiana	X	X	X	X	N/A
French Polynesia	X	X	✓	✓	N/A
Gabon	✓	✓	✓	✓	N/A
Gambia	✓	✓	✓	✓	N/A
Georgia	✓	✓	✓	✓	N/A
Germany	✓	✓	✓	✓	✓
Ghana	✓	✓	✓	✓	N/A

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	Up to 4.4 lbs.	Above 4.4 lbs.	Up to 4.4 lbs.	Up to 4.4 lbs.	Up to 44 lbs.
Gibraltar	✓	✓	✓	✓	N/A
Greece	✓	✓	✓	✓	✓
Greenland	✓	✓	✓	✓	N/A
Grenada	✓	✓	✓	✓	N/A
Guadalupe	X	X	X	X	N/A
Guam	✓	✓	✓	✓	N/A
Guatemala	✓	✓	✓	✓	N/A
Guinea	✓	✓	✓	✓	N/A
Guinea-Bissau	✓	✓	✓	✓	N/A
Guyana	✓	✓	✓	✓	N/A
Haiti	✓	✓	✓	✓	N/A
Holy See (Vatican City State)	✓	✓	✓	✓	N/A
Honduras	✓	✓	✓	✓	N/A
Hong Kong	✓	✓	✓	✓	✓
Hungary	✓	✓	✓	✓	✓
Iceland	✓	✓	✓	✓	N/A
India	✓	✓	✓	✓	N/A
Indonesia	✓	✓	✓	✓	N/A
Iraq	✓	✓	✓	✓	N/A
Ireland	✓	✓	✓	✓	✓
Isle of Mann	✓	✓	✓	✓	N/A
Israel	✓	✓	✓	✓	✓
Italy	✓	✓	✓	✓	✓
Ivory Coast	✓	✓	✓	✓	N/A
Jamaica	✓	✓	✓	✓	N/A
Japan	✓	✓	✓	✓	✓
Jordan	✓	✓	✓	✓	N/A

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	Up to 4.4 lbs.	Above 4.4 lbs.	Up to 4.4 lbs.	Up to 4.4 lbs.	Up to 44 lbs.
Kazakhstan	✓	✓	✓	✓	N/A
Kenya	✓	✓	✓	✓	N/A
Kiribati	✓	✓	✓	✓	N/A
Kuwait	✓	✓	✓	✓	N/A
Kyrgyzstan	✓	✓	✓	✓	N/A
Laos	✓	✓	✓	X	N/A
Latvia	✓	✓	✓	✓	✓
Lebanon	✓	✓	✓	✓	N/A
Lesotho	✓	✓	✓	✓	N/A
Liberia	✓	✓	✓	X	N/A
Libya	X	X	✓	✓	N/A
Liechtenstein	✓	✓	✓	✓	N/A
Lithuania	✓	✓	✓	✓	✓
Luxembourg	✓	✓	✓	✓	✓
Macao	✓	✓	✓	✓	N/A
Macedonia	✓	✓	✓	✓	N/A
Madagascar	✓	✓	✓	✓	N/A
Malawi	✓	✓	✓	✓	N/A
Malaysia	✓	✓	✓	✓	N/A
Maldives	✓	✓	✓	✓	N/A
Mali	✓	✓	✓	✓	N/A
Malta	✓	✓	✓	✓	✓
Marshall Islands	✓	✓	✓	✓	N/A
Martinique	X	X	X	X	N/A
Mauritania	✓	✓	✓	✓	N/A
Mauritius	✓	✓	✓	✓	N/A
Mayotte	✓	✓	✓	X	N/A
Mexico	✓	✓	✓	✓	✓

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	Up to 4.4 lbs.	Above 4.4 lbs.	Up to 4.4 lbs.	Up to 4.4 lbs.	Up to 44 lbs.
Moldova	✓	✓	✓	✓	N/A
Monaco	✓	✓	✓	✓	N/A
Mongolia	✓	✓	✓	X	N/A
Montenegro	✓	✓	✓	✓	N/A
Montserrat	✓	✓	✓	✓	N/A
Morocco	✓	✓	✓	✓	N/A
Mozambique	✓	✓	✓	✓	N/A
Myanmar	✓	✓	✓	✓	N/A
Namibia	✓	✓	✓	✓	N/A
Nauru	✓	✓	✓	✓	N/A
Nepal	✓	✓	✓	✓	N/A
Netherlands	✓	✓	✓	✓	✓
New Caledonia	X	X	✓	✓	N/A
New Zealand	✓	✓	✓	✓	✓
Nicaragua	✓	✓	✓	✓	N/A
Niger	✓	✓	✓	✓	N/A
Nigeria	✓	✓	✓	✓	N/A
Niue	✓	✓	✓	✓	N/A
Norfolk Island	✓	✓	✓	✓	N/A
Northern Mariana Islands	✓	✓	✓	✓	N/A
Norway	✓	✓	✓	✓	N/A
Oman	✓	✓	✓	✓	N/A
Pakistan	✓	✓	✓	✓	N/A
Palau	✓	✓	✓	✓	N/A
Palestinian Territory	✓	✓	✓	✓	N/A
Panama	✓	✓	✓	✓	N/A
Papua New Guinea	✓	✓	✓	X	N/A
Paraguay	✓	✓	✓	✓	N/A

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	Up to 4.4 lbs.	Above 4.4 lbs.	Up to 4.4 lbs.	Up to 4.4 lbs.	Up to 44 lbs.
Peru	✓	✓	✓	✓	N/A
Philippines	✓	✓	✓	✓	N/A
Pitcairn	✓	✓	✓	✓	N/A
Poland	✓	✓	✓	✓	✓
Portugal	✓	✓	✓	✓	✓
Puerto Rico	✓	✓	✓	✓	N/A
Qatar	✓	✓	✓	✓	N/A
Republic of the Congo	✓	✓	✓	✓	N/A
Reunion	X	X	X	X	N/A
Romania	✓	✓	✓	✓	✓
Russia	✓	✓	✓	✓	N/A
Rwanda	✓	✓	✓	✓	N/A
Saint Barthélemy	✓	✓	✓	✓	N/A
Saint Martin	✓	✓	✓	✓	N/A
Saint Vincent & the Grenadines	✓	✓	✓	✓	N/A
Samoa	✓	✓	✓	X	N/A
San Marino	✓	✓	✓	✓	N/A
Sao Tome and Principe	✓	✓	✓	✓	N/A
Saudi Arabia	✓	✓	✓	✓	N/A
Senegal	✓	✓	✓	✓	N/A
Serbia	✓	✓	✓	✓	N/A
Seychelles	✓	✓	✓	✓	N/A
Sierra Leone	✓	✓	✓	X	N/A
Singapore	✓	✓	✓	✓	✓
Sint Maarten	✓	✓	✓	✓	N/A
Slovakia (Slovak Republic)	✓	✓	✓	✓	✓
Slovenia	✓	✓	✓	✓	✓
Solomon Islands	✓	✓	✓	✓	N/A

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	Up to 4.4 lbs.	Above 4.4 lbs.	Up to 4.4 lbs.	Up to 4.4 lbs.	Up to 44 lbs.
South Africa	✓	✓	✓	✓	N/A
South Korea	✓	✓	✓	✓	✓
South Sudan	✓	✓	✓	X	N/A
Spain	✓	✓	✓	✓	✓
Sri Lanka	✓	✓	✓	✓	N/A
St. Helena/Ascension/ Tristan da Cunha	✓	✓	✓	✓	N/A
St. Kitts and Nevis	✓	✓	✓	✓	N/A
St. Lucia	✓	✓	✓	✓	N/A
St. Pierre and Miquelon	✓	✓	✓	X	N/A
Suriname	✓	✓	✓	✓	N/A
Svalbard and Jan Mayen Islands	✓	✓	✓	✓	N/A
Sweden	✓	✓	✓	✓	✓
Switzerland	✓	✓	✓	✓	N/A
Taiwan	✓	✓	✓	✓	N/A
Tajikistan	✓	✓	✓	X	N/A
Tanzania	✓	✓	✓	✓	N/A
Thailand	✓	✓	✓	✓	N/A
Timor-Leste	✓	✓	✓	X	N/A
Togo	✓	✓	✓	✓	N/A
Tokelau	✓	✓	✓	✓	N/A
Tonga	✓	✓	✓	✓	N/A
Trinidad and Tobago	✓	✓	✓	✓	N/A
Tunisia	✓	✓	✓	✓	N/A
Turkey	✓	✓	✓	✓	N/A
Turkmenistan	✓	✓	✓	X	N/A
Turks and Caicos	✓	✓	✓	✓	N/A
Tuvalu	✓	✓	✓	✓	N/A
Uganda	✓	✓	✓	✓	N/A

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	Up to 4.4 lbs.	Above 4.4 lbs.	Up to 4.4 lbs.	Up to 4.4 lbs.	Up to 44 lbs.
Ukraine	✓	✓	✓	✓	N/A
United Arab Emirates	✓	✓	✓	✓	N/A
United Kingdom	✓	✓	✓	✓	✓
United States Minor Outlying Islands	✓	✓	✓	✓	N/A
Uruguay	✓	✓	✓	✓	N/A
Uzbekistan	✓	✓	✓	✓	N/A
Vanuatu	✓	✓	✓	✓	N/A
Venezuela	✓	✓	✓	✓	N/A
Vietnam	✓	✓	✓	✓	N/A
Virgin Islands (U.S.)	✓	✓	✓	✓	N/A
Wallis and Futuna	✓	✓	✓	✓	N/A
Western Sahara	✓	✓	✓	✓	N/A
Zambia	✓	✓	✓	✓	N/A
Zimbabwe	✓	✓	✓	✓	N/A

*Legacy Product

Please see the following page for additional country information and important information regarding our International services

DHL eCommerce Solutions – Excellence. Simply delivered.



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Please note the following countries and services for which dimension and weight restrictions are in place, as well as any additional restrictions.

	Parcel International Standard (PLY) Packet International (PKY) Packet Plus International (PKT)*	Packet IPA (PKA)
Australia	Maximum dimensions: Length 42"; Length + Girth <118"	Shipments containing Lithium Batteries not accepted
New Zealand	Maximum dimensions: Length 60"; Length + Girth 108"	Shipments containing Lithium Batteries not accepted

***Legacy Product**

Please note: Girth = 2 x (Width + Height)

Please note

We ask that your company please discontinue tendering packages to suspended destination countries, effective immediately. Any packages received in one of our distribution centers will be returned to your company.

If you need to adjust or cancel pickups, please contact our Transportation Operations Center (TOC) at eCS.AM.OPS.Logistics@dhl.com or 1-800-426-7478

We will continue to provide updates via our Customer Web Portal as they become available. Please contact your Sales or Customer Support Representative with any questions. As always, thank you for partnering with DHL eCommerce Solutions.