



DHL eCOMMERCE SOLUTIONS

COVID-19 INTERNATIONAL SERVICE UPDATE

Due to the severity of the COVID-19 outbreak, there are widespread airline cancellations and restrictions into affected areas. 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. Please note, delays are being experienced to all international destinations. **Updated September 24, 2020**

Suspended Countries

Origin: United States

X – service is not currently available to destination

✓ - service is currently available to destination

	Parcel International Standard (PLY) Parcel 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	✓	✓	✓	✓	N/A
Albania	✓	✓	✓	✓	N/A
Algeria	✓	✓	✓	✓	N/A
American Samoa	✓	✓	✓	✓	N/A
Andorra	✓	✓	✓	✓	N/A
Angola	✓	✓	✓	✓	N/A
Anguilla	✓	✓	✓	✓	N/A
Antigua and Barbuda	X	X	✓	✓	N/A
Argentina	✓	✓	✓	X	N/A
Armenia	✓	✓	✓	✓	N/A
Aruba	✓	X	✓	✓	N/A
Australia	✓	✓	✓	✓	✓
Austria	✓	✓	✓	✓	✓
Azerbaijan	✓	✓	✓	X	N/A
Bahamas	X	X	✓	✓	N/A
Bahrain	✓	✓	✓	✓	N/A
Bangladesh	✓	✓	✓	✓	N/A
Barbados	X	X	✓	✓	N/A
Belarus	✓	✓	✓	✓	N/A
Belgium	✓	✓	✓	✓	✓
Belize	X	X	✓	✓	N/A
Benin	✓	✓	✓	✓	N/A
Bermuda	X	X	✓	✓	N/A
Bhutan	✓	✓	✓	✓	N/A

*Legacy Product

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



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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.
Bolivia	X	X	✓	✓	N/A
Bonaire	✓	X	✓	✓	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	X	X	X	N/A
Bulgaria	✓	✓	✓	✓	✓
Burkina Faso	✓	✓	✓	✓	N/A
Burundi	X	X	✓	✓	N/A
Cambodia	✓	✓	✓	X	N/A
Cameroon	✓	✓	✓	✓	N/A
Canada	✓	✓	✓	✓	✓
Cape Verde	X	X	✓	✓	N/A
Cayman Islands	X	X	✓	✓	N/A
Central African Republic	✓	X	✓	✓	N/A
Chad	✓	X	✓	X	N/A
Chile	✓	✓	✓	✓	N/A
China	✓	✓	✓	✓	X
Christmas Island	✓	✓	✓	✓	N/A
Cocos Island	✓	✓	✓	✓	N/A
Colombia	✓	✓	✓	✓	N/A
Comoros	X	X	✓	✓	N/A
Cook Islands	✓	✓	✓	✓	N/A
Costa Rica	✓	✓	✓	✓	N/A
Croatia	✓	✓	✓	✓	✓
Curaçao	✓	X	✓	✓	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.
Cyprus	✓	✓	✓	✓	✓
Czech Republic	✓	✓	✓	✓	✓
Democratic Republic of Congo	X	X	✓	✓	N/A
Denmark	✓	✓	✓	✓	✓
Djibouti	X	X	✓	✓	N/A
Dominica	X	X	✓	✓	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	✓	✓	✓	✓	N/A
Ethiopia	✓	✓	✓	✓	N/A
Falkland Islands	✓	✓	✓	✓	N/A
Faroe Islands	✓	✓	✓	✓	N/A
Federated States of Micronesia	✓	✓	✓	✓	N/A
Fiji	X	X	✓	✓	N/A
Finland	✓	✓	✓	✓	✓
France	✓	✓	✓	✓	✓
French Guiana	X	X	✓	✓	N/A
French Polynesia	X	X	✓	✓	N/A
Gabon	✓	✓	✓	✓	N/A
Gambia	X	X	✓	✓	N/A
Georgia	✓	✓	✓	✓	N/A
Germany	✓	✓	✓	✓	✓
Ghana	✓	X	✓	✓	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	X	X	✓	✓	N/A
Guadalupe	X	X	✓	✓	N/A
Guam	✓	✓	✓	✓	N/A
Guatemala	✓	✓	✓	✓	N/A
Guinea	✓	X	✓	✓	N/A
Guinea-Bissau	X	X	✓	✓	N/A
Guyana	X	X	✓	✓	N/A
Haiti	X	X	✓	✓	N/A
Holy See (Vatican City State)	✓	✓	✓	✓	N/A
Honduras	X	X	X	X	N/A
Hong Kong	✓	✓	✓	✓	✓
Hungary	✓	✓	✓	✓	✓
Iceland	✓	✓	✓	✓	N/A
India	✓	✓	✓	✓	N/A
Indonesia	✓	✓	✓	✓	N/A
Iran	X	X	X	X	N/A
Iraq	✓	✓	✓	X	N/A
Ireland	✓	✓	✓	✓	✓
Isle of Mann	✓	✓	✓	✓	N/A
Israel	✓	✓	✓	✓	✓
Italy	✓	✓	✓	✓	✓
Ivory Coast	✓	✓	✓	✓	N/A
Jamaica	X	X	✓	✓	N/A
Japan	✓	✓	✓	✓	✓
Jordan	✓	✓	✓	X	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	X	X	X	N/A
Latvia	✓	✓	✓	✓	✓
Lebanon	✓	✓	✓	X	N/A
Lesotho	✓	✓	✓	✓	N/A
Liberia	X	X	X	X	N/A
Libya	X	X	X	X	N/A
Liechtenstein	✓	✓	✓	✓	N/A
Lithuania	✓	✓	✓	✓	✓
Luxembourg	✓	✓	✓	✓	✓
Macao	✓	✓	✓	✓	N/A
Macedonia	✓	✓	✓	✓	N/A
Madagascar	✓	✓	✓	X	N/A
Malawi	✓	✓	✓	✓	N/A
Malaysia	✓	✓	✓	✓	N/A
Maldives	✓	✓	✓	✓	N/A
Mali	X	X	✓	✓	N/A
Malta	✓	✓	✓	✓	✓
Marshall Islands	✓	✓	✓	✓	N/A
Martinique	X	X	✓	✓	N/A
Mauritania	✓	✓	✓	✓	N/A
Mauritius	X	X	X	X	N/A
Mayotte	✓	✓	✓	✓	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	X	X	X	N/A
Montenegro	✓	✓	✓	✓	N/A
Montserrat	✓	✓	✓	✓	N/A
Morocco	✓	✓	✓	✓	N/A
Mozambique	✓	✓	✓	✓	N/A
Myanmar	X	X	X	X	N/A
Namibia	✓	✓	✓	✓	N/A
Nauru	✓	✓	✓	✓	N/A
Nepal	✓	X	✓	✓	N/A
Netherlands	✓	✓	✓	✓	✓
New Caledonia	X	X	✓	✓	N/A
New Zealand	✓	✓	✓	✓	✓
Nicaragua	X	X	✓	✓	N/A
Niger	✓	✓	✓	X	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	✓	✓	✓	X	N/A
Papua New Guinea	X	X	X	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	X	X	X	X	N/A
Reunion	X	X	✓	✓	N/A
Romania	✓	✓	✓	✓	✓
Russia	✓	✓	✓	✓	N/A
Rwanda	✓	✓	✓	✓	N/A
Saint Barthélemy	✓	✓	✓	✓	N/A
Saint Martin	✓	✓	✓	✓	N/A
Saint Vincent & the Grenadines	X	X	✓	✓	N/A
Samoa	X	X	✓	✓	N/A
San Marino	✓	✓	✓	✓	N/A
Sao Tome and Principe	X	X	✓	✓	N/A
Saudi Arabia	✓	✓	✓	✓	N/A
Senegal	✓	✓	✓	✓	N/A
Serbia	✓	✓	✓	✓	N/A
Seychelles	X	X	X	X	N/A
Sierra Leone	✓	X	✓	X	N/A
Singapore	✓	✓	✓	✓	✓
Sint Maarten	✓	X	✓	✓	N/A
Slovakia (Slovak Republic)	✓	✓	✓	✓	✓
Slovenia	✓	✓	✓	✓	✓
Solomon Islands	✓	✓	✓	X	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.
Somalia	X	X	X	X	N/A
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	X	X	✓	✓	N/A
St. Lucia	X	X	✓	✓	N/A
St. Pierre and Miquelon	✓	✓	✓	✓	N/A
Sudan	X	X	✓	✓	N/A
Suriname	✓	X	✓	✓	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	✓	X	✓	✓	N/A
Tunisia	✓	✓	✓	✓	N/A
Turkey	✓	✓	✓	✓	N/A
Turkmenistan	X	X	X	X	N/A
Turks and Caicos	✓	✓	✓	X	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.
Tuvalu	X	X	✓	✓	N/A
Uganda	✓	X	✓	✓	N/A
Ukraine	✓	✓	✓	✓	N/A
United Arab Emirates	✓	✓	✓	✓	N/A
United Kingdom	✓	✓	✓	✓	✓
United States Minor Outlying Islands	✓	✓	✓	✓	N/A
Uruguay	✓	✓	✓	✓	N/A
Uzbekistan	✓	✓	✓	X	N/A
Vanuatu	X	X	X	X	N/A
Venezuela	X	X	✓	✓	N/A
Vietnam	✓	✓	✓	✓	N/A
Virgin Islands (U.S.)	✓	✓	✓	✓	N/A
Wallis and Futuna	X	X	✓	✓	N/A
Western Sahara	X	X	✓	✓	N/A
Yemen	X	X	X	X	N/A
Zambia	✓	✓	✓	✓	N/A
Zimbabwe	✓	✓	✓	✓	N/A

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Please note the following countries and services for which dimension and weight restrictions are in place.

	Parcel International Standard (PLY) Packet International (PKY) Packet Plus International (PKT)*
Australia	Maximum dimensions: Length 42"; Length + Girth 97"
Brazil	Maximum dimensions: Length 42"; Length + Girth 79"
Canada	Maximum dimensions: Length 79"; Length + Girth 108"
Colombia	Maximum dimensions: Length 42"; Length + Girth 79"
France	Maximum dimensions: Length 39"; Length + Girth 59"
Greenland	Maximum dimensions: Length 42"; Length + Girth 79"
Iceland	Maximum dimensions: Length 42"; Length + Girth 79"
Indonesia	Maximum dimensions: Length 42"; Length + Girth 79"
New Zealand	Maximum dimensions: Length 60"; Length + Girth 108"
Russia	Maximum dimensions: Length 42"; Length + Girth 79"
Taiwan	Maximum dimensions: Length 42"; Length + Girth 79"

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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.

Delivery delays are being experienced to all international destinations

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.

Please refer to the following pages for countries suspended or partially suspended for shipments originating in Canada.



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Suspended Countries

Origin: **Canada**

Afghanistan	Resumed
Algeria	Resumed
Angola	Resumed
Antigua and Barbuda	
Armenia	Resumed
Aruba	Up to 4.4 lbs. only
Azerbaijan	Resumed
Bahamas	
Bangladesh	Resumed
Barbados	
Belize	
Bermuda	
Bhutan	Resumed
Bolivia	
Botswana	Resumed
Bonaire	Up to 4.4 lbs. only
Brazil	Up to 4.4 lbs. only
Brunei Darussalam	
Burkina Faso	Resumed
Burundi	
Cambodia	Resumed
Cameroon	Resumed
Cape Verde	
Cayman Islands	
Central African Republic	Up to 4.4 lbs. only
Chad	Up to 4.4 lbs. only
Chile	
Colombia	Resumed
Comoros	
Congo	
Costa Rica	Resumed
Curacao	Up to 4.4 lbs. only
Democratic Republic of Congo	
Djibouti	
Dominica	
Dominican Republic	Resumed
Ecuador	Resumed

El Salvador	Resumed
Equatorial Guinea	Resumed
Eritrea	Resumed
Fiji	
France	Maximum dimensions: Length 39"; Length + Girth 59" (PLY,PKT, PKY)
Französisch-Guyana	
French Polynesia	
Gabon	Resumed
Gambia	
Georgia	Resumed
Ghana	Up to 4.4 lbs. only
Grenada	
Guadeloupe	
Guatemala	Resumed
Guinea	Up to 4.4 lbs. only
Guinea-Bissau	
Guyana	
Haiti	
Honduras	
India	Resumed
Iran	
Iraq	Resumed
Ivory Coast	Resumed
Jamaica	
Japan	Resumed
Kenya	Resumed
Kuwait	Resumed
Lao People's Democratic Republic	
Lebanon	Resumed
Lesotho	Resumed
Liberia	
Libya	
Madagascar	Resumed
Malawi	Resumed
Malaysia	Resumed
Maldives	Resumed

Please see the following page for additional countries



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Origin: **Canada**

Mali	
Martinique	
Mauritania	Resumed
Mauritius	
Moldova	Resumed
Mongolia	
Morocco	Resumed
Myanmar	
Namibia	Resumed
Nepal	Up to 4.4 lbs. only
New Caledonia	
New Zealand	Resumed
Nicaragua	
Niger	Resumed
Nigeria	Resumed
Panama	Resumed
Papua New Guinea	
Paraguay	Resumed
Peru	Resumed
Philippines	Resumed
Poland	Resumed
Reunion	
Saint Kitts and Nevis	
Saint Lucia	
Saint Vincent and the Grenadines	
Samoa	
Sao Tome and Principe	
Seychelles	

Sierra Leone	Up to 4.4 lbs. only
Singapore	Resumed
Somalia	
South Africa	Resumed
South Korea	Resumed
Sri Lanka	Resumed
St. Helena/Ascension/Tristan da Cunha	Resumed
St. Maarten	Up to 4.4 lbs. only
Sudan	
Suriname	Up to 4.4 lbs. only
Swaziland	Resumed
Syria	
Taiwan	Resumed
Tajikistan	Resumed
Thailand	Resumed
Togo	Resumed
Trinidad and Tobago	Up to 4.4 lbs. only
Turkmenistan	
Tuvalu	
Uganda	Up to 4.4 lbs. only
Uzbekistan	Resumed
Vanuatu	
Venezuela	
Wallis and Futuna Islands	
Western Sahara (Morocco)	
Yemen	
Zimbabwe	Resumed