

COVID-19 Impact on Carrier Services

Frequently Asked Questions

May 1, 2020

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As the COVID-19 situation continues to evolve, the USPS, FedEx and UPS are adapting their services to respond to current conditions. We are committed to helping you stay on top of these changes. The FAQs outlined on the following pages were received during the live webinar held on April 23, 2020. We recommend consulting carrier websites frequently for the latest updates.



Access the On-Demand Webinar

<https://pb.rallypointwebinars.com/demandRecording/3727?&source=FAQ>



Statements regarding spread of coronavirus through the mail or packages

The Centers for Disease Control (CDC), the World Health Organization (WHO) and Surgeon General indicate that there is no evidence the virus is spreading through the mail. According to the WHO, the likelihood of an infected person contaminating commercial goods is low, and the risk of catching the virus that causes COVID-19 from a package is low.

Mail Forwarding FAQs*

We have had multiple instances of our forwarding address expiring and mail not being delivered. Is there a way to prevent a forwarding address from expiring?

When you have mail forwarded by filing a temporary change of address, you can use the forwarding service for as short as 15 days or as long as 1 year. After the first 6 months, you can extend for another 6 months.

Can mail be forwarded from a P.O. box?

To forward mail from one PO Box to another PO Box or to a street address for a defined period of time, you can file a temporary change of address here: <https://moversguide.usps.com/mgo/disclaimer?referral=MG82>

More information about forwarding mail from PO boxes can be found here: <https://faq.usps.com/s/article/PO-Box-The-Basics#guidelines>.

If you're forwarding mail to a location serviced by the same post office, you can use USPS Premium Forwarding Service Local. For more information visit: <https://www.usps.com/manage/forward-local.htm>.

Businesses may also be able to use USPS Premium Forwarding Service Commercial to consolidate mail received from multiple PO Boxes and/or street addresses into a single shipment for delivery to an alternate address. Costs and additional information can be found here: <https://faq.usps.com/s/article/Premium-Forwarding-Service-Commercial-Reshipment-Service>.

Mail Forwarding FAQs*

My team is now working remotely, and I've initiated mail forwarding to employee homes. How long will it take to go into effect?

Normally mail should arrive at your new address 7-10 postal business days after your move effective date OR your file date, whichever date is later.

Will held mail be forwarded once a forwarding service is put in place?

To have mail forwarded for defined period of time (from 15 days up to 1 year), you can file a temporary change of address here: <https://moversguide.usps.com/mgo/disclaimer?referral=MG82>. More information about forwarding mail from PO boxes can be found here: <https://faq.usps.com/s/article/PO-Box-The-Basics#guidelines>.

If you're forwarding mail to a location serviced by the same post office, you can use USPS Premium Forwarding Service Local. For more information visit: <https://www.usps.com/manage/forward-local.htm>.

Businesses may also be able to use USPS Premium Forwarding Service Commercial to consolidate mail received from multiple PO Boxes and/or street addresses into a single shipment for delivery to an alternate address. Costs and additional information can be found here: <https://faq.usps.com/s/article/Premium-Forwarding-Service-Commercial-Reshipment-Service>.

Package Forwarding FAQs*

Can you request package forwarding from shipping carriers like UPS or FedEx?

UPS

With UPS Delivery Intercept, you can conveniently request delivery changes for packages you sent, prior to the first delivery attempt. You can have packages returned to you, redirected to another address, rescheduled to another day, or held for pickup by the recipient. You can also cancel or change an intercept request at any time before UPS completes the intercept. UPS Delivery Intercept is available within the U.S. and Puerto Rico. UPS Express Critical® and freight shipments are not eligible for this service. There is a fee for all types of requests except for packages that are redirected to a UPS location and held for the recipient to pick up. You'll only be charged if your intercept request is completed. You can request delivery changes online through your shipping history and the tracking page, WorldShip®, UPS CampusShip®, or Quantum View®. Both you and the receiver can use the package's tracking number to check the status of the intercept request at <https://www.ups.com/us/en/help-center/sri/tracking/change-delivery.page>

FedEx

You may request to have a shipment re-routed to another address by calling 1-800-GOFEDEX. Reroute requests are subject to restrictions. Packages delivered to addresses other than the original destination may be subject to additional transportation fees and surcharges as outlined in the FedEx Service Guide. <https://www.fedex.com/en-us/coronavirus.html>

Will the USPS advise if our mail is on hold? If so, how?

If mail or packages cannot be delivered due to business closed or the mail receptacle is full, mail will be held at the local post office for pickup up until May 30th. Businesses should contact the local post office to arrange for pickup or make alternate arrangements. The USPS may leave a note saying your mail is being held for pickup, and may attempt to contact the business to arrange pickup.

Our office mail has been held for 30-days and on the last day we initiated mail forwarding to a new address. Will the mail held at the post-office be forwarded to the new address?

When you use Hold Mail, your choices are to resume delivery or pick up at the end of the hold period. However, if you elect to use Premium Forwarding Service Commercial, all mail will be forwarded. For example if you put your business mail on hold from May 1st – 15th, USPS will either resume delivery or you can pick it up depending on the selection made at the time of the initial request. You can then submit a forwarding request as early as the 16th and all mail from that point will be forwarded. You cannot have both services in effect at the same time. However, if you elect to use Premium Forwarding Service Commercial, it can begin at a date prior to the 15th. USPS will cancel out the hold and begin forwarding your mail at the frequency you request.

Will mail still be held if your business is closed to the public, but you are still working from that location? Can the mail person delivery to an alternate location like a side door?

The USPS may make efforts to contact business owners for whom they are holding mail to discuss the alternative options. More information can be found at: <https://postalpro.usps.com/node/7887>

If mail or packages cannot be delivered due to business closed or the mail receptacle is full, mail will be held at the local post office for pickup up until May 30th. Mailers should contact the local post office to arrange for pickup or make alternate arrangements. The USPS may attempt to contact the business to arrange pickup.

Our office is moving to a new location and there will be a period of transition before we move in. Should we have our mail held at the post office and pick up daily?

You can ask USPS to hold your mail at the local post office for pick up for a minimum of 3 days up to a maximum of 30 days. Learn more at: <https://faq.usps.com/s/article/USPS-Hold-Mail-The-Basics>

How is the USPS handling certified mail during this time?

The Postal Service has temporarily modified procedures for signature services including Certified Mail but continues to deliver and provide those services. The modified procedures can be found here:

<https://postalpro.usps.com/node/7849>.

Postal employees are affirmatively identifying the individual from a safe distance and making that notation on the electronic screen of their delivery device or hardcopy receipt. Additional information regarding signature services can be found with FAQs provided by USPS at

<https://faq.usps.com/s/article/USPS-Coronavirus-Updates-for-Business-Customers>.

The USPS notes that "It should be understood that our carriers are not signing for customers, but instead indicating that they have identified the customer to whom the item is being delivered. The new practice is deemed to fit within the requirements set forth in the Domestic Mail Manual ("DMM"). Under existing federal law, the Postal Service has authority to temporarily alter its procedures to ensure it can continue to provide postal services to nation. 39 U.S.C. §§ 101, 401, 403, 410."

Additional information regarding signature services can be found with FAQs provided by USPS at <https://faq.usps.com/s/article/USPS-Coronavirus-Updates-for-Business-Customers>.

Are there any delays in Certified Mail delivery?

The Postal Service has not officially announced any delays, but has temporarily modified procedures for signature services including Certified Mail but continues to deliver and provide those services. The modified procedures can be found here: <https://postalpro.usps.com/node/7849>.

Postal employees are affirmatively identifying the individual from a safe distance and making that notation on the electronic screen of their delivery device or hardcopy receipt. Additional information regarding signature services can be found with FAQs provided by USPS at <https://faq.usps.com/s/article/USPS-Coronavirus-Updates-for-Business-Customers>.

Which countries have suspended service or are not accepting mail amid COVID-19?

The USPS updates the list of destinations that have suspended services regularly. You can find the latest complete list of countries and related service information here:

<https://about.usps.com/newsroom/service-alerts/international/welcome.htm>.

Do you foresee any delivery services being suspended entirely because of COVID-19?

The USPS has issued a statement saying: "The Postal Service's provision of postal services throughout the United States is not affected by State and local government actions that are restricting commercial and personal activities in response to the COVID-19 pandemic. The Postal Service is an entity of the Federal Government, and the provision of postal services to the American people is designated as an essential function under federal law during times of emergency... Postal and shipping workers, including those in the private sector, are also considered essential critical infrastructure workers under recent guidance issued by the Department of Homeland Security. White House and CDC guidance has also stated that such industries have a special responsibility to maintain normal work schedules."

How have delivery guarantees been impacted?

USPS

The USPS is still offering a guaranteed delivery on domestic Priority Mail Express shipments. International Priority Mail Express guarantee is suspended to France, Great Britain, Spain, Sweden, Switzerland, China and Hong Kong. Also, for some Alaska ZIP codes, USPS has temporarily modified its guarantee to compensate only for the loss of a Priority Mail Express item. More information can be found here:

- <https://postalpro.usps.com/node/7932>
- <https://postalpro.usps.com/node/7856>
- <https://about.usps.com/newsroom/service-alerts/international/welcome.htm>

FedEx

Service Guarantees on FedEx Express, FedEx Ground, FedEx Freight and FedEx Office services are suspended until further notice.

UPS

Suspended Service Guarantees on all services from any origin to any destination. Commit times suspended for some services (e.g. extended to 'by end of day').

What service delays should I be aware of in the US?

USPS

Effective April 17, 2020, Priority Mail and First Class Mail service commitments now will be extended to three and four days respectively. Global Express Guaranteed Services also have been altered. For a full list of international and domestic updates, refer to usps.com.

UPS

UPS Next Day Air Saver and UPS 2nd Day Air A.M. services scheduled for delivery on or after March 30, 2020, will be extended to end of day until further notice. International delays and temporary service suspensions are in effect. Visit ups.com and click "Local Service Disruptions" for full details.

FedEx

International delays and temporary service suspensions are in effect. For specific destination impact information, visit fedex.com and click "Service Impact Information".

Are there any delays in delivering to or receiving from Canada?

USPS

Senders should check the latest conditions and service status at: <https://about.usps.com/newsroom/service-alerts/international/welcome.htm>

UPS

As of April 24th, UPS noted Canada as "Service Continuing normally". This was a summary of developments for informational purposes only, may not include all details and is subject to change as the situation evolves. Please refer to ups.com for country level service updates or select the country link to see service alerts for that location.

FedEx

Customers should visit:

https://www.fedex.com/content/dam/fedex/us-United-states/Service-Alerts/images/2020/Q4/2019_nCoV_Service_Impacts_Apr_28.pdf

What was the effective start date of the various mail carrier changes to mail delivery guarantees?

USPS

The USPS maintains a list of every service alert it has issued regarding changes to services, by day, listed here:

https://postalpro.usps.com/industryoutreach/alert_and_notices

UPS

Effective March 26, 2020, and until further notice, UPS suspended the UPS Service Guarantee for all shipments from any origin to and destination. For all U.S. origin shipments, the Service Guarantee suspension became effective as of March 24, 2020.

FedEx

FedEx suspended its global money-back guarantee effective March 24 for all FedEx Express, FedEx Ground, FedEx Freight and FedEx Office services until further notice.

What are the SLAs for First-Class Mail, Priority Mail and First-Class Package Services amid COVID-19?

First-Class Mail

Normally the USPS service standard for First-Class Mail is 3 business days or less. First-Class Package Services and Priority Mail standards are 1, 2 or 3 days depending on the zone, with exceptions in some cases, and delivery standard is not guaranteed.

Priority Mail and First-Class Package Service

Effective April 17, 2020, Priority Mail and First-Class Package Service commitments now will be extended to three and four days respectively (from 2-3 days). Local 1-day Priority Mail commitments do not change. Global Express Guaranteed Services also have been altered. More on these changes can be found at <https://postalpro.usps.com/node/8016>.