

# Current measures of carriers

© You may not use nor share this information without previous consent of Zásilkovna (Packeta).

## Ukraine

Strict customs controls. The current delay in transit is increased by 1-1.5 days.

Currently there are no restrictions on couriers and points operations. In case of closure of Pick up Points (usually through the quarantine of Malls where they are placed), will be done forwarding to the nearest open Pickup Point with additional information of the recipient.

Reducing checkpoints has the effect of increasing transit times, including international mail, through additional controls.

## Russia Russian Post

Due to the strict control of all trucks and drivers on the borders delivery time Berlin-Moscow can be longer. 3-5 days of delay can be possible.

## Italy GLS

Home delivery is functional in all regions.

## USA

Due to the outbreak of COVID-19 there are limited transport options to the United States. There is longer transit times to the US-regions West and South-East Coast. All other destinations in the US are serviced as normal.

### Expected delays od parcel delivery.

With effect from April 7, 2020, USPS introduces an air surcharge for US parcels in response to a rocketing increase of air transport prices during the COVID-19 pandemic. You may find the

Airline surcharges are as follows:

- 1,13 € up to 0.25 kg
- 2,25 € up to 0.5 kg
- 4,50 € up to 1 kg
- 6,75 € up to 1.5 kg
- 9 € up to 2 kg

## Spain MRW

Pick-up points are closed. Home delivery is functional. Due to the increased volume of shipments, there are currently delays in delivery. For the above reason, notifications with the exact delivery time from MRW will be temporarily disabled.

## Spain Correos

Non-mandatory signatures. Home delivery in function in all regions.

## Germany DHL

No changes, just limitation - delivery w/o personal contact, distance at least 1m etc. Without signature - they may agree to return it to the sender, COD parcels are automatically sent to the pickup points, addressee get an info via SMS or mail. We recommend to send parcels to Packstations or Ablageort - the chosen place for storage. Some Packetshop (tobacco = pick up points) are closed - the package automatically goes back to the sender.

**Switzerland and  
Lichtenstein**

Expected delay 1-2 days. Some of the post offices are closed - [more information here](#).

**France  
Colissimo**

Expected major delays. Please do not send parcels to the postal office or to PUDO shops and please also do not send them against signature. Delivery against signature is also not recommended because the postmen shall avoid contact with other persons. The same goes for Cash on delivery.

No injection of parcels and no distribution of parcels on Wednesday 25th of March 2020.

In addition and in order to limit the health risk for everyone, we ask the customers whenever it's feasible to send parcels that do not require physical contact with the addressee and therefore can be delivered in a standard letterbox (maximum size of the parcel: 34 cm x 26 cm x 26 cm).

It is not possible to send parcels heavier than 10 kg.

**Slovenia  
DPD**

Cash and card payment are available (1,2% surcharge for card)

**Poland  
DPD**

COD – payment by card available.

**Poland  
InPost**

If the recipient does not pick up the parcel from Paczkomat in 48 hours, they will send the parcel back to the sender. There will be 2 delivery attempts in HD (as usual), then they will send the parcel back to sender. Now it's very important to put the correct phone number.

PL Inpost made upgrade: they send to the customer SMS code and instead of showing ID card they just show / say to the carrier this code. The final client can not send the return packages via InPost (it's possible eg. via Polska Poczta).

**Poland  
Polish Post**

No changes; closed lockers in the shopping centers - without impact to our customers (we have Home delivery). The parcels will not deliver to Quarantined people, the package will be stored in the post office, and when the customers will be released from quarantine, the post deliver the package to them.

**Luxembourg  
DPD**

No signature required (LU DPD)

**Netherlands  
PostNL**

No signature required.

Delivery continues, as you have come to expect. The health and safety of our customers, employees and partners are of utmost importance. No signature required, PostNL deliverers will ask instead for the last three numbers of your customer's ID and enter them in the signature field. You may want to inform your customers about this change.

**Belgium  
PostNL**

Expected delays in delivery.

The closure of non-essential retail stores is affecting delivery, as fewer pick up points are available. Go to [postnl.be/corona](https://postnl.be/corona) for updated information the effect of the coronavirus on delivery and transit times.

From now on it is no longer possible to have your order sent directly to a PostNL point. Packages that still leave to a closed PostNL point are returned to the sender. Packages that we cannot deliver to the consumer's home after a second attempt go to a PostNL point that remains open. We recommend to send parcels primarily to customer's address.

**England,  
Ireland,  
Germany**  
Hermes

Courier recommends "contactless delivery" <https://new.myhermes.co.uk/coronavirus.html>

Extended number of lockers to 831.

Possibility to redirect the parcel to a safe place. If a secure location has not been selected but it is safe to deliver the parcel somewhere else, the courier will do so - they will take a photo that will be included in the delivery notification email.

**Security precautions:**

"If there is no secure place or if a signature is required, courier will knock on the door and step aside to ensure the safe delivery of the parcels. For parcels requiring signature, couriers have been temporarily authorized to acknowledge receipt on behalf of the customer; but only if the customer responded to the knock and gave them permission to do so. This was introduced to minimize contact. If no one responds, the parcel will be returned to the warehouse and will be try to deliver three times.

We encourage our couriers to follow all government guidelines and take further precautions by wiping regularly touched items such as handhelds, mobile phones, handles and steering wheels."

**England**  
Royal Mail

The UK is still reachable, but delivery is delayed due to tighter coronavirus restrictions. An adapted procedure for receipt signature is in place for the Royal Mail postal service.

**Austria**

It is also delivered in quarantine, packages are given after ringing the bell (whole AT).

**Parcels can be already sent on cash on delivery, but we still do not recommend it.** Opened Pickup points - only food, drugstore, newsagent, petrol. Without signature.

**Estonia, Latvia,  
Lithuania**  
Omniva

No cash payments. At the moment we do recommend to use parcel machine instead of courier service. We clean/disinfect parcel machine screens several times a day and it is possible to enter the code with a glove. If it's possible, please inform clients to use at this time more parcel machine service than courier.

UPDATE: Lithuania – Home delivery has been renewed, hence it is possible to send parcels directly to customers' addresses.

**Sweden,  
Finland,  
Denmark**  
PostNord

No limitations for now, only slight delays. Some pickup points closed.

**Portugal**  
MRW

Due to the increased volume of shipments, there are currently delays in delivery. For the above reason, notifications with the exact delivery time from MRW will be temporarily disabled.

**Hungary**  
Post

Instead of signature, possibility of contactless delivery of the parcel: the courier gives a code to the recipient, who will enter the code on [alairas.expressone.hu](http://alairas.expressone.hu) website. After this the courier hands over the parcel.

**Hungary**  
Express One

Parcels are not delivered to addresses subject to official home quarantine (red warning on the door of the apartment). However, entitled recipients who are not involved in the quarantine can receive them. Contactless delivery: no signature is needed. The courier then enters the personal code of the recipient and hands over the parcel. Because of the current situation we are limited by the carrier about packages/day, every shipments send to Express One will be redirected to Best Delivery Solution service (and charge as BDS).

**Hungary**  
DPD

Parcels will be provided with a unique PIN code, so the recipient can pick up the parcel contactless. The recipient can find the PIN code in the e-mail or text message with the delivery informations.

**Slovakia**  
Remax

No changes, card payment possible (preferable), the recipient must come to the courier's car

**Slovakia**  
Slovak post

No changes, extended withdrawal period after unsuccessful courier delivery (18 days + 14 days)

**Slovakia**  
GLS

The cooperation with this carrier will be terminated on 31<sup>st</sup> March 2020.

**Czech Republic**  
DPD

Card payment only with surcharge 1,5 % of COD value, possibility of contactless handover of the parcel. Courier get the name and last 4 digits of ID card of the recipient, no need for signature. <https://www.dpd.com/cz>

**Czech Republic**  
Czech post

Cash and cash on delivery are possible. There is no charge for card payments. Delivery through the country. In the area where the quarantine is declared and the municipalities are closed, the parcels are stored at the municipality. The storage time is extended or they can redirect the parcels in another place.

**Czech Republic**  
Intime

Card payment only with surcharge 1,5 % of COD value. Final customers can contact the driver and ask for contactless delivery. Drivers delivers to agreed place and makes a picture of it. <https://intime.cz/node/164>

© You may not use nor share this information without previous consent of Zásilkovna (Packeta).