

Resumption and temporary suspension of acceptance, delivery delays of mail items
destined to various countries/territories (Updated on November 20)

Thank you for using our postal service.

Our acceptance of various international mail items has been temporarily suspended due to the novel coronavirus pandemic. Meanwhile, we will resume acceptance of mail items as shown in the table below from November 24.

	Countries/Territories	Previously				From November 24			
		Air	SAL	Surface	EMS	Air	SAL	Surface	EMS
Resumption	Malaysia	X	X	✓	X	✓	X	✓	✓

✓: acceptable, X: acceptance suspended

For details on the countries and territories to which acceptance of mail is suspended or temporarily suspended due to the novel coronavirus pandemic as of November 24, please see the Air letter-post items Appendix. We continue to temporarily suspend acceptance of mail items destined to these countries and territories because their postal operators are still not accepting inbound postal items and/or our transportation performance remains significantly reduced due to reduction of flights from/to Japan. Items which have already been accepted and cannot be dispatched to their destinations will be returned from the delivery offices to the senders in order.

In addition, because the global reduction of flights is continuing and the volume of outbound mail items from Japan is expected to increase toward the end of the year, please note in advance that considerable delivery delays are expected for outbound mail items.

If you are planning to send international mail items during the upcoming holiday period, please post them as early as possible.

We sincerely apologize for the inconvenience. It would be appreciated if you would kindly understand this situation in advance.

**Countries and territories to which acceptance of mail is temporarily suspended
because of the novel coronavirus pandemic and other causes**

We are suspending or temporarily suspending acceptance of mail items destined to the following countries/territories.

1 EMS and Airmail¹ (97 countries/territories, 97 countries/territories out of them due to the novel coronavirus pandemic)

Asia (5)	Oceania (24)	North and Central America (22)	Africa (24)
India	Wake Island ⁷	United States of America ⁶	Ascension
Bangladesh	Australia ⁶	Antigua and Barbuda	Algeria
East Timor	Northern Mariana Islands ⁷	British Virgin Islands	Uganda
Bhutan	Kiribati	El Salvador	Eswatini
Lao People's Democratic Republic	Guam ⁷	Grenada	Ethiopia ⁴
	Christmas Island	Costa Rica	Eritrea ⁴
	Cocos (Keeling) Islands	Jamaica	Cameroon
	Saipan ⁷	Saint Christopher and Nevis	Congo ⁴
	Solomon Islands	Saint Vincent	Zambia
	Tuvalu	Saint Lucia	Sierra Leone
	Tonga	Dominican Republic	Zimbabwe
	Nauru	Trinidad and Tobago	Seychelles
	New Caledonia	Nicaragua	Senegal
	Norfolk Island	Bermuda	Tristan da Cunha
	Vanuatu	Haiti	Namibia
	Papua New Guinea	Bahamas	Burundi
	Palau ⁷	Barbados	Botswana
	Fiji	Puerto Rico ⁷	Malawi
	French Polynesia	Virgin Islands ⁷	South Sudan
	American Samoa ⁷	Belize	Mozambique
	Marshall Islands ^{7,10}	Montserrat	Morocco
	Midway Islands ⁷		Rwanda
	Federated States of Micronesia ^{7,10}	South America (3)	Lesotho
	Wallis and Futuna ³	Guyana	Reunion
		Brazil ⁸	
		Peru	

¹Airmail services: Letter-post items and parcel-post items by airmail. Letter-post items are letters, postcards, small packets, printed matter, special mailbags (M-bags), mail for the blind, international ePackets, greeting cards, aerogrammes and D-mail.

²Besides EMS and Airmail, acceptance of surface mail is temporarily suspended.

³Besides EMS and Airmail, acceptance of surface letter-post items is temporarily suspended.

⁴Besides EMS and Airmail, acceptance of surface parcel-post items is temporarily suspended.

⁵Airmail is accepted.

⁶Ordinary air letter-post items except for D-mail and registered Air letter-post items except for Printed Matter, Special Mailbags for Printed Matter, Small Packets, International e-Packet and D-mail are accepted. Surface items are also accepted.

⁷Ordinary and registered Air letter-post items except for Printed Matter, Special Mailbags for Printed Matter, Small Packets, International e-Packet and D-mail are accepted. Surface items are also accepted.

⁸Besides EMS and Airmail, acceptance of surface letter-post items destined to Brazil continues to be suspended.

⁹Besides EMS and Airmail, acceptance of surface letter-post items destined to Crimea and Sevastopol continues to be suspended.

¹⁰Besides EMS and Airmail, acceptance of registered items continues to be suspended.

2 Surface items¹¹ (15 countries/territories, 10 countries/territories out of them due to the novel coronavirus pandemic)

Asia (2)	Europe (1)	North and Central America (2)	Africa (5)
Sri Lanka ¹²	Armenia	Mexico ^{**}	Egypt
Myanmar ¹²		Cayman Islands	Gabon
	Oceania (2)		Ivory Coast
	New Zealand ^{**}	South America (1)	Sudan
	Pitcairn ¹³	Ecuador	Liberia ^{**}

¹¹Surface mail services: Letter-post and parcel-post items by surface mail. Letter-post items are letters, postcards, small packets, printed matter, special mailbags (M-bags) and mail for the blind.

¹²Surface parcel-post items are accepted.

¹³Surface letter-post items are accepted.

^{**}Country to which suspension has been effective since before.

3 All types of mail (39 countries/territories, 35 countries/territories out of them due to the novel coronavirus pandemic)

Asia (7)	Europe (1)	South America (8)	Africa (12)
Afghanistan	Turkmenistan	Argentina	Guinea
North Korea	North and Central America (5)	Uruguay	Comoros Islands
Nepal	Cuba	Colombia	Djibouti
Pakistan	Guatemala ^{**}	Chile	Somalia ^{**}
Brunei	St. Pierre and Miquelon	Paraguay	Chad
Maldives	Honduras	French Guiana	Central Africa
Mongolia	Martinique	Venezuela	Niger
		Bolivia	Burkina Faso
			Benin
			Mali
			Mauritania
			Libya ^{**}

^{**}Country to which suspension has been effective since before.

4 SAL mail¹⁴

All 86 countries and territories to which we provide SAL service.

¹⁴SAL mail services: Letter-post items by SAL, International ePacket Light, P-mail and parcel-post items by SAL. Letter-post items are small packets, printed matter and special mailbags (M-bags).