

United States Postal Service®

INDUSTRYALERT

April 16, 2020

COVID-19 CONTINUITY OF OPERATIONS UPDATE

Refunds for Items to International Countries where Service Has Been Suspended

Due to COVID-19, international shipping has been suspended to many countries. The list of countries with mail service interruption is updated frequently; for the most current list please visit the USPS [international service-alerts page](#). According to DMM 604.9.2.3, customers are entitled to a full refund of their postage costs when service to the country of destination is suspended.

The detailed procedures to obtain refunds for Retail Postage, eVS, PC Postage, and BMEU entered mail can be found through the following link:

<https://postalpro.usps.com/international-refunds>