

# FedEx

## **FedEx® is an essential business**

Due to the crucial role we play in moving supply chains and delivering critical relief, FedEx is considered an essential business. We will continue to operate under state-of-emergency and shelter-in-place orders recently issued in the U.S. These restrictions are disrupting the global supply chain. Air cargo capacity is limited, and we've had to make adjustments so that our international networks can best deliver much-needed goods and services in this constrained environment.

To continue providing the best possible service during this time, we are implementing a temporary surcharge on all FedEx Express and TNT international parcel and freight shipments beginning April 6th. See Surcharge Details.

## **FedEx Ground service delays in various parts of the U.S.**

Due to a significant surge in volume and other impacts of COVID-19, FedEx Ground is currently experiencing delays in various parts of the U.S. We are committed to providing service to the best of our ability and offer our sincerest apologies for any inconvenience caused by these delays. For specific shipment status information, please track your shipment at [FedEx.com](https://www.fedex.com).

## **Signature suspension notification**

To help promote the safety of our employees and customers, FedEx signature guidelines are being temporarily adjusted for all shipments within the United States, with the exception of adult signature required (ASR) shipments. In efforts to minimize physical interactions, customers may be asked to verify recipient name in lieu of a physical signature. FedEx is still collecting recipient information; therefore, surcharges for these services will continue to be assessed. For shipments with the adult signature service option selected, couriers will still request a physical signature and require a government-issued photo ID.

The safety and well-being of our 475,000 team members is our top priority as they continue to deliver critical goods and services to support communities across the globe. Please visit this site for more information on the FedEx response to COVID-19.

# UPS

## **Impact of the Coronavirus on our Service Guarantee.**

Within the U.S., UPS is designated among the government's [critical infrastructure](#) and, therefore, continues to operate. The Novel Coronavirus pandemic has created unprecedented complexities, which have required us to constantly reassess our operations. Our highest priority is to help ensure the health and safety of our employees, customers, and suppliers.

## **Suspension of Service Guarantee**

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

As the effects of the Coronavirus impact our infrastructure, we will continue to seek guidance from local, state, and national government entities to ensure that we fully align with their regulations. We are committed to continue operating globally except where constrained by government restrictions.

Surge in volume and other impacts of COVID-19, UPS Ground is currently experiencing across parts of the U.S. We are committed to providing service to the best of our ability and offer our sincerest apologies for any inconvenience caused by these delays.

## **Changes to Commitment Times**

Commitment times for UPS Next Day Air Saver<sup>®</sup> and UPS 2nd Day Air A.M.<sup>®</sup> services scheduled for delivery on or after March 30, 2020 will be extended to end-of-day until further notice.

**Prior to shipping**, please check to see if the recipient's location is open, since many some businesses' hours may have changed either due to local restrictions or at the business's discretion. We will make three routine delivery attempts\* before returning a package to the sender. Please continue to visit this site for the most up-to-date information regarding the impact of Coronavirus on UPS services.

\*Where three routine delivery attempts do not coincide with a recipient's adjusted (e.g., shortened, or weekend-only) business hours, the package will be returned to sender.

### **LTL Carriers**

All LTL carriers have relaxed their COVID-19 policy on delivering freight outside the building. They have all changed the policy to allow the driver to make the decision since the employee is risking their health. The drivers are not required to deliver the shipment inside. All of our delivery instructions state 'inside delivery required' but the carrier policy over-rides these instruction during COVID-19.

All LTL Carriers continue to experience challenges related to COVID-19, reduced staff due to COVID-19 illness employee. **There are transit time delays across the country; please allow an extra 1-2 days for your shipment to arrive.**

Tracking numbers for both small parcel and LTL are available on the GroveMed website and on your invoice. Please only contact Customer Service if your shipment does not arrive after the extended transit time of 1-2 additional days.