

United States Postal Service®

# INDUSTRYALERT

May 29, 2024

## INTERNATIONAL SERVICE SUSPENSION NOTICE – Effective May 31, 2024

Effective May 31, 2024, the Postal Service will suspend international mail acceptance to **New Caledonia** until further notice due to unavailable transportation.

Customers are asked to refrain from mailing items addressed to the following country, until further notice:

- New Caledonia

This service disruption affects Priority Mail Express International® (PMEI), Priority Mail International® (PMI), First-Class Mail International® (FCMI), First-Class Package International Service® (FCPIS), International Priority Airmail® (IPA), and M-Bag® items.

Unless otherwise noted, service suspensions to a particular country do not affect delivery of military and diplomatic mail.

For already deposited items, other than Global Express Guarantee® (GXG®), Postal Service International Service Center (ISC) employees will endorse the items as “Mail Service Suspended — Return to Sender” and then place them in the mail stream for return.

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>

The Postal Service is closely monitoring the situation and will continue to update customers until the situation returns to normal. Please visit our International Service Alerts page for the most up to date information: [https://about.usps.com/newsroom/service-alerts/international/?utm\\_source=residential&utm\\_medium=link&utm\\_campaign=res\\_to\\_intl](https://about.usps.com/newsroom/service-alerts/international/?utm_source=residential&utm_medium=link&utm_campaign=res_to_intl)

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