



FOR IMMEDIATE RELEASE

PRESS RELEASE

Update on Outbound Mail Deliveries and Current Service Limitations

Kingston, Jamaica, December 1, 2025 - Jamaica Post wishes to reassure the public that outbound mail services remain active. However, like many postal administrations globally, we continue to experience temporary restrictions affecting some destinations due to flight shortages, airline capacity constraints, and international policy changes. We also take note of the recent Gleaner article and welcome the opportunity to provide additional clarity.

We understand the impact that limited outbound dispatches may have on customers, including e-commerce operators and small businesses. Jamaica Post sincerely regrets any inconvenience caused. We acknowledge reports of inconsistent deliveries and returned items. In several cases, flights to certain destinations become temporarily unavailable, even when those destinations remain on our active list. Once a flight becomes available, mail is dispatched immediately.

Outbound deliveries continue to be affected primarily by reduced global flight availability and airline capacity limitations. Airlines have adjusted routes, deployed smaller aircraft, or restricted cargo space due to post-pandemic operational changes. Additionally, some countries postal operators do not facilitate the transit of mail items through their borders, while other countries have limited transiting options. These changes are global in nature and continue to affect postal operators across the Caribbean, North America, Europe, and Asia.

The current list of 42 destinations reflects the countries for which confirmed mail transportation options presently exist. This list changes over time as airline availability fluctuates. Historically, the number of countries has ranged from as low as two (during the 2020 global lockdown) to over 60 as flights resumed. Jamaica Post continues to update the list based on real-time airline information to avoid accepting items for destinations without confirmed transportation.

Regarding outbound Parcels and Packets (merchandise) to the United States, the suspension remains in effect due to Executive Order 14324, which revoked the previous de minimis exemption for low-value items entering the U.S. duty-free. This change affects postal operators globally. Customers may continue to send documents (letter mail) to the U.S., while Jamaica Post continues to work with its international partners to restore merchandise service as soon as possible.

Jamaica Post continues to engage additional airline partners, regional postal administrations, and international logistics providers to secure alternative routes and expand outbound capacity. These discussions are ongoing, and the public will be updated as new routes become available.

Jamaica Post remains committed to restoring full outbound service and improving consistency across all destinations. We thank our customers for their patience as we navigate the global constraints affecting mail transportation and will continue to share updates through our website and social media platforms.

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