



HOLIDAY SCHEDULE 2015

Pick Up and Processing Schedule

Thanksgiving

Wednesday	25 - Nov	U.S. and Canadian Operations open. Contact Transportation Operations Center to confirm pick-up schedule.
Thursday	26 - Nov	Pick-ups in the U.S. will be canceled.* U.S. Operations, Customer Service Center and Corporate Offices closed; Transportation Operations Center open (as needed); Canadian Operations open.
Friday	27 - Nov	U.S. and Canadian Operations open. Contact Transportation Operations Center to confirm pick-up schedule.

Christmas

Thursday	24 - Dec	U.S. and Canadian Operations open. Contact Transportation Operations Center to confirm pick-up schedule.
Friday	25 - Dec	Pick-ups in the U.S. will be canceled.* U.S. Operations, Customer Service Center and Corporate Offices closed; Transportation Operations Center open (as needed); Canadian Operations closed.
Saturday	26 - Dec	U.S. Operations open; Canadian Operations closed. Contact Transportation Operations Center to confirm pick-up schedule.

Canada - Boxing Day

Saturday	26 - Dec	Canadian Operations closed; U.S. Operations and Transportation Operations Center open.
Monday	28 - Dec	Canadian Operations closed; U.S. Operations, Customer Service Center, Corporate Offices and Transportation Operations Center open.

New Years 2015 - 2016

Thursday	31 - Dec	U.S. and Canadian Operations open. Contact Transportation Operations Center to confirm pick-up schedule.
Friday	1 - Jan	Pick-ups in the U.S. will be canceled.* U.S. Operations, Customer Service Center and Corporate Offices closed; Transportation Operations Center open (as needed); Canadian Operations closed.
Saturday	2 - Jan	U.S. and Canadian Operations open. Contact Transportation Operations Center to confirm pick-up schedule.

Note: The USPS will not make final-mile deliveries on November 26, December 25, and January 1. Canada Post will not make final-mile deliveries on December 25, December 28 and January 1. There will be normal operations on all other days not listed.

Transportation Operations Center: 1-800-426-7478

*All pick-ups on November 26, December 25 and January 1 will be canceled. For pick-ups the day before or the day after, please call the Transportation Operations Center to confirm your scheduled pick-ups.

Customer Service: 1-800-805-9306

For delivery prior to December 25, please keep in mind the following:

For U.S. Delivery by Thursday, December 24	Ship on or Before
Smartmail Expedited	Thursday, December 17
Smartmail Ground	Tuesday, December 15

For International Shipments	Average Transit Times
Priority	4 - 8 Business Days
Standard	8 - 14 Business Days

For country specific deadlines, please see the following page.

DHL eCommerce - Excellence. Simply delivered.



Country specific deadlines for delivery prior to December 25

GM Parcel Priority

Brazil	25 - Nov
African Countries	3 - Dec
Argentina	3 - Dec
Australia	3 - Dec
China	3 - Dec
Hong Kong	3 - Dec
India	3 - Dec
Japan	3 - Dec
Mexico	3 - Dec
New Zealand	3 - Dec
Rest of Asia	3 - Dec
Rest of Latin America	3 - Dec
Russia	3 - Dec
Israel	9 - Dec
Eastern Europe	9 - Dec
Western Europe	9 - Dec
Canada	10 - Dec
Germany	11 - Dec
United Kingdom	11 - Dec

GM Parcel Standard

China	25 - Nov
Brazil	25 - Nov
African Countries	25 - Nov
Argentina	25 - Nov
Australia	25 - Nov
Hong Kong	25 - Nov
India	25 - Nov
Japan	25 - Nov
Mexico	25 - Nov
New Zealand	25 - Nov
Rest of Asia	25 - Nov
Rest of Latin America	25 - Nov
Russia	25 - Nov
Israel	3 - Dec
Eastern Europe	3 - Dec
Western Europe	3 - Dec
Germany	9 - Dec
United Kingdom	9 - Dec
Canada	10 - Dec

GM Packet & Business Mail Priority

African Countries	27 - Nov
Argentina	27 - Nov
Brazil	27 - Nov
Rest of Latin America	27 - Nov
Australia	4 - Dec
Canada	4 - Dec
China	4 - Dec
Eastern Europe	4 - Dec
Hong Kong	4 - Dec
India	4 - Dec
Israel	4 - Dec
Japan	4 - Dec
Mexico	4 - Dec
New Zealand	4 - Dec
Rest of Asia	4 - Dec
Russia	4 - Dec
Western Europe	9 - Dec
Germany	9 - Dec
United Kingdom	11 - Dec

GM Packet & Business Mail Standard

African Countries	25 - Nov
Argentina	25 - Nov
Brazil	25 - Nov
Rest of Latin America	25 - Nov
Australia	27 - Nov
Canada	27 - Nov
China	27 - Nov
Eastern Europe	27 - Nov
Hong Kong	27 - Nov
India	27 - Nov
Israel	27 - Nov
Japan	27 - Nov
Mexico	27 - Nov
New Zealand	27 - Nov
Rest of Asia	27 - Nov
Russia	27 - Nov
Western Europe	7 - Dec
Germany	7 - Dec
United Kingdom	9 - Dec

GM Parcel Direct

Rest of EU*	2 - Dec
Austria	7 - Dec
Australia	10 - Dec
Canada	10 - Dec
Italy	10 - Dec
Ireland	10 - Dec
New Zealand	10 - Dec
Germany	11 - Dec
Japan	14 - Dec
South Korea	14 - Dec
United Kingdom	14 - Dec
Mexico	16 - Dec

*Rest of EU: Belgium, Bulgaria, Croatia, Cyprus, Czech Republic, Denmark, Estonia, Finland, France, Greece, Hungary, Latvia, Lithuania, Luxembourg, Malta, Netherlands, Poland, Portugal, Romania, Slovakia, Slovenia, Spain, Sweden

GM Packet Plus

African Countries	25 - Nov
Argentina	25 - Nov
Brazil	25 - Nov
Rest of Latin America	25 - Nov
Australia	4 - Dec
Canada	4 - Dec
China	4 - Dec
Eastern Europe	4 - Dec
Hong Kong	4 - Dec
India	4 - Dec
Israel	4 - Dec
Japan	4 - Dec
Mexico	4 - Dec
New Zealand	4 - Dec
Russia	4 - Dec
Rest of Asia	4 - Dec
Western Europe	4 - Dec
Germany	8 - Dec
United Kingdom	11 - Dec

GM Packet IPA

African Countries	27 - Nov
Argentina	27 - Nov
Brazil	27 - Nov
Rest of Latin America	27 - Nov
Australia	4 - Dec
Canada	4 - Dec
China	4 - Dec
Eastern Europe	4 - Dec
Hong Kong	4 - Dec
India	4 - Dec
Israel	4 - Dec
Japan	4 - Dec
Mexico	4 - Dec
New Zealand	4 - Dec
Russia	4 - Dec
Rest of Asia	4 - Dec
Western Europe	4 - Dec
Germany	4 - Dec
United Kingdom	4 - Dec

GM Packet ISAL

African Countries	25 - Nov
Argentina	25 - Nov
Brazil	25 - Nov
Rest of Latin America	25 - Nov
Australia	27 - Nov
Canada	27 - Nov
China	27 - Nov
Eastern Europe	27 - Nov
Hong Kong	27 - Nov
India	27 - Nov
Israel	27 - Nov
Japan	27 - Nov
Mexico	27 - Nov
New Zealand	27 - Nov
Russia	27 - Nov
Rest of Asia	27 - Nov
Western Europe	27 - Nov
Germany	27 - Nov
United Kingdom	27 - Nov