

## **EXCEPTIONAL PERFORMANCE AT RECORD PARCEL LEVELS**

**December 10, 2020:** ShipMatrix reports delivery performance of the parcel carriers for the two weeks of Thanksgiving and Cyber Monday. In spite of pandemic related challenges, the carriers processed over 100 million parcels per day exceeding their capacity by a few million per day, and yet achieved high on-time delivery measured against their commitments and the same period in prior years.

For two weeks of November 22 thru December 5, FedEx was at **94.9%**, UPS at **96.3** percent, and USPS at **92.8%**. These figures compare very favorably to the same period in 2019, when FedEx was at 90.4%, UPS at 92.7 percent and USPS at 92.3 percent.

In spite better performance this year with about 80 million parcels per day getting delivered on time, about 2.5 million parcels will take extra day or two. So, it is absolutely critical this peak season that online order of holiday items are placed by December 15 to avoid not receiving some items by Christmas Day or being required to pay for express shipping charges as the carriers prepare to also delivery millions of Covid19 vaccine and related items later this month.

### **About ShipMatrix, Inc.:**

ShipMatrix proprietary software is used by thousands of customers to manage visibility, customer experience and shipping operations. The data is based on millions of actual parcels shipped from over 100,000 shipping locations across the country. In addition, ShipMatrix leadership has the greatest domain experience having started FedEx Ground, and it has been tracking industry performance since 2000 with its methodology reviewed by the carriers.

### **Media contact:**

Satish Jindel, President  
(sjindel@shipmatrix.com)  
(724) 934-1400 x101 ET (office hours)  
(724) 494-9465 (cell) evenings