

DECLINE IN ONLINE ORDERS HELPS DELIVERY PERFORMANCE IN THE FINAL STRETCH

December 23, 2020: Most recent ShipMatrix data shows retailers and consumers have headed advise about delays from huge spike in holiday shipping which is starting to reduce parcel volume and helping recovery of on time delivery performance.

For the week of December 13 thru 19, FedEx was at 95.2%, UPS at 96.3% and USPS at 93.6%. While U.S. Postal Service had to handle additional few millions parcels per day not accepted by FedEx and UPS during last week, its Parcel Select service (that performs last mile delivery of millions of parcels for Amazon, UPS, and other large shippers) operated at 98.7%. In spite such marked improvement in the final stretch, over a million online orders are still at risk of not being delivered by Christmas Day but many of these items are Covid19 related household purchases and not holiday gifts.

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.

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