

WITH OVER 3 BILLION PARCELS DELIVERED IN PEAK, EXPECT A NEW RECORD FOR RETURNS

January 5, 2021: FedEx, UPS, U.S. Postal Service, Amazon Logistics and regional carriers such as LaserShip, LSO and OnTrac collectively set a new industry record of delivering over 3 billion parcels during the past peak season.

For parcels scheduled for delivery between December 20 and 26, FedEx was at 96.5%, UPS at 97.6% and USPS at 94.7%. While this performance for all three was better than prior week, handling such huge spike in volume with temporary methods (that includes deliveries made on Christmas Day) still resulted in over two million parcels not delivered by Christmas.

With the long Christmas weekend, hundreds of thousands of parcels experienced extended delay of several days, which will result in many more parcels than in prior years being returned via The UPS Stores, FedEx Office, Post Offices and Kohl's which accepts items bought on Amazon.

Satish Jindel, President of ShipMatrix, Inc. added "It is noteworthy that in spite the demand exceeding capacity by millions of parcels per day, the Cyber Five peak period performance was as follows: 95.1% for FedEx, 96.7% for UPS and 93.2% for USPS. It compares favorably with 2019 peak period performance for FedEx at 94.6% and UPS at 96.6% but a drop from 93.9% for the Postal Service."

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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