

CONSISTENT PERFORMANCE IN SPITE LABOR SHORTAGE

December 10, 2021: ShipMatrix reports on-time performance (OTP) of the major parcel carriers for three weeks including Thanksgiving and Cyber Monday. In spite of labor shortages impacting parcel carriers' ability to hire additional workers, they have held up the service levels due to capacity expansions since 2020 peak, more consumers shopping at retail stores and placing online orders earlier with great news coverage of supply chain woes.

For three weeks 47, 48 and 49 from November 14 to December 4, OTP results are as follows: FedEx at **85.7%**, UPS at **96.4%**, and USPS at **95.1%**. And, for the last week of November 28 to December 4, when the carriers handled a much higher volume than in previous two weeks, ShipMatrix results show that the carriers held up well with FedEx at **83.9%**, UPS at **96.1%** and USPS at **95.5%**.

Furthermore, with over 70 percent of parcels containing holiday gifts and delivered to residences, the more important way to evaluate the carriers' performance is by considering express service as on time if delivered by end of the day and Ground within one extra day. These figures for week 49 (November 28 to December 4) are much better with FedEx at **97.4%**, UPS at **99.0%** and USPS at **98.6%**. All ShipMatrix OTP figures are based on revised holiday season commitment times.

In spite such good performance during this peak, with over 90 million parcels shipped each day, about 1.3 million parcels each day will take two or more extra days to be delivered. So, consumers should place orders by December 15 unless the retailer is shipping the items via faster express services. And, if the retailers are promising aggressive delivery dates with ground shipping, consumers should be cautious as the carriers have added extra time or day to their commitment times for the peak and may give false expectations for delivery.

About ShipMatrix, Inc.:

ShipMatrix proprietary software is used by hundreds of customers located across the country to manage visibility, shipping operations and customer experience. Its OTP results are based on millions of parcels shipped from over 100,000 locations. In addition, ShipMatrix leadership has unmatched industry experience from being founders of FedEx Ground, having advised all major parcel carriers, and utilizing the most accurate measurement criteria.

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