

## **CARRIERS' MET SHIPPING DEMANDS FOR 2021 PEAK SEASON**

**January 7, 2022:** ShipMatrix data for the 2021 peak season shows that in spite of earlier concerns about demand exceeding capacity, FedEx, UPS and USPS collectively meet the needs of online shipping and provided high level of service with help from consumers who shopped early and at the stores.

For the peak period of November 28 thru December 24, FedEx delivered **88.2%**, UPS delivered **96.9%** and USPS delivered **96.5%** of parcels when measured against committed time for express and by day for ground. For the same period in 2020, FedEx was at 95.1%, UPS at 96.7% and USPS at 93.2% respectively.

Furthermore, for all orders shipped by the carriers' recommended drop-dead date for each service type, the carriers' performance for delivery by the Christmas Eve was as follows: FedEx at **98.1%**, UPS at **99.6%** and USPS at **99.1%**, which is very impressive given the numerous challenges with labor shortage and Covid19 related absenteeism.

### **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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