

Delivery Performance of Online Orders reaches Pre-pandemic levels

December 8, 2022: ShipMatrix, Inc. data on millions of parcels shipped during November shows the parcel industry delivering online orders at high on-time performance (OTP). For the first three weeks of November (1 thru 23), while delivering about 85 million parcels per day, the results for all domestic services for the three largest carriers were as follows: FedEx at **96.3%**, UPS at **97.0%**, and the U.S. Postal Service at **96.2%**.

However, with average daily volume increasing to 90 million parcels during the period of Thanksgiving and Cyber Monday (November 24 to November 30) and reaching 100 million for Cyber Monday, the carriers OTP dropped slightly as follows: FedEx at **95.3%**, UPS at **96.6%** and USPS at **95.8%**. For this same period in 2021, OTP was as follows: FedEx at 83.9%, UPS at 96.1% and USPS at 95.5%, with FedEx improving the most in 2022 by 13.6 percent.

Furthermore, ShipMatrix data offers other interesting observations for retailers and consumers such as: a) orders shipped on Thursdays have 98% OTP compared to 92% for those shipped on Mondays, and b) parcels shipped across the country have lower OTP by about 4% compared to those moving shorter distance. Retailers can leverage such OTP attributes in managing order fulfillment and consumer expectations.

Another development resulting from parcel capacity shortfall in 2020 and 2021 is that new competitors like Pitney Bowes, Quiet Platform and OSM Worldwide entered the market, who may have pushed the national carriers to achieve higher OTP. However, retailers and consumers should note that the last mile delivery for these new companies is still being done by the Postal Service.

Finally, this year's Grinch may turn out to be Amazon. It is having difficulty delivering in two-days and even shipping its orders via UPS after alerting the customers to expect delivery via its in-house delivery network.

About ShipMatrix, Inc.:

ShipMatrix proprietary software is used by hundreds of customers to manage visibility, shipping and customer experience. These OTP results are based on millions of parcels shipped from over 100,000 locations. In addition, over last two years, ShipMatrix has been endorsed the national carriers as having the most accurate OTP reporting.

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