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## **Parcel Carriers met or exceeded pre pandemic OTP in 2022 Peak**

**January 5, 2023:** ShipMatrix, Inc. data on millions of parcels shipped between Black Friday and Christmas Eve in 2022 shows that the on-time performance (OTP) for the three national carriers' based on their specific commit times for all their parcel services combined was as follows: FedEx at **95.2%**, UPS at **97.5%**, and the U.S. Postal Service at **94.3%**.

It compares favorably to their OTP for the peak period in 2019 which was as follows: FedEx at 94.6 percent, UPS at 97.5 percent, and Post Service at 95.6 percent.

While the Arctic cold blast during the final days of Christmas caused over 10 million to be delayed, those delays are not included in these figures as per industry practice of excluding delays that are out of control of the carriers similar to those due to wrong address or businesses being closed.

In addition, during the peak period of 2022, just like the pandemic years of 2020 and 2021, the parcel industry delivered over 3 billion parcels or 20 parcels per household reaffirming the dedication of men and women of the parcel carriers in bringing joy for Christmas to millions of children and adults.

### **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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